



# JGB Casual Rates and Pre-paid support - 2011/12\*

Standard Rates and Services - non contract customers	Onsite service	Per hour rate	Minimum charge	Billing increment
Onsite IT Support	\$120	\$150	1 hour	15 minutes
Telephone/Remote Support	N/A	\$150	0.5 hours	15 minutes
After hours support (Outside 8:30am-5:00pm Mon-Fri and Sat)	\$150	(1.5 Multiplier)	2 hours	30 minutes
After hours support (Sun and Public holidays)	\$150	(2.0 Multiplier)	2 hours	30 minutes

- JGB Standard business hours are 8:30am to 5:00pm Monday to Friday excluding public holidays.
- Work performed Monday to Friday outside standard business hours and Saturday is subject to 1.5x multiplier.
- Work performed on Sundays and public holidays is subject to 2.0x multiplier.

Pre-paid support - non contract customers	Hours	Price per hour	Total cost
<i>Save \$100</i>	10	\$140	\$1,400
<i>Save \$500</i>	25	\$130	\$3,250
<i>Save \$1,500</i>	50	\$120	\$6,000
<i>Save \$4,000</i>	100	\$110	\$11,000
<i>Save \$10,000</i>	200	\$100	\$20,000

- Pre-paid support must be ordered by client in advance of work commencing.
- Pre-paid support not subject to standard credit terms.
- Pre-paid support must be paid in full on invoice by client to receive discounted labour rate.
- Labour already billed to client can not be offset against new purchase of Pre-paid support.
- Pre-paid support must be used within 24 months of invoice date.