

Standard Remote Change	Minimum Fee	Per 30 minutes thereafter
Standard Customer (48 hour processing period)	\$85.00 (Includes first 30 minutes)	\$85.00
PriorITel Customer (24 hour processing period)	\$60.00 (Includes first 30 Minutes)	\$60.00
Premium Remote Change	Minimum Fee	Per 30 minutes thereafter
Standard Customer (3 hour processing period)	\$300.00 (Includes first 30 Minutes)	\$125.00
PriorITel Customer (2 hour processing period)	\$120.00 (Includes first 30 minutes)	\$60.00
Standard On-Site Service	Callout	Per 30 minutes thereafter
Standard Customer (CBD)	\$245.00 (Includes ½ Hour)	\$85.00
PriorITel Customer (CBD)	\$141.81 (Includes ½ Hour)	\$60.00
Standard Customer	\$165.00 (Includes ½ Hour)	\$85.00
PriorITel Customer	\$90.00 (Includes ½ Hour)	\$60.00
Emergency Weekday Service (Non PriorITel)	Callout	Per 30 minutes thereafter
Standard Customer (CBD)	\$600.00 (Callout fee only)	\$125.00
Standard Customer	\$500.00 (Callout fee only)	\$125.00
Scheduled Weekend Service	Callout	Per Hour thereafter
Standard Customer	\$245.00 (Callout fee only)	\$170.00 per hour (minimum 4 hours)
PriorITel Customer	\$120.00 (Callout fee only)	\$120.00 per hour (minimum 4 hours)
Emergency Weekend/ Out of Hours Service	Callout	Per Hour thereafter
Standard Customer	\$500.00 (Callout fee only)	\$170.00 per hour (minimum 4 hours)
PriorITel Customer	\$250.00 (Callout fee only)	\$120.00 per hour (minimum 4 hours)

IT Services

Non-Maintenance	SMB with Maintenance	Education with Maintenance
\$150.00 per hour	\$125.00 per hour	\$105.00 per hour

Data Cabling and Electrical Services

Call-Out Fee	Standard Rate	Time and 1/2	Double Time
\$80.00	\$46.61 per half hour	\$56.87 per half hour	\$67.12 per half hour

- All pricing is **ex-GST**. Pricing applies to metropolitan areas of Sydney, Melbourne and Brisbane. Regional and inter-state charges will be based on location and contractor availability. In Sydney, North Sydney and Parramatta are classified as CBD.