

DESCRIPTION	NO PLAN	YAP! SLA
Flat Panels / Projectors	-	\$21 each /m
LED Tiles	-	\$14 each /m
PC or Media Player (Windows)	-	\$56 each /m
Touch Screen Device	-	\$21 each /m
Network Device (Switch/Router/Security Device)	-	\$42 each /m
Scala Content Management Server - S&L on premise	-	Included
Hourly Work Rate (Business Hours)	\$160 /hr	\$120 /hr
Travel Hourly Rate	\$160 /hr	\$120 /hr
Content Creation	\$150 /hr	\$150 /hr
New SLA Onsite Scoping includes IT Audit	\$418	-
After Hours Installations	\$300 /hr	\$240 /hr
Standard Response Time (Business Hours)	-	4 hours
Emergency Response Time (24x7)	-	4 hours
After Hours Disasters & Public Holidays (4 - 6 Hr response)	\$400 /hr	\$240 /hr
Help desk in Standard Business Hours	Above Rates	Included
Phone & Remote Support Sessions	Above Rates	Included
Executive Summary Report	-	Monthly
Review and planning meeting	-	As Required
Vendor liaison	-	Included
24x7 Remote Monitoring	-	Included
• Device Online	-	Included
• Notification of unusual events	-	Included
Online custom client portal	-	Included
Online custom ticketing system portal	-	Included

* Excludes any specialist access equipment

ADDITIONAL INFORMATION

- Skill sets General IT/Audiovisual/Digital Signage/ Video Conferencing/Data & AV Cabling
- Minimum callout is 1 hour
- Prices apply in Perth Metropolitan Area, Regional Rates POA
- Rates exclude GST
- Subject to re-evaluation based on work volume
- Hardware must be under Warranty
- Devices must have private IP address
- Network must have unrestricted internet access
- Must be within active vendor software support maintenance contract.