

KeyOptions

Rate Card 2011-2012

All rates are quoted exclusive of GST

Service	Rate	Comments
KOT System and Support Engineer	\$160.00/hr \$1,200.00/day	General Support
KOT Advanced System and Support Engineer	\$200.00/hr \$1,520.00/day	Advanced Support (Server, Network Installation, Storage Configuration, Xsan Configuration)
Standard Call Out Fee	\$80.00	This covers travel time, parking etc.
Urgent Assistance Call Out Fee	\$160.00	Onsite response in under 4 hours
Projects / Installation / Systems Architect / Specialist Engineer	Price on request	We will provide a quotation for planned projects and installations
Project Management	\$140.00/hr	Larger projects will have time included for project management tasks, such as planning, resource allocation, meetings, documentation and logistics.
Service - After Hours Rates	Rate	Comments
KOT System and Support Engineer	\$240.00/hr	After Hours Rate
KOT Advanced System and Support Engineer	\$280.00/hr	After Hours Rate

Pre-Paid Support

KOT offers pre-paid support sold in blocks as follows. Call out fee is waived for pre-pay support.

KOT pre-pay 15 Hours - 15 Hours pre-paid on-site and remote support.
@ \$155 per hr = \$2,325.00 ex gst

KOT pre-pay 20 Hours - 20 Hours pre-paid on-site and remote support..
@ \$150 per hr = \$3,000.00 ex gst

KOT pre-pay 30 Hours - 30 Hours pre-paid on-site and remote support.
@ \$145 per hr = \$4,350.00 ex gst

KOT pre-pay 40 Hours - 40 Hours pre-paid on-site and remote support.
@ \$140 per hr = \$5,600.00 ex gst

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Managed Service Contracts

Key Options are committed to providing our customers the highest level of support and service. We have created a number of support plans that are tailored to the needs of different sized organisations.

Phone & Remote Only Support	Rate
Unlimited phone & remote support for up to 10 users or computers	\$400.00/month
Unlimited phone & remote support for 11 to 50 users or computers	\$1,000.00/month
Unlimited phone & remote support for greater than 50 users or computers	Price on request

Note: *In our phone only support agreement, on site visits will be charged at our normal hourly rates. Callout fees are waived. Prices are exclusive of GST. Support is billed monthly in advance.*

Onsite Support Agreements	Rate
4 Hours per fortnight. Recommended for up to 10 users or computers	\$1,300.00/month
4 Hours per week. Recommended for 11 to 50 users or computers	\$2,500.00/month

Note: *In all of our support agreements callout fees are waived. Prices are exclusive of GST. Support is billed monthly in advance.*

On Call Support	Rate
After hours, weekend and public holiday On Call phone support	\$600.00/month

Note: *Onsite support will be charge at our normal "After Hours" rate. Callout fees are waived. Prices are exclusive of GST. Support is billed monthly in advance.*

In addition to our support packages above, we can offer fully customised support agreements tailored to the specific needs of our customers. After a full assessment by one of our qualified engineers, a statement of work would be designed for individual customer's needs. This may include desktop support & maintenance, server support and maintenance, software upgrades, network maintenance, as well as remote help desk. These contracts are for 4 or more hours per week and are billed monthly in advance.

Weekly and fortnightly support contracts are based on an average number of hours per week or fortnight. If the weekly/fortnightly hours are continually exceeded, we will review the contract and recommend that a higher level of support be purchased. All support contracts are reviewed quarterly to ensure that both the customer and Key Options are completely satisfied.

Projects that are out of scope of our normal weekly/fortnightly support contracts are treated separately. Projects will be quoted and a Statement of Work provided.

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Monitoring Services

Critical Incidents will log a support call with KOT

Service	Rate
Basic Monitoring of firewall and network traffic - Uptime, daily monitoring of backup systems.	\$120.00/month
Advanced Monitoring - Up to 20 Computers - includes a KeyOptions monitoring device in your network.	\$200.00/month
Advanced Monitoring - 21-50 Computers - includes a KeyOptions monitoring device in your network.	\$350.00/month
Advanced Monitoring - 51-100 Computers - includes a KeyOptions monitoring device in your network.	\$500.00/month
Advanced Monitoring - Splunk Operational Analysis	Price on request

Advanced Monitoring services require a minimum 12 month contract.

Development Services

Key Options are also creators of iOS and Android apps for high profile organisations such as Foxtel, Austar and Rural Fires NSW to name a few. The development process is on a case by case basis and will require a scoping workshop to determine your needs. More information can be found on our website at www.keyoptions.com

We are specialists in Geo-location and database integration. We can also assist with all your mobile device file management needs, securely, with our Mobile File Management Solution.

We also offer development in other technologies such as Filemaker and Java.

Additional Services

Please see our website www.keyoptions.com for more information about the many services and products we support as well as information on our many training courses.

About our rates

Support is for onsite, phone and remote support. Onsite support is charged in 30 minute increments, phone and remote support is charged in 15 minute increments.

Standard operating hours are between 8am and 6pm Monday to Friday. Any work done out of these hours or on weekends or public holidays is billed at our 'After Hours' rate.

Daily rates are based on an 8 hour day. Any additional work will be charged at our 'After Hours' rate.

A Call Out Fee will be charged per onsite visit.