



STANDARD RATES SCHEDULE

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Labour Type	Business Hours		After Hours	
	Basic Services	Advanced Services	Basic Services	Advanced Services
Telephonic Support	R 350.00	R 350.00	R 525.00	R 525.00
Remote Support	R 350.00	R 450.00	R 525.00	R 700.00
On Site Support	R 350.00	R 450.00	R 525.00	R 700.00
Minimum Travel Fee	R 100.00	R 100.00	R 100.00	R 100.00

SERVICE CATEGORIES

For billing purposes and relevant to any general technical support services in respect of the ad-hoc customer, such services are divided into the following service categories and the applicable service category (“**relevant service category**”), based on the following criteria shall be charged for accordingly by the service provider:

- A. **Basic Services** – shall include all services which have a limited level of complexity and shall include but not be limited to:
- (i) Basic troubleshooting and maintenance of workstations (desktop or laptop), including operating system, application and hardware issues;
 - (ii) Basic troubleshooting and maintenance of printers and peripherals;
 - (iii) Network point failure;
 - (iv) Basic troubleshooting of internet connections;
 - (v) Basic configuration of any Permanent VPN service;
 - (vi) Troubleshooting of email services
 - (vii) Basic server maintenance tasks including:
 - i. Basic troubleshooting of server based issues including operating system, application and hardware issues;
 - ii. Creation, deletion or maintenance of any accounts on any server;
- B. **Advanced Services** - shall include all services with a high level of complexity and shall include but not be limited to:
- (i) Consulting services including security/system design, reviews, advice and recommendations on future IT directions;
 - (ii) Software development and programming;
 - (iii) Installation, configuration or maintenance of any firewall device;
 - (iv) Advanced server maintenance tasks including:
 - i. Login script creation or maintenance;
 - ii. File system security;
 - iii. Installation, configuration, maintenance or troubleshooting of any backup routines;
 - iv. Installation, configuration, maintenance or troubleshooting of the operating system or any server based applications;
 - v. Group policy creation or maintenance;
 - vi. Advanced installation or troubleshooting of server based issues including hardware issues, operating system, applications including but not limited to SQL, ISA or Exchange Server;
 - vii. Installation of server based hardware.
 - (i) Advanced configuration of any Permanent VPN service;
 - (ii) Disaster Recovery services including disaster recovery planning;
 - (iii) Project management services;
 - (iv) Investigation and implementation of any new technologies or any specific products at the request of the client;
 - (v) Server configuration for mobile phone and PDA integration including application troubleshooting and Certificate installation;
 - (vi) Installation or maintenance of any Telephone system.