

**UNE Desktop Support Contractor Pricing (Contract Reference A07/1332)**

	<b>Allcom Networks Pty Ltd</b>	<b>Armidalet</b>	<b>MAC1</b>
Per Unit Charge (15 minutes)	\$27.50	\$24.75	\$17.50 - Basic Response \$22.50 - Standard Response \$25.00 - High Response \$32.50 - Critical Response
Minimum Charge	4 Units per Job \$110.00 – All priorities	Includes 2 x 15 min Units Critical priority: \$55.00 All jobs All other priorities: \$55.00 <40 units per month (10 hours) \$49.00 40 - >160 units per month (10-40 hours) \$44.00 >160 units per month	2 Units Per Job: \$35.00 - Basic Response \$45.00 - Standard Response \$50.00 - High Response \$65.00 - Critical Response
Breakdown of cost increments/reductions	\$16.50 per 15 minutes where on-site service time exceeds minimum charge of 4 units (1hr). Subsequent and separate support calls occurring at the same physical site location (building or contiguous buildings) within a coinciding timeframe will also be charged at this reduced per unit rate.	\$55.00 <40 units per month (10 hours) \$49.00 40 - <160 units per month (10-40 hours) \$44.00 >160 units per month	These rates apply after first 4 units of a job \$14.00 - Basic Response \$18.00 - Standard Response \$20.00 - High Response \$26.00 - Critical Response
Volume Discount	\$440.00 per day maximum charge applicable for supply of pre-committed or schedule Support Services located within the same building or contiguous group of buildings	\$55.00 up to 40 15-minute units (10 hours) per month \$49.00 between 41 and 160 15-minute units (10-40 hours) per month \$44.00 more than 160 15-minute units per month	5% volume discount will apply to any account that exceeds 30 jobs per month
Per computer per month	\$61.60 – first 100 CPU's	\$55.00 – first 100 CPU's \$50.00 per CPU for 101 - <500 CPU's \$21.00 per CPU for 501 - <1000 CPU's >1000 negotiated rate	Minimum of 50 CPU's \$18.15 - Basic Response \$24.20 - Standard Response \$30.25 - High Response
Volume Discount	\$49.50 per CPU for 100 – 200 CPU's > 200 - at a negotiated rate	Volume discounts are included in the pricing above; however a further minimum discount of 10% overall would apply in the event that more than one similar agreement is negotiated	Minimum of 500 CPU's: \$15.00 - Basic Response \$20.00 - Standard Response \$25.00 - High Response  Minimum of 1000 CPU's \$12.75 - Basic Response \$17.00 - Standard Response \$21.25 - High Response

**E&OE**

**All pricing is inclusive of GST**