

In-House Service and Support:

Mac Centre Surry Hills is a Gold Level Authorised Apple Service Provider for all Macs, iPads and iPods under AppleCare warranty. We have a team of highly skilled Apple Certified Technicians who will diagnose your equipment and perform upgrades and repairs faster than any other major service centre in Sydney. No Reservation Required.

Warranty Repairs:	Free	<i>Standard Apple Terms and Conditions apply</i>
Quotation/Diagnostic Fee:	\$75	<i>Applicable for all Out of Warranty repairs - may be waived if chargeable work is approved.</i>
Jump The Queue fee:	\$150	<i>Job will be moved to front of the queue. Diagnosis will begin in under 4 hours.</i>
Standard Service and Support Rate:	\$149/hr	<i>All non-warranty hardware repairs, software support, standard data recovery or migration.</i>
Advanced Service and Support Rate:	\$165/hr	<i>All advanced software consulting and troubleshooting, advanced data recovery or migration.</i>

On-Site Service and Support:

Mac Centre has a team of certified system engineers who specialise in providing customised client solutions for businesses of any size. Discounts are available for Government, Education and Not-for-profit Organisations.

Support & Consulting:	\$165/hr	<i>Casual on-site hourly rate.</i>
Advanced Consulting:	\$198/hr	<i>For all Advanced Consulting (Server, Storage, SAN, Security, Network, Pro Video & Colour Management).</i>
Call-Out / Travel Fee:	\$66	<i>Includes 30 minutes travel (additional travel time charged at standard hourly rate).</i>
Out of Hours Consulting:	\$44/hr additional	<i>Applies from 6-9 pm weekdays and all day weekends.</i>
4 Hour Response:	\$110 additional	<i>4 hour response on-site callout. Additional hourly rates apply</i>

On-site Support & Consulting Day Rates:

Discounts are available for Government, Education and Not-for-profit Organisations.

Consulting Daily Rate:	\$1320/day	<i>Includes 8 hours of Standard On-site Support & Consulting</i>
Advanced Consulting Daily Rate:	\$1584/day	<i>Includes 8 hours of Advanced On-site Support & Consulting</i>
Out of Hours Consulting Daily Rate:	\$1672/day	<i>Includes 8 hours of Standard On-site Support & Consulting. Applies after 6pm weekdays and all day weekends.</i>
Out of Hours Advanced Consulting Daily Rate:	\$1936/day	<i>Includes 8 hours of Advanced On-site Support & Consulting. Applies after 6pm weekdays and all day weekends.</i>



Pre-Paid Support Vouchers:

Support hours are purchased in advance and provide discount rates based on volume. The support hours may then be redeemed on an 'on-demand' basis for onsite and offsite (remote) support. Minimum of 1 voucher per visit and includes 30min travel. Call-out fees are waived. Vouchers have no expiry period.

10 Hour Pre-Paid Support:	\$1650	<i>Includes 20 x 30 minute vouchers</i>
20 Hour Pre-Paid Support:	\$3080	<i>Includes 40 x 30 minute vouchers</i>
40 Hour Pre-Paid Support:	\$5280	<i>Includes 40 x 30 minute vouchers</i>

Remote and Helpdesk Support:

Fixed price support plans for small teams who require responsive help desk support for emergency assistance, as well as a web-based trouble ticket system that enables you to report and track your issues through resolution.

Up to 10 users or computers:	\$440/month	<i>Unlimited phone and remote support for up to 10 users or computers</i>
11 to 20 users or computers:	\$660/month	<i>Unlimited phone and remote support for 11 to 20 users or computers</i>
Over 20 users or computers:	On Request	

Managed Services Agreements:

We specialise in tailored Managed Services Agreements for businesses who require first class support, consulting and proactive maintenance of their IT infrastructure. Please ask to speak to one of our Business Team for more information.

Managed Services Agreements:	On Request
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Training:

We offer personalised and group training sessions to anyone who wants to learn more about Mac and it's various applications, including 3rd party software and accessories.

In-House Training 1-on-1:	\$88/hour	<i>Rate for Basic training. Advanced topics may incur higher rates.</i>
On-Site Training 1-on-1:	\$165/hour	<i>Rate for Basic training. Advanced topics may incur higher rates. (Additional callout fee applies)</i>
Group Training:	On Request	

TERMS & CONDITIONS:

All prices are GST inclusive. Minimum on-site charge is 1 hour unless otherwise stated. Proof of purchase is required for all warranty claims. Warranty terms are return-to-base only. Warranty covers hardware only. Software (except for the media) is not covered by warranty. Purchase Orders are required for all account customers. On-site COD Requests require prepayment or payment on completion of job. Travel fees are calculated in half-hour increments. Mac Centre will take all care but not be held responsible for any loss or damage to the equipment, accessories or data howsoever caused. This includes equipment failure at client premises, Mac Centre premises or in transit.

