SERVICE, CONSULTING & TRAINING RATES

mac centre

In-House Service & Support:

Our service centre in Surry Hills is a Gold Level Apple Service Provider so if you have any problems with your Apple equipment we can assess and fix it in a timely manner

Quotation / Diagnostics Fee:	**$80**	-----	*Diagnostics & Quotations Only*
Express Diagnostics Fee:	**$150**	-----	*Maximum of 4 hours to diagnose, quote and start job*
Service & Support:	**$165**	Per Hour	*All non-warranty in-house repairs, service, support or documentation*

On-Site Support & Consulting:

For network, server, software and computer integration and troubleshooting issues, our consulting team can fulfill your needs whether you are a home user, a business or a large institution

Support & Consulting:	**$165**	Per Hour	*Casual on-site hourly rate. Minimum 1 hour*
Advanced Consulting:	**$198**	Per Hour	*Advanced Server, Storage, SAN, Security, Network, Video & Colour Mgmt*
Out of Hours Consulting:	**add $44**	Per Hour	*Applies from 6-9 pm weekdays and all day weekends*
Call-Out / Travel Fee:	**$110**	Per Hour	*Minimum 1/2 hour charge*
4 Hour Response:	**$110**	Additional	*4 hour response on-site callout. Additional hourly rates apply*
Consulting Daily Rate:	**$1320**	8 Hours	*Minimum of 1 day*
Advanced Consulting Daily Rate:	**$1584**	8 Hours	*Minimum of 1 day. Advanced configurations*
Out of Hours Consulting Daily Rate:	**$1672**	8 Hours	*Minimum of 1 day. Weekends*
Out of Hours Advanced Daily Rate:	**$1936**	8 Hours	*Minimum of 1 day. Weekends - Advanced configurations*

Pre-Paid Support Vouchers:

Businesses & institutions can pre-pay for consulting and have the call-out fees waived

Pre-Paid Business Consulting:	**$1650**	Up to 10 Hours	*Support for businesses with call-out fee waived* *(Advanced configurations charged at $198 per hour)*

Managed Services Agreements:

We specialise in Managed Services Agreements for businesses who require first class support, consulting, and proactive maintenance of their IT infrastructure. We offer continuous offsite backup, device management, priority helpdesk and hosted Kerio services.

Managed Services Agreements	-----	On Request	*Managed Services Agreements to business customers who require maintenance and support. Agreements are tailored to your needs with SLAs and we become your IT team.*

Training:

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

In-House Training 1-on-1:	**$88**	Per Hour	*Rate for Basic training. Advanced topics may incur higher rates*
On-Site Training 1-on-1:	**$165**	Per Hour	*Rate for Basic training. Advanced topics may incur higher rates* *(Additional callout fee applies)*

**Applies within the Sydney Metro area*

TERMS & CONDITIONS:
All prices are GST inclusive.
Minimum on-site charge is 1 hour.
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.

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Authorised Reseller | Authorised Service Provider | Consultants Network