



## Purchasing Hours

Purchasing blocks of hours

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Buying hours in 10, 20, or 50 hour blocks provides you with the following benefits:

- ✓ 4 Hour response time to critical issues
- ✓ More competitive rates arrangements
- ✓ No support callout charges
- ✓ Detailed engineer's reports at the close of each call

Blocks of hours may be utilised for any of the services provided by Computer Service Group including Network Installation and Maintenance, Web Design and Implementation, Network Security Audits, Application Development and Application Training.

### After Hours Service:

Normal business hours are Monday to Friday 9.00am to 5.00pm. We reserve the right to charge the following penalty rates for priority onsite service outside of normal business hours.

Monday to Friday 1.5 times standard hourly rate.

Saturday, Sunday and Public Holidays 2.0 times standard hourly rate.

### Other Information:

Minimum 1 hour charge for onsite calls within 25Km of the CSG Office.

Minimum 1 hour including travel time charged for onsite calls outside 25Km of the CSG Office.

Service Hours are billed in 15 minute increments.

Blocks of hours have a 12-month life span from the date of purchase.

A minimum of 10 hours must be in credit to qualify for Service Agreement benefits.

## Blocks of Hours Structure

Hours are available in 10, 20 or 50 hour blocks. The table below displays the various hourly rates.

Service Pack	Support Hours	Hourly Rate	Total
10	10	\$154.00	\$1,540.00
20	20	\$132.00	\$2,640.00
50	50	\$121.00	\$6,050.00

**DISCLAIMER:** The prices and estimates contained within this document may include indicative prices supplied by third parties. These prices (and particularly any on-going charges) are subject to change being beyond the control of Computer Services Group. Computer Services Group makes no claims or warranties as to the suitability of these providers, either expressly or indirectly. All prices are subject to change E&OE.