

## FEES & CHARGES

**As of 1 May 2020 - DVE Cloud's current rates are:**

### **Service Call/Call Out**

- \$50 ex GST (this includes the first 20 minutes)
- \$1.20 per km (based on google maps for travel to and from site)

### **Emergency Call Out**

If the customer does not have a maintenance agreement and requires immediate assistance.

- Emergency call out fee \$150 (this includes the first 20 minutes)

### **After Hours Call Out**

Outside of normal business hours of 8.00am to 4:30pm Monday to Friday

- After hours call out fee \$250 (this includes the first 20 minutes)
- \$1.20 per km (based on google maps for travel to and from site)

### **Labour**

- Labour (on site or remote) \$105 per hour - charged in 20 minute (or part thereof) blocks.
- Labour for customers with a maintenance contract but for work that falls outside the scope of the contract, \$130 per hour - charged in 20 minute (or part thereof) blocks.

### **After Hours Labour**

Outside of normal business hours of 8.00am to 4.30pm Monday to Friday, and public Holidays

- Labour (on site or remote) \$160 per hour (charged in 20 minute blocks or part thereof), minimum charge of one hour.
- Labour for customers with a maintenance contract but for work that falls outside the scope of the contract, \$160 per hour - charged in 20 minute (or part thereof) blocks, minimum charge of one hour.

### **Parking**

If free parking is not available and parking is not provided by the customer, parking costs will be passed on.

### **Call Forwarding**

- Setting and removing call forwards in the Cloud PBX - \$15 per call forward and per removal (charges added to DVE Cloud PBX account).

### **Chargeable Work**

Chargeable work includes but is not limited to:

- Adds, moves and changes to physical or Cloud PBX systems.

- Additional and advanced training on a physical or Cloud PBX system.
- Investigating and rectifying faults on equipment and/or networks not covered by a maintenance agreement with us.

We will investigate faults reported to us, if the fault is caused by our services (VOIP/Cloud PBX or internet) this work will not be chargeable. If the fault is not caused by our services and falls outside the scope of any maintenance agreement, the work will be chargeable.