

## **Business IT Services**

### **On-Site & Remote Support — \$150 (1 hour)**

Professional on-site or remote IT support for small businesses, including troubleshooting, system administration, workstation support and technical assistance. Discounted half-day and full-day rates available.

### **Managed IT Services — from \$65 per device / month**

Ongoing support for staff, systems, Microsoft 365, cybersecurity and day-to-day IT operations. Monitoring, cloud backup and security solutions available as required.

### **Business IT Assessment — \$99**

Initial assessment, fault identification and system review. In many cases, issues can be resolved during the assessment.

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## **MSP Partner & Contractor Services**

### **MSP Overflow & Contractor Support — \$35/hr (AUD)**

White-label technical support for managed service providers and internal IT teams requiring additional technical capacity. Minimum engagement: 2.5 hours.

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## **Dedicated IT Support**

### **On-Site IT Resource — POA**

Dedicated on-site IT support for businesses requiring regular technical assistance, project delivery or user support. Pricing based on engagement level and service requirements.

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## **Service Conditions**

### **Same-Day Priority Service — \$70**

Applies to expedited business support requests, subject to availability.

### **After-Hours Business Support — from \$250/hr**

Applies to services delivered outside standard operating hours, including evenings, weekends and public holidays.