



Clough I.T. Solutions
18 Oscar Close, Ormeau QLD 4208
P: 0451 836 844
E: support@cloughit.com.au
W: cloughit.com.au

FEE SCHEDULE 1ST MARCH 2020

Telephone Support

- Business Hours: \$88.00 per hour or part thereof, minimum 15 min
- After Hours: \$132.00 per hour or part thereof, minimum 30 min

Remote Support

- Business Hours: \$88.00 per hour or part thereof, minimum 15 min
- After Hours: \$132.00 per hour or part thereof, minimum 30 min

Onsite Support

- Business Hours: \$110.00 per hour or part thereof, minimum 1 hour
- After Hours: \$154.00 per hour or part thereof, minimum 2 hours
- Priority Service (4 hour response): \$154.00 call out, \$154.00 per hour or part thereof, minimum 1 hour

Workshop Support

- Free Quote
- Business Hours: \$99.00 per hour or part thereof, minimum 1 hour
- After Hours: \$143.00 per hour or part thereof, minimum 2 hours

Call Out Fees / Pickup & Delivery Fees

- No call out fee for clients within 25km of 18 Oscar Close, Ormeau QLD 4208
- \$11.00 call out fee for clients outside 25km of 18 Oscar Close, Ormeau QLD 4208
- No pickup & delivery fee for clients within 25km of 18 Oscar Close, Ormeau QLD 4208
- \$11.00 pickup & delivery fee for clients outside 25km of 18 Oscar Close, Ormeau QLD 4208

Business Hours

- Means any time between the hours of 8:30am and 5:00pm on any given Business Day

After Hours

- Means any time not included within the definition of Business Hours.

Business Days

- Means any day excluding Saturday, Sunday, a public holiday in Queensland and/or a Commonwealth public holiday. Clough I.T. Solutions observes any gazetted Gold Coast public holidays.

All prices subject to change without notice and are provided as a guide only.