

Schedule of Rates



Support services

Service	Description	Rate (inc GST)
Call-out fee (standard)	<ul style="list-style-type: none"> ● For onsite support ● Applicable for casual visits of less than 6 hours duration 	\$66
Call-out fee (priority)	<ul style="list-style-type: none"> ● For same day service onsite support 	\$121
Helpdesk	<ul style="list-style-type: none"> ● Phone and email-based technical support ● Remote desktop support 	\$66/hr
Standard support	<ul style="list-style-type: none"> ● Onsite support ● Remote server support 	\$121/hr
Specialist support	<ul style="list-style-type: none"> ● Support requiring high skill services¹ 	\$165/hr
Standard overtime	<ul style="list-style-type: none"> ● Onsite support outside business hours 	\$181.5/hr
Specialist overtime	<ul style="list-style-type: none"> ● Onsite support requiring high skill services outside business hours 	\$247.5/hr
Service packs	<ul style="list-style-type: none"> ● Bulk “packs” of service hours are available featuring service level agreements 	Quoted
Scheduled maintenance plans	<ul style="list-style-type: none"> ● Pre-planned visit arrangements ● Plans customised to your requirements 	Quoted
Parking	<ul style="list-style-type: none"> ● Parking for technicians while onsite 	Billed at cost

1. Support services are billed in 30 minute increments (or 15 minute increments for helpdesk)
2. Business hours are 8am to 6pm Monday to Friday excluding public holidays

Development services

Service	Description	Rate (inc GST)
Casual maintenance	<ul style="list-style-type: none"> ● Incidental changes to websites & software 	\$121/hr
Service packs	<ul style="list-style-type: none"> ● Ideal for website & software maintenance ● Bulk “packs” of development hours are available at a lower hourly rate (upwards of 5 hour packs) 	\$110/hr
Projects	<ul style="list-style-type: none"> ● Ideal for new website or software developments 	Quoted

1. Development services are billed in 30 minute increments except when performed under a service pack where there is no minimum time charge.

¹ “High skill” services include Linux consulting, project management, security audits & network/solution architecture. If unsure please speak to your Solutions First representative.

Managed services

Service	Description	Rate (inc GST)
Managed firewall/server	<ul style="list-style-type: none"> ● Includes security updates and upkeep of general system health ● Configuration & firewall rule changes on request ● Applies to Linux and Windows machines 	\$440/year per machine
Network monitoring	<ul style="list-style-type: none"> ● 24/7 monitoring of a wide range of services ● Outage notifications to email or SMS 	\$99/year per service
Customer-hosted backups	<ul style="list-style-type: none"> ● Monitoring of backup jobs running on customer's own equipment ● Notification of problems and recommendations for fixes provided by a technician ● In the case of a failing backup job, manual repairs are charged at our standard hourly rate 	\$99/year per backup job
Solutions First hosted remote backups	<ul style="list-style-type: none"> ● Remote data backup to Solutions First data center ● Daily monitoring of backup health ● Setup and manual repairs are charged at our standard hourly rate 	\$16.5 per GB storage per month (minimum 5 GB)

1. Solutions First hosted remote backups are billed quarterly in arrears based on an average storage use over that period. The average is calculated based on totals sampled weekly. Backup increments are included in the total (e.g. if you have 10GB of files and 1GB of file changes, the total is 11GB)

Domain, web and email hosting

	1	2	3	4	5
Disk space (MB)	50	150	250	450	850
Transfer (GB)	1	2	4	8	16
Mail accounts or aliases	5	10	20	40	80
Mailer script	yes	yes	yes	yes	yes
PHP scripting	no	yes	yes	yes	yes
MySQL database	no	yes	yes	yes	yes
CGI scripting	no	yes	yes	yes	yes
Ruby on Rails <i>(These packages unfortunately only available via our web team. If you need Ruby on Rails hosting, consider our virtual machines on which you have full root access to the system.)</i>	no	no	yes	yes	yes
Price inc GST (annual billing)	\$165	\$264	\$429	\$871.20	\$1848

1. All hosting packages include:
 - Australian based, tier one hosting facilities
 - Webmail access to mail accounts
 - Automatically updated website usage statistics
 - Standard spam & anti-virus filtering
 - FTP access to website space
 - DNS management
2. Hosting packages are invoiced annually in advance
3. Data transfer is calculated as inbound + outbound on web, email and FTP traffic.
4. Excess data charges may apply if your usage exceeds your monthly transfer quota. These are billed at 4c per megabyte at the end of the month in which they occur. You can monitor your usage through our online control panel, and also pre-purchase more monthly transfer allowance if you expect its throughput to increase.

Domain name registration & renewal

Type	Rate (inc GST)
com.au, net.au, org.au	\$88 / 2 years
id.au	\$55 / 2 years
com, net, org, biz, info	\$33 / 1 year
co.nz, net.nz	\$55 / 1 year
Other country-specific top level domains (e.g. cn, uk, ae ..)	POA

SSL Certificate registration

	RapidSSL	QuickSSL	QuickSSL Premium	True BusinessID
Verification	Domain only	Domain only	Domain only	Organisation & domain
Authorisation	Authorised email	Authorised email	Authorised email	Proof of organisation and WHOIS cross-check
Supplied	Certificate only	Certificate only	Certificate & site seal showing domain name	Certificate & site seal showing organisation & domain name
Claimed browser compatibility	99%	99.5%	98%	98%
1 year	\$77	\$137.5	\$198	\$247.5
2 years	\$126.5	\$231	\$346.5	\$374
3 years	\$176	\$319	\$495	\$495

- Installation services are also available at our standard hourly rates.

Co-location

Service	Rate (inc GST)
Rack units	\$275/RU/month
Data center "smart hands" services (billed in 15 min. increments)	\$297/hr
Data transfer (inbound + outbound)	\$22/GB

- Public IP addresses provided on request as justified
- Network monitoring including email or SMS outage notifications available on request

Virtual machines

Service	Rate (inc GST)
Per 64MB RAM, 3GB disk space <ul style="list-style-type: none"> ● Each machine includes 1 public IP address (more available on request) ● CPU contention ratio less than 10:1 	\$33/month
Data transfer (inbound + outbound)	\$22/GB

NOD32 anti-virus system

The table below provides a summary of our most popular license packages - ask us for a custom quote to suit your specific requirements.

License	Users	Years	New (inc GST)	Renewal (inc GST)
Single user	1	1	\$71.5	\$66
		2	\$115.5 per user	\$110 per user
Network ● Basic multi-user licenses	2-9	1	\$66 per user	\$55 per user
	10-29	1	\$55 per user	\$44 per user
	30+	1	POA	POA
Enterprise ● Advanced multi-user licenses including Remote Administrator Console	10-29	1	\$66 per user	\$49.5 per user
	30+	1	POA	POA