

## CCS Standard Charges Table (Revision 07.01.2010)

*Please note: All items and charges are subject to change without notice*

Code	Std	Task
<b>VIT000</b>		<b>Internet</b>
VIT001	\$124	Configuration of ADSL Internet Connection using ISP modem
VIT002	\$0.23	Download Information from Internet - per Mb
VIT003	\$155	E-mail Problems - Resolve - Individual User (Server related)
VIT004	\$62	E-mail Problems - Resolve - Individual User (Client related)
VIT005	\$62	E-mail Settings - Configure Client on One Computer
VIT006	\$62	Email - Create New Account
VIT007	\$124	Internet Connection Sharing - Configuration
VIT008	\$62	Internet Diagnostics (Includes Minor Repair)
VIT009	\$186	Internet Diagnostics and Repair - ADSL/Broadband
VIT010	\$124	Internet Diagnostics and Repair - Dial-up
VIT011	\$62	New Internet Connection - Configuration
VIT012	\$124	Domain Setup / Transfer
VIT013	\$62	Internet Monitoring Service (1 Day)
<b>VDH000</b>		<b>Desktop Hardware</b>
VDH001	\$62	Maintenance - Physically Clean Inside of Computer
VDH002	\$62	Hardware Item - (VideoCard, HDD, etc.) - Diagnostics (Inc. Minor Repair)
VDH003	\$93	Hardware Item - Driver Installation
VDH005	\$62	DVD Writer/CD Writer - Installation
VDH006	\$62	Floppy Disk Drive - Installation
VDH007	\$62	Hard Disk Drive - Installation - (No Software Installation)
VDH008	\$62	Video or Sound Card - Installation
VDH010	\$62	Network Card - Installation / Configuration
VDH011	\$248	Workstation Case - Replacement
VDH012	\$62	Workstation Case / Power Supply Fan (One Only) - Replacement
VDH013	\$248	Workstation Motherboard - Replacement
VDH014	\$62	Workstation Power Supply - Replacement
VDH015	\$62	CPU - Single - One Workstation - Replacement / Repaste
VDH016	\$31	RAM - Installation (If RAM Purchased at CCS)
VDH017	\$155	TV Tuner Card - Installation and Configuration
<b>VMS000</b>		<b>Miscellaneous</b>
VMS001	\$31	Workshop Service charge (Clean, Reseat components, etc)
VMS002	\$31	Cursory Inspection (Includes Minor Repair)
VMS003	\$124	Bluetooth Device - Pairing
VMS004	\$62	Blackberry Handheld - Activation
VMS005	\$496	Blackberry Enterprise Server - Installation
VMS006	\$62	Computer to CD - Copy Files (One CD Only)
VMS007	\$124	Computer to DVD - Copy Files (One DVD Only)
VMS008	\$186	Firewall - Configuration for Standard Operations
VMS009	\$62	Hard Disk Drive - Format
VMS010	\$124	Hard Disk Drive - General Clean Up
VMS011	\$372	Mobile Device - Configure Remote Syncing (each)
VMS012	\$62	Modem (Internal or External) - Configuration
VMS013	\$248	Network - Image Installation
VMS014	\$62	Peripheral Items - Diagnostics (per Item)
VMS015	\$31	Removable Media to CD - Copy Files
VMS016	\$186	Report / Quote for Insurance Company
VMS017	\$31	Restore File From Floppy Disk
VMS019	\$124	Touch Screen Monitor - Configuration
VMS020	\$31	Consultation Charge (Under 10 minutes)
VMS021	\$186	UPS - Installation
VMS022	\$372	Initial iPhone & Server Configuration
VMS023	\$124	Subsequent iPhone & Server Configuration
<b>VNK000</b>		<b>Network</b>
VNK001	\$248	Networking - Configure on One Computer
VNK002	\$372	Remote Access to Existing Network - Configure (One Computer)
VNK003	\$186	Router - Configuration for Standard Operations
VNK004	\$124	Wireless Access Point - Configuration
VNK005	\$124	Wireless NIC - Installation and Configuration

VNK006	\$93	Network Attached Storage Configuration & Installation
VNK007	\$124	Network Connectivity Diagnostic & Repair
VNK008	\$31	Map Network Drive on Workstation
VNK009	\$62	Wireless Access Point - Change Settings
VNK010	\$62	Network Diagnostic (Includes Minor Repair)
VNK011	\$31	Repair IP Conflict
VNK012	\$62	Network Switch - Installation
VPR000		<b>Printer / Fax / Scanner</b>
VPR001	\$124	Faxing - Configuration
VPR002	\$124	Faxing Problems - Repair
VPR003	\$155	Faxing through Mobile Device Installation and Configuration
VPR004	\$124	Print Server - Configuration
VPR005	\$124	Printer - Cleaning
VPR006	\$62	Printer - Installation (per Workstation)
VPR007	\$186	Printer (Network) - Installation
VPR008	\$124	Printer Paper Jams - Removal
VPR009	\$124	Printer Service - General Service and Cleaning
VPR010	\$124	Printer Software - Reinstallation
VPR011	\$248	Scanner - Installation (Network Scanner)
VPR012	\$62	Scanner - Installation (Std Scanner Connected to Workstation)
VPR013	\$31	Toner / Ink Cartridge - Replace and Test (Toner / Ink not Included)
VPR014	\$31	Printer Diagnostic (Includes Minor Repair)
VPR015	\$124	Printer Diagnostic and Repair
VPR016	\$62	Fax Diagnostic (Includes Minor Repair)
VSE000		<b>Software</b>
VSE001	\$124	Repair of Fault - Minor (eg. Anti-Virus, Acrobat, etc.)
VSE002	\$248	Repair of Fault - Standard (eg. Office, MYOB, etc.)
VSE003	\$62	Installation - Minor (eg. Anti-Virus, Acrobat, etc.) - (Each)
VSE004	\$124	Installation - Standard (eg. Office, MYOB, etc.) - (Each)
VSE005	\$496	Installation - Specific LOB (eg. Sol 6, AO, etc.) - (Each)
VSE006	\$62	Update - Minor (eg. Anti-Virus, Acrobat, etc.)
VSE007	\$93	Update - Standard (Office, MYOB, etc.)
VSE008	\$248	Update - Specific LOB (Sol 6, AO, etc.)
VSE009	\$186	Spyware / Virus - Removal
VSE010	\$248	Spyware / Virus / Browser Hijack Software Removal
VSE011	\$62	Maintenance - Clean startup Software
VSE012	\$62	Application - Diagnostic (Includes Minor Repair)
VSE013	\$93	Application - Add User
VSE014	\$31	Verify Antivirus System Operating Correctly
VSE015	\$31	Installation - CCS Managed Anti-Virus
VSR000		<b>Server</b>
VSR001	\$248	Corporate Anti-Virus - per Server - Installation and Configuration
VSR002	\$93	New User - Create on Network Ready for Logon
VSR003	\$31	New Users - Subsequent - Create (At Same Time as First New User)
VSR004	\$3,472	Server Re-install After Hardware Failure (1 site - original CCS install)
VSR005	\$155	Windows - Update on One Server
VSR006	\$186	Windows 2003 Server Service Pack - Installation or Uninstallation
VSR007	\$62	Change User Password (Up to 5 Users)
VSR008	\$62	Change User Details (Up to 5 Users)
VSR009	\$62	WYSE Terminal - Configuration
VSR010	\$31	Remote Desktop Client - Configuration
VSR011	\$31	VPN Client - Configuration
VSR012	\$62	Configure Remote Workstation
VSR013	\$62	Server Maintenance - Minor
VSR014	\$62	Analyse Event Logs
VSR015	\$93	Dual Screen WYSE Terminal - Configuration
VSR016	\$124	Install Hardware Component - Server
VSR017	\$93	VPN Server - Configuration
VSR018	\$124	Configure SSL Certificate
VTSS000		<b>Term Server / Exchange Server Systems</b>
VTSS001	\$93	New User - Create on Network ready for logon
VTSS002	\$31	New User - Subsequent

VTS003	\$62	Configure Email in Existing Profile for New User
VTS004	\$31	Reset User's locked Session or Program
VTS005	\$62	Email Problems - Individual User (Exchange) - Resolve
VTS006	\$124	Repair Corrupt User Profile
VTS007	\$31	Adjust Email Server Spam Settings
VTS008	\$62	Remove/Disable User
VNB000		<b>Notebook</b>
VNB001	\$186	Notebook HDD to CD - Copy Data (one CD only)
VNB002	\$248	Notebook HDD to DVD - Copy Data (one DVD only)
VNB003	\$62	Notebook Keyboard - Replacement
VNB004	\$248	Notebook LCD - Replacement
VNB005	\$434	Notebook Motherboard - Replacement
VNB006	\$62	Notebook Optical Drive (DVD/CD) - Replacement
VNB007	\$248	Manufacturer Restore and Std Applications (Notebook)
VNB008	\$496	Reinstall OS and All Std Applications (Notebook)
VDR000		<b>Disaster Recovery</b>
VDR001	\$496	ShadowProtect Server Installation & Configuration
VDR002	\$186	ShadowProtect Server Maintenance
VDR003	\$124	ShadowProtect Desktop Installation & Configuration
VDR004	\$62	Shadow Protect Desktop Maintenance
VDR005	\$62	Shadow Protect Image Manager Configuration
VDR006	\$62	ShadowProtect - Take Image of System
VDR007	\$248	ShadowProtect - Rebuild Desktop from Image
VDR008	\$372	ShadowProtect - Rebuild Server from Image
VDR009	\$372	Quarterly Rebuild of Shadow Protect Images
VDR010	\$186	Hard Disk Drive to CD - Copy Data (one CD Only)
VDR011	\$124	Hard Disk to Hard Disk Copy (Clone) Without Modification
VDR012	\$124	ShadowProtect - Recover Single File
VDR013	\$248	ShadowProtect - Recover Direcetory
VDR014	\$248	ShadowProtect - Monthly Rebuild of Desktop from Image
VDR015	\$372	ShadowProtect - Monthly Rebuild of Server from Image
VDR016	\$248	ShadowProtect - Quarterly Rebuild of Desktop from Image
VDR017	\$372	ShadowProtect - Quarterly Rebuild of Server from Image
VDR018	\$31	Verify Backup System is Operating
VWS000		<b>Workstation / Desktop</b>
VWS001	\$124	Configuration of new PC
VWS002	\$62	Corporate Anti-Virus - per Workstation - Installation and Configuration
VWS003	\$124	PC to PC - Direct Data Copy
VWS004	\$62	VNC or Other Remote Program - Configure on One Computer
VWS005	\$124	Video / Sound Drivers - Installation and Configuration
VWS008	\$93	Windows Me/2000/XP - System Restore
VWS009	\$186	Repair Installation of Operating System
VWS011	\$279	Upgrade over Existing Operating System
VWS012	\$310	Windows Operating System - Installation
VWS013	\$434	Reinstallation - OS and All Std Applications (Desktop PC)
VWS014	\$93	Windows - Update on One Workstation
VWS015	\$124	Windows Service Pack - Installation or Uninstallation
VWS016	\$93	Diagnostics Report - Quote Only - PC Will Not Turn On
VWS017	\$248	Windows Will Not Boot - Diagnostics / Software Repair
VWS018	\$310	Windows 95/98/ME Will Not Boot - Diagnostics / Software Repair
VWS019	\$248	Workstation (One) - Diagnostics Report - Includes Written Report
VWS020	\$62	Relocate Workstation
		<b>Std Other General Items</b>
	\$124	<b>Standard Hourly rate for additional work outside SLA items</b>
	\$174	<b>Rate for overtime work when item not covered (+40%)</b>
	\$1.40	<b>Per km round trip additional chg (without travel ins.)</b>
	N/A	<b>Rate charged for overtime when item covered</b>
	N/A	<b>Discount for standard labour charge items</b>
	\$62	<b>Call out fee (plus per km travelling fee)</b>
	\$248	<b>Priority Call out fee (plus per km travelling fee)</b>