

## CCS Standard Charges Table (Revision 01.07.2018)

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

<b>Code</b>	<b>Std</b>	<b>Task</b>
<b>UIT000</b>		<b>Internet/Email</b>
<b>UIT001</b>	\$ 154.00	Configuration of Internet Connection
<b>UIT002</b>	\$ 192.50	Configuration of Internet & VOIP Connections
<b>UIT003</b>	\$ 77.00	E-mail Issue - Resolve - Individual User (Client related)
<b>UIT004</b>	\$ 77.00	E-mail Settings - Configure Client on One Computer
<b>UIT005</b>	\$ 77.00	Email - Create New Account
<b>UIT006</b>	\$ 154.00	Copy PST Files
<b>UIT007</b>	\$ 77.00	Internet Diagnostics - Minor
<b>UIT008</b>	\$ 154.00	Internet Diagnostics - Standard
<b>UIT009</b>	\$ 231.00	Internet Diagnostics - Major
<b>UIT010</b>	\$ 154.00	Domain Setup / Transfer inc setup fee QCS
<b>UIT011</b>	\$ 38.50	DNS Configuration
<b>UIT012</b>	\$ 11.00	DYNDNS Yearly Fee
<b>UHW000</b>		<b>Hardware</b>
<b>UHW001</b>	\$ 77.00	Maintenance - Physically Clean Inside of Computer/Reseat Components etc
<b>UHW002</b>	\$ 77.00	Hardware Item - Diagnostics (Inc. Minor Repair)
<b>UHW003</b>	\$ 77.00	Installation Hardware - Minor
<b>UHW004</b>	\$ 154.00	Installation Hardware - Standard
<b>UHW005</b>	\$ 231.00	Installation Hardware - Major
<b>UMS000</b>		<b>Miscellaneous</b>
<b>UMS001</b>	\$ 38.50	Cursory Inspection
<b>UMS002</b>	\$ 77.00	Hard Disk Drive - Format/Repartition
<b>UMS003</b>	\$ 77.00	Hard Disk Drive - General Clean Up
<b>UMS004</b>	\$ 77.00	Peripheral Items - Diagnostics (per Item)
<b>UMS005</b>	\$ 38.50	Consultation Charge (Under 10 minutes)
<b>UMS006</b>	\$ 77.00	Power Analysis Report
<b>UMS007</b>	\$ 170.00	System Training - Hourly Rate
<b>UMS008</b>	\$ 154.00	System Consult - Hourly Rate
<b>UNK000</b>		<b>Network</b>
<b>UNK001</b>	\$ 462.00	Secure Remote Access to Existing Network - Configure (1 user)
<b>UNK002</b>	\$ 231.00	Router - Configuration for Standard Operations
<b>UNK003</b>	\$ 154.00	Wireless Access Point - Configuration
<b>UNK004</b>	\$ 77.00	Wireless Access Point - Reconfigure
<b>UNK005</b>	\$ 154.00	Network Attached Storage Configuration & Installation
<b>UNK006</b>	\$ 77.00	Network Diagnostic - Minor
<b>UNK007</b>	\$ 154.00	Network Diagnostic - Standard
<b>UNK008</b>	\$ 308.00	Network Diagnostic - Major
<b>UNK009</b>	\$ 38.50	Map Network Drive on Workstation
<b>UNK010</b>	\$ 38.50	Repair IP Conflict
<b>UNK011</b>	\$ 77.00	Network Switch - Installation
<b>UPR000</b>		<b>Printer / Fax / Scanner</b>
<b>UPR001</b>	\$ 77.00	Printer - Physical Maintenance - Minor
<b>UPR002</b>	\$ 154.00	Printer - Physical Maintenance - Standard

<b>UPR003</b>	<b>\$ 231.00</b>	Printer - Physical Maintenance - Major
<b>UPR004</b>	<b>\$ 38.50</b>	Printer Diagnostics - Minor
<b>UPR005</b>	<b>\$ 77.00</b>	Printer Diagnostics - Standard
<b>UPR006</b>	<b>\$ 154.00</b>	Printer Diagnostics - Major
<b>UPR007</b>	<b>\$ 77.00</b>	Printer - Installation (per workstation)
<b>UPR008</b>	<b>\$ 231.00</b>	Printer - Installation (per server)
<b>UPR009</b>	<b>\$ 115.50</b>	Multi-Function - Installation (workstation)
<b>UPR010</b>	<b>\$ 308.00</b>	Multi-Function - Installation (network scanner)
<b>USW000</b>		<b>Software</b>
<b>USW001</b>	<b>\$ 154.00</b>	Repair of Fault - Minor
<b>USW002</b>	<b>\$ 308.00</b>	Repair of Fault - Standard
<b>USW003</b>	<b>\$ 77.00</b>	Installation - Minor
<b>USW004</b>	<b>\$ 154.00</b>	Installation - Standard
<b>USW005</b>	<b>\$ 308.00</b>	Installation - Line of Business Software
<b>USW006</b>	<b>\$ 38.50</b>	Update - Minor
<b>USW007</b>	<b>\$ 115.50</b>	Update - Standard
<b>USW008</b>	<b>\$ 231.00</b>	Update - Line Of Business Software
<b>USW009</b>	<b>\$ 77.00</b>	Remove Non-Threatening Malware
<b>USW010</b>	<b>\$ 231.00</b>	Spyware / Virus - Removal
<b>USW011</b>	<b>\$ 308.00</b>	Spyware / Virus / Browser Hijack Software Removal
<b>USW012</b>	<b>\$ 77.00</b>	Maintenance - Remove Unwanted Software
<b>USW013</b>	<b>\$ 77.00</b>	Application - Diagnostic
<b>USW014</b>	<b>\$ 38.50</b>	Verify Anti-virus System Operating Correctly
<b>USW015</b>	<b>\$ 38.50</b>	Installation - CCS Managed Anti-Virus
<b>USR000</b>		<b>Server</b>
<b>USR001</b>	<b>\$ 77.00</b>	New User - Create on Network Ready for Logon
<b>USR002</b>	<b>\$ 38.50</b>	New Users - Subsequent - Create (At Same Time as First New User)
<b>USR003</b>	<b>\$ 38.50</b>	Remote Desktop Client - Configuration
<b>USR004</b>	<b>\$ 38.50</b>	Reset User's locked Session or Program
<b>USR005</b>	<b>\$ 38.50</b>	Remove/Disable User
<b>USR006</b>	<b>\$ 154.00</b>	Repair Corrupt User Profile
<b>USR007</b>	<b>\$ 77.00</b>	Reset User Password (Up to 5 Users)
<b>USR008</b>	<b>\$ 77.00</b>	Change User Details (Up to 5 Users)
<b>USR009</b>	<b>\$ 38.50</b>	Configure 2 Factor Authentication
<b>USR010</b>	<b>\$ 77.00</b>	Thin Client - Configuration
<b>USR011</b>	<b>\$ 115.50</b>	Thin Client Dual Screen - Configuration
<b>USR012</b>	<b>\$ 154.00</b>	E-mail Issue - Individual User (Server Related)
<b>USR013</b>	<b>\$ 38.50</b>	Redirect E-mail - One User
<b>USR014</b>	<b>\$ 1,540</b>	Configuration of New Server Operating System
<b>USR015</b>	<b>\$ 154.00</b>	Windows - Update on One Server
<b>USR016</b>	<b>\$ 154.00</b>	Server Maintenance - Minor
<b>USR017</b>	<b>\$ 308.00</b>	Server Maintenance - Standard
<b>USR018</b>	<b>\$ 154.00</b>	Configure SSL Certificate
<b>USR019</b>	<b>\$ 154.00</b>	Server Diagnostic
<b>USR020</b>	<b>\$ 77.00</b>	Take SQL Server Backup
<b>USR021</b>	<b>\$ 38.50</b>	Adjust E-mail Server Spam Settings
<b>USR022</b>	<b>\$ 231.00</b>	E-mail Issue - All Users (Server Related)

<b>UDR000</b>		<b>Disaster Recovery</b>
<b>UDR001</b>	<b>\$ 308.00</b>	ShadowProtect Server Installation & Configuration
<b>UDR002</b>	<b>\$ 154.00</b>	ShadowProtect Desktop Installation & Configuration
<b>UDR003</b>	<b>\$ 77.00</b>	ShadowProtect Desktop Maintenance
<b>UDR004</b>	<b>\$ 77.00</b>	ShadowProtect Image Manager Configuration
<b>UDR005</b>	<b>\$ 77.00</b>	ShadowProtect - Take Image of System
<b>UDR006</b>	<b>\$ 154.00</b>	ShadowProtect - Rebuild Desktop from Image
<b>UDR007</b>	<b>\$ 462.00</b>	ShadowProtect - Rebuild Server from Image
<b>UDR008</b>	<b>\$ 462.00</b>	Test Rebuild of ShadowProtect Images
<b>UDR009</b>	<b>\$ 308.00</b>	Test Rebuild of ShadowProtect Images - Customer Hardware
<b>UDR010</b>	<b>\$ 154.00</b>	Hard Disk to Hard Disk Copy (Clone) Without Modification
<b>UDR011</b>	<b>\$ 154.00</b>	ShadowProtect - Recover Files
<b>UDR012</b>	<b>\$ 38.50</b>	Verify Backup System is Operating
<b>UDR013</b>	<b>\$ 154.00</b>	Off-site Sync Installation & Configuration
<b>UWS000</b>		<b>Workstation / Desktop / Notebook</b>
<b>UWS001</b>	<b>\$ 154.00</b>	Configuration of new PC
<b>UWS002</b>	<b>\$ 154.00</b>	PC to PC - Direct Data Copy
<b>UWS003</b>	<b>\$ 115.50</b>	Windows - System Restore
<b>UWS004</b>	<b>\$ 231.00</b>	Repair Installation of Operating System
<b>UWS005</b>	<b>\$ 154.00</b>	Upgrade over Existing Operating System
<b>UWS006</b>	<b>\$ 115.50</b>	Diagnostics Report - Quote Only - PC Will Not Turn On
<b>UWS007</b>	<b>\$ 308.00</b>	Windows Will Not Boot - Diagnostics/Repair
<b>UWS008</b>	<b>\$ 77.00</b>	Relocate Workstation
<b>UWS009</b>	<b>\$ 154.00</b>	General Maintenance of Workstation
<b>UPH000</b>		<b>Phones</b>
<b>UPH001</b>	<b>\$ 38.50</b>	Phone System Consultation Charge (Under 10 minutes)
<b>UPH002</b>	<b>\$ 38.50</b>	Phone System Maintenance - Minor
<b>UPH003</b>	<b>\$ 77.00</b>	Phone System Maintenance - Standard
<b>UPH004</b>	<b>\$ 154.00</b>	Phone System Maintenance - Major
<b>UPH005</b>	<b>\$ 77.00</b>	Update Public Holidays - Phone System Message
<b>UPH006</b>	<b>\$ 77.00</b>	Message Record/Activate/Deactivate
<b>UPH007</b>	<b>\$ 77.00</b>	Configure IP Phone - Existing System
<b>UPH008</b>	<b>\$ 115.50</b>	Repair Phone System Hardware
<b>UPH009</b>	<b>\$ 77.00</b>	Configure VOIP Trunk in PBX
<b>UPH010</b>	<b>\$ 77.00</b>	Port PSTN Line to Voip
<b>UPH011</b>	<b>\$ 154.00</b>	Configure VOIP Account & Handset
<b>UPH012</b>	<b>\$ 154.00</b>	Configure VOIP Analogue Adapter
<b>UPH013</b>	<b>\$ 308.00</b>	Configuration of Hosted PBX (2hrs)
<b>UPH014</b>	<b>\$ 132.50</b>	System Installation Wiring - Hourly Rate
<b>UPH015</b>	<b>\$ 92.75</b>	System Installation Wiring Trainee- Hourly Rate
<b>UPH016</b>	<b>\$ 795.00</b>	Wiring Installation - 1 Day
		<b>Other General Items</b>
	<b>\$ 154.00</b>	<b>Standard Hourly rate for additional work outside standard items</b>
		<b>Rate for overtime work (+40%)</b>
	<b>\$ 1.72</b>	<b>Per km round trip additional charge outside local area</b>
	<b>\$ 308.00</b>	<b>Priority Call out fee (plus per km travelling fee)</b>