



## Services Information



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### Services at Think I.T.

Our standard services are outlined below. If you want to find out more about becoming a premium client, then please talk to us.

### Service Availability

Standard Working Hours	8.30am to 5.30pm - Monday to Friday excluding public holidays
Helpdesk Hours	7.30am to 8.00pm - Monday to Friday excluding public holidays
Emergency Callouts 24 hours	Outside of the above times we are available through our out of hours emergency callout service – charges apply – see below.

### Service Charges

Standard Rate	\$160
Travel Charge for onsite appointment	\$96
Overtime Rate – Applies to all work performed outside our standard hours.	\$240

### Emergency Callout Charges

Emergency Callout	\$250 (plus labour at overtime rates)
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### Support Priorities

Severity	Example	Priority
High	All users and/or total function loss, with no workaround.	1 – Critical Response
Medium	Significant number of users and/or significant loss of function	2 – Quick Response
Low	Limited number of users with limited loss of function	3 – Normal Response
Other	Any issues, or planned changes or information request	4 – Next Response

### Standard SLA (Service Level Agreement)

Only our contracted clients have official SLA's in place, all other support is on a best effort basis. Priority is always given to those clients with a committed SLA.

All prices exclude GST