



## Managed Services Information



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### Agreement Services at Think I.T.

Our premium services are outlined below. As a premium client you have enhancements to our standard service.

### 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

Projects will be defined as meeting at least one of the following criteria: Predetermined start and end points; labour costs exceeding \$1000; significant site infrastructure or location change; services over and above normal and/or reasonable support. Most projects are identified in advance through the vCIO strategy and planning.

Discounted Project Rate	\$130
Discounted Project Travel Charge	\$78
Overtime Rate - Applies to all work performed outside our standard hours	\$195

### 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)

Priority	Maximum Response Time
1 – Critical Response	Response within 1 hour
2 – Quick Response	Response within 2 hours
3 – Normal Response	Response within 4 business hours
4 – Next Response	Will work to target date, or when we are next onsite

All prices exclude GST