CCS Standard Charges Table (Revision 01.01.2016)

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

Code	Std	Task
VIT000		**Internet**
VIT001	$148	Configuration of ADSL Internet Connection using ISP modem
VIT002	$185	Configuration of NBN & VOIP Connections
VIT003	$185	E-mail Issue - Resolve - Individual User (Server related)
VIT004	$74	E-mail Issue - Resolve - Individual User (Client related)
VIT005	$74	E-mail Settings - Configure Client on One Computer
VIT006	$74	Email - Create New Account
VIT007	$148	Internet Connection Sharing - Configuration
VIT008	$74	Internet Diagnostics
VIT009	$222	Internet Diagnostics - ADSL/Broadband
VIT010	$148	Internet Diagnostics
VIT011	$74	New Internet Connection - Configuration
VIT012	$148	Domain Setup / Transfer
VIT013	$74	Internet Monitoring Service (1 Day)
VIT014	$74	DNS Configuration
VIT015	$148	Configure VOIP Account & Handset
VIT016	$11	DYNDNS Yearly Fee
VIT017	$222	Port PSTN Line to Voip
VIT018	$148	Copy PST Files
VDH000		**Desktop Hardware**
VDH001	$74	Maintainence - Physically Clean Inside of Computer
VDH002	$74	Hardware Item - (VideoCard, HDD, etc.) - Diagnostics (Inc. Minor Repair)
VDH003	$111	Hardware Item - Driver Installation
VDH005	$74	DVD Writer/CD Writer - Installation
VDH006	$74	Floppy Disk Drive - Installation
VDH007	$74	Hard Disk Drive - Installation - (No Software Installation)
VDH008	$74	Video or Sound Card - Installation
VDH010	$74	Network Card - Installation / Configuration
VDH011	$296	Workstation Case - Replacement
VDH012	$74	Workstation Case / Power Supply Fan (One Only) - Replacement
VDH013	$296	Workstation Motherboard - Replacement
VDH014	$74	Workstation Power Supply - Replacement
VDH015	$74	CPU - Single - One Workstation - Replacement / Repaste
VDH016	$37	RAM - Installation (If RAM Purchased at CCS)
VDH017	$185	TV Tuner Card - Installation and Configuration
VMS000		**Miscellaneous**
VMS001	$37	Workshop Service charge (Clean, Reseat components, etc)
VMS002	$37	Cursory Inspection
VMS003	$148	Bluetooth Device - Pairing
VMS004	$74	Blackberry Handheld - Activation
VMS006	$74	Computer to CD - Copy Files (One CD Only)
VMS007	$148	Computer to DVD - Copy Files (One DVD Only)
VMS009	$74	Hard Disk Drive - Format
VMS010	$148	Hard Disk Drive - General Clean Up
VMS011	$444	Mobile Device - Configure Remote Syncing (each)
VMS012	$74	Modem (Internal or External) - Configuration
VMS014	$74	Peripheral Items - Diagnostics (per Item)
VMS015	$37	Removable Media to CD - Copy Files
VMS016	$222	Report / Quote for Insurance Company
VMS017	$37	Restore File From Floppy Disk
VMS019	$148	Touch Screen Monitor - Configuration
VMS020	$37	Consultation Charge (Under 10 minutes)
VMS021	$222	UPS - Installation
VMS022	$444	Initial iPhone & Server Configuration
VMS023	$148	Subsequent iPhone & Server Configuration
VMESSREC	$74	Message Record/Activate/Deactivate
VMS024	$37	Burn-in Testing for Fault Diagnosis
VMS025	$74	Power Analysis Report
VNK000		**Network**
VNK001	$296	Networking - Configure on One Computer

VNK002	$444	Remote Access to Existing Network - Configure (One Computer)
VNK003	$222	Router - Configuration for Standard Operations
VNK004	$148	Wireless Access Point - Configuration
VNK005	$148	Wireless NIC - Installation and Configuration
VNK006	$111	Network Attached Storage Configuration & Installation
VNK007	$148	Network Connectivity Diagnostic
VNK008	$37	Map Network Drive on Workstation
VNK009	$74	Wireless Access Point - Change Settings
VNK010	$74	Network Diagnostic
VNK011	$37	Repair IP Conflict
VNK012	$74	Network Switch - Installation
VPR000		**Printer / Fax / Scanner**
VPR002	$148	Faxing Problems
VPR004	$148	Print Server - Configuration
VPR005	$148	Printer - Cleaning
VPR006	$74	Printer - Installation (per Workstation)
VPR007	$222	Printer (Network) - Installation
VPR008	$148	Printer Paper Jams - Removal
VPR009	$148	Printer Service - General Service and Cleaning
VPR010	$148	Printer Software - Reinstallation
VPR011	$296	Scanner - Installation (Network Scanner)
VPR012	$74	Scanner - Installation (Std Scanner Connected to Workstation)
VPR013	$37	Toner / Ink Cartridge - Replace and Test (Toner / Ink not Included)
VPR014	$37	Printer Diagnostic
VPR015	$148	Printer Diagnostic
VPR016	$74	Printer Diagnostic
VPRREP	$148	Printer Repair
VSE000		**Software**
VSE001	$148	Repair of Fault - Minor (eg. Anti-Virus, Acrobat, etc.)
VSE002	$296	Repair of Fault - Standard (eg. Office, MYOB, etc.)
VSE003	$74	Installation - Minor (eg. Anti-Virus, Acrobat, etc.) - (Each)
VSE004	$148	Installation - Standard (eg. Office, MYOB, etc.) - (Each)
VSE005	$592	Installation - Specific LOB (eg. Sol 6, AO, etc.) - (Each)
VSE006	$74	Update - Minor (eg. Anti-Virus, Acrobat, etc.)
VSE007	$111	Update - Standard (Office, etc.)
VSE008	$296	Update - Specific LOB (Sol 6, AO, etc.)
VSE009	$222	Spyware / Virus - Removal
VSE010	$296	Spyware / Virus / Browser Hijack Software Removal
VSE011	$74	Maintenance - Clean startup Software
VSE012	$74	Application - Diagnostic
VSE013	$111	Application - Add User
VSE014	$37	Verify Antivirus System Operating Correctly
VSE015	$37	Installation - CCS Managed Anti-Virus
VSE016	$74	Remove Non-Threatening Malware
VSR000		**Server**
VSR001	$296	Corporate Anti-Virus - per Server - Installation and Configuration
VSR002	$111	New User - Create on Network Ready for Logon
VSR003	$37	New Users - Subsequent - Create (At Same Time as First New User)
VSR004	$4,144	Server Re-install After Hardware Failure (1 site - original CCS install)
VSR005	$185	Windows - Update on One Server
VSR006	$222	Windows 2003 Server Service Pack - Installation or Uninstallation
VSR007	$74	Change User Password (Up to 5 Users)
VSR008	$74	Change User Details (Up to 5 Users)
VSR009	$74	WYSE Terminal - Configuration
VSR010	$37	Remote Desktop Client - Configuration
VSR011	$37	VPN Client - Configuration
VSR012	$74	Configure Remote Workstation
VSR013	$148	Server Maintenance - Minor
VSR014	$74	Analyse Agent Report/Event Logs
VSR015	$111	Dual Screen WYSE Terminal - Configuration
VSR016	$148	Install Hardware Component - Server
VSR017	$111	VPN Server - Configuration
VSR018	$148	Configure SSL Certificate

VSR019	$296	Annual Server Maintenance
VSR020	$148	Server Diagnostic
VSR021	$222	Server Hard Drive Defragmentation
VSR022	$74	SQL Server Backup
VSR023	$296	Load Microsoft Hyper-V Server
VTS000		**Term Server / Exchange Server Systems**
VTS001	$111	New User - Create on Network ready for logon
VTS002	$37	New User - Line of Business Application
VTS003	$74	Configure Email in Existing Profile for New User
VTS004	$37	Reset User's locked Session or Program
VTS005	$74	Email Problems - Individual User (Exchange) - Resolve
VTS006	$148	Repair Corrupt User Profile
VTS007	$37	Adjust Email Server Spam Settings
VTS008	$74	Remove/Disable User
VTS009	$222	Email Problems - All Users (Exchange) - Resolve
VTS010	$37	Redirection Hosted Email
VTS011	$74	Redirection Exchange Server Email
VNB000		**Notebook**
VNB001	$222	Notebook HDD to CD - Copy Data (one CD only)
VNB002	$296	Notebook HDD to DVD - Copy Data (one DVD only)
VNB003	$74	Notebook Keyboard - Replacement
VNB004	$296	Notebook LCD - Replacement
VNB005	$518	Notebook Motherboard - Replacement
VNB006	$74	Notebook Optical Drive (DVD/CD) - Replacement
VNB007	$296	Manufacturer Restore and Std Applications (Notebook)
VNB008	$592	Reinstall OS and All Std Applications (Notebook)
VDR000		**Disaster Recovery**
VDR001	$592	ShadowProtect Server Installation & Configuration
VDR002	$222	ShadowProtect Server Maintenance
VDR003	$148	ShadowProtect Desktop Installation & Configuration
VDR004	$74	Shadow Protect Desktop Maintenance
VDR005	$74	Shadow Protect Image Manager Configuration
VDR006	$74	ShadowProtect - Take Image of System
VDR007	$296	ShadowProtect - Rebuild Desktop from Image
VDR008	$444	ShadowProtect - Rebuild Server from Image
VDR009	$444	Quarterly Rebuild of Shadow Protect Images
VDR010	$222	Hard Disk Drive to CD - Copy Data (one CD Only)
VDR011	$148	Hard Disk to Hard Disk Copy (Clone) Without Modification
VDR012	$148	ShadowProtect - Recover Single File
VDR013	$296	ShadowProtect - Recover Directory
VDR014	$296	ShadowProtect - Monthly Rebuild of Desktop from Image
VDR015	$444	ShadowProtect - Monthly Rebuild of Server from Image
VDR016	$296	ShadowProtect - Quarterly Rebuild of Desktop from Image
VDR017	$444	ShadowProtect - Quarterly Rebuild of Server from Image
VDR018	$37	Verify Backup System is Operating
VDR019	$148	Offsite Sync Installation & Configuration
VDR020	$296	Recover Outlook PST File
VDR021	$444	Offsite - QNAP R Sync Installation & Configuration
VWS000		**Workstation / Desktop**
VWS001	$148	Configuration of new PC
VWS002	$74	Corporate Anti-Virus - per Workstation - Installation and Configuration
VWS003	$148	PC to PC - Direct Data Copy
VWS004	$74	VNC or Other Remote Program - Configure on One Computer
VWS005	$148	Video / Sound Drivers - Installation and Configuration
VWS008	$111	Windows - System Restore
VWS009	$222	Repair Installation of Operating System
VWS011	$333	Upgrade over Existing Operating System
VWS012	$370	Windows Operating System - Installation
VWS013	$592	Reinstallation - OS and All Std Applications (Desktop PC)
VWS014	$111	Windows - Update on One Workstation
VWS015	$148	Windows Service Pack - Installation or Uninstallation
VWS016	$111	Diagnostics Report - Quote Only - PC Will Not Turn On
VWS017	$296	Windows Will Not Boot - Diagnostics

VWS018	$370	Windows 95/98/ME Will Not Boot - Diagnostics
VWS019	$296	Workstation (One) - Diagnostics Report - Includes Written Report
VWS020	$74	Relocate Workstation
VWS021	$74	Install LCD Monitor
VWS022	$148	General Maintenance of Workstation
VPH000		**Phones**
VPH001	$74	Configure IP Phone For Existing System
VPH002	$74	Phone System Diagnostic
VPH003	$111	Phone Repair
VPH004	$74	Update Public Holidays - Phone System Message
VPH005	$74	Message Record/Activate/Deactivate
VPH006	$37	Phone System Maintenance - Minor
VPH007	$74	Phone System Maintenance - Standard
VPH008	$666	Wiring Installation - 1 Day
VPH009		Rental Phone System
VPH010	$37	Phone System Consult
VPH011	$148	Configure Analogue Adapter for Faxing/Eftpos
VPH012	$74	Configure VOIP Trunk in PBX
	Std	**Other General Items**
	$148	**Standard Hourly rate for additional work outside SLA items**
	$207	**Rate for overtime work when item not covered (+40%)**
	$1.65	**Per km round trip additional chg (without travel ins.)**
	N/A	**Rate charged for overtime when item covered**
	N/A	**Discount for standard labour charge items**
	$74	**Call out fee (plus per km travelling fee)**
	$296	**Priority Call out fee (plus per km travelling fee)**