

# CUSTOMER PRICE LIST

PRICE LIST EFFECTIVE FROM 1ST APRIL 2025



## REMOTE SUPPORT

BUSINESS HOURS	
Basic Programming	\$69
Simple Programming	\$150
Complex Programming	\$250

  

AFTER HOURS	
Basic Programming	\$100
Simple Programming	\$200
Complex Programming	\$350

  

Basic	Simple	Complex
<p><b>Programming:</b> [Modify/Create] Extension names, R.G/C.Q, phone buttons, voicemail, new softphone or mobile app, schedule call diversions, holiday setups, office hours, inbound answering point (AUS-Wide), call reporting, call recording, minor modem/router mods.</p>	<p><b>Programming:</b> [Modify/Create] Call flow new message prompts and sequences recorded by us, new handsets or headsets provisioning, new phone number/DID, modem/router/S.B.C's, inbound number answering point (state based), router setup.</p>	<p><b>Setup/Upgrade/Rebuild:</b> Phone system, multi-tenant/new departments, platform or version migrations, Custom configurations/templates, 3rd party integrations: SMS, WhatsApp, Facebook, Live Chat, CRM, MS365, Google, Teams, Transcriptions, API.</p>

## ONSITE SUPPORT

BUSINESS HOURS - CBD PARKING NOT INCLUDED	
Service Call Includes call out, travel, first hour and training	\$250
Additional Travel Per Hour after the first hour (billed in half hour blocks)	\$165
Labor Per Hour (billed in half hour blocks)	\$165

  

AFTER HOURS - CBD PARKING NOT INCLUDED	
Service Call Includes call out, travel, first hour and training	\$350
Additional Travel Per Hour after the first hour (billed in half hour blocks)	\$250
Labor Per Hour (billed in half hour blocks)	\$250