



# Schedule of Hourly Rates

(All prices are GST exclusive)

Effective 1<sup>st</sup> Jul 2022

## Technical Support

Help Desk / Remote Support	
Support Rate	\$160 per hour
Senior Support Rate	\$220 per hour
Urgent 1 Hour Service Response (in addition to applicable rate above)	\$90
Onsite Support	<i>* Minimum 1 hour charge</i>
Support Onsite Call Out Fee	\$90
Support Rate *	\$160 per hour
Senior Support Onsite Call Out Fee	\$110
Senior Support Rate *	\$220 per hour
<u>TechAssist (Full Day Hire)</u>	

Standard **	\$1,100 per day
Senior **	\$1,250 per day
<p>*Rates apply depending on job complexity and level of technician. Technicians working on complex tasks such as server installs - configuration, WAN - LAN - router configuration, firewalls, network design and advanced trouble shooting will be charged at the "Senior Support" rate. Where the site is located more than 25 kilometers from the Sterling IT office, the applicable hourly rate will apply for travel time instead of the Call Out Fee.</p> <p>** Minimum commitment of 3 days scheduled in advance (daily, weekly, or monthly). Support tasks only - project tasks are based on our standard hourly rate. Where the site is located more than 25 kilometers from the Sterling IT office, the applicable hourly rate will apply for travel.</p>	

## Consulting Services

vCIO and Security Consulting Rate	\$260 per hour
Senior Consulting Rate	\$310 per hour

## Emergency Onsite Callouts

2 Hour Response Call Out Fee (when lodged within Sterling IT Business Hours)	\$180
After Hours Callout Fee (at other times, including Saturday & Sunday)	\$243
The above emergency callout fees are in addition to the applicable hourly rate. Business hours are 8am to 5pm Monday to Friday.	

## After Hours Support *\*\* Onsite - Minimum 1 hour charge, Remote - Minimum 30 minute*

Weekdays 6am – 7am and 6pm – 10pm **	1.5 x applicable rate
Saturday 7am – 6pm **	1.5 x applicable rate
Sunday 7am – 6pm **	1.8 x applicable rate
All Other Times (Minimum 2-hour charge applies)	2.0 x applicable rate

Sterling IT business hours are 8am to 5pm Monday to Friday. A call out fee applies for all onsite support. A technician will not always be available after hours. Planned outside hours work must be pre-arranged.