

TIME AND MATERIALS RATES

Any services delivered to the customer on a Time and Materials (T&M) basis or delivered outside the scope of a Statement of Work will be billed at the rates set out below, unless delivered under a fixed price quotation agreed by the Parties.

Work Role	Description	Rate (ex GST)
Basic Hourly Rates		
Technician	<ul style="list-style-type: none"> Service Desk (Levels 1 & 2) Field Services (Level 1 & 2) Developer 	\$200
Senior Technician	<ul style="list-style-type: none"> Service Desk (Level 3) Field Services (Level 3) 	\$220
Engineer	<ul style="list-style-type: none"> Support Escalations Infrastructure Projects Senior Developer 	\$255
IT Management	<ul style="list-style-type: none"> IT Management Services 	\$285
Specialist	<ul style="list-style-type: none"> Technical Specialist (e.g. CCIE, CISSP, DBA) 	\$285
Project Manager	<ul style="list-style-type: none"> Project Management 	\$285
vCIO	<ul style="list-style-type: none"> Business Consulting CIO Services Development Consultant 	\$325
Executive	<ul style="list-style-type: none"> Executive Consulting 	\$425
FlexiCredit		
One-Time	Prepaid pool of credit that can be used for any combination of work roles listed above. Minimum purchase \$10,000.	-5%
Monthly Recurring	Recurring pool of credit that can be used for any combination of work roles listed above. Minimum \$1,500 per month & 12-month term.	-5% (>\$2.5k) -10% (>\$5k)
All T&M services are billed in 15-minute increments (rounded up)		

T&M services may also attract:

- A call-out fee (if performed outside a First Focus office)
- An Urgent Loading (if escalated as an urgent ticket)
- Additional after-hours loadings where applicable

The Customer shall be charged for materials and incidentals delivered to the customer or used to deliver services, and these may include items such as cables, power supplies, and storage devices, along with incidentals such as parking and courier charges.

Description	Rate (ex GST)	
Call-out Rates		
Metro Locations	Per Call-out	\$200
Regional Locations	Per Hour of Travel (each way)	\$200
Urgent Escalations		
Applicable each time the Customer elects to escalate a ticket as "Urgent" beyond any relevant inclusions of their support plan		\$200
Urgent Escalations		
6pm – Midnight Work Days		+ 50%
Weekends, Public Holidays & Midnight – 8am Work Days		+ 100%

