Managed IT: Service Schedule

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2. Introduction

Welcome to the comprehensive guide for Telair's Managed IT services. This document details our pricing structure, service inclusions and exclusions, along with the full terms and conditions of our offerings. Please note, this information is Commercial in Confidence and is intended solely for the recipient. Distribution to third parties is prohibited without Telair's explicit written consent.

3. Product Summary

Telair's Managed IT program offers a dynamic array of solutions to meet diverse IT requirements, featuring our Fully Managed IT package for comprehensive outsourcing services and ad-hoc "break-fix" services for those seeking flexible support without a long-term commitment.

Fully Managed IT: This premium service delivers extensive IT outsourcing, including advanced automation, detailed reporting, and self-healing functionalities. A critical component of this package is the initial IT audit, conducted as part of the onboarding process to tailor our services to your specific needs, setting the stage for a customized IT management strategy.

Ad-hoc Services: Designed for clients who require immediate or occasional IT support, our ad-hoc services provide a flexible and non-committal alternative. This option addresses specific IT challenges on an as-needed basis, both remotely and on-site. Billing for ad-hoc services is based on our Standard Billable Rate (SBR), which reflects the expertise and qualifications of our engineers. Clients have the flexibility to opt for post-paid billing or purchase prepaid blocks of hours at a discounted rate, valid for 12 months from the date of purchase.

Standard Billable Rate (SBR): The SBR is primarily applied to our ad-hoc services, offering transparency in billing for clients who choose these flexible support options. Additionally, the SBR may apply to certain services not covered under the Fully Managed IT package, ensuring clarity and consistency in our billing practices. Detailed information on our tiered rates can be found in Section 5, 'Hourly Rates'.

Telair is dedicated to providing IT solutions that not only meet but exceed your business's unique needs, whether through a fully managed approach or targeted, flexible support.

4. Fully Managed IT

Building upon the foundation laid out in our program summary, Telair's Fully Managed IT package is designed with cutting-edge software solutions that proactively address a wide range of common IT challenges. In this section, we detail the specific inclusions and exclusions of our Fully Managed IT offering, providing clear guidance on what our comprehensive service encompasses.

4.1 Pricing

The pricing for Telair's Fully Managed IT services is structured to provide clear, straightforward options tailored to different needs within your IT infrastructure. Each service category is priced per month and per unit, ensuring scalability and flexibility for businesses of all sizes.

Managed Services Pricing Table:

Service Category	Inclusions	Monthly Fee
Server	Advanced Performance Monitoring, Configuration Management, Key Application Maintenance, Operating System & 3rd Party Patch Management, Real Time Server Optimization, Scheduled Preventative Maintenance, License & Asset Management, Managed Anti-Virus, Monthly Executive Summary Report, Unlimited Remote & Onsite Support	$250 per server
Network Device (Requires SNMP)	Unlimited Remote & Onsite Support, Router Monitoring, Switch Monitoring, Monthly Network Health Review	$80 per device
Firewall	Firewall Diagnostics & Monitoring, Firmware Updates, Monthly Network Health Review, Unlimited Remote & Onsite Support	$250 per device
Workstation	Service Desk Management (Help Desk), SolarWinds Professional Licence, Remote Control Licence, Managed Anti-Virus, Hosted Anti-Spam (For Microsoft Outlook only), Availability Monitoring, Operating System Patch Management, Scheduled Preventative Maintenance, Unlimited Remote & Onsite Support	$80 each

4.2 Billable Services (SBR Applies)

In addition to our fixed monthly services, Telair offers support for projects and tasks that fall outside the regular scope of our managed services. These services are crucial for businesses looking to expand, upgrade, or tailor their IT infrastructure beyond standard maintenance and support. Billing for these services is based on the Standard Billable Rate (SBR), ensuring transparency and fairness for specialized professional services:

- Project Planning

- Upgrades & Hardware

- After Hours Support

- Moves, Adds, Changes

Each of these services is designed to cater to specific needs that may arise during the lifecycle of your IT infrastructure, providing you with the flexibility to adapt and grow.

4.3 Billing

Monthly Advance Billing: Our Fully Managed IT package and associated software are billed on a monthly basis, in advance. These offerings typically come with a minimum contract duration to ensure comprehensive service and support.

Billing Commencement: Billing for the Fully Managed IT package initiates immediately upon our acceptance of your order. Importantly, this billing start date precedes the completion of any site audit. At this initial stage, our focus shifts to understanding your specific needs, setting up software clients, and facilitating your onboarding process. This approach guarantees that our collaboration begins smoothly and without delay, aligning with the moment we agree to the contract terms.

Tax Exclusions: Please note that all prices mentioned within this Service Schedule are exclusive of GST, unless stated otherwise.

4.3.1 Billing Adjustments Based on Actual Usage with Minimum Commitments

At Telair, we understand that your IT requirements may evolve, leading to fluctuations in the usage of workstations, servers, firewalls, and other components of your IT infrastructure. To ensure our billing accurately reflects your current usage, subject to the minimum commitments outlined in your fixed-term agreement, we will:

1. **Review and Adjustment with Minimums**: On a monthly basis, Telair will review the actual usage of IT resources by your company. This review is designed to identify any changes in your IT infrastructure usage compared to the figures stipulated in your initial agreement, always considering the agreed-upon minimums.

2. **Billing Adjustments Above Minimums**: Should the monthly review reveal an increase in the number of IT resources utilised beyond the agreed minimums, Telair will adjust your billing for the subsequent month to reflect this increased usage. Billing will not be reduced below the minimum commitments defined in your fixed-term agreement, ensuring consistency with the terms of our engagement.

These terms are designed to offer flexibility and scalability in your IT resource usage, within the structure of our agreed-upon minimum commitments, ensuring that our services continue to meet your business needs as they evolve.

4.4 General Exclusions

The Fully Managed IT package from Telair is designed to offer comprehensive IT support and management. However, to maintain transparency and ensure mutual understanding, the following are not covered within the package and will be billed at our Standard Billable Rate (SBR) according to Tiered rates:

- **On-Site Support Exceptions**: Any on-site support not specifically mentioned as part of the package.

- **Enhancements and Upgrades**: Installation of services or infrastructure upgrades intended to add functionality beyond the existing scope.

- **Major Modifications**: This includes, but is not limited to, server migrations, site relocations, significant changes to line-of-business applications, and other large-scale projects.

- **Peripheral Device Support**: Servicing for printers, scanners, and similar peripheral equipment.

- **Moves, Adds, and Changes (MAC)**: Activities such as onboarding new users, configuring or modifying hardware setups, office relocations or internal device moves, and alterations to the existing IT setup. This also covers updates to databases, Office 365, G Suite, Active Directory, Email Systems, or any business line applications.

Hardware Failures and Replacements: The Fully Managed IT package does not cover the costs associated with the failure and subsequent replacement of hardware, including but not limited to firewalls, servers, and other critical infrastructure components. This exclusion applies to expenses related to urgent hardware replacements, such as travel, accommodation, and professional services required to restore system functionality. Such interventions are considered beyond the scope of regular management and support, necessitating separate billing for the necessary remedial actions to ensure your operations are back online with minimal disruption.

4.5 Offboarding Process

At Telair, we strive to make every phase of our partnership seamless and transparent, including the transition should you decide to terminate your Managed IT Services Agreement. To ensure a smooth and efficient offboarding process, the following terms apply:

- **Termination of Agreement**: If you choose to terminate your agreement before the end of the fixed term, we will bill for any remaining duration of the agreement as per the contracted terms.

- **Offboarding Fee**: To cover the comprehensive efforts involved in the offboarding process, an offboarding fee will apply. This fee accounts for the necessary work to securely transition your IT services, including but not limited to, data transfer, system decommissioning, and revocation of access to managed services.

  - The offboarding fee is based on a minimum commitment of 10 hours of work. This ensures that sufficient time is allocated to handle the complexity and thoroughness required for a secure and complete transition.

  - Should the offboarding process exceed the initial 10-hour estimate, the additional time taken will be billed accordingly. This ensures that our team can dedicate the required attention to your offboarding needs without compromise.

Our goal is to ensure that the offboarding process is handled with the utmost care and professionalism, reflecting our commitment to excellence and security throughout our service period. We understand the importance of a structured offboarding process and are dedicated to ensuring that your transition is as smooth as possible.

5. Hourly Rates

Telair's Managed IT Standard Billable Rate (SBR) is rated on a scaling level based on the technician's expertise, years of experience, and certifications as described within this Service Schedule in Section 7 'SBR Tier Definitions'.

All jobs will be quoted based on the relevant SBR Tier of works, which we will match to the requirements of the works to be completed. The time of day you require the work to be performed may further impact the applicable charge for the works required.

5.1 Standard Billable Rate (SBR) – Standard Business Hours Rates

SBR Tier	SBR Tiered Rate
Level 1	$180.00 per hour
Level 2	$210.00 per hour
Level 3	$240.00 per hour
ICT Specialist	$270.00 per hour
Strategic Technology Consultancy & Support	$300.00 per hour

5.2 Standard Billable Rate (SBR) – Extended/After Hours Rates

Time	Rate
Extended Hours	1.5 x SBR Tiered Rate
After Hours	2 x SBR Tiered Rate

5.3 Minimum Chargeable Periods

Time	Location	Minimum Chargeable Period
Standard Business Hours	Remote	15 Minutes
Standard Business Hours	On-site	1 Hour
Extended/After Hours	Remote	1 Hour
Extended/After Hours	On-site	2 Hours

5.4 Rates Criteria

- "Standard Business Hours" are defined in Section 6.1 'Standard Business Hours'.
- For on-site works, travel time is charged at the applicable SBR Tier to and from a site in 15-minute increments.

Any time elapsed for works past the applicable Minimum Chargeable Period will be charged in 15-minute increments.

6. Business Hours & Target Response Times

6.1 Standard Business Hours (BH)

Mon-Fri	Weekends	Public Holidays
09:00 - 17:00	N/A	N/A

6.2 Extended Hours (EH)

Mon-Fri	Weekends	Public Holidays
06:00 – 09:00 17:00 – 22:00	06:00 – 22:00	N/A

6.3 After Hours (AH)

Mon-Fri	Weekends	Public Holidays
22:00 – 06:00	22:00 – 06:00	All

6.4 Target Response Times

Description	Maximum Response Time
Priority 1 - Critical A large number of users are unable to perform a critical business function where a workaround is unavailable.	BH - 30 minutes EH - 1 hour AH - 2 hours
Priority 2 - High A large number of users are unable to perform their normal business functions, or a small number of users are unable to perform a critical business function where a workaround is unavailable.	BH - 1 hour EH - 2 hours AH - 8 hours
Priority 3 - Medium Several users are unable to perform a minor function where a workaround is available.	BH - 4 hour EH - 8 hours
Priority 4 - Low Informal requests	BH - 2 days

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7. Important Information & Other Terms

For full Terms and Conditions for Telair's IT services offering, please refer to the Application Forms, Master Services Agreement and Standard Form of Agreement, available on Telair's website at telair.com.au/policies.

Line of Business Applications
Telair does not provide support for specific Line of Business applications. Whilst we will attempt to assist customers with any support requests related to other applications, Telair can liaise with the vendor to troubleshoot if requested, and charges will apply at the relevant SBR Tier. Telair will not be held liable for any work suggested or performed by vendor support on your systems.

Viruses, Malware and Crypto Attacks
In case of a virus, malware, or crypto attack, Telair will include up to six hours of support for customers on our Fully Managed IT package at no additional cost. Additional time will be billed at the SBR.

Early Termination
An early termination fee (ETF) will apply if you cancel your contract within the minimum term. This ETF will consist of your minimum monthly fee, multiplied by the months remaining in your contract, plus any hardware or software subsidies and waivers in the agreement.

Third-Party Product Licences
Pricing for any Third-Party Product Licence (including, but not limited to, the following Vendors: Microsoft, Sophos, Google, SolarWinds, and N-Able) is subject to change in line with updates communicated to Telair by the respective Third-Party Product Vendor or its related Channel Partners/Dealers from time to time. Any such pricing changes will be fair (i.e. between 5 and 20 per cent each year in alignment with the price rise, unless higher) and applied automatically. Telair will notify the customer about any price changes in writing or verbally. Any such Third-Party Product price changes will also apply to customers who sign a Managed IT Service contract with a minimum contract term, as Telair cannot reasonably control Third-Party Product Licence costs.

Variations to these terms
Telair may occasionally amend the terms and conditions contained within this Service Schedule at its sole discretion. Should this occur, Telair will notify you via your nominated email and aim to provide thirty days' notice.

8. SBR Tier Definitions

Level 1 (SBR Tier)
The base Tier of technical capability available through Telair Managed Services is a dedicated IT Technician whose focus and training is on desktop, notebook, peripheral and software installation, repair, and troubleshooting. They have training and skills in identifying and remediating some networking issues.

Level 2 (SBR Tier)
A Level 2 technical resource available from Telair Managed Services is a skilled Systems Technician with a minimum of 3 years' experience in Information and Communications Technology (ICT). This Tier is typically engaged for managing intermediate-level technical challenges and contributing to various ICT projects. They are adept at handling tasks that go beyond basic troubleshooting, including system optimizations and minor network configurations. When an issue escalates beyond the scope of Level 1 support, a Level 2 resource is the primary escalation point to address these more complex scenarios.

Level 3 (SBR Tier)
A Level 3 technical resource available from Telair Managed Services is a dedicated Systems Engineer with a minimum of 5 years' experience in Information and Communications Technology (ICT). This Tier is the standard resource issued when dealing with the more complicated elements for our customers, such as servers and network infrastructure. In an emergency, when the cause of the issue is indeterminate, this is also the most likely Tier to be deployed.

ICT Specialist (SBR Tier)
An ICT Specialist resource from Telair Managed Services is a highly specialized technical expert with a minimum of 7 years of experience in specific domains of Information and Communications Technology (ICT). This tier is focused on specialized areas such as network management, cybersecurity, database administration, or IT support. They possess in-depth knowledge in their area of specialization, often backed by relevant certifications. An ICT Specialist is responsible for the critical infrastructure of ICT systems, ensuring their reliability, security, and optimal performance. They are the go-to resource for specialized technical challenges, system enhancements, and providing targeted solutions in their field of expertise.

Strategic Technology Consultancy & Support (SBR Tier)
A top-tier technical resource available from Telair Managed Services represents our most advanced level of support, focusing on strategic technology consultancy and advanced technical guidance. This tier consists of professionals with over 10 years of experience in Information and Communications Technology (ICT) and a proven track record in strategic planning and high-level consultancy. They are adept at providing expert advice on complex technology solutions, facilitating long-term strategic technology planning, and managing high-impact IT projects. This tier is typically deployed for advanced problem resolution, critical system analysis, and when a strategic overview or in-depth consultancy is required to align technology initiatives with business objectives.

9. Contact Details

You can reach Telair in the following ways:

Email – ManagedIT@telair.com.au (will lodge a support ticket)

Ticket Centre – https://telairit.myportallogin.com.au/

Telephone Support – 1300 835 487