



Telair Managed IT Services Service Schedule

Effective 2025

1. Purpose of This Document

This Service Schedule defines the operational scope, service levels, inclusions, exclusions, and requirements for Telair’s Managed IT Services. It forms part of the Telair Managed IT Services Master Services Agreement (MSA) and must be read together with it.

Where the MSA sets the legal terms, this Service Schedule defines how the service is delivered.

2. Service Model Overview

This section outlines how users and devices are categorised for billing and support coverage under the Managed IT model. All users must be covered under one of the defined user types.

Support is delivered under a per-user model, with optional device and infrastructure add-ons.

2.1 User Types

All individuals accessing customer systems, services, or devices are classified into one of the defined user types for billing and coverage purposes.

| User Type | Inclusions |
|------------------------|--|
| Standard User | 1 user + 1 workstation, patching, AV/EDR, tenancy admin, full support for included tasks under this Service Schedule |
| Frontline User | Identity/access support, MFA, shared workstation support via add-on |
| Email-Only User | Mailbox provisioning, MFA, licence admin |

2.2 Device Coverage

| Device | Coverage |
|--------------------------------|--|
| Workstations | Patch management, AV/EDR, remote support, monitoring |
| Additional Workstations | Supported via add-on |
| Shared Workstations | Supported via add-on |
| Network Devices | Firewalls, routers, switches, APs on a per-device basis |
| Peripherals | Standard peripherals supported best-effort; complex/regulated via add-on |

3. Supported Environment Requirements

The customer environment must meet the following minimum standards for Telair to provide Managed IT Services and for SLA targets to apply.

| Requirement | Description |
|------------------------------------|--|
| Supported OS & firmware | Must run vendor-supported versions |
| Vendor-supported hardware | Device must be supported by manufacturer |

| Requirement | Description |
|--------------------------------|---|
| Security controls | AV/EDR, patching, MFA must remain active; strong password policy must be enforced |
| Monitoring agents | Telair tools must remain installed and functional |
| Network stability | Customer must maintain stable network & switching |
| Reliable internet | Required for remote support & cloud services |
| No unauthorised changes | Customer must not alter Telair-managed configs |

Unsupported systems may be excluded from SLA target times. Failure to meet the above requirements may limit or exclude SLA response targets as permitted under the MSA.

4. Cloud & Tenancy Administration

The following table outlines standard tenancy administration tasks included with Managed IT Services and those requiring additional scoping or agreement.

| Included | Excluded (unless contracted) |
|--|------------------------------|
| User creation & offboarding | Advanced configuration |
| Licence assignment | Security policy design |
| Password resets | Tenant migrations |
| Basic mailbox config | SaaS backup implementation |

5. Inclusions

This section outlines the tasks and activities included as part of standard Managed IT Services at both the user and site level.

5.1 Per-User Inclusions

| Inclusion | Description |
|------------------------------|--------------------------------------|
| Remote support | Unlimited support for included tasks |
| Endpoint monitoring | Continuous endpoint visibility |
| AV/EDR management | Management and monitoring |
| OS & app patching | Regular and automated updates |
| Identity & access | MFA, password, identity support |
| Incident response | Severity 1 & 2 during covered hours |

5.2 Site-Level Inclusions

| Inclusion | Description |
|----------------------------|--|
| Network monitoring | Infrastructure monitoring |
| Vendor engagement | Liaison for supported systems |
| Onsite coordination | Dispatched when remote resolution not possible |

6. Exclusions

The following items are explicitly excluded from standard Managed IT coverage and are billable at SBR unless otherwise contracted. To improve clarity, exclusions are grouped into project-related, device-related, and general support exclusions.

| Excluded Item | Description |
|-------------------------------------|---|
| Projects & migrations | Major changes, redesigns |
| New device builds | Preparation of new hardware |
| Office fitouts | Cabling, installation, physical works |
| After-hours onsite | Unless 24x7 emergency is purchased |
| Unsupported/personal devices | Devices not under management |
| SD-WAN design | Advanced networking architecture |
| Hardware replacement | Physical replacement tasks |
| Unauthorised changes | Work required due to unapproved modifications |

7. Support Hours & Emergency Access

This section defines when support is available and how emergency access operates under the Managed IT model.

7.1 Business Hours

8:30am to 5:00pm local time, Monday to Friday.

7.2 International Users

Supported during AEST Business Hours, excluding Queensland public holidays.

7.3 24x7 Emergency Support

Available via add-on; applies only to Severity 1 and 2.

8. Severity Levels & Response Targets

Incidents are prioritised based on impact and urgency, with the following response targets applied.

| Severity | Description | Response Target |
|-------------------|-------------------|--------------------------|
| Severity 1 | Critical outage | 1 hour (BH or Emergency) |
| Severity 2 | Major degradation | 2 hours |
| Severity 3 | Single-user issue | 4 Business Hours |
| Severity 4 | Non-urgent | Next Business Day |

Resolution times are not guaranteed.

9. Onsite Support

Onsite attendance is provided for issues requiring physical intervention, subject to the inclusions and billable items below.

9.1 Included

| Activity | Description |
|------------------------------|-----------------------------------|
| Critical response | When remote resolution fails |
| Hardware failure | Physical troubleshooting |
| Infrastructure issues | Escalated network/server concerns |

9.2 Billable

| Activity | Description |
|-------------------------------------|--|
| After-hours onsite | Outside BH unless emergency plan purchased |
| Installations & upgrades | New deployments and physical setup |
| Repeated non-critical visits | Where remote options exist |
| Non-metro travel | Travel fees beyond metro zones |

10. Onboarding

Onboarding timelines depend on customer responsiveness, environment readiness, and receipt of required information.

| Step | Description |
|--------------------------------|------------------------------------|
| Environment audit | Review of customer environment |
| Agent deployment | Installation of management tools |
| Licence/security review | Verification of controls |
| Documentation | Collection of required information |
| Alignment | Confirm user and device scope |

11. Offboarding

The following activities are performed when a customer transitions away from Managed IT Services.

| Activity | Description |
|--------------------------------|-----------------------------------|
| Removal of tools | Decommissioning access and agents |
| Documentation handover | Transfer of required materials |
| Transition coordination | Handover with new provider |
| Credential updates | Required password resets |

Additional time for complex transitions is billable.

12. Billing (Operational)

Billing for Managed IT Services follows the operational rules outlined below.

| Billing Component | Description |
|------------------------------------|---|
| Advance billing | Monthly recurring charges billed in advance |
| Usage review | Monthly update of user/device counts |
| Minimum commitments | As defined by the MSA |
| Third-party licence changes | Passed through automatically |

13. Customer Inputs Required

The following inputs must be maintained by the customer to ensure consistent and reliable service delivery.

| Input Required | Description |
|---------------------------------|---------------------------------------|
| Access & credentials | Must be provided for support |
| Escalation contact | Primary contact for service matters |
| Change notification | Customer must advise of IT changes |
| User/device accuracy | Customer must maintain accurate lists |

14. Governing Documents

This Service Schedule operates under the Telair Managed IT Services Master Services Agreement (MSA). Where the Service Schedule and MSA conflict, the MSA prevails.

15. Standard Billable Rates (SBR) for Out-of-Scope Work

Out-of-scope work is billed at Telair's Standard Billable Rates (SBR). These apply to tasks not included in this Service Schedule or the MSA.

15.1 When SBR Applies

The following scenarios fall outside the standard Managed IT inclusions and will be billed at Telair's SBR rates. Quoted project work supersedes SBR rates unless otherwise stated.

| Scenario | Example Tasks |
|-----------------------------|-------------------------------------|
| Advanced config | Security policies, advanced routing |
| Complex network work | Firewall changes, VLAN redesign |
| Office fitouts | Hardware installation, setup |
| Vendor liaison | Beyond basic troubleshooting |
| Emergency recovery | Outside standard inclusions |
| Project discovery | Scoping, planning |
| Legacy systems | Unsupported OS or devices |

| Scenario | Example Tasks |
|------------------------|---|
| Onboarding remediation | Issues requiring remediation identified during onboarding |

15.2 SBR Rates (ex GST)

| Tier | Hourly Rate (AUD, ex GST) |
|---------------------------------|---------------------------|
| Level 1 Technician | \$180 |
| Level 2 Systems Technician | \$210 |
| Level 3 Systems Engineer | \$240 |
| ICT Specialist | \$270 |
| Strategic Technology Consultant | \$300 |

Latest rates: <https://www.telair.com.au/policies>

All hourly rates are in AUD and billed in 15-minute increments after the minimum chargeable period. Multipliers apply to the base tier rate.

15.3 Multipliers

Extended Hours and After-Hours multipliers apply to billing only and do not extend support coverage.

| Situation | Multiplier | When Applied |
|-------------------|----------------|---|
| Extended Hours | 1.5× | Weekdays 6:00am–8:30am and 5:00pm–10:00pm |
| After-Hours | 2× | Weekdays 10:00pm–6:00am, all weekends, all public holidays |
| Regional onsite | Location-based | Outside metro area, within 100km of a Telair office |
| Rural onsite | 2× | More than 100km from a Telair office |
| Emergency callout | Additional fee | Applied when urgent attendance is required outside BH; fee published on policies page |

15.4 Minimum Chargeable Periods

Minimum chargeable periods apply **per engineer per engagement**.

| Work Type | Minimum Billable Time |
|-------------------------|--------------------------------|
| Remote (BH) | 15 minutes |
| Onsite (metro) | 1 hour |
| Onsite (regional/rural) | Location-based minimums |
| After-hours | 1 hour remote / 2 hours onsite |

15.5 Travel Rates (Applicable to SBR Work)

Travel associated with out-of-scope work is billed according to the following schedule. Travel time is billed at the applicable SBR tier rate and billed in 15-minute increments after minimum periods. All travel charges apply per engineer per engagement, and multipliers apply where relevant.

| Travel Type | Rate | Description |
|---|---|--|
| Metro travel (in-scope managed services) | Included | Applies within designated metro areas for included tasks |
| Metro travel (out-of-scope) | Billed at engineer's SBR tier rate | Charged both directions, 15-minute increments |
| Regional travel | \$2 per km + SBR time | Sites within 100km of a Telair office |
| Rural travel | \$2 per km + 2× SBR time | Sites more than 100km from a Telair office |
| After-hours travel | SBR multiplier applies | 1.5× or 2× based on the applicable time window |
| Parking & tolls | Cost + 25% admin fee (minimum admin fee \$10) | Admin fee applies only to the expense amount; if 25% of the expense is less than \$10, the minimum admin fee of \$10 applies |
| Accommodation | Cost + 25% admin fee | Admin fee applies to the accommodation amount; no minimum admin fee applies |

15.6 Contractor & Specialist Rates

Where Telair engages subcontractors, vendor engineers, or specialist resources, the following billing rules apply.

| Scenario | Billing Rule |
|---|--|
| Subcontractor engaged for onsite work | Billed at the subcontractor's rate + 25% admin fee if higher than Telair's SBR; no minimum or cap applies to subcontractor labour admin fees |
| Specialist external engineer (e.g., vendor certified) | Billed at vendor/specialist rate + 25% admin fee |
| Remote-area subcontractor | Billed at subcontractor rate + applicable travel and after-hours multipliers |
| Subcontractor expenses (parking, tolls, travel, accommodation) | Cost + 25% admin fee (minimum admin fees apply as per Travel Rates section) |
| Vendor engineering (e.g., Sophos, Microsoft, or other vendor-supplied field engineers) | Billed at vendor's published rate + 25% admin fee; travel and after-hours multipliers apply where relevant |

15.7 Example Work by Tier

| Tier | Typical Activities |
|-----------------------------------|---|
| Level 1 Technician | Password resets, workstation fixes, peripherals |
| Level 2 Systems Technician | Server support, M365 tasks, intermediate networking |
| Level 3 Systems Engineer | Firewall config, routing, server rebuilds |

| | |
|--|---|
| ICT Specialist | Security hardening, advanced networking (BGP, SD-WAN), cloud architecture, SIEM/SOC work |
| Strategic Technology Consultant | Technology roadmapping, architectural design, major change planning, advisory engagements |