

RATE SCHEDULE · MAY 2026

Casual, Retainer & Pre-Paid Support.

Hourly IT support before you're ready for per-seat managed care. Single base rate, optional pre-paid credit packs, or a flat monthly retainer with included support and licences at supplier RRP.

HARDENED BY DEFAULT

HELPDESK
(03) 9021 0890
helpdesk@jcpitsupport.com.au

JCPIT SUPPORT
jcpit.com.au
144 Maroondah Hwy, Croydon VIC 3136

PRICING

A single hourly **base rate.**

All standard remote and onsite support is billed from one hourly rate. No tiered Bronze/Silver/Gold. Pre-paid credit packs lock in a lower rate. All prices exclude GST.

BASE RATE

Standard remote & onsite support

Billed in 15-minute blocks for remote work, hourly for onsite. Surcharges (after-hours, call-out, emergency) sit on top of this rate.

\$175

PER HOUR · EX GST

VOLUME DISCOUNTS

Pre-paid **credit packs.**

Buy a block of hours up front, get a lower rate. Credit packs are valid for 12 months from purchase. Time is deducted at your discounted rate as tickets close. Top up at any time.

PACK	LIST PRICE	YOU PAY	PER HOUR	SAVING
5 hours	\$875	\$875	\$175	—
10 hours	\$1,750	\$1,700	\$170	3%
20 hours	\$3,500	\$3,300	\$165	6%
50 hours	\$8,750	\$8,000	\$160	9%
100 hours	\$17,500	\$15,500	\$155	11%

All prices exclude GST. Unused credit expires 12 months from the purchase date. Payment is by direct debit on the invoice date; card and EFT are available on request.

MONTHLY PLANS

Retainer with **included support.**

Sits between casual and fully-managed. A flat monthly fee covers **1 hour of included support** and unlocks **access to every product we resell at supplier RRP** — Microsoft 365, Guardz, backup, hardware. No markup on licences, no renewal surprises. Suits clients with a steady trickle of small admin asks and a need to procure software/hardware through us at fair pricing.

RETAINER

Monthly retainer — products at RRP

Includes 1 hour of support each month. Work beyond the included hour is drawn from a credit pack or invoiced at the \$175 base rate. Cancel any time with one month's notice.

\$175

PER MONTH · EX GST

WHAT'S INCLUDED	DETAIL
Included support	1 hour per month. Unused time does not roll over.
Product procurement at RRP	Microsoft 365, Guardz, backup, hardware — sold at the supplier's published RRP with no JCPIT markup.
Microsoft 365 billing terms	Monthly (no commitment) or annual paid upfront only. We don't offer annual-commit-billed-monthly — the 12-month liability sits with whoever pays Microsoft, and that's the client, not JCPIT.
Support beyond the included hour	Casual base rate (\$175/hr) or any pre-paid credit pack on this schedule.
Response priority	Same as casual: triage by business impact during business hours.
Invoicing	Monthly in advance by direct debit on the invoice date. Licence and product charges appear as separate line items at supplier RRP.

All prices exclude GST. When monthly support consistently exceeds the 1-hour allowance, a credit pack or per-seat Premium Care plan is usually better value — ask us to run the numbers.

BILLING

Work types & surcharges.

Different work attracts different rates. Surcharges apply on top of your agreed hourly rate — base rate or your pre-paid pack rate.

WORK TYPE	SURCHARGE	AT BASE RATE	BILLED PER
Remote support	Base rate	\$175.00 / hr	15 min block
Onsite support	Base rate	\$175.00 / hr	1 hour
After hours	+25%	+ \$43.75 / hr	per hour
Call-out fee (onsite)	+75%	\$131.25	per visit
Emergency upgrade	+125%	\$218.75	per ticket

Business hours are 9:00 am–5:00 pm Mon–Fri (AEST/AEDT). After-hours rates apply outside those times and all day on weekends and Victorian public holidays. Minimum charge: 15 min per remote ticket, 1 hr per onsite visit. Onsite included within 30 km of Croydon (call-out fee covers travel); beyond 30 km, travel time is billed at base rate.

NOT ON THE HOURLY RATE

What's billed differently

- **Hardware procurement.** Quoted separately, no surprise markups.
- **Projects** (migrations, fit-outs, Intune greenfield). Fixed-price quote up front, not dribbled into hourly bills.
- **Online services & licences.** Pass-through at list price, no markup.
- **After-hours non-incident work.** Quoted in advance.

HOW IT WORKS

Two worked examples.

Plain numbers, no surprises. Both examples assume a casual client paying the base rate.

EXAMPLE 1

Scheduled onsite visit

An engineer attends site to install a line-of-business application on your server. The work takes one hour.

1 × Onsite support	\$175.00
1 × Call-out fee	\$131.25
Total (ex GST)	\$306.25

EXAMPLE 2

Emergency remote support

Your server goes offline. You request an Emergency Upgrade so we jump on it ahead of everything else. Resolved remotely in 45 minutes.

0.75 × Remote support	\$131.25
1 × Emergency upgrade	\$218.75
Total (ex GST)	\$350.00

RESPONSE

How quickly we get to it.

Casual and pre-paid tickets are best-effort — worked in queue order during business hours. Need to jump the queue? Add an Emergency Upgrade. Want guaranteed response times? That's what Premium Care is for.

CASUAL & PRE-PAID

Best-effort, in order received

No guaranteed response times. Tickets are worked Mon–Fri, 9:00 am–5:00 pm, in queue order. Most issues are picked up the same business day.

Standard ticket	Same business day (typical)
Emergency Upgrade	Front of queue
Outside business hours	Quoted on request

PREMIUM CARE (PER-SEAT)

Guaranteed response times

Per-seat monthly clients get triaged by business impact, with a guaranteed first response from the moment the ticket is logged during business hours.

Critical — business offline	30 min
High — major system down	1 hr
Medium — single user / non-critical	4 hrs
Low — general request	8 hrs

Straight answers.

Q. How do pre-paid credit packs work?

You buy a block of hours at a discounted rate. As tickets close, time is deducted from your balance at your agreed hourly rate. Top up any time. Unused credit carries forward for 12 months.

Q. How does the call-out fee work?

It applies once per onsite visit for casual clients and covers travel time — not per hour onsite. Premium Care (per-seat monthly) clients get included onsite visits.

Q. Can I get priority support without a monthly plan?

Yes. Request an Emergency Upgrade on any ticket and it jumps to the front of the queue with a Critical-priority response. The upgrade fee applies once per ticket.

Q. How are invoices handled?

Casual clients are invoiced weekly for tickets closed the previous week. Each ticket gets its own line item so you can allocate cost cleanly. Retainer and Premium Care clients are invoiced monthly in advance. Payment is by direct debit on the invoice date; card and EFT are available on request.

Q. Why don't you offer Microsoft 365 on annual-commit billed monthly?

Microsoft's NCE program has three billing options: monthly term (no commit), annual term paid upfront, and annual term billed monthly. We offer the first two only. The third makes JCPIT financially liable to Microsoft for the full 12 months even if a client stops paying mid-term — we'd rather keep that risk with the party who's actually consuming the licence. Annual term paid upfront still gets you the ~15–17% discount.

Q. When does it make sense to move off casual onto the retainer or a per-seat plan?

Move to the **\$175 retainer** when you have a steady trickle of small admin asks (around an hour a month) and want to procure Microsoft 365 / security / hardware through us at supplier RRP. Move to a **per-seat Premium Care** plan when monthly support tops 4 hours, or when you want the security baseline (MFA, EDR, DNS filtering, browser isolation, M365 backup, patching) bundled rather than billed — indicative range \$185–\$255 per seat per month. A 20-min call gets you an exact figure.

LOG A TICKET / NEXT STEP

Two ways in — both go to the same helpdesk queue.

Phone for anything urgent, email for everything else. Want a credit pack or to move off casual? Reply, ring, or book a 20-minute call — we'll quote on the same call.

PHONE

**(03) 9021
0890**

Mon–Fri, 9 am–5
pm. Technician,
not a queue.

EMAIL

helpdesk@jcpitsupport.com.au

Auto-creates a ticket. Add "Emergency
Upgrade" to jump the queue.

WHAT TO INCLUDE

**Company, contact,
one-line description,
urgency.**

Critical / High / Standard.

WEB

jcpit.com.au

Book a 20-minute
call.