



Service Rates & Feature-Based Pricing

1. Standard Hourly Rate

Service Type	Description	Rate (AUD, excl. GST)
Standard Support	Remote configuration and support	\$90/hour
On-Site Visit (Metro)	On-site troubleshooting or setup	\$150/hour
After-Hours Support	Any support outside business hours	\$200/hour

*Minimum billing increment: 30 minutes

2. Feature-Based Fixed Pricing

Feature / Task	Description	Fixed Price (AUD)
Hunt Group Setup	Creation of sequential/simultaneous ringing groups	\$20
Call Queue Configuration	Setup of call queues, hold music, and overflow rules	\$30
Auto Attendant (IVR)	Multi-level menu setup with time-based routing	\$40
Service Flags – Manual	Setup of manual open/close toggles	\$10
Service Flags – Automatic	Time-based rules with schedule automation	\$20
Park Orbits	Setup of park extensions and retrieval logic	\$10
Button Profile Configuration	BLF, speed dial, park, call pickup, etc.	\$25 per handset
Call Redirection Rules	Includes unconditional, busy, and no-answer forwards	\$15
Handset Provisioning	Remote provisioning of SIP handsets (per device)	\$30
Trunk Setup	SIP trunk configuration with authentication and codec optimization	\$20
DID Routing	Assigning inbound numbers to users or IVR/queues	\$10 per DID
MOH (Music On Hold) Upload	Upload and apply audio files for hold/queue	\$20 per file



3. Optional Add-ons

Add-on	Description	Price (AUD)
Voicemail to Email	Setup for users or groups	\$20 per mailbox
Call Recording Rules	User/Queue/Global-level recording config	\$30
Site Documentation	Call flow and device diagram documentation	\$150 flat

Notes

- All prices are exclusive of GST.
- Custom solutions, integrations, or advanced diagnostics may be quoted separately.
- Bulk handset setups and enterprise-level deployments are eligible for project-based pricing.

Discount for Ongoing Work

Clients engaging in regular or ongoing work may be eligible for a discounted rate. A 10% discount will be applied to all hourly and feature-based pricing for consistent, recurring engagements. Please contact us to discuss eligibility and terms for discounted service rates.

Bank Details

Account Name: Pramod Phuyal

BSB Number: 062-692

Account Number: 7515 2603

Reference Number: Date_CS_Company_Name OR Invoice_Number