



## Service Charter effective December 1st 2010

### In-House Service Rates

#### Assessment Fees

Covers inspection of equipment and quotation of hardware and/or software repair services required. These fees are absorbed into the price of any services below

<input type="checkbox"/> BTBS-CPU-AS	CPU Based Diagnostic and Assessment	\$79	Applicable to Apple desktop and portable CPU based systems.
<input type="checkbox"/> BTBS-NONCPU-AS	Non-CPU Based Diagnostic and Assessment	\$49	Applicable to, but not limited to, equipment Airport Express or Extreme and Time Capsule base stations.
<input type="checkbox"/> BTBS-ACC-AS	Accessory Based Diagnostic and Assessment	\$39	Applicable to, but not limited to, equipment iPod, iPad, and Apple TV.

#### Hourly Service Rates

The base service rate for all in-house repairs and service work where a manufacturer warranty does not apply, where at least one hour or more is required

<input type="checkbox"/> BTBS-CPU-LAB	CPU Based Labour Per 1 Hour	\$149	Applicable to Apple desktop and portable CPU based systems.
<input type="checkbox"/> BTBS-NCPU-LAB	Non-CPU Based Hardware / Software Labour Per 1 Hour	\$99	Applicable to, but not limited to, software, Airport Express or Extreme and Time Capsule base stations.
<input type="checkbox"/> BTBS-ACC-LAB	Accessory Based Labour Per 1 Hour	\$89	Applicable to, but not limited to, equipment iPod, iPad, and Apple TV.

#### Minimum Service Charges

This is our minimum service fee for all in-house repairs and service work where a manufacturer warranty does not apply, where extensive time is not required

<input type="checkbox"/> BTBS-CPU-MINLAB	Minimum CPU Based Labour Charge	\$85	Applicable to Apple desktop and portable CPU based systems.
<input type="checkbox"/> BTBS-NCPU-MINLAB	Minimum Non-CPU Based Hardware / Software Charge	\$55	Applicable to, but not limited to, software, Airport Express or Extreme and Time Capsule base stations.
<input type="checkbox"/> BTBS-ACC-MINLAB	Minimum Accessory Based Labour Charge	\$45	Applicable to, but not limited to, equipment iPod, iPad, and Apple TV.

#### Priority Service Fees

Advances your booking ahead of others to the next available technician, saving you no less than three days wait time

<input type="checkbox"/> BTBS-PRIORITY	Priority Service Fee	\$99	Guaranteed two hours response time. Bookings after 4pm may roll over to next business day.
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#### Services Menu

These specific services are charged in addition to any hourly rate charges, or minimum service fees. Additional services may be required (see below)

<input type="checkbox"/> BTBS-MIGR-MAC	Mac to Mac Migration	\$49	Migrate one Mac to another. May require supplemental services depending on working order.
<input type="checkbox"/> BTBS-MIGR-PLAT	Windows to Mac Platform Migration	\$119	A supervised Migration service that designed for migrating your working PC's data to the Mac environment.
<input type="checkbox"/> BTBS-INST-MACOS	Mac OS Installation	\$39	Complete supervised installation of your supplied Mac OS licensed software. Setup may be required.
<input type="checkbox"/> BTBS-INST-MACOSSV	Mac OS Server Installation	\$59	Complete supervised installation of your supplied Mac OS Server licensed software. Setup may be required.
<input type="checkbox"/> BTBS-INST-WINOS	Windows OS Install	\$49	Complete supervised installation of your supplied Windows OS licensed software. Setup may be required.
<input type="checkbox"/> BTBS-INST-SOFT	Mac/Win Application Software Installation	\$49	Supervised installation of application software to your Mac or Windows OS. First disc/media only.
<input type="checkbox"/> BTBS-BACKREC	Data Backup / Recovery to supplied External Hard Disk	\$79	Backup your storage device to your supplied external drive. Additional charges apply for burning to DVD media.
<input type="checkbox"/> BTBS-HDD-CLONE	Hard Disk Clone	\$19	Supervised duplication of one hard disk drive to another.
<input type="checkbox"/> BTBS-HDD-ER	Hard Disk Erase	\$10	Remove all data from your computer or hard disk.
<input type="checkbox"/> BTBS-HDD-ERSEC	Hard Disk Erase (Secure)	\$29	Securely remove all data from your computer or hard disk using government standard secure removal processes.
<input type="checkbox"/> BTBS-BENCHDIAG	Bench Diagnostic Report	\$39	Run a full Apple System Diagnostic test on your Mac where a manufacturers warranty does not apply.

#### Supplemental Service Charges

Minor service items that may be required to complete any of the above services

<input type="checkbox"/> BTBS-CPU-DISAS	CPU Disassemble Per CPU	\$35	Charged when a disassembly is required of your CPU where a manufacturers warranty does not apply.
<input type="checkbox"/> BTBS-MIGR-SUPRV	Supervised Migration Per 1 Hour	\$15	Hourly rate applicable where operating conditions of a CPU require constant supervision for job to progress.
<input type="checkbox"/> BTBS-MIGR-MANFILE	Manual File Placement Per 1 Hour	\$15	Hourly rate applicable for data migration where specific file placement to destination CPU/Hard Disk is required.
<input type="checkbox"/> BTBS-MIGR-WINEMAIL	Windows to Mac Email Migration Per 1 Hour	\$45	Hourly rate for supervised migration from Windows based email client software to Apple Mail or Outlook Mac.
<input type="checkbox"/> BTBS-SETUP-MACOS	Mac OS Setup Per CPU	\$10	Supervised setup of Mac OS client software to desired network and user details, as supplied.
<input type="checkbox"/> BTBS-SETUP-MACOSSV	Mac OS Server Setup Per CPU	\$45	Supervised setup of Mac OS Server software to desired network and user details, as supplied.
<input type="checkbox"/> BTBS-SETUP-WINOS	Windows OS Setup Per CPU	\$20	Supervised setup of Windows OS client software to desired network and user details, as supplied.
<input type="checkbox"/> BTBS-INST-SOFT-ADD	Additional Application Discs/Media Installation Per Disc	\$10	Charge per addition piece of media, over the first, where Application Software Installation service is taken.
<input type="checkbox"/> BTBS-BACKREC-DISC	Backup burned to DVD Media Per Disc	\$10	Charge per piece of optical recordable media used where Data Backup / Recovery service is taken.
<input type="checkbox"/> BTBS-BIOHAZ	Biohazard Handling Fee Per CPU/Non-CPU/Accessory	\$55	Covers handling of items that have been in contact with, but not limited to, bio-waste or waste disposal units.

### On-Site Service Rates

#### Call-Out and Travel Fees

Charged to commence any on-site booking in addition to technical service fees

<input type="checkbox"/> BTBS-ONS-CALLOUT	Call-Out Fee within Metropolitan area	\$40	Covers travel time within a 25km radius of Melbourne CBD.
<input type="checkbox"/> BTBS-ONS-PRIORITY	Priority Call-Out Fee within Metropolitan area	\$149	Covers a 4 hour response time, and travel within a 25km radius of Melbourne CBD.
<input type="checkbox"/> BTBS-ONS-TRAVEL	Extended Travel Time Per Half Hour	\$40	Charged in addition to Call-Out Fee for travel to and from a booking made outside of 25km CBD zone.

#### Technical Service Rates

The base service rate for all repairs and service work performed on-site, outside of AppleCare on-site bookings

<input type="checkbox"/> BTBS-ONS-1H	On-Site Technical Services Per 1 Hour	\$159	Hourly rate for all technical services performed on-site. Minimum of 1 hour chargeable per job.
<input type="checkbox"/> BTBS-ONS-1D	On-Site Technical Services Per 1 Day	\$1100	Whole day service available as an 8 Hour block Monday through Friday, excluding public holidays.
<input type="checkbox"/> BTBS-ONS-AHSUR	After Hours Addition On-Site Service Rate Per 1 Hour	\$49	Hourly rate charged in addition to standard rate where booking crosses over 6pm, or is performed on a Weekend.