

INSIGHT RATE CARD FOR VARIATIONS AND MAINTENANCE

	Service facility/ item	Bus hours				Additional Monthly fee
		Priority 1	Priority 2	Priority 3	Priority 4	
	Rate	\$130/hr	\$100/hr	\$65/hr	\$65/hr	
Srvc code	Timing	Within 1hr	Within 8hr	Within 48hrs	By neg	
	VARIATIONS					*1
STLnew	Add staff list facility	N/a	\$50+	Na	\$32.50+	\$0.10* ccv
ADVnew	Add advisory (per line – 80 chrs)	32.50+	25.00+	n/a	15.00+	\$0.32* ccv
SHTnew	Add short response form (per data entry box) *2	32.50+	25.00+	15.00+		\$0.17* ccv
LNGnew	Add long response form (per data entry box) *2	32.50+	25.00+	15.00+		\$0.50* ccv
CCnew	Add credit card facility (excluding report)	n/a	n/a	n/a	65.00+	\$1.80* ccv
REFnew	Add reference no. (to callflow and report.)	n/a	25.00+	15.00+		\$0.02* ccv (min \$4/mth)
ROSnew	Add roster facility (simple)	n/a	n/a	n/a	32.50+	\$45.00
ROSnew	Add roster facility (complex/ multiple)	n/a	n/a	n/a	65.00+	\$65.00+
ESCnew	Add escalation facility (max 3 nos.)	n/a	n/a	n/a	32.50+	\$0.05* ccv (mn \$5mth)
ESCnew	Add escalation facility (max 6 nos.)	n/a	n/a	n/a	65.00+	\$0.07*ccv (min \$10/mth)
ESCnew	Extra for rotating escalation	n/a	n/a	n/a		\$45
ESCchg	Change to roster or escalation process	n/a	25.00+	n/a	15.00+	
RPTnew	Add new report (simple)	n/a	33.00+	33.00+	22.00+	\$10
RPTnew	Add new report (complex)	n/a	n/a	n/a	45.00+	\$10
RPTchg	Change report (complex)	n/a	40.00+	n/a	26.00+	
FLWche	Change call flow (complex- call duration unaltered)	n/a	70.00	n/a	45.00+	
SMSnew	Add mobile (destination)	32.50+	25.00+	15.00+		\$10
PGRnew	Add pager (destination)	32.50+	25.00+	15.00+		\$10
EMLnew	Add email (destination)	32.50+	25.00+	15.00+		\$5
GRPnew	Add group member (destination)	32.50+	25.00+	15.00+		\$0.25/ dest/msg
CPSnew	Add call patch facility	n/a	50.00+	n/a	32.50+	\$1/call plus telco
CLTnew	Add call out facility	n/a	50.00+	n/a	32.50+	\$2.95 per call
NMEchg	Change trading name/ answer name	n/a	n/a	20.00+		
*3	CHANGES & MAINTENANCE per Request					
TmpDIV	Temporary diversion (destination/name change) *4	40.00+	30.00+	20.00+		
PmtDIV	Permanent diversion (destination/name change)	20.00+	15.00+	10.00+		
STLchg	Staff list change	20.00+	15.00+	10.00+		
ROSchg	Unscheduled/ special roster/ escalation change	20.00+	15.00+	10.00+		
RPTchg	Change report	20.00+	15.00+	n/a	10.00+	
FLWchg	Change call flow (without altering call duration)	45.00+	33.00+	n/a	22.00+	
SCRchg	Change to script (wording)	20.00+	15.00+	10.00+		
SCRchg	Change to FAQ/ Help screen page	20.00+	15.00+	n/a	10.00+	
MTCchg	Table maintenance (suburbs, Postcodes, buildings, product, etc)	20.00+	15.00+	n/a	10.00+	
Adhoc	Adhoc/ one off special report.	n/a	40.00+	n/a	26.00+	
List	Staff listing / suburb listing (Max 1 per qtr)	n/a	n/a	n/a	No charge	
Training	Training- \$35/agent/hr					

*1 CCV means Contract monthly call volume.

*2 Monthly fee applicable if the addition is to the longest path or creates the longest path.

*3 All changes on one variation form will be handled as one request for each priority level stipulated.

*4 A temporary change is handles twice – first to implement and second to reinstate original.

* A loading will be applied and a 3 hr turnaround shall apply for emergency changes done outside of business hours (M-F 8.00am to 6.00pm WST)

Prices exclude GST.