



Managed Service Providers (MSP)
 ABN
 76-5674-0288
 27 Dorcas St
 South Melbourne Vic, 3205 Australia

Contract

Header

Contract ID:	CNR-01071-9DR17B	Contract Template:	STANDARD
Description:	Gold support (High - Schools)	Contract Address:	1 School Road Turning-Point North UNI Canada
Customer:	SIG - (School Is Great)	Contract End Date:	18/02/2010
Contract Start Date:	4/09/2009	Invoicing Type:	Periodic
Duration By Days:	168		

Contract Template - Calendar

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
sun																								
mon									●	●	●	●	●	●	●	●	●							
tues									●	●	●	●	●	●	●	●	●							
wed									●	●	●	●	●	●	●	●	●							
Thu									●	●	●	●	●	●	●	●	●							
Fri									●	●	●	●	●	●	●	●	●							
Sat																								

Billing Information

Bill To Customer:	SIG - (School Is Great)	Bill To Address:	1 School Road Turning-Point North UNI Canada
Billing Start Date:	4/09/2009	Billing End Date:	18/02/2010
Cancellation Date:			
Service Objectives:	Helpdesk Remote Server Management 1st Level 3rd Party server S/W support Onsite & Remote workstation support IP Surveillance Camera Support Admin of Email & Internet Filtering		

Contract Line

SLA Contract Clause

Title:	Service Desk (prepaid hours)	Location:	27 Dorcas St South Melbourne Vic Australia
Contract Type:	Help Desk	Allotment Type:	Hours
Response Time:	45 min [0.75]	Intital Allotment:	20.00
		Price Per Allotment:	\$145.00
		Price For Negative Allotment:	\$160.00

Proactive Maintenance - Retainer Agreement

Perpetual Contract:	No	Maximum Rollover:	0
Retainer Fee:		Charge Period:	Monthly
Next Payment Date:	4/09/2009		

Indicative Repair Time & Escalations

Mean Time To Service (MTTS):	2.00	First Escalation Time (FET):	1.00
Customer Satisfaction Level (CSL):	55.00	Second Escalation Time (SET):	1.00

Service Items & Prices

Service Name	Description	JobType	Price/Allotment
Microsoft Office Support	All Microsoft Products excluding SharePoint & CRM	Help Desk	-
Microsoft SharePoint & CRM support	Highend Microsoft products helpdesk	Help Desk	-
Service Desk- Scholaris	For all Scholaris "how to" queries - phone support	Help Desk	-

Allotment Log

Description	Reference	Opening Balance	Debit	Credit	Closing Balance	Date	Cost
Service Desk- Scholaris (Late After Hours [x1.50]) (job no: HD-2027)		20.00	0.75	0.00	19.25	6/09/2009 3:04 PM	\$108.75
initial allotment allocation	INV-4189	0.00	0.00	20.00	20.00	4/09/2009 3:26 PM	\$2,900.00

Contract Line

SLA Contract Clause

Title:	Contracted Engineering & Network Support (monitoring & maintenance)	Location:	27 Dorcas St South Melbourne Vic Australia
Contract Type:	Proactive Maintenance - Retainer Agreement	Allotment Type:	Price
Response Time:	2 Hours [2]	Intital Allotment:	0.00
		Price Per Allotment:	\$0.00
		Price For Negative Allotment:	\$0.00

Proactive Maintenance - Retainer Agreement

Perpetual Contract:	Yes	Maximum Rollover:	0
Retainer Fee:	\$500.00	Charge Period:	Weekly
Next Payment Date:	5/09/2009		

Indicative Repair Time & Escalations

Mean Time To Service (MTTS):	2.00	First Escalation Time (FET):	1.00
Customer Satisfaction Level (CSL):		Second Escalation Time (SET):	1.00

Maintenance

Name	Next Service Due	Resource	Frequency	Job Type	Schedule	Responsible Contact	Classification
Patch Management	8/09/2009 4:25 PM	Sharon Saunders (Tech)	3 Days	Remote	Scheduled		
Weekly site visit	13/09/2009 4:25 PM	Scott Goodman (Tech)	Weekly	OnSite	Scheduled		

Outsourced Services

Name	Scope	Provider	Period	Qty	Cost
Large servers monitoring	scope	N-Able	Weekly	20	\$100.00
Small servers monitoring services	scope 2	Level Platform	Monthly	12	\$30.00

Contract Line

SLA Contract Clause

Title: MAC (Move add or Change)
Contract Type: Ticket - Standard Services
Response Time: 6 Hours [6]

Location: 27 Dorcas St South Melbourne Vic Australia
Allotment Type: Price
Intital Allotment: 0.00
Price Per Allotment: \$0.00
Price For Negative Allotment: \$0.00

Proactive Maintenance - Retainer Agreement

Perpetual Contract: No
Retainer Fee:
Next Payment Date: 4/09/2009

Maximum Rollover: 0
Charge Period: Monthly

Indicative Repair Time & Escalations

Mean Time To Service (MTTS): 2.00
Customer Satisfaction Level (CSL): 55.00

First Escalation Time (FET): 1.00
Second Escalation Time (SET): 1.00

Service Items & Prices

Service Name	Description	JobType	Price/Allotment
PC Repairs	Desktop and notebooks repairs and upgrades	On-Site	\$90.00 Per Hour
Citrix Support	For all Terminal Services (Citrix & Windows)	On-Site	\$320.00 Per Hour
Lab- Notebook repairs	All notebooks under & post warranty	In-House	\$90.00 Per Hour
Network Engineer Level 2	Engineer with experiance of five or more years	Remote Access	\$210.00 Per Hour
Network Engineer Level 1	All network works except CISCO	Remote Access	\$150.00 Per Hour
Network Engineer CISCO	CISCO Certified Engineer	Remote Access	\$220.00 Per Hour
Network Engineer Standard - Extended Hours	All network works except CISCO 8:00AM-20:00PM	Remote Access	\$180.00 Per Hour
Citrix Support	For all Terminal Services (Citrix & Windows)	Remote Access	\$300.00 Per Hour
Scholaris Support	Resolve all issues regarding installation, upgrade and patches - Excluding Service Desk Support	Remote Access	\$220.00 Per Hour
PC Repair - - Expedited Services	Desktop and notebooks repairs and upgrades	On-Site	\$118.00 Per Hour
Citrix Support - Expedited Services	For all Terminal Services (Citrix & Windows)	Remote Access	\$390.00 Per Hour