

# Bigfish Technology Professional IT Consulting Services



**BIGFISH**  
TECHNOLOGY

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Congratulations on choosing Bigfish Technology for your Information Technology needs. We have worked hard to keep our costs as low as possible whilst still delivering first class service. Our Terms and Conditions that apply to all goods and services provided by Bigfish Technology can be found at [www.bigfishtech.com.au/policy](http://www.bigfishtech.com.au/policy)



## **MONEY BACK SATISFACTION GUARANTEE:-**

We guarantee that you will be fully satisfied with our service. If we are not able to completely meet your needs on your first consultation with us and you are dissatisfied in the service provided to you, we will provide it to you for FREE.

Excludes the sale price of any hardware or software provided

## **Top Ten Reasons to choose Bigfish for all of your IT Needs**

1. We guarantee satisfaction: See our Satisfaction Guarantee above for details
2. Fixed Price Options available
3. Quality solutions designed to last: We only provide solutions that we use ourselves and that pass our vigorous testing. At Bigfish Technology we refuse to provide any solution that is not of the highest standard. This means that when you deal with Bigfish, you are only receiving quality, tested solutions
4. A name that you can trust: We have been providing IT services since 1999 and have an ever-growing base of highly satisfied customers
5. Customisation and Documentation: We have procedures and solutions in place that make our service uniformed so that you get the most efficient solution every time
6. After Hours Service is available
7. Proactive IT Support Plans are provided to help prevent problems, save you money and GUARANTEE service levels required
8. Fast Turnaround for all servicing requests and hardware needs – if you need a solution quickly we can provide it to you – FAST
9. We service all areas of IT: We supply the complete range of IT solutions required for your business. No matter what is required: from hardware, cloud, software, phones and a whole lot more; we have all IT solutions available to completely integrate into your business
10. Real time access to our management systems: Our internal systems have been built so that all requests made & work completed is thoroughly documented & tracked through our “Client Access” portal which gives you live & direct access into our management system

## **Standard Fees and Charges**

Business Hours Hourly On-site, Off-Site or Telephone Consulting Rate\*:

**Basic: \$155**

Business (Starting From): \$175

Specialised (Starting From): \$200

Outside Business Hours Work: \$300

Senior IT Strategy or Senior Solution Planning: \$450

\*The consulting rate is billed in 6 minute increments for all time spent providing support and services by Bigfish Technology. Minimum consulting times apply: 18 minutes for remote support and one hour for onsite work.

Call Out Fee: Payable each time a technician arrives at your Victorian premises in addition to our standard hourly consulting rates

**Standard: \$110ex GST, \$121inc GST**

Same Day (work must begin onsite on the day of the request): \$180

Outside Business Hours Call Out: \$250

The call out fee is payable each time a consultant is required to attend your premises and applies within 40km of the Bigfish Office. Where the premises are outside of this area, return travel time at your Consulting Rate is charged (plus \$250 where return travel time is greater than 4 hours). Interstate Call Outs are also available (POA).

To enable efficient management, we encourage our customers to use [ticket@bigfishtech.com.au](mailto:ticket@bigfishtech.com.au) or Client Access ([www.bt.net.au/clientaccess](http://www.bt.net.au/clientaccess)) to submit all support requests.

“Making IT work for you”

- **Urgent Remote Support Service Surcharge: \$80 For work requiring commencement within 1 hour for non-fixed price customers**

## General Information

### FIXED PRICE IT MAINTENANCE AND SUPPORT PLANS

IT Security and Management is Critical for Business Success. As your IT provider, it is our responsibility to make sure that your IT investment has maximum uptime and reliability. To keep your IT systems running smoothly requires regular servicing to ensure that everything is working as it should be **and to prevent problems from happening**. With our Fixed Price and Proactive Support Plans we provide the reliability, security and peace of mind needed so that you can focus on what you do best without hidden costs.

### OPTIONAL PRE-PAYMENT SAVINGS

Bigfish Technology offer additional savings by making upfront (pre-purchase) payments. All future work (excluding call out fees, maintenance contract agreements and hardware/software purchases) is then deducted from the pre-purchase amounts. Please ask us for details.

### REFERRAL PROGRAM

Bigfish Technology is also very pleased to offer a referral program. By recommending our services to your friends, clients and family, we will reward you. For every client that you refer to Bigfish Technology who spends over \$500, we will thank you by providing you with a \$100 Bigfish Technology Gift Voucher!

### PAYMENT OPTIONS AND ACCOUNT TERMS

Full details on all invoice and payment details (including terms and account keeping fees) is available from [www.bt.net.au/info/invoiceterms.pdf](http://www.bt.net.au/info/invoiceterms.pdf)

For new customers an initial purchase of block hours is required. For all customers, until there is a regular trading history hardware and software must be paid for prior to installation

### QUESTIONS & TO MAKE A BOOKING

If you have any questions what so ever or would like to make a booking please contact us on 1300 784 889. We look forward to working with you soon.

### TERMS AND CONDITIONS

1. Any associated costs (eg. car parking) incurred as part of work completed are charged to your account
2. "Outside Business Hours" refers to any work performed between 5:15PM and 9:00AM Monday to Friday and on weekends, public holidays or during the Christmas/New Year Holiday period (when Bigfish is temporally "closed" for a short period of time)
3. Based on the type of work performed by Bigfish Technology Pty Ltd for your site (and complexity of your environment) our fees, charges and requirements may change from time to time – you will be notified in advance of any changes of this nature
4. All Prices are shown exclusive of GST
5. Consulting time is charged for all work provided including account management and all product support requests
6. Appointments cancelled with less than 1 business days notice may incur standard call out charge
7. Our standard Terms and Conditions that apply to all goods and services provided by Bigfish Technology can be found online at [www.bigfishtech.com.au/policy](http://www.bigfishtech.com.au/policy)
8. Prices and terms are correct as of 1<sup>st</sup> January 2021 and are subject to change at any time
9. Invoice Terms are Strictly 14 days (terms can be extended on application)