

Categories		Unit	Labour in Tokens				Chargeable Mileage (round trip from nearest Service hub; KM est. according to google map)			
			Tokens Qty	Subsequence ( Same location or same building) relevant to same incident)			Main Town	>50km	>110km	>170km
			First Unit	2 to 5 Units	6 to 10 Units	> 10 Units				
<b>Hardware</b> • include warranty claim • Exclude parts replacement cost. • Exclude Advance Hardware Replacement (AHR)	Desktop	Per Device	2.5	1	0.5	0.25	FOC	0.5	1	1.5
	Printer	Per Device	2.5	1	0.5	0.25	FOC	0.5	1	1.5
	Server	Per Device	6	6	6	6	FOC	0.5	1	1.5
	Router	Per Device	5	4	4	4	FOC	0.5	1	1.5
	Wireless AP / Controller	Per Device	5	4	4	4	FOC	0.5	1	1.5
	Switch	Per Device	5	4	4	4	FOC	0.5	1	1.5
	Firewall	Per Device	5	5	5	5	FOC	0.5	1	1.5
	UPS	Per Device	4	4	4	4	FOC	0.5	1	1.5
<b>Desktop Software</b>	MS Office	Per Device	2.5	1.5	0.5	0.25	FOC	0.5	1	1.5
	Antivirus	Per Device	2.5	1.5	0.5	0.25	FOC	0.5	1	1.5
	Operation System - incl Linux, Mac, and Windows	Per Device	2.5	1.5	0.5	0.25	FOC	0.5	1	1.5
	Internet Browser	Per Device	2.5	1.5	0.5	0.25	FOC	0.5	1	1.5
<b>Network</b>	Wireless AP / Controller	Per Device	5	4	4	4	FOC	0.5	1	1.5
	Internet Connection	Per Device	2.5	1.5	0.5	0.25	FOC	0.5	1	1.5
	Switches & Routers	Per Device	5	4	4	4	FOC	0.5	1	1.5
	Network troubleshooting	Per Trip	5	5	5	5	FOC	0.5	1	1.5
	Firewall	Per Device	5	5	5	5	FOC	0.5	1	1.5
<b>Cloud</b>	Google Cloud	Per Device	2.5	1.5	0.5	0.25	FOC	0.5	1	1.5
	Microsoft office 365	Per Device	2.5	1.5	0.5	0.25	FOC	0.5	1	1.5
<b>Services:</b> including: troubleshooting, formatting, patching and configuration changes; excluding deployment / new setup / project	Microsoft Account	Per User	2.5	1	0.5	0.25	FOC	0.5	1	1.5
	MS Exchange Server	Per incident	7	7	7	7	FOC	0.5	1	1.5
	Virtualization -incl. Hyper-V or VMware	Per incident	11	11	11	11	11	0.5	1	1.5
	Server Optimization - upgrade to server hardware, updating patches and drivers as well as defragmenting	Per Device	11	11	11	11	11	0.5	1	1.5
	Active Directory	Per Incident	6	6	6	6	6	0.5	1	1.5
	Server OS	Per Device	6	6	6	6	FOC	0.5	1	1.5
	Desktop Formatting & Patching	Per Device	2.5	1.5	0.5	0.25	FOC	0.5	1	1.5
	Workstation Backup Data	Per Device	2.5	1.5	0.5	0.25	FOC	0.5	1	1.5

Server Backup Data - include entire disk volume	Per Device	6	6	6	6	FOC	0.5	1	1.5
Virus Scanning	Per Device	2.5	1.5	0.5	0.25	FOC	0.5	1	1.5
Bluescreen (BSOD) analysis	Per Device	2.5	1.5	0.5	0.25	FOC	0.5	1	1.5
Inventory Documentation	Per Trip	5	5	5	5	FOC	0.5	1	1.5
Network Health Check (PM)	Per Trip	6	6	6	6	FOC	0.5	1	1.5
Server Room Environmental Check (PM) - limited to physical check such as door/lock condition, vacuum dust on exterior case, visual inspection of water leakage, UPS battery test and server fan condition.	Per trip	6	6	6	6	FOC	0.5	1	1.5
Server Health Check (PM) - incl log review and any physical indicators. - excl. Vulnerability and Server optimization and troubleshooting which another ticket will need to be raised on recommendation after the PM.	Per Device	6	6	6	6	FOC	0.5	1	1.5
Relocation Desktop/Printer/Notebook within Same building -limited to desktop printer, scanner etc. -ensure devices before relocation is working fine as well as after relocation	Per Device	2.5	1.5	0.5	0.25	FOC	0.5	1	1.5