

## Service Price Schedule

(effective May 1, 2019)

At GPOS, we understand how important your POS system is to the smooth and efficient operation of your business, and pride ourselves on offering professional support services in a timely and cost-effective fashion.

POS Support Services	Support Desk Subscriber	Non-Subscriber
Email support incident	No charge	N/A
Phone support call (per 15 minutes)	No charge*	\$27.50
TeamViewer remote session (per 30 minutes)	No charge*	\$55.00
Standard onsite callout charge includes first 30 min. – Adelaide CBD/Glenelg & south – north of CBD & Adelaide Hills	\$88.00 \$110.00	\$143.00 \$165.00
Additional onsite charge (per 15 minutes)	\$22.00	\$33.00
Workshop service repairs (per hour)	\$66.00	\$99.00
Travel charges (regional areas beyond Adelaide metro)	\$0.33 per km	\$0.55 per km
<i>Note: You will be notified beforehand and quoted for travel charges</i>	(+ callout)	(+ callout)

### Terms and Conditions:

- This price list is valid from May 1 2019.
- Prices include GST, and are subject to change without notice.
- Use of GPOS support services denotes acceptance of our Support Terms & Conditions as outlined on our website.
- “Support Desk Subscriber” pricing is only available to clients with a current, paid-up GPOS Support Desk Subscription.
- \* - GPOS Support Desk Subscriptions include certain caps and subject limitations for particular included support services (see our Terms & Conditions). On the rare occasions where a subscriber exceeds their limits, they will be notified.
- GPOS reserves the right to withdraw support services to clients whose account with us is overdue.