

CLOUD RATE CARD

This Rate Card applies to the Cloud Services provided under a CMS SOW. The rates outlined in this Rate Card are the current rates as at the version date indicated at the bottom of this document and are subject to periodic updates.

Capitalised terms defined in the CMS SOW are given the same meaning when used in this Rate Card.

Please note all prices are exclusive of GST.

CMS Standard Charge Out Rates

Role	Hourly Rate - Business Hours	Hourly Rate - After Hours	Hourly Rate - Public Holidays & Weekends	Daily Rate - Business Hours
Lead Architect	\$320	\$480	\$640	\$2,560
Architect	\$270	\$405	\$540	\$2,145
Engineer	\$245	\$365	\$485	\$1,930
Onsite Engineer	\$245	\$420	\$420	\$1,930
Associate Engineer	\$215	\$325	\$435	\$1,720
Project /Engagement Manager	\$205	\$310	\$415	\$1,650
Senior Project /Engagement Manager	\$260	\$375	\$500	\$2,000
Program Manager	\$310	\$465	\$620	\$2,480

Notes:

Daily Rate is for up to 8 Business Hours Work.

Business Hours means Monday to Friday from 8:30am to 5:30pm but excluding public holidays in the State or Territory the services are provided from.

After Hours means Monday to Friday outside of 8:30am to 5:30pm but excluding public holidays in the State or Territory the services are provided from.

Weekends and Public Holidays Hours means Saturday, Sunday and public holidays in the State the services are provided from.

Visits by an Engineer to a customer site within a greater metropolitan area is calculated as a minimum of 2 hours. Where visits to a site are outside of greater metropolitan areas Interactive will advise the number of hours required upon request.

Each request for After Hours or Weekend and Public Holidays hours is calculated as a minimum of 4 hours

Public Cloud: Service Request and Moves, Adds, Changes, Deletes Rates

Request Type	Rate
Simple Service Request	\$250
Priority Service Request	\$595 + normal Simple Service Request or Complex Service Request Fees, as applicable
Complex Service Requests	POA*

Notes:

Simple Service Request is defined in the SLA.

Complex Service Request is any Service Request that is not a Simple Service Request.

*Priced upon application. Effort will be charged at the relevant Standard Charge Out Rate.

Public Cloud: Managed Service Tier Rates

Service Tier	Rate (% of spend)
IaaS Base	10%
IaaS Essentials	20%
IaaS Enhanced	35%
IaaS Enterprise	55%
PaaS Base	10%
PaaS Essentials	10%
PaaS Enhanced	17%
PaaS Enterprise	27%

Notes:

Management Fee is calculated based on the % of total spend of the Cloud Resources grouped into the relevant Tier.

Digital Workplace Rate Card

Role	Hourly Rate – Business Hours	Hourly Rate – After Hours	Hourly Rate -Public Holidays & Weekends	Daily Rate - Business Hours
Service Centre Analyst	\$125	\$190	\$250	\$1,000
Service Centre Team Lead	\$210	\$310	\$420	\$1,680
End User Support Engineer	\$200	\$300	\$400	\$1,600
Senior End User Support Engineer	\$225	\$340	\$450	\$1,800

Notes:

Daily Rate is for up to 8 Business Hours Work.

Business Hours means Monday to Friday from 8:00am to 6:00pm AEST but excluding public holidays in the State or Territory the services are provided from.

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