

## TADWA Computer Services Fee Structure (as at 3 January 2012)

Item / Service	Concession *	Non-Concession
Onsite One off Repair / Technology Review (no service contract or after free on-sites) ***	<b>\$70.00</b>	<b>\$90.00</b>
Workshop One off Repair (no service contract or after free on-sites)	<b>\$50.00</b>	<b>\$70.00</b>
Online Technical Support (Remote Login) service contract	<b>Free</b>	<b>Free</b>
Installation / Backup of Data (especially in upgrades)	<b>\$20.00</b>	<b>\$40.00</b>
Pickup / Delivery ( by TADWA ) – <b>One Way Trip</b>	<b>\$20.00</b>	<b>\$40.00</b>
Delivery Courier ( via Bunbury )	<b>\$20.00</b>	<b>\$40.00</b>
Delivery Courier ( South West )	<b>\$30.00</b>	<b>\$40.00</b>
Delivery Courier ( Elsewhere )	<b>\$35.00</b>	<b>\$45.00</b>
Customer Support Contract <b>DESKTOP ( 2 Years Service )</b> Includes free basic computer system, basic computer training and <b>5 free onsite-repairs per year **</b>	<b>\$300.00</b>	<b>\$400.00</b>
Microsoft MRR COA Windows 7	<b>\$8.00</b>	<b>\$10.00</b>
Microsoft MRR COA Office 2007	<b>\$8.00</b>	<b>\$10.00</b>
Customer Support Contract <b>DESKTOP ( 1 Year Service )</b> Includes free basic computer system, basic computer training and <b>5 free onsite-repairs **</b>	<b>\$260.00</b>	<b>\$360.00</b>
Customer Support Contract <b>REFURBISHED LAPTOP ( 1 Year Service )</b> Includes free basic computer system, basic computer training and <b>3 free onsite-repairs **</b>	<b>\$250.00</b>	<b>\$350.00</b>
Customer Support <b>UPGRADE DESKTOP (2 Year Service)</b> Includes free basic computer system, basic computer training and <b>5 free onsite-repairs per year **</b>	<b>\$200.00</b>	<b>\$300.00</b>
Customer <b>NEW LAPTOP Purchase (One Off Sale)</b> when avail Includes free basic computer system, basic computer training and <b>3 free onsite-repairs **</b>	<b>\$759.00</b>	
<b>EXTENDED</b> Customer Support Contract 1 yr Own Computer ( <b>LAPTOP</b> ) Includes basic computer training and <b>3 free onsite-repairs **</b>	<b>\$150.00</b>	<b>\$250.00</b>
<b>EXTENDED</b> Customer Support Contract 1 yr Own Computer ( <b>DESKTOP/TOWER</b> ) Includes basic computer training and <b>3 free onsite-repairs **</b>	<b>\$120.00</b>	<b>\$220.00</b>
Transfer of data from old computer to new computer	<b>\$20.00</b>	<b>\$40.00</b>
Cancellation fee (after delivery of system)	<b>\$30.00</b>	<b>\$50.00</b>

\* *determined by HACC*

\*\* *3-5 free onsite repairs ONLY APPLIES to concession customers*

\*\*\* *includes pick up/delivery of system*

### ONLY RELATES TO DONORS

DONATIONS: DBAN cost – less than 20 computers	<b>\$25.00 (excl. GST)</b>
DONATIONS: DBAN cost – 20+ computers	<b>\$15.00 (excl. GST)</b>

### PARTNERSHIP DEALS

Desktop OR Laptop	<b>\$230.00</b>
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