

## **1. SUPPORT AND CONSULTANCY SERVICES**

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### 1.1. Fees:

- 1.1.1. Business hour rates (09:00-17:00 Sydney time): \$220 per hour.
- 1.1.2. After hours rates: \$440 per hour.
- 1.1.3. Public holiday rates: \$660 per hour.
- 1.1.4. Travel rates: \$110 per hour.

1.2. All fees and charges are GST exclusive.

1.3. Minimum service fee is \$110.

1.4. We charge on 30-minute increments.

1.5. Before engaging our services, please review our [General Terms and Conditions for the Provision of Service](#) and the [General Terms and Conditions for the Supply of Products](#).

## **2. LEMR SOFTWARE**

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### 2.1. Fees:

- 2.1.1. Base price \$50 per month. Refer to [www.LEMR.com](http://www.LEMR.com) for service inclusions.
- 2.1.2. Additional LEMR Client installation(s), add \$20 per month per computer.
- 2.1.3. Additional supported integration products (ECG/Spiro/APBM), add \$20 per month per integration product.
- 2.1.4. Extra remote support, refer to our Standard Support and Consultancy Fees.

2.2. All fees and charges are GST exclusive.

### 2.3. Payment Terms

2.3.1. The Licence Fees, including Fees for additional LEMR Client installations, will be billed monthly in advance.

2.3.2. No refunds of the Licence Fees will be provided.

2.3.3. Request for extra remote support (to the 1 hour per year included) will be invoiced monthly in arrears.

2.3.4. Payment terms and methods will be outlined on your invoice.

2.3.5. You will have the option of paying via:

- 2.3.5.1. Direct deposit using BSB and account number.
- 2.3.5.2. Automatic direct debit from your bank account using [GoCardless](#).
- 2.3.5.3. Credit card using Pin Payments. You will be notified of and charged an additional fee for this service.

