

## **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 \$60 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.
  - 2.1.5. Any updates to LEMR fees will be available at <https://wiki.lemr.com/en/pricing-and-service-details>
- 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 (in addition to included support) will be invoiced monthly in arrears. See <https://wiki.lemr.com/en/pricing-and-service-details> for more information.
  - 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.

