



Servicing Mackay and the Bowen Basin

1. **General** "Services" means all services supplied to the Purchaser by Videotronics Mackay pursuant to these terms and conditions. Service means all aspects of services provided by Videotronics our/its Contractors for installation and consultancy/ technical support. The customer by providing Videotronics with a purchase order accepts the terms contained in this policy.
Please Note: All prices/ costs quoted are Exclusive of GST and so GST must be added

2. **Service/ Mobilisation Costs** Costs for each person supplied by Videotronics are as tabled below:

Service	Cost\$/ Unit
Call out Fee – Normal Hours	50
Call Out Fee – After Hours	120
Standard Site time (technician/ tradesperson with standard tooling/ equipment) hourly rate	145/ hr
Stand-by rate	145/ hr
Travel rate	145/hr
Overtime/ Weekend/ Holiday Rates (additional)	45/ hr
Technical Support/ Consultancy/ Training	225/ hr
Kilometre Rate/ Tooling	1.0/ km
Meals/ Accommodation	Actuals + 15%
Flights/ Hire Vehicles	Actuals + 15%
Contractor Services	Actuals + 15%
Hire Equipment	Actuals + 15%

Hourly Rates: Standard Site Time hours are between 06.00 hours and 18.00 hours (12 hours day). Where the customer requires Videotronics to supply work before/ after these times, weekend, public holidays, etc then the above Standard Site Time rate plus applicable Overtime rates will apply. **Please note that under OH&S obligations/ compliance no Videotronics employee or contractor is to work more than 14 hours without a 10 hour break.**

Day/ Hr	00:00-06:00	06:00-18:00	18:00-24:00
Mon	\$220/ hour	\$145/ hour	\$220/ hour
Tues	\$220/ hour	\$145/ hour	\$220/ hour
Wed	\$220/ hour	\$145/ hour	\$220/ hour
Thurs	\$220/ hour	\$145/ hour	\$220/ hour
Fri	\$220/ hour	\$145/ hour	\$220/ hour
Sat	\$220/ hour	\$220/ hour	\$220/ hour
Sun	\$220/ hour	\$220/ hour	\$220/ hour

Other Services: Where specialised external services or consultancy is required by the Purchaser then the chargeable rates will be actuals plus 15%

Travel/ Ancillary Costs: costs (accommodation, flights, etc) of acceptable quality can be organised/ paid by the customer at their cost so as to avoid 15% administration surcharge.

Travel Time: Travel to the Purchaser's designated site location is provided in the site rate for one (1) return trip per working day, within normal working hours for a maximum of thirty minutes (return) travel. Where travel is required to other locations beyond this time or where additional visits are required to the work site (beyond our control) then the tabled rates for travel time will apply.

Accommodation/ Meals: Please note that where it is not possible to complete work and return home within a 14 hour working period then the Purchaser will accept accommodation/ meal charges as tabled.

3. **Installation Time/ Prices:** Installation is estimated and budget pricing will be provided which is in line with the work to be completed. Where variances occur, the customer will be consulted and advised of such variances at the end of each working day.

3.1 **Quoted fixed prices:** In some cases fixed hours/ prices will be applicable to complete the service work. However, in such cases where delays occur or where additional visits are required beyond Videotronics or its Contractors control, then the Purchaser agrees to accept the additional charges as tabled.

3.2 **Delays:** In such cases where delays occur all efforts will be made to rectify such delays. Where such delays are unforeseen or where delays are not related to Videotronics or its Contractors, the Purchaser agrees to accept rates and charges according to those tabled.

3.3 **Additional Work:** The scope of work is to be provided by the Purchaser and Videotronics will quote accordingly. However, should the scope of work deviate from that quoted or provided initially in the Purchaser's order/ scope of work then the Purchaser accepts additional charges as tabled.



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4. **Installation Pre-Requisites:** Unless otherwise quoted, the following is understood to be a minimum pre-requisite for Videotronics to start work and comply to fixed price or estimated quotations for provision of service work.

Ready access to machine/ equipment: The machine or equipment must be made readily available for Videotronics to start immediate work.

Sole access: The equipment is to be provided to Videotronics and its contractors for sole access during its work. The Purchaser accepts that additional charges may apply as tabled if other work is being completed by the purchaser other contractors and delays occur to Videotronics or its contractors as a result.

Sheltered/ Safe working conditions: Shelters/ safe and sanitary work place is to be provided by the Purchaser for the duration of the work.

Cleanliness of equipment: All equipment is to be cleaned prior to start of work.

Supply of power/ water/ air: Supply of clean drinking water and power is to be provided by the Purchaser for the duration of work.

Supply of equipment: Videotronics and its contractors will provide standard equipment and tooling to complete services with costs included in the standard hourly rate. However, where the Purchaser supplies equipment or tooling such equipment should comply to existing safety regulations and be in good working condition.

Electrical Installation: Where applicable or quoted Videotronics will provide installation for Electrical and Mechanical services. However, under certain union or work place agreements electrical work is to be completed by a separate contractor. In such cases electrical installation is to be provided by the Purchaser or a separate contractor at the Purchaser's cost.

OH&S: Videotronics will ensure that their employees and contractors have standard PPE. However, should the Purchaser have specific requirements for OH&S equipment or procedures then such advice and equipment will be provided prior to the commencement of work by the Purchaser at their costs.

Site Inductions: Where site inductions, medical checks, etc are a requirement, the Purchaser agrees to accept all costs including travel, travel time, etc associated with Videotronics and its contractors to attend such inductions and comply to pre-medical checks.

5. **Site Liason:** The Purchaser will provide a contact or representative that Videotronics or its contractors will report to directly before, during or after completion of the services. The Purchaser accepts that their appointed representative will be able to make decisions on their behalf for such aspects as sign-off on completion, job variances and other aspects pertaining to Videotronics' services whilst on site.

6. **Payment:** Unless otherwise agreed in writing, payment shall be in full by cash on receipt of Goods or Services. Where the Purchaser has been granted credit facilities, payment shall be within thirty (30) days (due date) after supply of goods or services. Any amount remaining unpaid after the due date will be subject to an interest charge of 1.5 percent for each month that the balance remains outstanding.

All payments: Must be made on or before the due date as a condition precedent to the supply of future Goods or Services.

7. **Fairness:** Videotronics and their customers agree to find fairness in variances of costs and will endeavour to provide a fair price for work completed.