



Lasar Computers (Syzygy Technology Group Pty Ltd) Rate Schedule

Effective Date: June 2026

This Rate Schedule forms part of the Lasar Computers General Terms and Conditions and applies unless otherwise agreed in writing or specified in a Quote, Proposal, Plan or Managed Services Schedule.

1. Labour Rates

Item	Rate	Initial / Minimum Block
Remote Support – Business Hours	\$164	30 minutes
Onsite Support – Business Hours	\$178	60 minutes
Senior Engineer / Consultant	\$195	30 Minutes
Project Work	\$164	5 Hours
Business Support – After Hours	\$246	1 Hour
Onsite Support – After Hours	\$267	2 Hours

Business Hours are 08:30 to 17:30 Monday to Friday, excluding Public Holidays in Western Australia.

Time is rounded up to the next applicable billing increment.

2. Call-Out and Travel Charges

Item	Rate	Comment
Travel Within Mandurah	\$49	
Travel greater Mandurah / Rockingham	\$89	
Travel outside Mandurah / Rockingham	\$49 + 1.20km	
Parking / Other Travel		Re-imbursed at cost
Regional flights + Accommodation		Re-imbursed at cost
Regional Travel Charges	70% of Std Rate	

Travel time may be charged at the applicable hourly rate unless otherwise agreed in writing.



3. Hardware, Software and Third-Party Services

Hardware, software, subscriptions, licensing, freight and third-party services are charged at the price specified in the relevant Quote, Proposal or Order.

Where no fixed price has been agreed, such items may be charged at cost plus a reasonable handling, procurement or administration margin.

Freight, delivery, supplier surcharges, currency movements and vendor price changes may be passed on to the Client.

4. Returns, Cancellations and Restocking

Cancelled Orders, returned Goods or cancelled third-party services may incur:

- Supplier restocking fees;
- Freight and return freight charges;
- Cancellation fees;
- Administration charges;

Any non-refundable vendor or distributor charges.

Special order, customised, opened, installed, activated or non-returnable items cannot be returned unless required by law or accepted by the relevant supplier.

5. Pre-Paid Blocks of Service

Pre-paid blocks of service must be paid in advance.

Unless otherwise agreed in writing:

- unused hours do not roll over after the applicable Period;
- unused hours are not refundable;
- work is deducted from the block according to the applicable billing increments;
- after-hours work, onsite work, project work or specialist work may be charged at different rates.

6. Managed Services Clients

Managed Services fees and inclusions are set out in the relevant Quote, Proposal, Plan or Managed Services Schedule.

Unless expressly included in the Managed Services Schedule, the following may be charged separately:

- Project work;



- Onsite work;
- After-hours work;
- Emergency response;
- Hardware and software procurement;
- Hardware repairs;
- Cyber incident response;
- Data recovery;
- Major upgrades or migrations;
- Work caused by third-party failures;
- Work required because recommendations were declined or delayed.

7. Expenses

The Client must reimburse all reasonable out-of-pocket expenses incurred in providing Goods or Services, including:

- Travel;
- Parking;
- Tolls;
- Freight;
- Accommodation;
- Meals while travelling;
- Third-party charges;
- Vendor fees;
- Courier charges.

Where practical, Lasar will seek prior approval for significant expenses.

8. Payment Terms

Invoices are payable within the terms stated on the invoice unless otherwise agreed in writing.

Late payments may result in suspension of Goods or Services in accordance with the General Terms and Conditions.



9. GST

All rates and charges are exclusive of GST unless expressly stated otherwise.

GST and any other applicable taxes will be added to invoices where applicable.

10. Changes to this Rate Schedule

Lasar may amend this Rate Schedule from time to time in accordance with the General Terms and Conditions.

The amended Rate Schedule will apply to Goods and Services supplied after the effective date of the amendment and will not affect fixed-price Quotes or pricing expressly agreed in writing for a specified period.

11. Order of Precedence

Where there is any inconsistency between this Rate Schedule and a Quote, Proposal, Plan or Managed Services Schedule, the Quote, Proposal, Plan or Managed Services Schedule will prevail to the extent of that inconsistency.