

NEW PRICING STRUCTURE: STANDBY RATES STARTING FROM JUST \$1 PER HOUR (PLUS GST).

Our new pricing model is unique, effective, and - like most other things we do - demonstrates a capability to think outside the square.

From as little as \$1 per hour, you, too, can have access to a qualified and professional IT person with extensive expertise in areas such as Project Management, Systems Integration and Network Support.

How does it work?

You submit a purchase order for as many standby hours as you would like for the coming week. The price is \$X per hour (plus GST) where X equals the number of hours you have requested.

Thus, if you would like to purchase 1 hour, the price is simply \$1 plus GST. However, if you would like to purchase, say, 5 hours, the price is then \$5 per hour plus GST. And so on, up to our weekly maximum of 65 hours (which, if anyone was so inclined, could be purchased at \$65 per hour).

Subject to capacity, we will then deliver as many of these hours as possible to you, at the price-point *you* determined!

Why are we doing this?

Firstly, we are confident you'll like what you receive and come back for more. Alternatively, you would probably tell your friends and business associates. Either way, it's a good deal for us – as well as for you!

Those planning major projects, particularly after they have seen first-hand what we can do, would likely wish to acquire substantial blocks of hours, which means they'll be paying a premium for the privilege of using our resources for an extended time. However, they could still adjust the pricing level they pay by requesting fewer hours, which would mean that *they* save money and *we* get exposed to more customers. Again, everybody wins!

Has this been done before?

The concept is largely borrowed from the airlines, who have used standby pricing for a long time in order to make productive use of otherwise spare capacity in order to increase net revenue as well as market share and brand awareness.

Applying these concepts to the IT world is – as far as we know – unique.

Is there any guarantee that I will get serviced if I pay the standby price?

Yes and no. Whilst we always guarantee that you'll be happy with the quality of the work performed, supplies are naturally limited. We will endeavour to fit you into the week of your choice, but – just as with the airlines – there is no guarantee that our spare capacity will match with your desired timing. Still, the price can't be beat!

What if you can't deliver within a reasonable time?

If for any reason we are unable to deliver the hours you have requested within a time frame considered acceptable to you, you may cancel the order and receive a full refund.

What happens if I order, say, 30 standby hours but only receive a lesser number?

If for whatever reason we are unable to deliver the number of standby hours that have been requested for a given week, you (and other buyers) have the choice to either carry unused time over to the following week, or to simply receive a refund of the balance.

Be assured that in a case such as this, the amount charged would be based on the number of hours delivered, and since this would be less than what you requested, the rate used would be the *lower* of the two. Consequently, you actually pay *less*, not only in total but also per hour. Again, you can't really lose!

What if I want more certainty?

For those that would rather have more certainty than the above stand-by rates, we also offer a "business class" option, where it is possible to have a booking confirmed in advance. This would avoid the uncertainty of the stand-by option, while still retaining the pricing flexibility.

As long as you request this option and we agree to it, all you pay is a small surcharge (currently, \$15 per hour plus GST) to ensure that we will be available when you desire.

Can you give me an example of how the "confirmed" rate works?

If you require, say, 5 hours of "confirmed" booking, you would simply advise us of your requirement (eg number of hours as well as when) and if we accept this all you pay is \$5 per hour (eg the basic standby rate) plus \$15 per hour ("confirmation surcharge"), for a total of \$20 per hour – plus GST of course. Similarly, if you wanted, say, 16 hours confirmed, this could be done at a total cost of \$31 per hour (plus GST).

This sounds good - How do I try it?

Simply contact our office on 02 – 9966 1000 and speak to our friendly staff.

Website:

www.mazaroo.com.au