

Milnsbridge Managed IT Services – Pricing Specification

Version: v1.1 **Date:** 29 December 2025

Canonical web page: <https://www.milnsbridge.com.au/managed-it-services-pricing>

1. Overview

This Pricing Specification summarises the standard Managed IT Services plans offered by Milnsbridge for small and medium businesses. It is intended as a reference for customers, partners and internal staff and should be read together with the current Services Agreement and proposal documents.

All pricing in this document is expressed in Australian dollars (AUD) and excludes Goods and Services Tax (GST) unless stated otherwise.

2. Plan summary – per-seat pricing

Milnsbridge offers three Managed IT Services plans on a per-seat basis. Each plan includes a common core of managed services and security controls, with varying levels of support coverage and response commitments.

The table below summarises the standard plans and key commercial terms.

Plan	Monthly price (per seat, ex GST)	Minimum seats	Support hours	24×7 support	Remote support allowance	Key notes
Core	\$89 per seat / month	10 seat minimum	Monday-Friday 8:00 am–5:30 pm (business days)	Available as a paid add-on	3 hours included per month	Baseline managed IT service for typical small business environments.
Growth	\$99 per seat / month	10 seat minimum	Monday-Friday 8:00 am–5:30 pm (business days)	Available as a paid add-on	Unlimited during business hours	Unlimited support in business hours with additional cyber security applications .
Enhanced	\$149 per seat / month	10 seat minimum	24×7	Included	Unlimited 24×7	Full 24×7 support with priority response..

Seat-based pricing applies to each employee with a managed device and Microsoft 365 licence. Additional options may be available for users with different requirements or device profiles, subject to proposal.

3. Service Level Agreement (SLA)

The following incident response targets apply to the Managed IT Services plans. Times shown are targets for first response and target resolution under normal operating conditions. For Core and Growth, targets apply during business hours. Enhanced operates on a 24x7 basis.

Priority	Core – first response / resolution	Growth – first response / resolution	Enhanced – first response / resolution
Critical (P1)	60 minutes / 4 hours	30 minutes / 4 hours	15 minutes / 4 hours
High (P2)	120 minutes / 8 hours	60 minutes / 8 hours	30 minutes / 8 hours
Medium (P3)	180 minutes / 24 hours	90 minutes / 24 hours	60 minutes / 24 hours
Low (P4)	240 minutes / 32 hours	120 minutes / 32 hours	90 minutes / 32 hours
Scheduled (P5)	360 minutes / 40 hours	180 minutes / 40 hours	120 minutes / 40 hours

Priority definitions and detailed incident categories are described in the Services Agreement and may be updated over time. Where a conflict exists between this document and the Services Agreement, the Services Agreement prevails.

4. Onboarding fees

New Managed IT Services engagements normally attract a once-off onboarding fee. This covers assessment of the existing environment, documentation, agent deployment, configuration of monitoring and security tools, and initial remediation work where agreed.

Typical onboarding fees currently range from approximately AUD 1,250 to AUD 4,500, depending on the number of devices, existing configuration quality and overall complexity of the environment.

The table below is provided as a template for documenting typical onboarding fee bands for different seat counts. Pricing is tiered and cumulative.

Seat band	Indicative onboarding fee range (AUD, ex GST)	Notes
<100 seats	\$125 per seat	Example band for smaller or mid-sized environments.
100+ seats	\$100 per seat	Example band for larger or multi-site environments.

5. GST treatment and invoicing

All prices in this document are stated exclusive of GST. GST will be added to all taxable supplies in accordance with applicable Australian tax law.

Managed IT Services are typically invoiced monthly, around the middle of each month, and payment is processed by direct debit unless otherwise agreed in writing.

6. Contract term

The standard contract term for Managed IT Services agreements is 24 months, commencing on the service start date specified in the proposal or Services Agreement. Alternative terms may be agreed as part of a specific proposal.

7. Sample invoice structure (illustrative)

The following structure is representative of Managed IT Services invoices to ensure clarity and consistency. Exact wording and line items may vary depending on the customer environment and agreed services.

- Typical recurring line items include:
- Managed IT Services – Core / Growth / Enhanced: [number of seats] × [per-seat rate] (ex GST).
- Managed security add-ons or specialised services (if applicable).
- Monthly charges for servers, network devices or branch office uplifts (if applicable).
- Typical once-off line items (where applicable) include:
- Onboarding / transition project fees.
- Hardware or software procurement items.
- Project-based engineering or consultancy work.

Each invoice clearly distinguishes between recurring and once-off charges, show subtotals before GST, the GST amount, and the total amount payable, together with the billing period and payment due date.

8. Change history

Version	Date	Summary
v1.0	8 December 2025	Initial version of Managed IT Services Pricing Specification.
V1.1	29 December 2025	Pricing finalised for 2026