

Milnsbridge Managed IT Services

Pricing Specification

Version: v1.3 Date: 1 April 2026

Canonical: <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.

Plan	Price/seat	Support hours	24x7	Remote	Key notes
Core	\$89/mo	Mon-Fri 8-5:30	Add-on	3 hrs/mo	Baseline managed IT for SMB environments.
Growth	\$99/mo	Mon-Fri 8-5:30	Add-on	Unlimited	Unlimited support + cyber security apps.
Enhanced	\$149/mo	24x7	Included	Unlimited	Full 24x7 support with priority response.

A seat = one employee with a managed device and Microsoft 365 licence. Minimum 10 seats. Additional options may be available for users with different requirements, subject to proposal.

3. Service Level Agreement (SLA)

The following incident response targets apply. Times are targets for first response / target resolution under normal operating conditions. Core and Growth apply during business hours. Enhanced operates 24x7.

Priority	Core	Growth	Enhanced
Critical (P1)	60 min / 4 hrs	30 min / 4 hrs	15 min / 4 hrs
High (P2)	120 min / 8 hrs	60 min / 8 hrs	30 min / 8 hrs
Medium (P3)	180 min / 24 hrs	90 min / 24 hrs	60 min / 24 hrs
Low (P4)	240 min / 32 hrs	120 min / 32 hrs	90 min / 32 hrs
Scheduled (P5)	360 min / 40 hrs	180 min / 40 hrs	120 min / 40 hrs

Format: First response / Target resolution. Priority definitions are in the Services Agreement. Where conflict exists, the Services Agreement prevails.

4. Onboarding fees

New engagements normally attract a once-off onboarding fee covering environment assessment, documentation, agent deployment, configuration of monitoring and security tools, and initial remediation where agreed. Typical range: AUD 1,250 to AUD 4,500.

Seat band	Fee (AUD, ex GST)	Notes
Under 100 seats	\$125 per seat	Smaller or mid-sized environments.
100+ seats	\$100 per seat	Larger or multi-site environments.

5. GST treatment and invoicing

All prices exclude GST. GST is added to all taxable supplies per Australian tax law. Services are typically invoiced monthly, mid-month, by direct debit unless otherwise agreed.

6. Contract term

The standard contract term is 12 months from the service start date. Alternative terms may be agreed as part of a specific proposal.

7. Sample invoice structure (illustrative)

Typical recurring line items:

- Managed IT Services - Core / Growth / Enhanced: [seats] x [rate] (ex GST).
- Managed security add-ons or specialised services (if applicable).
- Monthly charges for servers, network devices or branch uplifts (if applicable).

Typical once-off line items:

- Onboarding / transition project fees.
- Hardware or software procurement items.
- Project-based engineering or consultancy work.

Each invoice distinguishes recurring and once-off charges, shows subtotals before GST, the GST amount, total payable, billing period and payment due date.

8. Change history

Version	Date	Summary
v1.0	8 December 2025	Initial version.
v1.1	29 December 2025	Pricing finalised for 2026.
v1.3	1 April 2026	Table formatting corrected. Document filename standardised.