

Price List*

Business support service#

Minor Job	\$85
An on-site support service up to 1.5 hours.	(\$68)
Major Job	\$138
An on-site support service up to 3 hours.	(\$110)
Hourly rate	\$60
Hourly rate for on-site support service if you prefer.	(\$48)
Business Support Package (up to 3 PCs)	\$580
Annual support subscription that includes:	
• Bi-monthly system tune-up's and backups	
• First Major or Minor job at no charge	
• 20% off subsequent jobs and solutions	
• 5-40% discount on hardware and software	
• Twelve Level 2/3 support tickets	
• Unlimited Level 1 support tickets	
• Loan PC if can not fix within 24 hours	
• Response within 24 hours.	
Support Package per additional PC	\$100
Per additional PC to the Business Support Package.	

Home support service#

Minor Job	\$80
An on-site support service up to 1.5 hours.	(\$64)
Major Job	\$120
An on-site support service up to 3 hours.	(\$96)
Hourly rate	\$55
Hourly rate for on-site support service if you prefer.	(\$44)
Home Support Package	\$120
Annual support subscription that includes:	
• First Major or Minor job at no charge	
• 20% off subsequent jobs and solutions	
• 5-40% discount on hardware and software	
• Eight Level 2/3 support tickets	
• Unlimited Level 1 support tickets	
• Loan PC if can not fix within 48 hours	
• Response within 48 hours.	

Web site hosting

VIP Bronze monthly	\$30
• 1,000 MB disk space	
• 10 GB monthly traffic	
• 99.9% network up-time	
• Up to 100 email accounts	
VIP Silver monthly	\$50
• 3,000 MB disk space	
• 50 GB monthly traffic	
• 99.9% network up-time	
• Up to 500 email accounts	
VIP Gold monthly	\$70
• 5,000 MB disk space	
• 100 GB monthly traffic	
• 99.9% network up-time	
• Up to 1000 email accounts	
Standard for all plans above	\$0
Most hosts provide much less disk space and traffic, no software and expect you to configure the back-end yourself. We will configure the back-end for you in all of our hosting plans, plus softwares such as web site builder, blog, photo album, and many other features not listed here. Please visit our web site for more information.	
Domain registration	Contact us
We are a domain name registrar for Australian and international domains.	
* Prices and features are subject to change without notice.	
# Service prices do not include parts.	
(\$) Figures in brackets are support subscription pricings.	

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99point9

I.T. Support and Solutions for Homes and Businesses

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computing support, service and solution
to homes and businesses.



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Your Needs

In the 21st century, technology makes life better as well as harder for many people. You want to make use of technology but do not know where and how to go about doing it. Do you:

- Want to set up a computer networks for your business or home?
- Want to share an internet connection with several computers around the house?
- Want to have a wireless network to avoid tripping over cables all over the place?
- Want to buy a PC or laptop but are confused by so many products and technologies?
- Want to protect your network or computer from viruses and hackers?
- Want to call or video chat to people overseas with no or very low cost?
- Have issues with your network, computer or accessory?
- Want to have your business data backup on regular basis?
- Want a business web site and email address to give your business a professional presence?
- Want a family web site with photos album and blog so that you can show families and friends around the world how you are doing?
- Need professional advice or help with any computer technology?

This is where we come in. Based in Perth, Western Australia, we provide professional IT services, supports and solutions to businesses as well as home users. Whether you have one computer or a network of many computers, we can help. **We specialise in after hours support, 7 days a week,** when computer shops are closed and other support companies charge you a lot extra. We don't.

Please visit our web site or contact us for all your computing requirements. Visit www.99point9.com.au.

Our Services

Business

- Antivirus protection
- Computer advice
- Computer support
- Computer maintenance
- Data backup
- Office computer network (wired or wireless)
- Office computer system
- Software installation and configuration
- System design and specification
- System testing
- Web design and development, etc

Home

- Antivirus protection
- Computer advice
- Computer support
- Computer maintenance
- Home computer network (wired or wireless)
- Home computer system
- Software installation and configuration
- Web design and development, etc



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Our Products

Business & Home

- Australian and international domain name registration for your business or personal web site.
- Web hosting – emails, web sites, photos gallery.
- Computer hardwares: all major brands of servers, network switches, routers, modems, computers, laptops, etc.
- Computer softwares: all major brands such as Microsoft, Linux, Symantec, Adobe, etc.

We source hardware and software at wholesale prices direct from the distributors to build your solutions. With our low overheads and the fact that our main business is providing you a service and not making big profits reselling products, we can pass the savings on to you.

Web site

We use Content Management System (CMS) to power everything from simple, personal **homepages** to complex corporate **web sites**. We use it for:

- Corporate websites or portals
- Online commerce
- Small business websites
- Non-profit and organisational websites
- Government applications
- Corporate intranets and extranets
- School and church websites
- Personal or family homepages
- Community-based portals
- Magazines and newspapers
- And so on...

The best thing is that, it is simple for a non-technical user to update but will cost you much less than you think! Please contact us for more information.