

<u>Support Options</u>	Hourly Rate	Discount Hourly Rate	Software/Hardware Support	Unlimited Labour Support
Guaranteed 4 Hr Response*	No Guarantee	No Guarantee	Yes	Yes
Updates/Maintenance	As Per Rate of £60 per hour No more than £400 would be charged for one day.	As Per Rate of £40 per hour (20 hrs) or £50 per hour (10 hrs) £40 rate is offered when 20 hours support is prepaid. £50 rate is offered when 10 hours support is prepaid. No more than 6 hours would be charged in one day.	£40 Per Hour	Included
Site Hardware Problems			Included	Included
Remote Software Problems			Included	Included
Site Software Problems			Included	Included
Viruses/Spyware Issues			Included	Included
Setup of new users			£40 Per Hour	Included
Setup of new equipment			£40 Per Hour	Included***
Support of bespoke software			£40 Per Hour	Included (although no guarantee we can support your bespoke software)
Health Checks (onsite)			£40 Per Hour	Included
Training/Request of time			£40 PH / £300 max day rate	£30 PH / £250 max day rate
Telephone Support	No	No	Included	Included
Monthly Payments	No	No	Yes	Yes
Call out charge / Travelling	No	No	No	No
Workstation Rate	£60 Per Hour	£40 PH / £50 PH (as above)	£20 Per Month Per Workstation	£25 Per Month Per Workstation
Server** Rate	£60 Per Hour	£40 PH / £50 PH (as above)	£40 Per Month Per Server	£50 Per Month Per Server
Remote Support Rate	£60 Per Hour	£40 PH / £50 PH (as above)	Included	Included

* This is for urgent server problems

** Server is a computer running a Windows Server family operating system

*** First hour included



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