

## Support Price List 2018

### Standard Rates

Response within 16 working hours

#### Hourly Fee

Remote Support	£60.00 per hour or part thereof
On-Site Support (half day)	£240.00
On-Site Support (full day)	£480.00

### Small Office Contract

Guaranteed response within 8 working hours

#### Monthly Fee

4 or less systems	£50.00 per month
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#### Small Office Contract customers benefit from:

Unlimited remote support\*  
Hourly billing (£60.00 per hour)

### Standard Contracts

Guaranteed response within 8 working hours

#### Monthly Fee Minimum contract charge of £87.50 per month

Per PC	£12.50 per month
Per Domain / Virtual / Hosted Server	£100.00 per month
Per Application Server	£50.00 per month
Enhanced 4 hour response	£100.00 per month

#### Standard Contract customers benefit from:

Unlimited e-mail support\*  
Unlimited remote support\*  
Quarterly 2 hour consultancy or maintenance visit  
Reduced rate for on-site work

#### Contract customers with a server benefit from:

Server back-up checks,  
Standard server monitoring,  
Server update management  
Unlimited remote server support\*

\*unlimited remote support is break / fix maintenance only at the discretion of Erud IT Ltd; during standard support hours.

### Additional Hourly Fee (Contract Only)

On-Site Support	£40.00 per hour
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All prices are exclusive of VAT at the prevailing rate. Terms and conditions apply.