

Support Price List

2023

Standard Rates

Response within 16 working hours

Hourly Fee

Remote Support	£65.00 per hour or part thereof
On-Site Support (half day)	£260.00
On-Site Support (full day)	£520.00

Standard Contracts

Guaranteed response within 8 working hours

Monthly Fee Minimum contract charge of £60.00 per month

Per PC	£15.00 per month
Per physical / Virtual Server Instance	£60.00 per month

Standard Contract customers benefit from:

- Unlimited e-mail support*
- Unlimited remote support*
- Bi-Annual consultancy site visit
- Reduced rate for on-site work
- Microsoft 365 Management
- Antivirus Systems Monitoring

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 during standard support hours only. Excludes design / web development & training.

Additional Hourly Fee (Contract Only)

On-Site Support	£45.00 per hour
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All prices are exclusive of VAT at the prevailing rate. Terms and conditions apply



**TECHNOLOGY
SOLUTIONS**

HQ

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Say Hi

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