

# Support Price List

## 2026

### Standard Rates

Response within 16 working hours

Hourly Fee

<b>Remote Support</b>	<b>£70.00 per hour or part thereof</b>
<b>On-Site Support (half day)</b>	<b>£280.00</b>
<b>On-Site Support (full day)</b>	<b>£560.00</b>

### Standard Contracts

Guaranteed response within 8 working hours

Monthly Fee Minimum contract charge of £68.00 per month

<b>Per PC</b>	<b>£17.00 per month</b>
<b>Per physical / Virtual Server Instance</b>	<b>£70.00 per month</b>

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)

<b>On-Site Support</b>	<b>£55.00 per hour</b>
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All prices are exclusive of VAT at the prevailing rate. Terms and conditions apply

### Optional Extra:

Cyber Enhanced Support

£24.00 + VAT / Month



**TECHNOLOGY  
SOLUTIONS**

### HQ

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### Say Hi

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