



Price List – SUPPORT

Charges for support not covered under a support or maintenance agreement

Labour Rate – Remote Support * ¹	
Mon-Fri	£35.00 per half hour

Labour Rate – On Site Support	
Mon-Fri (minimum 1 hour charge)	£35.00 per half hour
Saturday (minimum 2 hour charge)	£50.00 per half hour
Sunday (minimum 3 hour charge)	£70.00 per half hour

Travel Fee * ²	
Up to 10 miles	£30.00
Up to 20 miles	£50.00
Up to 40 miles	£70.00
Up to 60 miles	£90.00

*¹ Remote Support is not normally available outside normal office hours

*² Mileage calculated as the one-way mileage from our office to the customer's site

Charges do not apply in the following circumstances:

- Qualifying line faults – where a fault is found within the Openreach network
- Qualifying broadband faults – i.e. not router, cabling, filters etc.
- Qualifying system faults – where the fault is found to be within the hosted platform
- Qualifying hardware faults – where the item in question is under warranty