

Ad-Hoc IT Support – Charge Schedule & Payment Terms

EFFECTIVE 1st APRIL 2007.

These charges apply to all customers who are using our services on an Ad-Hoc basis. *If you have not signed a **Bronze Support**, **Silver Support**, or **Gold Support** agreement with us then these prices apply to you.*

On Site Callout Charge - £35 Per Visit

The callout charge is £35. This charge is made each time that we make a visit to your premises to carry out work. The charge covers our travel time and travel costs to and from your premises. We do not make a callout charge for support provided remotely. No on-site time is included.

Labour Charge - £55 Per Hour

The labour charge is £55 per hour. When we provide support to you (be it on-site support, remote support, telephone support or otherwise) we will charge you at the rate of £55 per hour, on a per-minute basis, subject to a minimum 15 minute charge.

Payment Terms – ALL INVOICES

When we send you an invoice, you must pay it immediately. We do not normally supply any computer hardware or software unless it is paid for in advance. On those rare occasions when we do have to supply you with items (often in an emergency situation) then you must pay for the item before we leave site. We will charge interest on unpaid invoices at a rate of 3% above the base rate of Barclays Bank plc from the date of any invoice that remains unpaid until the date of full payment, calculated on a daily basis.

IMPORTANT

Please note that all charges exclude VAT.