

SUPPORT COST COMPARISON CHART

This comparison chart should help you choose which support package is right for you. Typically, small businesses with just a couple of PC's will choose **Bronze Support**. Businesses with around 5 PC's and a server are advised to go for the **Silver Support** package, and **Gold Support** is intended for clients with 10 or more PC's. If you are unsure which package to choose then call us on 08712 880 850 for advice.



	Ad-Hoc Support	Bronze Support	Silver Support	Gold Support
Monthly Retainer Fee	NO	£59	£175	£295
Included Support Time	NO	1 HOUR	3 HOURS	6 HOURS
Callout Fee	£35	£30	£25	£20
Hourly Rate	£55	£50	£45	£40
Labour Discount Scheme	NO	YES	YES	YES
Per Minute Pricing*	YES	YES	YES	YES
Guaranteed Response	NO	3 DAYS	2 DAYS	1 DAY
Monthly Invoicing	NO	YES	YES	YES
Support Priority	NO	PRIORITY 3	PRIORITY 2	PRIORITY 1

If you want **Bronze Support**, **Silver Support** or **Gold Support** then you will need to get hold of the relevant information pack. It includes an agreement form and a standing order mandate form that must be completed before we can provide support in this way. You can download these from our web site.

*Per minute pricing subject to a minimum of 15 minutes.

Please note that all prices exclude VAT.