

## Pricing Information

Service Type	Fee Structure	Rate
<b>Ad Hoc Support</b> Notes: For one-off issues such as urgent troubleshooting, setup of new devices, or network diagnostics. Ideal for clients with infrequent support needs.	First Hour	£70
	Additional 30-Min Increments	£35 per 30 minutes
	Example: 2 Hours (1st hour + 2 increments)	£140
	On-Site Visit Fee	+£20 per site visit
<b>Monthly Support Package (Minimum 2 Hours)</b> Notes: Designed for clients needing regular support, such as scheduled system checks, data backups, software updates, and ongoing troubleshooting. A 30-day notice period is required to cancel or adjust the monthly commitment.	2 Hours	£60 per hour
	3-4 Hours	£55 per hour
	5-6 Hours	£50 per hour
	Example: 6 Hours (Monthly Package)	£300
	On-Site Visit Fee	+£20 per site visit

### Additional Notes:

- **Minimum Monthly Commitment:** The monthly support package requires a minimum commitment of 2 hours.
- **Unused Monthly Hours:** Unused hours from monthly packages can be rolled over to the following month.
- **On-Site Visits:** A £20 fee applies to each on-site visit, for both ad hoc and monthly support package clients, in addition to the standard hourly or incremental rate.
- **Notice for Monthly Commitment:** A 30-day notice period is required to cancel or modify the monthly commitment.
- **Payment Terms:** 14 days from invoice date.