

Below is the list of our maintenance prices and what they include:

HOME WORKERS PACKAGE 1:-

£25.00 PM per household (Covers 1-2 computers)

Unlimited phone, email and online support

Evening & weekend onsite callouts £10 extra charge (Unless service level agreement is added)

Call out up to the end of the next working day

Replacement hardware at extra cost

Mon - Sat callouts 9-6pm (Unless service level agreement is added)

Bank/Public holidays not included (Unless service level agreement is added)

Backup System not included

Single router/firewall supported

Single Lan switch supported

VPN supported

VOIP system supported

HOME WORKERS PACKAGE 2:-

£35.00 PM per household (Covers 3-4 computers)

Unlimited phone, email and online support to our dedicated team

Evening & weekend onsite callouts £10 extra charge (Unless service level agreement is added)

Call out up to the end of the next working day

Replacement hardware at extra cost

Mon - Sat callouts 8-6pm (Unless service level agreement is added)

Bank/Public holidays not included (Unless service level agreement is added)

Backup System not included

Single router/firewall supported

Single Lan switch supported

VPN supported

VOIP system supported

Bronze Package:-

£120.00 PM per office (Covers 5-10 computers)

Unlimited phone, email and online support to our dedicated team

Evening & weekend onsite callouts £10 extra charge (Unless service level agreement is added)

Call outs up to 8 hours from fault logged

Replacement hardware at extra cost

Mon - Sat callouts 8-6pm (Unless service level agreement is added)

Bank/Public holidays not included (Unless service level agreement is added)

Backup System not included

1-2 Routers/Firewalls supported (This would be for more than 1 broadband connection or on a single broadband connection)

1-2 Lan switches supported

1 Server supported

VPN supported

VOIP system supported

Gold Package:-

£240.00 PM per office (Covers 11-20 PC's)

Unlimited phone, email and online support to our dedicated team including evening & weekend onsite callouts

Call outs up to 4 hours from fault logged

Replacement hardware at extra cost

Mon - Sat callouts 8-6pm

Bank/public holidays not included.

Backup System Included

1-3 Routers/Firewalls Supported (This would be for more than 1 broadband connection or on a single broadband connection)

1-4 Lan switches supported

1-2 servers supported

VPN supported

VOIP system supported

Platinum Package:-

£240.00 PM per office (Covers 21- 30 Pc's)

Unlimited phone, email and online support to our dedicated team including evening & weekend onsite callouts

Call outs up to 2 hours from fault logged

Includes replacement hardware

Cover 365 days a year 7 days a week including public/bank holidays.

Backup System Included

1-10 Routers/Firewalls supported (This would be for more than 1 broadband connection or on a single broadband connection)

1-10 Lan switches supported

1-5 servers supported

VPN supported

VOIP system supported

Service Level agreements:-

Standard care: Free (Care level for all maintenance packages)

Premium care: £5.00 PM per PC (This will cover you for out of hours support but will not cover bank or public holidays)

Premium Gold care: £10 PM per PC (This will cover you for out of hours and include public and bank holidays)

The price of our service care level packages will be added to your existing monthly price that you pay for the package you have chosen. Our platinum package has the highest service level agreement. Service level agreement can be added to the other maintenance contracts at their extra costs stipulated.

For any networks that are 31 or more PC's on the network a site survey will need to be conducted in order to generate a quote to cover the network. This will include a survey on servers, Lan switches and routers/firewalls.

Other add on's include our crucial call out charge. Adding this will cost £20 a month.