

Support Price List 2020

Standard Rates

Response within 16 working hours

Hourly Fee

Remote Support	£60.00 per hour or part thereof
On-Site Support (half day)	£240.00
On-Site Support (full day)	£480.00

Small Office Contract

Guaranteed response within 8 working hours

Monthly Fee

4 or less systems	£50.00 per month
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Small Office Contract customers benefit from:

Unlimited remote support*
Hourly billing (£60.00 per hour)

Standard Contracts

Guaranteed response within 8 working hours

Monthly Fee Minimum contract charge of £87.50 per month

Per PC	£12.50 per month
Per Domain / Virtual / Hosted Server	£100.00 per month
Per Application Server	£50.00 per month
Enhanced 4 hour response	£100.00 per month

Standard Contract customers benefit from:

Unlimited e-mail support*
Unlimited remote support*
Quarterly 2 hour consultancy or maintenance visit
Reduced rate for on-site work

Contract customers with a server benefit from:

Server back-up checks,
Standard server monitoring,
Server update management
Unlimited remote server support*

*unlimited remote support is break / fix maintenance only at the discretion of Erud IT Ltd; during standard support hours.

Additional Hourly Fee (Contract Only)

On-Site Support	£40.00 per hour
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All prices are exclusive of VAT at the prevailing rate. Terms and conditions apply.