



**SUPPORT HOURS 8.30AM - 5.30PM**

	REACTIVE				PROACTIVE					
	BRONZE £10 + VAT PER MONTH, PER ORGANISATION		SILVER (MINIMUM 10 USERS) £10 + VAT PER USER PER MONTH		GOLD (MINIMUM 10 USERS) £15 + VAT PER USER PER MONTH		PLATINUM (20+ USERS ONLY, PRICE PER USER PER MONTH. QUOTED ON A SITE BY SITE BASIS)			
	DESCRIPTION		CLIENT NETWORK PROFILE HELD ON FILE FOR EFFECTIVE AD-HOC RESPONSE TO ROUTINE NETWORK, SERVER AND DESKTOP ISSUES		GUARANTEED RESPONSE TO ROUTINE NETWORK, SERVER AND DESKTOP ISSUES AT PREFERENTIAL RATES, WITH PRE-PAID ACCESS TO TECHNICAL SPECIALISTS FOR REMOTE AND TELEPHONE SUPPORT TO SOLVE THE MAJORITY OF PROBLEMS		COMPREHENSIVE SUPPORT AND SERVER BACK UP MONITORING WITH ENHANCED RESPONSE TIMES AND STRATEGIC ADVICE TO SUPPORT BUSINESS CONTINUITY, EVEN OUTSIDE OF CORE WORKING HOURS		FULLY INCLUSIVE SUPPORT AND SERVER STORAGE FOR LARGER ORGANISATIONS REQUIRING ENHANCED LEVELS OF SERVICE AND COMPREHENSIVE STRATEGIC ADVICE AND MONITORING TO ENSURE OPTIMUM UP-TIME AND REDUCE INCIDENCES OF COSTLY DOWNTIME	
TELEPHONE SUPPORT	CHARGEABLE £45 PER HOUR + VAT *		INCLUDED - UNLIMITED		INCLUDED - UNLIMITED		INCLUDED - UNLIMITED		INCLUDED - UNLIMITED	
REMOTE DESKTOP & SERVER SUPPORT	CHARGEABLE £45 PER HOUR + VAT *		INCLUDED - UNLIMITED		INCLUDED - UNLIMITED		INCLUDED - UNLIMITED		INCLUDED - UNLIMITED	
CRITICAL OUT OF HOURS REMOTE SERVER SUPPORT	CHARGEABLE £55 PER HOUR + VAT *		CHARGEABLE £45 PER HOUR + VAT*		INCLUDED		INCLUDED		INCLUDED	
SLA RESPONSE TIME TO INITIAL ENQUIRY	NO SLA COMMITMENT		WITHIN 8 HOURS		WITHIN 4 HOURS BUSINESS DAYS, 8 HOURS CRITICAL SUPPORT WEEKENDS		WITHIN 4 HOURS BUSINESS DAYS, 8 HOURS CRITICAL SUPPORT WEEKENDS		WITHIN 4 HOURS BUSINESS DAYS, 8 HOURS CRITICAL SUPPORT WEEKENDS	
CLIENT CLINKCLOUD BACKUP LICENCE (100GB)	£8.33 + VAT PER USER PER MONTH		£8.33 + VAT PER USER PER MONTH		INCLUDES 3 X CLIENT CLINKCLOUD BACKUP LICENCES (100GB)		INCLUDES 3 X CLIENT CLINKCLOUD BACKUP LICENCES (100GB)		INCLUDES 3 X CLIENT CLINKCLOUD BACKUP LICENCES (100GB)	
SERVER CLINKCLOUD BACKUP	£50 + VAT PER SERVER PER MONTH		£50 + VAT PER SERVER PER MONTH		£50 + VAT PER SERVER PER MONTH		£50 + VAT PER SERVER PER MONTH		INCLUDED	
INITIAL SITE SURVEY	NOT REQUIRED		INCLUDED		INCLUDED		INCLUDED		INCLUDED	
ANNUAL BUSINESS IT EVALUATION**	£560 + VAT ONE OFF		£560 + VAT ONE OFF		INCLUDED		INCLUDED		INCLUDED	
OFFICE 365 MANAGEMENT & SUPPORT	£2.50 + VAT PER USER PER MONTH		£2.50 + VAT PER USER PER MONTH		INCLUDED		INCLUDED		INCLUDED	
SERVER BACKUP MONITORING	£20 + VAT PER SERVER PER MONTH		£20 + VAT PER SERVER PER MONTH		INCLUDED		INCLUDED		INCLUDED	
PROACTIVE SERVER MONITORING	£20 + VAT PER SERVER PER MONTH		£20 + VAT PER SERVER PER MONTH		£20 + VAT PER SERVER PER MONTH		£20 + VAT PER SERVER PER MONTH		INCLUDED	
ON-SITE SUPPORT RATE (PER HOUR)	£55 + VAT*		£30 + VAT*		£30 + VAT*		£30 + VAT*		£30 + VAT*	
CLINKCLOUD FOR TEAMS 1TB (2-10 USERS)	£15 + VAT PER USER PER MONTH		£15 + VAT PER USER PER MONTH		£15 + VAT PER USER PER MONTH		£15 + VAT PER USER PER MONTH		£15 + VAT PER USER PER MONTH	

\* MINIMUM ONE HOUR, CHARGED PER 30 MINUTES THEREAFTER (INCLUDING TRAVEL).

\*\* INCLUDES TECHNICAL CONSULTATION AND REPORT ON NEW TECHNOLOGIES, WORKING PRACTICES, STREAMLINING, COST REDUCTION & COST AVOIDANCE, NETWORK AUDIT & UPDATE, SECURITY RISK ASSESSMENT, VOICE/ DATA COMMUNICATIONS.