



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
TELEPHONE SUPPORT	CHARGEABLE £45 PER HOUR + VAT *	INCLUDED - UNLIMITED	INCLUDED - UNLIMITED	INCLUDED - UNLIMITED
REMOTE DESKTOP & SERVER SUPPORT	CHARGEABLE £45 PER HOUR + VAT *	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
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
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)
SERVER CLINKCLOUD BACKUP	£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
ANNUAL BUSINESS IT EVALUATION**	£560 + VAT ONE OFF	£560 + VAT ONE OFF	INCLUDED	INCLUDED
OFFICE 365 MANAGEMENT & SUPPORT	£2.50 + VAT PER USER PER MONTH	£2.50 + VAT PER USER PER MONTH	INCLUDED	INCLUDED
SERVER BACKUP MONITORING	£20 + VAT PER SERVER PER MONTH	£20 + VAT PER SERVER PER MONTH	INCLUDED	INCLUDED
PROACTIVE SERVER MONITORING	£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*
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

* 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.