

## Tariffs: Computer Support



{With effect from January 15th 2007 }

### Regular Clients

#### Work done on site:

**£48.30 per hour:** subject to a minimum of 1 hour ( $\frac{1}{2}$  hour for locally based businesses), subsequent time is charged by the half-hour or part thereof. This can include time spent in consultation, or advising the client.

**Travel:** Travel as such is not charged for but all tariffs are assumed to include an element for travel, call-out fees as below applying (except for 'fetch & carry' below).

**Response Times:** *Córas IT* would expect to deal with incidents that same working day, or in a worst case, the following working day. Contract Clients will receive priority

#### Minimum Charges (Call-out fees)

|                           | Non-contract Clients  | Contract Clients                               |
|---------------------------|---|--|
| 7 miles or more from Lymm | £48.30 covering the first hour or part thereof, plus travel fee if applicable | One hour at the appropriate contract rate.     |
| Within 7 miles of Lymm    | £24.15 covering the first $\frac{1}{2}$ hour or part thereof.                 | Half an hour at the appropriate contract rate. |

#### Research and other work off site:

This includes 'phone support, researching information, and 'phone discussions with 3rd parties (e.g. ISPs) Issues resolved within 10 minutes - **FREE** (Available only to regular or recent clients).

Otherwise: **£28.75** per hour (charged in 15 minute intervals)

**Fetch & Carry:** Tasks where only collection or delivery of equipment etc. is involved and no work is done on site (such as transport to a 3rd party repairer) a 'Fetch & Carry' charge at the off-site rate shall apply. Where this exceeds the relevant minimum 'call-out,' the lower shall be applied

#### Invoicing

In the event of a client being a regular client, but with no contract (see below), *Córas IT* will invoice them monthly for the work done, occasional telephone support being provided as above. . Invoice terms are strictly 30 days. Late payment of invoice(s) will incur a daily charge of 8% over Bank of England base rate

#### Discounts

|  |     |
|--|-----|
| Lymm based enterprises                         | 6%  |
| BNI Members                                    | 12% |
| Charitable and other non-profit organisations: | 30% |

#### Hardware and Software

*Córas IT* are not primarily hardware/software vendors, but will source appropriate equipment etc. for clients and we will always endeavour to achieve a competitive price, we do not guarantee the 'cheapest' price. This is charged along with any shipping and taxes. Discounts only apply to service/support work and not to these items.

## Value Added Tax

All prices shown above are subject to VAT at the prevailing rate.

## Terms and Conditions

Work done under these tariffs is governed by our Terms and Conditions.

## Long Term Contracts

Clients can cut the cost of their support work by agreeing a contract based on guaranteed hours per month. The discount level would be calculated on a formula of a basic 2% plus an additional 1% for each agreed hour. Examples are given in the table below. The maximum discount would be 20%

Clients pay by standing order on the 1<sup>st</sup> of each month\*. *Córas IT* maintains a log of the hours provided and informs the clients periodically of what was still owed to them. Additional hours over the year above the contracted number would be charged at the contract rate. Upon renewal of the contract, a proportion (75% or more) of any unused hours can be **carried forward**, to a new contract. By agreement with the client these can be added to the pool of hours or used to reduce payment in the following year.

\*An alternative quarterly payment schedule can be agreed.

Response Times: Contract clients will receive priority. *Córas IT* would expect to deal with incidents that same working day, or in a worst case, the following working day. Travel fees do not apply to contract clients.

Equipment and Software will be charged and invoiced separately.

Work done off site will be at 60% of the contract rate. (There would be **NO CHARGE** for issues resolved within **20 minutes**)

| Hours per Month | Discount | Contract Rate | Monthly Payment | Monthly Payment incl. VAT | Work done off site  |
|-----------------|----------|---------------|-----------------|---------------------------|---|
| 3               | 5.0%     | £45.89        | £137.66         | £161.74                   | Each hour is treated as 0.6 of an on-site contract hour, and added to the running total.<br><br>Issues resolved with 20 minutes are not charged |
| 4               | 6.0%     | £45.40        | £181.61         | £213.39                   |   |
| 5               | 7.0%     | £44.92        | £224.60         | £263.90                   |   |
| 6               | 8.0%     | £44.44        | £266.62         | £313.27                   |   |
| 7               | 9.0%     | £43.95        | £307.67         | £361.51                   |   |
| 8               | 10.0%    | £43.47        | £347.76         | £408.62                   |   |
| 9               | 11.0%    | £42.99        | £386.88         | £454.59                   |   |
| 10              | 12.0%    | £42.50        | £425.04         | £499.42                   |   |
| 11              | 13.0%    | £42.02        | £462.23         | £543.12                   |   |
| 12              | 14.0%    | £41.54        | £498.46         | £585.69                   |   |
| 13              | 15.0%    | £41.06        | £533.72         | £627.12                   |   |
| 14              | 16.0%    | £40.57        | £568.01         | £667.41                   |   |
| 15              | 17.0%    | £40.09        | £601.34         | £706.57                   |   |
| 16              | 18.0%    | £39.61        | £633.70         | £744.59                   |   |
| 17              | 19.0%    | £39.12        | £665.09         | £781.48                   |   |
| 18              | 20.0%    | £38.64        | £695.52         | £817.24                   |   |
| 19              | 20.0%    | £38.64        | £734.16         | £862.64                   |   |
| 20              | 20.0%    | £38.64        | £772.80         | £908.04                   |   |