

Published Rate Card

Version: Standard Website Terms

This Published Rate Card applies where an Order Form, Service Schedule, Statement of Work or the Master Terms state that work, services, support, administration or other activity is chargeable at the Published Rate Card, the Company's then-current rates or the Company's professional services rates.

Unless expressly included in an Order Form, the following services are chargeable in addition to any recurring service charges:

- Out-of-hours remote support: GBP 80 plus VAT per hour, minimum one hour.
- Half-day onsite engineer visit: GBP 475 plus VAT.
- Full-day onsite engineer visit: GBP 950 plus VAT.
- Travel time, mileage, parking, congestion charges, accommodation and other reasonable expenses: chargeable where applicable.
- Urgent, complex, specialist, project-managed or bespoke work: by quotation or, where no quotation is agreed, at the Company's then-current professional services rates.
- Third-party, carrier, vendor, platform, licence, tooling, courier, data recovery, testing, certification or other external charges: pass-through at cost plus any administration or handling charge stated in the relevant Service Schedule, Order Form or otherwise notified.

Rates are exclusive of VAT. Where a different rate is stated in the relevant Order Form, Statement of Work or Service Description, that rate shall prevail for the relevant work. The Company may update this Published Rate Card from time to time. Unless the Company expressly states otherwise, updated rates apply only to work requested, incurred or performed after the updated rate card is made available and do not retrospectively change fixed Recurring Charges or fixed project fees already agreed for a then-current Minimum Term.