



**MANAGED SERVICE**

Computing Business Solutions

## Engineering Services

Systems Engineer	Cost
<b>Specialist's in Servers, E-mail, Internet &amp; Configuration</b>	
1 day on-site	£495.00
½ day on-site	£270.00
Hourly Rate	£70.00
Minimum Charge	£70.00
Support Engineer	Cost
<b>Specialist's in Cabling, Desktop, Support, Repairs &amp; Upgrades</b>	
1 day on-site	£295.00
½ day on-site	£175.00
Hourly Rate	£50.00
Minimum Charge	£50.00
Out of Hours Service	
5pm - 9am Monday to Friday, and Saturdays multiply costs by 1.5 Sundays and Bank Holidays multiply costs by 2	
If you have a Managed Service contract then a 25% discount apply to these rates, and minimum charge is 0.5 hours.	
Various Engineering Services	
Evaluation of Goods for Repair (If repair is carried out this cost will be included in repair price)	£25.00
Carriage	£10.00 per box
Collection from Customer site	£12.00 per box

A travel charge is applicable to the above rates (see callout price list)

Same rates are charged, whether serviced in-house or on-site.

Rates are based on a 9am to 5pm day with 1 hour for lunch (unless otherwise agreed)

All prices exclude VAT at the prevailing rate.



## Call Out and Travel Charge

As a fairer means of charging for call outs and travelling time associated with engineering visits, Techies charges will be as follows for any on-site visits required.

Techies standard engineering rates will apply **ONLY** for the time spent on site by the engineer. This will reduce the charges paid as we do not charge full engineering rates for time spent travelling by the engineer.

Description	Cost
Return travel up to 20 miles radius of Techies	£30
Return travel up to 50 miles radius of Techies	£45
Return travel up to 80 miles radius of Techies	£75
Return travel up to 100 miles radius of Techies	£85
Out of hours travelling (18:30 to 08:00)	+25%
London Congestion Charges	100%
Parking (if not provided)	
Within major city centre or inside London CZ	£25
Other	£5
Overnight Stay	
Within major city centre or inside London CZ	£185
Other	£105

Please note: Prices are per engineer

All prices exclude VAT at the prevailing rate

Gold and Platinum Managed Service Customers do not pay travel charges.