

## SLA Schedule of Fees

Fees apply to non-contract clients requiring ad-hoc support and to contract clients engaging Net Essence Ltd for enhancements outside of their support and maintenance agreements.

All charges are exclusive of VAT.

### Standard Business Hours – 09h00-17h00 - Mon-Fri

On-site Callout incl. First Hour	£	112.50
On-site Callout Per Hour Rate	£	75.00
½ Day On-site Planned Callout (Senior Consultant <sup>1</sup> )	£	375.00
Full Day On-site Planned Callout (Senior Consultant)	£	750.00
½ Day On-site Planned Callout (Junior Consultant <sup>2</sup> )	£	300.00
Full Day On-site Planned Callout (Junior Consultant)	£	600.00
Travel to On-site Callout (London)	£	-
Travel to On-site Callout (per mile)	£	0.50
Remote / Telephone Support (per 1/4 hour)	£	15.00

### After Business Hours – 17h00-09h00 - Mon-Fri

On-site Callout incl. First Hour	£	135.00
On-site Callout Per Hour Rate	£	120.00
Standard Weekend & Bank Holidays – Sat-Sun		
On-site Callout incl. First Hour	£	180.00
On-site Callout Per Hour Rate	£	120.00

### Other IT Services

Sourcing Hardware / Software (not purchased through us)	£	30.00
Hardware Pickup / Drop-off / Delivery (excluding large / bulky orders)	£	25.00
Remote Inspection of 3rd Party Installation (contract)	£	-
On-site Inspection of 3rd Party Installation (contract)	£	75.00

### Website Development

Ad-Hoc Per Hour Rate	£	60.00
Ad-Hoc Per Hour Rate (after hours – business week)	£	85.00
Ad-Hoc Per Hour Rate (weekends)	£	100.00

<sup>1</sup> Senior Consultant has more than 5 years' commercial experience

<sup>2</sup> Junior Consultant has 3-5 years' experience