

Business Support Rates – Effective from 1st April 2011

Description	Hourly Rate	Unit of Time	Minimum Charge
On-Site (normal working hours)	£60	10 mins	£20
On-Site (outside normal hours)	+20%	10 mins	£72
On-Site (emergency call-out)	+50%	10 mins	£90
Off-site (normal working hours)	£50	12 mins	£10
Off-Site (outside normal hours)	£50	12 mins	£20
SBS Monitoring (daily review of reports)	£50 per month	-	£50

Times are rounded up to the nearest multiple of the relevant unit of time.

Website development is charged at the normal off site rate (currently £50/hour) or at £50/page, whichever is the more advantageous for the client. Hence the capped cost for developing a site can be calculated by multiplying the number of pages by £50.

RITC is not currently VAT-registered and so there is no VAT payable on prices.

“Normal Working Hours” are from 9:00am till 6:00pm on weekdays except for public holidays.

“Outside Normal Hours” is all other times. Calls that straddle these boundaries are charged pro-rata for the times that fall within each category.

Normal call-outs are scheduled on a first-available basis, but it is unusual for this to be more than 2-3 days from the point of request. Urgent call-outs (for which there is no additional charge) can usually be arranged within 24 hours, though this can only be done on a “best efforts” basis.

An “Emergency Call-Out” is defined as where arrival on-site is required (and achieved) within two hours of the requesting call. Emergency call-outs that are requested outside normal working hours will be charged at the normal emergency call-out rate.

Please note that rates are subject to change without notice.