COMPTON SERVICES

Mobile ICT Support · Repairs · Networking · Web Design · Cloud Hosting

■ Out of Hours Call-Out Fee

Service	Out of Hours Rate
Business Out of Hours Call-Out	£75.00

* Out of hours = evenings & weekends. Call-out fee per visit, in addition to hourly labour.

■ Ad-Hoc Hourly & Day Rates — Business Clients

Rate Type	Price	Notes
First Hour	£100.00	
Subsequent Hours	£75.00 / hr	
Half Day (4 hrs)	£275.00	Save £75 vs hourly
Full Day (8 hrs)	£500.00	Save £275 vs hourly
Emergency / Out of Hours	£100.00 / hr	
25+ miles from Margate	Rate + 45p/mile	Additional mileage only

* Minimum 1 hour charge. Half & full day are flat discounted rates. Additional licence charges may apply.

■ Monthly Support Plans — Business Clients (Flat Rate, up to 5 devices)

Plan	Hours	Response	Monthly	3 Mo (-5%)	6 Mo (-10%)	12 Mo (-15%)
Basic	2 hrs	Next Day	£75.00	£71.25	£67.50	£63.75
Standard	4 hrs	Same Day	£130.00	£123.50	£117.00	£110.50
Premium	6 hrs	4 Hours	£200.00	£190.00	£180.00	£170.00

* Pooled hours — remote, on-site, or mixed. Hours do not roll over. Covers up to 5 devices per site.

■ Additional Device Add-On — Business Clients

Add-On	Monthly	Per Device
Devices 6-10 (per additional device)	£15.00 / device	Up to 5 extra

* Base plans cover up to 5 devices. Add up to 5 additional devices at £15.00/device/month. More than 10 devices — contact for a bespoke quote.

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■ Fixed Price Repairs & Services

Service	Price
Virus & Malware Removal	Price on Arrival
Business Network Setup	£150.00 - £200.00
New PC / Workstation Setup	£80.00 - £150.00
Microsoft 365 Setup & Migration	£100.00 - £200.00
Email Setup & Configuration	£40.00 - £60.00
CCTV System Installation	Price on Enquiry
Data Backup & Recovery	£60.00 - £120.00
Server Setup & Configuration	Price on Enquiry

* Parts charged separately at cost. A written quote will always be provided before work commences.

■ Server Management

Service	Monthly Rate
Server Monitoring & Management	£150.00 - £200.00 / mo
WHM / cPanel Server Management	£150.00 - £200.00 / mo
Email Server Management	Included with server plan
Security Patching & Updates	Included with server plan
Backup Management & Testing	Included with server plan

* On-site server visits and major migrations quoted separately. Emergency out-of-hours support at £100.00/hr.