COMPTON SERVICES

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

■ Out of Hours Call-Out Fee

Service	Out of Hours Rate
Residential Out of Hours Call-Out	£50.00

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

■ Ad-Hoc Hourly & Day Rates — Home Users

Rate Type	Price	Notes
First Hour	£80.00	
Subsequent Hours	£65.00 / hr	
Half Day (4 hrs)	£225.00	Save £50 vs hourly
Full Day (8 hrs)	£400.00	Save £120 vs hourly
Emergency / Out of Hours	£80.00 / hr	
25+ miles from Margate	Rate + 45p/mile	Additional mileage only

** Minimum 1 hour charge. Half & full day are flat discounted rates — no additional hourly charges apply.*

■ Monthly Support Plans — Home Users

Plan	Hours	Response	Monthly	3 Mo (-5%)	6 Mo (-10%)	12 Mo (-15%)
Basic	1 hr	Next Day	£30.00	£28.50	£27.00	£25.50
Standard	2 hrs	Same Day	£55.00	£52.25	£49.50	£46.75
Premium	3 hrs	4 Hours	£90.00	£85.50	£81.00	£76.50

** Pooled hours — use remotely, on-site, or a mix of both. Hours do not roll over month to month.*

■ Additional Device Add-On — Home Users

Add-On	Monthly	Per Device
Devices 6-10 (per additional device)	£10.00 / device	Up to 5 extra

** Base plans cover up to 5 devices. Add up to 5 additional devices at £10.00/device/month. More than 10 devices — contact for a bespoke quote.*

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■ Fixed Price Repairs & Services

Service	Price
Virus & Malware Removal	£60.00 - £100.00
RAM / SSD Upgrade	£40.00 - £60.00
Windows Reinstall (clean)	£80.00 - £120.00
New PC / Laptop Setup & Data Transfer	£80.00 - £150.00
Home Network Setup	£100.00 - £150.00
Printer Setup & Configuration	£40.00 - £60.00
Email Setup & Configuration	£40.00 - £60.00
Data Backup & Recovery	£60.00 - £120.00
Software Installation & Setup	£30.00 - £50.00

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