



## *Business Maintenance Price List*

(Standard Desktop Systems Only)

**Effective: April 2007**

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### **Silver Option**

- Labour only support
- Varying response times between 4hours and next day depending severity of problem.
- Free telephone technical support between office hours (Mon-Sat 09.00-17.30)
- Unlimited call outs

**Cost: £190 ex. VAT per computer per annum**

### **Gold Option**

- Labour and hardware replacement costs covered
- Varying response times between 4hours and next day depending on problem
- Free telephone technical support
- Unlimited call outs

**Cost: £220 ex. VAT per computer per annum**

*Additional onsite labour for problems not covered under the applicable cover option will be charged @ £45 ex. VAT per hour.*

Please see our Terms and Conditions for a full list of software that is covered and further details on response times etc.

The above amount will be taken by standing order on a monthly basis with one month payment payable in advance.

We will require 90days notice if you wish to terminate your contract with Jade Electrical.

Upon commencement we will carry out a full audit of your equipment and reserve the right to refuse cover on certain system if we deem them unsuitable for the purpose.

**Please note the minimum amount for a maintenance package is £800 per annum ex VAT, this includes all server and desktop contracts.**