

	Priority Client	On Call	As-Needed	Fixed Price Project
Time Restraints				
Minimum onsite duration	2 hours	2 hours	2 hour	N/A
Maximum onsite duration	N/A	4 hours	4 hours	N/A
Minimum remote duration	1 hour	1 hour	1 hour	N/A
Charging Structure				
Chargeable unit	Hours per month	Hourly rate	Hourly rate	Fixed-price
Minimum Commitment	8 hours per month	1 hour (remote) 2 hours (onsite)	1 hour (remote) 2 hours (onsite)	8 hours
Rolling Commitment	1 month	Hourly	Hourly	Agreed Statement of Work
Not-for-Profit / Charity rates	No	No	Yes	Yes
Local travel time chargeable	No	No	No	Yes
Distance travel time chargeable	Yes	Yes	Yes	Yes
Response Expectations				
Expected response time	Same day	Same day	3-5 working days	1 week
Service Access Expectations				
Remote Support	Anytime	Anytime	N/A	No
Email Support	Anytime	Anytime	Yes	No
Onsite Support	Anytime	Extended Business Hours	Business Hours	No
Telephone Support	Anytime	Extended Business Hours	Business Hours	No

Notes

- 1) Extended Business Hours are 8am to 9pm, Monday to Saturday
- 2) Business Hours are 9am to 6pm, Mondays to Friday
- 3) Remote Support requires suitable infrastructure, such as a VPN, RDP or SSH access, and is required for Priority Clients, and subject to field connectivity
- 4) Fixed Price Project time can be spent onsite or off according to clients requirements
- 5) It is the *expected response time* of the client for On Call and As-Needed services that determines the charge rate, i.e. if As-Needed work can be completed on the same day then it is still charged at the As-Needed rate
- 6) "Local" is "within the Bude and Holsworthy area". Potential Priority and On-Call Clients outside this area should call for further information