

Normal Rate £70ph. This is the rate for businesses, other organisations, charities, professional individuals, and home users.

Silver Surfers £65ph. This special rate for senior home users is available on request. You don't need to prove you qualify, but you do need to ask for this special rate ([see Silver Surfers](#)).

Contract Rate - from £60ph. Available to any organisation or individual committing to regular support/consultancy. The minimum commitment is just four hours per month, payable one month in advance and subject to just one month's notice of termination.

Charges are normally calculated on the hours and part hours spent on the client's premises. Fixed price quotations can be arranged for specific projects/tasks. Remote support charges are as described below. VAT is not payable.



No Callout or Travelling Charges

I do not impose callout charges but there is a minimum site visit charge that is related to my travelling time.

Consultancy is provided in the normal way and at the normal rate during this minimum time. The minimum charge will be applied even if less consultancy time is actually required. Time required over the minimum is charged pro rata at the same rate.

Special Local Area Minimum Visit Charges

SW4 - the minimum visit charge for all addresses in the SW4 postcode area is £35 (and that

includes the first 30 minutes of work)

SW2, SW8, SW9, SW11, SW12 - the minimum visit charge for all addresses in these postcode areas is £50 (and that includes the first 45 minutes of work)

General Minimum Visit Charges

The minimum charge for postcodes other than those in SW London quoted above is calculated as follows:

- up to 40 minutes single journey time - 1 hour minimum charge
- 41-60 minutes single journey time - 1.5 hours minimum charge
- 61-80 minutes single journey time - 2 hours minimum charge
- More than 80 minutes single journey time - unlikely that I can help, but we can talk about it

For postcodes other than those in SW London listed above, I use the [TFL Journey Planner](#) as my basis for calculating journey times.

If you would like me to quote you the Minimum Visit Charge for your address, please complete the form below. I don't need your full address - just the COMPLETE postcode:-

FREE for all new clients while stocks last - 2 X 8gb USB drives (minimum £60 sales value required to qualify for free USB drives). See illustration at top right of this web page.

Please input this code (to prevent machines from spamming me): **Q8 3 2**

Your Name (required)

Your Email Address (required)

Your Postcode (required)

Send

Telephone Support

Technical support via the telephone is available at £1 per minute. This fee is only payable when agreed on a call-by-call basis. The minimum charge in all cases of chargeable calls is £10. Charges only apply to technical support and only when agreed with the client during that call. **Please do not hesitate to call me: nothing is chargeable until we have explicitly agreed on it.**

Telephone support can now include remote control support whereby I can control the client's machine (keyboard, screen and mouse) via a secure internet connection. Remote support may prove very effective for issues that are clearly defined and relatively simple. In these cases support can be offered quickly and cost-effectively (since the minimum charge is only £10).

Remote control support is not possible in cases where there is no broadband internet connection. Normal remote support (ie via a telephone call) is still available in these circumstances.

Remote support may not be possible for complicated troubleshooting situations - especially if peripherals such as printers, CD/DVD writers, routers are part of the problem.

Regular Consultancy

Fees for ongoing, regular, consultancy can be up to 25% less than the rates quoted above and can start at just four hours per month. I will be pleased to come and discuss your regular support requirements (at no charge).

Payment

For the first visit, payment is required at the end of the visit (by cash, cheque, credit card, debit card, or Paypal). Thereafter, payment can be against invoice. An invoice/receipt is always emailed in pdf format following the visit. A hard copy invoice/receipt can be arranged if preferred.

Payment can also be made by PayPal, Debit Card or Credit card via the "[Pay Invoice](#)" page on this site.



Validity of Rates

These rates are valid until 30th June 2017.