

Schedule of Rates Jul 09 – Jul 10

Call-out charge	FREE
Hourly rate*	£40

*Hourly rate will be charged for all time relating to a job, including travel time and remote support.

Service Contracts:

Package	Price per quarter
Bronze (8 hours per quarter included ² , 10% rate discount, annual health-check ¹)	£267
Silver (24 hours per quarter included ² , 20% rate discount, guaranteed next-day response to breakdowns, quarterly health-check ¹)	£800
Gold (70 hours per quarter included ² , 30% rate discount, guaranteed same-day response to breakdowns, quarterly health-check ¹)	£2670

Note: Payment is due at the beginning of each quarter. Any parts used will be charged for at full price in addition to the labour rates, and your consent will be obtained in all cases before any parts are used. Hourly rates are for a single engineer only, including those in service contracts. Service contracts do not cover web design services. All prices quoted exclude VAT.

¹ System health-check is a visit in which we check over the computers, hardware and software to ensure everything is functioning correctly.

² Un-used hours at the end of any quarter cannot be passed over into subsequent quarters.

Do I need a Service Contract? Here are some simple rules:

- If you use Tengo Media for just 5 hours or more per quarter (20 hours per year), the **Bronze** contract will save you money.
- If you use Tengo Media for 12 hours or more per quarter (48 hours per year), the **Silver** contract will save you money, and guarantees next-day availability of an engineer.
- If you use Tengo Media for 58 hours or more per quarter (232 hours per year), the **Gold** contract will save you money, and guarantees same-day availability of an engineer.