



Annual Support Plan for Security Systems Support Including:	Status Monitoring Admin & Mthly Report	Daily Status Monitoring Fault Reports	Logmein Central Remote Licence connection	Remote Access Admin	Site Drawing Admin	http Server Agent Software licence	System Maintenance by remote access	Daily Rate (8 Hours)	Callouts London (including 1st hour on site)	Callouts (including 1st hour on site)	Hourly work on site (or remote)	15 Minute Remote work
1. Individual IP Device Status monitoring (Cameras & other IoT devices). 2. All Server Disks Latest File over 1 day old (ie disk failed yesterday).												
Monthly Site Support Costs £ Excluding VAT (less than 96 devices & 1 server)	£2.50	£5	£5	£2.50	£2.50	£5	£7.50					
Total Monthly Site Support Cost £ Excluding VAT (less than 96 devices & 1 server)	£30/mth or £360pa							£400	£200	£100	£50/Hr	£1/min
Additional pa Site Support Cost £ Excluding VAT (additional devices over 96)	£3/device											
Additional pa Site Support Cost £ Excluding VAT (additional servers over 1)	£100/Server											
Adhoc Support as required	£0							£500	£300	£150	£75/Hr	N/A