



## Emergency PC Support to your desk

Call Free on 0808 180 2424

Or visit our website [www.t24.com](http://www.t24.com)

### t24 Capability and Pricing Menu

#### Maintenance and Support

<b>On site incident response</b> - Call out to rectify a system problem.	
- first hour and travel	£ 75.00
- Each additional hour or part thereof to a maximum of 2 additional hours	£ 39:99
- On site incident response includes the 10 point System Health Check	
<b>Data Migration</b> - Transfer files from one technological device to another	£ 99:00
<b>Operating System Service</b> - If your Windows Operating System isn't working correctly	£ 149.00
<b>Software Service</b> - When an application isn't working properly	£ 149:00
<b>Virus or Spyware Removal</b> - we'll clean out viruses or spyware in your system	£ 149:00
<b>10 point System Health Check</b> - We will check all major functionality Including your anti virus status	£ 49:99

#### Networking

<b>Wireless Networking</b> - Share your high speed internet connection throughout your Office or home on 2 Pc's	£ 99:00
- Additional Pc's beyond the first 2	£ 49:00
<b>Add a computer to your network</b> - An agent will connect a new machine to your Existing network	£ 99:00

#### New Computer Setup

<b>Standard Computer Setup</b> - Installation and optimisation of your new computer	£129:00
---	---------

#### Upgrades

<b>Drive Installation</b> - Add new drives for more capabilities -CD,DVD, or Hard Drive	£ 99:00
<b>Internal Card Installation</b> - Better Sound, improved video, faster networking	£ 99:00
<b>Memory Installation</b> - Improve the speed of your applications	£ 99:00
<b>Operating System Installation</b> - Increase system stability and functionality	£149:00
<b>Software Installation (Single Title)</b> - Anti virus, anti - spyware, office applications	£ 99:00
<b>On site service add on's</b> - Additional incidents on rogue computers per pc	£ 59:00



## Emergency PC Support to your desk

Call Free on 0808 180 2424

Or visit our website [www.t24.com](http://www.t24.com)

### Deskside Teaching

Application training - 2 hours 121 training on your chosen applications	£159:00
Technology Training - 2 hours of an agents time to ensure you can use any technology From your e-mail to getting your Bluetooth phone working in your car	£159:00
- each additional hour	£ 59:00

### Official Notifications from Head Office

Cancellation Fee - Call us at 0808 180 24 24 at least 2 hours prior to service to avoid cancellation fee	£129:00
--	---------

Prices listed are per service

All prices listed include travel to your desk and VAT

Software and hardware are not included

Additional charges may apply for all services

### Our Assurance

Our code of conduct ensures that you will be offered the option to terminate a call at any point after the initial charge and time. Our agents will not require payment until you sign our call response paperwork stating that the work has been completed to your satisfaction.