

Rate Card for 24/7 Remote Hands Service

Plan Type	Variable Charge per hour	
	Monthly Commitment	Monthly Fixed Fee
0 hours	£0	£120 – weekdays 9 to 5 £175 – all other times
5 hours	£500	£100
10 hours	£900	£95
20 hours	£1,600	£90
40 hours	£3,000	£85

Belcom247 rate card
24/7 Remote Hands Service
Valid from 01.03.2011

Amsterdam
Copenhagen
Dubai
Frankfurt
Hong Kong
London
Madrid
Miami
New York
Paris
Singapore
Sydney
Tokyo

Service Level Agreement: Guaranteed technician on site within 2 hours

Tasks

- On-site technical assistance and troubleshooting
- Providing escorted access to site
- Installing, replacing or removing equipment such as a router/switch card, disk drive, memory, etc.
- Hard loop placement and removal
- Testing carrier circuits and local loops
- Labelling/Inventory equipment plus digital picture and serial number recording
- Power cycling a router, server, switch and soft-booting a server
- Tape Backup: cassette exchange and storage in strongbox
- Pre-wiring patch panels and equipment
- Assembling, installing and maintaining cabling
- Verifying cable integrity
- Adding, removing or verifying a demarcation
- Unpacking equipment from boxes, RMA and the shipping of replaced equipment
- Maintaining the site access log
- Dispatch, receipt and storage of spare parts

**For 24/7 Remote Hands call +44 (0)870 760 2247
or email support@belcom247.com**

Notes

- Charges commence and end when the technician arrives and leaves the site
- Minimum call out time is 1 hour
- Costs exclude parts and materials
- Additional charges may apply if an unreasonable amount of the technician's time is spent waiting for site access
- Price excludes government taxes
- Pricing and service are subject to Bellcom UK Limited general terms and conditions
- Where a monthly fee applies, only hours which exceed the monthly commitment are charged at the variable charge per hour