

Domestic Support Rates – Effective from 1st April 2011

Description	Hourly Rate	Unit of Time	Minimum Charge
On-Site (normal working hours)	£60	10 mins	£20
Off-site (normal working hours)	£50	12 mins	£10
Off-site (website development)	£50 per page	-	£50

Times will be rounded up to the nearest multiple of the relevant unit of time.

RITC is not currently VAT-registered and so there is no VAT payable on prices.

Normal working hours are from 9:00am till 6:00pm on weekdays excluding public holidays. Calls outside these hours and on weekends/public holidays attract a rate 10% higher than the relevant quoted rate above.

Normal call-outs are scheduled on a first-available basis, but it is unusual for this to be more than 2-3 days from the point of request.

Urgent call-outs (for which there is no additional charge) can usually be arranged within 24 hours, though this can only be done on a “best efforts” basis.

Website development work is charged at whichever of the off-site hourly rate or the website per page rate is most economical for the client.

Prices are subject to change without notice.