

Bulbecks Support models and prices for 2009

Bulbecks offer the following three support models. They are for 9-5 support, Monday to Friday excluding bank holidays. 24/7 support can be arranged for an additional fee.

Ad-Hoc support

You may phone Bulbecks whenever you want to and we will try to respond to your request within an hour or two. Calls cost £2.00 per minute, each call rounded to the nearest 10 minutes. This model would suit small companies who don't expect to need third party support very often, but want the re-assurance of knowing help is there when needed.

Pre-Paid, limited support

This support package allows you to pre-pay for support at a reduced rate. Additional minutes will be charged at £1.50 per minute with each support issue rounded up to the nearest 10 minutes.

Please note

1. The pre-paid support calls are rounded to the nearest minute
2. At the end of each calendar month, half of the unpaid minutes can be carried over to the following month, the other half are lost. You will be sent a statement of accounts each month.

Pre-Paid, unlimited support

This support package allows you to contact Bulbecks as often as you like for IT support. With this package we will respond as soon as possible, usually within a few minutes. The cost for this package is £200, plus a small fee for each of the following:

Pre-Paid, limited support prices

Pre-Paid Minutes	Monthly Charge
200	£180
100	£100
50	£60

Pre-Paid, unlimited support prices

Supported Item	Monthly Charge
Server	£50
Client PC / Laptop	£15
Firewall	£10
Wireless Access Point / Router	£5
Network Infrastructure (hubs, switches, printer, projector etc.)	£2

Think of us as therapists, IT therapists.

Think of us as people who are able to help. We understand IT. More importantly, we understand people and how they need their IT to work for them - all too often it seems the other way around!

We have helped to solve many conundrums by creating innovative, robust solutions that centre on helping people in business work better. We can provide you with a fully operational and reliable Intranet with

24/7 support, or help your organisation to extract the maximum benefit from its web presence. We can relieve your e-commerce headaches and remove your IT support frustrations.

Relax, take off your shoes and tell us what keeps you awake at night. We're ready to listen and help.



Bulbecks

