



PC Computer Problems Ltd – Onsite Maintenance Block Agreements: Reduce your hourly call out rates by pre-purchasing your maintenance hours!

Often maintenance contracts run for 12 months or longer offering fixed services that are bounded by confusing terms and conditions at exorbitant prices.

PC Computer Problems offer simple **Maintenance Block Agreements**. These are blocks of discounted labour hours to provide clients with ongoing IT support, as they require it. Clients can use their **Maintenance Block Agreements** to address any IT issues they have e.g. troubleshooting, analysis, or implementation. This ensures clients are not sold services or products they do not need or will not use.

The pricing schedule below shows blocks for 5, 10, 20 and 30-hours and the response times offered. Our standard one-off hourly rate is £85.00 + vat 9.30 – 5.30 8 hr response and our standard one-off hourly rate for 4 hour response is £95.00 + vat.

Type of Maintenance Block	Cost of Block	Hourly Cost
5 pre-paid hours - 8 hr response 9.30 -5.30	£ 345	£ 69.00
10 pre-paid hours - 8 hr response 9.30 -5.30	£ 636.50	£ 63.65
20 pre-paid hours - 8 hr response 9.30 -5.30	£ 1240.00	£ 62.00
30 pre-paid hours - 8 hr response 9.30 -5.30	£ 1800.00	£ 60.00
5 pre-paid hours - 4 hr response 9.30 -5.30	£425.00	£85.00
10 pre-paid hours - 4 hr response 9.30 -5.30	£810.00	£81.00
20 pre-paid hours - 4 hr response 9.30 -5.30	£1,540.00	£77.00
30 pre-paid hours - 4 hr response 9.30 -5.30	£2,160.00	£72.00

Terms and Conditions:

- All prices are exclusive of VAT @ 17.5%.
- Maintenance Block Agreements** are paid for in advance. Call outs will begin once payments have cleared into PC Computer Problems bank account.
- Call outs cover business hours of 9:30am to 5:30pm, Monday through Friday. Larger blocks or extended after hours coverage can be negotiated.
- Maintenance Block Agreements** cover labour only. Any required software, hardware or consumables would be charged additionally. They do not however cover printer repairs. Our rate for printer repairs is £65.00 + vat Callout charge and £65.00 + vat labour charge no matter how long it takes. Parts Extra.
- PC Computer Problems will monitor use of **Maintenance Block Agreements** through "Onsite Worksheets". Clients will check and sign these after every call out. Call out times will be rounded up to the nearest quarter hour. Hourly rates are per engineer.
- Maintenance Block Agreements** are valid for 12 months from date of purchase. Clients may carry forward up to two hours of an existing Maintenance Block Agreement to a new **Maintenance Block Agreement**. Otherwise unused hours are non-refundable after they expire.

7. If a **Maintenance Block Agreement** does not have sufficient hours to cover a call out, the client should organise a new **Maintenance Block Agreement**. Otherwise the client will be charged at our normal rates for additional hours outside of their remaining cover. PC Computer Problems will advise clients when they have less than 1 ½ hours remaining on a **Maintenance Block Agreement**.
8. Remote Technical support is charged by the use of a premium rate telephone line at £1.50 per minute. Customers requiring remote technical support via our internet based software should call one of our premium rate telephone lines as follows;

0906 345 1630

0906 345 1631

0906 345 1632

Maintenance Block Customers using this service will not have any hours deducted from their pre purchased maintenance block hours.



Please tick which type of maintenance block you require

Type of Maintenance Block	Cost of Block	Hourly Cost	Tick Required
5 pre-paid hours - 8 hr response 9.30 -5.30	£ 400	£ 80.00	
10 pre-paid hours - 8 hr response 9.30 -5.30	£ 750	£ 75.00	
20 pre-paid hours - 8 hr response 9.30 -5.30	£ 1400	£ 70.00	
30 pre-paid hours - 8 hr response 9.30 -5.30	£ 1950	£ 65.00	
5 pre-paid hours - 4 hr response 9.30 -5.30	£450	£90.00	
10 pre-paid hours - 4 hr response 9.30 -5.30	£850	£85.00	
20 pre-paid hours - 4 hr response 9.30 -5.30	£1,600	£80.00	
30 pre-paid hours - 4 hr response 9.30 -5.30	£2,250	£75.00	

I enclose/am sending a cheque for £_____ made payable to PC Computer Problems Ltd for the above ticked block of hours.

Payment by Credit Card for the maintenance block required (as ticked above) will attract a surcharge of 2.5% for MasterCard/Visa and 3 % for American Express.

Credit Card Type Mastercard/Visa/American Express/Switch (circle card type)

Credit Card Number.....

Expiry Date.....

Name on Card.....

Billing Address of Card.....

Please bill my credit/debit card for £.....+ vat as indicated above. (Please note we will add on the surcharge +vat to the above amount you enter in the space above. By signing and returning this to us you confirm your agreement to this. No surcharge for Switch.

Signature.....

Name of person signing.....

For and on behalf of company.....

Date of Signature.....

Please fax back both pages of this document to 0870 345 2334 so that we can charge up your maintenance block account. We will keep a record of your usage of your maintenance block hours and when they reach two hours you will be advised to recharge your account.