



# Support Terms and Conditions plus Pricing

## Pricing Information

### Home Users / Home Office\*

£20 per ticket opened for online / email support. Payment to be paid at time of ticket being logged. Payment information will be sent at time of ticket being logged.

If ticket is not able to be resolved within 10 days, then phone support or on-site visit will need to be arranged at extra cost.

Phone Support (costs in addition to initial opening of ticket): £20 first 30 mins then £10 per 15 mins. Maximum of 1-hour phone support. If issue cannot be resolved within 1 hour, then an on-site visit should be booked, or the ticket closed.

On site visit (costs in addition to initial opening of ticket): £50 first hour then £12 per 15 min. If issue cannot be resolved within the first hour, we will get your permission to carry on trying to resolve and fix the problem.

Extra charges will be invoiced when the ticket is closed. Payment should be made within 10 days.

### Small Business\*\*

£20 per ticket opened for online / email support.

If ticket is not able to be resolved within 10 days, then phone support or on-site visit will need to be arranged at extra cost.

Phone Support (costs in addition to initial opening of ticket): £20 first 30 mins then £10 per 15 mins. Maximum of 1-hour phone support. If issue cannot be resolved within 1 hour, then an on-site visit should be booked or the ticket closed.

On site visit (costs in addition to initial opening of ticket): £150 minimum charge, includes 2 hours of onsite support then £15 per 15 min. Capped at £500 (daily fee). If issue cannot be resolved within the first 2 hours, we will get your permission to carry on trying to resolve and fix the problem.

Total support usage will be invoiced on the last Friday of the month and paid within 10 days.

### Registered Charities / Non-Profits

Manta IT can offer preferential pricing for registered charities and non-profits. Contact us at [info@mantait.co.uk](mailto:info@mantait.co.uk) for more information.

## Terms and Conditions of Support

### Support Hours

Support hours are Monday to Friday between the hours of 09:00 and 17:00.

Any changes to support hours due to holidays or sickness will be communicated via the support site.

### Closing Tickets

Tickets can be closed at the discretion of Manta IT.

Tickets will be closed if there has not been any reply for 10 days for online support, or 4 unanswered calls for phone support.

For tickets that have been closed due to no response, a £20 fee will be charged to re-open the ticket.

### \*Home User / Home Office Definition

A home user is defined as an address that has no more than 3 Desktop and Laptop computers and no Desktop or Server Hardware acting as a Server.

### \*\*Small Business Definition

A small business is defined as an address AND/OR addresses that have 3 or more Desktop and Laptop computers AND/OR Desktop or Server Hardware acting as a Server/s

### Non-Payment

We reserve the right to use a third-party collection company to retrieve any unpaid charges. Any fees related to using a collection company will be added to the total amount that is owed.

### Abuse

Any acts of Abuse (verbal or physical) via email, phone or onsite will not be tolerated. Manta IT reserves the right to stop work in any case where our employees receive any abuse.

Manta IT also reserve the right to report any abuse to the Police for further investigation.

### Further information

For further information about our terms and conditions, please send an email to

[info@mantait.co.uk](mailto:info@mantait.co.uk)