



Time Related Charges (TRC) for Professional Services for both residential and business customers

	Engineer		Consultant		Project Manager		Call Outs for Customers with either Service Care Package SCL2 or SCL3 NB. If the customer has SCL1 no call out charge applies as this forms part of the SCL1 Package. Out of Hours engineering attendance is not available on SCL4.		Retail Engineering charges for Professional Services covering jobs undertaken on a customer's PBX where they do not have a PBX Maintenance Agreement with us. PRE-BOOKED WORK ONLY NO CALL-OUTS AVAILABLE	
Standard Charges for work between normal working hours 8am and 6pm Monday to Friday	First Hour	Each Half Hour After	First Hour	Each Half Hour After	First Hour	Each Half Hour After	First Hour	Each Half Hour After	First Hour	Each Half Hour After
	£96.00	£48.00	£110.00	£55.00	£130.00	£65.00	£314.00	£96.00	£170.00	£60.00
Weekday charges for work between 6pm and 8am Monday to Friday and All Day Saturday	First Hour	Each Half Hour After	First Hour	Each Half Hour After	First Hour	Each Half Hour After	First Hour	Each Half Hour After	First Hour	Each Half Hour After
	£144.00	£72.00	£165.00	£82.00	£200.00	£100.00	£458.00	£144.00	£225.00	£90.00
Sunday Charges	First Hour	Each Half Hour After	First Hour	Each Half Hour After	First Hour	Each Half Hour After	First Hour	Each Half Hour After	First Hour	Each Half Hour After
	£194.00	£97.00	£220.00	£110.00	£260.00	£130.00	£604.00	£194.00	£285.00	£120.00
Bank / Public Holiday Charges	First Hour	Each Half Hour After	First Hour	Each Half Hour After	First Hour	Each Half Hour After	First Hour	Each Half Hour After	First Hour	Each Half Hour After
	£194.00	£97.00	£220.00	£110.00	£260.00	£130.00	£604.00	£194.00	£285.00	£120.00

All prices are subject to VAT at the prevailing rate.

All work carries a minimum charge of 1 hour with half hourly increments thereafter.