

## ICT Support Services & Prices

### Contract IT Support Services

Package	Specifications
Basic Package (ITSS01)	Renewable 1 Year Contract Support Service On Call during working hours: 08:00 – 17:00 Call Service Level Agreement: <ul style="list-style-type: none"><li>• 2 hours to respond.</li></ul> Price: M3, 500 per month
Premium Package (ITSS02)	Renewable 1 Year Contract Support Service On Call during working hours: 08:00 – 17:00 Call Service Level Agreement: <ul style="list-style-type: none"><li>• 1 hours to respond</li></ul> Weekly On-Site Maintenance Price: M4, 500 per month
Gold Package (ITSS03)	Renewable 1 Year Contract On-Site Support during working hours: 08:00 – 17:00. Support Service on call after working hours: 17:00 – 22:00. Call Service Level Agreement: <ul style="list-style-type: none"><li>• Respond immediately during working hours</li><li>• 2 hours to respond after working hours.</li></ul> Price: M6, 000 per month
Platinum Package (ITSS04)	Renewable 1 Year Contract On-Site Support Service during Working hours: 08:00 – 17:00. Support Service on call after working hours: 17:00- 07:00. Support Service on call in Saturdays and Sundays. Call Service Level Agreement: <ul style="list-style-type: none"><li>• Respond immediately during working hours.</li><li>• 1 - 2 hours to respond after working hours.</li><li>• 4 hours to respond in Saturdays and Sundays.</li></ul> Price: M8, 000 per month All prices exl 14% VAT All prices increase by 20% year

**Terms & Conditions apply.**