



# Pay As You Go Agreement

organisation		address	
main contact			
email address		phone	

Thank you for choosing Resolve for your I.T support. With a Pay As You Go account you pay for what you use, when you use it. Our Pay As You Go customers have access to telephone, remote and on-site support at the rates outlined below. We will do our best to get your issue resolved as quickly as possible, however there are no guaranteed response times with a PAYG account.

Please note: Resolve requires you to have full backups of all data before any support is offered. If you have any issues with acquiring full backups, please just get in touch.

Resolve will provide I.T support and solutions via telephone, remotely and/or on-site, as required, charged at the following rates:

Telephone, remote and on-site support		£ per hour
In hours support: (9.00am to 5.00pm Monday to Friday)	Engineer	£90.00
	Consultant	£180.00
Out of hours support: (Weekends, Bank Holidays, before 9.00am and after 5.00pm Monday to Friday)	Engineer	£180.00
	Consultant	£360.00
Emergency Response: (9.00am to 5.00pm Monday to Friday)	Engineer	£180.00
	Consultant	£360.00

- Engineer means an I.T technician who is able to deal with the majority of desktop and server-level issues.
- Consultant means either a Senior Engineer who is able to deal with high-level network issues that require specialist knowledge, or an I.T Consultant who is able to work with you on business I.T strategy and development.
- All charges are exclusive of VAT.
- For on-site visits, travel time will be charged at the rate as outlined above. On-site time will be rounded to the nearest 30 minutes. Remote time is charged in 10 minute increments.
- Resolve IT Solutions is a limited company registered in England with company number 05721052. Resolve are VAT registered (VAT number 886394758) and VAT is charged at the prevailing rate. If Resolve are not paid to our



agreed credit terms, we will exercise our statutory right to claim interest (at 8% over the Bank of England base rate) and compensation for debt recovery costs under the Late Payment Legislation Act.

## Agreement

On behalf of the Organisation (above), I agree to the charges outlined by Resolve for their support and understand that we will not be notified each time that work is chargeable. Unless I inform Resolve otherwise, myself and anyone from my Organisation may obtain support via telephone, remotely or on-site.

- I understand that no guaranteed fix or response times are offered
- I understand that the Organisation will be charged for time taken, regardless whether the issue is fixed or not
- I agree to have full backups of all data before any support from Resolve is offered and I understand that Resolve cannot be held liable for any loss of data
- I understand that Resolve reserves the right to increase the above prices, and I will be notified of any price increase in writing.

Signature

Name

Position

Date

One last thing, how did you hear about resolve (please tick)?			
<input type="checkbox"/>	Google or other search engine	<input type="checkbox"/>	Received Resolve marketing materials
<input type="checkbox"/>	Social Media	<input type="checkbox"/>	Met member of Resolve staff
<input type="checkbox"/>	Referral	<input type="checkbox"/>	Other
<input type="checkbox"/>	If "Other", tell us more:		
<input type="checkbox"/>			

Resolve is committed to protecting and respecting your privacy, and we'll only use your personal information to administer your account and deliver the services you have requested. To request the removal of your data, please contact [info@resolve.co.uk](mailto:info@resolve.co.uk). Full details on our privacy policy can be found at <https://resolve.co.uk/privacypolicy>