

# Statement Of Work

## FlexIT - Guardian

### Hourly Rates

All services aligned to the guardian support tier will be billed at the hourly rates listed below at the relevant Time of Service.

<b>TIME OF SERVICE</b>	<b>RATES (Per Hour) *</b>
<b>Business Hours</b>	
Monday – Friday, 09:00 – 21:00	On-site - Inclusive Remote Only - Inclusive
<b>Out of Hours</b>	
Monday - Friday, 21:01 - 22:00 Saturday, 09:00 - 12:00	On-site - £55 Remote Only - £35
<b>Overnight</b>	
Monday - Friday, 22:01 - 08:59	On-site - £82.50 Remote Only - £52.50
<b>Bank Holidays / Office Closure</b>	
Bank Holidays & Office Closures can be found on <a href="https://www.the-haven.co.uk">https://www.the-haven.co.uk</a>	On-site - £165 Remote Only - £135

\*All prices shown are Exclusive of VAT.

### Severity Rankings & Response Times

<i>Severity</i>	Response Time	Escalation Time
<i>Critical / Emergency</i>	1 Hours	30 Minutes
<i>Urgent</i>	2 Hours	1 Hours
<i>High</i>	4 Hours	2 Hours
<i>Medium</i>	8 Hours	4 Hours
<i>Low</i>	12 Hours	6 Hours

## Severity Definitions

Reported issues will be categorized using the following guidelines. If an issue needs to be escalated and increased in severity, please contact the service desk.

- **Critical / Emergency:** Any issue that impacts all users, preventing them from performing critical activities.
- **Urgent:** Any issue that impacts most users or prevents a single critical activity.
- **High:** Any issue that impacts multiple users and impacts the performance of a business activity.
- **Medium:** Any issue that impacts a single user and impacts the performance of a business activity.
- **Low:** Any other issue that does not fall into the categories above.

## Service Desk Details

Before contacting the service desk, please be prepared to provide your company name, contact details, a detailed description of the issue, and the name of your company's designated Primary Contact.

- Phone: +44 161 826 2303
- Out of Hours Phone: +44 161 826 2325
- Email: [support@the-haven.co.uk](mailto:support@the-haven.co.uk)
- Online: <https://thehaven.portal.mspmanager.com>