

Statement Of Work

FlexIT - On-Demand

Hourly Rates

Any service not included within the scope of a Steward or Guardian service contract will be billed at the hourly rates listed below at the relevant Time of Service.

TIME OF SERVICE	RATES (Per Hour) *
Business Hours	
Monday – Friday, 09:00 – 17:00	On-site - £65 Remote Only - £45
Out of Hours	
Monday - Friday, 17:01 - 22:00 Saturday, 09:00 - 12:00	On-site - £97.50 Remote Only - £67.50
Overnight	
Monday - Friday, 22:01 - 08:59	On-site - £130 Remote Only - £90
Bank Holidays / Office Closure	
Bank Holidays & Office Closures can be found on https://www.the-haven.co.uk	On-site - £275 Remote Only - £225

*All prices shown are Exclusive of VAT.

Severity Rankings & Response Times

<i>Severity</i>	<i>Response Time</i>	<i>Escalation Time</i>
<i>Critical / Emergency</i>	8 Hours	4 Hours
<i>Urgent</i>	12 Hours	6 Hours
<i>High</i>	16 Hours	8 Hours
<i>Medium</i>	24 Hours	12 Hours
<i>Low</i>	36 Hours	24 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
- Online: <https://thehaven.portal.mspmanager.com>