



Dynamic Data Design Limited Rate Card

Effective from 1st January 2009 for the United Kingdom.

	With Annual Service Agreement	Without Service Agreement
IT Consultancy including: Requirements Analysis, Software Development, Database Design and Application Support	£45.00 / hour	£60.00 / hour
After Hours Support ¹	£45.00 / hour	£70.00 / hour
Emergency Support ²	£45.00 / hour	£80.00 / hour
Minimum Billing for Phone and Email Support	¼ hour	¼ hour
On-site Support	£320 / day	£420 /day
Minimum Billing for On-site Support	½ day	½ day
Dedicated Project Manager	Included	N/A
Priority Response Time for Emergencies	Included	N/A
Access to Network of Local IT Partners and Contractors	Included	N/A
Scheduled IT Planning Sessions	Included	N/A
Pay in instalments over the year to ease cash flow and simplify budgeting	Included	N/A
Minimum invoice amount	N/A	£60.00 / hour

For more details, see the relevant Letter of Engagement or Annual Service Agreement.

Annual Service Agreements can be tailored to meet a client's specific needs and can range from a minimum of 2 hours support per annum upwards.

¹ After Hours Support is outside of normal business hours (Monday-Friday, 9:00-17:00).

² Emergency Support is when on-site support is required with less than 24 hours notice.