Computing Dynamics

Service and Support Charges

From 1 January 2027 | All prices are excluding VAT

Pre-Paid Support Packages

Blocks of support time purchased in advance at a discounted rate.

Block purchase	Cost
Pre-Paid 5-hour block (equivalent to £95.00 per hour, the Standard Rate)	£475.00

How it works

- Buy an initial 5-hour block. When the hours are used up, another 5-hour block is invoiced automatically.
- Blocks are valid for 12 months from the invoice date. Unused hours expire at the end of that period.
- There is no fixed term. You can stop at any time by telling us before the next block is invoiced.
- You receive an email statement each month showing your use and remaining balance.

Labour deduction rates

For every hour of labour of each type, we deduct the following from your block.

Service	When	Deduction
Standard hours	Monday to Friday, 08:45 to 17:30, excluding bank holidays	1 hour
Extended hours	Monday to Friday, 07:00 to 08:45 and 17:30 to 21:00, booked at least 3 working days in advance	1.5 hours
Out of hours	After 21:00, weekends and bank holidays, and any work outside standard hours booked with less than 3 working days' notice	2 hours

- Minimum time: on-site 1 hour; remote and workshop support ½ hour. Then charged in ½ hour increments.
- Only one multiplier applies to any period of work.
- Extended and out-of-hours work is by arrangement. Out-of-hours attendance is at our discretion and response times outside standard hours are not guaranteed.

Travel for on-site visits

Travel time is covered by a zone-based allowance, based on one-way drive time from our base. The allowance is deducted from your block in addition to time on site; customers without a block are charged it at their hourly rate. Your zone is confirmed on your quotation or support agreement.

Zone	One-way drive time	Travel allowance per on-site visit
Zone A	Up to 45 minutes	None
Zone B	45 to 90 minutes	1 hour
Zone C	Over 90 minutes	2 hours, or by quotation

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Hourly rates without a pre-paid block

Customer	Rate per hour
Standard Rate: work outside a managed support agreement	£95.00
Ad Hoc Rate: no agreement or pre-paid block (ad hoc support, including projects)	£125.00

Rates apply in standard hours. Extended hours are charged at 1.5 times and out-of-hours at 2 times the hourly rate, with the same minimums and travel allowances as above.

New computer set-up

Item	Charge
New PC set-up, per computer (fixed)	£95.00

Covers unboxing, updates, our management and security software, joining your network or Microsoft 365, the Outlook profile and OneDrive or folder redirection. Applies to new and replacement computers, including those bought elsewhere. Moving data held only on the old computer, installing specialist software and moving licences are charged as time in addition.

Notes

- Pre-paid blocks are priced at the rate current on the date the block is invoiced.
- We review our rates once a year, on 1 April. We give at least 30 days' notice of any change before your next automatic block purchase.
- These charges form part of our terms, published at www.computingdynamics.co.uk/terms. Standard Hours, Extended Hours, Out of Hours, the Standard Rate and the Ad Hoc Rate have the meanings shown on this sheet.