



# RPC Support Pricing Document

Complete Oracle Primavera P6 application support service

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## SERVICE DESCRIPTION

RPC Support is a rolling optional service; comprising of 8 hours of support that can be called upon at any time over a 12-month period.

Once fully utilised, clients simply re purchase for a further 8 hours/12-month period.

Clients can purchase any number of multiple lots of RPC Support to avoid future price increases.

For clients wishing to combine any onsite training or consultancy along with this service then discounts maybe available upon request.

## COSTS

| <i>Service Package</i> | <i>12 Month Term Cost</i> | <i>Included Support Requests (maximum 1 hour per SR)</i> | <i>Additional Support Request Charge (per hour)</i> | <i>Response Time</i> |
|------------------------|---------------------------|----------------------------------------------------------|-----------------------------------------------------|----------------------|
| Premium                | £1,500.00                 | 8                                                        | £300.00                                             | 4 working hours      |

*(Note... all values exclude VAT charged at the prevailing UK standard rate)*