



## 1. Introduction

Pricing for our Cloud Support Services is on a Time and Materials Basis as set out in our SFIA Rate Card. This covers all our Cloud Support services including those relating to our SaaS Assistance Manager product (Assistance Manager – Configuration and Set-Up).

## 2. Other Information

### Volume Discounts

Volume discounts offered and the bandings of volume to which these apply: Not applicable – resource based service – see our SFIA rate card.

### Combination Discounts

Any combination discounts applicable, i.e. if a customer's buys a service and then an additional one would you offer discount for this: Not applicable – resource based service – see our SFIA rate card.

### Education Pricing

Not applicable – resource based service – see our SFIA rate card.

### Unit Based Pricing

Not applicable – resource based service – see our SFIA rate card.

### Sector Pricing

Not applicable – resource based service – see our SFIA rate card.

### Resource Based Pricing

Not applicable – resource based service – see our SFIA rate card.