

Pricing Document: Cloud Support Services

1. Overview

This pricing document defines the costs associated with Cloud Support Services. Prices are fixed, transparent, and based on clearly defined service units. Pricing covers proactive monitoring, incident response, operational support, and continuous improvement activities for cloud environments.

All prices are exclusive of VAT unless stated otherwise.

2. Core Service Pricing

2.1 Monthly Support Subscription

Cloud Support Services are priced as a **monthly subscription per cloud environment**.

Service Item	Unit	Price
Cloud Support – Standard (9am - 5pm UK Time)	1 month	£25,000



Included in this service item:

- Proactive monitoring and alerting
 - Incident management and resolution
 - Configuration and operational support
 - Regular service reporting
 - Access to cloud support specialists
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3. Volume Discounts

Volume discounts apply where multiple months of support are purchased under the same contract.

Number of Months	Price
3 months	£23,000 per month
6 months	£20,000 per month
9 months	£18,000 per month
12 months	£15,000 per month

4. Incident and Change Support (Out-of-Scope)

Where support requests fall outside the agreed scope, additional charges apply.

Extra Service	Unit	Price
Out-of-scope incident support	Per hour	£200
Emergency change support	Per hour	£250
Major incident coordination	Per incident	£800

5. Onboarding Costs

Service Item	Unit	Price
Initial onboarding and environment assessment	One-off	£3,500
Additional environment onboarding	Per environment	£2,000

6. Data Extraction and Exit Costs

Data extraction and exit support are charged at fixed rates to ensure transparency.

Service Item	Unit	Price
Data extraction support	Per environment	£6,000
Documentation and handover	One-off	£2,000
Secure access removal and exit validation	One-off	£3,000

7. Optional Add-On Services

Optional Service	Unit	Price
Dedicated Technical Account Manager	Per month	£4,000
Enhanced reporting and dashboards	Per month	£2,500
Compliance and audit support	Per audit	£2500

8. Assumptions and Exclusions

- Prices assume remote delivery
 - Cloud platform usage costs are excluded
 - Third-party licence costs are excluded
 - On-site support is excluded unless separately agreed
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