Support Offerings

Confidential - Not for redistribution

www.webcurl.co.uk | info@webcurl.co.uk | 01865 741762

Support Levels

Bronze

- 2 Supported Environments
- 1 Nominated Support Contact
- Includes 30 hours break-fix support

£5,800

Silver

- 2 Supported Environments
- 2 Nominated Support Contact
- Includes 50 hours break-fix support
- Small Change Requests (Max 4 hours Dev Per Month)
- Annual Service Reviews

£10,020

Gold

- 2 supported Environments
- 3 Nominated Support Contacts
- Includes 100 hours break-fix support
- Extended Support Service – Including Small Change Requests (Max 1 Day Dev Per Month)
- Quarterly Service Reviews

£17,400

Platinum

- 3 supported Environments
- 5 Nominated Support Contacts
- Includes 200 hours break-fix support
- Extended Support Service – Including Small Change Requests (Max 2 Day Dev Per Month)
- Monthly Service Reviews

£29,500

Prices effective from 1st April 2025

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Service Level Agreements

Priority Level	Bronze	Silver	Gold	Platinum
P1 – Critical Business Critical Issue	**P1 - Critical** 4 hours response 2 days resolution	**P1 - Critical** 2 hours response 1 day resolution	**P1 - Critical** 1 hour response 6 hours resolution	**P1 - Critical** 30 mins response 4 hours resolution
P2 – High Important issue affecting performance	**P2 - High** 2 days response 5 days resolution	**P2 - High** 1 day response 3 days resolution	**P2 - High** 4 hours response 2 days resolution	**P2 - High** 2 hours response 1 day resolution
P3 – Normal Normal priority issue	**P3 - Normal** 5 days response 7 days resolution	**P3 - Normal** 3 days response 5 days resolution	**P3 - Normal** 2 days response 4 days resolution	**P3 - Normal** 1 day response 3 days resolution
P4 – Low Non-critical issue not affecting performance	**P4 - Low** 7 days response 10 days resolution	**P4 - Low** 5 days response 7 days resolution	**P4 - Low** 3 days response 5 days resolution	**P4 - Low** 2 days response 4 days resolution

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Service Level Agreements

Priority Level

P1 – Critical
Business Critical Issue

P2 – High
Important issue affecting performance

P3 – Normal
Normal priority issue

P4 – Low
Non-critical issue not affecting performance

P1 - Critical
30 mins response
4 hours resolution

P2 - High
2 hours response
1 day resolution

P3 - Normal
1 day response
3 days resolution

P4 - Low
2 days response
4 days resolution

Additional Support Hours

10 Hours

Support allocation

Capped usage across term

£1,250

20 Hours

Support allocation

Capped usage across term

£2,500

30 Hours

Support allocation

Capped usage across term

£3,800

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Additional Support Hours

50 Hours

Support allocation

Capped usage across term

£6,020

**Representative 5% Discount*

100 Hours

Support allocation

Capped usage across term

£11,400

**Representative 10% Discount*

200 Hours

Support allocation

Capped usage across term

£21,500

**Representative 15% Discount*

Prices effective from 1st April 2025

* Discount comparison refers to our standard daily rate of £950

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