

PACKAGE LEVEL	STARTER	STANDARD	PREMIUM	ENTERPRISE
Plan Details Overview				
Covered Devices	Up to 20	Up to 50	Up to 100	Up to 200
Recommended Users	1 to 10 users	5 to 25 users	10 to 50 users	25 to 125 users
Included Arrivals	-	1	1	2
Included Support Hours	5 Hours	10 Hours	20 Hours	60 Hours
Dedicated Manager	No	No	Yes	Yes
Unused Hours				
Monthly Cap	2 Hours	3 Hours	5 Hours	15 Hours
Annual Cap	24 Hours	36 Hours	60 Hours	180 Hours
Response Times				
General Support SLA Guarantee	10 Hours	8 Hours	8 Hours	6 Hours
Emergency Support SLA Guarantee	6 Hours	4 Hours	4 Hours	4 Hours
Unrelated Questions SLA Guarantee	14 Hours	12 Hours	10 Hours	10 Hours
Support Schedule				
Weekdays	10:00 - 18:00	09:00 - 18:00	09:00 - 19:00	08:00 - 19:00
Weekends	Extra	Extra	12:00 - 16:00	10:00 - 16:00
Public Holidays	Extra	Extra	Extra	Extra
On-Demand Services				
Advanced Consultation Hours (per hour)	€ 140	€ 120	€ 120	€ 120
Advanced Deployment (per hour)	€ 120	€ 120	€ 100	€ 100
On-Demand Support				
General Remote Support (per hour)	€ 80	€ 70	€ 70	€ 65
General On-site Support (per hour)	€ 80	€ 70	€ 70	€ 65
Per Arrival				
Limassol (per visit)	€ 10	€ 10	€ 10	€ 10
Paphos, Larnaca (per visit)	€ 60	€ 50	€ 50	€ 40
Nicosia (per visit)	€ 70	€ 60	€ 60	€ 50
Admin Fee (per contract / renewal)	€ 60	€ 60	€ 60	€ 60
Monthly Price (1-month contract)	€ 460	€ 900	€ 1,700	€ 4,800
Monthly Price (12-month contract)	€ 440	€ 860	€ 1,600	€ 4,500
Monthly Price (12-month prepaid)	€ 420	€ 820	€ 1,500	€ 3,900

SERVICE UPGRADES

Custom Schedule	09:00 - 20:00	08:00 - 20:00	08:00 - 22:00	08:00 - 24:00
Weekdays	€ 125 / month	€ 250 / month	€ 400 / month	€ 650 / month

Clients on any package can extend standard Weekday support with an upgrade. This recurring monthly add-on to your subscription fee sets new, extended Weekday support times, replacing default hours. This add-on modifies Weekday hours only; Weekend and Public-Holiday support is arranged separately on a custom basis.

How to Use this Upgrade

1. Identify Hours: Find your default Weekday schedule in the “Support Schedule” table.
2. Determine Goal: Decide on your desired new extended window from the options above.

Example Scenario: A client with the Standard Package (default 09:00—19:00) selects the 09:00—20:00 option. Referring to the table, this costs an additional € 125 per month. This amount is added to their subscription, and their new Weekday hours become 09:00 to 20:00.

Accelerated Response	- 1 Hour	- 2 Hours	- 3 Hours	- 3.5 Hours
General Support SLA	€ 100 / month	€ 200 / month	€ 300 / month	€ 450 / month
Emergency Support SLA	€ 150 / month	€ 300 / month	€ 450 / month	€ 1,000 / month

Clients on any package can purchase an Accelerated Response upgrade for faster SLA response times. This is a recurring monthly add-on for both General and Emergency Support. The fees in the table represent the monthly cost to reduce your plan’s default response time (fastest possible response is 0.5 hours).

How to Calculate Your Upgrade

1. Identify SLA: Find your default SLA in the “Response Times” table.
2. Determine Goal: Decide your desired new response times (e.g. 1 hour).

Example Scenario: A Standard Package client (Default Emergency SLA: 4 Hours) wants the 0.5-hour response. They must purchase a reduction. Per the table, a 3.5-hour reduction costs an additional € 1,000 per month. This is added to their subscription. Their new Emergency SLA becomes 0.5 hours (General remains 8 hours).

This document and the prices contained herein have been reviewed, modified, and published as of **August 2025**. This price list is the most current schedule and supersedes any and all previously published price lists, quotations, proposals, or pricing agreements, whether written or verbal, issued prior to this date.

Nikita Snigirev
Managing Director



PACKAGE LEVEL
Specifies the formal designation of the selected service plan.
Plan Details Overview

Covered Devices	<i>The total quantity of devices supported under this specific plan.</i>
Recommended Users	<i>The suggested user count manageable for the selected subscription.</i>
Included Arrivals	<i>How many included (toll-free) arrivals are included within the package.</i>
Included Support Hours	<i>The standard monthly allotment of support hours for this subscription.</i>
Dedicated Manager	<i>Indicates if a dedicated account manager is assigned to this plan tier.</i>

Unused Hours

Monthly Cap	<i>The maximum monthly unused hours that can be rolled over.</i>
Annual Cap	<i>The maximum hours that can be rolled over within a calendar year.</i>

Response Times

General Support SLA Guarantee	<i>Guaranteed response time window for standard, non-urgent support.</i>
Emergency Support SLA Guarantee	<i>Guaranteed response time window for high-priority emergencies.</i>
Unrelated Questions SLA Guarantee	<i>Response time for inquires regarding future projects or unrelated work.</i>

Support Schedule

Weekdays	<i>Defines the standard hours for processing requests Monday - Friday.</i>
Weekends	<i>Defines the specific operating hours for processing requests (Sat/Sun).</i>
Public Holidays	<i>Defines the availability of optional support coverage on public holidays.</i>

On-Demand Services

Advanced Consultation Hours	<i>The hourly rate for strategic IT services (audits, architecture etc).</i>
Advanced Deployment	<i>The hourly rate for complex implementation (e.g. server room setup).</i>

On-Demand Support

General Remote Support	<i>The per-hour cost for remote IT support (exceeding allowance).</i>
General On-site Support	<i>The per-hour cost for on-site IT support (exceeding allowance).</i>

Per Arrival

Limassol	<i>The non-included (extra) per-visit fee for on-site calls in Limassol.</i>
Paphos, Larnaca	<i>The non-included per-visit fee for on-site calls in Paphos/Larnaca.</i>
Nicosia	<i>The non-included per-visit fee for on-site calls in Nicosia.</i>

Admin Fee (per contract / renewal)

Monthly Price (1-month contract)

Monthly Price (12-month contract)

Monthly Price (12-month prepaid)

The processing fee applied to all contract renewals (new/existing).
The monthly cost for a rolling, single-month (1-month) term.
The monthly cost when committed to a 12-month service term.
The monthly rate (billed annually) for a 12-month prepaid term.

DISCLAIMER***Please read this disclaimer before proceeding with a quotation.*****Publication and Validity**

This price list was reviewed, modified, and published in August 2025. It supersedes and invalidates all previously published pricelists and quotations. The prices and terms detailed herein are effective immediately as of the publication date and remain valid until a subsequent revision is issued. Any outdated versions should be considered null and void upon release of this updated pricelist.

Governing Agreement & Contractual Status

This document is provided for information and reference purposes only. It does not constitute a binding offer or a contractual agreement. All services provided, and any resulting contractual obligations, will be governed exclusively by our Standard IT Support Agreement or our Pay-as-you-go IT Support Agreement.

All prices, services, and descriptions in this document are indicative and non-contractual until they are finalized and confirmed within a formal, signed service agreement executed by both parties. Clients are encouraged to carefully review the terms of the applicable agreement before engaging services to ensure full understanding of rights and responsibilities.

Right of Refusal for Complex Environments

All services and add-ons, particularly high-availability options such as the Accelerated Response SLA (e.g. the 3.50 hour reduction to a 0.5-hour response), are subject to an internal technical and operational feasibility review.

We reserve the right to decline the application of specific add-ons, or to propose alternative solutions, if a client's business operations, existing infrastructure, or technical environment are determined to be "overly complex" or otherwise incompatible with the standardized requirements for that service level. This assessment aims to maintain service quality and ensure feasible and realistic delivery of the agreed-upon service levels.

A final confirmation of service eligibility will be provided during the formal quoting process.

General Terms

All prices are exclusive of VAT and any other applicable taxes, unless otherwise stated. Prices are subject to change without prior notice. Typographical errors and omissions are expected. We recommend clients verify pricing at the time of order and reconfirm any quotes prior to contract signing to avoid misunderstandings.

Please review the adjacent documents. These are our standard agreements which govern our contractual relationship and apply to all services utilized. This price list is provided for reference in conjunction with, and is subject to, the terms outlined in these core documents .



Managed IT
Support Agreement



PAYG IT Support
Agreement.pdf