



NCI Standard Labour Rates

Document Ref: TS-04 NCI

Last updated: 21st March 2021

Installations, Configurations & Support

Contract customer rates: (for scheduled work) £74 per hour £555 per day

Evenings: Time and a half

Weekend: Double time

Bank Holiday: Triple time

Available to customers that have an active support contract, or managed service such as BDR or Managed Firewall

Non contract rates: (for scheduled work) All other customers £85 per hour £637.50 per day

Evenings: Time and a half

Weekend: Double time

Bank Holiday: Triple time Out of hours support (non scheduled support)

These charges apply to all customer unless you have a pre-arranged out of hours contract

Infrastructure

Contract customer rates: (for scheduled work) £84 per hour £630 per day

Evenings: Time and a half

Weekend: Double time

Bank Holiday: Triple time

Available to customers that have an active support contract, or managed service such as BDR or Managed Firewall.

Non contract rates: (for scheduled work) All other customers £96 per hour £720 per day

Evenings: Time and a half

Weekend: Double time

Bank Holiday: Triple time Out of hours support (non scheduled support)

These charges apply to all customer unless you have a pre-arranged out of hours contract.

Out of hours support (non scheduled support)

These charges apply to all customer unless you have a pre-arranged out of hours contract.

Hours covered:

From 5.30pm – 9pm Monday – Friday

From 9am – 9pm Saturday and Sunday

Bank holidays 9am – 9pm

Christmas day: CLOSED

£180 per hour, minimum of 1 hour charge

Updated by James Scott