

NETWORK MANAGEMENT

Raak ICT BV

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Raak ICT advises, manages, delivers, supports, monitors and maintains. Whether it is about a system on-premise or a cloud service, we render our services according to the following guidelines:

Supportdesk

The Raak ICT supportdesk is reachable during business days between 8:30 am and 5:30 pm. We handle every request as a ticket with a unique number to make sure we keep all information together. This ensures that communication is clear and structured both internally and externally. You can submit tickets by phone, by e-mail via support@raakict.nl or via our online portal at <https://support.raakict.nl>. Through our portal you can also view all ongoing and historical tickets, both your own and (with sufficient rights) of your entire organization. Please contact us for your credentials.

After hours stand-by service

We understand your IT-infrastructure needs to be operational 24x7. Our after hours stand-by service is therefore at your service 24 hours a day, 7 days a week. You do not pay a monthly fee to use our stand-by service. Just a starting fee will be calculated per reported incident. So we only charge you in case you actually use our stand-by service.

Hardware

Raak ICT is a brand-independent hardware supplier. We can supply hardware from almost all premium brands. Because of our experience and knowledge of most product ranges, we can advise which hardware fits best for your company. When you purchase hardware through our hardware delivery-service, the advice is free of charge in nearly all cases. Of course you can also choose to purchase hardware from another supplier. We will be happily advising you in those situations, and will charge our usual hourly rate.

Rates

We charge a single hourly rate, regardless of the type of labor. The performed labor will be charged on a pay-per-use base. There is no monthly subscription. Outside our office hours we charge an increased rate. Our office hours are on weekdays from 8:30 am to 5:30 pm.

	<i>Invoice method</i>	<i>Rate</i>
Labor rate during business hours	Registration per minute. Invoiced per month, rounded up per ticket to one fifth of an hour (12 minutes).	€ 81 per hour
Labor rate outside business hours	Registration per minute. Invoiced per month, rounded up per ticket to one fifth of an hour (12 minutes).	€ 121,50 per hour
After hours stand-by service	Starting rate	€ 75 per incident
Travel costs	The travel time of a one way trip is added to the work.	€ 81 per hour

Billing

We charge on pay-per-use base per calendar month. Regardless whether the ticket has been completed at the end of each month, you will receive an invoice at the beginning of each month of the work performed in the previous month. The payment term is 21 days.

To provide more insight we provide a customer portal with specification of the work performed. As well billed work as well as work of the current month are visible within the portal.

All rates in this document are excluding VAT.

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