Curriculum
Connect-Up Service Level Agreement

I agree to the cost of the Curriculum Managed Service Level Agreement as specified below. An invoice will be sent to the school for the total annual amount. The provision of services shall commence from: 1st April 2013:

SLA/ID No: 2445

School: Brownhill Primary

Address:
Torre Drive
LEEDS
LS9 7DH

Signature: ……………………………… Headteacher: ………………………………

Contract Type (e.g. half day per week etc):	Weekly - Half Day
Standard Price	£3540.00
Discount	10%
Saving	£354.00
Your Price	**£3186.00**
Free Emergency callouts:	3
Additional scheduled labour charges:	£250.00 per day if required £125.00 per half day if required

Please sign and faxback to 0113 2319139.

Family Discounts available on request

SIMS ACCREDITED Support Team

ISO 9001 REGISTERED FIRM
NICEIC APPROVED CONTRACTOR
Contractor Plus
constructionline
ISO 14001 REGISTERED FIRM

Pricing Schedule

All prices based on a full school year i.e. 39 weeks

½ Day per Week - £3,540.00 per year
1 Day per Week - £6,490.00 per year
1 ½ Days per Week - £9,460.00 per year
2 Full Days per Week - £11,020.00 per year

Additional Services

Chargeable work such as installation of new hardware and software, breakdowns and repairs and will be provided through agreement with the school on agreed pricing schedules with a written quotation.

Key services and charges are detailed below:

Additional half day engineer time - **£150.00**

Additional full day engineer time - **£250.00**

Remote Home Login - **£25.00 per user**

Scan and removal of all Antivirus/Spyware/Malware - **£25.00**

Reload Of Operating System - **£30.00**

Installation Of Software (Non O.S) - **£1.50 per title / £5.00 per block of 5**

Password Removals/Changes - **£10.00**

Laptop or Server Motherboard Replacement – **Cost of Hardware + £50.00**

Other Hardware Replacements - **Cost of Hardware + £25.00**

Data Recovery (Non-Server) - **£25.00**

Hardware Upgrades - **Cost of part(s) + £25.00**

Hardware Cleaning - **£15.00**

Re-apply cooling paste - **£2.00**

Remote Access Permission Form

Please complete and return this form to:

Lee Calvert,
Connect Up Ltd
The Old Tannery
2 Barras Street
Leeds
LS12 4JS
Telephone: 0113 263 1904
FAX: 0113 2319 139

School Name: Brownhill Primary

The school requests Leeds Learning Network **allows / does not allow** (delete as applicable) remote access by Connect Up Limited to your:

Admin Network only	☐
Curriculum Network only	☐
Admin and Curriculum Network	☐

The school accepts that the Leeds Learning Network is not responsible for any adverse impact to the network and IT infrastructure – as indicated above, which might be caused as a result of the remote support access.

Signature of Headteacher		Date	
Headteacher's Name		School DFES	2445

Must be returned prior to support commencing