

**Amanet Ltd**  
Oakham Computer Centre  
12 Station Approach  
Oakham  
Rutland LE15 6QW

tel: +44 [0]1572 770653

email: [info@amanet.co.uk](mailto:info@amanet.co.uk)  
web: [www.amanet.co.uk](http://www.amanet.co.uk)

Adam Lowe  
Oakham Town Council  
Rol House  
Long Row  
Oakham  
Rutland LE15 6NL

30 April 2024

Dear Adam,

Further to our meeting last week, I'm happy to provide you with information and costs for supporting your IT requirements. Our support offerings consist of the following;

- Telephone Support & Remote Assistance, provides you with speedy responses and resolutions directly to your desktops via remote desktop, email or telephone. For a fixed monthly fee you get access to our helpdesk during working hours or after hours by special arrangement.
- Ad-Hoc or Retainer based IT Services which can be used for any of your IT or technology requirements, such as on-site interventions for hardware breakdown or investigations, preventative maintenance and health checks, and for any specific IT Consultancy & Technology projects that you may have. Prices are based on an hourly rate with reduced rates for retainer agreements.

We will be happy to provide support to all your users and your network. We can also take over management and support for your Office 365 Tenant. This will need some migration away from your current Microsoft Partner and so would need to be carefully managed.

You'll find more information and a draft agreement on the following pages. We will need to undertake a full audit prior to commencement. The audit is chargeable at our hourly rates and will help us to establish and solve any pre-existing issues as well as providing us with complete details of your network, equipment and services which we will need to fully support you.

If you require any further information or you would like to discuss this further, please do not hesitate to contact me directly. In the meantime, I look forward to receiving your instructions.

Yours sincerely



Andreas Menzies  
Managing Director

