

Ad Hoc Support

We provide support to our customers at the following rates.

For the first month after we build a new site, user support on the site is free.

Our normal rates then apply as follows. (unless included in an agreed package)

Telephone support - 15€ per incident

On site support - 30€ per hour or part, plus travel.

Extra pages of content 50€ per page

Additional email accounts added 15€

Addition of an on-line shop or online estate agency - 250€

content added to on-line shopping accounts - 30€ per 50 items

properties added to estate agency sites - 30€ per 10 properties.

All requests for assistance logged by telephone or email, between 9am and 6pm Madrid/Paris/Berlin Monday-Friday are responded to within a maximum of 4 hours, immediatly if one of us is at a computer. Calls outside this time will be responded to as quickly as possible.

New content will be added, and page modifications will be done within one working day.