

UR COMMUNICATIONS BV SERVICES & FEES – JULY 2025



One-Time Hourly Monthly

Ask A Technical Question (AATQ)

Best Effort, Email Only € 25,00

Concierge (SLA, required for monthly billables)

Baseline (Email, business hours, NBD response) € 49,00

Extended (Email + Chat, 24/7, 12h response) € 149,00

Professional (All Channels, 24/7, 4h response) € 649,00

TimeTicket (Hours)

Per Incident (1 hour) 1 € 299,00

Support Contract (Baseline, 4 hour minimum) 4 € 99,00 € 396,00

Support Contract (Extended, 32–128 hours) 32 € 89,00 € 2.848,00

Services

Domain Registration COST + ~ €3

Basic DNS, Web & Mail Services € 49,00 € 19,00

Managed VM, Baseline Administration (Linux) € 199,00 € 49,00

Managed VM, Baseline Administration (Windows) € 399,00 € 129,00

Dedicated Server, Baseline Administration (Linux) € 199,00 € 79,00

Dedicated Server, Baseline Administration (Mac) € 299,00 € 129,00

Dedicated Server, Baseline Administration (Windows) € 499,00 € 299,00

Legacy Support, Per Host (Additional) € 149,00

Host Security Audit (Baseline, Remote, 2h) € 199,00

Infrastructure Security Audit (Extended, Remote, 2d) € 1.999,00

All prices are ex BTW/VAT, and other applicable fees. The latest version of this document is always available via our website @ www.ur.nl. Questions? Contact us at 'support@ur.nl' 