

# 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](http://www.ur.nl). Questions? Contact us at '[support@ur.nl](mailto:support@ur.nl)' 