



Plan-IT Consulting Limited, Unit 9A Delta Terrace, West Road, Ipswich, Suffolk, IP3 9FH
Tel: 01473 723046 • Email: support@plan-it.co.uk • Company Number: 07168428

FOREST UPDATES AND SUPPORT SUBSCRIPTION PRICE GUIDE

Effective 7th April 2025

All services available Monday to Friday, 8:30 AM to 5:30 PM (Excluding Bank Holidays)

Bronze Subscription

- **Response Time:** Initial response within 4 business hours.
- **Services:**
 - Ticketing only advice service for Forest Software Issues, Supplier Price & Supersession flows.
- **Additional Charges:**
 - All remote assistance for Forest issues (diagnosis, repair and data investigation) and non-forest issues is chargeable.
- **Pricing:**
 - Forest Master: £1,200 + VAT per annum
 - Additional Licensed Workstations: £130 + VAT each per annum

Silver Subscription

Includes everything in Bronze, PLUS:

- **Response Time:** Initial response within 2 business hours.
- **Services:**
 - Ticketing and phone advice service for Forest Software Issues, Supplier Price & Supersession flows.
- **Additional Charges:**
 - All remote assistance for Forest issues (diagnosis, repair and data investigation) and non-forest issues is chargeable.
- **Pricing:**
 - Forest Master: £1,300 + VAT per annum
 - Additional Licensed Workstations: £135 + VAT each per annum

Gold Subscription

Includes everything in Silver, PLUS:

- **Response Time:** Initial response within 1 business hour.
- **Services:**

IT Support • Hardware Installation • Antivirus Solutions • Disaster Recovery • Network Security • Backup Solutions
Cloud • Virtual Technology • Internet Connections • Project Management • Telephone Systems • Compliance



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- Ticketing, phone and remote support service for Forest Software Issues Supplier Price & Supersession flows.
 - **Additional Charges:**
 - Any remote support necessary that is not solely a Forest issue, at Plan-IT's discretion, for example, involves third-party, hardware or software support.
 - **Pricing:**
 - Forest Master: £1,500 + VAT per annum
 - Additional Licensed Workstations: £150 + VAT each per annum
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Additional Services

Forest Remote Sessions (Free for Gold Subscribers):

- £60 + VAT per hour (chargeable in 15-minute increments)

Forest Remote Sessions (For Non-Subscribers):

- £240 + VAT per hour (chargeable in 15-minute increments)

General IT Support (For All Customers):

- £60 + VAT per hour (chargeable in 15-minute increments)
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Payment Options (for Bronze, Silver, and Gold Subscriptions):

The prices shown above cover 10 months.

- **Single Payment Option:** Pay for 10 months and get 2 months free (for a total of 12 months coverage).
 - **Monthly Payment Option:** Pay monthly via standing order (12 payments of one-tenth of the annual price; no free months).
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TERMS OF BUSINESS – Annual Subscription

- (a) All customers paying annually must pay the invoice within 28 days of being issued. Pro rata refunds are not available should you choose to stop using the service.
- (b) If any invoices are unpaid within fourteen (14) days of the due date, Plan-IT Consulting Ltd reserves the right to terminate the agreement after written notice has been issued and payment has not been made within the stated period.
- (c) Either party shall be entitled to terminate this Agreement at any time without notice if the other party ceases or threatens to cease to carry on business, or the other party is unable to pay its debts or enters into compulsory or voluntary liquidation.
- (d) Plan-IT Consulting Ltd ("The Provider") shall not be liable to "The Client" for any indirect, consequential, incidental, punitive, or special damages (including, but not limited to, loss of profits, loss of data, business interruption, or third-party claims) arising out of or in connection with the performance or non-performance of this Agreement, even if The Provider has been advised of the possibility of such damages.
- (e) All annual paying customers using "additional services" will be issued an invoice at the end of the month with 28-day payment terms and an itemised timesheet. (Forest remote support sessions are included with the gold subscription)
- (f) This Agreement shall be governed by and construed in accordance with the laws of England and Wales. Both parties agree that any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

TERMS OF BUSINESS – Monthly Subscription

- (a) All customers paying monthly must set up a standing order for the 1st of each month.
 - (b) This agreement shall automatically renew every Calendar month unless terminated by the Client giving at least 30 days written notice.
 - (c) If any invoices are unpaid within fourteen (14) days of the due date, Plan-IT Consulting Ltd reserves the right to terminate the agreement after written notice has been issued and payment has not been made within the stated period.
 - (d) If a standing order is cancelled mid-term, the outstanding balance will be due immediately, and all pricing benefits received during the year will be forfeited.
 - (e) Either party shall be entitled to terminate this Agreement at any time without notice if the other party ceases
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or threatens to cease to carry on business, or the other party is unable to pay its debts or enters into compulsory or voluntary liquidation.

- (f)** Plan-IT Consulting Ltd ("The Provider") shall not be liable to "The Client" for any indirect, consequential, incidental, punitive, or special damages (including, but not limited to, loss of profits, loss of data, business interruption, or third-party claims) arising out of or in connection with the performance or non-performance of this Agreement, even if The Provider has been advised of the possibility of such damages.
- (g)** All monthly paying customers using "additional services" will be issued an invoice at the end of the month with 28-day payment terms and an itemised timesheet
- (h)** This Agreement shall be governed by and construed in accordance with the laws of England and Wales. Both parties agree that any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.