Invoice

INVOICE # PIT-24811

ISSUED 1 Dec 2026

DUE DATE 15 Dec 2026

PIT
PENNINE IT

FROM
Pennine IT Services Ltd
Hannah Wright
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accounts@pennineit.example
Kelham Island Works, 21 Alma St, Sheffield S3 8SA
VAT: GB 402 7718 59
Company no.: 09218834

BILL TO
Hallam & Rowe Architects LLP
Edward Rowe
+44 114 496 0715
edward@hallamrowe.example
3 Paradise Square, Sheffield S1 2DE

SERVICE PERIOD	CONTRACT	YOUR PO	TERMS
1–30 November 2026	Managed services agreement, 24 months from 1 Jan 2026	HR-PO-1187	14 days

#	ITEM	QTY	PRICE	DISC.	TAX	TOTAL
	Monthly services, November 2026					
1	**Managed IT support** Code: MS-SUP Helpdesk 8:00 to 18:00, patching, monitoring and user changes.	38 users	£42.00	–	20%	£1,915.20
2	**Cloud backup** Code: MS-BKP 38 laptops and 3 servers, kept for 90 days.	41 devices	£6.50	–	20%	£319.80
3	**Security monitoring and firewall** Code: MS-SEC	1 site	£180.00	–	20%	£216.00
					Subtotal: Monthly services, November 2026	**£2,451.00**

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#	ITEM	QTY	PRICE	DISC.	TAX	TOTAL
	Additional work					
4	**On-site engineering** Code: AW-ONS Tickets: #5512, #5530, see the log	6.5 hrs	£78.00	–	20%	£608.40
5	**Email migration project** Code: AW-MIG Quote: PIT-Q-2026-118, approved 22 Oct Moved 38 mailboxes and shared calendars to the new tenancy over the weekend of 14 November.	12 hrs	£85.00	–	20%	£1,224.00
6	**Out-of-hours call-out** Code: AW-OOH When: Sat 21 Nov, 19:40, plotter server down	1 call-out	£150.00	–	20%	£180.00
					Subtotal: Additional work	**£2,012.40**

Subtotal	£3,719.50
VAT 20%	£743.90
Amount due	**£4,463.40**

Work log, billable hours

DATE	TICKET	WORK	HOURS
3 Nov	#5512	Set up two new starters' laptops and plotter access	2.5
17 Nov	#5530	Replaced the failed switch in the model shop	4.0
14–15 Nov	Project	Email migration, out of hours as agreed	12.0
21 Nov	#5544	Out-of-hours call-out, plotter server restarted	Call-out

Helpdesk tickets covered by the monthly fee are not listed: 46 tickets this month.

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Service levels this month

Against the targets in the managed services agreement.

18 min
Average first response
Target: under 1 hour

99.97%
Server uptime
Target: 99.9%

46
Tickets closed
All within target

How to pay

Please pay £4,463.40 by 15 Dec 2026, quoting invoice PIT-24811.

ACCOUNT NAME
Pennine IT Services Ltd

ACCOUNT NUMBER
62118804

BANK
Yorkshire Commerce Bank

IBAN
GB29 YCBK 4055 1762 1188 04

SORT CODE
40-55-17

REFERENCE
PIT-24811

Terms

1. Payment

1.1 Payment is due 14 days from the invoice date.

2. Late payment

2.1 We may charge statutory interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998.

3. Queries

3.1 Please raise any query within 7 days, so it can be resolved before the due date.

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