

1. services at cost:

For the deployment of our customer service personnel, we charge for travel, waiting and working hours of up to 8 hours between 8:00 a.m. and 5:00 p.m. from Monday to Friday inclusive.

- Customer service technician	112,- €
- Software engineer, designer	136,- €

2. overtime bonuses:

- for daily overtime of up to 2 hours	25%
- for daily overtime of more than 2 hours	50%
- for night work between 8 p.m. and 6 a.m.	50%
- for work on Saturdays up to 5 hours	25%
- for work on Saturdays over 5 hours	50%
- for work on Sundays	100%
- for work on public holidays	125%

3. expenses for meals and accommodation (domestic):

We calculate the expenses for meals and accommodation according to the lump sums of the Federal Ministry of Finance. For domestic travel, we charge the following per calendar day:

- Accommodation	100,00 € or according to expenditure
- for meals (absence 8 to 24 hours)	27.00 € or according to legal
- for meals (absence more than 24 hours)	52.00 € Provisions

If the cost of accommodation exceeds the flat rate, we will charge the actual accommodation costs against proof. In the case of work that takes a long time or is continued the following week, the customer service personnel are entitled to a trip home every weekend. The costs incurred for this will be invoiced. The corresponding amounts for abroad can be found in the list in the appendix.

4. travel expenses:

The cost of the corresponding means of transport will be charged for the outward and return journey. The choice of means of transportation is up to us. We charge:

- Flight economy class	
- Rail journey II. 1st class plus any surcharges, for night travel 1st class (or sleeping car)	
- Passenger car per km	0,80 €
- For other means of transport, the usual local prices will be charged	

5 Other expenses:

Costs for telephone calls and other expenses incurred during installation will be charged to the customer. The cost rates charged by us are net amounts, excluding VAT.

6 Other:

The customer must certify the working hours and work performance of the customer service personnel on the form provided on a weekly basis or after completion of the installation work. The personnel shall receive work orders exclusively from us. Unscheduled work shall always require our approval. The customer must prepare the work of the customer service personnel as far as possible and, as far as possible, provide existing equipment, tools and any labor free of charge. If tools are lost during the installation work through no fault of the customer service personnel, the customer shall be liable for compensation in the amount required to purchase new tools. The invoiced installation costs are to be paid immediately upon receipt of the invoice, without any deductions. Retention and offsetting are excluded. The service costs shall be invoiced weekly, monthly or after completion of the service at the discretion of the Supplier. The prices quoted are based on the cost factors as of 01.01.2020. In the event of an increase in these, we reserve the right to offset the installation costs. In addition, our terms and conditions of sale and delivery apply.

Meal allowance
Valid from 01.01.2024, prices in €



Country	min 24h	8-24 h	per overnight stay
Belgium	59	40	141
Germany	32	16	100
France (Departments 92-94: Hauts-de-Seine, Seine-Saint-Denis, Val-de-Marne)	58	39	159
France (Lyon)	53	36	105
France (Marseille)	46	31	101
France (Paris)	58	39	152
France (Rest)	44	29	115
France (Strasbourg)	51	34	96
Great Britain (London)	66	44	163
Great Britain + Northern Ireland (Rest)	52	35	99
Italy (Rest)	42	28	150
Canada (Ottawa)	62	41	214
Canada (Toronto)	54	36	392
Canada (Vancouver)	63	42	304
Canada (Rest)	54	36	214
Lithuania	26	17	109
Luxembourg	63	42	139
Mexico	48	32	177
Netherlands	47	32	122
Austria	50	33	117
Poland (Wroclaw)	33	22	117
Poland (Gdansk)	30	20	84
Poland (Krakow)	27	18	86
Poland (remainder)	29	20	60
Poland (Warsaw)	29	20	109
Portugal	32	21	111
Romania (Bucharest)	32	21	92
Romania (Rest)	27	18	89
Switzerland (Geneva)	66	44	186
Switzerland (Rest)	64	43	180
Spain (Barcelona)	34	23	144
Spain (Canary Islands)	36	24	103
Spain (Madrid)	42	28	131
Spain (Palma de Mallorca)	44	29	142
Spain (Rest)	34	23	103
Czech republic	32	21	77
Hungary	32	21	85
USA (Atlanta)	77	52	182
USA (Boston)	63	42	333
USA (Chicago)	65	44	233
USA (Houston)	62	41	204
USA (Los Angeles)	64	43	262
USA (Miami)	65	44	256
USA (New York City)	66	44	308
USA (San Francisco)	59	40	327
USA (Washington, D. C.)	66	44	203
USA (Rest)	59	40	182
Russian Federation (Yekaterinburg)	28	19	84
Russian Federation (Moscow)	30	20	110
Russian Federation (St. Petersburg)	26	17	114
Russian Federation (Rest)	24	16	58