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CUSTOMER FIELD SERVICE & ASSISTANCE VIA MODEM GENERAL RATES & CONDITIONS

As of September 16th, 2005

FIELD SERVICE

PER DIEM RATE	EUR 800.00 PER DAY	8 Hour Day, Monday-Friday 7 AM to 6 PM, including time to and from job site
OVERTIME	EUR135.00 PER HOUR	Regular overtime and all hours prior to 7 AM or after 6 PM and all weekend time, including travel time to and from job site
TRAVEL AUTO company	EUR 0.75 PER KM	Auto kilometerse covering or personal cars
PUBLIC TRANSPORT	AT COST	
STAND-BY & HOLDOVER TIME	SAME AS SERVICE RATE	
MEALS & LODGING	AT COST	Includes all meals and lodging to, from and while at job site

MODEM TIME

FIRST HOUR RATE hour including	EUR 75.00	Assistance up to one telephone charge
ADDITIONAL TIME	EUR 40.00 PER ½ HOUR	Includes telephone charge