

**CUSTOMER FIELD SERVICE & ASSISTANCE VIA MODEM  
GENERAL RATES & CONDITIONS**

As of January 1st, 2010

**FIELD SERVICE**

PER DIEM RATE	EUR 1080.00 PER DAY	8 Hour Day, Monday-Friday 7 AM to 6 PM, including time to and from job site
OVERTIME	EUR 200.00 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	EUR 1.50 PER KM	Auto kilometers covering company or personal cars
AIRLINES	AT COST	
RENTAL CARS	AT COST	
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	EUR 150.00	Assistance up to one hour including telephone charge
ADDITIONAL TIME	EUR 65.00 PER ½ HOUR	Includes telephone charge