



## Service Level Agreements

SLA Levels	No contract	Basic - €250/month	Advanced €500/month	Premium €1000/month
Remote service	€87,50 p/h (minimum of 30 minutes cost €43,75 per ticket)	4 hours per month included, after €87,50 p/h	8 hours per month included, after €87,50 p/h	15 hours per month included, after €87,50 p/h
Service on location - Standard machines	€87,50 p/h	€87,50 p/h	€87,50 p/h	€87,50 p/h
Service on location - High end machines (CN-Carbon, OT, NG)	€110,00 p/h	€110,00 p/h	€110,00 p/h	€110,00 p/h
Speed service on location within 48 hours travel and service hours x 150%	Standard: €131,25 p/h, High end: €165,00 p/h	Standard: €131,25 p/h, High end: €165,00 p/h	Standard: €87,50 p/h, High end: €110,00	Standard: €87,50 p/h, High end: €110,00
Training hours	Standard: €87,50 p/h, High end: €110,00	Standard: €87,50 p/h, High end: €110,00	Standard: €87,50 p/h, High end: €110,00	Standard: €87,50 p/h, High end: €110,00
Travel hours standard and High-end machines	Standard - €87,50 p/h - High-end €110,00 p/h	Standard €70,00 p/h - High-End €90,00 p/h	Standard €70,00 p/h - High-End €90,00 p/h	€70,00 p/h
Kilometer cost	€0,65 p/km	€0,65 p/km	€0,65 p/km	€0,65 p/km
Hotel/Flight ticket /Rental car	actual cost	actual cost	actual cost	actual cost
Software updates	cost based	50% cost based	included	included
Administration cost ticketing	€7,50 per ticket Prepare service visit €43,75 After care service visit €21,88	included	included	included
Wheel consultancy	€110,00 p/h	€87,50 p/h	redeemable with remote service or otherwise €87,50 p/h	included
Webshop access	on request	included	included	included
Knowledge Base	No acces	included	included	included
Guarantee on new machines	12 months	24 months	30 months	36 months
Daily cost visit	€100,00 each day	€100,00 each day	€100,00 each day	€100,00 each day
Priority with planning	no	no	yes	yes
Discount on parts and service kits	no	3%	5%	10%
Fixed price maintenance for all the machines	no	no	possible	possible
Year contract	actual cost	€2910,00 (3% - €90,00 discount)	€5820,00 (3% - €180,00 discount)	€11640,00 (3% - €360,00 discount)