

PRICE LIST OF HELPDESK SERVICES

Document number: 53-4-0/24

Place and date: Belgrade, May 31, 2024

Prepared by: Helpdesk



Price list of Halcom Helpdesk services

<i>SERVICE</i>	<i>Charged</i>	<i>Price¹ (EUR)</i>
<i>Hal E-Bank/Personal</i>		
Installation of single-user version Hal E-Bank/Personal	per service	30,00
<i>Hal E-Bank/Corporate</i>		
License for the use of Hal E-Bank/Corporate ²	one time	190,00
Installation of multi-user version Hal E-Bank/Corporate on server (one hour)	per service	70,00
Installation of multi-user version Hal E-Bank/Corporate on client (30 minutes)	per service	30,00
Database transfer to a new Hal E-Bank/Corporate server (one hour)	per service	70,00
Annual maintenance ³	per year	70,00
<i>Other</i>		
Training for Hal E-Bank/Personal or Corporate - Domestic payments (one hour)	per service	70,00
Training for Hal E-Bank/Personal or Corporate – Foreign payments (two hours)	per service	140,00
Fee for each additional hour as needed and requested by the client	per service	40,00
Fee for a service that is not performed due to the fault of the client	per service	30,00

Price list is valid from 1.1.2023.

¹ All listed prices do not include VAT and are calculated at the middle rate of the National Bank of Serbia on the day of invoicing. For services performed outside of Belgrade, we charge incurred travel expenses based on valid regulations published in the Official Gazette.

² Hal E-Bank/Corporate is a multi-user solution intended for larger legal entities. The cost of the Hal E-Bank/Corporate usage license does not include the installation cost but includes the first year of annual maintenance. The license is tied to the legal entity and is charged only once, upon the implementation of the solution.

³ By signing the order form, you are ordering annual maintenance for an indefinite period. After one year from the installation of Hal E-Bank/Corporate, annual maintenance is charged, in advance, at a rate of €70 per year.



Halcom a.d.
Beogradska 39
11000 Beograd
Srbija

T +381 11 330 65 00
E info@halcom.rs

www.halcom.rs

in f 