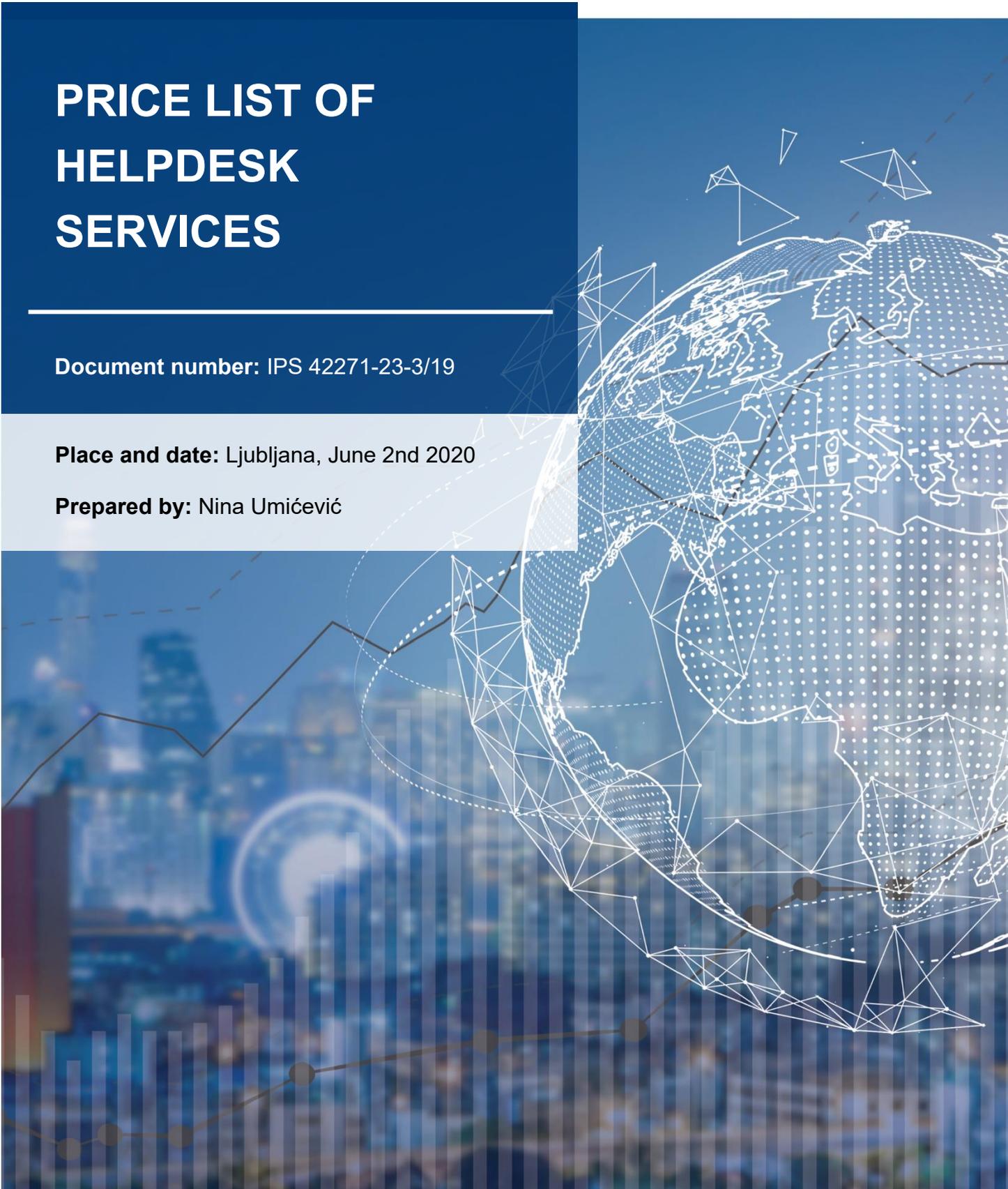


PRICE LIST OF HELPDESK SERVICES

Document number: IPS 42271-23-3/19

Place and date: Ljubljana, June 2nd 2020

Prepared by: Nina Umičević



Price list of services for Hal E-Bank

Service	Price
Installation of multi-user version of Hal E-Bank/Corporate ¹ - remote (up to 2.5 hours)	150,00 €
Installation of multi-user version of Hal E-Bank/Corporate ¹ - on site (up to 2.5 hours)	250,00 €
Installation of multi-user version on a single client (up to 30 minutes)	50,00 €
Upgrading the database on an existing server (up to 2 hours)	150,00 €
Transfer of the database to a new server (up to 2 hours)	150,00 €
Transfer of the multi-user version of Hal E-Bank/Corporate to the single-user version of Hal E-Bank/Personal (up to 1 hour)	100,00 €
Intervention: for each intervention starting hour between 8:30 and 16:30	100,00 €
Intervention: for each intervention starting hour between 16:30 and 20:00	130,00 €
Compensation for each additional working hour (if necessary and at the request of the client)	52,00 €
One year additional support service	70,00 €
Compensation for non-performed service through the fault of the client	60,00 €

We also charge actual travel costs for services on the basis of the last valid Regulation on the amount of reimbursement of costs related to work and other benefits, which is published in the Official Gazette of the Republic of Slovenia, or according to the submitted invoices.

All prices are without VAT.

¹ It includes the installation of an IBM DB2 database on a server and two Hal E-Bank/Corporate clients, as well as a one-year right to use telephone support (tel. (01) 200-33-69).



Halcom d.d.
Tržaška cesta 118
1000 Ljubljana
Slovenija

T + 386 1 200 33 40

F + 386 1 200 33 56

E info@halcom.si

www.halcom.com

