



inter.link

Pricelist & Escalation Matrix

Version 1, updated 21.02.2022

| Role | Daily Rate (8 hours) | Hourly Rate | Rate per 15min |
|---|----------------------|-------------|----------------|
| Project / Product Consulting (Business Hours) | 1.520,00 € | 190,00 € | 47,50 € |
| Engineering (Business Hours) | 1.440,00 € | 180,00 € | 45,00 € |
| Engineering (Outside Business Hours) | 1.560,00 € | 195,00 € | 48,75 € |
| Engineering (Weekend/Holiday) | 1.920,00 € | 240,00 € | 60,00 € |

Inter.link will charge the above mentioned rates on a 15 minute basis for manual change requests, customer-caused incidents, and handling of abuse complaints. Outside Business Hours, customers will be billed on a 30 minute basis and on an hourly basis on Weekends and Holidays. No charges apply for incidents and issues caused by Inter.link. Terms and Conditions apply.

The federal and state holidays for Berlin, Germany apply.

Business Hours are Monday to Friday 9 AM to 6 PM CET/CEST.

| Escalation | Name | E-Mail | Phone | Reachability |
|---------------------------|---|---|--|-----------------------|
| 1. Support | Oncall Engineer | support@inter.link | +49 30 5770 374 14 | 24/7 |
| 2. Engineering | Oncall Engineer | network@inter.link | +49 30 5770 374 17 | 24/7 |
| 3. Department Head | Mr. Christian Backe (Interim) Mr. Vincentz Petzholtz | christian.backe@inter.link vincentz.petzholtz@inter.link | +49 30 5771 238 16 +49 30 5771 238 10 | During Business Hours |
| 4. Management | Mr. Theo Voss Mr. Marc Korthaus | theo.voss@inter.link marc.korthaus@inter.link | +49 30 5770 374 11 +49 30 5770 374 12 | During Business Hours |