



inter.link

Price List & Escalation Matrix

Version 3, updated 27.10.2023

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, state, and bank holidays for Berlin, Germany apply.

Business Hours are Monday to Friday 9 AM to 5 PM CET/CEST.

Escalation	Name	E-Mail	Phone	Reachability
1. Support	Oncall Engineer	support@inter.link	+49 30 5770 374 17	During Business Hours
2. Engineering	Oncall Engineer	network@inter.link	+49 30 5770 374 14	24/7
3. Department Head	Mr. Jason Wells	jason@inter.link	+49 30 5771 238 16	During Business Hours
	Mr. Stefan Funke	stefan@inter.link	+49 30 5771 238 10	
4. Management	Mr. Theo Voss	theo.voss@inter.link	+49 30 5770 374 11	During Business Hours
	Mr. Marc Korthaus	marc.korthaus@inter.link	+49 30 5770 374 12	