



Pricelist & Escalation Matrix

Version 6, updated 28.01.2025

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 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 Leads	Mr. Stefan Funke	stefan@inter.link	+49 30 5771 238 10	During Business Hours
	Mr. Gabor Reich	gabor@inter.link	+49 157 925 224 15	
	Mr. Christian Backe	christian.backe@inter.link	+49 151 540 168 12	
4. Management	Mr. Theo Voss	theo@inter.link	+49 30 5770 374 11	During Business Hours
	Mr. Marc Korthaus	marc@inter.link	+49 30 5770 374 12	

Utilizing Slack for Communications

To facilitate smooth and immediate communication, we offer a dedicated Slack channel for our customers. This platform can be used for real-time discussions and critical escalations. However, please note the following guidelines:

- 24/7 Support for Urgent Issues:** For urgent support or emergencies, please contact us directly via email at support@inter.link or call our emergency hotline at +49-30-577037414.
- Incident Reporting:** While Slack provides a convenient means for communication, all incidents must be formally reported by creating a ticket in our support system. This ensures proper tracking and resolution of issues.
- Escalation Process:** Slack can be used as an additional channel for escalation (at level 3), but it should not replace the formal escalation matrix. For critical issues requiring escalation, please follow the established escalation procedures as detailed in the matrix.