

Description of Services and Prices

Last updated: [...]

SE shall perform the following services, to the extent such services are agreed upon.

Scope of Services

Overview of the ordered services and performances

	Service	Description
<input type="checkbox"/>	Installation	[short description]
<input type="checkbox"/>	Regular inspection/maintenance	[short description]
<input type="checkbox"/>	Troubleshooting	[short description]
<input type="checkbox"/>	24-hour on-call duty	[short description]
<input type="checkbox"/>	Provision of all tools, auxiliary and testing devices necessary for the performance of the services mentioned	[short description]
<input type="checkbox"/>	Provision and procurement of replacement parts and materials	[short description]
<input type="checkbox"/>	Consultancy and support	[short description]

Special conditions for installations

1. Client's duties to cooperate

- 1.1 The client undertakes, at his own expense, to make all necessary efforts so that the work can commence in time and be carried out without disruption. He must ensure in particular that the parts required to commence and carry out the work are at the installation site in due time, if he is responsible for the provision of such parts. Furthermore, the client must also ensure that the direct access route to the construction site is safe for vehicles and pedestrians and that the installation site is ready for installation. For work in enclosed spaces, the structure must be in a state that allows the work to be carried out under normal conditions and without disruption. Before the commencement of the works, the client must provide the necessary information on the location of hidden high voltage current, gas, water and similar systems, as well as the required information on statics.
- 1.2 The client, at his own expense and in due time after the scope and schedule of supply has been decided upon, undertakes to provide:
- a) supporting teams such as labourers and, if necessary, also brick-layers, carpenters, metalworkers, crane drivers, and other specialists, as well as all the tools they require;
 - b) all earth-moving, bedding, construction, cutting, scaffolding, and final painting work, including the materials required;
 - c) the items and materials required for the installation and bringing into service such as scaffold timber, wedges, underlays, cement, plaster and sealing material, lubricant, fuel, etc. as well as lifting tackles and other devices;
 - d) operating power and water including the connections required to the point of use, heating, and general lighting;
 - e) at the installation site for the storage of machine parts, equipment, materials, tools, etc., sufficiently large, suitable, dry and lockable rooms, and, for the installation personnel, suitable working and rest rooms including appropriate sanitary facilities. In general, the client must take the same care to protect the property of SE and the installation personnel on the construction site as he would to protect his own property;
 - f) protective clothing and equipment required due to specific circumstances at the installation site that are not common in SE's industry;
 - g) security of the construction site.

1.3 If SE has an objection to the correctness of the work and services to be taken on by the client pursuant to this section 1, SE must inform the client of such objection without delay.

1.4 If suitable housing close to the installation site is not readily and sufficiently available, the client undertakes to provide assistance in acquiring accommodation. If the efforts of SE and the client are not successful, the client has to bear the required additional costs.

2. Accident prevention

SE must comply with the accident prevention regulations of its relevant professional/trade association.

The client must also inform the installation foreman of any other accident prevention regulations that must be complied with.

The installation foreman must make sure that his personnel and personnel provided to him comply with all the aforementioned accident prevention regulations. In addition, the client must take all measures stipulated by public law or by a contract in order to prevent accidents.

The client and SE shall both make sure that in their respective area generally recognised health and safety labour regulations are complied with to ensure that the work is carried out safely. They must inform each other of the responsible persons.

If exposing the respective other party to danger during work cannot be ruled out, the client must name a coordinator with the authority to issue instructions, who coordinates the work of SE, the client, and third parties.

Service times

Service time means the period of time during which support is provided in case the client detects errors or failures regarding the ordered services.

Monday to Friday 08:00 am to 05:00 pm
Saturday 09:00 am to 02:00 pm

Response time means the period of time between the receipt of the problem reported by the client and the commencement of troubleshooting by SE.

Priority	Definition	Response time
Priority 0	[short description]	15 minutes
Priority 1	[short description]	2 working hours
Priority 2	[short description]	10 working hours
Priority 3	[short description]	14 working days
[...]	[short description]	[...]

Price reductions in case of violations of the response time

[A lump-sum price reduction for violations of the response times can be agreed in advance.]

System availability

The following operating hours shall be deemed agreed:

- [...] per cent for availability of [...] during [...]
- [...] per cent for availability of [...] during [...]

Detailed description of services

- Regular inspection/maintenance
[...]
- Troubleshooting
[...]
- 24-hour on-call duty
[...]
- Provision of all tools, auxiliary and testing devices necessary for the performance of the services mentioned
[...]
- Provision and procurement of replacement parts and materials
[...]
- Consultancy and support

System requirements

Precondition for use of the services

Priority	Minimum requirement	Recommendation
Regular inspection/maintenance	[short description]	[short description]
Troubleshooting	[short description]	[short description]
24-hour on-call duty	[short description]	[short description]
Provision of all tools, auxiliary and testing devices necessary for the performance of the services mentioned	[short description]	[short description]
[...]	[...]	[...]

Services not included in the scope of services

[For the avoidance of doubt it should be indicated which services are not performed.]

Services against separate charge

[If applicable and for the avoidance of doubt, it should be indicated which services can be performed against separate charge.]

Telephone number and contact details of customer service

[...]

Prices

If not agreed otherwise, the prices for the ordered services are calculated as follows:

Services	Quantity*	Price**	
		one-time payment	monthly payment
Regular inspection/maintenance		[...]	[...]
Troubleshooting		[...]	[...]
24-hour on-call duty		[...]	[...]
Consultancy and support		[...]	[...]
[...]		[...]	[...]
[...]		[...]	[...]

* The agreed service and price apply to the respectively indicated quantity. Any additional quantities shall be subject to separately agreed prices.

** The indicated prices are exclusive of the respectively valid VAT.