

Commercial offer of Infotel for service support of B2B systems



Tariffs for one-time services

Name of service	Unit measurement	Cost* UAH without VAT	Cost* UAH with VAT
Remote diagnostics and / or equipment setup (without specialist departure)	for 1 hour	1,250.00	1,500.00
Departure of one specialist to the facility within the city of Kyiv and Kyiv region.	for 2 hours	2,500.00	3,000.00
Each additional hour of work at the site when leaving within the city of Kyiv and Kyiv region.	for 1 hour	1,250.00	1,500.00
Departure of one specialist to the site for the first day outside the city of Kyiv and Kyiv region	for 1 worker day	8,000.00	9,600.00
Every additional day of work on the site when leaving the city of Kyiv and Kyiv region	for 1 worker day	6,000.00	7,200.00
Testing of cable lines for connection of telephones (departure of the specialist is ordered separately).	for 1 line	200.00	240.00
Crossing of the cable line in the server and switching cabinets (performed after testing the cable lines)	for 1 cross	40.00	48.00
Laying a cable line to connect the terminal equipment (includes the cost of consumables)	for 1 line	under a separate agreement	

* - Services are provided on weekdays from 9:00 to 18:00.

Tariffs for one-time services in emergency situations

Name of service	Unit measurement	Cost* UAH without VAT	Cost* UAH with VAT
Remote diagnostics and / or equipment setup (without specialist departure)	for 1 hour	2,500.00	3,000.00
Departure of one specialist to the facility within the city of Kyiv and Kyiv region.	for 2 years	5,000.00	6,000.00
Each additional hour of work at the site when leaving within the city of Kyiv and Kyiv region.	for 1 hour	2,500.00	3,000.00
Departure of one specialist to the site for the first day outside the city of Kyiv and Kyiv region	for 1 worker day	15,000.00	18,000.00
Every additional day of work on the site when leaving the city of Kyiv and Kyiv region	for 1 worker day	12,000.00	14,400.00
Testing of cable lines for connection of telephones (departure of the specialist is ordered separately).	for 1 line	400.00	480.00
Crossing of the cable line in the server and switching cabinets (performed after testing the cable lines)	for 1 cross	80.00	96.00
Laying a cable line to connect the terminal equipment (includes the cost of consumables)	for 1 line	under a separate agreement	

* - Services are provided on weekdays from 9:00 to 18:00.

Packages for monthly service support for B2B systems

Name of service	Package "Economy"	Package "Base"	Package "Kyiv"	Package "Region"
Monthly package fee (UAH without VAT) *	3,000.00	4,000.00	6,000.00	8,000.00
Order response time **	8 hours	4 hours	4 hours	4 hours
Number of orders per month for remote configuration of equipment	2	3	2	2
The cost of 1 additional hour (1 order) for remote configuration of equipment	1,000.00			
Number of visits per month 1 specialist per object within the city of Kyiv and Kyiv region (excluding time)	0	0	1	0
The cost of additional travel of 1 specialist within the city of Kyiv and Kyiv region (for 2 hours)	2,000.00			
The cost of 1 additional hour of work at the site when leaving within the city of Kyiv and Kyiv region	1,000.00			
Number of visits of one specialist to the facility outside the city of Kyiv and Kyiv region	0	0	0	1
The cost of departure of 1 specialist per object for 1 working day outside of Kyiv and Kyiv region	6,000.00			
The cost of 1 additional day of work when traveling outside of Kyiv and Kyiv region	4,000.00			

* Fee for maintenance of 1 telecommunication system

** Services are provided on weekdays from 9:00 to 18:00.

The amount of services included in the monthly fee of all packages

The total amount of services included in the monthly fee of all packages:

- Setting up access on the telecommunication system for remote execution orders (technical means or equipment of the customer are used);
- Creation and storage of telecommunication system configuration for operational recovery;
- Prompt departure of a specialist to restore the telecommunication system in case of emergency (in the absence of included departures in the package or in case of need of additional departure over the limit departure is paid after performance of works);
- Consultations of users on use of functions and opportunities of telecommunication systems;
- Remote diagnostics of the telecommunication system, providing recommendations for eliminating the identified errors in the telecommunication system;
- Development of algorithms for configuring and configuring a telecommunications system under individual business tasks;
- Diagnosis of efficiency of modules and blocks on the test telecommunication system;
- Provision of modules for temporary use with the right of subsequent redemption, including cases of replacement of faulty modules in emergency situations (if available in stock).

If you need to change or increase the volume of included services (the number of orders for remote programming and the number of visits of specialists), we offer the creation of the package "Individual".

Benefits of a service support contract

Name of service	without a contract	with a contract
Commitment on order response time	no	4 hours
Payment for one-time or additional services	100% prepayment	100% postage
Discount for additional work	not provided	20%
Conditions for providing modules and units for temporary use in emergency situations	100% prepayment	deferred payment up to 30 days
Restore configuration in emergency situations	manual settings	from backup
The cost of additional work in emergencies	increases by 2 times	Discount - 20%
Consultations on the use of equipment functions	are not provided	1:00
Development of algorithms for configuring and configuring the telecommunications system for individual business tasks	for a fee	included in the package
Diagnosis of the telecommunication system, providing recommendations for eliminating the identified errors in the telecommunication system	for a fee	included in the package
Departure of 1 specialist to the facility within the city of Kyiv and Kyiv region	includes 2 hours additional payment for every next hour work	without regard to time on departure, included in the package