

## Basic Services Price List

(valid from 1 June 2023)

### Personal Support

**280.00 PLN / 1 hour**

Support consisting of the provision of Technical Support services or Servicing Activities in person by MGIT representatives at the Client's premises or at any other location specified by the Client. The time spent on support shall be charged for the first full hour, and then for each half hour started.

### Remote Support

**140.00 PLN / 1 hour**

Support consisting of the provision of Technical Support services or Servicing Activities by remote connection, by telephone, at MGIT premises or by any other means which does not require personal appearance of MGIT representatives. The time spent on support shall be charged for each half an hour started. For clients making timely payments under the invoices, in justified cases, remote support lasting no more than 10 minutes shall be charged as 10 minutes.

### Consulting

Provision of Technical Support services or Servicing Activities consisting of consulting, in the form of meetings, representing the Client or preparing materials and documentation. The time spent on support shall be charged at the rates for Personal Support or Remote Support depending on whether personal appearance of MGIT representatives is required or not.

### Programming Services

The programming services shall be charged on a case-to-case basis.

#### Availability Hours

**10:00 – 18:00, Monday to Friday**, excluding public holidays.

The prices of services provided outside of the Availability Hours shall be **25%** higher.

#### Travel

Outside the city limits of Kraków, the cost of travel shall be **PLN 1.00** per kilometre, both ways. If the journey exceeds **50 km** or the travel time is longer than one hour, then the travel cost can be calculated individually.

Services offered by MGIT are addressed to business clients only. All prices are net prices to which the applicable VAT shall be added. In the case of services performed by more than one MGIT representative, in justified cases the price may be multiplied for the maximum of the number of MGIT representatives actually involved in the performance of the service concerned.

A price for the completion of a closed project may be agreed in advance once the scope of work, terms and conditions and completion dates have been determined. This option does not apply to the support for single support requests.

Where the Standing Cooperation Agreement in the field of IT support and comprehensive care of the IT System is signed, the Client shall be offered the possibility of receiving regular IT support together with the assurance of a maximum time of response to a support request appropriate to its needs. In addition, with this form of business relationship, it is possible to determine the number of support hours to be used during the billing month as part of a fixed subscription.

For Clients without a Standing Cooperation Agreement, MGIT does not guarantee the time of response to a call or the time to resolve a problem. The maximum time of response to a support request, support request of a failure and support request of a critical failure may be defined in the Standing Cooperation Agreement.

For Clients without a Standing Cooperation Agreement, invoices for the support services shall be issued as of the end of each week or month (whichever is first). Such invoices shall be issued with a 3-day payment term. After four consecutive weekly invoices paid on time, it is possible to switch to a monthly billing period for support services with a 7-day payment term. If an invoice for the support services or other invoices are not paid on time, the monthly billing period may be withdrawn. The date of payment shall be deemed to be the date on which MGIT's bank account is credited. An invoice may be accompanied by a report listing the interventions carried out during the period for which the invoice is issued.

Support requests and orders shall be addressed to [hd@mgit.pl](mailto:hd@mgit.pl) providing in the subject line of the message a short description of what the message concerns and, in the body of the message, a detailed description of the request or order. Complete information on communications on calls, requests for support and orders can be found at <https://mgit.pl/hd>. Using MGIT's Technical Support and placing Orders with MGIT shall mean acceptance of the Terms and Conditions for MGIT Services. The current Terms and Conditions can be found on MGIT's website at the address: <https://mgit.pl/regulamin>.

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MGIT reserves the right to change the price list and the terms of service provision without prior notice.

The information contained in the price list is provided for informative purposes only and does not constitute an offer to conclude a contract within the meaning of Article 66 of the Civil Code.

This price list is valid from 1 June 2023 until further notice or until a new price list is issued.