



# Price List of Other and Supplementary Services



## PRICE LIST OF OTHER SERVICES

Service	Valid for	In offices of KROS		In offices of client		Unit
		€ without VAT	€ incl. VAT	€ without VAT	€ incl. VAT	
Installation of sharp version or upgrade	all programs	19,-	22,80	29,-	34,80	€/PC
Individual consultations & training for 1 person	all programs	19,-	22,80	29,-	34,80	€/hour
Individual consultations & training for 2 - 4 persons	all programs	29,-	34,80	35,-	42,00	€/hour
Individual consultations & training for 5 - 8 persons	all programs	35,-	42,00	45,-	54,00	€/hour
Individual consultations & training for 9 and more persons	all programs	- 25% of price like in location of client		individual		€/hour
PC training for 1 person	all programs	29,-	34,80	35,-	42,00	€/hour/person
PC training for more persons	all programs	- 25% of price like in location of client		individual		€/hour/person
Service / intervention	all programs	35,-	42,00	39,-	46,80	€/hour
Remote access service	all programs	29,-	34,80	not offered		€/hour
Control and reparation of database	ALFA, OLYMP, OMEGA	35,-	42,00	45,-	54,00	€/hour
Programme or database decrypt	ALFA, OLYMP, OMEGA	19,-	22,80	35,-	42,00	€/piece
Export/import files conversion	ALFA, OLYMP, OMEGA, CENKROS plus	35,-	42,00	not offered		€/hour
Individual summary report	OMEGA, OLYMP, CENKROS plus	35,-	42,00	not offered		€/hour
Individual programming act	ALFA, OMEGA, OLYMP, CENKROS plus	39,-	46,80	not offered		€/hour
Hardware key	OMEGA, OLYMP, HYPO, CENKROS plus	49,-	58,80	not offered		€/pc
Hardware key	ALFA	25,-	30,00	not offered		€/pc
Travel costs out of the seat of KROS	all programs	not offered		0,50	0,60	€/km
Travel costs in the seat of KROS/branch office	all programs	not offered		9,- [v BA] 12,-	10,80 14,40	€/drive out
Service charge (CD/DVD, post, packing,...)	all programs	6,67	8,-	not offered		€/delivery
Extra fee for cash payment/personal collection	all programs	6,67	8,-	not offered		€/delivery
Extra fee for delivery	all programs	6,67	8,-	not offered		€/delivery
Postage and package (applies to the publication and handbook)	all programs	1,82	2,-	not offered		€/delivery
Postage and package (applies to the hardware key)	ALFA, OLYMP, OMEGA, CENKROS plus, HYPO	1,67	2,-	not offered		€/delivery
Projector rent	all programs	in price of training		99,-	118,80	€/6 hours

**Explanation to the price list can be found on page 2.**

'All programs' means programs ALFA, OLYMP, OMEGA, CENKROS plus, HYPO and MEMO.

Each started hour is charged (in case of remote access service each half an hour is charged).

If the service is provided at client's office, the travel costs are always charged. Distance there and back from the seat of KROS a.s. is counted. The seat of KROS is Žilina (for all programs), Bratislava (for programs ALFA, OLYMP, OMEGA and CENKROS plus), Spišská Nová Ves (for programs ALFA, OLYMP, OMEGA and CENKROS plus), Nitra (for programs ALFA, OLYMP, OMEGA and CENKROS plus) and Banská Bystrica (for programs ALFA, OLYMP and OMEGA).

The handling fee is charged upon sending of the current version of the program on CD/DVD and upon re-activation of the support package on CD and extension of the program on CD in case of ALFA, OLYMP and OMEGA.

Technical services (service, interventions, installations) belonging to OMEGA program on the base of SQL are provided for the whole Slovakia only from the seat of KROS in Žilina and at least 2 hours are charged.

Technical services (service, support, installations) to the program CENKROS plus for terminal installations (terminal server, citrix...) and for SQL based installations for server and computers are provided only from the address of the KROS company in Žilina for the whole Slovakia and at least 2 hours are charged.

In case of need for service not listed in the price list, please contact us.

## PRICE LIST OF SUPPLEMENTARY SERVICES

### Prolonged HOTLINE

Program	Price for 1 month from the program price
ALFA	0.8%
OLYMP	1.5%
OMEGA	1.3%

- Price of the service Prolonged HOTLINE is calculated as a percentage from the actual price from pricelist which is in the program combination currently used and then it is multiplied by the number of months for which the service was ordered. The minimum price for one month is 5 € without VAT (6 € with VAT).
- The service Prolonged HOTLINE can be ordered for the period of 8 months with additional 4 months free of charge or for the period of 3 months with additional 1 month free of charge.
- A precondition for ordering the service is a valid Package of Customer Support Services.