

This Service Work Pricelist is issued by the provider for the purpose of definition of specific payments by the subscriber for the service activities (service interventions) of the provider according to Item 5.2.18 of the General Terms and Conditions of Provision of a Publicly Available Service of Electronic Communication. This Service Work Pricelist stipulates the prices of service activities carried out by the provider at the premises of the subscriber, or at another location agreed upon with the subscriber, for the purpose of:

- provisioning or providing of publicly available services of electronic communication;
- other supply or service related to provisioning and providing of a publicly available service of electronic communication;
- detection and/or remedy of a defect of a publicly available service of electronic communication, defect of another related service or defect of a supply;
- detection and/or remedy of a failure of communication equipment.

Service activities of the provider shall be charged for according to this Service Work Pricelist, unless stipulated otherwise in the Pricelist of the respective service or Service Description of the respective service, or unless explicitly agreed otherwise with the subscriber.

1 Paid intervention of a technician

The prices for paid intervention of a technician shall be charged to the subscriber in accordance with the respective provisions of the General Terms and Conditions of Provision of a Publicly Available Service of Electronic Communication and/or Operational Terms and Conditions of Provision of a Publicly Available Service of Electronic Communication and/or Service Description of the respective service, or upon agreement between the provider and the subscriber.

Per unit prices for a paid intervention of a technician:

Item	Price excl. VAT
Hour of work of a service technician – working hours ¹	CZK 1,000 / hour ²
Hour of work of a service technician – outside working hours ¹	CZK 1,500 / hour ²
Transport to subscriber's premises (the price is calculated from the nearest branch of the provider)	CZK 9 / kilometre

1) Working hours: Monday – Friday 9.00 a.m. – 5.00 p.m.; non-working hours: Monday – Friday 5.00 p.m. – 9.00 a.m., Saturday-Sunday 12.00 a.m. – 12.00 a.m., public and other holidays.

2) A proportional part of the per hour rate shall be charged for an incomplete hour.

The above prices do not include the cost of material used within the service activity (service intervention). The cost of material shall be calculated separately based on the material actually supplied by the provider within the service activity.