

Annex to
General Terms and Conditions of Service of Eckelmann AG
“E°CS hourly rates”

valid from: 01/01/2026

E°CS hourly rates:

Services **that are not covered by a service contract** are charged at the following hotline flat rates **per order/operation** and the following hourly rates:

I. Service flat rate*:

- € 400.00 for calls from 07:00 to 18:00 from Monday to Friday,
- € 500.00 for calls from 18:00 to 07:00 from Monday to Friday,
- € 750.00 for calls on Saturdays, Sundays and public holidays.

* Valid per order/assignment. Includes 30 minutes of telephone and/or remote service per flat rate.

II. hourly rate:**

- € 180,00

**Waiting time for which the client is responsible is charged as working time.

III. surcharges*:**

- At night: € 90.00 / hour
- Saturdays: € 45.00 / hour
- Sundays and public holidays: € 180.00 / hour

***Outside normal working hours (Mon-Fri, 07:00 - 18:00) and after separate authorisation.