

Service Description **Business Customer Change Request.**

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DreiBusiness.



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1. Service description.

1.1 Scope of application.

The Business Customer Change Request is the ideal solution for companies that value flexibility, fast response times and transparent costs

1.2 Product description.

The Business Customer Change Request offers maximum flexibility in the implementation of technical adjustments: Services can be called up either via a predefined hour pool or flexibly at the fixed standard hourly rate.

Pros:

- **Maximum flexibility:** **Services** can be used as needed and without individual individual commissioning.
- **Plannable costs:** Transparent budgeting through predefined hourly quotas.
- **Individual adjustments:** Support for technical changes, optimizations and extensions of existing services.

1.2.1 Areas of application.

The Business Customer Change Request is suitable for all technical adjustments, optimizations and extensions that occur during the ongoing operation of your services.

- Adjustments to existing configurations
- Enhancements of services and functions
- Technical optimizations and updates
- Implementation of individual customer requirements

Important notes on commercial impact.

Changes with a commercial impact on the product price, in particular service or contract changes, are not included in the scope of the Business Customer Change Request and will be handled as part of a separate quotation process.

1.3 Standard hourly rate.

For flexible use of support services, they can be commissioned, if necessary, at the fixed hourly rate of € 205.00 per hour within office hours. The following surcharges apply to services outside office hours:

Outside office hours: multiplication factor 1.5

At night, on Sundays and public holidays: multiplication factor 2.0

1.3.1 Definition of service hours.

Office hours	Outside office hours	Night times and Sundays and public holidays
Mon to Thu: 08.00 to 18.00 Fri: 08.00 to 15.00	Mon to Thu: 18.00 to 00.00 Fri: 15.00 to 00.00 Sat: 08.00 to 18.00	Mon to Fri: 00.00 to 08.00 Sat: 18.00 to 00.00 Sundays & public holidays, all day

1.3.2 Settlement.

Change requests are invoiced retrospectively based on the time actually incurred. Unless otherwise stated, all prices are in euros and excl. VAT.

A minimum of 30 minutes of time is charged per support request (per location or per affected service). In addition, the actual time spent is rounded up to the nearest 15-minute interval.

1.4 Hour pool.

The hour pool represents a pre-available contingent of hours for the flexible implementation of technical changes and adaptations to existing services.

1.4.1 Settlement.

The hour pool is charged once in advance. Unless otherwise stated, all prices are in euros and excl. VAT. A minimum of 30 minutes of time is charged per support request (per location or per affected service). In addition, the actual time spent is rounded up to the nearest 15-minute interval

1.4.2 Validity.

The hour quota applies to either landline or mobile services and can be used within the respective areas across all associated services and customer numbers. Using divisional boundaries is not possible.

1.4.3 Reporting.

Transparent reports on the current number of hours are provided on a regular basis. This always ensures a clear overview of commissioned change requests and the associated costs.

1.4.4 Booking.

The hour pool can be rebooked at any time during the contract period in the same amount according to the original offer.

1.4.5 Termination.

An existing hour pool cannot be cancelled separately. Any remaining hours will only expire upon the termination of your last active service.

1.5 Support Requests & Changes.

Support requests and change requests can be submitted at any time by e-mail to changerequest@drei.com.

2. Restrictions on use.

The use of the Business Customer Change Request is limited to technical changes, adjustments and optimizations of existing services. Changes with a commercial impact on the product price as well as service or contract adjustments are excluded from this and will be offered separately. Billing is based on the actual time spent in accordance with the defined billing units. An existing hour pool cannot be cancelled, and remaining hours will only expire upon termination of the last associated service. Unused hours do not give rise to a claim for reimbursement, payment or other compensation. Any remaining hours will expire upon termination of the last active service.

3. Terms and Conditions.

The General Terms and Conditions Business of Hutchison Drei Austria GmbH, the service descriptions, as well as the fee provisions of the ordered products shall apply as part of the contract.