

Prices, Terms and Conditions

€/h	Service	Tasks description
59	Basic programming	Basic senior programming tasks
67	Advanced programming	Tuning, debugging, implementing advanced algorithms and techniques, modifying non-trivial code of other owners, specialized knowledge required, ...
79	Database administration (DBA)	Basic administration: single instance installation, upgrades, exports, imports, users, grants, ...
95	Advanced DBA	DBA consulting, debugging, tuning, migrations, high availability, securing database, ...
115	Consultant	Disaster recovery, system restore, system analysis, software and DB design, team leading, teaching, writing books and documents, implementing new processes (AGILE, KANBAN), ...
150	Expert	Strategical consulting

Work between 21h-9h and on Saturdays, Sundays and public holidays are charged with additional 100% fee, work during workday from 17h till 21h is charged with extra 35% fee. Every started hour of work is fully charged.

For services requiring response time of next work day, additional fee of 250€ is charged, for very urgent services with response time same day, an additional fee of 450€ is charged, and both are subject of current availability. Customers with active technical support contract have a guaranteed answer and response time, as well as discount for listed services hours (materials, parts and other expenses not included)!

The cancellation of service request

In cases of request for service cancellation or changing of starting time refund can be requested:

Travel expenses

Compensation for travel expenses including travel time:

Period of cancellation prior planned start	Hours not charged (%)	Distance (km)	Price (€)
1-7 days	10 %	0-15	34
8-14 days	50 %	15-50	80
15-30 days	70 %	50-100	160
31 or more days	90 %	100-150	240
		150-250	355

Consulting by email, chat, voice/video call or meeting

Minimum of 1 hour for each request is charged. If there are several consecutive request, the gross time from the first to the last call is taken into account.

Technical support plans

Plan name	Price €/month	On-call availability	Answer time	Response time	Worktime on urgent issues	Manual checking	Hours included	Discount for serv. hours
"0"	0	best effort	next w.day	best effort	best effort	-	0	list price
"S"	140	w.day 9-17h	3 h	next w.day	w.day 9-17h	1x/month	1	- 10%
"M"	280	w.day 8-21h	1 h	same w.day	w.day 8-21h	2x/month	2	- 15%
"L"	1600	non-stop	30 min.	60 min.	16h/w.day	1x/week	8	- 20%
"XL"	2300	non-stop	15 min.	45 min.	16h/everyday	2x/week	16	- 25%

All prices are listed in euros (€), and without tax included !

Prices and conditions are based on "Chamber of Commerce and Industry of Slovenia" (www.gzs.si) referential price-list for IT services, which you can download [here](#) .