

# Assistance packages

|  | BASIC 1<br>(20 HOURS)      | BASIC 2<br>(40 HOURS)      | PLUS<br>(60 HOURS)         | PLUS ADVANCE<br>(100 HOURS) |
|--|----------------------------|----------------------------|----------------------------|-----------------------------|
| DURATION   | Business Year              | Business Year              | Calendar Year              | Calendar Year               |
| ACCOMODATION<br>AND FOOD COSTS                         | Per cost                   | Per cost                   | Per cost                   | Per cost                    |
| PAYMENT  | 30 days invoice date (EOM) | 60 days invoice date (EOM) | 90 days invoice date (EOM) | 90 days invoice date (EOM)  |
| DISCOUNT FOR SPARE PARTS<br>REPLACED BY OUR ASSISTANCE | /                          | /                          | 3%                         | 5%                          |
| SCHEDULED<br>MAINTENANCE WORK                          | Yes                        | Yes                        | Yes                        | Yes                         |
| ON-CALL<br>MAINTENANCE WORK                            | No                         | Yes                        | Yes                        | Yes                         |
| WORKING HOURS*<br>DISCOUNT - NET                       | -3%                        | -5%                        | -10%                       | -15%                        |
| TRAVEL HOURS**<br>DISCOUNT - NET                       | -0%                        | -0%                        | -5%                        | -7%                         |
| MILEAGE REIMBURSEMENT<br>DISCOUNT - NET                | -5%                        | -10%                       | -15%                       | -20%                        |

\* Up to 8 hrs. per day – Saturday/Sunday/excluding public holidays

\*\* Saturday/Sunday/excluding public holidays