

PRICE LIST FOR SERVICES BUSINESS CLIENTS

Valid from: 01.03.2024

TECHNICAL SURVEILLANCE SERVICES

Service	Price (+VAT)	Comments
Technical surveillance, full service	Price depends on the site	Unit dispatch fee is included in the price of the service.*
Technical surveillance, combined service	Price depends on the site	Unit dispatches are subject to a separate fee.
Technical surveillance, information forwarding service	Price depends on the site	Unit dispatches are subject to a separate fee.
Unit dispatch	Per dispatch – €25.00	
Rental of an alarm transmission device	1 month – €5.20	Purchase prices of alarm transmission devices start from 220 euros (plus VAT).
Key storage	1 month – €3.50	If we have agreed that we need to enter the site to provide the service, we will store a backup set of keys.

* Dispatches due to false alarms are not included in the price of the service. A false alarm is an alarm caused by customer negligence, equipment failure, animals, moisture, dust, temperature changes, unlocked entrances (windows or other openings), or other reasons attributable to the customer. In addition, a dispatch due to false alarm is also a recurrent dispatch, the reason for which has repeatedly remained unexplained and/or where the customer has not ordered a technician for equipment repairs and/or the contact person of the customer has consistently failed to visit the premises to find out the reason for the alarm.

VIDEO SURVEILLANCE SERVICES

Service	Price (+VAT)	Comments
Video surveillance service	Price depends on the site and equipment*	
Remote control of security system	Price depends on the site	
Remote control of gates, doors or other devices	Price depends on the site	

* To provide the service, Forus requires the site to have a video recording device or a server that is supported by Forus control centre.

ADDITIONAL TECHNICAL, MANNED, AND VIDEO SURVEILLANCE SERVICES

Service	Price (+VAT)	Comments
Subscription fee	Per procedure – €5.00	Charged for each new subscription
Amendments and changes to the contract	Per procedure – €5.00	The fee is charged if the client wishes to change the service or prepare a contract in the name of another legal entity.
Temporary manned guard for a site under technical surveillance	1 hour – €25.00	Price is calculated based on full hours.
Monitoring the activation and deactivation of security systems	1 month – €7.50	Sending SMS notifications and/or making a phone call of any deviations from the agreed activation and deactivation times.
Statement of received signals or a dispatch report of a patrol unit.	Per statement or report – €5.00 Free in the self-service environment.	A statement of signals can be prepared for up to 6 months from the date of submitting a request. The statement of signals can be sent by regular mail or email.
Suspension of a technical surveillance contract	1 month – €5.00	The service is suspended from the first day of the month following the request of the customer. No fee is charged for the suspension of the contract for the first three months of suspension. The fee in the price list is charged starting from the fourth month. A contract can be suspended for up to 12 consecutive months.
Patrol service	Price depends on the site	A patrol unit inspects the outside area of the guarded site at an agreed time or during an agreed period and/or along a specific route. External inspection can also be conducted when a customer requests this by calling or texting us.
Resending a patrol call-out or technician call-out report on paper	Per report – €5.00	
Changing contact details	Per procedure – €5.00	Free in the self-service environment.
Contractual penalty for improper use of the SIM card	Per occasion – €100.00	
Change made via remote administration	Per occasion – €45.00	Changing/adding a user and codes; changing/adding user rights; changing a delay/surveillance; eliminating malfunctions; technical consultation*
False alarm processing fee	Per piece – 1,25 €	

* Includes 1 h of specialist work

Video recording excerpt	Per occasion – €20.00
Specifying/changing video surveillance schedules	Per occasion – €35.00
Creating/changing user rights for video surveillance	Per user/pc – €10.00

TECHNICAL WORKS

Service	Price (+VAT)	Comments
Calling a technician or a handyman	Per visit – €69.00	
Additional working hour of a technician	1 hour – €60.00	The price applies to all working hours following the first hour. Fee is calculated based on half-hour increments.
Additional working hour of a handyman	1 hour – €40.00	The price applies to all working hours following the first hour. Fee is calculated based on half-hour increments.
Calling a technical engineer	1 hour – €85.00	
Additional working hour of a technical engineer	1 hour – €75.00	The price applies to all working hours following the first hour. Fee is calculated based on half-hour increments.
Travel to the site	1 km – €1.00	This is added to a fee for a visit and the working hours of a technician if the site is more than 20 km from the nearest office.

* Calling a technician, a Handyman or a technical engineer is subject to a fee even if the technician arrives on the site but cannot do the necessary work due to reasons attributable to the customer.

** The fee of the technician, the Handyman or the technical engineer includes transportation from the nearest Forus office to a site within a 20km radius and up to one hour of working time. Working time is calculated in half-hour increments for each subsequent hour worked.

*** The prices for the technician, the Handyman or the technical engineer apply on work days from 9.00 a.m. until 5.00 p.m. For services provided outside this period, the fee indicated in the price list is multiplied by 1.5. During national holidays, the fees in the price list are multiplied by 3. The fees do not include expenses related to equipment, materials or specialised tools etc.

AUTOMATIC FIRE ALARM TRANSMISSION SERVICE

Service	Price (+VAT)	Comments
Subscription fee	One-time fee – €76.80	A subscription fee includes the configuration of alarm transmission devices per one alarm transmission device. The alarm transmission device must be installed within a 3-metre radius from an AFAS CPU. In the case of an automatic firealarm cancellation service, the alarm transmission device must be installed at the location where an alarm sent by AFAS is cancelled. If the alarm transmission device is installed more than 3 m from an AFAS CPU, a fee is charged for additional expenses related to materials and work. The subscription fee does not include electrical works or additional materials for the installation of alarm transmission devices.
Automatic fire alarm transmission service	1 month – €36.60	Forus notifies the emergency services automatically in case of an alarm. An alarm cannot be cancelled with this service.
Automatic fire alarm transmission service with a cancellation option	1 month – €42.70	In case of an alarm, the customer can cancel an alarm by informing the Forus emergency response centre.
Rental of alarm transmission equipment	Price depends on the site	Alarm transmission equipment is available for rental. In this case, the rental fee is included in the monthly fee for the automatic fire alarm transmission service. In case of a rental arrangement, Forus concludes a fixed-term contract for two years with the customer.
Purchasing alarm transmission equipment	1 unit – €400.00	The final price depends on the site and the number of devices.
Regular maintenance of alarm transmission devices	Per visit – €45.00	Alarm transmission devices need regular maintenance once every two years. The fee for regular maintenance includes the travel costs of the maintenance technician to the site and maintenance operations. The fee does not include batteries or other expenses related to devices, materials and/or specialised tools, etc. Please note! If Forus is conducting AFAS maintenance on the same location, the regular maintenance of alarm transmission devices is free.