

PRICE LIST FOR SERVICES PRIVATE CUSTOMERS

Valid from: 01.03.2024

TECHNICAL SURVEILLANCE SERVICES

Service	Price (incl. VAT)	Comments
Technical surveillance, full service	1 month – €28.00	Unit dispatch fee is included in the price of the service. *
Technical surveillance, combined service	1 month – €22.00	Unit dispatches are subject to a separate fee.
Technical surveillance, information forwarding service	1 month – €14.00	Unit dispatches are subject to a separate fee.
Unit dispatch	Per dispatch – €25.40 *	
Rental of an alarm transmission device	1 month – €5.30	Purchase prices of alarm transmission devices start from 268.40 euros.
Key storage	1 month – €3.60	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 consistently failed to visit the premises to find out the reason for the alarm

VIDEO SURVEILLANCE SERVICES

Service	Price (incl. VAT)	Comments
Video surveillance service	Price depends on the site and equipment*	In case of an alarm, Forus alarm response centre is able to inspect the location through a video feed and respond as the situation and contractual services require.

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

ADDITIONAL TECHNICAL, MANNED, AND VIDEO SURVEILLANCE SERVICES

Service	Price (incl. VAT)	Comments
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 household member.
Temporary manned guard for a site under technical surveillance	1 hour – €28.50	Price is calculated based on full hours.
Statement of received signals or a dispatch report of a patrol unit	Per statement or report – €5.10	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 – €5.10	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 guarded location at an agreed time or during an arranged period and/or along a predetermined route or upon a phone call and/or an SMS from the customer requesting it. It is subject to an additional fee for NFC tags. The service can be ordered on a temporary basis.
Resending a patrol call-out or technician call-out report on paper	Per statement or report – €5.10	
Changing contact details	Per procedure – €5.10	Free in the self-service environment.
Contractual penalty for improper use of the SIM card	Per occasion – €100.00	
Regular maintenance of surveillance devices based on a technical surveillance contract	1 month – starting from €5.10	The service includes one round of maintenance of surveillance devices per year.
Change made via remote administration	Per occasion – 35,00 €	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

TECHNICAL WORKS

Service	Price (incl. VAT)	Comments
Calling a technician	Per visit – €61.00	
Additional working hour of a technician	1 hour – €50.80	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 – €0.50	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.