

## INTERSWITCH PRICE LIST

Price list include the costs of the services and other fees.

**Office hours and evening service:** **HUF 36.800 per month**

From Monday through Friday, 8 AM to 8 PM.

Includes the first 20 messages with e-mail dispatch  
For each additional message: HUF 702 per message

### Other fees

**Email processing:** **HUF 9.590 per month**

One received and processed email equals one message too. It is also processing to decide about an email, as reading it, understanding it and categorize it.

**Using customer's interface:** **HUF 11.540 per month**

Above the monthly fee one completed query to answer the caller, or record any data to the customer's interface equals one message too.

**Postal address:** **HUF 15.500 per month**

This service is for customers who would like a postal address in Budapest. Your business can use Interswitch's postal address as your own. Monthly fee does not include resending costs.

**Mobile phone calls:** **HUF 776 per call**

Prices do not include the Hungarian VAT or international postal and telephone costs.

## INFORMATION ON AUDIO RECORDINGS AND VOICE RESPONSE

### Voice response

This is convenient for subscribers that would like to have information that hardly changes read in to callers prior to the live conversation. During the course of this, information may be provided on opening hours, the documents required for administration or on avoidable administration of unnecessary calls that can only be made in writing or in person.

Monthly fee	HUF 3.900
Audio file service fee	HUF 11.400

The above monthly fee includes the on-off modification of audio files communicated via the voice response.

### Audio recording monthly fee

We automatically send an audio file of the calls received and managed in an email. The audio files are sent as attachments, which we send a few minutes after the call ends.

Fee for sending up to 1000 audio files per month	HUF 7.700
Fee for sending up to 2000 audio files per month	HUF 11.000
Sending over 2000 audio files per 1000 audio files	HUF 3.200
Audio recording setting fee	HUF 13.800

With regard to audio recording, it is an important rule that the caller must be informed at the beginning of the call that the call is being recorded and the caller must be given the opportunity to consent to this. This is why our audio recording services includes our interactive voice response service.

### Other charges

Audio files are saved individually, but in groups from the system, which we charge based on the hourly rate of the time required to do this.

The prices quoted are exclusive of VAT.