

INTERSWITCH PRICE LIST

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

Office hours and evening service: **HUF 32.000 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 610 per message

Other fees

Email processing: **HUF 8.340 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 10.030 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.

Fax service: **HUF 6.500 per month**

We receive faxes for you and pass them on to you. One received and delivered fax equals one message. If we can give your phone number to the sender we ask him to send it on. In this case, no message is recorded

Postal address: **HUF 13.500 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 675 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 3.370
Audio file service fee	HUF 9.900

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 6.700
Fee for sending up to 2000 audio files per month	HUF 9.600
Sending over 2000 audio files per 1000 audio files	HUF 2.760
Audio recording setting fee	HUF 12.000

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.