

	External note - for Applium customers	Reference	Version
	On-call duty and interventions outside working hours (HNO) Updated to 01/27/2025	HNO/BD0519/07	7

Any intervention by an Applium consultant outside normal working hours will be invoiced in accordance with the following rates conditions below.

On-call duty :

What is on-call duty?

An on-call period defined as a period during which the Applium technician is required to be available at all times to carry out work for the customer. On-call duty may be performed during the day or at night. The working hours are as follows:

- Daytime hours: between 8am and 9pm
- Night shifts: between 9 p.m. and 8 a.m.

Billing conditions for on-call duty (in€ excl. VAT):

	Day rate	Hourly rate
Day shift - Saturday	384€	48€
On-call duty - Sunday and public holidays	472€	59€
Night duty - Monday to Friday (including Friday night)	408€	51€
Night duty - Saturday to Sunday and eve or day after public holidays (including the night from Sunday to Monday)	480€	60€

In the event of on-call duty exceeding 8 hours, the amount invoiced will correspond to the fixed rate for a full day+ n times the hourly rate for hours in excess of 8 hours.

Exceptional interventions :

In the case of on-call duty invoicing for exceptional interventions is in addition to invoicing for on-call duty. Exceptional interventions will be invoiced in addition, at the contractual intervention increased as follows:

Exceptional operation Saturday	150%
Sunday and public holidays	200%
Exceptional intervention - Monday to Friday, between 9 p.m. and 8 a.m. (including the night of Friday to Saturday)	200%
Intervention e.xceptionnelle - Saturday, Sunday and eve or day after public holidays, between 9 p.m. and 8 a.m. (including the night from Sunday to Monday)	250%

Exceptional interventions (remote or on customer site) are rounded up to the nearest half-hour.

Example: 17 min intervention= 30 minutes billed.

Planning and cancellation :

On-call duty and exceptional interventions must be planned in advance:

- 15 days in advance
- 24 hours in advance in the event of force majeure if the customer has not subscribed to the 24/7 on-call option of a Managed Services contract.

Any on-call duty or exceptional intervention cancelled by the customer less than 12 hours before the scheduled start of intervention be invoiced at a flat rate corresponding to 50% of the estimated cost of the planned on-call duty or exceptional intervention.

The latest version of this note is available at www.applium.fr/administratif . Terms and conditions of the latest version of the note apply.