



# Assocomplast

ITALIAN PLASTICS AND RUBBER  
PROCESSING MACHINERY AND MOULDS  
MANUFACTURERS' ASSOCIATION

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CC/rf/lb

## CUSTOMER TECHNICAL SERVICES

### survey of conditions applied during the second half 2008

The fares indicated below are the results of a survey of a significant sample of companies, plastics and rubber processing machinery and mould manufacturers, who are ASSOCOMAPLAST Members. These fares refer to three important professional figures in our sector:

- specialized assemblers • specialized technicians • analyst-programmers.

The survey showed marked differences, depending on the company commercial policies, their position in the market, as well as the type of service requested.

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As for the services offered, the following is pointed out:

- the majority of companies generally provides services using specialized staff
- companies usually provide services during normal working hours, very rarely exceeding two hours overtime
- board and accommodation expenses of the staff are generally to customer's charge and indicated in a footnote
- the expenses for return ticket and luggage transport are to buyer's charge; for transfer by car ACI fares are applied
- the fares are tax and duty-free and the expenses for auxiliary staff, as well as the necessary tools and materials (requested by the technician) are to buyer's charge.

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The average fares resulting from the survey of the second half 2008 are indicated below.

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#### • CALL FARE

**for each request independently from duration and place:**

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Italy	euro	54.30
EU	euro	75.60
other countries	euro	76.70

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#### • HOURLY SERVICE FARE

**normal working day (Italian) and/or travelling and/or waiting time**

		Specialized Assemblers	Specialized Technicians	Analyst- programmers
Italy	euro	50.60	67.60	84.70
EU	euro	63.00	77.40	88.00
other countries	euro	65.60	82.40	93.30
<b>for each extra hour and/or travelling one</b>				
Italy	euro	59.60	81.50	102.40
EU	euro	71.80	91.70	109.20
other countries	euro	74.80	98.40	117.60

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