



Assocomplast

ITALIAN PLASTICS AND RUBBER
PROCESSING MACHINERY AND MOULDS
MANUFACTURERS' ASSOCIATION

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CC/rf

CUSTOMER TECHNICAL SERVICES

survey of conditions applied during the second half 2009

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 2009 are indicated below.

• CALL FARE

for each request independently from duration and place:

Italy	euro	53.70
EU	euro	82.50
other countries	euro	84.60

• HOURLY SERVICE FARE

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

		Specialized Assemblers	Specialized Technicians	Analyst- programmers
Italy	euro	53.30	69.10	87.90
EU	euro	67.50	80.60	94.80
other countries	euro	70.70	84.60	101.50
for each extra hour and/or travelling one				
Italy	euro	62.90	83.00	108.90
EU	euro	78.80	96.60	117.80
other countries	euro	82.90	101.80	126.60

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