

Terms of Use - Help Desk

For you, as a customer, the support is free of charge as long as it is problem is caused by TecAlliance or if you have been informed by TecAlliance that the said service is free of charge.

Our support services are charged according to the price list or respectively according to our terms of use. Insofar as it is to provide any other not-listed services, we charge

EUR 150.- / hour (excl. VAT); you will be charged for every beginning half hour. The first 30 minutes for each support case are complimentary, as long you have not been otherwise informed by TecAlliance.

With your written or verbal request to process your support case, you agree to these Terms.

Deviating from this, additional services and support will be charged as follows:

- **Message could not be processed as business relation (BR) is missing, incorrect or incomplete. Customer did not inform TecAlliance about BR or changes he has done.**
50.- € flat rate per transaction (BR), even if repeated
- **Buyer Party / Seller Party are missing or wrong**
50.- € flat rate per transaction (BR), even if repeated
- **Messages could not be processed as the receiver was not reachable (TEC50). This can be caused by a system downtime at the receiver of the message. The receiver did not inform TecAlliance about an outage or scheduled maintenance tasks.**
50.- € flat rate for resending of messages
- **Blocking of TecConnects**
50.- € flat rate per blocked organisation
- **Certificates: TecAlliance issues certificates once for a specific period of time. If customers request new certificates during a running period, TecAlliance is going to charge each additional certificate to the customer.**
75.- € per certificate/ year and entity (e.g. TecConnect, TomConnect etc.)
- **Installation support for a wholesaler on request of the supplier**
30 minutes free of charge, then at an hourly rate per commenced half hour
- **Messages could not be processed as sender changed the structure of the message or delivery/receiver party of an existing BR without informing TecAlliance beforehand.**
Charged at an hourly rate per commenced half hour
- **TecAlliance has to gather data for the customer which is required to administer the BR. For example customer data like addresses or delivery party ID etc. It is expected that TecAlliance receives this data from the party requesting the BRs.**
Charged at an hourly rate per commenced half hour

In case that your request is not free of charge our Help Desk will inform you via e-mail or by phone.

The Terms of Use only apply to the central Help Desk that you can contact at +49 (0)1805-65 65 56. Our Help Desk is also ready to answer your questions via e-mail: support.muc@tecalliance.net