Customer Service Fee Statement for SSEA

This statement applies to Fox ESS customer services in the SSEA region.

1. Chargeable Services

No.	Service	Description
1.1	Customer training	Arrangements must be agreed with the local after-sales service team.
1.2	On-site maintenance	Up to 10 units per day at a single customer site.
1.3	On-site commissioning	Equipment commissioning at the customer's site.
1.4	On-site support	Investigation and resolution of customer-caused equipment issues.

2. Daily Rate and Billable Days

The personnel service fee is USD 800 per person per day, excluding accommodation costs.

Billable days include outbound travel, return travel, and actual working days. For multiple personnel, charges are based on their combined billable person-days.

Personnel service fee = USD 800 × total billable person-days, excluding accommodation.

3. Calculation Example

One person: 2 travel days in total + 1 on-site working day = 3 billable days.

Total: USD 800 × 1 person × 3 days = USD 2,400, excluding accommodation.

4. Service Arrangements

The service scope, personnel, travel schedule, and working days will be confirmed with the customer in advance. Fees will be calculated accordingly.