

**Consultant Service - Market Expansion to Austria & Germany (short CS-MEAD):**

This service is ideal for companies that want to expand in the German-speaking area of the EU and do not want to open their own location or for companies that need help with their expansion. Whether you just want to do a market survey with two daily units or whether you need seven daily units per week to push your business, our CS-MEAD adapts to your needs.

1/2

**You can adapt our CS-MEAD service to your needs with the following modules**

We will gladly advise you on the selection of the modules and the most suitable number of daily units for you.

**Market research (daily unit flat rate):**

- Identification of potential customers
- Procurement of economic data about potential customers
- Building a corresponding potential list
- Research via personal contacts and Internet research
- The billing takes place via flat-rate daily units (One daily unit costs € 496, -)
- The effort is, of course, dependent on what industry you are in, but as a guideline, you can cover three to four daily units for the first surveys.

**Customer approach (daily unit flat rate):**

- Identification of the contact person in the target company
- Contacting the customer
- Telephone contact and personal meetings
- The goal of contacting is to build trust and organize appointments for your sales team.
- Care for the clients after sales & relationship management
- The billing takes place via flat-rate daily units (One daily unit costs € 510, -)
- Due to the special market, it is very important to establish trust and personal contacts.
- To make efficient and profitable contacts, we recommend at least one daily unit per week

**Easy communication (monthly unit flat rate):**

- You get an Austrian landline telephone number (+43 ...)
- No fees for calls to Austria and Germany
- You get an modern office desk phone for your office
- On request, we can also integrate mobile phones in our telephone system and then you are also reachable on your local mobile phone under an Austrian number.
- The billing takes place via a monthly flat-rate per phone unit (One phone unit costs € 90, - per month)
- Minimum term of 6 months; For the setup of the telephone system we charge a one-time fee of € 680, -

**Sales structure (support on demand):**

- We provide you with a B2B sales expert
- We present your company directly to the customer
- We conduct sales talks according to your specifications
- We accompany you during contract negotiations
- The use is always made in consultation with you
- B2B Sales Expert for Austria (daily rate € 750, - plus mileage and accommodation costs if necessary)
- B2B Sales Expert for Germany (daily rate € 880, - plus mileage and accommodation costs if necessary)
- We recommend our B2B experts for larger orders or for long distant customers

## Agreement for the CS-MEAD

2/2

### Project costs:

Our flat rates covers the following expenses of Ruttensteiner Consulting: working hours, office costs, travel costs and accommodation costs for Austria and Germany, additional costs, research and preparation costs, costs of assistants, costs for the production and operation of the Austrian address and telephone system in the name of the principal, as well as any other expenses related to the assignment. (Excluded from the lump sum are: license fees for software prescribed by the client, public fees, notary and court fees, seminar and training fees required by the client)

### Project and service duration:

The project begins at the earliest with the order of the service. The start date of the service will be the date stated on the fee note, but at the latest it will begin on receipt of the amount stated in the fee note. The project ends with the target achievement specified in the fee note or the specified end date.

### Project control:

The contractor is obliged to inform the client at regular intervals about the progress of the project. At the latest half of the project duration, a steering meeting takes place in which the client and the contractor coordinate and decide whether and which additional steps are necessary.

### Project extension and project change:

Project extensions (for example marketing concepts, realization, further phases, markets, countries or the like) have to be formulated and agreed upon and do not affect this project agreement.

### Early project termination:

The cooperation can be terminated at any time without giving reasons after three months from both sides. If the contractor already has commission claims at the time of termination, these remain valid. Due to an early resolution mutually no further claims arise.

### Project costs in case of project termination / contract termination:

A complete or aliquot recovery of already paid fee components is excluded in the case of a contract termination or a project termination, which equates to a contract end.

### Independence:

Unless stipulated by the nature of the order, the contractor is not subject to any instructions from the client in the performance of the contract or in the execution of the order taken over by him in terms of time allocation and organization of the activity.

### Power of representation:

The contractor is entitled to use suitable representatives or assistants. The client has the right to reject the representatives or assistants with justified objection.

### Confidentiality:

All information that is brought to the attention of the contractor in the course of his consulting work is subject to confidentiality. The contractor undertakes to use this information only in the context of his contract and not to pass it on to unauthorized third parties. Information that is marked as strictly confidential by the client may only be used by the contractor with the express consent of the client.

### Payment:

One-time costs are due when placing the order.  
Unit flat rate costs will be charged monthly in advance.  
Support on demand costs are invoiced after the service has been provided.

### Others:

The contractual items listed here replace and / or supplement the contractor's general terms and conditions which can be found under the following link, each of which is currently valid. [www.ruttensteiner.com/AGB/AGB-2016-DE.pdf](http://www.ruttensteiner.com/AGB/AGB-2016-DE.pdf) Recourse claims of any kind at the expense and disadvantage of the contractor due to technical or economic defects on the part of the client are excluded.