TeleMessage On Premises License Pricing

1) On site installation and connectivity: $20,000

2) Hardware and 3rd party software: Will be provided by Magnit

3) Annual License:

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| --- | --- |
| **Number of service users** | **Annual License cost** |
| up to 1,000 | $ 60 / user / year |
| 1,001 to 5,000 | $ 48 / user / year |
| 5,001 to 15,000 | $ 36 / user / year |
| 15,001 to 30,000 | $ 24 / user / year |
| Over 30,000 | $ 12 / user / year |

4) Support and Maintenance:  
The support model is based on TeleMessage Support services. TeleMessage will provide the full 1st level HW support via its local partners (HP, IBM or other agreed partner).   
Support for the SW will be provided directly by TeleMessage as 2nd and 3rd tier support, including bug fixes and new SW releases.

Two levels of system support and maintenance are possible:

 **8x5 next business day:**

Basic support: covers system 1st, 2nd and 3rd tier support as well as bug fixes and minor release software upgrades – for an annual fee of 15% of overall system cost

 **24x7:**

Basic support: covers system 1st, 2nd and 3rd tier support as well as bug fixes and minor release software upgrades – for an annual fee of 20% of overall system cost

5) Training:

a. A four hour online training is included free of charge.

b. Optional: Customer site course of up to ten attendees for $5,000 /day.

6) Optional: Future Professional Services for Integration, Adaptations, AD System Setup, Customizations.  
Based on a project OR daily rate of $1,200 (+ travel expenses if applicable).

7) General Terms and Conditions

a. This Pricing proposal and other pricing estimates shall be valid for 90 days.

b. This Pricing proposal is subject to the TeleMessage Business Terms and Conditions.

c. Purchase Order will be valid subject to approval by TeleMessage in writing.

d. This proposal is based on TeleMessage’s understanding of the solution requirements. Should significant adaptation and additional integration be required, which was not discussed by the date of this proposal, it may affect the final price and delivery time.

e. This Pricing proposal replaces any previous TeleMessage estimation with regard to the referenced subject.