



Crown
Commercial
Service



Equine Register Ltd

G-Cloud 15

Service Descriptions

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Schedule 1 - Equine Register's Digital Services

Introduction

This following section outlines the SaaS services we offer under G-Cloud 15.

Additionally, the services can accommodate multiple languages and international jurisdictions.

The services are fully integrated and interoperable with third-party systems, configurable to meet individual client needs and support various animal species. Third party systems include but are not limited to.

- EU Animal Disease Information System (EU ADIS) for reporting disease outbreaks
- IPAFFS/EHCO (import/export notifications)
- TRACES NT (EU certification system for trade movements)
- eCert (for germinal products) + all the eCert and it's Member State customised variations like eCert NL
- EXDOC and/or NEXDOC
- EIDS (domestic outward notifications)
- APHA Scientific (Weybridge Labs)
- EU Reference Laboratories - LCV for African Horse Sickness - ANSES for other equine diseases
- RESPE – and RESPE approved Labs – national reference laboratories – EU Reference Laboratory, the French Ministry of Agriculture, and the LABÉO laboratory (Caen-Normandie) and Vetodiag (Calvados)
- Department of Agriculture, Food and the Marine (DAFM) - The Irish Equine Centre (IEC) and all DAFM approved laboratories.
- The World Organisation for Animal Health's system, WAHIS (World Animal Health Information System) for reporting disease outbreaks
- ScotEquine and the SED
- The Northern Irish systems.
- IMSOC (back end Integrated Management System for Official Controls)
- TRACES, ADIS, RASFF (food & feed safety) and EUROPHYT (plant health)
- DEFRA, APHA, LA, TS, Police, FCU, OV's, RCVS, FSA, Borders, Weybridge Labs and all relevant Devolved Administration Systems, National ChipChecker, Digital Stable, Equine ID Smartcards, Central Equine Database (CED)
- Sporting and competition systems and databases (e.g. FEI and Horse App and Racing)
- Studbook registries (technically connected to every horse in the UK)
- Government agencies i.e. Official Receiver, Probate, NCA etc.

SANITARY AND PHYTOSANITARY SPS LIVE ANIMAL IDENTIFICATION CHECKS		
Section	Title	Details
A	Service Overview	Enables border control staff to swiftly and accurately identify live livestock, equines, and companion animals at border control points for import or export. Provides real-time access to other identification data, vaccination status, and food chain status, while facilitating risk profiling. Interoperable with other systems to support frictionless trade movement.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. Owner/keeper may be charged for certificates processed through the app depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions.
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

SANITARY AND PHYTOSANITARY SPS LIVE BORDER HEALTH CHECKS		
Section	Title	Details
A	Service Overview	Enables staff to accurately access live livestock, equines, and companion animal health papers at border control points/common veterinary areas for import or export. Provides real-time access to identification, data, vaccinations, food chain status to facilitate risk profiling. Interoperable EU systems, IPAFF's and ECHO and others to support frictionless trade movement.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. Owner/keeper may be charged for certificates processed through the app depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

LIVESTOCK TRACEABILITY CONSULTANCY		
Section	Title	Details
A	Service Overview	We provide animal traceability consultancy for farms, processors, and regulators, offering system design, RFID/QR integration, data management, compliance, audits, pilots, training, and analytics. We optimise ID, movement tracking, disease response, and recall readiness delivering tailored, cost-effective solutions to enhance biosecurity, transparency, and market access.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience.
C	On-boarding and Off-boarding.	See T&C's - Professional Services.
D	Implementation.	See T&C's - Professional Services.
E	Pricing	Pricing is based on daily rates as outlined in the rate card Prices exclude VAT and any applicable variable travel and subsistence costs. Pricing is reviewed on an annual basis in line with inflation and RPI.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement.
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving six months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions.
J	Technical Support.	See T&C's - Technical Support and Fault Response

EQUINE TRACEABILITY CONSULTANCY		
Section	Title	Details
A	Service Overview	We provide equine traceability consultancy for governments, venues and regulators, offering system design, unique identifier integration, data management, compliance, audits, training, pilots and analytics. We optimise ID, movement tracking, disease response, and recall readiness—delivering tailored, cost-effective solutions to enhance biosecurity, transparency, and market access.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Pricing is based on daily rates as outlined in the rate card Prices exclude VAT and any applicable variable travel and subsistence costs. Pricing is reviewed on an annual basis in line with inflation and RPI.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving six months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response

ANIMAL (LIVESTOCK, EQUINE AND COMPANION ANIMAL) TRACEABILITY SERVICE		
Section	Title	Details
A	Service Overview	Enables tracking and recording of real-time movements of livestock, equine, companion animals, and trace contact with other animals. It also offers a communication platform for disease alerts and mapping tools to manage outbreak containment. Supports third-party interoperability with integrated front ends. Multilingual and multi-jurisdictional capability to support EU SPS.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. There may be a charge to the owner/keeper depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

ANIMAL WELFARE SERVICE (LIVESTOCK, EQUINE AND COMPANION ANIMALS)

Section	Title	Details
A	Service Overview	Enables law enforcement, local authorities, welfare and biosecurity teams to manage and report animal-welfare incidents in real time; verify registrations (microchip, UELN, passport); update National Animal Registration, Central Equine, and Central Canine/Feline databases; interoperable with third-party systems; multilingual and multi-jurisdictional for EU SPS.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) per species between £10,000 - £125,000 depending on complexity, customisation and configuration. There may be a charge to the owner/keeper depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

INTEGRATED API SERVICES (SIMPLE TO COMPLEX)		
Section	Title	Details
A	Service Overview	Equine Register's API service facilitates the digital exchange of information across our services, promoting interoperability, increasing administrative efficiency, and ensuring secure data transmission. Multilingual and multi-jurisdictional capability to support EU SPS.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Pricing is based on the complexity of and surrounding the API calls. Price per connection = typically between £5,000 to £100,000 per month depending on complexity and scale. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions.
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service connects animal databases and systems together in either RESTful or SOAP language.

DIGITAL BORDER CONTROL SERVICE FOR LIVE ANIMAL IDENTIFICATION		
Section	Title	Details
A	Service Overview	Enables border control staff to rapidly, and automatically, identify livestock, equines, and companion animals for import/export, with real-time access to IDs, vaccination and food-chain status, and risk profiling. Interoperable with other systems to enable frictionless trade. Multilingual, multi-jurisdictional for EU SPS compliance.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. There may be a charge to the owner/keeper depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

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DIGITAL EQUINE ID SERVICE (DIGITAL EQUINE PASSPORT OR DIGITAL SMARTCARD)		
Section	Title	Details
A	Service Overview	Provides secure access to equine's ID information via Android or iOS devices. Owners and keepers can view, display, and digitally share information recorded on the Central Equine Database through the Digital Passport/Smartcard, including vaccinations, location, and movements. Multilingual and multi-jurisdictional capability to support EU SPS. Physical Smartcards can be provided if required at an additional cost.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Pricing is free of charge for digital smartcards and digital ID documents as part of the service delivery for the Central Equine Database and/or National Animal or Canine and Feline Databases. There may be a charge to the user depending on the scope of works. Can be provided as a standalone service, charges would apply in this event.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

DIGITAL HIGH HEALTH CERTIFICATION (LIVESTOCK, EQUINE AND COMPANION ANIMALS)		
Section	Title	Details
A	Service Overview	Allows owners, keepers, and farmers to create digital High Health Certificates for cross-border animal transport (including equines) by pulling ID and vet-verified vaccination data from Central Equine, Animal, Canine & Feline Databases and Digital Stable/Kennel. Integrates with APHA, Official Vets, borders, and laboratories. Multilingual, multi-jurisdictional for EU SPS.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. Owner/keeper may be charged for certificates processed through the app depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

DIGITAL SMART CARD (LIVESTOCK, CANINE AND FELINE)		
Section	Title	Details
A	Service Overview	Allows owners/keepers to display animal ID records on mobile devices via Smart Cards linked to species-specific central databases, including (equines, dogs, cats, livestock), providing real-time IDs, vaccinations, location/premises, and movements data. Multilingual, multi-jurisdictional to support EU SPS.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. There may be a charge to the owner/keeper and connected veterinary practices depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

EQUINE DIGITAL STABLE		
Section	Title	Details
A	Service Overview	Enables owners to verify and manage personal and equine records on the Central Equine Database, adding traceability and biosecurity information. Supports Animal Health and Equine Identification regulations, helps Defra meet DPA obligations, and enables data-subject rights. Multilingual, multi-jurisdictional for EU SPS.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. There may be a charge to the owner/keeper depending on the scope of works. Data Record Management Fee: £0.025 per record per month. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions.
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

DIGITAL TEMPORARY IDENTIFICATION DOCUMENTS		
Section	Title	Details
A	Service Overview	Creates digital versions of Defra's temporary equine identity documents for semi-wild/semi-feral populations, integrated with the Central Equine Database and Digital Stable for real-time updates and welfare/enforcement integration. Adaptable for other species. Multilingual, multi-jurisdictional to support EU SPS.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. Document production Fee may be incurred depending on scope of work. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

IDENTITY VERIFICATION DATA PROTECTION (GDPR/DPA) SERVICE		
Section	Title	Details
A	Service Overview	The Identity Verification Data Protection (GDPR) service verifies user identities for access to secure Equine Register Services. It ensures Data Protection/GDPR compliance, enabling data subjects to exercise their rights under the DPA/GDPR. The service is interoperable with our other offerings, including the Digital Stable and Central Equine Database.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Pricing is based on the number of verifications that are initiated by Users. Online Verification: £7.75 per verification Postal address Verification: £5.00 per verification Offline Verification: £40.00 per verification Post-office Verification: £25.00 per verification Pricing is reviewed on an annual basis in line with external suppliers' costs, inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions.
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

EQUINE DATABASE INTERNATIONAL HUB		
Section	Title	Details
A	Service Overview	Enables national equine databases to electronically exchange verified equine identification, biosecurity/foodchain status, and registration data in accordance with UK and international equine registration laws, promoting disease surveillance and control. Integrated with border control services, it can also connect with third-party systems. Multilingual and multi-jurisdictional capability to support EU SPS.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 per country depending on complexity, customisation and configuration. There may be a charge to the owner/keeper depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

LIVERY PREMISES AND HOLDING SITE MANAGEMENT SERVICE		
Section	Title	Details
A	Service Overview	The service allows designated keepers at holding premises, such as riding schools, livery and training yards, holding sites etc to record identification details of equines. It also enables recording of vaccinations, medical records, and movement restrictions, essential for compliance, biosecurity, traceability and disease response and control.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience.
C	On-boarding and Off-boarding.	See T&C's - Professional Services.
D	Implementation.	See T&C's - Professional Services.
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. User service subscription fee may be incurred depending on scope of work. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement.
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions.
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

LIVESTOCK AND EQUINE MARKETS AND AUCTIONEERS SERVICE		
Section	Title	Details
A	Service Overview	Enables livestock and equine markets and auction houses to verify identity, vaccination status, ownership, and movement restrictions of the animals they handle. Additionally, it supports double-ended movement recording and intelligent automated reporting completion. Integrates with animal and livestock traceability services.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. Service Subscription Fee: dependant on scope. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

NATIONAL ANIMAL REGISTRATION DATABASE		
Section	Title	Details
A	Service Overview	Stores traceability and identification information for all animal species in the UK, providing a real-time overview of registration and identification. Supports animal traceability, biosecurity, disease surveillance, and control, while protecting the human food chain and preventing fraud. To be used in conjunction with the Identity Verification service.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Pricing is a monthly fee based on the number of animal records in the database. Monthly Licence Fee: Based on animal records £25,000 - £250,000 depending on complexity, customisation and configuration. There may be a charge to the owner/keeper and connected 3rd party organisations depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions.
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

NATIONAL CHIPCHECKER (EQUINE)		
Section	Title	Details
A	Service Overview	Interoperable with the Central Equine Database, this service allows the public to view limited non-personal equine identification data. It can be configured to support secure access for approved users in addition to public access. Multilingual and multi-jurisdictional capability to support EU SPS.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Pricing is free of charge as part of the service delivery for the Central Equine Database and/or National Animal Database. Can be used as a standalone service, charges would apply. If standalone, there may be a charge to the owner/keeper depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions.
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

PASSPORT ISSUING ORGANISATION (PIO) & STUDBOOK SERVICE		
Section	Title	Details
A	Service Overview	Enables Passport Issuing Organisations/Studbooks/Breed Societies (PIOs) manage passport and studbook activities with configurable workflows for internal users, external users, breed society members, and passport owners. It can integrate directly with the CED and Digital Stable for real-time updates and GDPR compliance. Multilingual and multi-jurisdictional capability to support EU SPS.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £30,000 depending on complexity, customisation and configuration. User service subscription fee may be incurred and also a charge per connected organisation depending on scope of work. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

EQUINE, LIVESTOCK, DOG AND CAT PRE-EVENT REGISTRATION		
Section	Title	Details
A	Service Overview	Enables organisers to manage biosecurity and traceability for equines, livestock, dogs, and cats at events by collecting vet-verified vaccination details during registration, tracking animal locations and movements to prevent disease spread at co-mingling sites. Multilingual, multi-jurisdictional for EU SPS.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. User service subscription fee may be incurred depending on scope of work. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

EQUINE AND LIVESTOCK TRANSPORTER SERVICE		
Section	Title	Details
A	Service Overview	Enables transporters to identify and manage equine and livestock movements in their vehicles. The application allows owners to pre-register vet verified vaccination and health information for compliance, providing a complete audit trail of movements and animal interactions to support biosecurity and traceability. Multilingual and multi-jurisdictional capability to support EU SPS.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. User service subscription fee may be incurred depending on scope of work. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

VETERINARY EQUINE/ANIMAL IDENTITY CHECK AND MEDICAL RECORD SERVICE		
Section	Title	Details
A	Service Overview	Allows RCVS- or government-verified vets to digitally verify animal identity against CED/central databases and record ID, microchipping, vaccinations, medications, and high-health certificates. Entries sync to the animal's Digital Stable record, providing vets with documented evidence of compliance.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 per country that is linked depending on complexity, customisation and configuration. User service fee may be incurred depending on scope of work. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

INTEGRATED VETERINARY SURGEON IDENTITY VERIFICATION		
Section	Title	Details
A	Service Overview	Enables verification of individuals against the Royal College of Veterinary Surgeons (RCVS) register to confirm status to practice as a vet/Official Vet before accessing restricted Equine Register Services. This process protects against fraudulent activity. Can be used for other international veterinary registers and government vets. Works with GDPR/DPA service.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Service is free when used as free as part of Veterinary Services. If used as a stand-alone service a charge/look-up fee may apply. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

CENTRAL EQUINE DATABASE		
Section	Title	Details
A	Service Overview	Enables border control staff to swiftly and accurately identify live livestock, equines, and companion animals at border control points for import or export. Provides real-time access to other identification data, vaccination status, and food chain status, while facilitating risk profiling. Interoperable with other systems to support frictionless trade movement.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Pricing is based on an initial one-off implementation fee based on a time and materials basis in line with our rate card for any initial set-up followed by a fixed monthly fee based on the number of animal records in the database and used alongside the Identity Verification Service. Monthly Licence Fee per country: 0– 2,000,000 records £60,000 2,000,001 – 3,000,000 records £80,000 Over 3,000,000 + records £100,000 Variable fees may be applicable for SMS, verifications etc subject to clients' requirements. There may be a charge to the owner/keeper depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response

Equine Register Limited Services Description

K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.
NATIONAL CANINE AND FELINE IDENTITY (MICROCHIP) CHECKER		
Section	Title	Details
A	Service Overview	Provides public access to limited non-personal dog and cat ID data from the National Canine and Feline Database via microchip lookup, with secure authorized-user access. Enables single-point search to reunite lost/stolen pets and link welfare centres holding animals. Works on and offline.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Pricing is free of charge as part of the National/Central Canine and Feline Database. Can be used as a standalone service, cost will apply. There may be a charge to the owner/keeper and/or connected organisation depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

NATIONAL CANINE AND FELINE DATABASE		
Section	Title	Details
A	Service Overview	Equine Register's Canine and Feline Database records microchips, ID, and ownership for UK dogs and cats, offering real-time population visibility. It supports disease control, traceability, welfare, enforcement, crime prevention, and reunites lost/stolen pets by linking owners and welfare centres.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Pricing is a monthly fee by species and based on the number of animal records in the database. Application Licence Fee (fixed fee per month) between £25,000 - £250,000 depending on complexity, customisation and configuration. There may be a charge to the owner/keeper and connected organisations depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions.
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

CAT AND DOG DIGITAL OWNER PORTAL

Section	Title	Details
A	Service Overview	Enables owners to verify/manage personal and pet records on the Central Canine and Feline Database and add traceability/biosecurity information. Supports Defra's DPA/GDPR compliance and data-subject rights, and reunites lost/stolen pets with owners via welfare-centre links.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Pricing is based on Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. There may be a charge to the owner/keeper depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions.
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

EQUINE, LIVESTOCK AND COMPANION ANIMAL DISEASE CONTROL AND SURVEILLANCE SERVICE.

Section	Title	Details
A	Service Overview	An integrated API service that enables organisations to digitally exchange data and communicate animal (equine, livestock, companion animals) and location-specific instructions to operators during biosecurity issues or disease threats. It also supports quarantine controls and enables rapid targeted response by public and private sector teams.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. There may be a charge to the owner/keeper depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions.
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

EQUINE, LIVESTOCK AND COMPANION ANIMALS BORDER AND MOVEMENTS SERVICE

Section	Title	Details
A	Service Overview	Enables organisations to exchange data and record arrivals/departures of equines, livestock, and companion animals, checking biosecurity status before arrival. Supports double-ended movement recording and inter-organizational communication to manage biosecurity and risk. Multilingual, multi-jurisdictional for EU SPS. Supports devolved administration internal and international border points facilitating trade and bio-secure movements and rapid response to disease alerts.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience.
C	On-boarding and Off-boarding.	See T&C's - Professional Services.
D	Implementation.	See T&C's - Professional Services.
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 per country depending on complexity, customisation and configuration. There may be a charge to the owner/keeper and connected organisations and agencies depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement.
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions.
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

EQUINE, LIVESTOCK AND COMPANION ANIMAL ENFORCEMENT MANAGEMENT SERVICE

Section	Title	Details
A	Service Overview	Integrated with CED, Digital Stable, and Equine Register, this system lets organisations exchange core traceability data and communicate with operators to impose and investigate fines, issue on-the-spot fines recorded on an equine's smartcard, and use behavioural pattern recognition to target education or sanctions efficiently.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. There may be a charge to the owner/keeper and connected organisation and agency depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

Commented [SE1]: Core traceability data

EQUINE, LIVESTOCK AND COMPANION ANIMAL ENFORCEMENT MARKETPLACE		
Section	Title	Details
A	Service Overview	Integrated with CED, Digital Stable and enforcement portals, this system enables enforcement agencies to exchange core data and communicate with operators to investigate and impose fines or crimes, issue on-the-spot fines recorded on an equine's smartcard core traceability data and apply behavioural pattern recognition to target education or sanctions.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. There may be a charge to the customer and/or connected organisation and/or agency depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions.
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

EQUINE HIGH HEALTH CERTIFICATION/BORDER MOVEMENTS SERVICE		
Section	Title	Details
A	Service Overview	Enables organisations to electronically exchange core data with border teams, vets and OV's to provide high health verified information linked to automated digital documents via Smartcards and the CED. Supports Border Target Operating Model, IPAFFs and frictionless high-health equine movements, multilingual and multi-jurisdictional for internal and international EU SPS trade.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. Owner/keeper may be charged for certificates processed through the app depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

EQUINE, LIVESTOCK AND COMPANION ANIMAL BORDER CONTROL SERVICE		
Section	Title	Details
A	Service Overview	Enables organisations to exchange core data and communicate with border inspection teams, control posts, vets and OV's to access/provide verified information. Supports risk profiling history and rapid disease response for low-/high-health equines, companion animals, livestock and poultry. Linked to ER Border Enforcement App. Multilingual, multi-jurisdictional for EU SPS trade.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. Owner/keeper may be charged for certificates processed through the app depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

ANIMAL IDENTIFICATION TRANSPONDER / TAG/ MICROCHIP CHECKER.		
Section	Title	Details
A	Service Overview	Allows public and authorized users to check animal ID data from transponders (microchips, tags, other devices) via a secure API interoperable with Central Equine, Animal, and Canine/Feline databases. Works with third-party systems or as a standalone service. Supports RBAC profiles for GDPR/DPA compliance.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 depending on complexity, customisation and configuration. Owner/keeper and connected organisation/or agency may be charged per check processed through the app depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk . Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions .
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

PREMISES ID NUMBER GENERATION AND CPH INTEGRATION SERVICE		
Section	Title	Details
A	Service Overview	Records holding and co-minglingsite premises details, integrates with CPH and other systems, and can generate unique IDs. Essential for compliance, biosecurity, and traceability, it works with GDPR services to maintain compliance and supports international premises identifiers to enable full inbound/outbound automated and compliant movement and location recording.
B	Service Resilience, Backup and Restore.	See T&C's - Service Resilience .
C	On-boarding and Off-boarding.	See T&C's - Professional Services .
D	Implementation.	See T&C's - Professional Services .
E	Pricing	Application Licence Fee (fixed fee per month) between £10,000 - £125,000 per authority type, depending on complexity, customisation and configuration. A fee of £0.10 - £5.00 per number generated depending on complexity. There may be a charge to the owner/keeper or premises owner depending on the scope of works. Pricing is reviewed on an annual basis in line with inflation and RPI. Prices exclude VAT and any applicable variable costs, such as multi-channel notifications (e.g., SMS and SNS), data lookups (e.g., postcode), ID verification services, and real-time links to industry governing bodies (e.g., RCVS). Hosting will be charged separately and confirmed once scope of project is understood.
F	Service Constraints	None.
G	Service Levels and Service Credits.	See T&C's - Service Level Agreement .
H	Ordering and Invoicing	To order please contact Equine Register at 0333 8800122 or customerservice@equineregister.co.uk. Invoices will be sent to Customer monthly in arrears. Payment terms 15 days.
I	Terminating a contract	Customer can terminate a contract giving twelve months' notice. On termination, Equine Register will offboard users and data (see section C above). Certain Terms continue to apply to Customer after Termination. See Terms and Conditions.
J	Technical Support.	See T&C's - Technical Support and Fault Response
K	Technical Requirements	Service is accessible through modern web browsers and apps for iOS and Android devices.

Schedule 2 - Definitions and General Services Overview

1. Equine Register Services

- 1.1. The Equine Register provides internet-hosted services as defined in the appendices of Schedule 2, including applicable service levels in Schedule 3.
- 1.2. Each Service is monitored for hardware availability, service capacity, and network resource utilization, with regular compliance checks and adjustments made as needed.
- 1.3. Each Service requires customer information for successful provisioning and performance.
- 1.4. Customers must apply renewal credentials accompanying the Subscription Instrument to their account upon receipt. Renewal credentials are necessary to maintain account and customer data during any post-termination retention period outlined in the applicable Service appendix; otherwise, account access and data may be permanently deleted.

2. Definitions

2.1. Capitalised terms below have the following meanings:

- **ADMINISTRATOR:** A user with authorisation to manage the Service on behalf of the customer, with varying management capabilities as designated.
- **COMPUTER:** Includes computers, mobile phones, and devices capable of having Software installed.
- **END USER LICENSE AGREEMENT (EULA):** Terms accompanying the Software.
- **INFRASTRUCTURE:** Technology and intellectual property used to provide the Services.
- **MONTHLY CHARGE:** The monthly fee for the affected Service(s).
- **SERVICE CREDIT:** Amount credited to the customer's next invoice after validation.
- **SERVICE LEVEL:** Defined service parameters in Schedule 3.
- **SERVICE SOFTWARE:** Required Software for receiving the Service, including documentation provided by Equine Register.
- **SOFTWARE:** Equine Register or licensor programs licensed to the customer, governed by EULA terms.
- **SUBSCRIPTION INSTRUMENT:** Agreement or license between the customer and Equine Register regarding the Service.
- **USER:** An individual or device authorised to use or benefit from the Service.

3. Planned Maintenance

- 3.1. "Planned Maintenance" refers to maintenance periods with seven (7) days' notice that may disrupt Service due to non-availability of the Infrastructure. Efforts will be made to avoid maintenance between 9 am and 5 pm, Monday to Friday.
- 3.2. Maintenance will be carried out with minimal Service impact, often during low traffic periods, diverting Service as necessary.

3.3. For emergency maintenance affecting the Service, Equine Register will notify affected parties at least one (1) hour prior.

4. Technical Support

4.1. Technical support is available from 10 am to 4 pm, Monday to Friday, excluding UK public holidays, to assist with Service configuration and to resolve reported issues. Additional support details may be found in Schedule 4.

5. Customer Service

5.1. Customer service is available between 10 am and 4 pm, Monday to Friday, excluding UK public holidays, for: a) Processing Service provisioning orders, b) Handling Service modification requests, and c) Addressing billing inquiries.

5.2. Equine Register will use reasonable efforts to provision the Service within five (5) business days upon receipt of a completed order or Service Change Request, provided required information is provided by the customer.

6. Service Software License

The EULA accompanying the Service Software applies unless stated otherwise.

6.1. **Grant of License:** Equine Register grants the customer and/or User a non-exclusive, non-transferable right to install and use the Service Software solely for internal operations. All intellectual property rights remain with Equine Register and its suppliers.

6.2. **Copy and Use Restrictions:** Customer may download and install the Service Software subject to the following: a) No more than the number of licensed User licenses may be installed. b) Customer may back up or archive the Service Software. c) Customer may not permit third parties to: (i) decompile or reverse engineer the Software, (ii) remove proprietary notices, (iii) lease or lend the Software, (iv) modify or create derivatives, or (v) use the Software except as permitted.

6.3. **Transfer of Rights:** Customer may not transfer this license without Equine Register's prior written consent; any unauthorized transfer is void.

6.4. **Limited Warranty and Disclaimer:** a) Equine Register warrants that the Service Software will conform to its current Documentation. b) The warranty does not apply if: (i) the Software is not used per the Agreement or Documentation, (ii) it is modified by anyone other than Equine Register, or (iii) a malfunction is caused by the customer's equipment or third-party software. c) Equine Register does not warrant uninterrupted or error-free operation and disclaims all warranties including merchantability or fitness for a particular purpose.

7. Termination

7.1. Upon termination of the applicable Service or the Agreement, all of Customer's right to use the Service Software granted herein shall immediately cease and Customer shall promptly return to Equine Register or destroy all copies of the Service Software and Documentation.

8. Additional Legal Terms and Conditions

The following terms and conditions apply to all Services, and the Customer accepts and agrees to:

- 8.1. The Customer shall comply with all applicable laws regarding the use of the Service(s). In some countries, obtaining individual personnel consent may be necessary. Configuration and use of the Service(s) are under the Customer's control; thus, Equine Register is not liable for Customer's use or any civil or criminal liability incurred as a result.
- 8.2. Results of any benchmark tests or other tests related to the Service may not be disclosed to third parties without Equine Register's prior written consent.
- 8.3. If continued provision of the Service may compromise security (e.g., hacking attempts, denial of service attacks), Equine Register may temporarily suspend the Service, promptly inform the Customer and working towards resolution. The Service will be reinstated upon removal of the security threat.
- 8.4. If a Service is suspended or terminated for any reason, Equine Register will reverse all configuration changes made during provisioning, and the Customer is responsible for any necessary reconfiguration upon reinstatement.
- 8.5. Service Levels apply to the Services defined in Schedule 3, Service Level Agreement, and any predecessor Service, if applicable.
- 8.6. To optimise each Service, Equine Register may, at its discretion and without notice, add, modify, or remove features, or change operating practices to enhance performance and availability while preventing abuse. Such changes will not materially degrade the Service.
- 8.7. Equine Register may update these Service Description schedules to accurately reflect the Services provided.
- 8.8. The Customer acknowledges that the remedies specified in the Agreement are the sole and exclusive remedies for any Service performance failures.

Schedule 3 - Service Level Agreement

1. General

- 1.1. The remedies outlined in this Service Level Agreement represent the Customer's sole and exclusive remedy in contract, tort (including negligence), or otherwise.
- 1.2. Equine Register's maximum cumulative liability under this Service Level Agreement in any calendar month shall not exceed 100% of the monthly recurring charge payable by the Customer for the affected Service(s).

2. Service Availability

- 2.1. The Service is available 24/7, except during:
 - a) Permitted Downtime.
 - b) Non-availability due to acts or omissions by the Customer or third-party services independent of Equine Register;
 - c) Periods of service suspension by Equine Register per the Agreement;
 - d) Customer breaches of the Agreement, including overdue invoices; or
 - e) Improper configuration by the Customer as per relevant documentation provided.
- 2.2. Equine Register will notify the Customer of any non-availability within two hours of detection.
- 2.3. If Service Availability falls below 99% in any calendar month, the Customer will receive a Service Credit based on the following percentage credit:

Percentage Service Availability per calendar month	Percentage credit of monthly charge for Failure to Meet Target
<99% but >=95%	25%
<95% but >= 90%	50%
<90%	100%

Schedule 4 - Technical Support and Fault Response

1. Equine Register will provide technical support from 10 am to 4 pm, Monday to Friday, excluding UK Bank Holidays:
 - 1.1. Support for authorized Customer representatives regarding Service issues.
 - 1.2. Collaboration with authorized Customer representatives to resolve these issues.
2. When the Customer raises a problem, fault, or service information request with Equine Register, its priority level is determined, and a response is provided as defined in the table below:

Priority Level	Definition	Response Target	Percentage Credit of Monthly Charge for Failure to Meet Target
Severity 1	Loss of Service	95% of calls responded to within 2 hours	15%
Severity 2	Partial loss of Service or Service impairment	85% of calls responded to within 4 hours	10%
Severity 3	Potentially Service affecting or non-Service affecting information request	75% of calls responded to within 8 hours	5%

Faults originating from Customer's actions or requiring the actions of service providers under the control of Customer, are beyond the control of ER and as such are specifically excluded from this Service Level.

Schedule 5 - Service Resilience

1. General

- 1.1. Equine Register aims to provide Services using high-availability infrastructure, including synchronized data backups to secondary database instances.
- 1.2. All Service components will be hosted in cloud environments, primarily using AWS, backed by their service level agreements.

2. Data Backup and Restore

- 2.1. Equine Register will design architecture for self-replicating components using High Availability Zones to handle disaster events. All components will automatically failover to EC2 instances in different AWS Availability Zones. AWS Elastic Load Balancers will ensure service availability, while data will be synchronously backed up using multi-availability zones for live data replication. AWS RDS Multi-AZ architecture will mitigate data loss risks by synchronously backing up to a backup database. If a backup server fails before recovery, Point In Time Restore (PITR) will restore a copy no older than one day. Equine Register will assure disaster recovery processes by running a disaster recovery plan every six months.

3 Disaster Recovery

- 3.1 In the event of a disaster, Equine Register will:
- 3.2 Communicate regularly with the Customer, governed by the Technical Support and Fault Response targets defined in Schedule 4.
- 3.3 Recover the Service, automatically failing over to the backup Availability Zone to minimize data loss to open transactions. The architecture will facilitate this failover with a recovery time objective (RTO) of minutes. If manual instance creation in a new Availability Zone is necessary, the RTO will be approximately four hours.
- 3.4 Conduct a post-event root cause analysis and report findings to Equine Register and the Customer.

Schedule 6 - Professional Services

1. General

- 1.1. Equine Register is able to provide professional services to Customer in the following instances.
- 1.2. All Professional Services will be subject to a Statement of Work agreed with Customer.
- 1.3. All Statements of Work will be priced according to Equine Register's Rate Card.

2. On-boarding

- 2.1. Equine Register will provide on-boarding services in the following cases. The need to provide on-boarding services will vary according to the Service in question:
 - 2.2. On-boarding Customer's authorised Users.
 - 2.3. On-boarding Customer's data

3. Off-boarding

- 3.1. At end of contract, Equine Register will provide off-boarding services in the following cases. The need to provide off-boarding services will vary according to the Service in question:
 - 3.2. Off-boarding Customer's authorised Users.
 - 3.3. Off-boarding Customer's data in either CSV or XML format.

4. Implementation

- 4.1. Equine Register will provide implementation, configuration and customisation services to the Services in line with Customer's agreement