

Issured Pricing Document V2

Introduction

This Pricing Document covers our pricing regime for our MeaConnexus service offering.

There are no hidden or extra costs to pay with this service.

All the costs are transparent, and the licence and interview package costs reflect these once a client has been on boarded. The prices and cost model provide the client with a high level of flexibility to cater for unknown future requirements and use within their organisation.

Pricing Model Rationale

The aim of the pricing model is to provide the client with one simple model. The breakdown of components is explained as follows:

- Licence cost – This covers the following:
 - An unlimited number of users within the client's organisation.
 - The cost for the provision of service management.
 - Defined hours of operation via telephone or email.
 - Service updates as they are released.
 - Availability to purchase more secure cloud storage based on needs.
 - Retention and ongoing reference of the audit records for 3 months after contract terminates. Separate arrangements can be made beyond this period of time.
 - Retention and ongoing reference of the immutable records for future verification for 3 months after contract terminates. Separate arrangements can be made beyond this period of time.
 - Includes full speech to text transcription service.
 - Provides meeting/interview case management for individuals and secure groups within the client organisation.
 - Ability for client organisations to apply their own branding.
 - Support for Windows, Mac OS, Android and IOS mobile devices.
 - Translation during the session.
 - Fully 256 Bit AES encrypted remote interview streaming.
 - Up to 15 participant streams plus 1 screen sharing stream for full recording and translation services.
 - Creation of an immutable record of the meeting/interview and Blockchain Validation Certificate generation that provides the details for internal and external parties to validate the authenticity of the meeting/interview.
 - Full secure chat and media sharing within the meeting/interview.
 - Ability to bookmark and annotate key points within the meeting/interview and post interview.
 - Audio only participant entry.

- Silent observer features that allow an individual or team to observe the meeting/interview without their presence being known to invited participants.
- Full host control of participant entry and microphone muting.
- Rapid connection using connect now.

Costs

The breakdown of costs are as follows:

- Per interview cost charged for the annual contract pricing - £35 per interview.
- Per interview cost charged above the contracted pricing - £37 per interview.
- Annual licence cost is £1,500.
- The annual minutes allocation will be pro rata for the 12-month period, and the annual minute count will restart at each anniversary of the 12-month contract.

Examples:

- If a buyer purchases 20 interviews per month the cost will be £700 per month.
- If a buyer decides to retain its storage more than 12 months the annual licence charge is required. When storage exceeds the 1TB additional storage can be purchased per annum on top of the annual licence cost.

Notes:

1. Per Interview costs are based on an average of 45mins length (less any SMS invites) and a fair use of 75% of monthly interviews being conducted with less than 5 Video streams per interview.
2. Transcription, Realtime Translation and the first 12 months interview storage are all included in the per interview price.
3. SMS Invites consume 1 minute of the customers total minute allocation for an interview/meeting.
4. There are no exit fees at the end of contract and storage of interviews/meetings can be arranged at the end of the contract term.
5. Additional streams can be procured and enabled at a charge of

Pricing Elements and Considerations

On site Visits

If an on-site visit is required, this will be charged for as part of the on boarding and will depend on the duration of the on boarding. We believe that all the necessary on boarding can be carried out remotely.

Contract Term

The minimum contract term is for 12 months.

On-boarding costs

For all Issured service offerings, on-boarding costs will be inclusive for remote engagement. Many buyers do not require any onsite support.

These are out of scope: acquisition of external client data; migration to specialist databases; custom connections to client storage or the use of specialist consultants or advisors as applicable.

Off-boarding costs

Off-boarding is supported and the first day of support is included in the service. In most cases this is carried out remotely at no cost and requires no further action.

The off-boarding confirmation will be finalised in the last 2 months of service contract.

On-going/Licence/Subscription Costs

Our subscription costs for MeaConnexus are annual. The licence cost is shown for using the service.

The Licence cost includes the use of the minutes purchased for an unlimited number of interviews with a limited number of participants per interview.

Client Training

Our training services are designed around the requirements of the services and any specific client requirements will be delivered by our own trainers online.

The initial onboarding includes a one-day training provision for the client super user will be part of the on-boarding.

Issured will provide the user guide and associated training to the client representative as part of the onboarding.

Additional training days for the ongoing service will be offered at £1,300 excluding taxes per day for up to 5 trainees carried out remotely. For onsite training the cost



will be £2,500 excluding taxes per day all-inclusive of travel expenses within the United Kingdom. All facilities to be provided at no cost to Issured.

Support

All support aspects are included within the proposal scope. It is anticipated that no additional support will be required to operate the service.

All support services offering a base service are included in the subscription service cost.