

Valid for new customers as from 01.08.2025

	FACT24 ENS ⁺			FACT24 CIM		
	starter	essential	advanced	starter	essential	advanced
SETUP FEES (one-off)						
Setup package ¹	£ 995	£ 1,987	£ 3,310	£ 6,053	£ 7,567	£ 8,831
BASIC FEES (per month) ²						
Single account ³ (incl. 100 persons)	£ 355	£ 632	£ 910	£ 1,803	£ 2,882	£ 3,995
Multiple account ³ (incl. 500 persons)	—	—	£ 2,289	£ 4,501	£ 7,230	£ 10,099
Corporate account ³	—	—	on request			
ADDITIONAL PERSONS PACKAGES (per month) ²						
100 persons	—	£ 301				
200 persons	—	£ 521				
500 persons	—	£ 919				
1.000 persons	—	£ 1076				
2.000 persons	—	£ 1,719				
5.000 persons	—	£ 2,388				
10.000 persons	—	£ 4,054				
25.000 persons	—	£ 4,973				
> 25.000 persons	—	on request				
USAGE FEES (alerting, connection and other charges) ⁴						
Standard	included, according to the scope of the booked persons package					

OPTIONS							
CAPACITY							
Usage flat rate ⁵							
Basic fee (per month)	Single account	—	£ 102	£ 143	£ 277	£ 450	on request
	Multiple account	—	—	£ 356	£ 699	£ 1119	on request
	Corporate account	—	—	on request			
Additional fee per persons package (per month)	100 persons	—	£ 62				on request
	200 persons	—	£ 106				on request
	500 persons	—	£ 186				on request
	1.000 persons	—	£ 218				on request
	2.000 persons	—	£ 344				on request
	5.000 persons	—	£ 479				on request
	10.000 persons ⁶	—	£ 812				on request
	25.000 persons ⁶	—	£ 996				on request
	> 25.000 persons ⁶	—	on request				
30 GB additional storage for file archive							
Fees per month		—	—	—	£ 53		

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OPTIONS (Continuation)							
CONNECTIVITY							
Set-up fee (one-off)							
Web Services API ⁷		—					£ 1,898
F24 SFTP server ⁸		—					on request
Fee per month							
Web Services API, E-Mail, SMS, SCIM or other API interfaces (per interface) ⁹		—		£ 156			inclusive
F24 SFTP server	Single account	—		£ 257			£ 155
	Multiple account	—	—	£ 643			£ 491
	Corporate account	—	—				on request
FUNCTIONALITIES							
SSO Identifier via SAML protocol							
Set-up fee (one-off)		—	—				£ 1,898
Lone Working							
Fee (per month)	1 person						£ 24
	10 person package						£ 174
	100 person package						£ 1,451
Lone Worker Dashboard (per month)							£ 101
Microsoft Teams Integration							
Set-up fee (one-off)		—					£ 1,898
Basic fee (per month, usage depending on selected person package)		—			£ 156		inclusive
Video conference							
Set-up fee (one-off)		—	—				£ 1,898
Basic fee (per month, usage depending on selected person package)		—	—		£ 156		inclusive
e*Message safety radio network Germany							
Basic fee (per month)							£ 156
Desktop Alerting via PC Client (max. 100 installations per account, additional installations on request)							
Set-up fee (one-off)		—	—				£ 1,898
Basic fee (per month, usage depending on selected person package)		—	—				£ 156
Visualiser							
Fee (per month)	Single account	—		£ 156			inclusive
	Multiple and Corporate account	—	—	£ 257			inclusive
Launch form							
Fee (per month)	Single account				£ 156		inclusive
	Multiple and Corporate account	—	—		£ 257		inclusive
Individual sender mail address							
Set-up fee (one-off)		—					£ 1898
Basic fee (per month)		—					£ 156
Individual dial-in phone number							
Fee per Number (per month)		—	£ 156			Two included, additional numbers £ 156 each	

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OPTIONS (Continuation)							
FUNCTIONALITIES							
Task notification via SMS							
Fee per Number (per month)		—			£ 156		
Risk Analysis							
Basic fee (per month)		—			£ 335	inclusive	
SERVICE							
Support and Consulting							
24/7 Customer Support (per month) ¹⁰	Single account	—	£ 81	£ 102	inclusive		
	Multiple and Corporate account	—	—	£ 186	inclusive		
Consulting / training / customising (daily rate) ¹¹		£ 1,265					

All fees and charges are given per account with regular contract runtime exclusive of statutory VAT.

- 1) Includes technical setup for activation of account, import of master data and consulting services for account configuration, training and functional testing (domestic travel included):
 - a) FACT24 ENS+ starter: online only
 - b) FACT24 ENS+ essential: online + onsite 0.5 days maximum
 - c) FACT24 ENS+ advanced: online + onsite 1 day maximum
 - d) FACT24 CIM starter: online + onsite 2 days maximum
 - e) FACT24 CIM essential: online + onsite 3 days maximum
 - f) FACT24 CIM advanced: online + onsite 4 days maximum
- 2) If upper package size limits are exceeded, we charge £ 4 per person per month. Additional Persons Packages can be combined.
- 3) Multiple / corporate accounts enable organisational / role / rights structures to be set up in line with the client's needs based on organisational units and hierarchies:
 - a) A single account includes one organisational unit with:
 - 10 users for FACT24 ENS+ editions
 - 25 users for FACT24 CIM editions
 - b) Multiple account (available for FACT24 ENS+ advanced and above) includes: 10 organisational units and 250 users.
 - c) Corporate account (available for FACT24 ENS+ advanced and above) includes: up to 100 organisational units and 1000 users.
- 4) The standard package includes usage fees according to persons package subscribed: Data volume maximum 50 GB storage; mobile and landing phone, fax connections, SMS text messages, Notifications via Mobile App, Video calls (if booked), MS-Teams or PC client (if booked) depending on the scope of the persons package booked, e.g. 100 minutes (50 mobile minutes and 50 landline minutes or video call minutes), 100 SMS and 100 Notifications via Mobile App, MS-Teams or PC client (if booked) for 100 persons, up to a maximum of 5,000 minutes (2,500 mobile minutes and 2,500 landline minutes or video call minutes), 5,000 SMS and 5,000 F24 Notifications, 5,000 MS-Teams or PC Client Recipients (if booked) for 5,000 persons and above. Additional usage-based system messages in FACT24 will be considered in the included volumes. Each additional minute is charged at £ 0.08 (landline or video) or £ 0.31 (mobile), including text-to-speech generation, or each additional SMS at £ 0.20 or for each additional Notification via Mobile App, MS-Teams or PC client at £ 0.06. Our charges exclude special numbers (e.g. satellite phones, service numbers subject to charges, etc), prices can be obtained on a time and cost basis / on request. For Geocoding, 1,000 API requests per month are included. Each additional API request will be charged with 0.07 £. Upon request it is possible to acquire an additional API requests package for an one-time fee of 21 £. All details given apply per account per month. Inclusive allowances cannot be accumulated over a period of 12 months, with the exception of annual payments in advance.
- 5) Fee for flat rate consists of basic fee plus additional fee depending on the person package(s) selected. The optional flat rate includes all minutes, SMS, text-to-speech and F24 push notifications that arise when the F24 services are used in a fair and proportionate manner. Excluded from this are special telephone numbers (e.g. satellite phones, chargeable service numbers, etc.). F24 expressly reserves the right to check for improper use or abuse in the event of a suspicion of misuse and to invoice any additional volumes that have arisen as a result of improper use on a monthly basis. In case of upgrading to higher person packages we offer a special right of termination for the flat rate option. The customer has to inform F24 in writing at the time of the person package upgrade. By default, the flat rate option is continued and fees are lifted to match the upgraded number of persons. Flat rate is not available to customers migrating from F24's end-of-life services.
- 6) For clients with packages of 10,000 persons or above, F24 reserves the right to review usage volumes 6 months after contract start date and then once every 12 months thereafter and to potentially adapt the flat rate fee to a level that covers the external telecommunications cost.
- 7) The package for web services interface setup includes one consulting day (8 hours) for requirements analysis, activation and access to a test environment, 1 hour online training session, telephone support and implementation review.
- 8) The setup fee depends on the complexity of your requirements, which will be determined in an initial discussion to clarify the technical details. The invoice will be calculated on the basis of the current daily rate.
- 9) For the interfaces E-Mail and API one recipient address/endpoint is included. Each additional address/endpoint will be charged at £ 11 per month. The SMS interface contains one national dial-in-number. Each additional number will be charged at £ 32 per month. For each SMS interface 1,000 incoming SMS are included per month, each additional incoming SMS will be charged at £ 0.10. For customers with FACT24 CIM Starter or higher, one interface is included; each additional interface costs £ 156 per interface.
- 10) Please note that 24/7 Customer Support outside of business hours, 9 am – 5 pm CET, is only available in English.
- 11) The daily rate (8 hours, senior level) is understood to be plus travel expenses. Travel expenses are billed according to expenditure. For each travelled kilometre £ 0.34 will be charged.