



Service Definition

COMLog – Pricing Schedule

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1. Pricing model overview

COMPlug is offered using a **tiered subscription pricing model** with an included monthly allowance of completed test submissions. The pricing model is designed to be transparent, predictable, and auditable, enabling Buyers to forecast and control expenditure while scaling usage as required.

Each tier includes a defined base subscription fee and an included volume of completed test submissions. Where usage exceeds the included allowance, additional submissions are charged at a fixed per-test rate aligned to the selected tier.

Subscription fees are billed **annually in advance**. There is **no five-year base value or multi-year minimum commitment** implied by this pricing schedule.

2. Definition of pricing unit

A **completed test submission** is defined as:

A user-initiated test record that has been validated and successfully processed by the COMPlug platform.

Only completed and successfully processed submissions are counted for billing purposes.

3. Tiered pricing

		
Foundation Tier	Growth Tier	Enterprise Tier
£380 per month	£700 per month	£1,500 per month
Included monthly submissions: Up to 500	Included monthly submissions: Up to 1,600 	Included monthly submissions: Up to 6,000
Per-test rate (above allowance): £0.12 per test submission	Per-test rate (above allowance): £0.07 per test submission	Per-test rate (above allowance): £0.05 per test submission
Up to 2 concurrent connections	Up to 20 concurrent connections	Up to 80 concurrent connections
Suitable for smaller deployments or pilot implementations with predictable usage volumes.	Suitable for growing organisations with increasing test volumes and multiple connected sites.	Suitable for large-scale, high-volume deployments requiring enterprise-grade scalability and support.

4. What is included

All tiers include:

- Access to the COMPllog platform
- UK-hosted cloud infrastructure
- Monitoring, maintenance and upgrades
- Standard integrations
- Service desk support aligned to the selected tier

Optional enhanced or out-of-hours support can be provided under separate agreement.

5. Usage monitoring and cost control

Buyers are provided with usage reporting to monitor completed test submissions against their included monthly allowance. ToukanLabs engages proactively where usage thresholds are approached to support cost forecasting, optimisation, and tier review.

6. Price adjustments

Prices may be adjusted annually in line with the UK Consumer Price Index (CPI), in accordance with G-Cloud call-off contract provisions.

7. Assumptions and exclusions

- Pricing excludes VAT.
- Pricing assumes standard service configurations and integrations.
- Significant changes in scope or usage patterns may require a review of the selected pricing tier.

8. Billing

Subscription fees are invoiced annually in advance on a rolling yearly basis. There is **no five-year base value, aggregation, or minimum multi-year commitment** associated with this pricing. Additional usage charges, where applicable, are invoiced in arrears based on measured completed test submissions.