

1 Pricing Schedule – Converse360 AI Assist-Me Product Range

1.1 Pricing Principles

- ❖ Prices are exclusive of VAT.
- ❖ Pricing for each product is made up of three components plus optional items:
 - Set-up charge
 - Platform subscription
 - Usage bundles
 - Optional components, enhanced support
- ❖ Mandatory set-up charges for onboarding & optional configuration services
- ❖ When usage bundles are consumed an overage charge applies unless additional usage bundle purchased
- ❖ All prices represent maximum framework rates; discounts may apply.

2 Converse360 Packaged Assistants

2.1 Converse360 Smart Packs - One-Off Charges (Onboarding and Setup)

Item	Description	Charging Basis	Charge
SaaS Onboarding set-up service	Configure private cloud instance & enable portal	Fixed price, to documented scope	£295
AI Receptionist base configuration	Base portal configuration, training guides, load templates	Fixed price to documented scope	£345
AI Booking Assistant base configuration			
AI Knowledge Assistant base configuration			
Optional Professional Services for config and tuning	Bespoke configuration or consultancy	Day rate	£950 per day

2.2 Packaged Assistants - Platform Subscription Charge

Item	Description	Charging Basis	Charge
AI Receptionist License	Platform access (up to 20 concurrent calls)	Per customer per month	£295
AI Booking Assistant License	Platform access (up to 20 concurrent calls/sessions)	Per customer per month	£295
AI Knowledge Assistant License	Platform access (up to 20 concurrent calls/sessions)	Per customer per month	£195
Increase concurrent channels from 20 to 50 License	Access additional 30 concurrent channels	Price per month	£75

2.3 Packaged Assistant – Usage Bundle Charges

Item	Description	Charging Basis	Charge
Voice minute bundles (low-use)	Up to 500 minute bundles	Bundles based on Price per minute	£0.20/min
Voice minute bundle (Med)	500 – 10,000 minute bundles	Bundles based on Price per minute	£0.15/min
Voice minute bundle (Large)	Over 10,000 minute bundles	Bundles based on Price per minute	£0.12/min
AI Credits	AI Knowledge consumption and GEN AI Chat sessions	Price per 10,000 Credits	£3.20

3 converse360 Website Voice Assistant (Nano)

Item	Description	Charging Basis	Charge
SaaS Onboarding set-up service	Configure private cloud instance & enable portal	Fixed price, to documented scope	£295
Nano base configuration	Base portal configuration, training guides, load templates	Fixed price to documented scope	£345

3.1 Website Voice Assistant - Platform Subscription Charge

Item	Description	Charging Basis	Charge
Nano 1.0 License	Platform access (up to 20 concurrent sessions)	Per Nano instance per month	£195
Increase concurrent channels from 20 to 50	Access additional 30 concurrent channels	Price per month	£75

3.2 Website Voice Assistant – Usage Bundle Charge

Item	Description	Charging Basis	Charge
Voice minute bundles (low-use)	Up to 500 minute bundles	Bundles based on Price per minute	£0.20/min
Voice minute bundle (Med)	500 – 10,000 minute bundles	Bundles based on Price per minute	£0.15/min
Voice minute bundle (Large)	Over 10,000 minute bundles	Bundles based on Price per minute	£0.12/min
AI Credits	Knowledge consumption and GEN AI Chat sessions	Price per 10,000 Credits	£3.20

4 converse360 Assist-Me Platform

4.1 Assist-Me - One-Off Charges (Onboarding and Setup)

Item	Description	Charging Basis	Charge
SaaS Onboarding set-up service	Configure private cloud instance & enable portal	Fixed price, to documented scope	£795
Essentials Platform configuration	Kick-off meeting, customise to client requirements.	Fixed price to documented scope	£795
Platform Standard Configuration	Build flows, tune responses, customise	Fixed price to documented scope	£4,495
Optional Professional Services for config and tuning	Bespoke configuration or consultancy	Day rate	£950 per day

4.2 Assist-Me - Platform Subscription Charges

Item	Description	Charging Basis	Charge
Assist-Me SELECT Platform	Platform license with 2 Connectors	Charge per month	From £895
Assist-Me PRO Platform	Platform license for custom build	Charge per month	From £1,495
Assist-Me Add-ons	Various optional licenses	Charge per month	From £95

4.3 Assist-Me – Usage Bundle Charges

Item	Description	Charging Basis	Charge
Voice minute bundle (Med)	500 – 10,000 minute bundles	Bundles based on Price per minute	£0.15/min
Voice minute bundle (Large)	Over 10,000 minute bundles	Bundles based on Price per minute	£0.12/min
Chat sessions	Up to 2,000 chat sessions per month	Price per session	£0.16
Chat sessions	2,000 -10,000 chat sessions per month	Price per session	£0.12
Chat sessions	Over 10,000 chat sessions per month	Price per session	£0.10
AI Credits	Knowledge consumption and GEN AI Chat sessions	Price per 10,000 Credits	£3.20

5 converse360 AI Enabled Live-Chat Platform

5.1 Live-Chat - One-Off Charges (Onboarding and Setup)

Item	Description	Charging Basis	Charge
SaaS Onboarding set-up service	Configure private cloud instance & enable portal	Fixed price, to documented scope	£295
Essentials Platform configuration	Kick-off meeting, customise to client requirements.	Fixed price to documented scope	£345
Optional Professional Services for config and tuning	Bespoke configuration or consultancy	Day rate	£950 per day

5.2 Live-Chat - Platform Subscription Charges

Item	Description	Charging Basis	Charge
Assist-Me Lite Platform	Automation platform	Charge per month	From £295
Live-Chat – 5 user bundle	5-User live chat bundle	Charge per month	£150
Live-Chat – 1 user	Single-User live chat license	Charge per month	£30
Assist-Me Add-ons	Various optional licenses	Charge per month	From £95

5.3 Live-Chat – Usage Bundle Charges

Item	Description	Charging Basis	Charge
Chat sessions	Up to 2,000 chat sessions per month	Price per session	£0.16
Chat sessions	2,000 -10,000 chat sessions per month	Price per session	£0.12
Chat sessions	Over 10,000 chat sessions per month	Price per session	£0.10
AI Credits	Knowledge consumption and GEN AI Chat sessions	Price per 10,000 Credits	£3.20

5.4 Discounts

Discounts are available based on volumes of interactions and commitments over 12 months.

5.5 Charges, Invoicing, and Payment Terms

PROFESSIONAL SERVICES TERMS

All work will be carried out remotely during converse360 Ltd normal business hours Monday to Friday, 9am - 5.30pm, excluding public holidays, unless otherwise stated. Work performed outside these hours as requested or required by the customer may incur additional Service charges.

Services invoiced as follows: 50% on receipt of order, 40% on delivery, 10% on acceptance. Client will reimburse Converse360 Ltd for all reasonable, pre-approved out-of-pocket expenses incurred in performing the services. Customer agrees to ensure access to relevant personnel, systems and applications as necessary to perform the services.

SUBSCRIPTION PAYMENT TERMS

All license or subscription pricing shown is based on an annual charge payable in advance. Subscription invoices are raised on the date when the customer tenant has been provisioned, or access has been granted to the customer (this may be in advance of testing/going to production). A 10% uplift is charged for quarterly payments.

USAGE DESCRIPTION & TERMS

- (1) Customer shall purchase initial usage bundles as set out in the Order Form. Minutes/Credits are deducted on a draw-down basis as the Service is consumed in the applicable unit
- (2) Billing of Usage bundles begins at the earliest of either first use, or 3 months from tenant provisioning.
- (3) Monthly usage will be tracked in the reporting portal, customers may access historic usage information to confirm consumption and calculate outstanding balance.
- (4) Scripted Chat Session bundles based on Up to 10 [TEN] Interactions within a conversation averaged across the Month.
- (5) In the absence of pre-paid bundles/Credits, usage will be billed as Overage at the Overage Rate specified in the Order Form. Overage is invoiced monthly in arrears and payable in accordance with standard payment terms.
- (6) Usage bundles/Credits must be used within 12 months from the Activation Date. Unused bundles/Credits expire automatically at the end of 12 months and shall not roll over, be refunded, or be exchanged.

AI CREDITS - NOTES

Any action that requires AI capabilities will consume AI Credits, applicable both in conversation with the AI Assistant and during testing.

Some examples are shown of when AI Credits will be consumed:

- Knowledge Base ingestion – Uploading data such as documents, manuals, guides, spreadsheets etc to answer questions
- User inputs – Any CHAT inputs the user types into the AI Assistant (longer inquiries = more credits)
- GEN CHAT/WEB VOICE responses – longer replies = more credits consumed
- System prompts (hidden from end user) that define the AI Assistants behaviour
- Chat history and context – longer conversations with multiple turns where context and history must be retained consumes credits
- Function Calling – APIs to connect with business systems and any reasoning consumes credits.
- Various LLM models can be selected in the platform. The choice of LLM utilised will affect the number of credits consumed.

GENERAL TERMS

Pricing is valid for 30 days, excludes VAT and is subject to converse360 T&C's which are available on www.converse360.co.uk/terms-of-service. Part months will be based on a pro rata basis. All charges shall be paid in GBP (£) (or other currency subject to converse360 approval) no later than 30 days from the date of invoice, subject to credit check approval by converse360.