

SNUG Pricing

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Service: SNUG (Online Direct Calculations and Offline Bulk Calculations)

Supplier: Quidos Ltd

1. Service summary

This document sets out the pricing options for SNUG

Pricing can be agreed under one of the models in section 2 (or a combination).

2. Pricing

Option 1: On Demand – Pay Per Request

- Minimum Subscription period: 12 months.
- API request: Property Calculation (Per Property Address) £0.40
- OS Place Address lookup (Per address) £0.06 per address for properties in the UK (Excludes Jersey and Channel Islands)
- A monthly fee of £500
- VAT: prices are exclusive of VAT.

Option 2: Subscription (Fixed Fee)

Tier 1: included in the subscription are

- Subscription period: 12 months
- 3600 property calculations per month
- 3600 OS Place Address lookups for properties in the UK (Excludes Jersey and Channel Islands)
- A monthly fee of £1500
- VAT: prices are exclusive of VAT.

Tier 2: included in the subscription are

- Subscription period: 12 months
- 8300 property calculations per month
- 8300 OS Place Address lookups for properties in the UK (Excludes Jersey and Channel Islands)
- A monthly fee of £3000
- VAT: prices are exclusive of VAT.

3. What's included

- Access to SNUG web application and/or API (as per plan)
- Documentation and standard support
- Routine updates and maintenance
- Security monitoring and incident management

4. What's not included

- Custom feature development
- Bespoke reporting
- On-site support
- Third-party licences procured by the buyer (if any)

5. Billing and invoicing

- Billing frequency: Monthly
- Billing in: arrears
- Payment terms: 30 days from invoice
- Invoice method: Invoices are normally issued electronically (PDF by email) to the buyer's nominated accounts payable contact. Where required, Quidos can also issue invoices via the buyer's purchase order / supplier portal or e-invoicing route, subject to agreement during onboarding.

7. Usage measurement and reporting

How usage is measured:

- API requests counted as: API requests counted as: each successful HTTPS call to a billable SNUG endpoint (one request = one response), measured at the API Gateway.
- Billing period: from the 1st to the last day of each month.
- Usage reports: Returned as part of the Offline Bulk Calculations or within the monthly invoice for Online Direct Calculations

Rate limits / throttling:

- Default limits: Not applicable for Offline Bulk Calculations for Online Direct Calculations as follows
- Monthly Quota if applicable starting on the 1st day of the month
- Burst Limit 100 requests¹

¹ The burst limit defines the number of requests the API will handle concurrently. After this point API Gateway begins to throttle requests and clients may receive 429 Too Many Requests error responses at this point.

- Rate Limit The default rate limit is set to 10 requests per second², or as otherwise agreed in writing by the Supplier and the Customer.
- Higher limits available: Yes

8. Service credits and refunds (link to T&Cs)

Service credits for availability below the SLA are described in the SNUG Terms and Conditions. This pricing document does not change those terms.

9. Contact

Commercial enquiries: Sales@quidos.co.uk

² The burst limit and rate limit together are an implementation of the Token bucket algorithm.