

HealthOrbit AI — Pricing Schedule & Commercial Terms

(Smart AI Voice Assistant)

Service: Smart AI Voice Assistant
Version: 1.0 | Effective date: 13 January 2026 | Currency: GBP (£)

1. Purpose

This document provides HealthOrbit AI’s standard pricing model and associated billing terms for the service listed above. It is intended to support procurement and may be attached to an Order Form or call-off contract.

2. Scope of services covered

This schedule covers the following service: Smart AI Voice Assistant.

3. Pricing (standard list rates)

Service	Unit	Standard price	Billing method
Smart AI Voice Assistant	Per minute of AI voice time	£10–£12 per AI voice hour (equivalent to £0.1667–£0.2000 per minute)	Usage-based (monthly invoice)

Notes:

- AI voice time is measured as the total connected minutes of Smart AI Voice Assistant interaction.
- Billing is calculated using the applicable per-minute rate derived from the agreed AI voice-hour rate.

4. Definitions

- AI voice hour: sixty (60) minutes of connected Smart AI Voice Assistant interaction time.
- AI voice time: the duration (in minutes and seconds) from when a call/session connects until it ends, excluding failed connection attempts.

- Billing month: a calendar month unless otherwise specified in the Order Form.
- Order Form: a document signed by the parties confirming selected services, pricing, quantities, term, and any special terms. The Order Form prevails if it conflicts with this schedule.

5. Billing and invoicing

- Charges are usage-based and invoiced monthly.
- Usage is metered as total connected AI voice time.
- The per-minute rate is calculated by dividing the agreed AI voice-hour rate by 60 (as shown above).

6. Payment terms, taxes, and late payment

- Unless otherwise stated in the Order Form, invoices are payable within fourteen (14) days of the invoice date.
- All fees are exclusive of VAT or other applicable taxes, which will be added where required.
- HealthOrbit AI may charge interest on overdue amounts and/or suspend access for non-payment, subject to applicable law and the contract terms.

7. Price changes and renewals

- HealthOrbit AI may update list pricing from time to time. Changes will not apply to the current committed term unless the Order Form states otherwise.
- At renewal, pricing may be updated with prior written notice in accordance with the contract terms.

8. Ordering and precedence

- Customers purchase services via an Order Form or Statement of Work.
- If there is any conflict between this Pricing Schedule and the Order Form or master agreement, the Order Form/master agreement will take precedence.

9. Commercial contact

- For billing queries, purchase orders, or to request an Order Form: info@healthorbit.ai (or your designated account manager).