

HealthOrbit AI — Pricing Schedule & Commercial Terms

(Clinical Correspondence Management)

Service: Clinical Correspondence Management
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: Clinical Correspondence Management.

3. Pricing (standard list rates)

Service	Unit	Standard price	Billing method
Clinical Correspondence Management	Per document, per unit of usage, and/or per month	As stated in the Order Form (volume and configuration dependent)	Usage and/or subscription (as agreed)

Notes:

- Clinical Correspondence Management pricing may vary based on document volumes, ingestion method, workflow configuration, and any agreed integration/export requirements.
- Where fixed and variable elements apply, the Order Form will state the base fee (if any) and the applicable usage unit rate(s).

4. Definitions

- Document: a single item of clinical correspondence or form processed using Clinical Correspondence Management, as defined in the Order Form.
- Usage unit: the metered unit used for billing (for example documents, pages, or processing events), as stated in the Order Form.

- 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

- Fees are configured per customer and stated in the Order Form.
- Unless stated otherwise, fees are invoiced monthly.
- If usage-based elements apply, usage is metered and billed according to the unit definition in the Order Form.

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).