

FIELD UNIT PRICING (excl VAT)	GBP One-time Cost	GBP Monthly
Dedicated environment (not required if multi-tenant environment) Monthly per Virtual Machine, Database Instance or Node	£25,000	£500
Provisioning apps, devices and users (also required for dedicated environment)	£5,000	£500
Per Terabyte data storage (min 1 unit)		£500
A monthly App fee is charged for each type of sensory network domain or asset management application based on Types (simple, sophisticated, and complex devices). Furthermore, a monthly Device fee is charged for each Type, and assumes a minimum chargeable quantity of 100 device meters or sensors. It is assumed devices are already in place or will be set up by the customer if needed. A separate quote can be provided to do installation if necessary.		
Type A App fee (Pollutants & conditions measurement - Water or Air; Lighting management; Parking monitoring)	£7,500	£100
Type B App fee (Energy or Water Metering; PV or Waste or Parking monitoring)	£10,000	£150
Type C App fee (Air Quality Index; Air Correlated Data - Waste monitoring add-on)	£15,000	£200
Type C App fee (each app type charged separately) (EVC monitoring - electric vehicle charging; Waste Collection Routing)	£20,000	£250
Type A Device fee per device	N/A	£3
Type B Device fee per device	N/A	£5



Type C Device fee per device	N/A	£20
Device / sensor cost (Depends on volume and type of sensor from independent providers)	independent catalogue	N/A
Device / data hub connectivity (terrestrial internet - min volumes apply)	N/A	£5
Device / data hub connectivity (satellite messaging/NB-IoT)	N/A	£10
Device / data hub connectivity (satellite - up to 2Mbps)	N/A	£60
Device / data hub connectivity (satellite - up to 50Mbps)	N/A	£250

All prices are based on a minimum 2 year contract, and exclude any VAT.

Support Service Level Agreement	Basic	Premium	Enterprise
Price / month (excluding VAT)	£1,000	£2,500	£5,000
Integration with 3 rd party APIs (IdP, Service Provider, destinations etc).	N/A	1 connections	Up to 5 connections
Documentation wiki	x	x	x
Standard maintenance scripts	x	x	x
Data import scripts and templates	N/A	x	x
Account manager	N/A	x	x
In-hours technical support response time SLA ¹	5 day	2 day	4 hours
In-hours Telephone technical support ¹	N/A	N/A	x

¹ Email and telephone support is capped: Basic – 1 hour per month; Premium – 24 hours/month; Enterprise – 80 hours/month.

Contact hours are between 9 a.m. and 5 p.m. Monday to Friday (excluding UK bank holidays).

For enterprise customers, priority 1 severity (defined as service downtime) response is within 1 hour.

24/7 support coverage is available for an additional charge.



Priority feature requests	N/A	N/A	x
Included dev/support days per month (non-cumulative)	none	3	10

The following additional support can be provided under Cloud Support Services for resource-based work:

- Custom attribute configuration / api customisation and integration.
- Workflow and branding customisation.
- Quality assurance and systems integration support.
- Data synchronisation to/from external RDBMS, Microsoft Active Directory (other 3rd party source systems and cloud services).
- Data profiling quality and cleaning.
- Metadata publishing and meta data management.
- Service desk resources to manage data and collections.