

Price list SMARTASSISTANT platform

Currency:	EUR
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Standard Platform Setup

	Cost
Platform-Setup Setup of the platform access, provision of training materials and an online training / Q&A session, Creation of a basic, individual design template to the extent of 8 hours work	1.450,00
Optional Add-On: Extended Design package Creation of an extended, individual design template to the extent of 16 hours work in total	750,00
Optional: Platform Training Trainings are offered on monthly basis in Vienna, Austria. The platform setup includes a training for up to two employees per customer.	free

Cost per month (includes an unlimited number of product advisor categories)*

Package	Cost	Incl. monthly advisor visits	SLA	Support	Incl. Domains / Languages	Advisor Branding	Ownership rights of advisor	Inclusion into statistical reports
Basic 2.000	190,00	2.000	99,4%	Basic support	1	Banner + Link	SMARTASSISTANT	Yes
Basic 4.000	350,00	4.000				Large text + Link		
Basic 8.000	550,00	8.000				99,6%		
Basic 15.000	750,00	15.000						
Basic 30.000	900,00	30.000						
Premium 60.000	1.050,00	60.000	99,8%	Enterprise support	5	You	No	
Premium 120.000	1.250,00	120.000						
Premium 250.000	1.550,00	250.000						
Premium 375.000	2.250,00	375.000	99,8%	Enterprise support	10	You	No	
Enterprise 500.000	2.950,00	500.000						
Enterprise 750.000	4.350,00	750.000						
Enterprise 1.000.000	5.750,00	1.000.000			25			

Details

Incl. monthly advisor visits:	Total number of end-user visits to all Your product advisors within one subscription month. Advisor visit: Visit to a particular product advisor by a unique end-user. Repeat visits to a particular product advisor by a unique end-user within a session or 30 minutes are counted only once. (Exception: If product advisors are used by end user on a hardware provided by You (e.g. at the point-of-sale) every advisor start counts as one advisor visit.)
SLA:	Service-level agreement. Expressed in percentage, the SLA refers to the guaranteed uptime of our service (Availability of the SMARTASSISTANT platform and/or your SMARTASSISTANT product advisors).
Basic support:	Basic support (Bug-reporting only) is offered through our support ticket system. We are committed to respond to the issues or requests within 5 business days of receipt. Further support can be provided by Us on voluntary basis and will depend on availability of resources.
Premium support:	Premium support is offered through our support ticket system, e-mail and telephone. We are committed to respond to sent issues or requests within 2 business days of receipt.
Enterprise support:	Enterprise support is offered through Our support ticket system, e-mail and telephone. We are committed to respond to sent issues or requests within 24 hours of receipt (on business days). Further, a Customer Success Manager (member of the SMARTASSISTANT Professional Services Team) will assist You and support You to leverage our SMARTASSISTANT technology to its fullest potential.
Incl. Domains / Languages:	Maximum number of web domains advisors shall be integrated to. Each additional language used in Your product advisors counts as additional web domain even if advisors are integrated into one and the same web domain.
Advisor branding:	We offer our smaller packages at favourable conditions and reserve the right to display a banner, large text or small text with a link to our website at the bottom of the SMARTASSISTANT advisors. Example: "Interactive product advice powered by SMARTASSISTANT platform"
Advisor rights:	By setting up SMARTASSISTANT advisors under platform packages where advisor rights belong to SMARTASSISTANT, You automatically grant that the perpetual, irrevocable and fully sublicensable ownership rights over Your created advisors remain with Us. This is, with respect to questions, answers, texts, advisor logic and data schemas, for the purposes of distribution, reproduction and promotion. We do not claim ownership of images, graphics, audio, video, trademarks, product data or offer data that you submit or make available through Your advisors.
Inclusion into statistical reports:	For respective packages, we reserve the right to use the data generated by end-users within your product advisors in an anonymous and cross-customer generalized form to generate and commercialize market research data.
Exceeding included advisor visits:	Should the number of visits to your advisors exceed the monthly volume of your chosen package, then the price for the accordingly higher package is billed. All other terms remain unchanged. An upgrade to a higher package is possible at any time.
Additional advisor visits:	In case of more than 1,000,000 advisor visits per month, a fee of 550 EUR per 100,000 further visits is charged.
Additional domains/languages:	Integrating the advisor into more than 25 web domains or more than 25 languages incurs additional monthly costs of 230 EUR for each additional domain or language.
Duration of contract / discounts:	The minimum contract duration is 6 months. We waive 50% of the setup fee at 1,450 € for 12-month contracts and above. You can also choose extended contract durations and benefit from the following discounts on the monthly cost: - 10% for a 24-month contract - 15% for a 36-month contract

*) Market entry promotion prices valid until December 31st 2012