



## Information on the Invoicing of Your Annual Service Fee - 2024

You have now received the invoice for your Annual Service Fee or for the renewal of your Annual License Subscription. In this regard, some questions may arise. Below we have answered some of the most common questions we usually get from our customers, related to this invoice.

### Why did I receive an invoice for my annual service or annual subscription (lease)?

A subscription agreement is mandatory for all customers using Onix software. The subscription agreement takes effect at Contract signing and remains active until it is terminated as described in the [Onix Terms and Conditions](#). Annual invoicing takes place in advance of the new upcoming contract period. The contract period will be stated on the invoice.

When you have a subscription agreement, you will receive a renewal invoice approximately 30-60 days ahead of a new contract period. The timeline for this depends on the date of contract signing and your payment terms.

If you have extended the subscription agreement during the last contract period, e.g., bought more functionality or more user licenses, the renewal invoice will reflect this, and the renewal fee will be different.

All payments are due before the contract period begins.

The Subscription Agreement allows the right of use, provides software maintenance, upgrades, and gives access to qualified user support via <https://community.onix.com>.

### Onix License, Service & Data Protection Agreement

You may [read Onix Terms and Conditions here](#).

### How has the invoice been itemized?

Each line on the renewal invoice describes what your Subscription Agreement consists of, which software modules, how much data volume and the number of users you have a license for and have the right to use. If you have additional agreements, for example an additional service agreement on customizations and/or interfaces, these will also be included on the renewal invoice.

### Why has the price increased from last year?

Subscription costs are normally adjusted annually with effect from January and correlate to applicable industry norms.

The adjustment for 2024 is mainly driven by high inflations both in Norway and internationally and a strong US dollar, a cost driver for Onix as many of our input factors are priced in dollars and central subcontractors have increased their prices significantly. Significant development costs and moving to the MS Azure platform also increase the cost level. These investments raise the security level of our applications and gives the users lots of new and required functionality. This, together with a tight labour market, means that this year's price adjustments are at a higher level than in previous years.

For 2024 the subscription price has been adjusted with 12,5%. Our standard hourly rates have been adjusted with 6,7 %.



We have some older, discontinued product ranges that have been replaced with new products with significantly more functionality. These products have a higher price increase than other products.

### Included Storage

All customers have 10 GB included storage + 2 Gb storage per full user. The included storage is enough for most customers. Customers can monitor Storage usage inside the software. Onix monitors Storage usage on a regular basis and excess usage is invoiced automatically. Price per GB additional storage has been increased by the same 12,5% as all other subscription costs.

### How long is the Service Agreement valid and how may the Subscription Agreement be cancelled?

The Subscription Agreement is automatically renewed on an annual basis, unless it is terminated in writing, in accordance with the termination clause in the Agreement. If the Subscription Agreement is terminated after the deadline, the termination will apply to the following year. The same deadline also applies to the reduction of number of users and software modules.

The invoice for Annual Service Fee or Annual License Subscription must be paid to Onix, in full, upon maturity.

### More questions?

Any questions or concerns can be addressed to Onix as by e-mail at [onix@onix.com](mailto:onix@onix.com) or using the contact Onix section in Onix Community <https://community.onix.com>.

Thank you for being a valued Onix customer  
We wish you a prosperous year 2024!