



Information on billing of Annual Service Fee and Annual Lease

You have now received the invoice for Annual Service Agreement or for the renewal of Annual Lease. In this regard, some questions may arise. Below we answer some of the most common questions.

Why do I receive an invoice for annual service or annual subscription (lease)?

A service or subscription agreement is mandatory for all customers using Onix software. The agreement takes effect at contract signing.

Customers, who have a service agreement, have bought the software and are obliged to pay annual service in addition. For most customers the annual service is invoice in January, covering the current year.

Customers, who have a subscription agreement (lease), have to pay for 12 months lease, in advance. If you have a subscription agreement, you will receive a renewal invoice approximately 30 days ahead of a new contract period. The time for this depends on the date of contract signing.

Payment of this invoice is a prerequisite for valid use of the software.

The Service Agreement or Subscription Agreement allows the right of use, provides software maintenance, upgrades, and gives access to qualified user support. Support on general functionality is being funded through these agreements and is thus free of charge to all users.

Onix License, Service & Data Protection Agreement

If your invoice is for Onix Work or Onix Maintenance you may [read the agreement text here](#).

If your invoice is for Onix People you may [read the agreement text here](#).

How has the invoice been set up?

The invoice line items describe which software modules, data volumes and the number of users you have a license for, in other words the right to use. If you have additional agreements, for example service agreement on customizations and interfaces, these will also be included on the invoice.

Why has the price increased from last year?

According to the agreements, Onix changes the service and lease fee annually, with effect from January 1st. The change is in accordance with current industry standards in Norway. The service and lease fees for 2019 have been indexed by ca. 3.1% on this basis.

How long does the Service Agreement last, and what is the term of notice?

The agreement gets renewed automatically from year to year, unless it is terminated, in writing, in accordance with the termination clause in the agreement. If the agreement is terminated after the deadline, it expires the following year. The corresponding deadline also applies to the downgrade of the number of users and software modules.

Do you have more questions reg. Onix License, Service & Data Protection Agreement?

The invoice for annual service or lease must be paid in full to Onix as at maturity. Any questions or objections can be addressed to Onix as by e-mail <mailto:invoice@onix.com>.

Best regards,
Economy & Accounting
Onix as

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