



Information on billing of annual service fee

You have now received the Annual Service Agreement Bill for 2018. In this regard, some questions may arise. Below we answer some of the most common questions.

Why do I get an invoice for annual service?

A service agreement is mandatory for all customers using Onix software. The agreement takes effect when purchasing the software. Annual service fee is billed in advance for the agreement period. The agreement period is normally 12 months. Payment of this invoice is a prerequisite for valid use of the software.

In addition to the right of use, the service agreement provides software maintenance, upgrades, and access to qualified support. Support for general functionality is funded through the agreement and thus free of charge to users. The agreement text is available from a link on the invoice.

How is the invoice structured?

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 must also be included on the invoice. Any other deviation to the standard agreement shall also appear in the layout.

Why has the price increased from last year?

According to the service agreement, Onix changes the service fee annually with effect from 1 January. The change is in accordance with current industry standards, normally the consumer price index for goods and services with salary as the dominant price factor. The calculation period for 2018 is October 2016 - October 2017, published by Statistics Norway (SSB). The service fee for 2018 is indexed by 2.11% on this basis.

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

The service agreement renews 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 this 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 additional questions regarding the License & Service Agreement?

The invoice for annual service 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