



## Information on the Invoicing of Your Annual Service Fee and/or Annual Lease Agreement

You have now received the invoice for your Annual Service Agreement and/or for the renewal of your Annual Lease. In this regard, some questions may arise. Below we've answer some of the most common questions from our customers related to the Annual Service Agreement and Annual Lease.

### Why did I receive an invoice for my 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 Onix Work software and are obliged to pay an annual service fee in addition. For most customers, the annual service fee is invoiced in January, covering the remainder of the calendar year.

Customers who have a subscription agreement (lease) must pay for a 12-month long 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 timeline for this depends on the date of contract signing. If you have extended the agreement during the contract period, e.g., bought more functionality or more user licenses, the invoice will reflect this, and the renewal fee will be different. Any applicable discount % will be pro-rated as appropriate to the contract period.

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 via <https://community.onix.com>.

### Onix License, Service & Data Protection Agreement

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

### How has the invoice been itemized?

Each line of the invoice describes which software modules, data volumes 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 invoice.

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

Most of the costs related to our software products are in U.S. dollars. For the past several years, the exchange rate for the U.S. dollar versus Norwegian kroner has remained very high. Due to this, we must make extra price adjustments on some of our services. We should also note that our standard hourly rate has been adjusted down, while storage costs will remain unchanged.



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

The 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 Agreement is terminated after the deadline, it expires the following year. The corresponding deadline also applies to the reduction of the number of users and software modules.

The invoice for annual service or lease must be paid in full to Onix as at maturity.

### More questions?

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