

HERALD PLATFORM

PRICING AND PAYMENT POLICY V1.4

Herald by DEVOTED

www.heraldservices.net

www.devoted.ba



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1 PRICING AND PAYMENT POLICY

DEVOTED Ltd. developed the **Herald platform** (will be referred to as **'the platform'** in this document) as a commercial product which includes a mobile app **'Herald App'** and an online configuration tool, the **'Herald Dashboard'**.

This document is used to inform visitors regarding DEVOTED Ltd. pricing and payment policies for the platform. If visitors choose to use the platform, then they fully agree to this policy.

1.1 Whom this policy concerns

This policy defines the relations between DEVOTED Ltd. and any Client who intends to use and agrees to pay for the services achievable through the utilization of the platform. With each single payment, the user is asked to confirm that he/she has read, understood and that he/she agrees with all of the contents of this document.

2 SERVICES AND PRICES

The pricing of the platform services shall be made in accordance with the terms of this Article.

The platform consists of two major modules:

1. [Herald App](#) – android application used for utilizing the platform's app notification service,
2. [Herald Dashboard](#) – commercial online web application used for configuration of the platform.

Through the Herald Dashboard, a user is able to define an 'Organization'. An Organization is the main virtual entity to which all billing related topics are linked. Each Organization can utilize several services provided by the platform. Some services can be used for free while other are billing according to this document. For the billed services, a prepaid billing model is provided. This model requires the Organization's administrator users to put resources into the Organization's Herald account (via Bank or online payments). From this account, resources will be automatically subtracted according to the usage of the corresponding services.

The billing model considers the following services provided by the platform to an Organization:

1. Organization users
2. Direct Integrations
3. API Integrations
4. IoT Hub Integrations
5. SMS messages
6. Email messages
7. Instant Messages
8. Scheduled Events
9. SCADA Archive
10. SCADA Panel

When an organization is added, it is automatically subscribed to a 100% free Demo subscription for all of these 7 services. The demo subscriptions include:

1. 5 users
2. 100 Direct integration events
3. 100 API integration events
4. 100 IoT Hub integration events
5. 1 SMS message
6. 10 Email messages
7. 10 Instant messages
8. 5 scheduled events
9. 1 SCADA Archive
10. 1 SCADA Panel widget

When the Demo subscription is used up, the organization's administrator must upgrade the corresponding Demo subscription to a paid subscription, to continue using the service for that organization. In order to be able to upgrade to a paid subscription, the Organization's balance must be above **10EUR**.

Devoted Ltd. is based in Bosnia and Herzegovina where the official currency in the Convertible Mark (BAM). By domestic law, we are required to give pricing information in our local currency. For this reason, all prices will be given in both KM and EUR. The ratio between BAM and EUR is fixed to **1EUR = 1.95583BAM**.



2.1 Organization users subscription

When an organization is added, the organization gets 5 free users as part of the Basic user subscription package. The first user is naturally the user who added the organization and he is automatically the organization administrator. Four more users can be added and will not be billed. The sixth user, and every other user after the fifth user are billed:

BAM
0.0195 KM per user / day

EUR
0.01 EUR per user / day

2.2 Direct integration subscription

When an organization is added, the organization gets 100 free requests to the Herald API as part of the Demo Direct integration subscription package. After the 100 free requests are used up, this subscription becomes deactivated. The organization's administrator can always (even before the demo integration is used up) upgrade this integration to the 'Classic Direct integration' subscription. This subscription is billed:

A fixed amount daily (includes the first 45000 requests in the month):

BAM
**2.60125 KM for an active classic API
subscription / day**

EUR
**1.33 EUR for an active classic API
subscription / day**

And additionally, for all requests after the 45000th in the same month:

BAM
0.00174 KM per request

EUR
0.000889 EUR per request

2.3 API integration subscription

When an organization is added, the organization gets 100 free requests to the Herald API as part of the Demo API integration subscription package. After the 100 free requests are used up, this subscription becomes deactivated. The organization's administrator can always (even before the demo integration is used up) upgrade this integration to the 'Classic API integration' subscription. This subscription is billed:

A fixed amount daily (includes the first 45000 requests in the month):

BAM
**2.60125 KM for an active classic API
subscription / day**

EUR
**1.33 EUR for an active classic API
subscription / day**

And additionally, for all requests after the 45000th in the same month:

BAM
0.00174 KM per request

EUR
0.000889 EUR per request

2.4 IoT Hub integration subscription

When an organization is added, the organization gets 100 free requests to the Herald API as part of the Demo IoT Hub integration subscription package. After the 100 free requests are used up, this subscription becomes deactivated. The organization's administrator can always (even before the demo integration is used up) upgrade this integration to the 'Classic IoT Hub integration' subscription. This subscription is billed:



A fixed amount daily (includes the first 45000 requests in the month):

BAM
**2.60125 KM for an active classic API
subscription / day**

EUR
**1.33 EUR for an active classic API
subscription / day**

And additionally, for all requests after the 45000th in the same month:

BAM
0.00174 KM per request

EUR
0.000889 EUR per request

2.5 SMS messages

When an organization is added, the organization gets 1 free SMS message as part of the Demo SMS messages subscription package. After the 1 free message is sent, this subscription becomes deactivated. The organization's administrator can always (even before the demo integration is used up) upgrade this integration to the 'Consumption SMS' subscription.

Sent SMS under the 'Consumption SMS' subscription are billed per SMS and the price varies depending on the country of the receiver's phone number. Generally speaking, the SMS price should be around the same price as usual SMS prices in the receiver's country.

Some countries may include a roaming price as well, but if this should be the case for your country, we can easily register you as the SMS sender instead of DEVOTED Ltd. so that roaming fees are avoided.

Please keep in mind that one SMS message is limited to 160 characters. Notifications containing more than 160 characters will be sent as one message but will be billed as multiple messages.

The following table shows the SMS prices depending on the receiver's phone number country:

| Country | Roaming | Price | Currency |
|------------------------|---------|-------|----------|
| Bosnia and Herzegovina | NO | 0.065 | BAM |

If your country is not listed in the table above or you want to register as the SMS sender so that you can avoid additional roaming costs, please contact support@devoted.ba and we'll happily provide all the necessary information and services.

2.6 Email messages

When an organization is added, the organization gets 10 free Email messages as part of the Demo Email messages subscription package. After the 10 free messages are sent, this subscription becomes deactivated. The organization's administrator can always (even before the demo integration is used up) upgrade this integration to the 'Consumption Email' subscription. This subscription is billed:

BAM
0.00156 KM per accepted Email request

EUR
0.0008 EUR per accepted Email request

System emails, sent from the system to the user are free!



2.7 Instant messages

When an organization is added, the organization gets 10 free Instant messages as part of the Demo Instant messages subscription package. After the 10 free instant messages are sent, this subscription becomes deactivated. The organization's administrator can always (even before the demo integration is used up) upgrade this integration to the 'Consumption Instant Messages' subscription. This subscription is billed:

BAM
0.0097 KM per Instant message

EUR
0.005 EUR per Instant message

2.8 Scheduled events

When an organization is added, the organization gets 5 free instances of scheduled events as part of the Demo Scheduled Events subscription package. After the 5 free instances of scheduled events have passed, this subscription becomes deactivated. The organization's administrator can always (even before the demo integration is used up) upgrade this integration to the 'Consumption Scheduled Events' subscription. This subscription is billed:

BAM
0.097 KM per Scheduled event

EUR
0.05 EUR per Scheduled event

2.9 SCADA Archive

When an organization is added, the organization gets 1 free SCADA Archive as part of the Demo SCADA Archive subscription package. After the 1 free archive has been used, this subscription reaches its limit. The organization's administrator can always (even before the demo integration is used up) upgrade this integration to the 'Consumption SCADA Archive' subscription. This subscription is billed:

BAM
0.39117 KM per Archive / month

EUR
0.2 EUR per Archive / month

2.10 SCADA Panel

When an organization is added, the organization gets 1 free SCADA panel widget as part of the Demo SCADA Panel subscription package. After the 1 free widget has been used, this subscription reaches its limit. The organization's administrator can always (even before the demo integration is used up) upgrade this integration to the 'Consumption SCADA Panel' subscription, with no limit on the number of widgets. This subscription is billed:

BAM
39.1166 KM / month

EUR
20 EUR / month



3 PRICING UPDATES

All prices presented in section 2 have been set to assure covering of all expenses which are inevitable for DEVOTED Ltd. to assure a high quality and reliable functioning of the platform. Also, for supporting the platform's functionality, DEVOTED Ltd. relies on externally provided services which might publish changes in their pricing policies as well. For this reason, at any given time, DEVOTED Ltd might update the prices presented in section 2. Once the updated pricing policy is published, it automatically becomes active and balance subtractions will be made according to the newly published pricing policy.

With every new payment, the User is required to give his/her consent that he/she has read this document and agrees with its content. By giving the consent, the User agrees to possible changes in our pricing policy and understands that they might happen at any given moment in time. The user understands and agrees that DEVOTED Ltd. is not obliged to keep a constant pricing for services provided by the platform.

4 PAYMENTS

Payments made by the Client in favor of DEVOTED Ltd. for the platform services shall be made in accordance with the terms of this Article.

Payments will be made based on log reports generated by DEVOTED Ltd. from the platform.

The platform supports a prepaid billing model only. This means that the Client must transfer resources to the administered organization's account before the Client can start using any of the paid subscriptions. The organization's account balance will simply be referred to as the account balance.

All logged billable events/services provided from the platform to the Client will automatically subtract the corresponding amount from the account balance.

In the event that in good faith the Client disputes any part of the subtracted amount, the Client may file a complaint according to our 'Notice to users of DEVOTED Ltd. services on method of filing complaints' documentation. In the event that the parties do not successfully resolve the dispute in accordance with this paragraph, they shall have the power to apply to the competent court to resolve the dispute. The Parties agree to the court in Sarajevo has the exclusive jurisdiction on resolving all eventual disputes.

All balance subtractions will include the following amounts:

- all fees and associated costs (including, without limitation, fees of payer banks and payers or other financial institutions, if applicable); and
- any applicable taxes payable in addition to the amount of the actual cost and in the manner prescribed by law.

Any shortfall between the amount of the total fees and the amount received by DEVOTED Ltd. will be considered an outstanding amount. This scenario would manifest itself as a negative account balance.

In the case of a negative account balance, the Client is required to settle the organization's debts no later than 30 days from the day when the debts have incurred.

In the event that any uncontested overdue amount under this Agreement is not paid on the due date, DEVOTED Ltd. shall notify the Client of the delay and shall have the right to charge a late fee of 1% per month or 12% per year on the amount due, counting from the due date until the settlement of the debt.



4.1 Payment methods

The Client can top up (transfer resources to) the organization's account via one of the following methods:

- Online, using a VISA or MasterCard (transaction secured and carried out through the [Raiffeisen BANK epay service](#))
- Via a bank payment.

Payment details for bank payments from outside of Bosnia and Herzegovina:

- BENEFICIARY BANK: RAIFFEISEN BANK DD BOSNA I HERCEGOVINA
- SWIFT CODE:
- BANK ADDRESS: ZMAJA OD BOSNE BB SARAJEVO BIH
- IBAN CODE: BA391610000224860076
- FULL BENEFICIARY NAME: DEVOTED DOO SARAJEVO
- FULL BENEFICIARY ADDRESS: DANIJELA OZME BR 1B
- PAYMENT PURPOSE: Herald balance update for organization 'Organization name' (ID: 'Organization ID')

Payment details for payments from within Bosnia and Herzegovina:

- FULL BENEFICIARY NAME: DEVOTED DOO SARAJEVO
- FULL BENEFICIARY ADDRESS: DANIJELA OZME BR 1B
- PAYMENT PURPOSE: Herald balance update for organization 'Organization name' (ID: 'Organization ID')
- BENEFICIARY BANK: RAIFFEISEN BANK DD BOSNA I HERCEGOVINA
- TRANSACTION ACCOUNT NUMBER: 1610000224860076

4.2 Payment and subscription update terms

For online payments, only payments **above 10 EUR** are accepted.

A minimal account balance of **10 EUR** is necessary to upgrade any subscription.

4.3 Organization balance and subscription status

After the organization's balance is filled up to the required level and one or more subscriptions are upgraded from the Demo to the paid subscription, the corresponding subscriptions will start to get billed as described in the SERVICES AND PRICES and PAYMENTS sections.

Each billing transaction will be recorded and displayed in the Dashboard's Subscriptions Overview panel.

If the account balance reaches 0 EUR, all subscription which need to be billed will automatically be stopped. Subscriptions will restart again, as soon as the account is refilled.



5 CLIENT'S OBLIGATIONS

The Client declares and warrants to DEVOTED Ltd. that:

- the Client will align and ensure compliance of its employees, agents, subcontractors, Third Party Providers, representatives or Affiliates which are included in the use of DEVOTED Ltd. services with the provisions of this Agreement; and
- the Client will not use the DEVOTED Ltd. Services fraudulently, unlawfully or in an unauthorized manner.

The Client agrees to provide to any government authority or DEVOTED Ltd. all requested information or materials in order to conduct an investigation:

- in relation to the Client's services or
- in relation to the Client's relationship with DEVOTED Ltd. or the Third Party Provider.

The Client is solely responsible for the Client's content and the Client's services, whether provided on their own behalf or on behalf of any third party.

The Client's services and / or Client's content will not contain information that is inadmissible, abusive, fraudulent or inappropriate, illegal or otherwise inadmissible under the applicable law, and spam (SPAM). DEVOTED Ltd. shall not be liable for damages, including any consequential damages, suffered by the Client as a result of such action which is not in accordance with this Article.

The Client is obliged to ensure that the collection, access, use and disclosure of information about End Users is in accordance with the Applicable Law. The Client will at all times fulfill its obligations and ensure that the Client's services and the Client's content are in accordance with the applicable law and that they do not cause a significant violation of the applicable law by DEVOTED Ltd.