

SCHEDULE 1 CHARGES

Billing Profile

1.1 Professional Service Engagement

Any professional service engagements (including day rated Services) shall be charged as a single upfront payment, invoiced on the Service Activation Date.

1.2 Recurring Service Agreement

Where the Service is agreed to be for either a one (1) year or three (3) year Recurring Service, the Recurring Services shall be charged annually in advance, invoiced on the Service Activation Date.

1.3 Penetration and PCI Compliance Services

All Charges relating to these Services shall be invoiced directly from Maintel's third party provider to the Customer. The Customer shall make payment in accordance with the PCI DSS Agreement, to the third party provider.

The Customer acknowledges that Maintel acts as an agent to the third party for these Services and has no liability to the Customer in relation to these Services.

2. Summary of Charges

2.1 Fixed Price Services

Fixed price Services will be charged as per the pricing schedule (a copy available on request).

2.1.1 In the event further Orders are placed for Services, all Orders shall co-terminate. A pro-rata mechanism shall be applied to enable all Orders to be consolidated into one single billing cycle.

For example; where a subsequent Order is agreed, the Initial Term shall end as per detailed on the first Order placed (irrespective of the Initial Term highlighted on the subsequent Order). The billing for the new Services in the subsequent Order may involve, a part month billing in month one, to align with the billing cycle of the initial Order.

2.1.2 Where the Initial Term of the first Order has expired or terminated for any reason whatsoever, any new Order placed shall be subject to the Initial Term detailed in that Order.

2.2 Day Rated Services

2.2.1 Where Services are charged by the day; there will be a pre-order assessment completed, the required time to complete the pre-order assessment will be scoped in line with the known Customer requirements. This price will be fixed based on the agreed scope of the project.

2.3.2 Any additional work outside of this will be charged at the agreed day rate to the next nearest whole day.

2.3 Packaged Services

2.3.1 There are various other fixed packaged products/services available. These shall be subject to a fixed cost which is available on request from your account manager.