

Billing for API and KPI services

Customers will be charged for the registered locations or practices, regardless of their activation status.

At the time of Signing of the Contract

The account will be charged per the Contract:

- a. **Location or Practices:** The number of locations or practices listed in the contract multiplied by per location or practice rate.
*Example: 15 locations at \$250: $15 * \$250 = \$3,750$*
- b. **Licenses or Access fee:** *Example \$1,000 a month*
- c. **Setup fee** (not applicable in all cases): *Example \$500*

*In this example, the total Invoice at the **time of signing** will be \$5,250 ($\$3,750 + \$1,000 + \500)*

The initial invoice will be sent to the customer immediately after signing the contract.

Regardless of the actual number of locations or practices onboarded, the customer will be invoiced for the number of practices or locations per the contract.

End of Month 1

Scenario 1: If the actual number of locations or practices are below the contracted amount, then there will be no refunds.

Scenario 2: If the actual number of locations or practices are higher than the contracted amount, then the customer will be invoiced for the difference.

Continuing with the same example:

Scenario 1: At the end of the month, the customer has 14 or less locations or practices installed. There will be no refunds issued for the difference.

Scenario 2: At the end of the month, the customer has 16 or more locations or practices installed. For example, 20 locations or practices. In this case, the customer will be invoiced for the additional 5 locations or practices (20 actual locations or practices less 15 already invoiced = 5 to be invoiced). $5 * \$250 = \$1,250$

If the customer decides to cancel the account anytime during Month 1, they will be charged for the entire month, regardless of usage.

Accounts will be charged for registered locations or practices, regardless if they are activated or not.

Month 2 onwards

If the customer decides to cancel the account anytime post Month 2, they will not be charged for the month when the cancellation happened. The customer cannot stop recurring billing for some months and then start recurring billing arbitrarily while the Sikka Platform is installed and refreshing.

Accounts will be charged for registered locations or practices, regardless if they are activated or not.

30-minute cut-off

- If an API partner turns the API access ON and OFF within 30 minutes, then the partner will **NOT** be charged for the respective month.
- If an API partner turns the API access ON for longer than 30 minutes, then the partner will **BE** charged for the respective month.

Invoicing Guidelines

- Sikka Accounting will email the invoices to the given Account email addresses given by the customer.
- The customer is expected to pay each invoice in full within the terms of the invoice.
- Failure of payment within the terms of the invoice may result in an interest fee charge and / or shut off access without warning.
- Sikka is no longer accepting a payment via check. All payments must be made via credit card or ACH/EFT. Our banking instructions are stated on the invoice.