

# Billing Terms for Sikka Products and Services

In accordance with the billing terms in our [Terms of Service](#), the below is designed to explain fee calculations in greater detail. To the extent there is any inconsistency or conflict with the Terms of Service, the Terms of Service shall control.

## At the Time of Signing of Your Agreement/Contract With Sikka

Each contract should have a minimum of 3 locations/practices clearly listed.

**The initial invoice will be sent to the customer immediately after signing the contract, regardless of any delays in implementation/activation of the products or services.**

The account will be charged according to those listed locations:

1. 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:  $15 * \$250 = \$3,750$
2. Licenses or Access fee (if applicable): Example, \$1,000 a month
3. Setup fee (if applicable): Example, \$500

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

## 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.

### Month 2 Onwards

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

### 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.