

Pricelist Pentos MailCommander Migration

1. Prices

	Pentos MailCommander Migration **
Number of Users*	Price per User net
100 - 500	€ 6,00***
501 - 1.000	€ 5,00
1.001 - 5.000	€ 4,00
5.001 - 10.000	€ 3,00
More than 10.000	€ 2,50

(All prices are net prices)

* Minimum order: 100 licences

** The licences of the Pentos MailCommander Migration are valid for one year ex date of purchase.

*** For a shipment of 100-1000 licences, a consulting rate of € 1040 net incurs in addition to the licence costs- see also 2. OnSite Assistance. If the shipment amounts to more than 1000 licences, a one day of consulting is included in the purchase price (this does not apply for occurring travel time and costs)

2. Maintenance

Pentos licenses expire after one calendar year from the date of purchase. Customers can purchase a maintenance subscription to extend their licenses for the next year. The subscription price is 15% of the total cost paid to secure the original licenses. Maintenance is for free of charge for one year ex date of purchase. During the maintenance period you are entitled to request bug fixes and enhancements for free.

3. OnSite-Assistance

Within the onsite assistance, there will be an initial installation and configuration of the tool combined with the execution of tests in the customer environment. Staff members of the customer will be introduced in the application of the tool.

Per working day of onsite assistance, we charge 1040€ (plus stationary VAT). This is based on a daily rate of an appropriately qualified member of staff. Pentos will invoice services/labour at the agreed daily rate each calendar month in arrears. Services that are extended over several billable months will be invoiced proportionately (i.e. as part-months if applicable). The customer is liable for all travel costs and expenses within reason arising from the fulfilment of this contract. Travel times count as part of the working day and are remunerated at half the stipulated daily rate.

Surcharges: For work performed on workdays between the hours of 8pm and 6am or all day on Saturdays, a 50% surcharge will apply; for Sundays and public holidays, a 100% surcharge applies.

4. Support

The support is charged at cost (per started fifteen minutes).
The hourly rate for support is: 130,00 €

If you have a valid support agreement with us, you can expect a response within 24 hours of your support request being submitted, providing this takes place during normal office hours, i.e. Mondays to Fridays, 09.00 - 17.00 hrs. This does not include Sundays or public holidays. By public holidays, we mean those applying where Pentos AG has its registered office. Support requests are to be sent by e-mail to feedback@pentos.com. You may be asked to forward error messages, protocols and/or sample data. Sample data will only be used as part of the support process and will be deleted immediately afterwards. Such data will not be forwarded to third parties.

Support calls expire after one calendar year from the date of purchase. If a support request can be traced back to a defect in the product itself, this will be rectified free of charge. By product defect, we mean defects for which the product manufacturer (Pentos AG) offers a fix or workaround.

5. Ordering and Delivery

Delivery is made against cash in advance. After having received your order, we issue the invoice after payment of which we deliver the number of licences ordered.

6. Individual Offer

On request, we submit an individual full service offer. In addition to the licences, we offer various services such as support during the entire migration process or consulting regarding the optimum order of the migration.