

Appendix 1 to the ConnectiveOne Offer

(proposal to conclude an agreement for the provision of services in the field of information technology and computer Software)

CONNECTIVEONE TARIFF PLANS AND TECHNICAL USAGE PARAMETERS

1. Description of Tariff Plans

The Provider grants the Customer access to the Software on the terms of one of three tariff plans: Basic, Pro or Enterprise. The tariff plan is chosen by the Customer and determines the functional capabilities of the Software, the technical usage limits and the cost of the Services.

All tariff plans include a basic level of Priority Support (Free Support) in the mode described in Appendix 2 to the Offer. Extended support levels are provided under separate pricing and are governed by Appendix 2 to the Offer.

1.1. Basic

A basic tariff plan for small teams using the Software as an omnichannel customer-service platform without extended AI features. Deployment is exclusively in SaaS format in the Provider's cloud.

1.2. Pro

An extended tariff plan for medium-sized businesses. Includes Categorizer (AI Triage), Fastline, Copilot, AI QA, AI Agentic workflows, SDK (Flutter), OAuth and a Customer Success Manager. A dedicated cloud server is available as an additional option (add-on).

1.3. Enterprise

A tariff plan for large corporate clients. Includes all Pro features, advanced security settings (Advanced Security), and an unlimited number of Action Blocks. On-premise deployment is carried out under a separate agreement.

2. Tariffs

The cost of the Services is calculated per "Operator"-type user per month (hereinafter — "seat"). The standard price (List Price) is stated in US dollars. For annual and two-year advance payment of the period of provision of the Services, discounts apply (1 year — 20%, 2 years — 25%). Additionally, a Regional Discount applies to Customers who are residents of countries included in the List of Regional Discount Countries.

The basis for calculation is the actual number of activated seats in the Software for the relevant settlement period, but not less than the minimum number of seats provided for by the relevant tariff plan (see Section 4).

2.1. Cost

Table 2.1.1. Cost of one seat (Operator), USD/month

Tariff plan	Monthly payment	Payment for 1 year (-20%)	Payment for 2 years (-25%)	Minimum number of seats
Basic	\$35.00	\$28.00	\$26.25	5
Pro	\$40.00	\$32.00	\$30.00	5
Enterprise	\$55.00	\$44.00	\$41.25	50

2.2. Regional Discount

The Regional Discount applies to the Cost for Customers who are residents of countries included in the List of Regional Discount Countries, which is published by the Provider on the official website connectiveone.io. The

Regional Discount applies to the Cost specified in Table 2.1.1. The size of the Regional Discount is the same for all countries included in the List.

Table 2.2.1. Cost of one seat (Operator) with the Regional Discount, USD/month

Tariff plan	Regional Discount	Price with RD, List	With RD, 1 year (-20%)	With RD, 2 years (-25%)
Basic	29%	\$25.00	\$20.00	\$18.75
Pro	25%	\$30.00	\$24.00	\$22.50
Enterprise	0%	\$55.00	\$44.00	\$41.25

Notes to Tables 2.1.1–2.2.1: (1) prices are stated exclusive of VAT; (2) discounts for payment of the period of provision of the Services for 1 year and 2 years apply subject to payment for one year or two years in advance, respectively; (3) the Provider has the right to revise the Cost with notice to the Customer at least 30 (thirty) calendar days before the change — updated tariffs apply from the first day of the settlement month following the expiry of the 30-day notice period. Periods previously paid for are not subject to recalculation.

2.3. “Light User”-type users (read-only)

User type	Cost, USD/seat/month
Light User (read-only)	\$15.00

Light User is billed identically on all Tariff Plans.

2.4. Action Blocks

An Action Block is a billing unit for the execution of a single Actions block within the Scenario Builder, used for processing user data or calling an integration with an external system.

Important: Action Blocks are a billing unit for the no-code blocks of the Scenario Builder and are not related to the execution of LLM model calls. LLM calls (within the Categorizer, AI Agentic workflows, Fastline, Copilot, AI QA) are billed separately as AI Answers (see Section 2.5 of this Appendix 1).

On the Enterprise tariff plan, the number of Action Blocks is unlimited. On the Basic and Pro tariff plans, Action Blocks are included in the plan in a zero quantity and are purchased separately in packages.

Table 2.4.1. Action Blocks packages

Package	Price	List	1 year (-20%)	2 years (-25%)
30 Action Blocks/mo	Global	\$70.00	\$56.00	\$52.50
30 Action Blocks/mo	With Regional Discount	\$50.00	\$40.00	\$37.50

If the paid volume of Action Blocks is exceeded, the Customer has the right to purchase additional packages according to the current tariff package.

2.5. AI Answers

An AI Answer is a billing unit for the Software’s requests to large language models (LLMs) within the Categorizer (AI Triage), AI Agentic workflows, Fastline, Copilot and AI QA modules. One AI Answer corresponds to one LLM model response to a request initiated by the Software when processing an event (an incoming message, scenario trigger, operator request, dialogue quality assessment, etc.).

On the Pro and Enterprise tariff plans, AI Answers are included in the plan in a zero quantity and are purchased separately in packages.

Table 2.5.1. AI Answers package

Package	Monthly payment	Payment for 1 year	Payment for 2 years
30,000 AI Answers/mo	\$399.00	\$399.00	\$399.00

The AI Answers package covers LLM responses across all AI modules (Categorizer, AI Agentic workflows, Fastline, Copilot, AI QA) jointly. AI Answers packages have a monthly term: AI Answers unused within a settlement month are not carried over to the next period. If the volume of AI Answers purchased by the Customer is exhausted during the month, the Customer has the right to purchase additional packages. The Provider sends the Customer an invoice for payment for the additional AI Answers package for the current settlement period.

3. Minimum Number of Seats

For each tariff plan, a minimum number of seats is set that the Customer must pay for the relevant settlement period, regardless of the actual number of activated seats in the Software: Basic — 5 seats, Pro — 5 seats, Enterprise — 50 seats.

If the Customer actually uses fewer seats than the minimum set for the selected tariff plan, the Customer nevertheless pays the cost of the Services for the minimum number of seats provided for in this Section. This provision is an integral condition of the tariff plan and does not depend on the actual activation of operator accounts.

4. Technical Limits and Functionality of Tariff Plans

Each tariff plan defines a set of features that are included in the plan (“✓”), available as a paid module (“Add-on”), or unavailable (“—”). Exceeding quantitative limits is governed by Section 5 of this Appendix 1.

Table 4.1. Feature and limit matrix

Parameter / Feature	Basic	Pro	Enterprise
Max. number of dialogues with operators/month	40,000	150,000	800,000
Attachment storage (static) per user	1 GB + 500 MB	2 GB + 500 MB	2 GB + 500 MB
Data storage (chats, statistics) per user	2 GB + 125 MB	3 GB + 250 MB	3 GB + 250 MB
Hosting	SaaS	SaaS / on-prem	SaaS / on-prem
Operator Panel	✓	✓	✓
Scenario Builder	✓	✓	✓
Service Desk	✓	✓	✓
Analytics	✓	✓	✓
Reply Templates (Macros)	✓	✓	✓
Basic Routing	✓	✓	✓
CSAT (satisfaction scoring)	✓	✓	✓
Multi-brand and multi-department	✓	✓	✓
Messenger subscriber broadcasts	✓	✓	✓
Light Users (read-only)	✓	✓	✓
Action Blocks (included in plan)	0 (packages only)	0 (packages only)	Unlimited
AI Answers (included in plan)	0	0 (packages only)	0 (packages only)
Fastline	—	Add-on	Add-on

Parameter / Feature	Basic	Pro	Enterprise
Copilot	—	Add-on	Add-on
Categorizer (AI Triage)	—	✓	✓
AI Agentic workflows	—	✓	✓
AI QA (quality control)	—	Add-on \$15/QA seat/mo + 1 AI Answer per check of 1 dialogue against 1 checklist	Add-on \$15/QA seat/mo + 1 AI Answer per check of 1 dialogue against 1 checklist
OCR ConnectiveOne	—	Add-on	Add-on
Live Cart	—	Add-on	Add-on
SDK (Flutter)	—	✓	✓
OAuth	—	✓	✓
Advanced Security	—	—	✓
1 Dedicated Cloud server*	—	Add-on \$220/mo	Add-on \$220/mo
Customer Success Manager	—	✓	✓
Training and certification	Add-on	Add-on	Add-on

Legend: “✓” — the feature is included in the tariff plan at no additional cost; “Add-on” — the feature is available as an additional paid module under the terms of Section 6; “—” — the feature is unavailable on this plan.

* Maximum specifications of 1 dedicated server — 16 CPU, 32 RAM, 600 SSD.

Regional Discount

The Regional Discount is a discount to the Global price (Table 2.1.1) that applies to Customers who are residents of countries included in the List of Regional Discount Countries, which is published by the Provider on the official website connectiveone.io. The size of the Regional Discount is set by Table 2.2.1 of this Appendix 1.

5. Exceeding Limits

5.1. Exceeding the maximum number of dialogues

If the actual number of dialogues with operators for a settlement month exceeds the limit set by Table 4.1 for the selected tariff plan, then from the next billing settlement period the Software is automatically switched to the next (higher) tariff plan: from Basic to Pro, from Pro to Enterprise. The Provider sends the Customer a notice of the change of tariff plan to the email address of the Customer’s contact person no later than the start date of the new settlement period.

On the Enterprise tariff plan, when the limit of 800,000 dialogues per month is exceeded, individual terms apply, which are agreed by the Parties separately.

5.2. Exceeding storage volume (Storage)

If the volume of static or dynamic storage provided for by the tariff plan is exceeded, the Customer has the right to: (a) purchase additional storage volume at the tariffs set out in the main text of the Offer; or (b) reduce the volume of data stored in the Software to the established limits. Until the excess is resolved, the Provider has the right to restrict the Software functions related to storing new data, having first notified the Customer.

5.3. Exceeding the Action Blocks and AI Answers limit

Governed by the provisions of Sections 2.4 and 2.5 of this Appendix 1, respectively.

6. Additional Services (Add-ons)

The services listed below are available on the relevant tariff plans under separate pricing and are not included in the cost of the Services under the tariff plan, unless expressly stated otherwise.

Service	Cost (Global)	Cost (with RD)	Available on plans
AI Answers package (30,000/mo) — for the Categorizer, AI Agentic workflows, Fastline, Copilot, AI QA modules	\$499.00/mo	\$399.00/mo	Pro, Enterprise
Action Blocks package (30/mo) — for no-code Actions blocks in the Scenario Builder	\$70.00/mo	\$50.00/mo	Basic, Pro
AI QA — subscription fee for the module	\$19.00/seat/mo + 1 AI Answer per check of 1 dialogue against 1 checklist	\$15.00/seat/mo + 1 AI Answer per check of 1 dialogue against 1 checklist	Pro, Enterprise
1 Dedicated Cloud server (Dedicated Cloud 16 CPU, 32 RAM, 600 SSD)	\$220.00/mo	\$220.00/mo	Pro, Enterprise
OCR ConnectiveOne	Under separate price	Under separate price	Pro, Enterprise
Live Cart (video consultations)	Under separate price	Under separate price	Pro, Enterprise
Messenger subscriber broadcasts	\$5.00/1,000 subscribers/mo	\$5.00/1,000 subscribers/mo	All plans
Automation Guru (architecture and development)	\$75.00/hour	\$55.00/hour	All plans
Technical Support (customization)	\$55.00/hour	\$37.00/hour	All plans
Priority Support (night shift, dev environment)	Under separate price	Under separate price	All plans
Training and certification	Under separate price	Under separate price	All plans

7. Procedure for Changing the Tariff Plan and Terms of Provision of Services

7.1. General provisions

The Customer has the right to change the parameters of the current Order (tariff plan, number of seats, list of add-ons, term of provision of the Services) in the manner provided for in this Section. Any change of parameters is documented by the Provider issuing a new Invoice, and takes effect from the moment of full payment of such new Order by the Customer.

7.2. Upgrade (transition to a higher tariff plan)

The Customer has the right at any time to switch to a higher tariff plan (Basic → Pro, Basic → Enterprise, Pro → Enterprise) by sending a written notice to the Provider and placing a new Order.

The transition to a higher tariff plan takes effect from the first day of the calendar month following the month of full payment of the new Order.

In the case of an upgrade within a current annual or two-year prepaid period of provision of the Services, the Customer pays the difference between the cost of the new and the current tariff plans, multiplied by the number of full calendar months remaining until the end of the current paid period. In this case:

- (a) the current paid period of provision of the Services continues to be valid until its originally agreed end date;
- (b) the discounts provided for by the current paid period of provision of the Services continue to apply to the new (higher) tariff plan for the entire remaining paid period of provision of the Services;
- (c) repeat payment for the already paid period is not charged.

7.3. Downgrade (transition to a lower tariff plan)

The Customer has the right to switch to a lower tariff plan (Enterprise → Pro, Enterprise → Basic, Pro → Basic) subject to notice to the Provider at least 30 calendar days before the end of the current settlement period.

The transition to a lower tariff plan takes effect from the first day of the calendar month following the month of expiry of the 30-day notice period.

The settlement procedure upon transition to a lower tariff plan depends on the payment model selected by the Customer:

(a) with monthly payment — amounts previously paid for the already paid month are non-refundable; from the first day of the new period, the tariffs of the new (lower) plan apply, and features unavailable on the new plan cease to be provided;

(b) with annual (1yr) or two-year (2yr) advance payment for the Services — a downgrade within the current paid period of provision of the Services is permitted solely subject to the recalculation provided for upon early termination of the provision of the Services (Section 7.6 of this Appendix 1): the 1yr/2yr discounts applied prior to the downgrade are cancelled; the cost of the Services for the period actually consumed up to the downgrade date is recalculated at the full Cost (without the 1yr/2yr discounts); the difference between the amount actually paid and the amount recalculated at List Price is retained by the Provider as compensation for early refusal of the Services of the paid period and is non-refundable to the Customer.

7.4. Change of the number of seats within the same tariff plan

An increase in the number of seats within the current tariff plan is carried out by placing a new Order with a proportional surcharge for the additional seats for the remainder of the current paid period. The new number of seats is taken into account starting from the date of full payment of the new Order.

A decrease in the number of seats within the current tariff plan takes effect from the first day of the calendar month following the month in which the Customer submits the relevant notice to the Provider. Amounts previously paid for the already paid period are non-refundable to the Customer. If the new number of seats turns out to be lower than the minimum for the relevant tariff plan (Section 3 of this Appendix 1), the Customer continues to pay the cost of the Services for the minimum number of seats.

7.5. Change of add-ons

Connecting additional modules (add-ons) — AI Answers packages, Action Blocks packages, AI QA, Live Cart, OCR ConnectiveOne, a dedicated cloud server, etc. — is carried out at any time by placing a new Order. The connection takes effect from the moment of full payment of the new Order.

Disconnecting subscription add-ons (those billed on a “month/seat” basis or as a “fixed monthly fee”, such as AI QA \$15/seat/mo or Dedicated Cloud \$220/mo) takes effect from the first day of the calendar month following the month of submission of the notice. Amounts previously paid for paid periods are non-refundable.

One-time-use packages (AI Answers packages, Action Blocks packages) are valid within the month in which they are purchased and are not subject to refund or carry-over to the next period (see Sections 2.4 and 2.5 of this Appendix 1).

7.6. Early termination of the Agreement / Change of Tariff Plan

Upon early termination of the Agreement at the Customer's initiative, the settlement procedure depends on the selected payment model:

(a) Monthly payment without advance payment of a long-term period of provision of the Services for one or two years. The Customer has the right to terminate unilaterally by sending a written notice to the email address payments@connectiveone.io at least 15 (fifteen) calendar days before the desired date of termination of the provision of the Services. The Provider confirms receipt of the notice within 5 (five) business days. The cost of the Services for the current settlement month (or part of it) is non-refundable; the Provider does not make any additional charges.

(b) Advance payment for long-term provision of the Services for one or two years. Upon early refusal of a prepaid annual or two-year period of provision of the Services at the Customer's initiative, or in the case of a downgrade to a lower tariff plan within the current paid period of provision of the Services, the cost of the Services for the period actually consumed is recalculated at the standard price (List Price) without discounts. If the amount actually paid by the Customer for the period up to the moment of termination of the provision of the Services is less than the cost of the period actually consumed at List Price, the Customer is obliged to pay the difference within 10 (ten) calendar days from the moment the Provider issues the relevant adjusting Order. If the amount actually paid by the Customer is greater than or equal to the cost of the period actually consumed at List Price, the difference is non-refundable to the Customer and is retained by the Provider as compensation for early refusal of the Services of the paid period.

A written notice of early refusal of the Provider's Services is sent by the Customer solely to the email address payments@connectiveone.io. Notices sent to other addresses are not deemed to have been given in the manner provided for in this Section.

7.7. Automatic upgrade upon exceeding Max dialogs

Automatic transition to a higher tariff plan in the event of exceeding the maximum number of dialogues is governed by Section 5.1 of this Appendix 1. In the event of an automatic upgrade within a current prepaid annual or two-year period of provision of the Services, the rules of Section 7.2 of this Appendix 1 apply: the 1yr/2yr discounts continue to apply to the new tariff plan for the entire remaining paid period of provision of the Services, and the difference between the tariffs for the full remaining months is paid.

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