BIZZDESIGN COMMERCIAL TERMS

INCENTIVE DISCOUNT – MARKETING COMMITMENTS:

Customer Marketing Commitments	
Incentive Discount	In return for the Incentive Discount shown in the relevant Order Form, Customer authorizes Bizzdesign, during the Term of the Agreement, to identify Customer as a customer in Bizzdesign's marketing and promotional materials and channels, including its website, and to use Customer's corporate name, logo and any Customer-approved quote for such purpose, which shall be provided with one (1) week of the Effective Date, subject to Customer's reasonable brand guidelines. Customer shall submit one customer review in support of Bizzdesign (e.g. on Gartner Peer Insights or another review platform designated by Bizzdesign) within three (3) months of the Order Form Effective Date. Customer agrees to participate in one (1) customer case study within six (6) months of the Order Form Effective Date. If Bizzdesign reasonably determines that Customer has relevant experience and expertise, Customer agrees to participate in one (1) speaking engagement (e.g., a conference, customer event, or webinar) organized or approved by Bizzdesign within nine (9) months of the Order Form Effective Date.

UNIFY PRICING CONDITIONS:

Pricing Model	
Unify Uplift – Price Offer	The Unify Uplift Price Offer is applicable during the Unify Launch Campaign. For relevant Order Forms signed during this period, the Unify Services fee is calculated using 20% of the annual value of the Customer's existing Bizzdesign Offerings under the Agreement ("the **Unify Uplift**"), subject to a minimum annual fee as specified in the relevant Order Form. During the term of the Agreement the Customer is not entitled to any partial termination or downsizing of the number of users under the Agreement. Customer may, during the term of the Agreement or at the time of renewal thereof, provided always that such Unify Services are still then generally available for license by Supplier, purchase additional quantities of users/license metrics of the Unify Services at the Unify Uplift pricing with the applicable fees being calculated by applying the Unify Uplift to the value of the additional Bizzdesign Offerings to which such additional Unify Services relate. Any such additional quantities and the applicable fees shall be detailed in the relevant Order Form. If, however, the Customer ceases to purchase or ceases to use any other Bizzdesign Services, the Unify Uplift shall no longer apply, and the fees for the Unify Services shall revert to Bizzdesign's then-current standard fees, prorated for the remainder of the applicable subscription term of the Unify Services.
Unify Credit – Consumption Based Pricing Model	**Types of Unify Credits:** Unify Credits consist of: (a) User Credit Balances allocated to individual users; and (b) Organization Credit Balance available to the Customer organization as a whole. **User Credit Balance:** User Credit Balances reset monthly and unused User Credits do not roll over. The amount of User Credits allocated per user type is determined by Supplier as part of the applicable product features and documentation, which may be updated by Supplier from time to time. If a user exhausts their personal User Credit Balance, further consumption shall be deducted from the Organization Credit Balance. **Organization Credit Balance:** The Organization Credit Balance included in the Fees represents the annual allowance available to the Customer during each twelve (12)-month period starting from the Service Start Date ("Unify Term"). Unused Organization Credits expire automatically at the end of the applicable Unify Term and shall not roll over, be refunded, credited, or carried forward to any subsequent period. At the commencement of each new Unify Term, the applicable Organization Credit Balance shall reset and the counting of credits shall restart from zero. Additional Unify Credit packs may be purchased in accordance with Bizzdesign's then-current pricing tiers. Customers may only hold one active Unify Credit pack at a time and must upgrade to the next available tier when additional credits are required. **In cases of co-terming the following shall apply:** a) Where a Customer purchases Unify Software Products and Services during the term of another Bizzdesign Software Products and Services subscription (Horizzon, Hopex or Alfabet), the term of the Unify Software Products and Services shall be aligned, with the remaining term of the applicable Bizzdesign Software Products and Services, provided that the minimum commitment for Unify Software Products and Services shall be twelve (12) months. i. If less than twelve (12) months remain on the term of the applicable Bizzdesign Software Products and Services, the Customer shall commit to the remaining term of the applicable Bizzdesign Software Products and Services plus such additional period as necessary to achieve a minimum of twelve (12) months commitment for the Unify Software Products and Services. ii. If more than twelve (12) months remain on the term of the applicable Bizzdesign Software Products and Services, the annual Unify Credit Volume and applicable fees shall apply for the first twelve (12) months, and any remaining period shall constitute an additional Unify Term for which the applicable Unify Credit Volume and fees shall be calculated on a pro rata basis. b) Any Unify Credits allocated to a particular Unify Term shall expire upon expiration of the applicable Unify Term and shall not roll over to any subsequent term. **Credit Consumption:** Credit consumption is calculated dynamically based on the query complexity and the value delivered through the Services. The amount of credits consumed by a specific task may vary depending on the complexity, volume, and nature of the request. Accordingly, Supplier does not guarantee or commit to a fixed credit consumption per action, query, workflow, or task. The usage of Unify Credits of the Organization Credit Balance can be monitored by the Customer through usage insights and reporting made available by Supplier on a regular basis. **Overage Policy for Unify Credits:** When the Organization Credit Balance reaches eighty percent (80%) of the contracted credit volume, excluding the fair usage buffer, Supplier may notify the Customer and recommend upgrading to the next appropriate Unify Credit tier. A fair usage buffer of twenty percent (+20%) applies to the contracted Organization Credit Balance and no Overage shall be charged until usage exceeds such buffer. If the Customer chooses to upgrade to a higher Unify Credit tier during the Unify Term (excluding the last three (3) months before renewal), the fee difference between the current tier and the upgraded tier shall be calculated pro rata temporis for the remaining period of the then-current Unify Term. If the Customer chooses not to upgrade and usage exceeds the applicable +20% fair usage buffer, the Customer shall be required to upgrade to the next available Unify Credit tier sufficient to accommodate the Customer's actual usage. Supplier reserves the right to invoice the applicable upgraded tier on a pro rata basis for the remaining portion of the Unify Term and/or to apply the upgraded tier as of the renewal date if the overage occurs during the last three (3) months of the applicable Unify Term. Usage shall be determined based on Bizzdesign's recorded consumption data. Supplier reserves the right to suspend or disable AI functionality where the Customer exceeds the applicable fair usage limit and declines to upgrade to the next applicable Unify Credit tier, without prejudice to any other rights or remedies available to Bizzdesign under the Agreement. **MCP Access:** MCP access is included without additional charge for eligible users as determined by Supplier from time to time. Where MCP usage triggers AI agent activity, standard Unify Credit consumption rules shall apply.

Unify Organization Credit Balance	Annual Unify Credit Volume	Usage	Pricing Type
Credit Tier 1 Package	Up to 10,000	Production	Included in Unify Services Fee
Credit Tier 2 Package	Up to 80,000	Production	Tier Based Package Pricing
Credit Tier 3 Package	Up to 200,000	Production	Tier Based Package Pricing

Credit Tier 4 Package	Up to 350,000	Production	Tier Based Package Pricing
Credit Tier 5 Package	Up to 600,000	Production	Tier Based Package Pricing
Credit Tier Custom Package	Over 600,000	Production	Custom Pricing – On request

Tier-Based Package Pricing	
Tier-Based Package Pricing	Pricing is based on tier-based packages rather than individual credits. Each tier covers the full credit range applicable to that tier. When upgrading to a higher tier, the Customer shall only pay the difference between the applicable fees for the current tier and the new tier. Once a higher tier has been reached and invoiced, downgrades or reversion to a lower tier are not permitted, even if actual usage later decreases below the higher tier threshold.

Invoicing	
Consumption - Invoice Terms	Any fees resulting from an upgrade to a higher Unify Credit tier shall be invoiced upon such upgrade and calculated on a pro rata basis for the remainder of the then-current Unify Term, where applicable. The corresponding Annual Unify Credit Volume associated with the upgraded tier shall likewise be granted on a pro rata basis for the remainder of that Unify Term. For example, if the Customer upgrades from Tier 2 to Tier 3 with six (6) months remaining in the Unify Term, the Customer shall be invoiced fifty percent (50%) of the difference between the applicable annual fees for Tier 2 and Tier 3 and shall receive fifty percent (50%) of the additional annual Unify Credit Volume (i.e., 60,000 additional Unify Credits) for the remainder of that Unify Term.

License Metrics	
Unify Credits	Unify Services licensed by “Credits” are licensed and renumerated on a “Consumption Based Pricing”-model, as stipulated above in the UNIFY CREDIT CONSUMPTION BASED PRICING MODEL. Unify Credits are used and consumed when the Customer performs certain (Agentic) AI, integration and/or data contribution & workflow execution actions. Building automation workflow does not consume Unify Credits, only running them requires Unify Credits. The usage of the Unify Credits is detailed and can constantly be monitored by the Customer via regular insight (e.g. monthly reports) provided by Supplier to the Customer.