



## Isabel Business Suite 5.0 Rate Card

Ref. Isa/Tar0111-E

Isabel Business Suite 5.0 can be used by two types of users:

1. Isabel Business Suite 5.0 users  
Isabel Business Suite 5.0 is supplied as a basic eBusiness package with functionalities for electronic banking (Isabel eBanking), electronic invoicing (Isabel eInvoice) and electronic commerce (Isabel WebSign), the support services, the automatic replacement of the Isabel Chip Card every 3 years and the digital Isabel certificate.
  - Other optional modules may be taken in addition to this basic package.
  - Usage costs (connection time) are included if you access Isabel services via an Internet provider.
 Subscription price per user per month: 19.14 EUR<sup>28</sup>.
2. Isabel WebSign users  
Subscription for users who wish to sign and/or consult envelopes from another user. Isabel WebSign users can surf the Internet and conduct transactions at websites that use Isabel technology. The Isabel certificate, the automatic replacement of the Isabel Chip Card every 3 years and the support services are included in the price. It is not possible to send or receive envelopes.
  - No optional modules may be added on to this basic package.
  - Usage costs (connection time) are included if you access Isabel services via an Internet provider.
 Subscription price per user per month: 11.66 EUR.

Below is a detailed description of the basic package as well as all options. All rates in the rate card exclude VAT.

In accordance with Art. 7 of the General Terms and Conditions relating to Isabel products (version 2.0), Isabel has the right to index rates twice a year (in January and July), based on the Agoria index (the national average for reference wages), which is published monthly. The Current Agoria Index is the Agoria Index published two months prior to the indexation date. The Base Agoria Index is the Agoria Index for the month preceding the publication of the Rate Card in effect (as stated on the Rate Card).

### 1. Isabel Business Suite 5.0 users

#### 1.1. Isabel Business Suite 5.0 basic package

	Rate per user per month
<ul style="list-style-type: none"> <li>• Domestic (national) and international payments (enter, sign, send and import payments)</li> <li>• Account information (retrieve, consult and process account information and extensive capabilities for account management)</li> <li>• The digital Isabel certificate is included in the subscription price</li> <li>• Central address book (seek and download certificates)</li> <li>• On-line databases (access to databases)<sup>29</sup></li> <li>• Isabel eInvoice: view, print and archive electronic invoices.</li> <li>• Isabel WebSign: to carry out transactions with the digital signature at websites using the Isabel technology</li> </ul> <p>The electronic banking modules in Isabel Business Suite 5.0 may be used as standard in EUR, with accounts in a single bank and with a single user.</p> <ul style="list-style-type: none"> <li>• Support services<sup>30</sup></li> <li>• Automatic replacement of the Isabel Chip Card every 3 years<sup>31</sup></li> </ul>	19.14 EUR

#### 1.2. Surcharge for connecting to Isabel

	Rate per user per month
Isabel can be accessed either via a direct connection with the Isabel network or via the Internet. Isabel charges the direct access connection and the direct access connection time.	
<b>DIRECT CONNECTION:</b> For direct connections, the connection time charged is for each batch of connection time minutes used: <ul style="list-style-type: none"> <li>• No connection</li> <li>• 30 minutes or less per user per month</li> <li>• more than 30, up to 90 minutes of connection time used, per user per month</li> <li>• more than 90 minutes of connection time used per user per month</li> <li>• For this type of connection (e.g. by modem and POP or via a different channel), Isabel applies a fixed-rate connection charge<sup>32</sup></li> </ul>	0.00 EUR 5.90 EUR 11.79 EUR 23.58 EUR 15.17 EUR

<sup>29</sup> Consulting databases is charged on a case-by-case basis, depending on the terms and conditions of the information provider in question.

<sup>30</sup> See below, chapter "Helpdesk"

<sup>31</sup> Every 3 years from the date of modification of services; i.e. 01/04/2010 and then after each new delivery of the Card.

<sup>32</sup> Rate excludes costs payable to third parties for the telephone connection.

<sup>28</sup> Prices valid from 01/01/2011



<ul style="list-style-type: none"> <li>Customers that have a contract with an Internet Service Provider, Isabel can access ISABEL via their Internet connection. Connection cost via the Internet and the connection time are included in the basic package.<sup>33</sup></li> </ul>	0.00 EUR
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### 1.3. Options<sup>34</sup>

Rate per user per month	
Comfort Services	
<ul style="list-style-type: none"> <li>AutoConnect (automatic sending and collection of messages)</li> </ul>	10.69 EUR
<ul style="list-style-type: none"> <li>MultiSign (signing transactions with more than one signatory, if required on different PCs)</li> </ul>	10.69 EUR

Rate per user per month	
Optional eBanking modules	
<ul style="list-style-type: none"> <li>Export banking files (exchange account information files with your accounting package)</li> </ul>	8.55 EUR
<ul style="list-style-type: none"> <li>Direct debits (enter, sign, send and import direct debit instructions)</li> </ul>	10.69 EUR
<ul style="list-style-type: none"> <li>Import various payments (cheques and non-banking files)</li> </ul>	2.14 EUR
Using more than one bank in Isabel Business Suite 5.0	
Rate for each additional bank	8.55 EUR

Rate per user per month	
Optional Isabel eInvoice modules (electronic invoicing)	
<ul style="list-style-type: none"> <li>Manual entry of electronic invoices</li> </ul>	2.36 EUR
<ul style="list-style-type: none"> <li>Importing invoices from an accounting package<sup>35</sup></li> </ul>	8.27 EUR
<ul style="list-style-type: none"> <li>Exporting invoices to an accounting package<sup>36</sup></li> </ul>	8.27 EUR
<ul style="list-style-type: none"> <li>Sending invoices to a third party: amount for each invoice sent</li> </ul>	On demand
<ul style="list-style-type: none"> <li>Receiving invoices from a third party when using the export module (only when you click on the export module)<sup>37</sup>: rate</li> </ul>	On demand

<sup>33</sup> Rate excludes costs payable to third parties for the connection to internet.

<sup>34</sup> Options are charged at the end of the month in which the user subscribes to them. The monthly rate is always charged in full, regardless of the number of days on which the user has the options in question available.

<sup>35</sup> For importing invoices, you pay a fixed amount for the use of the module and a fixed amount for each invoice sent.

<sup>36</sup> For exporting invoices, you pay a fixed amount for the use of the module and a fixed amount for each invoice received

for each invoice received.	On demand
<ul style="list-style-type: none"> <li>Interconnection charges apply outside the Isabel network</li> </ul>	

## 2. Isabel WebSign users

### 2.1. Isabel WebSign users

Rate per user per month	
<p>Isabel WebSign is designed for users who wish to sign, create and/or consult envelopes only. To do this, they have their own Secure Signing Card and Isabel certificate.</p> <p>These users may not send or receive envelopes. It is however possible to conduct transactions at websites that use Isabel technology.</p> <p>The digital Isabel certificate, the automatic replacement of the Isabel Smart Card every 3 years<sup>38</sup> and the Support services are included in the subscription price.</p>	11.66 EUR

### 2.2. Surcharge for connecting to Isabel

Rate per user per month	
<p>Isabel can be accessed either via a direct connection with the Isabel network or via the Internet. Isabel charges the direct access connection and the direct access connection time.</p> <p><b>DIRECT CONNECTION:</b></p> <p>For direct connections, the connection time charged is for each batch of connection time minutes used:</p> <ul style="list-style-type: none"> <li>No connection</li> <li>30 minutes or less per user per month</li> <li>more than 30, up to 90 minutes of connection time used, per user per month</li> <li>more than 90 minutes of connection time used per user per month</li> </ul> <p>For this type of connection (e.g. by modem and POP or via a different channel), Isabel applies a fixed-rate connection charge<sup>39</sup></p>	0.00 EUR 5.90 EUR 11.79 EUR 23.58 EUR 15.17 EUR
<ul style="list-style-type: none"> <li>Customers that have a contract with an Internet Service Provider, Isabel can access ISABEL via their Internet connection. Connection cost via the Internet and the connection time are included in the basic package.<sup>40</sup></li> </ul>	0.00 EUR

<sup>37</sup> In this last case, the rate is charged for each invoice received.

<sup>38</sup> Every 3 years from the date of modification of services ; i.e. 01/04/2010 and then after each new delivery of the Card "

<sup>39</sup> Rate excludes costs payable to third parties for the telephone connection.

<sup>40</sup> Rate excludes costs payable to third parties for the connection to internet.



### 2.3 Option

Rate per user per month	
Using more than one bank in Isabel WebSign 5.0	
Rate for the 2d bank	8.55 EUR
Rate for the 3d bank	4.28 EUR
Rate for the 4 <sup>th</sup> bank and more additional banks	0.00 EUR

### 3. Users of Isabel eInvoice only

Isabel eInvoice is provided on its own as a package with all functionalities for electronic invoicing (Isabel eInvoice) and electronic commerce (Isabel WebSign), with the support services, the automatic replacement of the Isabel Chip Card every 3 years and the digital Isabel certificate, but without the capabilities for electronic banking (Isabel eBanking).

- With this basic package, other modules can be added as options.
- Usage costs (connection time) are included if you access Isabel services via an Internet provider.

Subscription price per user per month: 19.14 EUR<sup>41</sup>.

#### 3.1. Basic package for Isabel eInvoice only

Rate per user per month	
<ul style="list-style-type: none"> <li>• eInvoice basic package</li> <li>• Isabel eInvoice: view, print and file electronic invoices.</li> <li>• The digital Isabel certificate is included in the subscription price.</li> <li>• Central address book (seek and download certificates)</li> <li>• On-line databases (access to databases)<sup>42</sup></li> <li>• Isabel WebSign: to carry out transactions with the digital signature at websites using the Isabel technology</li> <li>• Support services<sup>43</sup></li> <li>• Automatic replacement of the Isabel Chip Card every 3 years</li> </ul>	19.14 EUR

<sup>41</sup> Prices valid from 01/01/2011.

<sup>42</sup> Consulting databases is charged on a case-by-case basis, depending on the terms and conditions of the information provider in question.

<sup>43</sup> See below, chapter "Helpdesk"

#### 3.2. Surcharge for connection to Isabel

Rate per user per month	
Isabel can be accessed either via a direct connection with the Isabel network or via the Internet. Isabel charges the direct access connection and the direct access connection time.	
<b>DIRECT CONNECTION:</b> For direct connections, the connection time charged is for each batch of connection time minutes used: <ul style="list-style-type: none"> <li>• No connection</li> <li>• 30 minutes or less per user per month</li> <li>• more than 30, up to 90 minutes of connection time used, per user per month</li> <li>• more than 90 minutes of connection time used per user per month</li> <li>• For this type of connection (e.g. by modem and POP or via a different channel), Isabel applies a fixed-rate connection charge<sup>44</sup></li> </ul>	0.00 EUR 5.90 EUR 11.79 EUR 23.58 EUR 15.17 EUR
<ul style="list-style-type: none"> <li>• Customers that have a contract with an Internet Service Provider, Isabel can access ISABEL via their Internet connection. Connection cost via the Internet and the connection time are included in the basic package.<sup>45</sup></li> </ul>	0.00 EUR

#### 3.3. Options<sup>46</sup>

Rate per user per month	
<b>Comfort Services</b>	
<ul style="list-style-type: none"> <li>• AutoConnect (automatic sending and collection of messages)</li> </ul>	10.69 EUR
Rate per user per month	
<b>Optional Isabel eInvoice modules (electronic invoicing)</b>	
<ul style="list-style-type: none"> <li>▪ Manual entry of electronic invoices</li> <li>▪ Importing invoices from an accounting package<sup>47</sup></li> <li>▪ Exporting invoices to an accounting package<sup>48</sup></li> <li>▪ Sending invoices to a third party: amount for each invoice sent</li> <li>▪ Receiving invoices from a third party when using the export</li> </ul>	2.36 EUR 8.27 EUR 8.27 EUR On demand On demand

<sup>44</sup> Rate excludes costs payable to third parties for the telephone connection.

<sup>45</sup> Rate excludes costs payable to third parties for the connection to internet.

<sup>46</sup> Options are charged at the end of the month in which the user subscribes to them. The monthly rate is always charged in full, regardless of the number of days on which the user has the options in question available.

<sup>47</sup> For importing invoices, you pay a fixed amount for the use of the module and a fixed amount for each invoice sent.

<sup>48</sup> For exporting invoices, you pay a fixed amount for the use of the module and a fixed amount for each invoice received



module (only when you click on the export module) <sup>49</sup> : rate for each invoice received. ▪ Interconnection charges apply outside the Isabel network	On demand
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#### 4. Integrating Isabel into various technical platforms

Isabel Business Suite 5.0 is a software program for PCs. To make the combination with other technical platforms possible, specific integration systems have been developed by third-party providers. To install and use these types of integration systems, an additional amount is charged by these third-party providers on top of the subscription price charged by Isabel S.A. This additional charge is always part of a separate contract with these third-party providers.

#### 5. Help Desk

The Isabel Helpdesk is accessible on normal working days from 8.00 am to 6.00 pm by calling 02 404 03 04<sup>50 51</sup>. For the price of 2.09 EUR per user per month, included in the basic package, each user can make six (6) calls per year to this number.<sup>52</sup>

#### 6. Installation and intervention charges

Isabel software is available in two ways:

- via a self-install package. Users receive a CD-ROM and take care of installing Isabel themselves;
- installed by an "Installation Partner" as listed on our website (www.isabel.be) or from the list that Isabel S.A. sends to the customer after the subscription application has been registered. Installation by an Installation Partner from the Isabel S.A. list is subject to the terms and conditions of each individual installer.

The following charges apply in all cases.

<b>Secure Signing Card</b> The Secure Signing Card is your personal chip card that enables the Isabel certificate to be used. Access to Isabel Business Suite is not possible without a Secure Signing Card. If the chip card (Secure Signing Card) is stolen, damaged or "burnt" (i.e. five successive incorrect password attempts), you will have to buy a new card. <sup>53</sup>	
- Purchase and delivery of a Secure Signing Card (in Belgium and abroad)	35.37 EUR
- Purchase with express delivery of a Secure Signing Card <sup>54</sup>	108.99 EUR

<sup>49</sup> In this last case, the rate is charged for each invoice received.

<sup>50</sup> All additional calls will be invoiced at 10.48 EUR per call (exclusive of costs payable to third parties for the communication via telephone).

<sup>51</sup> The French-language Help Desk can be reached on 02 404 03 03, the Dutch one on 02 404 03 02.

<sup>52</sup> Exclusive of costs payable to third parties for the communication via telephone

<sup>53</sup> The automatic replacement of cards every 3 years is not applicable to this type of order.

<sup>54</sup> Only if your bank supports this procedure. Please contact your bank for additional information. Delivery within Belgium exclusively and during business hours only.

Purchase of card reader Isabel Business Suite cannot be used if no Card reader is connected.	70.74 EUR
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The following rates apply for an on-site call-out (not installation) by Isabel in Belgium on a working day (from 9.00 am to 5.30 pm).

Call-out at the customer's premises on PC • Price for each half-hour begun <sup>55</sup> • Travel charge in Belgium (fixed amount) Any additional hardware is not included in the price.	47.17 EUR 56.60 EUR
Unsuccessful call-out and late cancellation If a call-out cannot take place on account of the customer or as the result of late cancellation <sup>56</sup> by the customer during the last 2 full working days before the agreed call-out date, a proportion of the call-out cost is always charged. • Minimum rate (including travel and the 1st half-hour, as applicable) • Price for each half-hour begun, from the 2nd half-hour	112.02 EUR 47.17 EUR

#### 7. Rates for users of older Isabel versions (lower than Isabel Business Suite 5.0)

Isabel will no longer support the versions of the Isabel software which precede version 5.0 from 01/12/2012. Up to this date, use of versions Isabel 4.1 and 4.0 remains possible, but is subject to a maintenance supplement of 22.49 EUR per month and per user. These charges can easily be avoided by subscribing to the Isabel Business Suite 5.0 modules using the connection. The free installation CD can be requested from the Mys Isabel website.

Until the subscriber signs up for the Isabel Business Suite 5.0 modules, the subscription price for the basic package (per user per month) will be increased by the maintenance cost (per user per month) stated above. The maintenance charge for the current month must always be paid.

#### 8. Rates for users of obsolete chip cards (card versions issued before the 1024-bit Secure Signing Card)

Support for the old Isabel cards (512 bits, identifiable from the blue-grey card with a marbled background) generates additional expenses which are not included in the basic formula. Isabel will cancel these old cards as from 30/06/ 2009.

A user who decides to use a 512-bit chip card<sup>57</sup> will be invoiced an inclusive charge for support of 15.17 EUR per month.

These costs can easily be avoided by ordering a Secure Signing Card (the 1024-bits chip card) from the Isabel website at www.isabel.be.

<sup>55</sup> Charges may be subject to price modifications due to CLAs and price index adjustments.

<sup>56</sup> Cancellation must be confirmed in writing by the customer.

<sup>57</sup> This additional support fee will be invoiced to the customer as long as the activation of the new card has not been done. The support costs for the current month in which the customer has activated the card is always charged in full



9. Rates applicable to paper invoices

Invoices issued by Isabel S.A. are sent electronically via Isabel eInvoice. Details of the invoices can be viewed on the dedicated Isabel website. Isabel reserves the right to send its invoices via the usual communication means. If the customer expressly requests not to receive invoices electronically, a paper invoice shall be sent to him/her in which case he/she will be charged an additional rate of 3.35 EUR per paper invoice/month.