



## Rate Card Isabel 6

Ref. Isa6/Tar0811-E

The present document is a detailed description of the basic package as well as all options. Unless explicitly specified otherwise are all the rates in this rate card<sup>1</sup> VAT exclusive. They are subject to indexation and modification pursuant to Clause 7 of the General Terms and Conditions (V2.0 and previous versions) relating to Isabel Products.

### 1. Isabel Secured Access

#### 1.1. Recurring costs

	Rate per user per month
<b>User fee</b>	6.31 €
<ul style="list-style-type: none"> <li>1. <b>Isabel OfficeSign 6.0:</b> includes your Digital Certificate and secure connection over the Internet (use your own Internet subscription). Sign e-mails/contracts and access eBanking and eGovernment applications.</li> <li>2. <b>Isabel Zoomit:</b> receive, consult, print, pay (under condition that Bankit Standard Module has been activated) and save electronic documents such as invoices.</li> <li>3. <b>Additional security components</b></li> <li>4. <b>Support Services<sup>2</sup></b></li> <li>• 5. <b>Automatic replacement of the Isabel Chip Card every 3 years<sup>3</sup></b></li> </ul>	

#### 1.2. One time costs

	Rate per user
1. <b>Isabel Card Reader</b>	70.74 €
2. <b>Isabel Secure Signing Card<sup>4</sup></b> (standard delivery time)	35.37 €
<u>Option</u>	
<ul style="list-style-type: none"> <li>• Isabel Secure Signing Card with Urgent Delivery Please check availability with your bank. Delivery only in Belgium and during working hours.</li> </ul>	108.99 €

### 2. Isabel 6 – Bankit

#### 2.1. Recurring Costs

	Rate per user per month
<b>1. Standard module:</b> create and import domestic, European (SEPA) and international transfers, view account statements, unlimited number of accounts in one bank.	12.83 €
<u>Options</u>	
<ul style="list-style-type: none"> <li>• Per additional bank (as from the second bank)</li> <li>• MultiSign (share beneficiaries, view signers, invite per mail)</li> <li>• Export bank statements to your accounting software</li> <li>• Isabel Go. The Isabel button into your accounting software.</li> <li>• Direct Debit Creation &amp; Upload</li> <li>• Import cheques and other bank files</li> <li>• Isabel Offline Reporting (synchronise data and build reports)</li> </ul>	8.55 € 10.69 € 8.55 € 10.69 € 10.69 € 2.14 € 2.00 €
<b>2. Signing module:</b> consult and sign transactions in one subscription with at least one active Isabel 6 Bankit Standard Module with option MultiSign.	12.83 €
<u>Option</u>	
<ul style="list-style-type: none"> <li>• Per additional bank (as from the second bank)</li> </ul>	8.55 €

<sup>1</sup> Prices valid from 01/08/2011.

<sup>2</sup> See below, chapter 4 " Support Services (Helpdesk)"

<sup>3</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>4</sup> 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. The automatic replacement of cards every 3 years is not applicable to this type of order.



### 3. **Integrating Isabel into various technical platforms**

To allow the union of Isabel 6 with other possible technical platforms, third-party providers have developed specific integration systems. Besides the subscription fee charged by Isabel S.A., these third-party providers charge their own fee for installing and using their integration systems. This is always the subject of a separate contract between the customer and these third-party providers.

### 4. **Support Services (Helpdesk)**

The Isabel 6 Help Desk is available on normal working days from 8.00 am to 6.00 pm by calling 02 404 03 37<sup>5</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>7</sup>

### 5. **Costs and expenses for on site assistance**

The following rates apply for an **on site assistance by Isabel ("call out") in Belgium** on normal working days (from 9.00 am to 5.30pm).

Call-out at the customer's premises on PC <ul style="list-style-type: none"> <li>• Price per commenced half-hour<sup>8</sup></li> <li>• Travel expenses in Belgium (fixed fee)</li> </ul> Additional hardware that may be required is not included in this price.	47.17 € 56.60 €
Unsuccessful call-out and late cancellation fee If the non-success of the call-out is due to the customer <sup>9</sup> or if the customer cancels the call-out during the last 2 whole working days before the agreed call-out date, part of the call-out costs will always be invoiced to the customer. <ul style="list-style-type: none"> <li>• Minimum fee (including travel expenses and the 1<sup>st</sup> half-hour, if applicable)</li> <li>• Fee per additional commenced half-hour (from the 2nd half-hour)</li> </ul>	112.02 € 47.17 €

<sup>5</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>6</sup> The French-language Help Desk can be reached on 02 404 03 36, the Dutch one on 02 404 03 35.

<sup>7</sup> Exclusive of costs payable to third parties for the communication via telephone

<sup>8</sup> Charges may be subject to price modifications and/or indexations, in application of the General Terms and Conditions relating to Isabel Products and Collective Employment Agreements.

<sup>9</sup> The Customer provides access to all required facilities to properly perform the services, such as, but not limited to: (1) access to the place where the software programs and the thereto connected hardware is located, (2) all required documentation to make the diagnosis, (3) all required support and cooperation of a member of the personnel of the Customer that uses the products personally and is aware of the needs of the company.

### 6. **Rates applicable to paper invoices**

Invoices issued by Isabel S.A. are sent electronically through Isabel Zoomit. Details of the invoices can be viewed on the dedicated Isabel website. Isabel reserves the right to send its invoices through the usual communication means. If the customer expressly requests to not receive its invoices electronically, paper invoices will be issued. In such case, an additional fee of 3.35 EUR per paper invoice/month is being applied to cover the administration costs.