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## Initial information

Near the end of the trial service, the Customer Monitor will ask you to decide, whether you want to activate the paid service on a monthly payment basis. One part of this process is confirmation of the favored starting package (it's the same if you use only technical functions, or only helpdesk, or both at once). The default payment method is charging of credit (credit top-up) through an online payment and subsequent issuing of invoice in the amount of the paid credit. If you're more comfortable with paying monthly, contact us and we will activate you the invoicing mode. You'll receive electronic invoices at the end of calendar month (if you only use the starting package, you'll obtain the invoice at the end of every even month).

Also contact us in case you're eligible for a discount (you're a provider of services for end customers) or you have a large amount of computers and customers, corresponding to a custom CM Server for fixed price (volume of the deal over 7.500 EUR ex VAT).

The advantage of CM over competitive solutions is the option to integrate your suggestions and changes into the CM. Therefore you're able to gain a product with a rich functionality, while it's fulfilling your specific needs. Developer changes are priced individually.

## How are individual services charged

### **Technical functions of CM**

*Technical functions bound to computer* (e.g. monitoring) are charged according to registration of the C-Monitor client. The accounting runs in the form of daily billing, i.e. how many days has the given computer been registered in the CM portal, such ratio of the monthly payment will be charged.

Uncharged services to technical functions :

*Objects, which you input into CM manually* (napríklad príslušenstvo do HW evidencie) are not charged at all and you may add as many of them as you want.

### **Functions of Helpdesk**

*Contractual services* services are bound to contractual Deals in the Business agenda, which exist at the end of the month,

*Non-contractual services* are counted according to the number of customers, to which you have recorded at least one request in the given month.

*Number of accesses for operators and customers* existing at the end of the month.

Uncharged services to heldesk :

*Requests (over 1pc at your non-contractual services),*

*fulfillments - records of performed work,*

*customers in the list of customers*

are not counted in the billing and you're not limited in their count.

If you simultaneously use technical functions and helpdesk, you get benefit for reverse type of service. Therefore, watch the summarization of unused services in the credit section.

The screenshot shows the 'Online platby, stav kreditu' (Online payments, credit status) page. At the top, it states 'Aktuálny stav kreditu: 364.80 EUR s DPH (Zostáva 8 mes.)'. Below this is a table with columns: 'Detaily aktuálnej spotreby', 'Používané', 'Neúčtované (čerpanie zo zaplatených služieb)', 'Účtované', 'Jedn. cena', 'Zľava [%]', 'Jedn. cena po zľave', 'Cena spolu bez DPH', and 'Cena spolu s DPH'.

Detaily aktuálnej spotreby	Používané	Neúčtované (čerpanie zo zaplatených služieb)	Účtované	Jedn. cena	Zľava [%]	Jedn. cena po zľave	Cena spolu bez DPH	Cena spolu s DPH
Start Pack (5x Prem/Std & 10x Helpdesk) - zmeniť	1	0	1	17.35	0 %	17.35	17.35	20.82
Licencia Windows PREMIUM	5	5	0		0 %			
Licencia Linux PREMIUM	1	0	1		0 %			
Zákazky v obch. agende so zmluvnou objednávkou	0	0	0		0 %			
Zákazky v obch. agende bez zmluvnej objednávky	10	10	0		0 %			
Zákazníci bez zákazky v obch. agende s aspoň jednou otvorenou požiadavkou	0	0	0		37 %			
Používateľské kontá	5	5	0		0 %			
Vlastná adresa (doména) - cm. ....sk	1	0	1		0 %			
Odoslanie SMS cez CM <sup>1)</sup>	51	0	51		0 %			

Below the table, it shows 'Spolu aktuálna mesačná spotreba so zľavou' with values '37.03 EUR' and '44.44 EUR s DPH 20 %'. A red box highlights a list of services that can be used within the paid package:

- 7 x Zákazky v obch. agende so zmluvnou objednávkou alebo
- 14 x Zákazky v obch. agende bez zmluvnej objednávky alebo
- 14 x Zákazníci bez zákazky v obch. agende s aspoň jednou otvorenou požiadavkou
- 7 x Používateľské kontá

At the bottom, there is a 'Dobíť kredit' (Recharge credit) button and a checkbox for 'Súhlasím so všeobecnými obchodnými podmienkami'.

Image: Sumarizácia čerpaných služieb a služby, ktoré zostali nevyužitú v rámci zaplateného poplatku

## Credit and Online payments



This is a default payment method for the CM service. You charge your credit through an online payment beforehand, and value of the used service is subtracted at the end of every month. If it's found out, that the value of your credit is insufficient for the next month, you'll be asked to top-up the credit during the next month. If you don't top it up, your work with CM will get blocked and after each login, you'll be prompted to recharge your credit. Services are not charged during the blocked period, but the minus residue from the last accounting will be billed at the nearest top-up. The invoice as a tax document will be issued immediately after the payment for credit for the whole amount of the recharged credit. The payment is realized safely via CardPay service of the Slovak bank TATRA BANKA.

You may also request to sign a contract to the operation of CM services in the mode of Credit with

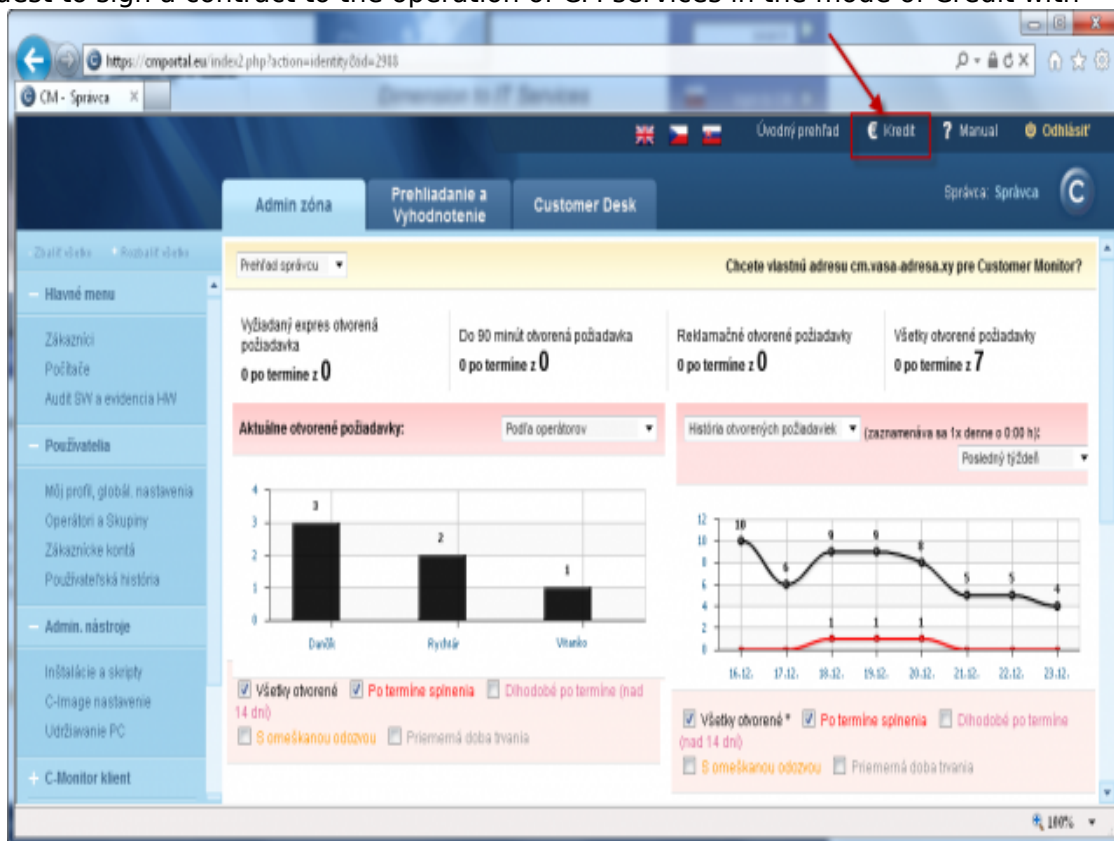


Image: Vstup do časti pro finanční informace a online platby.

Online payments.

**Online platby, stav kreditu**

**Aktuálny stav kreditu: 364.80 EUR s DPH (Zostáva 8 mes.)**

Detaily aktuálnej spotreby	Používané	Neúčtované (čerpanie zo zaplatených služieb)	Účtované	Jedn. cena	Zľava (%)	Jedn. cena po zľave	Cena spolu bez DPH	Cena spolu s DPH
Start Pack (5x Prem/Std & 10x Helpdesk) - zmeniť	1	0	1	17.35	0 %	17.35	17.35	20.82
Licencia Windows PREMIUM	5	5	0		0 %			
Licencia Linux PREMIUM	1	0	1		0 %			
Zákazky v obch. agende so zmluvnou objednávkou	0	0	0		0 %			
Zákazky v obch. agende bez zmluvnej objednávky	10	10	0		0 %			
Zákazníci bez zákazky v obch. agende s aspoň jednou otvorenou požiadavkou	0	0	0		37 %			
Poslávateľské kontá	5	5	0		0 %			
Vlastná adresa (doména) - cm.sk	1	0	1		0 %			
Odoslanie SMS cez CM <sup>1</sup>	51	0	51		0 %			

**Spolu aktuálna mesačná spotreba so zľavou**

**37.03 EUR      44.44 EUR  
s DPH 20 %**

V rámci zaplatených služieb môže ešte využiť:

- 7 x Zákazky v obch. agende so zmluvnou objednávkou alebo
- 14 x Zákazky v obch. agende bez zmluvnej objednávky alebo
- 14 x Zákazníci bez zákazky v obch. agende s aspoň jednou otvorenou požiadavkou
- 7 x Poslávateľské kontá

1) Vypočítané ako priemerový počet odoslaných SMS za posledných 3 mesiacov

☐ Súhlasím so všeobecnými obchodnými podmienkami **Dobíť kredit**

**História platieb a faktúr**

Dátum	Udalosť	Zmena kreditu (bez dph)	Zmena kreditu (s dph)	Zostávajúci kredit	
03.12.2012	Úspešná platba kreditnou kartou a vystavenie daňového dokladu č. 331200007	316.00 EUR	379.20 EUR	364.80 EUR	Výťažok daň. doklad
01.12.2012	Odpočet kreditu za využívanie služieb			-14.40 EUR	Prehľad čerpania kreditu      Detail čerpania kreditu
31.10.2012	Odpočet kreditu za využívanie služieb			5.40 EUR	Prehľad čerpania kreditu      Detail čerpania kreditu
30.09.2012	Odpočet kreditu za využívanie služieb			25.20 EUR	Prehľad čerpania kreditu      Detail čerpania kreditu
31.08.2012	Odpočet kreditu za využívanie služieb			50.40 EUR	Prehľad čerpania kreditu      Detail čerpania kreditu
08.08.2012	Úspešná platba kreditnou kartou a vystavenie daňového dokladu č. 331200006	63.00 EUR	75.60 EUR	75.60 EUR	Výťažok daň. doklad
31.07.2012	Odpočet kreditu za využívanie služieb			0.00 EUR	Prehľad čerpania kreditu      Detail čerpania kreditu
30.06.2012	Odpočet kreditu za využívanie služieb			17.10 EUR	Prehľad čerpania kreditu      Detail čerpania kreditu
31.05.2012	Odpočet kreditu za využívanie služieb			34.20 EUR	Prehľad čerpania kreditu      Detail čerpania kreditu
04.05.2012	Úspešná platba kreditnou kartou a vystavenie daňového dokladu č. 331200005	42.75 EUR	51.30 EUR	51.30 EUR	Výťažok daň. doklad

Image: Zostatok kreditu

## Invoicing mode

In case you're not satisfied with online payments and rather prefer regular payments based on an issued invoice after the billing period, contact us. We will send you a concept of contract and after signing it, we'll activate you the invoicing mode. Prices are the same as in the credit system, as well as the way of listing of used services and services, which you may still use within the paid fees.

Payments in Czech Republic are in Czech crowns to an account in Raiffeisen BANK, so our Czech clients are prevented from bank fees. From other countries, the payments are in EUR received on the account in Slovak bank TATRA BANKA.

Detaily aktuálnej spotreby	Používané	Neúčtované (čerpanie zo zaplatených služieb)	Účtované	Jedn. cena	Zľava [%]	Jedn. cena po zľave	Cena spolu bez DPH	Cena spolu s DPH
Start Pack (2x Prem + 5x Std & 9x Helpdesk) - zmeniť	1	0	1	19.00		14.25	14.25	17.10
Licencia Windows PREMIUM	2	2	0					
Licencia Linux PREMIUM	2	0	2					
Licencia Windows STANDARD	2	2	0					
Licencia Windows BASIC	1	0	1					
Licencia Linux BASIC	1	0	1					
Zákazky v obch. agende so zmluvnou objednávkou	9	9	0					
Zákazky v obch. agende bez zmluvnej objednávky	25	25	0					
Zákazníci bez zákazky v obch. agende s aspoň jednou otvorenou požiadavkou	0	0	0					
Používateľské kontá	45	45	0					
Vlastná adresa (doména) - <a href="#">zmeniť</a>	1	0	1					
Odoslanie SMS cez CM <sup>1</sup>	0	0	0					
							<b>209.73 EUR</b>	<b>251.68 EUR</b>
								<b>s DPH 20 %</b>

**Spolu aktuálna mesačná spotreba so zľavou**

V rámci zaplatených služieb môže ešte využiť:

- 64 x Zákazky v obch. agende so zmluvnou objednávkou alebo
- 129 x Zákazky v obch. agende bez zmluvnej objednávky alebo
- 129 x Zákazníci bez zákazky v obch. agende s aspoň jednou otvorenou požiadavkou
- 41 x Používateľské kontá

1) Vypočítané ako priemerový počet odoslaných SMS za posledné 2 mesiace

Dátum	Udalosť	Cena bez dph	Cena s dph	<a href="#">Priebeh čerpania kreditu</a>	<a href="#">Detail čerpania kreditu</a>
01.12.2012	Zamienený aktuálny stav využitia služieb	255.01 EUR s DPH	255.01 EUR s DPH	<a href="#">Priebeh čerpania kreditu</a>	<a href="#">Detail čerpania kreditu</a>
31.10.2012	Zamienený aktuálny stav využitia služieb	189.40 EUR s DPH	189.40 EUR s DPH	<a href="#">Priebeh čerpania kreditu</a>	<a href="#">Detail čerpania kreditu</a>
30.09.2012	Zamienený aktuálny stav využitia služieb	139.48 EUR s DPH	139.48 EUR s DPH	<a href="#">Priebeh čerpania kreditu</a>	<a href="#">Detail čerpania kreditu</a>
31.08.2012	Zamienený aktuálny stav využitia služieb	139.48 EUR s DPH	139.48 EUR s DPH	<a href="#">Priebeh čerpania kreditu</a>	<a href="#">Detail čerpania kreditu</a>

Image: Aktivovaný fakturačný režim a prehľad čerpaných služieb

### Custom CM Server, permanent license.

In case your used services from the CM product have increased to bigger volumes, you may consider deploying your custom CM Server. In this case, you purchase a permanent right to use the CM license and with it you buy support and updates annually for 20% of the prices of permanent licenses. Updates and system support are provided by manufacturer specialists, so you don't need to allocate any internal resources for system operation of the CM product. If you are interested, the manufacturer will also provide operation of your CM Server in a well-equipped housing (individual surcharge by agreement).

Prices for permanent licenses of custom CM Server are from total order 7.500€ with technical functions and from 5.000€ in case of CM Server with just helpdesk functionalities.

Date:

10/31/2012



[1]



[2]



[3]



[4]



[5]



[6]

## Links

[1] [https://customermonitor.eu/sites/default/files/Nevyuzite\\_sluzby2.png](https://customermonitor.eu/sites/default/files/Nevyuzite_sluzby2.png)

[2] [https://customermonitor.eu/sites/default/files/platobne\\_karty.jpg](https://customermonitor.eu/sites/default/files/platobne_karty.jpg)

[3] [https://customermonitor.eu/sites/default/files/Vstup\\_do\\_Kreditu.png](https://customermonitor.eu/sites/default/files/Vstup_do_Kreditu.png)

[4] [https://customermonitor.eu/sites/default/files/Aktivacia\\_balicka.png](https://customermonitor.eu/sites/default/files/Aktivacia_balicka.png)

[5] [https://customermonitor.eu/sites/default/files/Dobit\\_kredit\\_vyznacenie\\_zostatku2.png](https://customermonitor.eu/sites/default/files/Dobit_kredit_vyznacenie_zostatku2.png)

[6] [https://customermonitor.eu/sites/default/files/Fakturacny\\_rezim2.png](https://customermonitor.eu/sites/default/files/Fakturacny_rezim2.png)