

# Pricing Terms

DynamicWeb

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## Pricing Terms

### 1. Subscription

The subscription grants the right to use the software in accordance with the DynamicWeb license terms and with the usages according to subscription plan.

The license is granted to one company entity and may be used by the company and any member of its group of companies. All plans are delivered as Cloud Subscriptions.

The monthly subscription fee is billed annually in advance. Payment of the monthly subscription fee for 12-months gives a 12-month valid license in accordance with the license terms and the right to maintenance, updates, new software versions and hotfixes in accordance with the service level.

### 2. Service level included in DynamicWeb

The monthly cloud license fee gives access to support from DynamicWeb. All support issues are submitted by the DynamicWeb Implementation Partner.

Based on level of impact and urgency, all incidents are prioritized when received by DynamicWeb.

The reaction time (for both applications and operations) depends on the priority of the incident:

SEVERITY	RESPONSE TIME
Critical	30 minutes
High	2 hours
Medium	8 hours
Low	32 hours

In case of several critical incidents at the same time, the license type is also a determining factor which may impact on the response time.

Please note that some support will be charged on a time and material basis, please refer to Service Desk ([dynamicweb.com](http://dynamicweb.com)).

### 3. Friendly usage and traffic principles

For all plans DynamicWeb offer unlimited usage with no limitations on users, editors, domains, websites and channels, except listed in the overview of the different plans.

All plans offer unlimited site traffic with a well build DynamicWeb application, which will apply for most customers.

If customers have abnormal traffic patterns or architectural challenges, DynamicWeb may at its sole discretion contact the customer to resolve or charge additional fees.

### 4. eCommerce shops

One eCommerce shop is included in the subscription and additional eCommerce shops can be purchased.

One eCommerce shop can be used on several websites and can support different language versions, currencies, and different countries.

Scenarios where you need an additional eCommerce shop typically apply if you want to create separate B2C and B2B shops or have multiple brand shops or sun several companies within the same instance of DynamicWeb.

## **5. SKU (Stock Keeping Units — Products)**

SKUs are the number of products (including variants) you can handle in a given version of DynamicWeb. The number correspond to the records created in the Dynamicweb database in total.

An example: If you have purchased 2 eCommerce shops and have 4,000 SKUs in each, your total SKUs will be 8,000. If you have 1,000 products in 5 variants, this will be calculated as 5,000 SKUs.

## **6. Languages (PIM + eCommerce)**

Reflect the number of languages you can create in PIM and eCommerce. If you have created German and English, this will count as 2 languages.

However, since Dynamicweb CMS don't have limitations on number of Websites, the German PIM and eCommerce language can be published on multiple websites allowing you to share the German language on a Swiss, German and Austrian website.

## **7. Cloud Data**

Cloud data reflects the total allocated disk space to your solution in gigabytes, GB.

## **8. Email Marketing Subscribers**

One subscriber is defined as an individual who is marked with "email allowed" in the user database in DynamicWeb.

The monthly fee allows you to send an unlimited number of emails pr. month. If you connect to an external database with your subscribers, you still need the subscription based on the number of subscribers.

## **9. Staging and Development Licenses**

You are allowed to create one or more copies of DynamicWeb to create local Development Environments, without additional subscription cost.

DynamicWeb recommend creating a best practice setup with Development environment -> Staging environment -> Production environment.

One "Staging environment" hosted in the DynamicWeb Cloud is included in most subscriptions. Additional can be purchased, ie. for the CMS license.

## **10. Changes**

Prices are subject to change and DynamicWeb may release updated prices with effect 30 days after release or any later date stipulated in the pricelist. The updated pricelist shall apply to any extension periods and to all orders received by DynamicWeb after the effective date of such revised pricelist.

## **11. Other**

Prices listed in the pricelist are exclusive of any applicable value added or any other applicable sales taxes.