



PRICE LIST – TERMS AND CONDITIONS

SUPPORT PLAN

Terms and Conditions since June 2021 (rev b). They may change without notice.

Prices in Euros without VAT

SUPPORT PLAN	STANDARD	PREMIUM PRO	PREMIUM STUDIO
Eligibility	All products	All products except Mosaic Studio	Mosaic Studio
Support Ticket	Yes (simple issue solving)	Yes	Yes
Phone	No	Yes	Yes
Remote session	No	Yes	Yes
Max response time	48h	24h	24h
Price per license	Free	€180.00 per year	€400.00 per year

TERMS AND CONDITIONS

- Any order implies full acceptance of our Terms and Conditions.
- Payment must be done at the order by bank transfer or by credit card.
- For any support, the customer must go through the creation of a Ticket by completing the form available on the website.
- For a Standard support plan, the ticket can only relate to a simple issue requiring a direct response. For any complex issue requiring extended support, the customer will be prompted to purchase a Single Incident Ticket (see below) or purchase a Premium support plan.
- The Single Incident Ticket can only relate to the issue identified at the beginning.

SINGLE INCIDENT TICKET

PRODUCT	MOSAIC AD	MOSAIC DETECTION	MOSAIC ADAPTATION	MOSAIC RECORD	MOSAIC STUDIO
Price	€60.00			€120.00	

H2B TECHNOLOGY

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NOBLURWAY

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