ETS Connect UK – DRAFT Year 1 User Fee Schedule

Year 1 fees	Real Time Licence fee	Historical Licence fee	Optional Out of Hours support fee*	Redistributor Out of Hours support fee (per end user)**
	£	£	£	£
User type				
Individual users	0.01	0.01	24.00	12.00
Enterprise <£10M	0.01	0.01	3,000.00	1,500.00
Enterprise <£50M	0.01	0.01	3,000.00	1,500.00
Enterprise <£250M	72.00	18.00	6,000.00	3,000.00
Enterprise <£1BN	720.00	180.00	6,000.00	3,000.00
Enterprise >£1BN	3,600.00	900.00	12,000.00	6,000.00
Academic / non-commercial	N/A	0.00	24.00	12.00

Notes:

* Users only purchase Out of Hours (OoH) Support once where they take both real time and historical licences (where applicable).

** In addition, the Redistributor itself is charged an annual fixed fee of £50,000 if they have one or more clients taking OoH Support. The Redistributor is charged for OoH Support on the basis of a decision as to whether they want clients to be 'all in' or 'all out' for OoH Support. If 'all out', they do not pay the annual fixed fee nor the fee per client.

The obligation to be 'all in' or 'all out' is a function of three considerations:

1. Technically, with a single CT feed to a redistributor covering multiple clients, it is not possible to bifurcate support resolution between clients.

2. The OoH Support is provided directly to the redistributor. The per client fee is a proxy for the scale of support that any given redistributor may require to support its clients.

3. The per client fee is correlated to the overall benefit this optional service affords end users (who receive the feed on a 24/5 basis without exception).