

Action Assist is an innovative online modular subscription offering which will provide your organisation with a secure, encrypted web-based platform for the management of operational processes and data storage. This offering is available to all organisations and will assist in the management of day-to-day operational information, tasks and activities. The secure site will be branded with your organisation's name and logo.

**Assist Modules:** [Case Assist](#), [Complaints Assist](#), [Compliance Assist](#), [Contract Assist](#), [Customer Database](#), [Dashboard Assist](#), [Documents Assist](#), [Employee Database](#), [Individual Performance](#), [Organisational Performance](#), [Project Assist](#), [Query Assist](#), [Risk Assist](#), [Scorecard Assist](#), [Supplier Database](#), [Task Assist](#).

Assist is available to subscribers at a monthly subscription fee on a usage basis. The monthly subscription fee payable is based on one (1) of following three (3) categories:

Criteria	Category A	Category B	Category C
Annual Income of subscriber	Less than R 1 500 000	Less than R 10 000 000	More than R 10 000 000

The general terms of the monthly pricing for each of the three (3) categories are explained below:

Terms and Conditions	Category A	Category B	Category C
Required minimum monthly subscription fee (Excl. VAT)	R 150	R 4 500	R 5 000
Monthly Subscription fee	Fee per User, per number of modules used per month.	Hosting and Backup fee + fee for the modules activated	Fixed Fee per module
Upfront Capital Fee	R nil	R nil	R nil
Annual Licence Fee	R nil	R nil	R nil
Data included with subscription fee	100 MB per module	1 GB per module	1 GB per module
Cost of additional data	R 0.15 per MB (per month, excluding VAT)		

The detail of each of the three (3) categories of pricing is as follows:

### Category A: Subscribers with an annual income of less than R 1 500 000

The pricing for this category of subscriber is determined by the number of users and the number of modules to which the user has been given access. The pricing matrix for this category of users is presented below:

The monthly Assist subscription fee for an individual subscriber is based on the number of Assist modules to which the subscriber has access (Prices presented exclude VAT)						
Number of Assist modules used per individual user:	1	2	3	4	5	6
Monthly subscription fee per individual subscriber:	R 150	R 200	R 240	R 270	R 290	R 300

### Category B: Subscribers with an annual income of less than R 10 000 000

The monthly subscription fee to Assist for this category of subscribers is based on the subscription to the required base module and subscription to the additional modules selected by the subscriber. The pricing table is presented below:

Module	Base Price per month (Excluding VAT)	No User licenses included in Base Price	Additional Price per additional User (Excluding VAT)
<b>Base Module (required):</b>			
- User Master Information	1 750.00	1	50.00
- Employee Master Files		1	50.00
- Client Master information		1	50.00
- Supplier Master Information		1	50.00
<b>Complaints</b>	1 500.00	10	50.00
<b>Compliance</b>	2 000.00	10	40.00
<b>Contracts / Cases / Projects</b>	2 750.00	10	50.00
<b>Dashboard</b>	1 500.00	10	50.00
<b>Documents</b>	1 500.00	10	50.00
<b>Individual Performance</b>	1 000.00	10	50.00
<b>Organisational Performance</b>	2 750.00	10	50.00
<b>Queries</b>	2 000.00	10	50.00
<b>Resolutions</b>	1 000.00	10	50.00
<b>Risks</b>	2 500.00	10	50.00
<b>Scorecards</b>	1 500.00	10	50.00
<b>Tasks</b>	1 000.00	10	50.00

### Category C: Subscribers with an annual income of more than R 10 000 000

All Assist modules within this category have the same price per module. The pricing table is presented below:

Monthly base subscription fee per Assist Module	R 5 000 + VAT
Number of users included in the monthly base module subscription fee	50 module users
Cost for additional Active Users per month ( <i>User that has a login name and password</i> )	R 50.00 + VAT
Cost for an additional Inactive User per month ( <i>Users that are not active users</i> )	R 5.00 + VAT

<b>The monthly subscription fee includes:</b>	<b>The monthly subscription fee does not include:</b>
<ol style="list-style-type: none"> <li>1. Data hosting by Internet Solutions;</li> <li>2. Separate database for each subscriber;</li> <li>3. Daily progressive back-ups (facilitated by Attix 5);</li> <li>4. Encryption by Thwate;</li> </ol>	<ol style="list-style-type: none"> <li>1. any enhancements to any existing modules;</li> <li>2. costs to develop new modules;</li> <li>3. any costs in respect of the implementation, training and professional services that the subscriber may require in operationalising Assist;</li> <li>4. any additional data, SMS's other than the amount specifically included in the subscription agreement.</li> </ol>

The annual escalation percentage for the Assist subscription will approximate the official annualised CPIX rate at the time of the increase.