Queue-it ApS
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QUEUE·IT

The City of Columbus
Attn: Accounts Payable
1111 E Broad Street
Columbus OH 43205
United States

All services performed outside United States

FORMAL QUOTE

No. ....:	7422
Date ....:	03/22-2021 (mm/dd-yyyy)
Valid ....:	30 days from date
Client no. ....:	2495
Page ....:	1 of 1

Your ref. ....: Richard Wagner
Our ref. ....: Scott Mark

Queue-it PRO subscription
It has been agreed that:
- That the price is fixed; hence no extra fee for queue/SafetyNet numbers
- includes needful implementation assistance and dedicated support during the events

No.	Text	Quantity	Unit	Discount	Price per unit	Price
QVQSP	Virtual Queue Subscription PRO	12	Month(s)		2,399.00	28,788.00
QKUP	Server-side / CDN workers connectors	12	Month(s)		179.00	2,148.00
QSNP	SafetyNet PRO	12	Month(s)		999.00	11,988.00
QCLP	Custom Layout PRO	12	Month(s)	100.0	879.00	0.00
QPRP	Premium Reporting PRO	12	Month(s)		179.00	2,148.00
QEP	Email PRO	12	Month(s)		349.00	4,188.00
QIABP	IP Address Bypass PRO	12	Month(s)		179.00	2,148.00
QUMP	User Management PRO	12	Month(s)		179.00	2,148.00
QNLP	Notifications & Logs PRO	12	Month(s)		179.00	2,148.00
QDISCOU	Discount 20%	-0.2			55,704.00	-11,140.80

(Amount, VAT exempt:**44,563.20** - Amount , subj. to VAT: **0.00**)

First subscription period runs from 04/01-2021 to 03/31-2022 (mm/dd-yyyy).

It has been agreed that it can be used free of charge from the date of signature until the subscription period starts.

Payment terms: Net 30 days

Sub total :	44,563.20
0.00% VAT :	0.00
Total USD :	**44,563.20**

Pricing

QUEUE·IT

Levels

A Queue-it subscription is based on one of three levels, all with a set of prices and restrictions. Selected Queue-it features are priced according to the selected level.

Standard   Pro   Enterprise

Prices

Version 8 (2021-01-01)   US Dollars ($)   Exclusive of VAT and any other applicable taxes

Level and features	Standard	Pro	Enterprise	Rate is
Virtual Queue Subscription	779.00	2,399.00	Contact Sales	Monthly
- JavaScript / client-side connector	99.00	129.00		Monthly
- Server-side / CDN workers connectors	145.00	179.00		Monthly
- Native app connectors (iOS / Android)	-	179.00		Monthly
SafetyNet	515.00	999.00		Monthly
Custom Layout	479.00	879.00		Monthly
Premium Reporting	145.00	179.00		Monthly
E-mail	299.00	349.00		Monthly
IP Address Bypass	145.00	179.00		Monthly
Abuse and Fraud Protection	479.00	879.00		Monthly
API	145.00	179.00		Monthly
User Management	-	179.00		Monthly
Notifications & Logs	-	179.00		Monthly
White Label	-	839.00		Monthly
Load Test	-	479.00		Monthly
Restrictions (see page 3)	**Standard**	**Pro**	**Enterprise**	**Unit**
Max. Queue Numbers	15,000	100,000	Contact Sales	Units
Max. SafetyNet Numbers	1,000,000	5,000,000		Units
Max. Outflow Speed	300	1,500		Per minute
Max. Number of Simultaneous Queues	1	2		Queues
Custom SSL/HTTPS certificate	n/a	1		Units
Support Service Level, Mon-Fri 0-24 GMT	<4	<2		Hours reaction
Inflow Service Level	5,000	15,000		Per minute
Other fees	**Standard**	**Pro**	**Enterprise**	**Unit**
Additional Queue Numbers	0.59	0.06	Contact Sales	Unit
Additional SafetyNet Numbers	0.0120	0.0006		Unit
24h Tech Support	999.00	999.00		Daily
Consulting	235.00	235.00		Hourly

Pricing

Frequency

Monthly agreement with annual prepayment	Choose this plan when you will have many events during the year or want to run a safetynet 24/7.
Monthly agreement with quarterly payments	Choose this plan when you will have many events during the year or want to run a safetynet 24/7. Payment is quarterly (first invoice will cover current plus next quarter). A 10 % fee is added for quarterly payments.
Light subscription	A light subscription contains three scheduled events (see scheduled events) that must be used within 12 months The price for the light is calculated by multiplying the monthly rate by a factor 4x There is a two-year initial commitment that will be covered with the first invoice. If only one year will be committed, a fee or increased factor 6x will be applied to the price instead of a factor 4x.
Scheduled event	Scheduled Events are a onetime usage and priced as 2 times the monthly subscription and feature(s) fee. Maximum event duration is 7 calendar days (168 hours). Can only be purchased one time per year!

Features

SafetyNet	Constantly monitors your website, auto-queueing excess users when site capacity threshold is exceeded. Users within site capacity limits do not see queue numbers. The SafetyNet feature can be implemented as a small JavaScript on your site (like e.g. Google Analytics). Queue numbers apply when "always" is displayed to end-users as configured for the event in GO Queue-it Platform, SafetyNet numbers apply when "only above" is selected in GO Queue-it self-service. The initial setting (always/only above) determines transaction fee level ("Additional SafetyNet numbers" / "Additional Queue numbers").
Custom Layout	Enables customization of the end-user interface, including the use of our language selector. The language selector allows your end-users to select their preferred display language when they access your queue page. The Queue-it logo and link, and "What is this" link, shall not be removed or changed.
Premium Reporting	Provides access to graphs and exportable data for the entire lifetime of your account. Graphs can be customized, based upon relevant preset parameters and exported to files (.csv, .png, .xls).
E-mail	Notifies end-users by e-mail when it is their turn. When the E-mail feature is selected, end-users can enter their e-mail addresses and Queue-it will send an e-mail with a link to their place in line. This link can be used from any computer.
Connectors	Identifies users returned to your website or native app as coming from Queue-it. With Connectors, the user's unique queue ID, place in queue, timestamp and hash value is passed on to your site or app. The unique queue ID can be used to fetch queue information via the Queue-it API – for instance, when the user entered the queue, when the user was redirected, how many times the queue number has been used, and if the user was SafetyNet redirected. Connectorss support a range of programming languages and have support for native mobile apps (iOS and Android).

Pricing

Abuse and Fraud Protection	Prevents the gaming of queues via the use of bots and scripts. Abuse and Fraud Protection is a set of features including an advanced CAPTCHA functionality and a set of API functions that can be leveraged to make it difficult for bots and scripts to impact your Queue-it events.
User Management	Manages new and existing user accounts used allowed on the management for your customer profileto administer and access your organization's Queue-it account. This means you can now create unique logins for your employees, each with different accessibility rights through the assigned role on their account.
Notifications & Logs	Notifies designated user groups by e-mail of any event or account changes made on the GO Queue-it platform or queue runtime system, e.g. for when an event is updated. Notifications are arranged in notification groups which can easily be applied to different events. The log feature creates a backlog of all user access and changes to your GO Queue-it platform, including account and events.
IP Address Bypass	Allows users from specific IP addresses to bypass the queue. This feature is relevant if you e.g. have a call center, your a support team, or external partners that who should be allowed to access your website during a queue situation event– without having to wait in line.
White Label	Allows you to remove Queue-it logo, set the queue page title and favicon, and/or modify the "your turn" sound. It is possible to use another fully qualified domain name (FQDN) than the default (Example: like http://ticketania.queueit.net) to align the end-user experience to the company's brand (Example.: http://queue.ticketania.com). This is done by creating a DNS CNAME record in the company's DNS. The https (ssl/433) option is not directly supported, when using CNAME. A special agreement can be made with Queue-it for uploading a custom SSL/HTTPS certificate.
API	The Queue-it API offers programmatic access to configuring and controlling the queue.
Load Test	The Load Test feature allows you to move a queue or the entire account into a sandbox environment where the normal scripting protection filters are removed so your load scripts can run un-interrupted. The sandbox environment is running on a isolated set of servers, so you don't accidental crashes your own account. Load tests are booked via a self service tool in GO Queue-it.

Restrictions

Max. Queue Numbers	The maximum included visible queue-numbers displayed per month or event. Displayed queue numbers exceeding the maximum will be charged on a transaction fee basis; reference "Additional queue numbers" for the selected level.
Max. SafetyNet Numbers	The maximum included non-visible queue-redirects per month or event (see description of SafetyNet in the feature section). Issued SafetyNet numbers exceeding the maximum will be charged on a transaction fee basis; reference "Additional SafetyNet numbers" for the selected level.
Max. Outflow Speed	Maximum redirect speed in users per minute per month or event, based on the selected level as configured in GO Queue-it self-service.
Max. Number of Simultaneous Queues	Maximum number of active simultaneous queues in a given timeframe. A queue is active from the configured queue start time to the queue end time as determined in GO Queue-it self-service.

Pricing

Support Service Level, Mon-Fri 0-24 GMT	Queue-it support response time in hours measured from the time Queue-it support is contacted by e-mail, Zendesk ticket (initiated from GO Queue-it self-service), or telephone.
Inflow Service Level	Maximum number of users allowed to be redirected to Queue-it per minute within any 60 second period. The inflow is mostly dependent on end-user behavior; hence, not 100% under the customer's control. If a customer expects that the inflow in a given future timeframe will exceed the maximum inflow level, Queue-it support must be contacted by e-mail, Zendesk ticket (initiated from GO Queue-it self-service), or phone.

Customer signature

By signing this Order Confirmation, I accept the order based on Queue-it's standard terms and conditions, which are found on https://queue-it.com/terms.

<center>*   *   *   *   *</center>

Customer signature

By:

Signature (Authorized Representative Only)

Name:

Title:

Date: