

License fee & support levels

The cost of a license for the Atomia cloud hosting platform and the available support levels you can get.

Price: Licensing and using Atomia

- ✦ **License fee:** A monthly revenue share of 4%.
- ✦ **A separate support fee:** Starting at €500 per month.

In other words, your monthly cost for using Atomia is 4% of the revenue generated by the Atomia part of your business, plus a support fee. You set the level of support you want (more on that later in this document).

You can think of the Atomia license as a subscription. We constantly develop and improve the platform, releasing a major new version every six months at no extra cost to you.

First 6 months: Trial period

As a new Atomia licensee you don't start paying the license fee until after the initial six months. **You only commit to pay for support for the first six months of your contract.**

You can cancel your contract within the trial period without incurring any additional fees.

Atomia support levels

When you license Atomia you will also need to select the level of support you want. At a minimum, we require you to sign up for our standard support package.

Our three support levels and their monthly fees are:

- ✦ **Standard, €500** — Office-hour support (CET), enough for the vast majority of businesses.
- ✦ **Enhanced, €2,000** — 24/7 email and phone support, and faster response times.
- ✦ **Atomic, €custom** — Our enterprise-level option. This is if you want to go nuclear.

We normally recommend that you start with the Standard support level. You can always change to a different support level later if the need arises.

Pricing and payment terms

- ✦ **Payment timings:** The support fee is always charged one month in advance. The license fee is charged monthly in arrears.
- ✦ **VAT:** All prices listed in this document are excluding VAT.

Included support services

Please note that the Atomic support level is completely custom. You can pick and choose from a number of options and services that are not listed here.

	Standard (default)	Enhanced	Atomic
Monthly support fee	€500	€2,000	Custom price
Email support	Office hours (CET)	24/7	24/7
Phone support	No	24/7	24/7
Response time (first response) SLA	1 business day	1 hour	1 hour
Onboarding support	Yes	Yes	Yes
Development support	Yes	Yes	Yes
Atomia software config, upgrade & patching help	Yes	Yes	Yes
Monthly ticket status reports	No	Yes	Yes
Assisted Atomia software upgrades & patching	No	Yes	Yes
Platform implementation & installation	No	No	Yes
Technical Account Manager	No	No	Yes
Additional comprehensive support services (24/7 monitoring, platform management, etc.)	No	No	Yes (ask us)

Cost example

Say you have a revenue of €50,000 per month from your Atomia-based hosting business and have selected Standard support. Then your monthly cost for Atomia would be:

Your monthly revenue: €50,000

Revenue share: 4.0% x €50,000 = €2,000

Support cost: €500

Total cost: €2,500 (+ VAT if applicable)

Atomia.

Future-proof your hosting business