

Billing Terms for Sikka Products and Services

All billing is governed by the [Terms of Service](#). If there is any inconsistency, the Terms of Service will prevail.

At the Time of Contract Signing

- **Initial Invoice:** Issued immediately upon contract execution, regardless of implementation or activation timelines.
- **Charges may include:**
 1. **Location/Practice Fee** – calculated as the number of contracted locations/practices × per-location rate.
 - Example: 15 locations × \$250 = \$3,750
 2. **License/Access Fee** (if applicable)
 - Example: \$1,000/month
 3. **Setup Fee** (if applicable)
 - Example: \$500
- **Illustration:** \$3,750 + \$1,000 + \$500 = **\$5,250** invoiced at signing.

End of Month 1

- **If actual locations/practices are fewer than contracted** minimum → Charges remain based on the contracted minimum.
- **If actual locations/practices exceed contracted** minimum → Additional locations will be billed at the contracted per-location rate.
 - Example: 20 actuals vs. 15 contracted minimum → 5 additional × \$250 = \$1,250.

If the account is canceled during Month 1 → Charges apply for the entire month.

Month 2 and Beyond

- **If the account is canceled** → Customers are liable for the monthly minimum fee for the contracted term.
- **If locations are disconnected** → Customers are not billed for the disconnected locations, however, contracted minimum locations still apply.
- **Recurring billing may not be suspended and restarted** while the Sikka Platform Utility (SPU) remains installed and refreshing.

API Location Access – 30 Minute Cut-Off (for first month only)

- **Access toggled ON and OFF within 30 minutes** → No charges apply for that month.
- **Access active for more than 30 minutes** Full monthly charge applies.