

Arkadin Digital Engagement [Pricing]

Contract for Event Services
by and between

**GOVUK
and ARKADIN (UK) LIMITED**
26-28 Hammersmith Grove, London W6 7HA
United Kingdom

Currency: GBP
Contract Start Date: TBC
Contract End Date: TBC
Auto Renew: No

Key Information

Potential Services to be provided:

- AUDIO EVENT
- ANYWHERE with Audio Conference
- AUDIO EVENT Options
- ADOBE with Audio Conference
- WEBEX with Audio Conference
- ADOBE & WEBEX Options
- non-streaming Web Event with Audio Conference
- Audio Webcast with Audio Conference
- Audio Webcast On Demand
- Video Webcast with Audio Conference
- Video Webcast On Demand
- Webcast Options
- AUDIO TELECOM Costs
- ANCILLARY Fees

Applicable Subsidiaries: United Kingdom

By signing the Contract, the Client agrees and acknowledges that the Client has read and accepted the STC and the STU attached hereto.

Client Signature

Your Name: _____

Your Title: _____

Date: _____

Your Signature: _____

Arkadin Signature

Your Name: _____

Your Title: _____

Date: _____

Your Signature: _____

Arkadin Digital Engagement [Pricing]

Client Information

Full Name: _____

Address: _____

Company: _____

Email: _____

City: _____

Phone: _____

Postcode: _____

Country: _____

Client Billing Details

Accounting contact: _____

Address for invoice: _____
(if different from above)

Reference/PO number: _____

Phone: _____

City: _____

Email for e-billing: _____

Postcode: _____

Country: _____

Subject to VAT: ☐ Yes ☐ No

VAT number: _____

Invoice Details

Payment Method

Direct Debit: ☐ (please complete authorisation form and attach bank details)

Bank Transfer: ☐ (payment administration and processing fee is listed in your contract)

Invoice Type

E-invoice: ☐

Paper invoice: ☐ (paper invoice fee is listed in your contract)

ArkadinEvent [Collective Offer]

Contract for Event Services **GOVUK**
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Contract ID: CT00010637
Version: V1
Currency: GBP

Kollective Price List As of May 1st 2019
3 Year contract term (for a lower contract term the pricing will change)

Kollective Enterprise Content Delivery Network

A combination of cloud-based centralized servers for content storage and management, and distributed client software for optimal enterprise video delivery. Kollective hosts the services on cloud servers and efficiently delivers high quality content to end user machines. SD ECDN supports live and on-demand video and provides access to the Kollective service via RESTful APIs.

The ECDN Premium Platform also includes Kollective IQ, a powerful data platform for analyzing, visualizing, and creating customized dashboards designed to measure video and network performance. View and analyze expanded datasets in an easy to navigate interface.

ECDN Base Platform Plus	GBP
Annual Subscription	User Price
ECDN Premium Platform	£ 13.08
Video Delivery	£ 7.69
Software Delivery	£ 10.00
MediaCenter	£ 2.41
Partner Integration (per integration)	£ 1.45
Network Readiness Tester	£ 1.45
SAML/AD Integration	£ 1.15

ECDN Pilot / Setup Fee	GBP
User Tier	Tier Price
<10,000	£ 13.08
10,000	£ 7.69
75,000+	£ 10.00

ECDN Base Platform Plus	GBP
Annual Subscription	Unit Price
KProxy (per Kproxy)	£ 13.08
Data Storage (per TB)	£ 7.69
One-Time Fee	Unit Price
Consulting Starter Package	£ 11,538.00
Remote Monitoring (20 events)	£ 7,692.00
Additional Webcaster Producer	£ 3,846.00
Basic On-Site Training (per hr)	£ 115.00
Advanced On-Site Training (per hr)	£ 153.00
On-site Support (per day)	£ 1,923.00
Custom App Development (per hr)	£ 192.00

Term Upcharge	
Term Years	%
1	add 10%
2	add 5%
3	add 0%

Video Delivery

Enables peer-assisted video delivery leveraging the ECDN Premium Platform.

Software Delivery

Enables peer-assisted software delivery of OS migrations/upgrades, application installations/upgrades, and patch releases leveraging the ECDN Premium Platform.

MediaCenter Enterprise Content Portal

MediaCenter is an enterprise content portal enabling the creation, management, and consumption of various media types including video on demand, live video, and documents. MediaCenter utilizes the ECDN Premium Platform with Video Delivery.

Partner Integrations

Kollective certified Integrations to third-party webcasting and video portal solutions leveraging Kollective's RESTful API. Partner Integrations are priced per integration. Please contact Kollective for the list of certified partner integrations.

Network Readiness Tester

Network Readiness Tester ("NRT") enables Customer to test your network ahead of live events to ensure that it can handle the extra load. NRT can provide detailed reports on the network's performance edge-to-edge and identify problem areas before they become obstacles to completing the event. Kollective will perform the tests and provide the results. Two tests per month are included in the base price, covering test preparation, execution, and result analysis. Additional tests are charged at Kollective's professional services rate.

SAML/AD Integration

Kollective Enterprise Authentication and Authorization Services

This service allows customers to integrate existing SAML or AD identity servers with the Kollective platform, thereby making it possible for users to use their existing credentials for authentication.

Pilot/ECDN Setup Fee

Setup and configuration of the ECDN for Proof of Concept or Production use.

Kollective Administration Portal

Kollective AdminCenter provides various administration capabilities over the Kollective platform, including content management, channel management, and user management. AdminCenter is a subset of MediaCenter, hence available by default for MediaCenter customers. It should be offered as a standalone solution for customers who don't purchase MediaCenter.

Kollective Video Web Parts for SharePoint™

A Web Part designed to be used with Microsoft SharePoint, enabling customers to embed Kollective video players into SharePoint. The Web Part utilize the Kollective platform for content access and management and is tightly integrated with Kollective SD ECDN.

Kollective Konnector

The Kollective Konnector is a few-to-many broadcast solution integrated with Kollective SD ECDN, allowing customers to leverage Unified Communication systems as a stream source. The product feeds SIP / H.264 sources into Kollective, allowing customers to deliver video and audio to thousands of employees in highly scalable and cost effective way.

Kollective Proxy

Kollective Proxy (KProxy) provides remote caching capabilities. It can also serve as a proxy server for locations that have connectivity restrictions. KProxy runs on servers provided by the customer and is available as a Virtual Machine (VM).

*5% discount on all KProxies purchased for each KProxy beyond the first one, up to 50%

Consulting Starter Package

Includes customized executive engagement, internal partner engagement, and communication plans as well as team building and video best practices consulting.
(40 hours + T&E)

Media Storage

Default media storage includes 1 TB of storage. All additional media storage requires the purchase of Additional Storage.

Arkadin Digital Engagement [Licenced Webcasting]

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Contract ID: CT00010637
Version: V1
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Licensed Webcasting - On request from GovUK

Service Description: Live online audio or video webcast licence for 12 months, annual fee up front for the platform with a minimum commitment of 10 webcasts per account: If Arkadin project management is required then this is charged as the Express or Premium Event management Package Rate.

Item	Description	Rate	Unit
Webcast Licence Audio or Video Webcast with slides self managed with optional management, Excluding Collective Integration as the ECDN solution.	<ul style="list-style-type: none"> Present Live or Simu-Live up to 1000 Live users for 90 Minutes Record and Distribute On Demand Presentations for unlimited viewing Automated Audio Service, Integrated Webcam and Live Screensharing Integrated Presenter Bridging with Recording Capabilities Automated Archive Creation and Publishing Synchronized Slides, Audience Polls, Recorded Video Clips, and URL Pushes Registration, Email, and Audience Console Templates Real-Time Reporting, Analytics and Benchmarking Seamless Registration, Campaign Tracking, and XML Data Feed Included Complete Suite of Webcast Platform 10 Widgets for Console Design Including: Slide Area, Media Player, Q&A, Transcript, Speaker Bio, Resource List, CoverFlow Video, Twitter, Facebook, LinkedIn, Wiki, Chapters, RSS, Idea, Facebook, URL, Survey, Test, LinkedIn, Group Chat, Yammer, Socialcast, Jive, Chatter, Breakout Sessions and Certification. All Webcasts are Available for On Demand Access during the term of the contract 	950	Per Event Min Commitment 10 up to 25 Webcasts
	<ul style="list-style-type: none"> Registration, Email, and Audience Console Templates Real-Time Reporting, Analytics and Benchmarking Seamless Registration, Campaign Tracking, and XML Data Feed Included Complete Suite of Webcast Platform 10 Widgets for Console Design Including: Slide Area, Media Player, Q&A, Transcript, Speaker Bio, Resource List, CoverFlow Video, Twitter, Facebook, LinkedIn, Wiki, Chapters, RSS, Idea, Facebook, URL, Survey, Test, LinkedIn, Group Chat, Yammer, Socialcast, Jive, Chatter, Breakout Sessions and Certification. All Webcasts are Available for On Demand Access during the term of the contract 	800	Per Event Min Commitment 26 up to 49 Webcasts
	<ul style="list-style-type: none"> Complete Suite of Webcast Platform 10 Widgets for Console Design Including: Slide Area, Media Player, Q&A, Transcript, Speaker Bio, Resource List, CoverFlow Video, Twitter, Facebook, LinkedIn, Wiki, Chapters, RSS, Idea, Facebook, URL, Survey, Test, LinkedIn, Group Chat, Yammer, Socialcast, Jive, Chatter, Breakout Sessions and Certification. All Webcasts are Available for On Demand Access during the term of the contract Account Setup and Training: Setup of client account with one template and user logins On Demand Training Library Online Help, Best Practices and Quick Start Guide Access to Technical Support 	720	Per Event Min Commitment 50 Webcasts
	<ul style="list-style-type: none"> Account Setup and Training: Setup of client account with one template and user logins On Demand Training Library Online Help, Best Practices and Quick Start Guide Access to Technical Support 	58,000	Unlimited Webcasts Conducted Per department
Optional Collective Integration as the ECDN solution or Account optimisation with internal network infrastructure (HDS, Mpeg-Dash, Multicast or Unicast)		4,200.00	Single one off cost (waived if over 50 webcasts committed)
Extra Block of 250 live viewers	<ul style="list-style-type: none"> Applies to ON24 Webcast & Streaming 	130.00	Per Block Per Webcast
Extra Block of 30 minutes	<ul style="list-style-type: none"> Applies to ON24 (Up to 6 hours of event setup and monitoring) Project Kick-Off Call and Project Plan Event Setup using ON24 platform Standard Registration Page: includes branded graphic, descriptive text, and standard registration fields Standard Lobby Page: includes branded graphic, descriptive text, standard ON24 help page link, standard ON24 Test-Your-System link, media player selection options, and media player download links (Lobby customization available for WCC Enterprise only) Standard Event Console Page: includes branded graphic, choice of background color, standard slide area, Q&A area, speaker bio/info area, and other Platform 10 widgets as applicable Event email(s) setup Presentation Manager setup Presenter orientation & training Live event monitoring (up to 90 minutes) Archive creation and multichannel 	180.00	Per Block Per Webcast
Premium Event Management Package	<ul style="list-style-type: none"> ON24 Express Monitoring Package (Up to 2.5 hours of event monitoring and presenter prep) Best Practices documentation Online support before the live event Presenter orientation (up to 30 minutes before live event start) Live event monitoring (up to 90 minutes) 	1,190.00	Per Event
Express Event Management Package	<ul style="list-style-type: none"> ON24 Express Monitoring Package (Up to 2.5 hours of event monitoring and presenter prep) Best Practices documentation Online support before the live event Presenter orientation (up to 30 minutes before live event start) Live event monitoring (up to 90 minutes) 	510.00	Per Event
Standard Elite Training Package First Session Included	This live, online training program, comprised of three one-hour sessions, includes a complete review of all Webcast Elite features for both creating and presenting a webcast	460.00	Per Session
Express Elite Training Package First Session Included	This 90-minute live, online training session is based on your event requirements, and will be custom design to cover exactly what you need to know	300.00	Per Session
Event password	Unique password for all participants	Incl	Per Webcast
Referrer page	Limit access to users that have come via a web page in a specified domain.	Incl	Per Webcast
IP restriction	Limit access to users with a specific IP or an IP within a defined range.	Incl	Per Webcast
Email domain restriction	Limit access to users with an email in a specific domain eg @arkadin.com	Incl	Per Webcast
Additional Logins	<ul style="list-style-type: none"> Additional Producer Login Requires Existing Master Account/Contract 1 Concurrent Live Event per Producer Login Flexible Deployment 	820.00	per login
Additional Reporting Login	<ul style="list-style-type: none"> Additional Reporting Login Easily view all analytics dashboards and reports Provides read only access only 	540.00	per login
Additional Producer Logins	<ul style="list-style-type: none"> Additional Producer Login Requires Existing Master Account/Contract 1 Concurrent Live Event per Producer Login Flexible Deployment 	8,500.00	per login
Video clips	<ul style="list-style-type: none"> per clip excl. encoding 	Incl	Files
Confirmation email	<ul style="list-style-type: none"> Email sent by the platform after participant registration Includes customization if design option is selected 	Incl	Emails
Webcast Elite Engagement Hub	1 Portal for Webcast Elite Account	18,000.00	Per Year (Optional)
Broadcast Video Module	Expands Webcast Elite Client Account to include Live Broadcast Video (HD) webcast types through support for client provided media encoders	5,380.00	Per Year (Required for Events with Video Cameras / Onsite AV services)
ON24 Integration Service Setup	Required for connectivity to SFDC and MA Platforms	1,110.00	Per Year (Optional)
ON24 Integration Service Annual Subscription	Up to 50 webcasts/yr	1,110.00	Per Year (Optional)
ON24 Integration Service Annual Subscription	Over 50 webcasts/yr	2,660.00	Per Year (Optional)

*External charges=AV suppliers, translator, hardware/room rental, booked T&Es...

(1) Notes:

- Minimum annual commitment is 10 events.
- Any number of events can be purchased for a one year subscription term. Use event rate x total annual events to determine contract value.
- Customers exceeding the number of webcasts purchased during the term of their contract will be billed for overages at the webcast rate.

(2) Notes:

- For use by direct end user.
- Client Account & Logins are for the production of internal and external webcasts and presentations only.
- Webcast Producer Logins are for named users and not to be shared.
- Presenters are limited to 10 per webcast.
- Maximum length per webcast is 8 hours for audio events and 4 hours for video events.
- Producer Login for unlimited Elite subscriptions are for single department use or single region use - by end user

Arkadin Digital Engagement

Contract for Event Services **GOVUK**
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Contract ID: CT00010637
Version: v1
Currency: GBP

AUDIO Operator Assisted Event

Service Description: Audio Conference managed by an Arkadin operator, high capacity.

Item	Description	Rate (Excl. VAT)	Unit
Setup Fee for Audio Event Per Minute	<ul style="list-style-type: none">• 15 minutes precall including audio line quality tests• Dedicated and proactive assistance before, during and after the Event• Moderator hotline• Q&A session managed by the operator• Advanced project management expertise• Full branding capabilities (welcome & introduction messages)• Standard reporting• Also applies to no show	150.00	per Event
Audio Minute	<ul style="list-style-type: none">• Service price per minute per participant• Does not include telecom costs• The minimum invoice will be 50% of the booked lines for the call duration if larger than the stipulated minimum fee.	0.13	Minutes
Minimum/Supplement invoicing	<ul style="list-style-type: none">• Applies in the case of a no show Event.	200.00	per Event

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ANYWHERE with Audio Conference

Managed Audio conference with screen share ability.

Item	Description	Rate (Excl. VAT)	Unit
Setup Fee for Audio & Anywhere Per Minute	<ul style="list-style-type: none">• 15 minutes precall including audio line quality tests• Dedicated and proactive assistance before, during and after the Event• Moderator hotline• Q&A session managed by the operator• Advanced project management expertise• Full branding capabilities (welcome & introduction messages)• Standard reporting• Anywhere platform Setup• Web assistance for the moderator (including upload presentation, slide moving, Web Q&A management, ...)• Also applies to no show	230.00	per Event
Anywhere Minute	<ul style="list-style-type: none">• Minimum invoicing 50%; also applies to no show	0.05	Minutes
Audio Minute	<ul style="list-style-type: none">• Service price per minute per participant• Does not include telecom costs	0.13	Minutes
Audio & Web Recording File	<ul style="list-style-type: none">• Download URL• Format: MP4, WMV, FLV• The minimum invoice will be 50% of the booked lines for the call duration if larger than the stipulated minimum fee.	130.00	Files
Minimum/Supplement invoicing	<ul style="list-style-type: none">• Applies in the case of a no show Event.	200.00	per Event

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AUDIO EVENT Options

Optional items that can be ordered aligned to events that are conducted

Item	Description	Rate (Excl. VAT)	Unit
Professional Services	<ul style="list-style-type: none"> • Per Hour • Event management, Training, Consulting, Dry Run, Additional Branding, Registration, Comms Line 	110.00	Hours
Production & Creative Services	<ul style="list-style-type: none"> • Per Hour • Sound/Video Editing, Conversion, Encoding, Branding, Design 	110.00	Hours
Dedicated Operator for Comms Line via Telephone	<ul style="list-style-type: none"> • From Arkadin Office • Per hour 	78.00	Hours
Onsite Event Management	<ul style="list-style-type: none"> • 4 hours included • T&Es excluded • We charge an additional fee if the event is for more than 500 participants to reflect the additional work generated. 	300.00	Half Days
Above 500 participants for Audio Event	<ul style="list-style-type: none"> • Additional setup fee for the extra language • Includes same features as first language setup • Additional operator for live management • Audio consumption is billed according to the selected offer • Does not include translators (other item) 	150.00	per Event
Additional conference language	<ul style="list-style-type: none"> • Full day • T&Es excluded • Hybrid phones • PA consoles • cables 	150.00	per Event
Sound Engineer	<ul style="list-style-type: none"> • Full day • T&Es excluded • Hybrid phones 	300.00	Full Days
Technical Audio Kit	<ul style="list-style-type: none"> • PA consoles • cables 	280.00	per Event
Site Survey and Certification	<ul style="list-style-type: none"> • Verifying connectivity and layout at new site • Half day 	300.00	per Event
Recording Minute	<ul style="list-style-type: none"> • Per minute 	0.13	Minutes
Playback Setup Fee	<ul style="list-style-type: none"> • Per event • 90 days' playback included 	25.00	per Event
Playback Minute	<ul style="list-style-type: none"> • Per minute 	0.078	Minutes
Additional Day of Playback Hosting	<ul style="list-style-type: none"> • Per day, after initial 90 days 	1.10	Full Days
Digital Archive	<ul style="list-style-type: none"> • Download URL • Format: WAV, MP3 • Online Registration 	25.00	Files
Online Registration for Audio with Individual Identification	<ul style="list-style-type: none"> • 2 PINs required to enter into the conference • Online reporting incl. registrants and attendees • Online Registration 	78.00	per Event
Online registration for Audio	<ul style="list-style-type: none"> • 1 PIN required to enter into the conference • Online reporting incl. registrants only • Line identification not included 	78.00	per Event
Roll Call	<ul style="list-style-type: none"> • First Name, Last Name, Company • Up to 150 Participants 	130.00	per Event
Advanced Roll Call	<ul style="list-style-type: none"> • 1 Additional Field • Maximum Total is 4 • Arkadin provide a list to the customer with personal pins for each participant 	25.00	per Event
Individual Identification	<ul style="list-style-type: none"> • All participants are registered ahead of time • Welcome Room usage with Meet & Greet 	78.00	per Event
Participant Filtering	<ul style="list-style-type: none"> • Participant or Speaker • Up to 200 Participants 	78.00	per Event
Blast Dial Out	<ul style="list-style-type: none"> • Applies to Audio or Anywhere Events 	78.00	per Event
SMS Setup fee	<ul style="list-style-type: none"> • Applies to Audio or Anywhere Events 	130.00	per Event
SMS per line	<ul style="list-style-type: none"> • Applies to Audio or Anywhere Events 	0.13	Participants
Emailing Setup fee	<ul style="list-style-type: none"> • Applies to Audio or Anywhere Events 	130.00	per Event
Emailing per line	<ul style="list-style-type: none"> • Applies to Audio or Anywhere Events • Per minute 	0.078	Participants
Transcription in 48h	<ul style="list-style-type: none"> • Minimum Charge 30 minutes • Reserved duration is billable • Per minute 	3.00	Minutes
Transcription in 24h	<ul style="list-style-type: none"> • Minimum Charge 30 minutes • Reserved duration is billable • Per minute 	4.00	Minutes
Transcription in 4h	<ul style="list-style-type: none"> • Minimum Charge 30 minutes • Reserved duration is billable 	8.50	Minutes
Translator	<ul style="list-style-type: none"> • For calls over 30 minutes, 2 translators are required. • Pricing can differ for Languages other than EN, FR, DE, SP. 	780.00	Translators
Translator Booth Rental - Basic	<ul style="list-style-type: none"> • Basic Translation From one language to another • Arkadin or AV Partner • Including Translator Welcoming, Booth, Sound Engineer. 	780.00	per Event
Translator Booth Rental - Advanced	<ul style="list-style-type: none"> • Advanced Bi-directional Translation • Arkadin or AV Partner • Including booth, sound engineer and greeting translator upon arrival 	1,100.00	per Event

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WEBEX with Audio Conference

WebEx webinar with a managed audio conference so that the participants audio lines can be controlled

Item	Description	Rate (Excl. VAT)	Unit
WebEx Event Center Webinar	<ul style="list-style-type: none">• For a maximum of 50 participants for up to 60 minutes• Up to 120 minutes of the following Professional Services: Set-Up/uploading branding, presentation, images, videos/training with client/verification with client, testing equipment and console"• Include VoIP (not classic conf call)	490.00	Events
Increase WebEx Webinar capacity	Add up to 50 additional participants	250.00	Blocks
Extend WebEx Webinar duration	Add 30 minutes to the duration	180.00	Blocks
Extend WebEx Webinar capacity & duration	For events over 60 minutes with more than 50 participants, add 30 extra minutes for every 50 participants	180.00	Blocks
Setup Fee for Audio Event Per Minute	<ul style="list-style-type: none">• 15 minutes precall including audio line quality tests• Dedicated and proactive assistance before, during and after the Event• Moderator hotline• Q&A session managed by the operator• Advanced project management expertise• Full branding capabilities (welcome & introduction messages)• Standard reporting• Also applies to no show	150.00	per Event
Audio Minute	<ul style="list-style-type: none">• Service price per minute per participant• Does not include telecom costs• The minimum invoice will be 50% of the booked lines for the call duration if larger than the stipulated minimum fee.	0.13	Minutes
Minimum/Supplement invoicing	<ul style="list-style-type: none">• Applies in the case of a no show Event.	200.00	per Event

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ADOBE & WEBEX Options

Additional options aligned to conducting webinars

Item	Description	Rate (Excl. VAT)	Unit
Audio & Web Recording File	<ul style="list-style-type: none"> • Download URL • Format: MP4, WMV, FLV 	130.00	Files
Professional Services	<ul style="list-style-type: none"> • Per Hour • Event management, Training, Consulting, Dry Run, Additional Branding, Registration, Comms Line 	110.00	Hours
Production & Creative Services	<ul style="list-style-type: none"> • Per Hour • Sound/Video Editing, Conversion, Encoding, Branding, Design 	110.00	Hours
Dedicated Operator for Comms Line via Telephone	<ul style="list-style-type: none"> • From Arkadin Office • Per hour 	78.00	Hours
Onsite Event Management	<ul style="list-style-type: none"> • 4 hours included • T&Es excluded 	320.00	Half Days
New Template Design	<ul style="list-style-type: none"> • Including graphics and up to 10 registration fields • Not available with Anywhere and WebEx 	340.00	per Event
Adapt Template Design	<ul style="list-style-type: none"> • Including graphics and up to 10 registration fields • Not available with Anywhere and WebEx 	180.00	per Event
Sound Engineer	<ul style="list-style-type: none"> • Full day • T&Es excluded • Hybrid phones 	300.00	Full Days
Technical Audio Kit	<ul style="list-style-type: none"> • PA consoles • cables 	280.00	per Event
Site Survey and Certification	<ul style="list-style-type: none"> • Verifying connectivity and layout at new site • Half day 	440.00	per Event
Registration & reporting capabilities	<ul style="list-style-type: none"> • Applies to Adobe Online Archive • Same branding as live • Not available with WebEx 	230.00	per Event
Extra Month of Webinar Online Archive	<ul style="list-style-type: none"> • Per month, after initial period 	30.00	Months
Event password	Unique password for all participants	110.00	per Event
Upload registrant list for login restriction		110.00	per Event
Confirmation email	<ul style="list-style-type: none"> • Email sent by the platform after participant registration • Includes customization if design option is selected 	110.00	Emails
Email Blast	<ul style="list-style-type: none"> • Per email blast • up to 5000 emails • Includes customization if design option is selected 	110.00	Emails
Post Event Survey	<ul style="list-style-type: none"> • Per Survey • Not available with Adobe 	110.00	per Event

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Non Streaming Web Event with Audio Conference

Service Description: non-streaming webcast with slides viewed over the internet to listen users must dial in to a managed audio conference

Item	Description	Rate (Excl. VAT)	Unit
Web Event	<ul style="list-style-type: none">• 500 participants included• 60 minutes duration included• 30 minutes preconference (audio tests)• Online registration• Online reporting• 6 Widgets included (Professional Services may apply)• Online archive hosting for 12 months with unlimited viewing	470.00	Events
Extra Block of 250 live viewers	<ul style="list-style-type: none">• Applies to ON24 Web Event	250.00	Blocks
Extra Block of 30 minutes	<ul style="list-style-type: none">• Applies to ON24	110.00	Blocks
Setup Fee for Audio Event Per Minute	<ul style="list-style-type: none">• 15 minutes precall including audio line quality tests• Dedicated and proactive assistance before, during and after the Event• Moderator hotline• Q&A session managed by the operator• Advanced project management expertise• Full branding capabilities (welcome & introduction messages)• Standard reporting• Also applies to no show	150.00	per Event
Audio Minute	<ul style="list-style-type: none">• Service price per minute per participant• Does not include telecom costs• The minimum invoice will be 50% of the booked lines for the call duration if larger than the stipulated minimum fee.	0.13	Minutes
Minimum/Supplement invoicing	<ul style="list-style-type: none">• Applies in the case of a no show Event.	200.00	per Event

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Audio Webcast with Audio Conference

Service Description: Live online audio (VOIP) webcast with slides viewed over the internet with less than 500 participants booked

Item	Description	Rate (Excl. VAT)	Unit
Live Or Simulive Audio Webcast	<ul style="list-style-type: none">• 500 participants included• 60 minutes duration included• 30 minutes preconference (audio tests)• Online registration• Online reporting• 6 Widgets included (Professional Services may apply)• Online archive hosting for 12 months with unlimited viewing	1,200.00	Events
Extra Block of 250 live viewers	<ul style="list-style-type: none">• Applies to ON24 Webcast & Streaming	150.00	Blocks
Extra Block of 30 minutes	<ul style="list-style-type: none">• Applies to ON24	150.00	Blocks
Setup Fee for Audio Event Per Minute	<ul style="list-style-type: none">• 15 minutes precall including audio line quality tests• Dedicated and proactive assistance before, during and after the Event• Moderator hotline• Q&A session managed by the operator• Advanced project management expertise• Full branding capabilities (welcome & introduction messages)• Standard reporting• Also applies to no show	150.00	per Event
Audio Minute	<ul style="list-style-type: none">• Service price per minute per participant• Does not include telecom costs• The minimum invoice will be 50% of the booked lines for the call duration if larger than the stipulated minimum fee.	0.13	Minutes
Minimum/Supplement invoicing	<ul style="list-style-type: none">• Applies in the case of a no show Event.	200.00	per Event

Arkadin Digital Engagement

Contract for Event Services **GOVUK**
by and between **and ARKADIN (UK) LIMITED**

Contract ID: CT00010637
Version: v1
Currency: GBP

046 ON24 Audio Webcast On Demand

Service Description: on-demand online audio (VOIP) webcast with slides viewed over the internet with less than 500 participants booked

Item	Description	Rate (Excl. VAT)	Unit
ON24 On Demand Audio Webcast	<ul style="list-style-type: none">• 60 minutes duration included• Online registration• Online reporting• 6 Widgets included (Professional Services may apply)• Online archive hosting for 12 months with unlimited viewing	850.00	Events
Extra Block of 30 minutes	<ul style="list-style-type: none">• Applies to ON24	180.00	Blocks

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Video Webcast with Audio Conference

Service Description: Live online video (VOIP) webcast with slides viewed over the internet with less than 500 participants booked

Item	Description	Rate (Excl. VAT)	Unit
Live Or Simulive Video Webcast	<ul style="list-style-type: none">• 500 participants included• 60 minutes duration included• 30 minutes preconference (audio/video tests)• Online registration• Online reporting• 6 Widgets included (Professional Services may apply)• Online archive hosting for 12 months with unlimited viewing	2,100.00	Events
Extra Block of 250 live viewers	<ul style="list-style-type: none">• Applies to ON24 Webcast & Streaming	230.00	Blocks
Extra Block of 30 minutes	<ul style="list-style-type: none">• Applies to ON24	230.00	Blocks
Setup Fee for Audio Event Per Minute	<ul style="list-style-type: none">• 15 minutes precall including audio line quality tests• Dedicated and proactive assistance before, during and after the Event• Moderator hotline• Q&A session managed by the operator• Advanced project management expertise• Full branding capabilities (welcome & introduction messages)• Standard reporting• Also applies to no show	150.00	per Event
Audio Minute	<ul style="list-style-type: none">• Service price per minute per participant• Does not include telecom costs• The minimum invoice will be 50% of the booked lines for the call duration if larger than the stipulated minimum fee.	0.13	Minutes
Minimum/Supplement invoicing	<ul style="list-style-type: none">• Applies in the case of a no show Event.	200.00	per Event

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Video Webcast On Demand

Service Description: on-demand online video (VOIP) webcast with slides viewed over the internet with less than 500 participants booked

Item	Description	Rate (Excl. VAT)	Unit
On Demand Video Webcast	<ul style="list-style-type: none">• 60 minutes duration included• Online registration• Online reporting• 6 Widgets included (Professional Services may apply)• Online archive hosting for 12 months with unlimited viewing	1,500.00	Events
Extra Block of 30 minutes	<ul style="list-style-type: none">• Applies to webcasts	230.00	Blocks

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Webcast Options

This is a list of additional items that can be ordered along side a webcast if required

Item	Description	Rate (Excl. VAT)	Unit
Platform Signal Acquisition Services	• Per hour	190.00	Hours
Platform Engineering Services	• Per hour	190.00	Hours
Multi Event Registration	• Multi-event registration page with up to 50 webcasts listed for single sign on by the user • Includes reporting and twelve (12) months of access (access period can be extended).	250.00	per Event
Extra Month of Webcast Archive hosting	• Applies to ON24 • Per month	30.00	Months
Audio podcast Download	• Download URL • Format: MP3	130.00	Files
Audio & Webcast Recording File	• Download URL • MP4, WMV, FLV • up to 120 minutes	130.00	Files
Event password	Unique password for all participants	110.00	per Event
Referrer page	Limit access to users that have come via a web page in a specified domain.	110.00	per Event
IP restriction	Limit access to users with a specific IP or an IP within a defined range.	110.00	per Event
Email domain restriction	Limit access to users with an email in a specific domain eg @arkadin.com	110.00	per Event
Professional Services	• Per Hour • Event management, Training, Consulting, Dry Run, Additional Branding, Registration, Comms Line	110.00	Hours
Production & Creative Services	• Per Hour • Sound/Video Editing, Conversion, Encoding, Branding, Design	110.00	Hours
Dedicated Operator for Comms Line via Telephone	• From Arkadin Office • Per hour	78.00	Hours
Onsite Event Management	• 4 hours included • T&Es excluded	320.00	Half Days
Sound Engineer	• Full day • T&Es excluded • Hybrid phones	300.00	Full Days
Technical Audio Kit	• PA consoles • cables	280.00	per Event
Site Survey and Certification	• Verifying connectivity and layout at new site • Half day	720.00	per Event
New Template Design	• Including graphics and up to 10 registration fields • Not available with Anywhere and WebEx	340.00	per Event
Adapt Template Design	• Including graphics and up to 10 registration fields • Not available with Anywhere and WebEx	180.00	per Event
Email Blast	• Per email blast • up to 5000 emails • Includes customization if design option is selected	110.00	Emails
Post Event Survey	• Per Survey • Not available with Adobe	110.00	per Event
Campaing Referral Tracking	• ON24 Webcast • Per Event	110.00	per Event
Auto-Registration	• ON24 Webcast • Per Event	230.00	per Event
Confirmation email	• Email sent by the platform after participant registration • Includes customization if design option is selected	110.00	Emails
Upload registrant list for login restriction		110.00	per Event
Non-streaming option for live events via telephone	• Per event	130.00	per Event
Stream test	• Applies to Webcasts • Per hour	190.00	Hours
Custom or Additional Audio/Video stream	This option provides for additional streams within a single event. Standard streams bitrates are: • Audio: 30kbits/second • Video 4x3: 320x240 150 or 300k, 400x300 300k or 500k, 480x360 300k or 500k, 640x480 500k or 800k • Video 16x9: 320x180 150 or 300k, 384x216 300k, 480x270 300k or 500k, 640x360 500k or 800k, 800x450 800k • Per stream	130.00	Files
Encrypted Streaming	• Per Event	190.00	per Event
Mock Live - Audio Playback Services for Pre-recorded Media	• Includes QA of event content & stream monitoring	500.00	per Event
Mock Live - Video Playback Services for Pre-recorded Media	• Includes QA of event content & stream monitoring	600.00	per Event
Screen Sharing	• ON24 P10 Webcasts only • Discuss feasibility with your Event Team • Up to 6 additional widgets	180.00	per Event
Additional Widget Pack	• ON24 Webcast only • Professional Services may apply	130.00	per Event
Video clips	• per clip • excl. encoding	110.00	Files
Post-Event subtitling Widget	• Priced per hour • excluding transcript costs	130.00	Hours

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ANCILLARY Fees

Item	Description	Rate (Excl. VAT)	Unit
Surcharge Fee - Event scheduled out of business hours	<ul style="list-style-type: none"> • Applies to all Events except Semi-Events • Per hour • Minimum charge 2 hours • Acceptance of booking by Event team dependent on resource availability • Applies to all Events 	150.00	Hours
Service Fee - For Change Requests	<ul style="list-style-type: none"> • Per hour • Acceptance of booking by Event team dependent on resource availability 	110.00	Hours
Rush Fee - Event Details Confirmation or Event Change	<ul style="list-style-type: none"> • With less than 1 business day's notice • Applies to Audio or Anywhere Events • Acceptance of booking by Event team dependent on resource availability 	150.00	Requests
Rush Fee - Event Details Confirmation or Event Change	<ul style="list-style-type: none"> • With less than 4 business hours' notice • Applies to Audio or Anywhere Events • Acceptance of booking by Event team dependent on resource availability 	210.00	Requests
Rush Fee - Event Details Confirmation or Event Change	<ul style="list-style-type: none"> • With less than 2 business days' notice • Applies to Adobe, WebEx, ON24 or Nasdaq • Acceptance of booking by Event team dependent on resource availability 	150.00	Requests
Rush Fee - Event Change	<ul style="list-style-type: none"> • With less than 1 business days notice • Applies to Adobe, WebEx, ON24 or Nasdaq • Acceptance of booking by Event team dependent on resource availability 	210.00	Requests
Minimum Cancellation Fee - Audio or Anywhere Events	<ul style="list-style-type: none"> • With more than 2 business days' notice • Applies to Audio or AnyWhere Events • This fee will be 25% of the Service Order Form if larger than the stipulated minimum fee • Up to 100% of external charges may be added (AV suppliers, translator, hardware/room rental, booked T&Es...) 	210.00	per Event
Minimum Late Cancellation Fee - Audio or Anywhere Events	<ul style="list-style-type: none"> • With less than 2 business days' notice • Applies to Audio or AnyWhere Events • This fee will be 50% of the Service Order Form if larger than the stipulated minimum fee • Up to 100% of external charges may be added (AV suppliers, translator, hardware/room rental, booked T&Es...) 	300.00	per Event
Minimum Cancellation Fee - Web Conference	<ul style="list-style-type: none"> • With more than 5 business days' notice • Applies to Adobe, WebEx, ON24 Web Event • This fee will be 25% of the Service Order Form if larger than the stipulated minimum fee • Up to 100% of external charges may be added (AV suppliers, translator, hardware/room rental, booked T&Es...) 	350.00	per Event
Minimum Late Cancellation Fee - Web Conference	<ul style="list-style-type: none"> • With less than 5 business days' notice • Applies to Adobe, WebEx, ON24 Web Event • This fee will be 50% of the Service Order Form if larger than the stipulated minimum fee • Up to 100% of external charges may be added (AV suppliers, translator, hardware/room rental, booked T&Es...) 	500.00	per Event
Minimum Cancellation Fee - Audio Streaming and Audio Webcasts	<ul style="list-style-type: none"> • With more than 5 business days' notice • Applies to Audio Streaming and Audio Webcasts • This fee will be 25% of the Service Order Form if larger than the stipulated minimum fee • Up to 100% of external charges may be added (AV suppliers, translator, hardware/room rental, booked T&Es...) 	500.00	per Event
Minimum Late Cancellation Fee - Audio Streaming and Audio Webcasts	<ul style="list-style-type: none"> • With less than 5 business days' notice • Applies to Audio Streaming and Audio Webcasts • This fee will be 50% of the Service Order Form if larger than the stipulated minimum fee • Up to 100% of external charges may be added (AV suppliers, translator, hardware/room rental, booked T&Es...) 	780.00	per Event
Minimum Cancellation Fee - Video Streaming, Video Webcasts and Video Events	<ul style="list-style-type: none"> • With more than 5 business days' notice • Applies to Video Streaming, Video Webcasts and Video Events • This fee will be 25% of the Service Order Form if larger than the stipulated minimum fee • Up to 100% of external charges may be added (AV suppliers, translator, hardware/room rental, booked T&Es...) 	910.00	per Event
Minimum Late Cancellation Fee - Video Streaming, Video Webcasts and Video Events	<ul style="list-style-type: none"> • With less than 5 business days' notice • Applies to Video Streaming, Video Webcasts and Video Events • This fee will be 50% of the Service Order Form if larger than the stipulated minimum fee • Up to 100% of external charges may be added (AV suppliers, translator, hardware/room rental, booked T&Es...) 	1,200.00	per Event