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 agre	ees and acknowledges that the Client has read a	nd accepted the STC and the STU attached he	ereto.
Client Signature		Arkadin Signature	
Your Name:		Your Name:	
Your Title:		Your Title:	
Date:		Date:	
Your Signature:		Your Signature:	

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Arkadin Digital Engagement [Pricing]

E-invoice:

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



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: _	
	Yes No		
VAT number:		-	
Invoice Details			
Payment Method			
	(please complete authorisation form and a	·	
) (payment administration and processing for	ee is listed in your contract)	
Invoice Type			

ArkadinEvent [Kollective Offer]

Contract for Event Services GOVUK by and between and ARKADIN (UK) LIMITED Contract ID: CT00010637 Version: V1 Currency: GBP

Kollective Price List

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	n £	1.45
Network Readiness Tester	£	1.45
SAML/AD Integration	£	1.15

ECDN Pilot / Setup Fee	GBP	
User Tier	Teir 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%

Enables peer-assisted video delivery leveraging the ECDN Premium Platform

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.

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 ("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 the base price, covering test preparation, execution, and result analysis. Additional tests are charged at Kollective's professional services rate.

SAML/AD Integration

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 AdminCenter provides various administration capabilities over the Kollective platform, including content management, channel management, and use 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.

A Web Part designed to be used with Microsoft SharePoint, enabling customers to embad 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

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.

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



Arkadin Digital Engagement [Licenced Webcasting]

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

Contract ID: CT00010637

Licenced 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
	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	950	Per Event
	Screensharing • Integrated Presenter Bridging with Recording Capabilities		Min Commitment 10 up to 25 Webcasts
	Automated Archive Creation and Publishing		.,
	Synchronized Slides, Audience Polls, Recorded Video Clips, and URL Pushes	800	Per Event
	Registration, Email, and Audience Console Templates	800	Min Commitment 26
Webcast Licence Audio or Video Webcast with	Real-Time Reporting, Analytics and Benchmarking		up to 49 Webcasts
slides self managed with optional management,	Seamless Registration, Campaign Tracking, and XML Data Feed included		
Excluding Kollective Integration as the ECDN solution.	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,	720	Per Event
	Survey, Test, LinkedIn, Group Chat, Yammer, Socialcast, Jive,		Min Commitment
	Chatter, Breakout Sessions and Certification. • All Webcasts are Available for On Demand Access during the		50 Webcasts
	term of the contract		
	Account Setup and Training: • Setup of client account with one template and user logins	58,000	Unlimated
	On Demand Training Library	30,000	Webcasts
	Online Help, Best Practices and Quick Start Guide		Conducted
Optional Kollective Integration as the ECDN	Access to Technical Support	4,200.00	Per department
solution or Account optimisation with internal			Single one off cost (waived if over 50 webcasts
network infastructure (HDS, Mpeg-Dash, Multicast or Unicast)			commited)
Extra Block of 250 live viewers	Applies to ON24 Webcast & Streaming	130.00	Per Block Per Webcast
Extra Block of 30 minutes	Applies to ON24 (Up to 6 hours of event setup and monitoring)	180.00	Per Block Per Webcast
	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		
Premium Event Management Package	Enterprise only) • Standard Event Console Page: includes branded graphic,	1,190.00	Per Event
	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 nublishing		
	ON24 Express Monitoring Package (Up to 2.5 hours of event monitoring and presenter prep)		
	Best Practices documentation		
Express Event Management Package	Online support before the live event Presenter orientation (up to 30 minutes before live event	510.00	Per Event
	start)		
	Live event monitoring (up to 90 minutes)		
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	460.00	Per Session
Express Elite Training Package	nresenting a wehrast This 90-minute live, online training session is based on your event		
First Session Included	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
P restriction	Limit access to users with a specific IP or an IP within a defined	Incl	Per Webcast
restriction	range. Limit access to users with an email in a specific domain eg	***************************************	rei webcast
Email domain restriction	@arkadin.com	Incl	Per Webcast
	Additional Producer Login		
Additional Logins	Requires Existing Master Account/Contract Concurrent Live Event per Producer Login	820.00	per login
	Flexible Deployment		
Additional Reporting Login	Additional Reporting Login Easily view all analytics dashboards and reports	540.00	per login
radicional reporting Login	Provides read only access only		F
	Additional Producer Login Requires Existing Master Account/Contract		
Additional Producer Logins	1 Concurrent Live Event per Producer Login	8,500.00	per login
	Flexible Deployment		
Video clips	per clip excl. encoding	Incl	Files
Confirmation email	Email sent by the platform after participant registration	Incl	Emails
Webcast Elite Engagement Hub	Includes customization if design option is selected Portal for Webcast Elite Account	18,000.00	Per Year (Optional)
	Expands Webcast Elite Client Account to include Live Broadcast		Per Year (Required for Events wit
Broadcast Video Module	Video (HD) webcast types through support for client provided	5,380.00	Video Cameras / Onsite AV service
ON24 Integration Service Setup	media encoders 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...

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^{**}txterma charges-evt suppliers, translator, hardware/noom rental, booked lates...

[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.

<sup>Customers exceeding the number of webcasts purchased during the term or their contract will be billied to overlag

(2) Notes:
1. For use by direct end user.
2. Client Account & Logins are for the production of internal and external webcasts and presentations only.
3. Webcasts Producer Logins are for named users and not to be shared.
4. Presenters are limited to 10 per webcast.
5. Maximum length per webcast is 5 hours for audio events and 4 hours for video events.
6. Producer Login for unlimited Elite subscriptions are for single department use or single region use - by end user</sup>



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

Contract ID: CT00010637 Version: v1 Currency: GBP

AUDIO Operator Assisted Event

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

ltem	Description	Rate (Excl. VAT)	Unit
Setup Fee for Audio Event Per Minute	 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	 Service price per minute per participant Does not include telecom costs The minimum invoice will be 50% of the booked lines 	0.13	Minutes
Minimum/Supplement invoicing	for the call duration if larger than the stipulated minimum fee. • 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.

ltem	Description	Rate (Excl. VAT)	Unit
Setup Fee for Audio & Anywhere Per Minute	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	Minimum invoicing 50%; also applies to no show	0.05	Minutes
Audio Minute	Service price per minute per participantDoes not include telecom costs	0.13	Minutes
Audio & Web Recording File	Download URLFormat: MP4, WMV, FLV	130.00	Files
Minimum/Supplement invoicing	 The minimum invoice will be 50% of the booked lines for the call duration if larger than the stipulated minimum fee. 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

Optional items that can be ordered aligned to events that a	re conducted		
Item	Description	Rate (Excl. VAT)	Unit
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 includedT&Es excluded	300.00	Half Days
Above 500 participants for Audio Event	 We charge an additional fee if the event is for more than 500 participants to reflect the additional work generated. 	150.00	per Event
Additional conference language	 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
Sound Engineer	Full day T&Es excluded Whyrid phonons	300.00	Full Days
Technical Audio Kit	 Hybrid phones PA consoles cables	280.00	per Event
Site Survey and Certification	 Verifying connectivity and layout at new site Half day 	300.00	per Event
Recording Minute	Per minute	0.13	Minutes
Playback Setup Fee	Per event 90 days' playback included	25.00	per Event
Playback Minute	Per minute	0.078	Minutes
Additional Day of Playback Hosting	Per day, after initial 90 days Daywood LIB!	1.10	Full Days
Digital Archive	Download URL Format: WAV, MP3	25.00	Files
Online Registration for Audio with Individual Identification	Online Registration In Plan Registration In Plan Registration In Plan Registration In Plan Registration	78.00	per Event
Online registration for Audio	1 PIN required to enter into the conference Online reporting incl. regsitrants only Line identification not included	78.00	per Event
Roll Call	First Name, Last Name, CompanyUp to 150 Participants	130.00	per Event
Advanced Roll Call	1 Additional Field Maximum Total is 4	25.00	per Event
Individual Identification	 Arkadin provide a list to the customer with personal pins for each participant All participants are registered ahead of time 	78.00	per Event
Participant Filtering	Welcome Room usage with Meet & Greet	78.00	per Event
Blast Dial Out	Participant or SpeakerUp to 200 Participants	78.00	per Event
SMS Setup fee	Applies to Audio or Anywhere Events	130.00	per Event
SMS per line	Applies to Audio or Anywhere Events	0.13	Participants
Emailing Setup fee Emailing per line	Applies to Audio or Anywhere Events Applies to Audio or Anywhere Events	130.00 0.078	per Event Participants
Transcription in 48h	Per minute Minimum Charge 30 minutes Reserved duration is billable	3.00	Minutes
Transcription in 24h	Per minuteMinimum Charge 30 minutesReserved duration is billable	4.00	Minutes
Transcription in 4h	Per minuteMinimum Charge 30 minutesReserved duration is billable	8.50	Minutes
Translator	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	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	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

ltem	Description	Rate (Excl. VAT)	Unit
WebEx Event Center Webinar	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	 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	 Service price per minute per participant Does not include telecom costs The minimum invoice will be 50% of the booked lines 	0.13	Minutes
Minimum/Supplement invoicing	for the call duration if larger than the stipulated minimum fee. • 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

Additional options aligned to conducting weblinars Item	Description	Rate (Excl. VAT)	Unit
Audio & Web Recording File	Download URL Format: MP4, WMV, FLV	130.00	Files
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 OfficePer hour	78.00	Hours
Onsite Event Management	4 hours includedT&Es excluded	320.00	Half Days
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
Sound Engineer	Full day T&Es excluded	300.00	Full Days
Technical Audio Kit	Hybrid phonesPA consolescables	280.00	per Event
Site Survey and Certification	Verifying connectivity and layout at new siteHalf day	440.00	per Event
Registration & reporting capabilities	 Applies to Adobe Online Archive Same branding as live Not available with WebEx 	230.00	per Event
Extra Month of Webinar Online Archive	Per month, after initial period	30.00	Months
Event password Upload registrant list for login restriction	Unique password for all participants	110.00 110.00	per Event per Event
Confirmation email	 Email sent by the platform after participant registration Includes customization if design option is selected 	110.00	Emails
Email Blast	 Per email blast up to 5000 emails Includes customization if design option is selected 	110.00	Emails
Post Event Survey	Per SurveyNot 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 confrence

ltem	Description	Rate (Excl. VAT)	Unit
Web Event	 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	Applies to ON24 Web Event	250.00	Blocks
Extra Block of 30 minutes	Applies to ON24	110.00	Blocks
Setup Fee for Audio Event Per Minute	 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	 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 	0.13	Minutes
Minimum/Supplement invoicing	minimum fee. • 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

ltem	Description	Rate (Excl. VAT)	Unit
Live Or Simulive Audio Webcast	 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	Applies to ON24 Webcast & Streaming	150.00	Blocks
Extra Block of 30 minutes	• Applies to ON24	150.00	Blocks
Setup Fee for Audio Event Per Minute	 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	 Service price per minute per participant Does not include telecom costs The minimum invoice will be 50% of the booked lines 	0.13	Minutes
Minimum/Supplement invoicing	for the call duration if larger than the stipulated minimum fee. • Applies in the case of a no show Event.	200.00	per Event



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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	 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	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

ltem	Description	Rate (Excl. VAT)	Unit
Live Or Simulive Video Webcast	 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	 Applies to ON24 Webcast & Streaming 	230.00	Blocks
Extra Block of 30 minutes	Applies to ON24	230.00	Blocks
Setup Fee for Audio Event Per Minute	 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	 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 	0.13	Minutes
Minimum/Supplement invoicing	minimum fee. • 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	 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	Applies to webcasts	230.00	Blocks



Contract for Event Services **GOVUK** by and between $% \left(\mathbf{D}_{\mathbf{F}}^{\mathbf{F}}\right) =\mathbf{D}_{\mathbf{F}}^{\mathbf{F}}$ and $\mathbf{D}_{\mathbf{F}}^{\mathbf{F}}$ Contract ID: CT00010637 Version: v1 Currency: GBP

Webcast Options

Item	Description	Rate (Excl. VAT)	Unit
Platform Signal Acquisition Services Platform Engineering Services	Per hour Per hour	190.00 190.00	Hours Hours
	Multi-event registration page with up to 50 webcasts		
Multi Event Registration	listed for single sign on by the user Includes reporting and twelve (12) months of access	250.00	per Evei
Extra Month of Webcast Archive hosting	(access period can be extended).Applies to ON24Per month	30.00	Month
Audio podcast Download	Download URL Format: MP3	130.00	Files
Audio & Webcast Recording File	Download URL MP4, WMV, FLV	130.00	Files
Front manning	• up to 120 minutes	110.00	per Evei
Event password	Unique password for all participants Limit access to users that have come via a web page in		•
Referrer page IP restriction	a specified domain. Limit access to users with a specific IP or an IP within a	110.00 110.00	per Eve
Tr restriction	defined range.	110.00	pertive
Email domain restriction	Limit access to users with an email in a specific domain eg @arkadin.com	110.00	per Eve
Professional Services	Per Hour Event management, Training, Consulting, Dry Run, Addtional Branding, Registration, Comms Line	110.00	Hours
Production & Creative Services	Per Hour Sound/Video Editing, Conversion, Encoding,	110.00	Hours
Dedicated Operator for Comms Line via	Branding, Design From Arkadin Office Per hour	78.00	Hours
Telephone Onsite Event Management	4 hours included T&Es excluded	320.00	Half Da
Sound Engineer	Full day T&Es excluded	300.00	Full Da
Technical Audio Kit	Hybrid phonesPA consoles	280.00	per Eve
Site Survey and Certification	 cables Verifying connectivity and layout at new site Half day 	720.00	per Eve
New Template Design	Including graphics and up to 10 registration fields Not available with Anywhere and WebEx	340.00	per Eve
Adapt Template Design	Including graphics and up to 10 registration fields Not available with Anywhere and WebEx	180.00	per Eve
Email Blast	Per email blast up to 5000 emails Includes customization if design option is selected	110.00	Email
Post Event Survey	Per SurveyNot available with Adobe	110.00	per Eve
Campaing Referral Tracking	ON24 Webcast Per Event	110.00	per Eve
Auto-Registration	ON24 Webcast Per Event	230.00	per Eve
Confirmation email	Email sent by the platform after participant registration Includes customization if design option is selected	110.00	Email
Upload registrant list for login restriction	• includes customization in design option is selected	110.00	per Eve
Non-streaming option for live events via	• Per event	130.00	per Eve
telephone Stream test	Applies to Webcasts Per hour	190.00	Hour
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	130.00	Files
	• Per Event	190.00	per Eve
Encrypted Streaming	Includes QA of event content & stream monitoring	500.00	per Eve
Mock Live - Audio Playback Services for Pre-			
Mock Live - Audio Playback Services for Pre- recorded Media Mock Live - Video Playback Services for Pre-	Includes QA of event content & stream monitoring	600.00	per Eve
Mock Live - Audio Playback Services for Pre- recorded Media	Includes QA of event content & stream monitoring ON24 P10 Webcasts only Discuss feasibility with your Event Team	600.00 180.00	
Mock Live - Audio Playback Services for Pre- recorded Media Mock Live - Video Playback Services for Pre- recorded Media	ON24 P10 Webcasts only Discuss feasibility with your Event Team Up to 6 additional widgets ON24 Webcast only		per Eve
Mock Live - Audio Playback Services for Pre- recorded Media Mock Live - Video Playback Services for Pre- recorded Media Screen Sharing	ON24 P10 Webcasts only Discuss feasibility with your Event Team Up to 6 additional widgets	180.00	per Eve





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

Contract ID: CT000106 Version: v1 Currency: GRP

Item Telco Dial-In Service - Band 0	Description Telecom costs only - TOLL FREE	Rate (Excl. VAT) 0.013	Unit
Telco Dial-In Service - Band 1	United States Telecom costs only - TOLL Canada, France, Germany, United Kingdom , United	0.0049	Minutes
Telco Dial-In Service - Band 2	States. IP Telecom costs only - TOLL Austria, Belgium, Denmark, Finland, Hong Kong, Ireland, Italy, Japan, Luxembourg, Netherlands, Norway, Portugal, Singapore, Spain, Sweden, Switzerland	0.0084	Minutes
Telco Dial-In Service - Band 3	Switzeriand Telecom costs only - TOLL Australia, Brazil, Bulgaria, Croatia, Czech Republic, Hungary, Mexico, New Zealand, Poland, Puerto Rico, Romania, Russian Federation, Slovakia	0.035	Minutes
Telco Dial-In Service - Band 4	Telecom costs only - TOLL Argentina, Bahrain, Chile, Estonia, India, Israel, Korea Rep, Latvia, Lithuania, Malaysia, Peru, Turkey	0.044	Minutes
Telco Dial-In Service - Band 5	Telecom costs only - TOLL China, Colombia, Costa Rica, Cyprus, Dominican Rep, El Salvador, Greece, Kenya, Malta, Nigeria, Panama, Slovenia, South Africa, Talwan, Thailand, Venezuela, Vietnam, Zimbabwe, Zimbabwe mob	0.074	Minutes
Telco Dial-In Service - Band 6	Telecom costs only - TOLL Algeria, Angola, Armenia, Cambodia, Cameroon, Ghana, Indonesia, Kazakhstan, Macao, Morrocco, Pakistan, Philippines, Saoudi Arabia, Senegal, Talikistan. Tunisia. Ukanda. Ukraine	0.15	Minutes
Telco Dial-In Service - Band 7	Telecom costs only - TOLL FREE Canada - France. Germany. United Kinedom Telecom costs only - TOLL FREE	0.015	Minutes
Telco Dial-In Service - Band 8	Austria, Belgium, Denmark, Hong Kong, Ireland, Italy, Japan, Luxembourg, Malaysia, Netherlands, Norway, Poland, Portugal, Singapore, Spain, Sweden. Switzerland Telecom costs only - TOLL FREE	0.04	Minutes
Telco Dial+In Service - Band 9	Australia, Bermuda, Brazil, Bulgaria, Finland, Hungary, Korea Rep, Monaco, New Zealand, Romania. Russian Federation Telecom costs only - TOLL FREE	0.059	Minutes
Telco Dial-In Service - Band 10	Anguila, Antigua & Barbuda, Argentina, Bahrain, Barbados, Bolivia, Botwana, Cayman Isld, Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Ceche Republic, Estonia, Greece, Genada, Guani, Iceland, India, Israel, Jamaica, Jordan, Latvia, Mexico, Philippines, Slowakia, South Africa, St Kitt & Nevis, St Vincent, Talwan, Thailand, Turkey, United Arab Frinzarse Liturasus.	0.11	Minutes
Telco Dial-in Service - Band 11	Telecom costs only - TOUL FREE Austria Mobble, Bahrain Mobble, Belgium Mobble, Brazil Mobble, Calombia Mobble, Cack rep Mobble, Demmark Mobble, Calombia Mobble, Crack rep Mobble, Germany Mobble, Esuador mobble, France Mobble, Germany Mobble, Esuador mobble, Ireland Mobble, Let lay Mobble, Japan Mobble, Mobble, Saros Mobble, New Zeland Mobble, Portugal Mobble, Slovakia Mobble, Spain Mobble, Sweden Mobble, Switzerland Mobble, United Kingkom Mobble, Zimbabbe Mobble	0.088	Minutes
Telco Dial-in Service - Band 12	Telecom costs only - TOUL FREE Bahamas, Bedarus, Brunel Davussalam, Cambodia, Dominica, Ecuador, Egypt, Indonesia, Kazakhstan, Kernya, Ulbusania, Malta, Mautrius, Morocco, Oman, Pakistan, Pannam, Papua New Guinea, Paraguay, Peru, Puerbo Rico, Qatars, San Marino, Saudi Arabia, Serbia, Slovenia, Sri Lanka, Trinidad and Tobago, Ulkraine, Ubekistan, Venezuedis, Vieteamu, Wirten ist of British Vieteria Intel BLISS	0.20	Minutes
Telco Dial-Out Service - Band 0	Telecom costs only - Countries list not contractual North America & Europe 1 Belgium, Canada, Denmark, France, Germany, Ireland, Italy, Norway, Portugal, Spain, Sweden, Netherlands, United Kingdom, United States	0.049	Minutes
Telco Dial-Out Service - Band 1	Telecom costs only - Countries list not contractual Asia Pacific 18. Batin America 3 Argentina, Australia, Brazil, Chile, China, Colombia, Hong Kong, Japan, Malaysia, Meetico, Panama, Peru, Singapore, Thailand, Uruguay, Brunel Darsusal, Korza, Republic, New Zeal and, Puerto Rico, Venezuela, Boli	0.074	Minutes
Telco Dial-Out Service - Band 2	Telecom costs only - Countries list not contractual Europe 2 Austria, Bulgaria, Croatia, Finland, Greece, Hungary, Iceland, Luxembourg, Malta, Monaco, Poland, Slovakia, Siovenia, Ukraine, Czech Republic, Switzerland	0.13	Minutes
Telco Dial-Out Service - Band 3	Telecom costs oily - Countries list not contractual Asia Pacific 2 Bhutan, Cambodia, India, Indonesia, Kazakhstan, Kyrgyxstan, Macao, Mongolia, Sri Lanka, Tajikistan, Uzbekistan, Viet Nam, Philippines, Taiwan, Province, Russian Federation	0.18	Minutes
Telco Dial-Out Service - Band 4	Telecom costs only - Countries list not contractual Middle fast & Africa : A	0.22	Minutes
Telco Dial-Out Service - Band 5	Tile Corn cash off y Countries list not contractual idealit Zenas . Thail land Mobile, Australia Mobile, Japan Mobile, Chrisa Mobile, Jong Gong Mobile, Malayia Mobile, Ginapore Mobile, Cyprux Mobile, Girarlar Mobile, Singapore Mobile, Cyprux Mobile, Girarlar Mobile, Malta Mobile, Somes Mobile, Lindrand Mobile, Creates Mobile, Geneze Mobile, Inclinad Mobile, Groust A Mobile, Geneze Mobile, Inclinad Mobile, Groust A Mobile, Geneza Mobile, Ferbugal Mobile, Belguin Mobile, Serva Mobile, Ferbugal Mobile, Belguin Mobile, Geneze Mobile, Irefund Mobile, Italy Mobile, Span Mobile, Sweden Mobile, Brune Tarvas Mobile, Koren, Republic Mobile, Brune Tarvas Mobile, Mobile, Mobile, Mobile, Mobile, Mobile, Belguin Mobile, Mobile, Mobile, Mobile, Mobile, Mobile, United Kingdom Mobile, United State Mobile, Natherlands, Mobile, United Kingdom Mobile, United State Mobile,	0.30	Minutes
Telco Dial-Out Service - Band 6	Telecom costs only - Countries list not contractual Mobile Zone 2 Mobile Zone 2 Carbodol Abdile, Kyrgastan Mobile, Maryan Sahahi, Aliyatan Mobile, Mangala Mobile, Tajikitan Mobile, Mangala Mobile, Tajikitan Mobile, Lithekistan Mobile, Indonesia Mobile, Pata Mahidie, Sahan Mobile, Patan Mobile, Sahan Mobile, Patan Mobile, Sahan Mobile, Patan Mobile, P	0.40	Minutes
Telco Dial-Out Service - Band 7	Telecom costs only - Countries list not contractual Others Listen & Carrbean, North Africa, Oceania Alaska, Algaria, Angulla, Aruba, Bahamas, Barbados, Belins, Bermuda, Costa Rica, Escador, Egypt, Fill, Gerback, Guedeloue, Gene, Gustemula, Rotterark, Morecca, Nyaman, Hepal, Nicaragas, Montterark, Morecca, Nyamani, Hepal, Nicaragas, Palas, Paragas, Suriaman, Togas, Insila, Andigas And Bar, Belivia, Piurin, Cyman sitands, Christian State, Santandor, Carrbota, Mortine Carrbota, Sariaman, Corps, Linsila, Andigas And Bar, Belivia, Piurin, Cyman sitands, Christian State, Sariaman, Corps, Linsila, Andigas Martin JF, Saint Wincenth, Turks And Caics, Virgin Hartin JF, Saint Wincenth Alaria, Papa New Guine Wee Calebooks, Northern Markan, Papa New Guine Wee Calebooks, Northern Markan, Papa New Guine	0.40	Minutes
Telco Dial-Out Service - Band 8	Telecom costs only - Countries list not contractual - Provided on request Africa. Rest of the world & Mobile zone 3	0.49	Minutes
Telco Dial-Out Service - Band 9	Telecom costs only - Countries list not contractual Other 2 & Mobile Zone 4 Antarctica, Cook Islands, Fallsland Islands (Malvinas), Nauru, Samos, Jos Tome And Principe, Solomon Islands, Timor-Leste, Tokelau, Vanuatu, Wallis And Fatuna, Cook Islands Mobile, Fallsland Islands (Malvinas) Mobile, Savor More And Principe Mobile, Timor-Lester Mobile, Savor More And Principe Mobile, Timor-Lester Mobile, Savorate	0.98	Minutes



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

Contract ID: CT00010637 Version: v1 Currency: GBP

ANCILLARY Fees

Item	Description	Rate (Excl. VAT)	Unit
	Applies to all Events except Semi-Events Declares		
Surcharge Fee - Event scheduled out of business hours	Acceptance of booking by Event team dependent on resource availability	150.00	Hours
Service Fee - For Change Requests	Applies to all Events Per hour Acceptance of booking by Event team dependent on resource availability	110.00	Hours
Rush Fee - Event Details Confirmation or Event Change	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	Reques
Rush Fee - Event Details Confirmation or Event Change	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	Reques
Rush Fee - Event Details Confirmation or Event Change	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	Reque
Rush Fee - Event Change	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	Reque
Minimum Cancellation Fee - Audio or Anywhere Events	Up to 100% of external charges may be added (AV suppliers, translator, hardware/room rental, booked	210.00	per Eve
Minimum Late Cancellation Fee - Audio or Anywhere Events	T&Es) • 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 Eve
Minimum Cancellation Fee - Web Conference	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 Eve
Minimum Late Cancellation Fee - Web Conference	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 Ev
Minimum Cancellation Fee - Audio Streaming and Audio Webcasts	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 Eve
Minimum Late Cancellation Fee - Audio Streaming and Audio Webcasts	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 Eve
Minimum Cancellation Fee - Video Streaming, Video Webcasts and Video Events	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 Evi
Minimum Late Cancellation Fee - Video Streaming, Video Webcasts and Video Events	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 Evi