

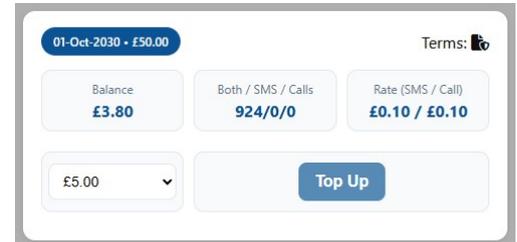
AN401: Billing Options IoT Portal Alarm Diallers

We offer flexible billing options to suit both **individual customers** and **resellers**, designed to make managing device communication costs simple and transparent.

1. Standard Customer Billing

a. PAYG (Pay-As-You-Go)

- Customers can top up their device directly from the **Live Screen** in £5 increments.
- Each top-up balance is used for outgoing **SMS messages** and **voice calls**.
- The cost of communication is **£0.10 per SMS or call**.
- When the balance runs low, simply click the **Top-Up** button to continue service.
- We notify the user by SMS or email when the balance is <£2, <£0 and <-£2
- Service is interrupted when the balance is <-£2



b. Contract Billing

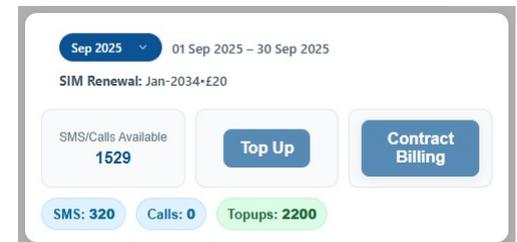
- Instead of pre-paid top-ups, customers can opt for **quarterly invoicing**.
- Quarterly billing is requested via the Live Screen Top Up Card.
- Every 3 months we issue an invoice summarising all SMS and call usage.
- The contract rate is **£0.09 per SMS or call (inc. VAT)**.
- Ideal for businesses or sites that prefer routine billing and expense tracking.

2. Reseller Billing Options

We also provide flexible billing options for resellers managing multiple client devices.

a. Reseller Top-Ups

- Clients can instantly top up their devices with **50, 200, or 1000 SMS/calls**.
- The reseller is notified immediately once the top-up is complete.
- Resellers can:
 - **Invoice their own client directly**, or
 - Request that we issue an invoice **on their behalf** to the client email address, showing the Reseller account details as the payment beneficiary.
- Example: reseller rate **£0.09**, client rate **£0.15** per SMS/call.
- Each quarter, we send the reseller a consolidated invoice for all their top-ups at the reseller rate including a per device summary and a detailed usage breakdown.
- Resellers can set their own client rate if the portal issues invoices



b. Reseller Contract Billing

- Instead of using top-ups, resellers can place their clients on **contract billing**.
- Resellers are responsible for performing credit checks on their clients.
- We issue a **quarterly summary** showing total usage for each device, plus a **detailed per-device breakdown** of all SMS and calls.
- The reseller is billed at the reseller rate (e.g. **£0.09**) and can charge their clients their own chosen rate (e.g. **£0.15**).
- We can also **generate and send the client invoices** directly on the reseller's behalf if required.
- Resellers can set their own client rate.
- Resellers can set their own client rate if the portal issues invoices

IoT-Portal Alarm Diallers

Billing Terms & Conditions

Last updated: October 2025

Part A – Customer Terms (PAYG and Contract Billing)

These Terms apply to customers (“you”, “your”) purchasing or using IoT-Portal connected devices or associated airtime services (“the Service”) provided by **Priory Access Ltd**, registered in England and Wales (Company No. 07291353), trading as **IoT Portal**, of 95A Allerton Road, Liverpool L18 2DD (“we”, “us”, “our”).

1. Services Covered

These Terms cover SMS and voice call usage from IoT-Portal devices, either:

- on a **PAYG (Pay-As-You-Go)** basis, or
- via **Contract Billing** (invoiced usage).

2. PAYG Billing

- Top-ups are purchased in £5 increments via the IoT-Portal Live Screen.
- Each top-up is credited to your device and used to pay for outgoing SMS messages and calls.
- The charge rate is **£0.10 per SMS or call**.
- Low-balance alerts are sent automatically by email or SMS when your balance falls below £2, £0 and -£2.
- Service is automatically suspended if your balance falls below -£2 until a further top-up is made.
- Top-ups are non-refundable once credited to a device.

3. Contract Billing

- Contract Billing must be requested via the IoT-Portal Live Screen.
- We issue an invoice every three months summarising total SMS and call usage.
- The rate is **£0.09 per SMS or call (inc. VAT)** unless otherwise stated in writing.
- Payment is due within **30 days** of invoice date. Late payment may result in suspension of service.
- You are responsible for ensuring adequate funds or credit to maintain uninterrupted operation.

4. Usage & Fair Use

- Devices must only be used for lawful purposes and reasonable volumes consistent with alarm/event notification.
- Excessive, automated, or unsolicited messaging is prohibited.
- We reserve the right to restrict or suspend service for misuse or non-payment.

5. Liability

- We provide communication access only and are not responsible for the performance of third-party mobile networks.
- Our total liability shall not exceed the value of the last three months of fees paid by you for the Service.
- We are not liable for consequential or indirect losses including missed alarms or access events.

6. Data Protection

- We process customer contact details and billing data in accordance with UK GDPR and our Privacy Policy (available on iot-portal.com).
- Billing and usage data may be shared with your reseller (if applicable) for invoicing purposes only.

7. Termination

- You may terminate PAYG service at any time; unused balance is non-refundable.
- Contract Billing may be cancelled by giving **30 days’ written notice** prior to the next billing cycle.
- We may suspend or terminate service for breach of these Terms or non-payment.

Remote Monitoring Systems

Part B – Reseller Terms (Reseller Top-Up and Contract Billing)

These Terms form the agreement between **Priory Access Ltd t/a IoT Portal** (“Supplier”) and the **Reseller** (“you”, “your”) authorised to resell or manage IoT-Portal devices and associated services.

1. Authorisation

- Resellers must be approved by Priory Access Ltd prior to offering IoT-Portal billing services to third parties.
- Approval may be withdrawn at our discretion for non-payment, misuse, or reputational concerns.

2. Reseller Top-Ups

- Resellers may top up client devices in blocks of **50, 200, or 1000 SMS/calls** at the agreed **reseller rate** (typically £0.09 per unit).
- Each top-up is non-refundable once credited.
- Resellers are invoiced quarterly for all top-ups performed during that period.
- The Supplier will provide a quarterly report including per-device summaries and detailed usage logs.
- Resellers may instruct the Supplier to issue invoices directly to their client (“end user”) on their behalf, in which case the invoice will show the Reseller’s name and payment details.
- The Reseller is solely responsible for collecting payment from their clients and remains liable to the Supplier for all usage charges.

3. Reseller Contract Billing

- Resellers may request contract billing for managed devices.
- The Supplier will issue quarterly usage summaries and invoices to the Reseller at the agreed reseller rate.
- The Reseller may bill its clients at any chosen retail rate (e.g. £0.15 per SMS/call).
- Resellers are responsible for performing appropriate credit checks on their clients.
- The Supplier may, on request, generate and send client invoices on behalf of the Reseller, using the Reseller’s stated client rates.

4. Payment Terms

- All reseller invoices are due within **30 days** of the invoice date unless otherwise agreed in writing.
- Late payment may result in suspension of all associated devices and accounts.
- Interest may be charged on overdue balances under the **Late Payment of Commercial Debts (Interest) Act 1998**.

5. Liability and Indemnity

- The Supplier’s liability to the Reseller is limited to the value of the last quarter’s charges paid.
- The Reseller agrees to indemnify the Supplier against any claim, cost, or loss arising from the Reseller’s misrepresentation, misuse, or failure to collect client payments.

6. Brand and Representation

- The Reseller may describe themselves as an **authorised IoT-Portal Reseller** but may not claim to represent Priory Access Ltd or alter product branding.
- Any marketing materials referencing IoT-Portal must be pre-approved on request.

7. Data Handling

- The Supplier and Reseller shall comply with all applicable data-protection laws.
- The Reseller shall ensure that client data uploaded to the IoT-Portal is accurate and lawfully obtained.

8. Termination

- Either party may terminate the reseller relationship with **30 days’ written notice**.
- Termination does not release the Reseller from outstanding payment obligations.
- The Supplier may immediately suspend access for breach, non-payment, or misuse.

9. General

- These Terms are governed by the laws of **England and Wales**.
- Any dispute shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Remote Monitoring Systems

- These Terms constitute the entire agreement between the Supplier and Reseller regarding billing and airtime services.



Contact

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