

Overview of additional services for adhocracy+

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The use of adhocracy+ is free of charge. To finance the operation and further development, you are welcome to donate to us. We also offer additional services that can complement the use of adhocracy+ and especially the implementation of digital participation processes in your organization. The conditions below apply.

Additional services (from September 2022)

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| <p>1 / Support package small (phone and mail)</p> <p>We advise and support you in the use of adhocracy+. A contingent of max. 2 hours/month for mail and telephone support is provided for this purpose. In addition, we respond to e-mail enquiries within a response time of max. two working days.</p> <p>If you decide to opt for annual billing during the term of the monthly billing, the months billed so far will be credited to the annual price. When booking the annual price, you save 50% compared to monthly billing. In addition, the conditions under § 2 - Individual assistance with set-up and use (support) apply.</p> <p>Price (plus VAT): € 320,00 per month € 1.920,00 per year</p> | <p>2 / Support package big (phone and mail)</p> <p>We advise and support you in the use of adhocracy+. A contingent of max. 5 hours/month for mail and telephone support is provided for this purpose. In addition, we respond to e-mail enquiries within a response time of max. one working day.</p> <p>If you decide to opt for annual billing during the term of the monthly billing, the months billed so far will be credited to the annual price. When booking the annual price, you save 50% compared to monthly billing. In addition, the conditions under § 2 - Individual assistance with set-up and use (support) apply.</p> <p>Price (plus VAT): € 620,00 per month € 3.720,00 per year</p> |
| <p>3 / Removing the "Support" banner</p> <p>In order to inform adhocracy+ users about the possibility of supporting the platform, a "support" banner is permanently displayed on all pages. We can remove this banner for your organization's pages on adhocracy+. The conditions under § 3 - Hiding the "support" banner apply.</p> <p>Price (plus VAT): € 350,00 per month € 2.100,00 per year</p> | <p>4 / Set up your own URL</p> <p>We set up a redirect to a web domain registered by you for your area on adhocracy+. The domain/URL will then always be displayed in the address bar of your browser instead of the domain "adhocracy.plus" for your organization pages. The registration of the domain is not included in the price. The conditions under § 4 - Platform areas with individual internet address apply.</p> <p>Price (plus VAT): € 990,00 one-time</p> |

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| <p>5 / Starter package: Setup and support</p> <p>We support you with advice by phone and by email when setting up your first project. Together with you, we configure your participation project on adhocracy+. You receive a support contingent of 4 hours, which is available to you within one month according to the conditions of the small support package. A possibility of crediting on the annual price for support packages is omitted with this option. Cancellation is also not necessary in this case.</p> <p>Price (plus VAT): € 600,00 one-time</p> | <p>6 / Training for your Organization</p> <p>We give an introduction to the use of the platform, especially to the conception and set-up of projects on adhocracy+ and the moderation of online participation.</p> <p>The training duration is 3 hours and is designed for up to 12 participants. It is conducted via video conference. On request and against reimbursement of travel costs, it can also take place on your premises.</p> <p>Price (plus VAT): € 990,00 one-time</p> |
| <p>7 / Data access for your organization</p> <p>You get access to our analysis tool for your organization page. There you can view the following access data about your organization:</p> <p>Unique page views, average time per page, bounce rate, referral pages (channels), locations, device type + software, times. No other data can be accessed via the analytics tool.</p> <p>We use a cookie-free analytics tool that offers a high level of privacy for our users.</p> <p>This package is only available when booking your own URL (optional service 4).</p> <p>Price (plus VAT): € 30,00 per month € 250.00 per year</p> | <p>8 / Data export for your project</p> <p>You will receive a detailed overview of the most important access data for your participation project. The data export is valid for a period of time selected by you or for a maximum of two separate accesses in the participation period. The following access data for the selected period are included in the overview:</p> <p>Unique page views, average time per page, bounce rate, exit rate. Further data cannot be provided in the summary.</p> <p>We use a cookie-free analysis tool that offers a high degree of privacy for our users.</p> <p>Price (plus VAT): € 350,00 one-time</p> |

On request, we are also happy to offer additional services, such as online moderation of online participation projects on adhocracy+, content evaluation or the complete implementation of online participation for you. In addition, we offer various training courses on online participation and special services for municipalities or organizations with special needs.

Simply write to us at the following address: start@adhocracy.plus

The following conditions apply to the prices published in this price list:

The German language version of the conditions is considered the legally binding version.

§ 1 - Additional services for organizations

(1) In addition to the services provided free of charge, organizations may use services provided by the provider against payment.

(2) The use of the services against payment requires a separate conclusion of a contract in text form.

§ 2 - Individual assistance with the setup and application (support)

(1) In order to assist in setting up and carrying out procedures on the Platform, the Provider shall provide experienced staff to answer the Organization's questions by e-mail and/or telephone ("Support").

(2) The availability of a contact person is granted during the contractually agreed period ("support period"). Unless otherwise agreed, the support period shall cover the working days, with the exception of Saturdays and the days 24.12. and 31.12. of a year, between 10 a.m. and 6 p.m. ("Support Days").

(3) Upon the initial notification of a specific problem or request for advice by the organization ("ticket"), a contact person shall respond within the contractually agreed time period ("response time"). Unless otherwise agreed, the response time shall be the time until 6 p.m. of the support day following the receipt of the ticket (2 -support package large). For the small support package (1) the reaction time is 48 hours after receipt of the ticket. A ticket that is received outside of a support day is considered to be received at the start of the next support day. The ticket will be processed by the contact person who is most likely to be available; there is no entitlement to processing by a specific contact person.

(4) The processing of a ticket consists of problem analysis and the development of options for action for the organization. A success beyond this is not owed.

(5) The time scope of the support provided by the provider ("support volume") is limited and depends on the agreement made with the organization. A support volume agreed for one month shall be remunerated even if the organization does not exhaust the volume within the respective month; support volumes not exhausted for one month cannot be transferred to the following month.

(6) Support requests must be sent to the following e-mail address to ensure that response times are met: start@adhocracy.plus

§ 3 - Hiding the "Support" banner

The platform contains a banner in the footer of each page in which the provider asks for support for his platform. For a fee, the provider can agree with an organization that this banner will be hidden on pages that are part of the organization's procedures.

§ 4 - Platform areas with individual internet address

(1) The provider may make certain areas of the platform related to the organization's procedures accessible under an individual internet address (URL) of the organization.

(2) For this purpose, the provider will provide the technical data necessary to connect the URL of the organization to the web server of the provider. It is incumbent upon the organization to incorporate this data into its domain settings (DNS records) and to maintain it during the term of the contract.

§ 5 - Training

(1) Upon request, the provider shall arrange for personal training on the possible uses of the platform, on setting up and moderating procedures. Unless otherwise agreed, the training will comprise three hours with a maximum number of 12 participants (service module 6 - training for your organization) on the organization side.

(2) Unless otherwise agreed, the training takes place as a video conference. The technical requirements (conference software, required transmission speed of the Internet connection) are subject to individual agreement.

§ 6 - Contract period

(1) If a continuing obligation with an initial term of 12 months is agreed upon, it shall subsequently be extended by a further 12 months in each case, as long as neither party terminates the contract in an orderly manner by giving two months' notice before the end of the contract.

(2) If a continuing obligation with an initial term of one month is agreed upon, it shall subsequently be extended by a further month in each case, as long as neither party gives the other an ordinary notice of termination with a period of notice of two weeks before the end of the contract.

(3) The right to extraordinary termination for good cause remains unaffected for each party.

(4) Each termination requires text form to be effective.

§ 7 - General provisions on remuneration

- (1) The fees for the services are based on the price list valid at the time of conclusion of the contract. All fees are net plus the applicable value added tax.
- (2) In the case of a continuing obligation, the remuneration is due in advance for the entire term of the contract at the beginning of the term of the contract.
- (3) Payments shall be made within 7 days of receipt of invoice without deduction.
- (4) The provider can also create and send invoices in electronic form.
- (5) Objections to an invoice must be made in text form within eight weeks of receipt of the invoice by the organization; after this time the content of the invoice shall be deemed correct, whereby the organization reserves the right to prove that it is incorrect. The organization will be informed separately of this legal consequence when sending the invoice.
- (6) The organization is only allowed to offset claims of the provider with undisputed or legally binding claims. Rights of retention can only be asserted on the basis of claims from the same legal relationship.