



Information on the Invoicing of Your Annual Service Fee - 2025

You have just received information on the renewal of your Annual License Subscription and price increases. In this regard, some questions may arise. Below we have answered some of the most common questions we usually get from our customers, related to this invoice.

Why do I receive an invoice for my annual service or annual subscription (lease)?

A subscription agreement is mandatory for all customers using Onix software. The subscription agreement takes effect at Contract signing and remains active until it is terminated as described in the [Onix Terms and Conditions](#). Annual invoicing takes place in advance of the new upcoming contract period. The contract period will be stated on the invoice.

When you have a subscription agreement, you will receive a renewal invoice approximately 30-60 days ahead of a new contract period. The timeline for this depends on the date of contract signing and your payment terms.

If you have extended the subscription agreement during the last contract period, e.g., bought more functionality or more user licenses, the renewal invoice will reflect this, and the renewal fee will be different.

All payments are due before the contract period begins.

The Subscription Agreement allows the right of use, provides software maintenance, upgrades, and gives access to qualified user support via <https://community.onix.com>.

Onix License, Service & Data Protection Agreement

You may read [Onix Terms and Conditions here](#).

How has the invoice been itemized?

Each line on the renewal invoice describes what your Subscription Agreement consists of, which software modules, how much data volume and the number of users you have a license for and have the right to use. If you have additional agreements, for example an additional service agreement on customizations and/or interfaces, these will also be included on the renewal invoice.

Why has the price increased from last year?

Onix reviews and adjusts its prices annually to allow for responses to macro-economic conditions, industry norms, and company developments. Any adjustments to pricing come into effect in the January of each year for new licenses, and on the 2025 renewal date for all existing licenses.

For 2025, Onix will increase license prices by 9%. The standard hourly rate for services will increase by 5%. A 5% increase will also apply to the purchase of physical products (QR and RFID tags).



The adjustment for 2025 reflects the macro-economic environment as well as the company's drive for continued product excellence. This change will enable Onix to further invest in functionality, user experience and security.

As in 2024, a key reason behind cost increases is fluctuations in global currencies. A strong dollar is a cost driver for Onix as a Norwegian company with many input factors priced in dollars. Exchange rates can thus have a significant impact on cost levels.

At the same time, continually high levels of inflation have increased subcontractor prices, alongside a contributing tight labour market. The result is a need to increase prices for Onix products and services, in line with the wider market.

It is important to the company that investment continues to be made into the quality of the product and service it offers. Increased prices enable this despite market conditions and ensure Onix remains a market leader for the future. Onix strives to make fair price adjustments that are in line with conditions and pricing in the wider industry.

What improvements can I expect in 2025?

Onix is built around reinvention and growth – with a phoenix as the inspiration for the brand. Products have a long history but are continually updated and developed to meet the changing needs of customers. In 2024, Onix released four major updates packed with improvements based on customer feedback. In 2025, this development in functionality will continue, along with a focus on user experience, security, reliability and customer support.

- **Product Development:** In 2025, the Onix development team will focus on quality, safety and performance. This includes introducing redundancy in all significant parts of the operating environment and maintaining investment in a significant test team. At the same time, the Onix Community will continue to serve as a central source of customer driven development, with constant monitoring by Onix technical teams.
- **Increased Security:** Protecting customer data is – and will always be – a top priority for Onix. In 2024, Onix Work migrated to the MS Azure platform to increase security and functionality. In 2025, Onix will make continued investments in further enhancing the security of its market-leading platform, including through external penetration testing.
- **Reliability:** Customer experience is important to Onix. The team continues to ensure seamless access to a robust platform that is always available. At the same time, there will be a maintained focus on support and customer service through Onix Community, training materials and dedicated contacts at Onix.

Storage Price

All customers have 10 GB storage + 2 GB storage per full user included in their plan. The included storage is enough for most customers. Customers can monitor Storage usage inside the software.



Onix monitors Storage usage on a regular basis and excess usage is invoiced automatically. Price per GB additional storage has been increased by the same 9% as all other subscription costs.

How long is the Service Agreement valid and how may the Subscription Agreement be cancelled?

The Subscription Agreement is automatically renewed on an annual basis, unless it is terminated in writing, in accordance with the termination clause in the Agreement. If the Subscription Agreement is terminated after the deadline, the termination will apply to the following year. The same deadline also applies to the reduction of number of users and software modules.

The invoice for Annual Service Fee or Annual License Subscription must be paid to Onix, in full, upon maturity.

More questions?

Any questions or concerns can be addressed to Onix as by e-mail at onix@onix.com or using the contact Onix section in Onix Community <https://community.onix.com>.

Thank you for being a valued Onix customer
We wish you a happy and prosperous 2025!