

Information on the invoicing of Your Annual Service Fee – 2026

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.

1. 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>.

2. Onix License, Service & Data Protection Agreement

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

3. 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.

4. 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. Onix strives to make fair price adjustments that are in line with conditions and pricing in the wider industry.

Any adjustments to pricing come into effect in the January of each year for new licenses, and on the 2026 renewal date for all existing licenses.

For 2026, Onix will increase license prices by 6,6%. A 6,6% increase will also apply to the purchase of physical products (QR and RFID tags). The standard hourly rate for services will increase by 4,4%.

The adjustment for 2026 reflects the company's continued drive for product excellence and quality. This change will enable Onix to further invest in functionality, user experience and security.

5. What improvements can you expect from Onix in 2026?

We're excited to share some of the enhancements coming to the Onix platform in 2026. Our focus for the year ahead is clear: stronger competence management, smarter workflows, and an even faster and more secure platform.

Strengthening competence across the industry

In 2026, Onix will place even greater emphasis on competence management. This includes helping companies keep track of user qualifications to ensure that all personnel have the necessary competence to handle and inspect tools and equipment safely and in accordance with regulations. Our goal is to make compliance easier, clearer, and more automated.

Continued development of the project module

Our new Project Module, launched this year, is evolving rapidly. Today it helps you plan and track equipment movements and manage check-in/check-out processes from Tool Store. In 2026, we will extend this with Scheduled Rental Projects and Inspection Projects. These additions will make the module a complete hub for coordinating all operational activities involving equipment - both in the field and in the workshop.

Security and Performance Improvements

Platform security remains a top priority. In 2026, we will expand two-factor authentication, adding support for tools such as Google Authenticator, improving both convenience and protection for all users. On the performance side, last year we achieved a 400% improvement in average search speed. With ongoing optimization and restructuring for growth, we expect even better performance gains throughout 2026.

6. 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 6,6% as all other subscription costs.

7. 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.

8. 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 2026!