

CUSTOMER ORDER FORM Snap XMP

Customer Details:

██████████
Audience Insight Executive
NICE
Level 1A City Tower
Piccadilly Plaza
Manchester
M1 4BT

Account Number: ██████████

Telephone: ██████████

Email: ██████████

Date of Issue: 3/12/25

Snap Surveys Contact: ██████████

| Snap XMP ENTERPRISE Licence 36 month subscription contract to be paid annually - period 1st Feb 2026 to 31st Jan 2029 | Unit price | Discount | To Pay Annually |
|--|-------------|-------------------|-------------------|
| 1 x Snap Researcher Pro Enterprise Package (unlimited users of desktop and online software) | £██████████ | -£██████████ | £13,995.00 |
| Includes - ██████████ Online Response Units * - Custom URL (nice.welcomesyourfeedback.net) - Unlimited Analysis associates - Unlimited Interviewer accounts - Helpdesk support via phone, chat & email. - Software Upgrades included. - High level security: ISO 27001 security certification. Cyber Essentials Plus certification, UK data centres. Secure, encrypted questionnaire & report delivery via https, all data encrypted at rest, permanent malware scanning, latest security updates applied, daily vulnerability scans, daily backup. - ██████████ Scheduled online training courses | | | |
| * Each survey response consumes one unit (two units for Offline Interviewing). Attachments to survey responses consume one unit per Mb. Every 10 survey responses delivered via the API consumes 1 online unit. | | | |
| Special Notes: 36 month subscription contract to be paid annually period 1st Feb 2026 to 31st Jan 2029. Payment Schedule: ██████████ | | | |
| Special Note: For the purposes of this Order, clauses 9.3 and 9.4 of Snap Surveys' Snap XMP Subscription Agreement shall be amended to read as follows: 9.3 Each party may disclose the other party's Confidential Information where it is required to by applicable laws or by any court of competent jurisdiction or by any supervisory, regulatory or administrative body. If this happens the disclosing party will, to the extent permitted by applicable laws, inform the other party of the legal requirement before disclosure, to give the other party the opportunity to challenge the requirement to disclose. 9.4 The Customer acknowledges that details of the Services, the Software and the Documentation constitute Snap Surveys' Confidential Information, but nothing shall prevent the Customer from publishing basic contract details including the contract price in order to comply with its public sector transparency obligations. | | | |
| | | Order Price (GBP) | £13,995.00 |
| | | Delivery | £0.00 |
| | | VAT 20% | £2,799.00 |
| | | Total | £16,794.00 |

FOR PAYMENT DETAILS PLEASE READ SPECIAL INSTRUCTIONS

Please tick if you want to pay by credit card

Please tick if you want to pay with a purchase order

Purchase Order Number

Customer sign & print - Please supply the goods and/or services detailed above and accept these instructions as our official order.

Digital confirmation of this order by email return will be accepted as agreement to these terms. Please include the wording "Please accept this email as formal confirmation of my organisation's acceptance of the supply of the software and/or services set out in the Order Form, a copy of which is attached" in your acceptance email.

Special Instructions: For prompt delivery of goods please supply either PO, credit/debit card details or arrange a transfer of funds to our bank account at ██████████. Quotes valid for 30 days. Our standard terms of trade are payment of invoices within 30 days of receipt.

Training payment and cancellation policy: Invoices for training must be paid before the training takes place. Alterations to or cancellation of a booking received in writing more than 28 days before the course date will be refunded in full. Alterations requested after this time will incur an administration fee. Where a booking is cancelled on giving between 15 and 28 days' notice in writing, 50% of the course fee will be refunded. No refunds may be given for courses cancelled on less than 15 days' notice. A substitute delegate is always welcome. For both alterations and cancellations, we will charge for non-refundable expenses that we have incurred in respect of arranging training. All training must be taken within 12 months of purchase.

Use of all XMP Software and Services listed on this Order Form is subject to Snap Surveys' Snap XMP Subscription Agreement, the terms of which are available at <https://www.snapsurveys.com/survey-software/snap-xmp-subscription-agreement-uk/>. No other terms will apply. The Hosting Provider for the XMP Subscription is ANS Group Limited (previously UKFast.Net Limited).

Data Protection: We will use your contact details and the contact details of any other named persons on this form in accordance with our Privacy Policy, available at <https://www.snapsurveys.com/survey-software/privacy-policy-uk/>. This may include the use of your account information to provide you with information about our products and services. If you do not wish to receive such information from us either by post, telephone or email, please tick this box

Tel: + 44 (0)20 7747 8900 www.snapsurveys.com

Snap Surveys Limited is a company registered in England and Wales with registration number 01672722 whose registered office is at 5 Mead Court, Cooper Road, Thornbury, Bristol, BS35 3UW. VAT number: 449 225 047

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