

TALK2M PRO

The TALK2M PRO Service Upgrade
Available from January 2023



Improve your efficiency

Talk2M industrial cloud is a reliable and efficient solution for remote connectivity, based on a global and redundant server infrastructure. Thanks to Talk2M, you can remotely access your machines, monitor them & understand machine performance to improve efficiency.

As your business grows and your management needs increase, we recommend that you upgrade to Talk2M Pro. This extended plan comes with a global Service Level Agreement and improved users & devices management. You also receive more traffic and data, additional concurrent connections, unlimited web portal connections, and the ability to view all your sites from a single Talk2M account.

Comparison of Talk2M free+ and Talk2M PRO

Choose between the Talk2M Free+ and Talk2M Pro versions according to your needs. The table below will help you make the best choice.

In the coming months, there will be updates at Talk2M Pro to bring you even more benefits in a highly secured environment. Below is a summary of how this release will be made:

	Talk2M Free+ (Free of charge)	Talk2M Pro (Subscription*)	Talk2M Pro as from April 2023 (Subscription*)
Base price	Free of charge	60€/month	75€/month
Number of gateways	Unlimited	Unlimited	Unlimited
Number of users	Unlimited	Unlimited	Unlimited
Concurrent VPN connection(s)**	1	3+	5+
Additional VPN Connection (+4GB per additional connection)	X	20€	15€
Included monthly VPN traffic	Max 3 GB	9+ GB	20+ GB
Additional VPN Traffic	X	4€/GB	4€/GB
Concurrent Mobile connections (M2Web and eCatcher Mobile)	5	Unlimited	Unlimited
Included SMS (Wake-up, alarm)	X	50 SMS	50 SMS
Additional SMS (Wake-up, alarm)	0,30€ / SMS	0,15€ / SMS	0,15€ / SMS
Included monthly DataMailbox upload	Max 5 million datapoints	10+ million datapoints	10+ million datapoints
Additional DataMailbox upload	X	4€/MDP	4€/MDP
Talk2M Visualization	X	✓	✓
Advanced user rights management	X	✓	✓
Service Level Agreement	X	✓	✓
Remote Firmware Management	X	✓***	✓***

*Talk2M Pro Accounts exceeding the allocated VPN monthly traffic or the allocated DataMailbox data usage are subject to overage charges

**Concurrent connections refer to the number of simultaneously connected users on a single account

***Only available with Ewon devices in the "Cosy+" range

For pricing in currencies other than EUR, please contact your local HMS Sales Manager

Talk2M Pro Improvements

1. As from February 1st, you will get access to a fantastic visualization tool which will allow you to visualize your historical data and centrally proactively monitor your machines. You will also be able to generate reports to help track machine efficiency.
2. As from April, your included VPN monthly traffic will more than double: from the 9GB you can use today, you'll be able to download up to 20 GB!
3. As from April, you will be able to use even more concurrent connections: from the three included connections you can have today, you will be able to have up to five in order to facilitate collaboration. Talk2M Pro pricing will be updated to 75 euros per month. For your convenience, please refer to the table below which highlights the update

Product	Description	Art. N°	SAP N°	List price
Talk2M_PRO Service Upgrade	3 concur. VPN. Con., 9GB VPN data	TM50041	10091875	900 € *
Talk2M_PRO Upgrade +1user +2gb	+1 concurrent connection +2GB data	TM50042	10092181	200 € *
Talk2M Free+ 250 SMS Refill	250 SMS Refill sent via T2M service	TM10005	10114413	75 €
Talk2M Free+ 500 SMS Refill	500 SMS Refill sent via T2M service	TM10010	10091871	150 €

* changes in pricing model due to improvements described on page 1

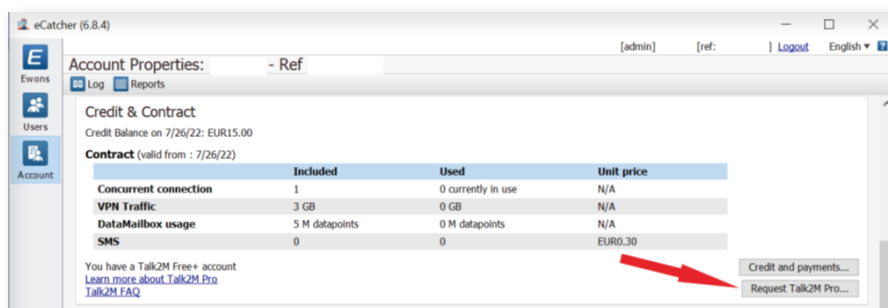
Talk2M Pro Easy Upgrade

The process to speed up the upgrade from Talk2M Free+ to Talk2M Pro has been improved.

By facilitating the migration and allowing Customers to test the Pro functionality at no cost, we are helping you to speed up the adoption Talk2M Pro.

How to upgrade TALK2M PRO

The upgrade request in eCatcher triggers an automatic evaluation period.



By clicking on the 'Request Talk2M Pro button', the customer will kick off a free trial period of three months and benefit, as soon as he restarts eCatcher, from all the Pro features.

Customers having clicked have then three months to freely evaluate the functionality.

- **Should they decide to continue with Talk2M Pro**, they will need to follow the ordering process. To finalize the Talk2M Pro subscription, Customers must order one or multiple TM50041 product(s) from their sales channels. Upon reception of this order, the trial period will end immediately and Talk2M Pro pricing and quotas will apply.
- **If they don't trigger this purchase**, the Talk2M account will be reverted to Free+ automatically at the expiration of the trial period.

To facilitate the transition, customers in trial mode will receive several emails reminding them to place an order to their distributor or sales representative to keep Talk2M Pro advantages:

- After 1 month
- After 2.5 months
- After 3 months

For transparency purposes, the monthly financial reports during the evaluation period will display the total cost and usage of the account for information. All amounts used during the evaluation period will be recredited automatically at the end of each month and therefore not charged to customers.

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