Service Description: SaaS Services

Version: 01.10.2026

Price Overview [1]

Base prices including support									
	Standard S	Standard M	Standard L	Growth S	Growth M	Growth L	Premium S	Premium M	Premium L
Annual revenue	< 750k €	750k - 1.5m €	1.5m - 2.5m €	2.5m - 5m €	5m - 10m €	10m - 15m €	15m - 20m €	20m - 25m €	> 25m €
Annual contract (with annual billing)									
Starter	349 €	499 €	699 €	899 €	1.199 €	1.599 €	2.199 €	2.999 €	3.999 €
Business	649 €	799 €	999 €	1.199 €	1.499 €	1.899 €	2.499 €	3.299 €	4.299 €
Pro	849 €	999 €	1.199 €	1.399 €	1.699 €	2.099 €	2.699 €	3.499 €	4.499 €
Scale	*custom price*								
Monthly contract (with monthly billing)									
Starter	389 €	549 €	769 €	989 €	1.319 €	1.759 €	2.419 €	3.299 €	4.399 €
Business	719 €	879 €	1.099 €	1.319 €	1.649 €	2.089 €	2.749 €	3.629 €	4.729 €
Pro	939 €	1.099 €	1.319 €	1.539 €	1.869 €	2.309 €	2.969 €	3.849 €	4.949 €
Scale	*custom price*								

[1] valid for new customers – all prices stated as net prices per month

Price per Order [2]

Orders per month [3]	Starter	Business / Pro / Scale
0 to 500 orders	*included*	*included*
501 to 1.500 orders	0,25 €	*included*
1.501 to 2.500 orders	0,25 €	0,20 €
2.501 to 6.500 orders	0,25 €	0,17 €
6.501 to 11.500 orders	0,25 €	0,15 €
More than 11.500 orders	*custom price*	

Included volume for usage-based features (per month)

	Standard S	Standard M	Standard L	Growth S	Growth M	Growth L	Premium S	Premium M	Premium L
Annual revenue	< 750k €	750k - 1.5m €	1.5m - 2.5m €	2.5m - 5m €	5m - 10m €	10m - 15m €	15m - 20m €	20m - 25m €	> 25m €
Xentral Flows	1.000	2.500	5.000	10.000	15.000	30.000	75.000	150.000	300.000
Xentral Connect Jobs	10.000	25.000	100.000	250.000	500.000	1.000.000	2.500.000	5.000.000	25.000.000
API Calls	12.500	25.000	50.000	75.000	125.000	250.000	500.000	1.000.000	2.500.000
Agent Hub Credits	10.000	15.000	20.000	25.000	30.000	35.000	40.000	45.000	50.000

[2] additive net prices; example: the first 1,500 orders are included, the next 1,000 orders cost €0.20, the next 4,000 orders cost €0.17, and the next 5,000 orders cost €0.15. For 11,500 orders, the total payable amount is therefore €1,630 net.

[3] Volume limits for annual billing: x 12 per contract year

Add-ons	
Production	99 €
POS	1th- 9th POS 49 € per POS / month from the 10th POS: 39 € per POS / month
Amazon Seller App	49 €
Margin taxation	199 €

Supplementary Terms

Base Prices & Billing

The use of the Xentral software as well as the integrated support services is charged at a combined base price. The annual revenue generated in the respective contract year from all orders recorded in the Xentral software determines the applicable base price. The annual revenue is assigned to the corresponding revenue cluster. The base price is payable in advance for the agreed billing period.

Usage-based charges for additional orders are billed retrospectively for the agreed billing period. If the included order volume is exceeded by more than 100% within a billing period, an interim invoice may be issued.

Overage charges for the other usage-based features (API Calls, Xentral Connect Jobs, Xentral Flows and Agent Hub Credits) exceeding the respective included volume are billed monthly in arrears, irrespective of the billing period applicable to the base price.

Revenue Cluster & Package Allocation

The assignment to a revenue cluster determines the applicable package and accordingly the base price as well as the included usage volume and overage price for usage-based features such as the API, Xentral Connect/Flows and Agent Hub.

- A voluntary change to a higher package (upsell) is possible at any time.
- A downgrade to a cluster lower than the actual revenue level is excluded.

Initial Classification

At the beginning of the contract, customers are assigned to a revenue cluster based on their estimated annual revenue. Xentral reserves the right **to adjust the classification** if it becomes apparent during the contract term that the original revenue estimate was stated at an obviously too low level. In this case, an upgrade to the applicable revenue cluster will take effect from the time of the determination.

Automatic Adjustment in the Event of a Cluster Change

If, based on the revenue generated in Xentral over the past twelve months (irrespective of the contractual minimum term or renewal clause), a revenue level is reached that exceeds the currently assigned revenue cluster, an **automatic upgrade to the corresponding higher package** shall take place at the beginning of the next billing period in each case. The billing period depends on the agreed payment method (e.g. monthly, annually).

Scope of Services - Definitions of Terms

Order	An order is defined as a customer order that, regardless of its status, was either created in Xentral or imported into the system. Each order created or imported is considered an independent order for billing purposes. This also applies to partial orders derived from a customer order that are managed in the system as a separate order. Orders created as FBA orders (identified via the Amazon shop import) do not count toward the free thresholds in the Business, Pro and Scale plans and are free of charge. In the Starter plan, FBA orders are also taken into account in the order quantity.
Users	Any number of full users and light users may be created. The assignment of the respective role takes place in the Xentral admin area. Light users have limited rights and may, for example, be used for employees with specific areas of responsibility (e.g. goods receipt).
Products	Each plan supports a defined number of active products up to which the instance can be operated stably. If this limit is exceeded, the purchase of a more powerful instance (add-on) is required. An active product corresponds to a line in the "Items" table that is not marked as "deleted". Variants of matrix products each count as independent products.
API Rate-Limits & API Calls	Access to the API endpoints is included in the Business, Pro, and Scale plans. A rate limit shared across all API endpoints applies per instance. The standard rate limit is 100 API requests per minute. In the Pro package, the rate limit can be increased to up to 300 API requests per minute. Higher rate limits can only be offered in the Scale package upon request. The included volume for API calls is determined by the applicable service package (Standard S - Premium L). If the included volume is exceeded, additional API calls will be billed separately at EUR 1.00 per commenced 1,000 API calls. Unused volume expires and cannot be carried over to the following month. Only API calls from external services are billable; API calls from Xentral or Xentral-owned services are not charged.
Xentral Flows & Xentral Flow Editor	Xentral Flows is a function for automating processes within the Xentral software on the basis of preconfigured workflows from a central library. The Flow Editor enables the customization of the standard workflows, as well as the creation of custom workflows within the Xentral environment. Xentral Flows is enabled in all packages. The monthly included volume of Xentral Flows is determined by the applicable service package (Standard S – Premium L). If the included volume is exceeded, the excess usage will be billed at EUR 2.50 per commenced 1,000 Xentral Flow executions. Unused volume expires and cannot be carried over to the following month. API calls and Xentral Flows are not billed twice; only the respective higher-priced usage is decisive.
Xentral Connect	Via the Xentral Connect middleware, workflows for the automation of processes and for data exchange between different systems can be executed. Access to the developer-functions of Xentral Connect is only available in the Scale package.

<table>
<tr><td></td><td>All workflows executed within Xentral Connect are counted uniformly as Connect Jobs, regardless of whether they take place exclusively between two third-party systems or involve the Xentral software.

The monthly included volume is determined by the applicable service package (Standard S - Premium L). Insofar as the included volume is exceeded, the excess usage will be billed according to the following logic:

<table><tr><th>Included volume per month</th><th>Price per commenced 1,000 Connect Jobs</th></tr><tr><td>10,000 / 25,000 / 100,000</td><td>EUR 1.00</td></tr><tr><td>250,000 / 500,000 / 1,000,000</td><td>EUR 0.50</td></tr><tr><td>2,500,000 / 5,000,000 / 25,000,000</td><td>EUR 0.10</td></tr></table>
Unused volume expires and cannot be carried over to the following month. API calls and Connect Jobs are not billed twice; only the respective higher-priced usage is decisive.</td></tr>
<tr><td>Agent Hub</td><td>The Agent Hub enables the use of AI-based features within the Xentral Software. Use of the Agent Hub is measured based on Agent Hub Credits. The monthly included volume of Agent Hub Credits is determined by the applicable service package (Standard S – Premium L).

If the monthly included volume is exceeded, excess usage is charged at EUR 50.00 per commenced 10,000 Agent Hub Credits. A commenced 10,000-credit unit applies exclusively to the respective month; any unused credits and included volumes expire at the end of the month.

The “Custom Agents” feature can be booked as an add-on for EUR 100.00 per month and allows customers to create any number of their own Agents. The add-on fee is waived for the Scale package. Usage of Custom Agents counts towards the monthly included volume and is subject to the overage provisions set out above.</td></tr>
<tr><td>Reporting</td><td>Depending on the selected plan, the number of permissible data queries in the respective billing period is limited. A data query is deemed consumed when a report is opened in full view or exported for the first time within the respective relevant observation period. If the same report is accessed again or exported again within this observation period, this shall not count as an additional data query, even if the repeated retrieval is carried out by another user. The observation period is determined by the update interval booked in each case (e.g. daily, hourly). Unused data queries cannot be carried over to the following billing period. Queries of reports from the collection “Master Data Maintenance and Support of Operational Processes” as well as in preview mode are possible without limitation. However, they are subject to the principle of reasonable use. Unreasonable or excessive use may lead to restrictions of functionality.</td></tr>
<tr><td>Support Packages</td><td>The availability and specific scope of the support services described below depend on the package booked in each case. Not all support services are included in every package.

Standard Support is part of all packages. Further support services (in particular Business Support, Priority Support, emergency support on weekends, as well as Developer Support) are available only within the scope of the booked services in each case or as separately agreed</td></tr>
</table>

	additional services. The classification of requests, in particular with regard to support category and priority level, is carried out by Xentral following appropriate review.
Standard-Support	Standard Support includes the handling of disruptions and errors (bugs) during ongoing operations and is available to all customers via the helpdesk center/ticket system. For general product questions, customers with Standard Support packages have access to the Xentral Helpbot as well as the Xentral manual. **SLA response time (emergency support):** A response will be provided within 2 hours* to 90% of all incoming incident reports of priority level 1 (“login issues”, “system outage”, or “performance issues”). In particular, the following are not part of Standard Support: - general product questions - individual developments or customer-specific customizations - API, Connect, or integration services - project-related or conceptual consulting services - implementation or development services
Business Support	Customers with the corresponding service package receive access to Business Ticket Support, through which the following requests can be submitted: ● Error reports (bugs) ● general product questions regarding modules and functionalities **SLA response time (Business Support):** A first response will be provided within 8 hours* to 90% of all incoming support tickets (product questions as well as incident reports with priority 2 or lower). **Fair usage policy:** For general product questions in Business Support, the following fair usage policy applies per contract month: ● Standard M – L: 1 ticket ● Growth S – L: 2 tickets ● Premium S – L: 3 tickets

	If the included quota is exceeded or in the event of improper or disproportionate use, Xentral reserves the right to bill additional tickets as follows: ● Standard: EUR 199 per ticket ● Growth S – L: EUR 149 per ticket ● Premium: EUR 149 per ticket Xentral will inform customers before charging additional fees, insofar as this is possible and reasonable.
Priority Support	If not included in the respective scope of services, Priority Support can be booked as a paid add-on. All types of requests – such as system outages, errors (bugs), or general product questions – can be submitted via the Priority ticket system. Requests submitted via the Priority Support system are handled with the highest priority and preferred response speed. **SLA response time:** - 90% of all incident reports of priority level 1 (“login issues”, “system outage”, or “performance issues”) will receive a response within 1 hour*. - 90% of all incoming incident reports of priority levels 2 and 3 will receive a response within 2 hours*. - 90% of all incoming product question tickets will receive a response within 2 hours*. **SLA “resolution time”:** - 90% of all incident reports of priority level 1 (“login issues”, “system outage”, or “performance issues”) will be resolved within 24 hours*. - 90% of all incident reports of priority level 2 will be resolved within 72 hours*. - 90% of all product questions will be answered within 72 hours*. The following measures shall be deemed a resolution – depending on the prioritization: - Priority level 1: The outage has been remedied and the system can be accessed again. - Priority level 2: The disruption has been remedied or a reasonable workaround has been provided. - Product questions: The product question has been answered. The fair usage policy for product questions in Business Support shall apply accordingly to Priority Support.
Emergency Support (Weekend)	For customers with the corresponding scope of services, Xentral also provides emergency support on weekends for critical system disruptions. Emergency support is intended exclusively for critical disruptions of priority level 1 and is available by ticket on Saturdays and Sundays between 09:00 and 17:00 respectively. **SLA response time:** A response will be provided within 2 hours to 90% of all incoming incident reports submitted in the helpdesk center as “login issues”, “system outage”, or “performance issues” and which in substance correspond to priority level 1. If emergency tickets are used for matters that do not correspond to priority level 1, this shall be deemed a request for prioritized handling. In this case, billing shall take place in accordance with the then current price information stated in the ticket system.

Developer Support	Developer Support is included in the Premium S – Premium L packages (subject to the fair usage policy), or is available as a paid add-on, and includes technical support services in connection with API-, Connect-, and development-related issues. This includes in particular: - API-related inquiries (e.g. REST API, webhooks, authentication, payload structures) - troubleshooting and questions regarding Connect workflows - support for individual integrations and customizations via Xentral Connect - technical troubleshooting of customer-specific solutions - requests within the scope of the Carrier Integration Service - improvement requests in connection with API, Connect, or custom logics Questions regarding the use of standard functionalities, documented configurations, or general product operation do not fall under Developer Support, but rather under Standard Support or Business Support. **SLA response time:** A first response will be provided within 8 hours* to 90% of all incoming Developer Support tickets. To ensure fair use, the following policy applies: ● Unlimited error reports (bug reports) and improvement requests within the above scope ● For developer-related technical inquiries and troubleshooting, an included volume of 2 tickets per contract month applies. In the event of improper or disproportionate use or if the included quota is exceeded, Xentral reserves the right to bill additional requests at EUR 199.00 per ticket. Xentral will inform customers before charging additional fees, insofar as this is possible and reasonable. The following applies to customers without booked Developer Support: ● Developer requests are handled exclusively on a paid basis (SLAs do not apply) ● billing takes place based on time spent in accordance with the respectively applicable consulting hourly rates Xentral reserves the right to make the handling of requests dependent on prior approval.
Consulting	Consulting services comprise exclusively advisory and conceptual services, in particular: - consulting on roadmap updates, new functionalities, and migration topics - process optimization and best-practice consulting

	- consulting on the use and configuration of standard modules - project, architecture, and solution consulting - professional advice on the conception of individual solutions Customers within the respective scope of services are entitled to the consulting hours per month included in the booked package (quota). The services are rendered by Xentral or certified partners. There is no entitlement to specific consultants. Unused hours expire at the end of the month. Meetings are deemed consulting services insofar as they concern the above-mentioned topics in terms of content and are counted against the consulting hour quota. Development and implementation works are not included and must be commissioned separately. Consulting services booked separately or exceeding the hourly quota included in the respective package are rendered based on time spent at the following hourly rates: - Standard S–L: EUR 199/hour - Growth S–Premium M: EUR 149/hour - Premium L: EUR 99/hour
Check-in Meetings with CSM	Within the scope of services, one check-in meeting of up to 45 minutes with a Customer Success Manager is included per quarter. This may be booked upon request and serves the purpose of regular exchange for the further development and optimization of the use of Xentral. Check-meetings are counted towards the applicable consulting hours quota. For Growth and Premium packages, additional check-in meetings are available upon request if needed. Already booked appointments may be rescheduled once with at least 24 hours' notice. Appointments not attended or not cancelled in due time expire without replacement for the respective month.
Dedicated CSM	Ongoing support is provided by a dedicated Customer Success Manager, who is available as the central contact person during business hours for written inquiries. The allocation and any possible change of the CSM are carried out by Xentral. There is no entitlement to support by a specific person.
Monthly Jour Fixe	Customers receive a monthly invitation to a meeting with their Customer Success Manager (CSM). In this regular format, operational or tactical topics as well as planning for the coming months are discussed – with the aim of continuously adapting the use of Xentral to current business requirements. Jour Fixe meetings are counted towards the applicable consulting hours quota. Sessions not attended expire without replacement for the respective month.
Executive Business Review	Customers receive a semi-annual invitation to a joint business review in which strategic plans for further cooperation as well as relevant best practices are discussed. Within the agreed scope of services and subject to availability, the business review takes place with an executive at Chief Officer or Vice President level. The selection of the participating person is at Xentral's sole discretion.
Feature Co-Development	Within the framework of defined co-development initiatives, Xentral offers customers the opportunity to actively participate in the further development of the software. Professional input can already be provided and evaluated by product management during the requirement engineering phase. During the implementation phase, customers may also be involved in feedback loops or test phases. The final decision on implementation, prioritization, and scope lies exclusively with Xentral Product Management.

Subsequent Release Group	Customers with the corresponding scope of services may, upon request, be assigned to the subsequent release group. This format is aimed at companies with particularly high requirements regarding system stability and makes it possible to receive new releases and system updates with a time delay – thereby benefiting from the initial optimizations as well as the experience of other customers. Assignment to the group may be requested in writing via the Customer Success Manager. Xentral independently determines the frequency, duration of the delay, and the specific activation date.
Sandbox	Upon request, Xentral provides an isolated test environment ("sandbox") in which customers can test configurations, customizations, and new processes without risk. The sandbox is completely separate from the productive system. No availability guarantee exists for the sandbox, in particular not in the event of technical disruptions.
Sandbox Mirroring	Within the framework of sandbox use, customers may have a copy of their current productive system transferred to the sandbox. This enables testing in a realistic environment – without effects on the ongoing operation of the live system. In the Premium L package, mirroring is included up to four times per year. In all other packages, mirroring may be commissioned individually as an option and for an additional charge.

* within normal business hours from Monday to Friday, excluding public holidays in Germany, from 09:00 to 17:00

Service Level Agreement - Definitions

Priority Level 1 **Critical**	Critical disruption or complete system outage in which the instance is not accessible and/or central functions of the software fail completely or are stopped. Normal operation cannot be maintained in essential areas – with potentially significant financial effects. A workaround is not possible or can only be implemented with unreasonable effort.
Priority Level 2 **High**	The disruption significantly impairs the usability of the contractually agreed services. The software repeatedly shows instability or does not respond to user requests as expected. A reasonable workaround is available or only minor financial effects are to be expected.
Priority Level 3 **Medium/Low**	The disruption occurs irregularly and only slightly impairs the use of the software. It generally affects rarely used special functions, a so-called sunset module and/or a reasonable workaround is available. There are no significant effects on ongoing business operations.
Disruption/ Outage	Periods during which a disruption or an outage occurs are generally not taken into account when calculating the resolution time, provided that the cause lies in one of the following cases: • a modification of the software or system environment commissioned by customers or made by them themselves and not reviewed or approved by Xentral; • periods during which scheduled maintenance work is carried out and the system is temporarily unavailable or only available to a limited extent; • disruptions attributable to the general operational risk of the internet connection, power supply, IT infrastructure, or other technical systems provided by customers; • events outside Xentral's sphere of influence, such as force majeure, cyber-attacks, or similar, • disruptions based on third-party providers, third-party software, or external integrations;

	• delays arising because customers do not provide necessary information in due time or do not enable access for analysis and remedy.
Response Time	The response time is the period between receipt of the ticket and the start of processing, including confirmation to customers.
Resolution Time	The resolution time is the period from receipt of a fully documented incident in the ticket system within which Xentral remedies the disruption for the respective priority level, describes a reasonable workaround to restore operations, or answers an incoming product question.