

## Pomodo FAQ

### What is SAAS?

Pomodo is sold as SAAS Software as a Service (see your Subscription agreement). This means it is an ongoing subscription, and you are paying to access the software.

### Why is there an upfront fee?

This helps cover creating your account, setting up the various features, and configuring your account for accessing the software.

### Can I cancel my Subscription?

Yes, as long as it was not pre-paid.

### Why am I being charged if I have not gone "Live" yet?

Going live can have many meanings: For example, just logging in and creating users is a form of being 'Live' with the software, because you are paying to access the software.

Pomodo has many costs associated with your subscription. Some of the costs include on boarding, data hosting, setup and training, ongoing server maintenance and more. Also, if you purchased hardware it is most likely covered under Pomodo's Swap-Out Plan. This means Pomodo is responsible for fixing or replacing all hardware covered, even if you have not fully started to use it.

### When and how is my subscription billing start date determined?

Your subscription billing start date is completely independent of your delivery / initial training date, or what may be considered your "go live date". This is normally how all types of subscriptions work.

Billing starts on the agreed time listed in the "Payment Authorization Form Section" of your signed agreement, which is typically the 1<sup>st</sup> of the month following your purchase.

### What is included with my subscription?

Along with your subscription and the below support, you are also provided with an account manager and escalation path to ensure that you are always receiving the best possible support!

#### Help Desk and Support Tickets 24/7 phone support

In house technicians, access to an online ticketing system, and email support.

#### Remote Support

Pomodo can connect directly to your system to diagnose & fix any problem

#### Unlimited Phone/Web Training

You will receive unlimited phone and web training as part of your Pomodo Subscription.

### Why do you have bundled pricing for hardware and software?

Pomodo has bundled pricing for hardware and software and on vertical specific bundles they may include many products and services. This allows Pomodo to offer special pricing.

### Do I own the hardware?

Yes.

### What is Hardware Swap-Out ?

Pomodo will swap-out damaged or failing hardware that is covered at no additional cost to you for 36 months from the purchase date.

### What happens after the 36-month swap-out?

You can extend the period 24 more months for an addition fee.

*\*This is not meant to replace your Subscription agreement.*