



**Terms of Payment  
for NemID Service Provider Support  
Valid from January 2020**

## **The Terms of Payment**

Terms of payment are applicable for NemID Service Providers, who do not have a service package or have exceeded the included hours in the service package.

### **30 Minutes Support Free of Charge**

There are 30 minutes support free of charge to help companies get started as NemID Service Provider. Hereafter you will be invoiced according to the going hourly rate cf. APPENDIX 1 PRICES.

### **Use of resources for more than 30 minutes**

Enquiries where the use of resources at Nets DanID exceed 30 minutes will be invoiced the going hourly rate cf. APPENDIX 1 PRICES. There is invoiced per half hour or part thereof, with a minimum charge of two hours per enquiry.

In addition you will be invoiced the going hourly rate for all questions and support of technical matter cf. APPENDIX 1 PRICES.

### **You are not invoiced if the cause is internally at Nets DanID**

If the cause of the problem is internally at Nets DanID i.e. an error in the NemID Service Provider Package, you are not invoiced for support.

## **Acceptance of Payment**

The person whom on behalf of a NemID Service Provider requests support is to accept the terms of payment before the support begins.

After 5 hours of support we will obtain acceptance of payment from the person whom on behalf of a NemID Service Provider requests for additional support, before we will proceed with the support.

## **FAQ for Developers**

[FAQ for developers](#) (in Danish) answer the most frequent asked questions in regards to implementation of NemID.

## **The NemID Service Provider package**

The NemID Service Provider package contains the necessary documentation and code examples for implementation of NemID: [www.nets.eu/sp-package](http://www.nets.eu/sp-package)

## **Help resolving problems**

Before you contact us, we recommend that you check that the root of the matter is not internally within your company. At [Help resolving problems](#) (in Danish) you can find help on how you debug and resolve most common problems.

APPENDIX 1 PRICES

<b>Prices valid from 1 January 2020 – 31 December 2020</b>	<b>Price</b>
Hourly rate There is invoiced per half hour or part thereof, with a minimum charge of two hours per enquiry.	DKK 1.691
Whitelisting Max 10 IP addresses	DKK 1.691
Business certificate (Virksomhedscertifikat) Free of charge when ordering NemID Service Provider. There is invoiced for renewal, and expansion etc.	DKK 3.964

\* All prices are exclusive VAT

Prices for Nets DanID's products are yearly regulated in line with the increase in the net price index.