Product Schedule: TimeIQ

This schedule attaches to the FaolanIQ Terms and Conditions, published at https://faolaniq.com/legal. If they conflict, this schedule wins for TimeIQ.

Payment is collected by Faolan Consulting (Pty) Ltd on behalf of FaolanIQ (Pty) Ltd.

#	Item	TimeIQ
1	**What it is**	Timesheet intelligence: automated time capture, auto-drafted timesheets and real-time utilisation dashboards
2	**Sale mode**	A. Subscription, per named seat, billed monthly or annually, at timeiq.faolaniq.app. Buy online from one seat. A minimum of 10 seats applies only to a deal we quote on an order form, unless the order form says otherwise
3	**Price per seat**	Core **R296** per month, or **R3,267.84** per year on the Core annual plan: auto-capture, auto-drafted timesheets, standard integrations, single-entity billing. Pro **R370** per month: Core plus approval workflows, PMO and P6 schedule integration (in development), team analytics and roll-up reporting. Enterprise **R444** per month: Pro plus SSO and SCIM (in development), custom automation rules, multi-entity consolidated billing, dedicated onboarding, priority support. Pro and Enterprise are billed annually only on an order form. VAT: see Terms and Conditions clause 6.1
4	**Free trial**	14 days. No card needed. **No automatic charge when the trial ends.** At the end of the trial your account pauses: you can read your data but cannot add time. Choose a tier to continue; if you do not choose, we offer Core
5	**Term, billing and cancellation**	**Monthly:** paid monthly in advance, per named seat, until cancelled. Cancel at any time in Billing, effective at the end of the paid month. **Annual (Core):** paid 12 months in advance, per named seat. We remind you before each annual renewal. Cancelling stops the next renewal; **annual fees are refunded only as the Refund and Cancellation Policy section 7 says. Both:** add seats at any time; they are charged pro rata to the next billing or renewal date
6	**First-month guarantee**	If you are not satisfied, cancel within 7 days of your first paid charge and we refund that charge in full, whether you paid monthly or annually. Once per organisation (Refund and Cancellation Policy section 6)
7	**Your staff's data (POPIA)**	You are the responsible party for information TimeIQ captures about your staff. FaolanIQ processes it only on your instructions, as your operator, under the FaolanIQ operator terms published at https://faolaniq.com/legal. **Before you switch capture on, you must tell your staff what is captured and why (POPIA section 18), and consult them or their representatives where you are required to.** Your time data is never used to train shared models
8	**Service levels**	No service level is committed on the website. Enterprise customers may agree service levels on an order form
9	**Support**	Email to info@faolaniq.com, business days. Enterprise: priority support and dedicated onboarding within 10 business days of payment, or as the order form says
10	**Beta and in-development features**	Features marked "beta" work but may change. **Features marked "in development" are not available yet. They are not part of what you pay for until we release them, and we tell you when we do.** We say what is beta or in development before you buy
11	**Product-specific limits**	Seats are personal. One seat per named user. Seats may be reassigned only when a user leaves the role
12	**Data use beyond your service**	None. Coded benchmarking does not apply to TimeIQ data unless you agree in writing
13	**On ending**	Export your timesheets and reports within 30 days. Then we delete the data, subject to legal retention duties

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