

Connie User Acceptance Testing (UAT) Partner Pricing Policy

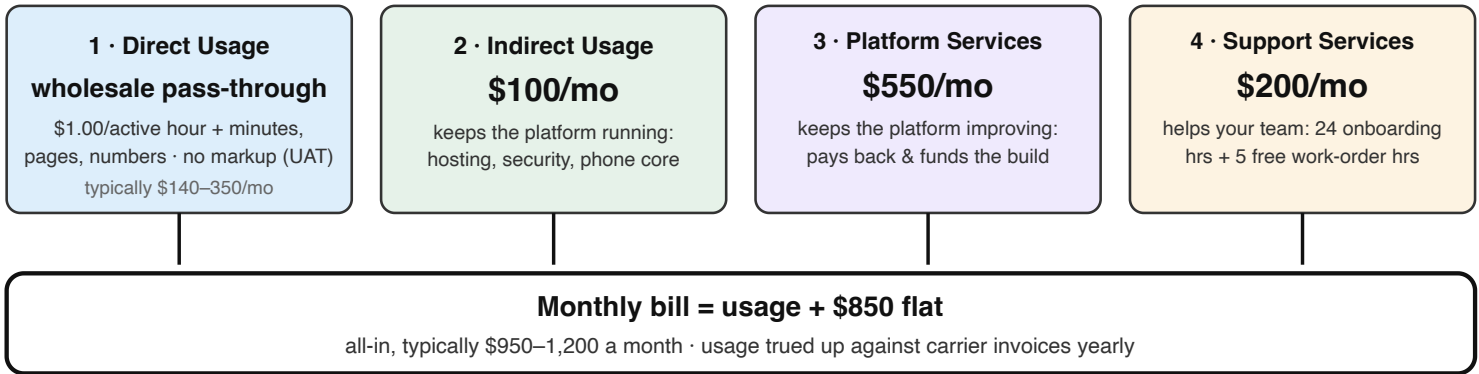
Built on the four-category model proposed on November 3, 2025 and agreed to by all stakeholders. This August 2026 update proposes small changes to category names and descriptions for easier understanding, and introduces new tools to help estimate monthly spend and see what UAT participants receive.

UAT PARTNERS ONLY

This pricing policy covers Connie UAT partners only. Commercial pricing and terms will be published before public launch.

THE PRICING MODEL

A UAT partner pays for **their monthly network usage**, plus **three flat monthly charges** that keep the platform running, keep it improving, and support their team.



CATEGORY	PER MONTH	WHAT IT COVERS
Direct Usage	varies	Changes month to month with your actual use across every active channel. For UAT only, we pass through our wholesale costs with no markup — platform time per user, voice minutes, fax pages, carrier fees. Billed monthly on real usage, payment net 30.
Indirect Usage	\$100	Keeps the platform running : cloud hosting, security and HIPAA infrastructure, the phone-system core. The whole pool is \$481 a month (June 2026); five or more partners cover it.
Platform Services	\$550	Keeps the platform improving : pays back what built Connie and funds the development that continues. In NSS's books this is the Professional Services line.
Support Services	\$200	Helps your team : 24 onboarding hours plus 5 free work-order hours. Details below.
Flat charge	\$850	Your monthly bill = usage + this number.

WHAT UAT PARTNERS GET

Wholesale network pricing. Twilio sells us agent access two ways: \$1.00 per active hour, shared by any number of people, or \$150 a month per named seat for one person. Hourly is cheaper whenever the average person is on the system less than 150 hours a month — for teams of part-timers and volunteers, that is nearly always. Our own June 2026 bill proves it: NSS used 192 active hours across 25 provisioned users and paid \$192.36. Two named seats alone would have cost \$300. **UAT partners are set up hourly.** Named seats are the right tool later, for larger organizations with near-full-time staff.

24 hours of Connie Premium Support. Eight hours a month across your first three months. Unused hours roll forward through your UAT engagement. No new hours accrue after month three — the bank is what it is.

5 free work-order hours. Want something built just for you? That is a work order, quoted in writing and approved before any work starts, at \$250 an hour discounted to \$150 during the pilot period (adopted November 11, 2025). Your first five hours are free, the way Okta gives its customers free development hours.

The same support desk everyone uses. For everything day to day you work through the same ticketing system that runs Connie support today — the operation every partner shares, not a side channel. Beyond your banked hours and the ticketing system, support is a paid work order at the pilot rate.

BILLING CYCLE

1. **Billed at the beginning of each month** — flat charges in advance, usage in arrears. **Payment net 30 from the invoice date.** See a [sample invoice](#).
2. **Annual usage true-up at fiscal year end.** We lay your billed usage beside the carrier invoices behind it, so the pass-through is something you can check rather than something we assert. **The flat charges do not true up — that is what makes them flat.**

ESTIMATING YOUR COST BEFORE YOU SIGN

The intake wizard at [connie.one/intake](#) collects what an estimate needs — your operating hours by day, headcount by role, and channel volumes — and produces an estimate across all four categories.

The estimate is simple because the pricing is simple: only Direct Usage varies. **Estimate your usage and add \$850.**

HOW NONPROFITS CAN TAKE PART

The Connie UAT pilot is by invitation. To request an invitation, or to suggest a nonprofit that might be a good fit, complete the [interest form](#). A member of the Connie team will follow up with more information and next steps.

Where these numbers come from. Connie's June 2026 monthly close; June and July 2026 Twilio invoices checked against current published rates; the four-category model and the work-order rate from Les Jacobs' emails of November 3 and November 11, 2025. Full working papers are held with Connie finance.