

September 15th, 2020

Re: New developer support fees

Dear Customer,

Effective immediately, Vanilla is implementing changes to its billing policy for certain development related services. The review of customer created code and any training that falls outside of the normal onboarding process will now be billable according to the rates outlined below.

Over the past few years we have steadily improved our documentation and developer tools to help reduce the overall cost of customizing Vanilla. We have also kept our services rate unchanged over the last 9 years and this new policy will help us keep that rate low. Further, these fees will allow us to properly resource code review services and self-development support, which will result in a higher level of service and faster turnaround time.

Supporting developers when they have questions that are not clearly addressed in the documentation, or are due to bugs, will continue to be included as part of our service on the Corporate and Enterprise (formerly VIP) plans.

These new rates do not apply to customers who have existing service rates specified in their customer agreements.

Service Type	Description	Fee
Dev Support	Questions related to issues that are not clearly documented such as SSO, APIs, Webhooks, embedding Vanilla, and bugs.	N/C
Initial Code Review	Reviewing customer code in a pull request for a new add-on or theme.	\$585 flat rate
Subsequent Code Review	Reviewing customer code in a pull request for an existing add-on or theme.	\$195 / hour*
Dev Training & Consulting	Training & consulting on how to develop a custom theme or add-on. Training on well documented functionality including supporting tools such as GitHub.	USD \$195 / hour

*Hourly rates for code reviews will be billed in 10 minute increments and invoiced monthly if 60 minutes or more has been consumed since the previous invoice.

Please do not hesitate to reach out to your CSM for more information.

Sincerely,
Luc Vezina, CEO