Talk2M Pro Account Details and Explanation

Talk2M Pro is a credit-based service. The Talk2M Pro service (Part #TM50041) is paid upfront through an eWON distributor. Once the part number is purchased, 972 credits are added to the Talk2M Pro account with the credits being deducted based on usage per month. If used within the initial terms of agreement (3 concurrent users, 9GB data traffic, 50 SMS messages), the account will be charged 81 credits per month (81 credits per month x 12 months = 972 credits). The initial upgrade and subsequent renewals are paid through an eWON distributor. There are no automatic renewal options available at this time so once the Talk2m credit balance nears zero, another TM50041 will need to be purchased from your eWON distributor. You can purchase multiple of the TM50041 at once to allocate more credits to the account, if needed. Credits do not expire.

There is a monthly financial statement sent out the administrator/s of the eCatcher account at the beginning of each month. This statement will show how your company is consuming Talk2M credits over time and the remaining credit balance. It is recommended to set up a back-up administrator to make sure the financial statements are received.

Any overages will result in additional credits being charged for that month, resulting in early renewal of the account. See below for Talk2M Free+ vs Pro comparison and how all Talk2M Pro overages are deducted on a monthly basis:

	Talk2M Free+	Talk2M Pro	Talk2M Pro Overage charges (per month)
Pricing	Free	$899 List/yr (#TM50041)	
Unlimited no. of users and devices	Yes	Yes	
Number of concurrent (simultaneous) eCatcher VPN connections *This is adjustable within eCatcher account settings*	1	3	27 credits per additional concurrent connection.
Number of M2Web and eCatcher mobile sessions	5	Unlimited	
Monthly Remote Access bandwidth	3GB	9GB	5 credits per additional 1GB
DataMailbox uploads (million datapoints)	5 M	10 M	5 credits per additional 1 M
Advanced user and device management	No	Yes	
Wake-up/Alarm SMS per month	0	50	.2 credits per additional SMS
SLA (99,6% availability, 4h max. consecutive downtime)	No	Yes	

HMS Industrial Networks Contact Information

North American Headquarters
35 E Wacker Drive, Suite 1900
Chicago, IL 60601
Tel: (312) 829-0601

General Sales Email: us-sales@hms-networks.com
General Order Email: us-orders@hms-networks.com
General Accounting Email: us-accounting@hms-networks.com