

From this meeting to the first invoice, with a date and a name against every line.

One page, filled in together and co-signed at the pilot meeting. It is not a contract. It exists so that neither side is waiting on the other without knowing it, and so a stalled step is visible in a week rather than a quarter.

CUSTOMER	PILOT SITES	AGREED ON	TARGET LAUNCH DAY	TARGET DECISION
[Company name]	[site 1, site 2, site 3]	[date]	[date]	[launch + 60]

THE PLAN

STEP	DATE	OWNER, [COMPANY NAME]	OWNER, TEAMTALK	STATUS
PHASE 1 Paper, and the things procurement needs				
Pilot agreement signed Three pages, DPA attached, year-one price printed on it. The signature lives here.				
Data processing agreement executed Sent with the pilot agreement. Names AWS London, eu-west-2.				
Security questionnaire returned Your format. We send the answer bank the day the pilot is signed.				
IT and information security sign-off Who decides, and what they need to see. Ask us early.				
Supplier portal onboarding Runs in parallel with the pilot, not ahead of it.				
PHASE 2 Live on site				
Launch day Join cards go up. The 60 days run from here, not from signature. The launch actions on your side are done before this date.				
Day 14 review Activation checkpoint by phone, measured against criterion 1.				
Day 30 review Confirmed receipt by site, the chase lists, and the briefing record export.				
Day 60 decision meeting All four criteria measured and written down: a yes, a no, or a refund.				
PHASE 3 If it is a yes				
Order form signed Year-one price as printed, less the £2,500 credit, if signed within 30 days.				
Purchase order raised PO number and invoice address to us.				
First invoice issued and paid Annual, by Bacs, 30 days. Monthly is available at +15%.				

HOW WE USE THIS PAGE

- **Every line has a date and a named person on both sides.** "The team" is not an owner.
- **A slipped line is information, not a failure.** Tell us early and we move the launch date, not the criteria.
- **Phase 1 and Phase 2 run in parallel.** Neither waits for the other.
- **Nothing here is a commitment to buy.** Phase 3 exists so a yes is quick, not so a no is awkward.

AGREED

Both sides hold a copy. It records our intentions, creates no obligation to purchase, and does not vary the pilot agreement.

[Company name]

TeamTalk

NAME, JOB TITLE AND DATE

NAME, JOB TITLE AND DATE

Hosting is the United Kingdom (AWS London, eu-west-2). The pilot fee is refunded only if both criterion 1 and criterion 2 are missed; the measurement rules are in the pilot agreement.

[Company legal name], registered in England and Wales no. [company number]. Registered office: [registered office]. How we handle your data: team-comms.com/privacy