Service Description Omnora Business

Omnora Intelligence Management, Business plan | Version: November 2026

1. Subject matter

This service description governs the functional and service scope of the Business plan of the web-based software “Omnora” by Omnora GmbH. For orders via the online ordering process, the service description valid at the time of the order becomes part of the contract in accordance with Section 3 of the General Terms and Conditions Omnora Business (Business GTC) and is sent to the customer with the order confirmation. The Business GTC apply in addition.

The offer is aimed exclusively at businesses within the meaning of Section 14 of the German Civil Code. Orders by consumers are not possible.

This English translation is provided for convenience only. In the event of any discrepancies or contradictions, the German version shall prevail and be legally binding.

2. Prices and billing

Billing	Price per license	Invoicing
Monthly	EUR 299 per month	monthly in advance by invoice
Yearly (-19%)	EUR 2,899 per year	yearly in advance by invoice

All prices in euros plus statutory VAT. The price shown on omnora.com at the time of the order applies. Invoices are payable by bank transfer without deduction within 14 days of receipt.

3. Billing unit: initiative

Billing is per initiative, not per seat. An initiative is a project with a clear goal, for example offboarding yourself, offboarding someone else, capturing processes or building a corporate brain.

One active initiative is available per license. The customer can invite anyone to the interviews (themselves, colleagues or the person leaving the company). Additional accounts are free of charge.

4. Conclusion of contract, start of services and payment

By submitting the order, the customer makes a binding offer. Omnora GmbH accepts it by means of an automated order confirmation sent by email, to which this service description and the Business GTC are attached. The contract is concluded upon receipt of the order confirmation.

The order confirmation contains a sign-up link. Upon registration with the email address stated in the order, access is activated immediately and the services set out in item 5 are available. The invoice for the first fee (monthly: first month; yearly: first contract year) is payable by bank transfer within 14 days. In the event of default of payment, access may be blocked after an unsuccessful reminder (Section 9 Business GTC).

5. Scope of services Business

Area	Service in the Business plan
Initiatives	1 active initiative per license
AI interviews	5 per month per license; with yearly billing the annual quota (12 x 5 interviews) is available immediately
Document upload	Unlimited (fair use in accordance with Section 8a Business GTC)
External contacts	Invitation to interviews without an Omnora account
Notifications	At interview start and end

Knowledge transfer	AI chat, automatically generated knowledge documents, knowledge graph with source references
Video trainings	Included (fair use in accordance with Section 8a Business GTC)
MCP server	Connection of your own AI assistants (human to machine), fair use in accordance with Section 8a Business GTC
Export	Included
Branding	Own brand kit
User management	Included
Data protection	Data processing in the EU, no AI training with customer data, standard DPA
Support	Self-service (Help Center), by email and chat

6. Not included in the Business plan

The following services are reserved for the Enterprise plan and are offered individually:

- Unlimited initiatives, AI interviews and documents
- Single sign-on (SSO) and role-based permissions
- Enterprise terms (InfoSec review, individual DPA, works agreement, etc.)
- Service level agreement (SLA) and priority support
- Dedicated customer success manager
- Custom avatars

7. Further provisions

Plan changes: Switching from the Business plan back to the Free plan is not possible. For an upgrade to Enterprise, Omnora GmbH will provide an individual quote.

Data: In all plans, customer data is not used to train AI models and is processed in the EU. Storage, backup and release of data are governed by Section 5 Business GTC.

Availability and maintenance: The provisions on availability, maintenance and error resolution in Section 7 Business GTC apply.

Fair use: Section 8a Business GTC applies to services described as “unlimited” or with the addition “fair use”. Permitted and prohibited use is governed by Section 8 Business GTC.

Term and termination: The provisions in Section 11 Business GTC apply.

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