Terms & Per-Voter Pricing

Standard service terms | Effective 26 September 2026

Clear commercial terms for every election.

This document explains the BallotNexus election service, the per-voter charging method, and the shared responsibilities of BallotNexus and each subscribing organization.

Per-voter charging at a glance

Election service fee = billable voters x contracted per-voter rate

+ approved optional services + applicable taxes.

1. Service agreement

The applicable agreement consists of this document together with the approved quotation, order form, or service schedule for the organization and election. The order form identifies the election, contracted services, currency, per-voter rate, any minimum service fee, taxes, and payment timing.

BallotNexus provides a controlled online election workspace, voter registration and access workflows, ballot configuration, result publication, and related reporting features described in the applicable order form. The organization remains responsible for its election rules, voter eligibility, candidate eligibility, and lawful authority to conduct the election.

2. Definitions

- Billable voter means one unique voter record included in the organization's approved voter register for the election, whether or not that voter ultimately casts a ballot.
- Contracted per-voter rate means the amount stated in the signed quotation or service order. It is not inferred from ballot turnout.
- Optional services means any separately approved work, such as managed onboarding, custom branding, data migration, extended support, training, or onsite assistance.

Commercial Schedule

Per-voter charging, invoices, and payment controls

3. How per-voter charging is calculated

The voter count is taken from the final approved voter register at the registration cut-off specified in the service order. If the organization adds approved voters after an earlier estimate, those additional unique voter records are included in the final billable count. Duplicate, withdrawn, or demonstrably invalid records will be excluded when identified before invoicing.

Invoice formula

max(minimum service fee, final billable voter count x contracted per-voter rate)

+ approved optional services + applicable taxes.

Example for explanation only: if an order specifies a rate of 2.00 currency units per voter and the final approved register contains 500 billable voters, the base election service fee is 1,000 currency units before any minimum fee, approved add-ons, or taxes. The signed order form always controls the actual rate and currency.

4. Billing and payment

- BallotNexus issues invoices using the commercial schedule in the approved order form. The invoice states the final billable voter count, applied rate, currency, optional services, taxes, and payment due date.
- The organization must review voter-count estimates before the registration cut-off and promptly report a material discrepancy with supporting records.
- Service activation, election publication, or optional support may be subject to the payment milestone stated in the order form. Fees already earned for configured, delivered, or committed services remain payable except where mandatory law provides otherwise.

5. Changes and additional scope

A change to the voter-count estimate, election dates, organization scope, or requested services may require an updated quotation. BallotNexus will obtain approval for material additional charges before performing separately chargeable optional work.

Operational & Data Terms

Reliable, accountable election administration

6. Organization responsibilities

- Provide accurate, lawfully collected voter and election data; maintain appropriate internal authorization; and assign only authorized officers to the election workspace.
- Protect administrator credentials, validate the final voter register, communicate official election links, and retain any records required by the organization's governing rules or law.
- Use the service only for lawful elections and refrain from attempts to bypass access controls, impair service availability, or obtain another organization's data.

7. Data protection and confidentiality

Each party will protect confidential information received through the service and use personal data only as needed to administer the election and meet legal obligations. The organization is responsible for establishing a lawful basis for voter data and for providing any notices required for its voters. BallotNexus applies access controls designed to keep election workspaces separated and to minimize public disclosure of personal information.

8. Availability, support, and limitations

BallotNexus will use reasonable care to provide the contracted service. Scheduled maintenance, events outside reasonable control, third-party network failures, and actions taken to protect system security may affect availability. The service supports election administration but does not replace the organization's legal, constitutional, procurement, or independent audit obligations.

9. Term, suspension, and contact

These terms apply from acceptance of the order form through completion of the contracted election services, subject to any longer retention, confidentiality, payment, or legal obligations. BallotNexus may suspend access when necessary to protect security, comply with law, or address a material breach. Questions about voter counts, rates, invoices, or these terms should be raised through the contact channel shown on the applicable quotation or invoice.

Document Control

Terms acceptance and commercial record

10. Order of priority and acceptance

If an approved quotation or service order expressly differs from this standard schedule, the approved commercial terms in that quotation or order control for the affected election. Acceptance of the quotation, service order, or continued use of the contracted election service confirms acceptance of the applicable terms.

Document control

Standard terms and per-voter pricing schedule | BallotNexus | Effective 26 September 2026

The applicable quotation or service order states the actual rate, currency, tax treatment, and payment date.