Tracelia subscription and assistance schedule

Version 2.0 • 28 October 2026 — English translation

This schedule supplements the terms of sale. One common software plan serves solo experts and firms; Enterprise covers expressly agreed assistance services. Article 7 bis of the terms governs the trial.

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1. Included functions

Function	Scope
Case	Assignment preparation, parties and documents, located findings, organisation and stage tracking.
Before the visit	Geocoding, Géorisques information, IGN maps and imagery; public data to check in context and at its stated date.
On site	Typed or dictated input, photographs linked to findings, annotations, dimensions and blurred areas. Blurring must not be assumed irreversible without checking the distributed file.
Preparatory work	Draft finding analyses, conclusions, prioritised recommendations, cost-estimate ranges excluding and including tax, and recourse analysis as appropriate to the case.
Review	Editing, refinement, comparison and professional approval; notification of stages requiring review following changes.
Report	Assembly of approved content; firm template, sections, fixed text, fonts and logos; dated versions. PDF and Word during a paid subscription.

Firm	Organisation cases, shared template, dashboard and permissions for Expert, Secretariat, Technical Management, Administrator and Owner.
Access	Browser on computer, phone and tablet, resuming a synchronised case.

The template has the nineteen announced sections, including five mandatory sections. Disabling “Report prepared with Tracelia” removes no legally required information. Changes to a downloaded Word document are not deemed synchronised or tracked in the application. PDF/Word documents provide neither a qualified electronic signature nor evidential archiving.

Available offline entries and photographs stay on the device and upload when connectivity returns. Initial access, AI generation, export and complete synchronisation require a connection. Users check synchronisation before ending a session, clearing browser data, changing devices or distributing a report. Complete offline operation and automatic resolution of concurrent changes are not promised.

AI suggests; the professional checks, corrects and approves. Estimates are not quotations. Legal and technical references and public data require verification; the licence includes no full-text access to paid standards. No assignment outcome, working time or approval rate is guaranteed to a Client; Global Expertises usage figures are not individual performance commitments.

2. Accounts and billed Experts

The base includes the Organisation and first Expert. Only accounts authorised for the Expert role count as paid seats. Secretariat, Technical Management, Administrator and Owner accounts have no seat supplement unless they also have the Expert role. Multiple roles count once per person. Actual rights correspond to roles; renaming an account cannot circumvent an Expert seat.

A non-Expert member does not become billable by using authorised functions. An invitation is not a purchase. Only a person authorised to bind the Organisation can confirm an additional seat after seeing cost and effective date. The Expert role cannot be activated as a silent purchase.

Accounts are named and individual; shared credentials are prohibited. An Expert seat may be reassigned to replace a person after removing their rights, without simultaneous use or rotation intended to share one seat. Departure does not erase the person's case contributions. External invitees remain restricted to the authorised case and purpose without a seat supplement.

3. Prices and seat changes

Experts	Monthly excl. tax	Annual excl. tax
1	EUR 99	EUR 990
3	EUR 197	EUR 1,970
5	EUR 295	EUR 2,950
20	EUR 1,030	EUR 10,300

Standard prices are 99 + 49 × (n − 1) monthly or 990 + 490 × (n − 1) annually for n Experts. Above twenty Experts, an Enterprise proposal is considered; no special price is presumed. Enterprise assistance can also be requested below that size.

Organisation seats share the same frequency and renewal date. Additions are proportionate to the remaining period, with calculation, taxes and total shown before Client confirmation. Additional rights open after confirmed payment. Under annual instalments, the remaining-year addition is paid once without altering original due dates. Reductions take effect at renewal without a convenience refund for the committed period. At least one Expert remains included while the standard subscription is active. Ordinary frequency changes take effect at renewal; other arrangements require express special agreement.

No trial seat is billed. Automatic conversion covers only one Expert at EUR 99 excluding tax per month. Retaining additional paid Experts requires separate confirmation; a trial member alone does not increase an invoice. Non-Expert accounts remain without a seat supplement.

4. Usage and technical limits

The standard offer includes no quantified commercial case or report quota, AI unit counter, paid top-up or storage pack. It is not a promise of infinite technical resources. Supported formats, maximum file sizes and relevant technical limits are shown before the import or operation. A substantial economic restriction cannot be introduced as a technical safeguard or silently alter a committed period.

Proportionate safeguards against abusive automation, security threats or service degradation are explained and limited to what is necessary, with access to assistance. Failed operations, incomplete or inaccessible results and technical retries trigger no

automatic charge or top-up. Manual corrections and retained content do not require credit purchases. Future paid services need separate information and agreement under the terms.

5. Trial and onboarding

The thirty-day trial supports own cases and full report viewing on screen. PDF and Word become available upon confirmed paid activation. Cancellation and monthly conversion follow the terms; data return remains free under section 7. Previously acquired rights, including an offered report, remain preserved.

Standard onboarding uses available resources, the fictional demonstration and written assistance. No individual video session is included. Enterprise offers assisted deployment and a video demonstration by a Global Expertises expert using a demonstration case; content, participants, timetable and any price are fixed in the accepted proposal. This does not validate a real assessment.

A previously contracted forty-five-minute session remains due under its conditions, including a ninety-day request period after opening where applicable. A new website presentation removes no earlier right.

6. Assistance

The included channel is contact@global-expertises.fr. Requests can be submitted at any time. Assistance operates in French and English Monday to Friday, 9 am to 6 pm Paris time, excluding French public holidays. Out-of-hours requests are handled from the next opening. A first human reply is provided within two working days; this is not a guaranteed resolution time. The software interface is currently in French; translated marketing pages or English assistance do not mean the English application has opened.

Assistance covers access, payment, included functions, anomalies, cancellation and data return. Global Expertises involves the operator as needed without requiring a second ticket. Security incidents and outages preventing work take priority. Data-breach notifications are not postponed by support opening hours.

The Client identifies the Organisation, time, function and error and avoids sending complete sensitive files by ordinary email. Passwords and complete card numbers are never requested. Diagnostic access to case content is necessary, authorised, limited, logged and closed afterwards. Contractually due corrections do not become additional services. A paid extension needs an accepted quotation.

7. Free data return and switching

Report PDF/Word downloads during a paid subscription differ from standard data return. The latter includes exportable data and digital assets imported or generated for the Client, including during a cancelled trial, and remains available without subscribing or renewing.

Category	Content
Documents and media	Retained files and media, names and case links.
Cases and findings	Retained fields, observations, transcripts, locations and relationships.
Analyses and content	Retained drafts and versions, conclusions, recommendations, estimates, recourse analyses and report text.
Existing reports	Retained Client versions and reusable content, without requiring a formatted-report purchase to obtain data.
Organisation	Retained metadata, dates, permissions and traceability needed for understanding, subject to third-party rights and security.

Source code, security secrets, model weights, algorithms, other clients' data and internal administration documents are excluded; an exclusion cannot remove Client data needed to understand and reuse a case. Reconstructible indexes and caches are not supplied as software; represented Client data remains exportable. Unrecorded audio and unretained versions are not recreated.

An authorised person requests return through assistance, including during suspension. Secure delivery includes an inventory, useful relationships and a description of formats and limitations. Where required by applicable law, data is supplied in a structured, commonly used, machine-readable format. The pre-contract switching register describes actual methods, structures, formats and specifications; PDF/Word availability alone does not prove complete return. Global Expertises corrects reported return anomalies without charge. Equivalent functions in another software product are not guaranteed.

Transition timing, extensions and reasonable assistance without exit fees follow article 15. Free switching does not remove valid annual commitments or breach remedies. Recovery remains open for at least thirty days after service end or after switching transition ends.

8. Closure and retention

Production access ends with the service; restricted access or secure delivery enables recovery without resubscription. End, recovery and deletion dates are communicated. After recovery and successful transfer, active erasure takes place no later than ninety days after closure, subject to extended switching, expressly agreed lawful retention or a targeted legal duty. Nothing is deleted before recovery ends. Isolated backups are purged within ninety days after active deletion; restoration reapplies deletions. Confirmation is supplied on request.

No ten-year archive, evidential retention guarantee or digital safe is included. The Client arranges suitable professional archives. Legal invoice and contract-evidence retention does not justify keeping every case.

Tracelia subscription and assistance schedule — Version 2.0 · October 28, 2026. Reference page on the Tracelia website: /en/subscription-assistance/ (French reference text: /abonnement-assistance/)

Full text, identical to the website page. SHA-256 of the source:
`4da787dd1b54b06a7075437cdb2f84361ce9e6dfb850d8cfb54a879016542c83`

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