



The Citizens Foundation is a nonprofit organization that does not sell any advertisements or personal data to 3rd parties on its social media platforms; this is guaranteed at all SLA levels.

Your Priorities - All Service Level Agreements

Included services:

- Unlimited communities on yrpri.org, ypus.org or betraisland.is
- Unlimited groups on yrpri.org, ypus.org or betraisland.is
- 99.9% service uptime
- Daily server maintenance
- Automatic monitoring of all services
- Regular new Your Priorities platform updates
- Email support for low & medium priority bugs/problems
 - Answered within 24 hours
 - Problem fixed within 48 hours
- 24/7 telephone support for emergencies
 - Problem fixed within 2 hours if possible
- Direct end-user email support at support@yrpri.org
 - Answered within 24 hours

Nonprofit & low budget cloud hosting package

- The Citizens Foundation offers free hosting and support for any smaller nonprofit or government that wants to engage citizens online or do internal private deliberations remotely.
 - If you are from a larger organization, want more hands-on assistance, and have a budget, then this package is not recommended - the Citizens Foundation is a small nonprofit. All incoming funds go towards developing open source technology and solutions.
- Your Priorities is free for any organization for testing and trial purposes.

Price

FREE



Small cloud hosting package

- For municipalities/governments with less than 100.000 registered voters
- Unlimited admin usage support
 - Emails and online meetings
- We help make your participation projects an ongoing success
 - Up to 2 hours of consulting per month and advice based on data analytics
- For non-profit or government organizations with less than €1m EUR yearly budget

Monthly price

€380 - \$425 - £320 - 53.071 ISK + VAT

Medium cloud hosting package

- Custom domain
- We help make your participation projects an ongoing success
 - Up to 4 hours of consulting per month and advice based on data analytics
- Unlimited Your Priorities administration usage support
 - Emails and online meetings
- 2nd level end-user support for our partners
 - Answered within 24 hours
- Unlimited number of users and projects
- For non-profit or government organizations of any size

Monthly price

€2.900 - \$3,100 - £2,750 - 421,399 ISK + VAT

Large cloud hosting package

- For very large projects

Monthly price: contact citizens@citizens.is



Medium SLA Your Priorities Self-hosting

Included services:

- Regular new Your Priorities platform updates
 - With full self-hosting upgrade support
- 24/7 telephone support for technical emergencies
 - Problem fixed within 2 hours if possible
- Email support for low & medium priority self-hosting issues
 - Answered within 24 hours
 - Problem fixed within 48 hours
- Unlimited admin usage support
 - Emails and online meetings
- 2nd level end-user support for our partners
 - Answered within 24 hours
- We help make your participation projects an ongoing success
 - Up to 4 hours of consulting per month and advice based on data analytics

Monthly price: €2.200 - \$2,400 - £1,900 - 335.000 ISK + VAT

Additional support and software development

- **Price:** €250 - \$280 / £225 / 36.298 ISK + VAT per hour
 - Setup / configuration support
 - Engagement processes support
 - Participation marketing support
 - New feature development or changes to current features
 - Integration with other systems
- We only charge for work agreed upon in advance
- We can make binding offers for work
- Sometimes we co-fund good new ideas

All prices are subject to change without notice.

[See also Startup Packages](#)