

Understand pricing and scoping

Treat published plan descriptions as a starting point and confirm price, capacity, services and customer-specific work in writing.

Task: Use the understand pricing and scoping process consistently and retain the right evidence.

Audience: Prospective customers, buyers and sponsors

Owner: Obedience Governance

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Purpose and scope

Treat published plan descriptions as a starting point and confirm price, capacity, services and customer-specific work in writing.

Use this guide as orientation, then rely on the signed agreement, current policy or named support response where those sources set a more specific obligation.

Prepare the right information

- Users, projects, storage and support needs.
- Integration and custom-panel scope.
- Implementation and decision timetable.

Follow the controlled process

1. Frame the need

State the desired outcome, affected product and accountable contact. For understand pricing and scoping, avoid assumptions that have not been confirmed in writing.

2. Review and decide

Use the current governed source, record material questions and obtain approval from the person who owns the decision.

3. Retain evidence

Keep the final reference, date, decision and any follow-up action together so a later reviewer can reconstruct what happened.

Expected record

- A scoped commercial proposal.
- Capacity and service assumptions.
- A clear validity period and approval route.

Keep in mind

Firm and Enterprise pricing is not a self-service website promise and is governed by the written proposal.

Security and disclosure boundary

- Never send passwords, authentication codes, private keys or recovery codes to Obedience staff.
- Share the minimum customer, project and commercial information needed for the stated purpose.

- Public documentation explains controls and responsibilities without publishing exploitable topology, credentials or confidential implementation detail.