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ElevenLabs Order Form

Date: 1st of October 2025 ("**Start Date**")

Between:

(A) Eleven Labs Inc., a company incorporated in Delaware, United States with an address at 169 Madison Ave #2484 New York, NY 10016, United States ("**ElevenLabs**"); and

(B) Ministry of Labour and Social Affairs of the Czech Republic, a company incorporated in Na pobřežním právu 1/376 with an address at Praha ("**Customer**"), each a "**Party**" and together, the "**Parties**".

The Parties agree as follows:

This ElevenLabs Order Form ("**Order Form**"), and any services listed herein, are governed by the ElevenLabs Services Agreement available at https://elevenlabs.io/enterprise-eula, unless the Parties have entered into a separate written agreement, in which case such written agreement will govern (the "**Services Agreement**"). The terms and conditions of this Order Form, together with the Services Agreement, the applicable Service-Specific Terms (available here: https://elevenlabs.io/service-specific-terms), and any attachments or exhibits hereto, collectively constitute the "**Agreement**." Capitalized terms used but not defined in this Order Form shall have the meanings ascribed to them in the Services Agreement.

1.	**Services.** ElevenLabs will provide Customer with access to the following ElevenLabs' products: A. Customer may access the following ElevenLabs' products: ☑ Text-to-Speech ☑ Speech-to-Speech ☑ Speech-to-Text ☑ Instant Voice Cloning ☑ Professional Voice Cloning ☑ Voice Library ☐ Voice Design ☑ Agents B. Customer may access the following ElevenLabs' models: ☑ ElevenLabs Multilingual v2 ☑ ElevenLabs Turbo v2.5 ☑ ElevenLabs Turbo v2 ☑ ElevenLabs Flash v2.5 ☑ ElevenLabs Flash v2 ☑ ElevenLabs Scribe v1 C. including the web application and API. D. If applicable, ElevenLabs will provide Customer with the Success Package Services set out on Schedule A to this Order Form ("**Success Package Services**").

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2. **Purpose**. Customer may use ElevenLabs' Services for the following purpose only:

The Ministry of Labor and Social Affairs will use ElevenLabs Text-to-Speech to power a voicebot handling up to 5,000 daily calls, providing automated information on a new social benefit program. Integration is via Techies, switching from Microsoft TTS.

3. **Term**.

A. **Initial Term:** 12 months from the Start Date ("**Initial Term**").
B. **Renewal Term:** This Order Form will automatically renew for successive 12-month periods (each, a "**Renewal Term**" and together with the Initial Term, the "**Order Form Term**") unless either party requests termination via written notice at least 30 days prior to the end of the then-current term.

4. **Fees**.

A. Fee o [redacted] er year, o [redacted] r month, for the [redacted] f this Orde [redacted] e").
B. Customer will start the contract in the Tier A (the "**Tier**") set forth below and may upgrade its Tier at any point during the Order Form Term as per the Fees table below. Should Customer upgrade to a different tier, the Fees per month will be equivalent to the selected tier for the remaining duration of the Order Form Term.

	Tier A	Tier B	Tier C	Tier D
Minimum Fee commitment / year	[redacted]			
Minimum Fee commitment / month				
Volume Fee (API, UI and Other Products) commitment / month				
Success Package price / month	-	-	-	-
Add-ons				
Professional Voice slot price / month	[redacted]			
Voice slots (1,000 units) price / month				
Agents Concurrency price / month				
Included TTS concurrency	30	30	30	30
Included Professional Voice slot	3	3	3	3
Included Voice slots (1,000 units)	30	30	30	30
Included Seats	5	5	5	5
Flexible Usage Rate (as described in Section 5(A) below)	+20%	+20%	+20%	+20%
API Committed Prices				

Service	Unit	Tier A	Tier B	Tier C	Tier D
TTS ML V2	Price per 1M text chars	[redacted]			
TTS T/F	Price per 1M text chars				
STS	Price per Minute				
Voice Isolation	Price per Minute				
Agents Audio	Price per Minute				

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	Agents Text | Price per Message | [redacted] C. Following any such upgrade, Customer agrees that the upgraded tier shall become the new Minimum Fee for the remainder of the Order Form Term, and Customer may not downgrade from the then-current Tier to any lower tier during the Order Form Term. D. Prices for Services not listed in the Fees table above are set forth at https://elevenlabs.io/scale-tier. E. ElevenLabs reserves the right to modify the Fees under this Order Form at the end of the Initial Term or the then-current Renewal Term upon 30 days prior written notice to Customer (which may be sent by email).
5.	**Other Fees.** A. **Additional usage volume:** For each Tier, any usage exceeding the volume covered by the monthly Minimum Fee will be charged at a Flexible Usage Rate, which applies the percentage premium specified in Section 4(B) to the applicable committed rate pricing for each Service. B. **Agents – Third-Party LLM Costs**: a. ElevenLabs will pass through to Customer all fees associated with specific LLM providers and the usage of applicable LLM models. C. **Agents – Burst Pricing**. a. Calls within Concurrency Limit. Customer's usage of ElevenLabs' Agents product within the subscription-based concurrency limit (the "**Concurrency Limit**," as set forth in the Fees table in Section 4(B) of this Order Form) will be charged at the standard per-minute rate specified in the Fees table (the "**Standard Agents Rate**"). b. Burst Call. ElevenLabs permits Customer to exceed the Concurrency Limit up to a defined "**Burst Limit**," which is equal to the lower of (i) three (3) times the Concurrency Limit and (ii) 300. For example, if the Concurrency Limit is 30, the Burst Limit would be 90; if the Concurrency Limit is 120, the Burst Limit would be capped at 300. Calls exceeding the Concurrency Limit but within the Burst Limit ("**Burst Calls**") will be charged at 2x the Standard Agents Rate. The Burst Limit set forth herein is subject to change by ElevenLabs with reasonable notice. c. Priority and Service Levels. Burst Calls are processed on a lower-priority basis compared to calls within the Concurrency Limit and are not subject to ElevenLabs' Service Level Agreements applicable to the Agents product. d. Use Exceeding Burst Limit. Calls that exceed the Burst Limit will be rejected. ElevenLabs does not guarantee capacity for usage beyond the Burst Limit and makes no commitment to support such traffic.
6.	**Payment Terms.** A. ElevenLabs will invoice Customer on Start Date and on the same day as the Start Date every month thereafter for the Fees listed above. Customer will pay the Fees within 30 days of the invoice date. Other Fees will be invoiced in the immediate next invoice after they are incurred.

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	B. Payment shall be made through bank transfer or credit card following an invoice from ElevenLabs. ElevenLabs uses Stripe as payment provider and Customer can select the most relevant payment method. C. All wire transfer instructions/requests and account/contact information change instructions/requests must be authorized by email confirmation to an email address on record below: **ElevenLabs:** [redacted] **Customer** [redacted] D. All fees exclude relevant VAT, Sales Tax, or any other local and Federal taxes.
7.	**Other Terms.** A. **Publicity**. Notwithstanding anything to the contrary set forth in the Services Agreement, ElevenLabs may identify Customer as a customer, including on its website and in its marketing materials. Customer hereby grants ElevenLabs a non-exclusive, worldwide, royalty-free, revocable license to use Customer's name, logo, and other trademarks or service marks solely in connection with the foregoing. B. **Voice Library**. Customer acknowledges and agrees that additional fees may apply to the use of certain voice models within the Voice Library. Affected voice models are clearly marked as being subject to a Custom Rate and a price multiplier in the ElevenLabs user interface. When used via the ElevenLabs API, these voices appear as having a 'rate' greater than 1.0.
8.	**Billing Information.** Company Legal Name: Ministry of Labour and Social Affairs of the Czech Republic Billing Email Address: [redacted] PO required? (Y/N) DBA (Doing Business As) Name: Ministry of Labour and Social Affairs of the Czech Republic Relevant Tax ID or VAT number: CZ00551023 PO Number: _____ Billing Address: Na pobřežním právu 1/376, 128 01, Praha, CZ

Eleven Labs Inc.

[redacted]

Name: _____

[redacted]

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VP Revenue

Title: _____

9/26/2025

Date: _____

Deputy Minister

Title: _____

9/26/2025

Date: _____