

SKYDB Insights

This service description forms part of the [Terms of Service](#) only when identified in an accepted Order. The Order records the applicable version, quantities, dates, and any express variations.

Only the purchased variant and additional seats identified in the accepted Order apply. Descriptions of other SKYDB Insights variants do not add rights or obligations to that Order.

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SKYDB Insights Express

SKYDB Insights Express provides one named user with the specified basic building-data research tools for 48 continuous hours from the selected activation. It is a one-time pass with no automatic renewal and no included export credits. Separate purchases remain separate licenses.

The Order states the activation window and what happens if the pass is not activated. The access clock does not start merely because payment was received when the Order promises a chosen start. The confirmed activation time and end time must be available to the customer.

SKYDB Insights Standard

SKYDB Insights Standard provides the building-data research features identified in the Order, one initial named seat, alerts, and the stated credit allowance. The current advertised plan has an annual term and includes 10,000 credits. The Order records the applicable allowance and whether it is per seat or pooled; a later catalog change does not alter an accepted purchase.

Email support includes an initial reply within one business day during normal U.S. Central Time business hours, excluding weekends and applicable Illinois public holidays. This is a reply commitment, not a guarantee of resolution within that time. Internal-use restrictions apply to all retrieved or downloaded data.

SKYDB Insights Plus

SKYDB Insights Plus adds the described company records, project roles, business contacts, and broader building fields. It includes one initial named seat, priority support, alerts, and the stated credit allowance. The current advertised plan has an annual term and includes 20,000 credits. Allocation, additional users, and any API access must be recorded in the Order. Priority support does not create an unstated response-time SLA.

Contact information is licensed for lawful internal business use. Its inclusion does not establish consent to calls, messages, or marketing. The customer is responsible for the legal basis of its own processing, required notices, opt-outs, and suppression. No client-facing data feed or publication license is included.

Additional seats for SKYDB Insights Standard and SKYDB Insights Plus

Each seat authorizes one named individual at the purchased plan level. An added seat normally ends with the underlying plan, with its prorated price disclosed before purchase. Reassignment replaces the prior user's access rather than adding concurrent use. Affiliated companies do not receive access automatically.

The Order states whether additional credits accompany a seat and how shared allowances work. A seat purchase does not expand data redistribution rights. Reductions take effect at renewal unless a different agreement or mandatory right applies.

Order particulars

Every Order identifies the customer and product, incorporated document versions, price and currency, taxes, payment method, delivery or activation event, term, renewal status and period, cancellation method, permitted users, and applicable limits.

A missing material license or renewal condition must be resolved before acceptance, not inferred from a product name. These descriptions do not authorize SKYDB to charge for a new product without a new Order.

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