

Maintenance Contract Policy

This leaflet describes the Switch maintenance contract policy, and is valid from the release of Switch 13.

Pricing

Maintenance is mandatory for the first year and is calculated by taking 20% of the total list price of the COMPLETE Switch configuration (Switch Core Engine including all optional modules).

When a Switch configuration is purchased in addition to a previously purchased Switch configuration, then maintenance will be pro-rated to cover the period from the new Switch purchase date until the end date of the existing maintenance contract certificate.

When optional modules are added to an existing Switch configuration under maintenance, then maintenance is to be added following the policy described under "Adding Switch Modules".

Adding optional modules to a Switch configuration without maintenance requires the purchase or a renewal of the maintenance contract for the COMPLETE configuration, including the new modules.

Maintenance contracts can only be purchased together with Switch or together with a Switch upgrade.

Maintenance is paid up front.

Determining the correct maintenance prices

- **Standard Switch configuration**
Maintenance is 20% of the COMPLETE Switch configuration's list price.
- **Switch Tandem licenses**
Maintenance is 20% of the COMPLETE *Standard Switch* configuration's list price.
- **Switch Developer licenses**
Maintenance is 20% of the Switch Developer configuration's list price.

Regular channel discounts apply.

Maintenance Contract Certificate

Customers receive a maintenance contract certificate when maintenance for Switch is purchased.

It's the channel partner who forwards the certificate to the customer as a printed document or as a PDF file.

All Switch configurations per site are combined under one maintenance contract. When a customer also purchased maintenance for other Enfocuss products, then these products will be listed on a separate maintenance contract certificate.

The contract starts for the first time from the date when maintenance is purchased. It's updated each time the maintenance is renewed, or when additional Switch configurations(s) or module(s) are added.

Provided Services

Software Support Services

Maintenance customers are entitled to receive all Switch software updates and upgrades that are released during the maintenance contract period. Customers receive an email notification when a new Switch update or upgrade release is available.

Technical Support Services

Maintenance customers have access to email support in the English language. Except for weekends and official holidays, questions via email will be answered within 24 hours after receipt, but without any guarantee a solution is provided within that period.

The office hours for Enfocuss Support are from:

9AM Central European Time (GMT +1, +2 during Daylight Saving Time) to 5PM Pacific Standard Time (GMT -8, -7 during Daylight Saving Time)

Beta Program Service

Maintenance customers may request to participate in Switch beta programs.

Contacting Enfocuss Support

Customers can contact Enfocuss Support by using the listed email address on the maintenance contract certificate.

The standard maintenance contract covers support using email correspondence. When customers want phone support and a faster response time, then they can purchase a Premium Support contract in addition to the standard maintenance contract. For more details check the "Premium Support" section on the following page.

➡ *Customers with an expired maintenance contract will not be entitled to leverage the above provided services.*

Starting a Maintenance Contract

A new maintenance contract is started for the customer when a Switch configuration is purchased for the first time.

The channel partner is required to provide the following customer information to start the contract:

- Full legal company name.
- Full company address.
- Name of primary contact person.
- Email address and phone number of the primary contact person.
- Preferred Reseller name.

The maintenance contract certificate includes the customer information and lists, by serial number(s), the Switch configuration covered under the contract. The actual product key(s) are provided per configuration as a separate file (html or zip).

Maintenance Contract Expiration

All maintenance contracts submitted by Enfocus expire at the end of a quarter. Based on the purchase date of the customer's first Switch configuration an expiration date for the contract is determined. The expiration data remains fixed once the contract has been established, and is updated yearly upon each renewal.

Depending on the purchased maintenance type, the contract is either valid for 1 year or 3 years.

Example

When Switch is purchased on November 4th, 2015, the contract start date will be the purchase date and the renewal date will be January 1, 2017 for the 1 year maintenance and January 1, 2019 for the 3 year maintenance.

Maintenance Contract Renewals

At the beginning of each quarter Enfocus will send out a list to the distributors for all maintenance contracts that will expire within the same quarter. Enfocus will also send a reminder of the renewal to the customers, advising them to contact their preferred reseller for a renewal quote.

If a Switch configuration contains various modules then the maintenance for the COMPLETE configuration needs to be renewed, following the "all or nothing" policy.

When multiple Switch configurations are covered under a single maintenance contract, a customer may choose to renew only one, several or all configurations. Note however that for Switch configurations without maintenance no support, updates and upgrades will be provided.

Adding Switch Modules

Switch modules can be added at any time to an existing configuration as long as the existing installation is under a valid maintenance contract. If a customer has maintenance for more than one Switch installation, the customer needs to specify for which configuration the modules are being added. Adding modules to Switch will increase the maintenance price. The increase is pro-rated for the current year in full months and calculated as follows:

- Module purchase date is the "first month".
- Contract end date is the "last month".
- "Remaining months" are all months between and including the first and last month.
- Multiply $x/12$ ("x" being the remaining months) times the applicable maintenance fee.

Removing Switch Modules

Customers may request to remove previously purchased modules from a Switch configuration. The actual removal of the modules and calculation of the new maintenance price will only be done at the time of the maintenance renewal.

Removing a module means that the customer (or channel partner) will have to locally deactivate the module from Switch. The product key will then be blocked and can no longer be activated. The customer will need to identify from which Switch a module is to be removed when more than one Switch configuration is under maintenance.

Policy for existing maintenance Tier customers

The following policy applies for customers who purchased Switch with maintenance prior to version 13:

When only the maintenance is yearly renewed, the customer will remain in the maintenance Tier model and there will be no price change.

The customer will move to the percentage based model when adding modules, following the policy as explained under "Adding Switch Modules"

The customer moves to the percentage based model when removing modules, following the policy as explained under "Removing Switch Modules".

The customer moves to the percentage based model when they skip the maintenance renewal and decide to purchase maintenance again at a later date. When the customer's Switch version has been superseded by a newer major version, the customer will also need to purchase the applicable version upgrade.

Premium Support

Premium Support provides phone support and a target response time of 6 business hours to email inquiries.

Premium Support is purchased in addition to the standard Switch maintenance and needs to cover the same Switch maintenance contract period.

Customers with multiple Switch configurations on the same site require the purchase of only one Premium Support contract.

The Premium Support price is calculated by taking 20% of the total list price of the most COMPLETE Switch configuration on the site (Switch Core Engine and all included module).