

## Archiware Software Maintenance

All Archiware products include the first **12 months of software maintenance at no additional cost**. It covers two major aspects: access to the **latest software version and access to manufacturer support**. Starting from the second year, the fee for Archiware Software Maintenance and Support is only 15% of the license price according to the current pricelist.

### Scope of Software Maintenance and Support

**a) Software updates:** The subject of the Archiware Software Maintenance is the supply of new software developments in the form of updates. Valid software maintenance entitles the licensee to receive all updates for the licensed products published within the maintenance period. The latest software version is supplied to the licensee. Generally, only the latest version of the software is maintained. This latest version is supplied as an internet software download.

**b) Software Support:** Software maintenance includes web-based technical support. As a rule, a reply/ reaction can be expected within 24 hours during Archiware's business hours (Monday to Friday, from 9:00 a.m. to 5:00 p.m. CET) via web or e-mail. The number of support cases is not limited.

### Fees

During the first year, software maintenance is free of charge. Starting from the second year, the fee is 15% of the license price according to the current price list. Payment is to be made in advance. Any additional license purchased within the maintenance period is added to the maintenance of the original installation.

### Renewal

Naturally, Archiware reminds licensees of the possibility of software maintenance renewal in due time before the end of the maintenance period. Renewal of the software maintenance ensures the ongoing access to product updates as well as manufacturer support at economic conditions!

### When Maintenance is expired: Reactivation of Archiware Software Maintenance

For licenses that ran out of maintenance, a reactivation of Archiware Software Maintenance is possible. Prices depend on how long the maintenance is expired:

- Expiration <1 year: 35% of the license price according to the current price list
- Expiration <2 years: 60% of the license price according to the current price list
- Expiration <3 years: 70% of the license price according to the current price list

The reactivated maintenance is valid for 12 months, starting on the 1st of the month following the invoice date.