

**Note: This service is only available for customers in the USA and Canada!**

# ARCHIWARE



## Archiware Software Maintenance and Support

Our technical support team is dedicated to provide you quality and timely service.

### Free 60-day Evaluation & Installation Support

To assist you during the evaluation or installation process of Archiware products, we offer a free 60-day unlimited support that begins with the evaluation or registration of the product. After the initial 60 days you can purchase regular support. The free service can only be redeemed once per installation.

### Standard Support & Software Maintenance

The standard support program provides web-based software support services during standard CET business hours, along with product updates. Archiware's Software Maintenance entitles the customer to access to up-to-date product versions. With a valid software maintenance you can install any released version or patch version of Archiware products. The first year of Standard Support & Software Maintenance is included with the product license.

### Advanced Support & Software Maintenance

In addition to standard support, customers with advanced support have access to quick help with response times within 4-hours, 9am-5pm EST/PST business hours, and a direct support phone number for critical issues.

Service Level	Evaluation & Installation	Standard	Advanced
Part#		SLO	SL1
Length of Service	60 days	1-2 year	1-2 year
Cost of Service	free	first year free	by purchase
<b>Product Support</b>			
Hours of Operation	Monday - Friday 9am - 5pm (EST/PST)		
Target Response Times	8 business hours	24 business hours	4 business hours
Method of Access	Phone/Web	Web	Phone/Web
Response Method	Phone/Web/Email	Web/Email	Phone/Web/Email
Number of Support Requests	Unlimited	Unlimited	Unlimited
Remote Assisted Support	no	no	yes
Access to Archiware Knowledge Base	yes	yes	yes
<b>Software Maintenance</b>			
Product Updates	yes	yes	yes
Major Release	yes	yes	yes
Access to Archiware Licensing Portal	yes	yes	yes
Access to Archiware Download Area	yes	yes	yes
Free license transfer	N/A	yes	yes

### Archiware P5 – Synchronize – Backup – Backup2Go – Archive

Archiware GmbH • Sonnenstrasse 27 • 80331 Munich • Germany • [www.archiware.com](http://www.archiware.com) • [sales@archiware.com](mailto:sales@archiware.com)

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## Cost of Software Maintenance and Support

The first year of Standard Support & Software Maintenance is free with the initial purchase, and each additional year is just 15% of the license price. To protect your installation with advanced support, the yearly fee is 30% of your license price. An upgrade from standard to advanced Support for the first year is possible.

## When maintenance is expired: Reactivation of Software Maintenance

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

### With Standard Support

- 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 Standard Support & Software Maintenance is valid for 12 months, starting on the 1st of the month following the invoice date.

### With Advanced Support

- Expiration <1 year: 35% + 15% of the license price according to the current price list
- Expiration <2 years: 60% + 15% of the license price according to the current price list
- Expiration <3 years: 70% + 15% of the license price according to the current price list

The reactivated Software Maintenance with Advanced Support is valid for 12 months, starting on the 1st of the month following the invoice date.

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