



Maintenance Expiry Notification

This is to inform you that your Safe-T Software Maintenance/ Support will expire soon.

If you elect not to renew Maintenance/Support, or do not renew prior to the expiration of an existing Maintenance/Support agreement, at that point, you are no longer entitled to any additional support including future upgrades. You are permitted to continue using the Software.

Renewing your Safe-T software is entirely optional, but it will ensure your continued access to the following benefits:

- **Error Corrections:** You'll continue to receive Safe-T's support for another 12 months.
- **Software updates:** Our products continue to evolve via frequent and significant updates. If you're after new features, ever improving usability and the latest innovations in issue tracking, active software maintenance ensures you continue to receive all the latest software updates for another 12 months.
- **Peace of mind:** If your team depends on our products for many of its day to day activities, having a guaranteed direct line of contact to a committed support team offers great peace of mind.

Start of Maintenance

- **New license:** Your 12-month software maintenance period will commence from the last date of the month in which you placed the order (eg. if you purchase on March 10th 20XX, your support will cover until March 31th 20XX).
- **Software maintenance renewal:** Your 12-month software maintenance will commence from the expiration date of the previous maintenance period.

End of Maintenance

After the first 12 months, your software maintenance will expire, and you will no longer be able to receive technical support or software updates. Renewing your software maintenance is done purely at your discretion and can be renewed in advance of your maintenance expiration to ensure uninterrupted access to the support and software updates.

As the commercial licenses are perpetual, you can use your software into perpetuity. This means, the product will continue to operate the same way as it does before and after the maintenance period expires.

Please note: maintenance renewals commence from the date the previous maintenance period expires.

Maintenance renewal

If you want to renew the maintenance for your Safe-T software, you will be required to pay the 20% of the price of your license at the time of renewal. In any case a minimum renewal price is applied, and it depends on the product you have.

The maintenance renewal must be purchased before the expiration of the current support period. Please contact your Safe-T account manager to process the purchase order.

Reconnection of an expired maintenance contract

It is possible to reconnect an expired installation for another 12 months by paying the following two items:

1. The normal Maintenance renewal as already described above.
2. A reconnection fee calculated dividing by twelve the normal Maintenance renewal and then multiplying this value for each month passed since the support expiration date.

Causes of unilateral support interruption

Even if you have in place a valid support contract, the support service will be interrupted or suspended by Safe-T in the following cases:

- You're late even with a single payment to Safe-T
- You infringed Safe-T's [EULA](#) or general usage conditions
- You use the Safe-T software in a way that can rise legal problems to Safe-T, or affect its reputation

What is not covered by the software maintenance

All the aspects not strictly related to the solution of errors or to the upgrade to newer releases are not covered by the software maintenance, in particular the following elements are not covered: training, migration of an existing installation to a new server, downgrade to a previous release, installation of certificates, backup, restore of a damaged installation, recover caused by bad practices or interventions by the customer (manual editing of configuration files, alterations, etc.), custom reports design and assistance, assistance in programming automation scripts, analysis, consultancy, assisted installation of patches and updates. All the services not covered by the standard contract, may be purchased apart.

Please don't hesitate to contact us if you have any questions.