

Software Assurance Policy

Overview

Software Assurance is a software subscription and support program specifically designed to maximise the value of NEC Applications.

As a business, it is beneficial to have software assurance to benefit from product enhancements, releases or scheduled upgrades. Software Assurance is designed to protect a customer's investment in its products life cycle.

Customers who subscribe to Software Assurance will have access to the following:

- Ability to upgrade to the latest "Major" or "Minor" version of the product to benefit from new product features.
- Maximise product effectiveness with access to product and technical support.

Other benefits included:

- Access to Minor and Major new product releases (keeping their investment up to date)
- Access to bug fixes
- Access to technical support for their products.

Please note that if you do not have Software Assurance, the benefits will not be accessible.

Software Assurance Terms and Conditions

Global 4 Communications Ltd will provide basic technical assistance and will raise a fault on your behalf with the manufacturer.

If you do not have a software assurance subscription, we will not raise a fault on your behalf.

If you do not have a software assurance subscription, you will be liable for all costs that may be associated with a software upgrade.

Please note you may incur costs for engineering and software charges.

A software assurance subscription has a minimum term of 12-months. The subscription will automatically continue as a rolling term for 12 months unless notice has been received 90 days prior to end of term.

Please note that if you decide to add software assurance part way through a contract, you will be charged for the full subscription for the 12-month term.