NCP Software Maintenance includes the following scope of services:

NCP Software Maintenance does not include installation, workshops or trainings.

1. Software Update Service

The Software Update Service authorizes the End Customer to download current Activation Keys in the number of licenses included in the Software Update Services as set forth in the Service Certificates provided by NCP for any purchase of NCP licenses which are subscribed to NCP Software Maintenance. In case the End Customer wishes to extend the scope of the Software Update Service or is obliged to do so due to an increase of its license volume to NCP Software, the End customer will receive additional Service Certificates.

Only the current versions of the software products identified in the Service Certificate are covered by the Software Update Service.

NCP Software Maintenance is only available for products which are covered in a Service Certificate. With NCP Software Maintenance, the End Customer must at all times subscribe to Software Maintenance for all of the End Customer's licenses to NCP Software. In the event the quantity of the End Customer's licenses to NCP Software increases during the term of the Software Maintenance, the End Customer must procure and pay for additional Software Maintenance for the additional licenses to NCP Software Maintenance. If a Service Certificate has expired and has not extended by the End customer and the End Customer wishes to use the services included in the NCP Software Maintenance he has to aquire these services at his own costs based on the current price list of NCP.

2. Hotline Service

The support via hotline always relates to the then latest program version released by NCP. NCP advises on questions regarding functionality and possibilities for use of the respective software products of NCP as well as support during the identification, verification, workarounds for, or solution of potential problems. The Hotline Service includes the following services:

- 10 hours availability by telephone during Contact Hours per year
- Availability fax, or e-mail during the Contact Hours
- Error tracking and tests
- Examining configurations
- Carrying out connection tests
- Reviewing log files and diagnosis files

The End Customer shall provide NCP with an exact description of the type, frequency, and other essential characteristics of any errors detected. The hotline support is available on working days from Monday to Friday during regular working hours from 08:00am until 5:00pm CET except on German public holidays ("**Contact Hours**") under the agreed telephone number +49 911 9968 – 258, e-mail inquiries can be submitted to

helpdesk@ncp-e.com. NCP will notify the End Customer about any changes of the aforementioned contact data with reasonable prior notice.
Error reports/inquiries received outside of these Contact Hours are deemed received at the beginning of the next Contact Hours.

Hotline Service does not include: data restoration irrespective of the cause of the data loss; software development, coding, consulting, work-in, hardware defects, coding/identification of coding problems, and on-site service.

3. Fees

The End Customer shall pay the due fee for the Software Maintenance in advance pursuant to the agreed contractual term and number of licenses and at the due dates defined in the Service Certificate. The assignment for Software Maintenance is only possible for all NCP Enterprise products of the respective product category.

Software Maintenance Fees

NCP Software Maintenance
The Software Maintenance fees below are charged for all Secure Enterprise products: Secure Clients, Secure Server, Secure Management, and High Availability Server.
The following conditions apply for the NCP Software Maintenance service:

For a term of:	Service Fee in % of the list price:
1 year	18.5 %
2 years	35,5 %
3 years	51,0 %
4 years	65.0 %
5 years	77.5 %

The above fees for the Software Maintenance services shall be paid in advance in a single payment for the entire agreed term.

Additional Telephone Support Service Packages:

After the first annual 10 hours of telephone support service the costs for additional 10 hours will apply as stated in the current NCP price list. Please contact one of NCP's partner or NCP directly to get more information.