

## **Crow River Software Support Subscriptions**

Crow River Software offers an annual Support package on a subscription basis for licensed software products. Original license purchases are valid for one year during which time users may receive updates and bug fixes at no charge, along with the support time per license documented on the license invoice (if any). After the original purchase year, users may continue to use the product without a Support Subscription but will no longer receive updates and new features and any consulting time will be billed at the current billing rate.

Below are features and pricing for this service. For custom support options, please contact Crow River Software directly.

### **Crow River Software Support Subscription:**

- May be purchased for all licensed users at the end of the original license purchase year. Support year begins on the 1st of the month following the original purchase anniversary. Example: If licenses were purchased on April 20, 2022, the Support year will begin on May 1, 2023 with the original license benefits in effect through April 30, 2023.
- Customers will automatically be billed no less than 30 days prior to the beginning of the upcoming Support year for the current licenses. Full payment received on or before the new Support year start date constitutes acceptance of the renewal agreement by the customer.
- Annual cost is based on the total original product price for all licenses (including add-ons, exclusive or public), excluding any upgrade or promotional discounts, sales tax, shipping charges and/or additional consulting fees, at the rate of 25% of the total amount. For example, for 10 licenses originally priced at \$699 each:
  - ◇ Total Cost:  $\$699 \times 10 = \mathbf{\$6,990.00}$
  - ◇ Support Cost Per Year:  $\mathbf{\$6,990 \times 25\% = \$1,747.50}$
- New licenses and/or upgrades purchased during the first year or any subsequent support year will be included in the following year's Support Subscription package at their full retail price. The charge for these new licenses/upgrades will be pro-rated to exclude the months before purchase. For example: the Support Subscription year begins on October 1, 2022; three new licenses are purchased on March 14, 2023 for \$699 each:
  - ◇ Total Cost:  $\mathbf{\$699 \times 3 = \$2097.00}$
  - ◇ 1 Subscription Year:  $\mathbf{\$2097 \times 25\% = \$524.25}$
  - ◇ Exclude months before purchase, Oct. 2021- March 2022, which is 6 months:  $\mathbf{\$524.25 / 12 = \$43.69}$
  - ◇ Total amount for these three licenses for Support year beginning October 1, 2022:  $\mathbf{\$43.69 \times 6 = \$262.14}$
- Includes all patches (updates for bug fixes) as soon as they're identified and released.
- Includes all releases for new features during the subscribed support year.
- Includes full technology support for all licensed add-ons (exclusive or public).
- Licensed users are encouraged to offer suggestions for new functionality, which may or may not be accepted as upgrades for the product. Release dates on new features are not guaranteed to be available under any specific timeline, but at the discretion of Crow River Software.
- Users are not required to purchase a subscription support package at the end of the original purchase year.
- If the Support Subscription has been dropped, it can be renewed at the current license price (including add-ons, exclusive or public) x license quantity x current support rate (%).
- Cannot be purchased for less than the total number of active licenses.
- Licenses may be dropped at the end of a Support Subscription year, reducing the quantity of licensed users; however, if at some time additional user licenses are needed, they will need to be purchased again at the current price.

Any support issues not covered in the Support Subscription package, such as a request for custom features, data migrations or any concerns outside the scope of standard operations will not be automatically charged against support hours, but will be evaluated on a case-by-case basis.