

# Renewals Policy

## Table of Contents

<a href="#">Purpose of This Document</a>	<a href="#">3</a>
<a href="#">Types of Licenses and Renewals</a>	<a href="#">4</a>
<a href="#">Subscription Licenses</a>	<a href="#">4</a>
<a href="#">Perpetual Licenses</a>	<a href="#">4</a>
<a href="#">Renewal Options</a>	<a href="#">5</a>
<a href="#">Benefits of Renewals</a>	<a href="#">6</a>
<a href="#">Renewal Pricing Overview</a>	<a href="#">7</a>
<a href="#">Renewals Notification Process</a>	<a href="#">7</a>
<a href="#">Schedule Overview</a>	<a href="#">7</a>
<a href="#">FAQ</a>	<a href="#">9</a>
<a href="#">NAKIVO Channel Partner Information</a>	<a href="#">10</a>
<a href="#">NAKIVO Customer Service and Technical Support Offering</a>	<a href="#">11</a>
<a href="#">Software Maintenance and Compliance Obligations</a>	<a href="#">12</a>
<a href="#">How to Request Renewal/Reinstate Support and Maintenance</a>	<a href="#">12</a>

## Purpose of This Document

The purpose of this document is to set out NAKIVO's renewal policy and process with regard to licensed NAKIVO products and associated services. The renewal policy and process detailed in this document applies to NAKIVO's Direct Customers and Channel Partners.

### **The NAKIVO Renewals Policy applies to:**

- NAKIVO perpetual products
- NAKIVO subscription products

### **The NAKIVO Renewals Policy does not apply to:**

- NAKIVO Backup & Replication Free Edition licenses
- NAKIVO Backup & Replication Not-for-Resale (NFR) licenses

# Types of Licenses and Renewals

## Subscription Licenses

### Initial subscription term

All paid subscription products are bundled with 24/7 software product support and maintenance effective from the date of purchase and valid for the fixed number of paid subscription years (1 to 5 years) in accordance with the NAKIVO [End User License Agreement](#) (EULA).

### Subscription license renewal term

- Renewal term refers to the term following the renewal of the subscription license to ensure continued access to NAKIVO Backup & Replication features.
- At the end of or prior to the expiration date of the subscription license, customers can renew their subscription license for their existing NAKIVO Backup & Replication edition for additional years (1 to 5 years) or upgrade to a higher NAKIVO Backup & Replication edition.
- Renewal licenses are bundled with 24/7 support and maintenance for the renewal term.

## Perpetual Licenses

### Initial support and maintenance term

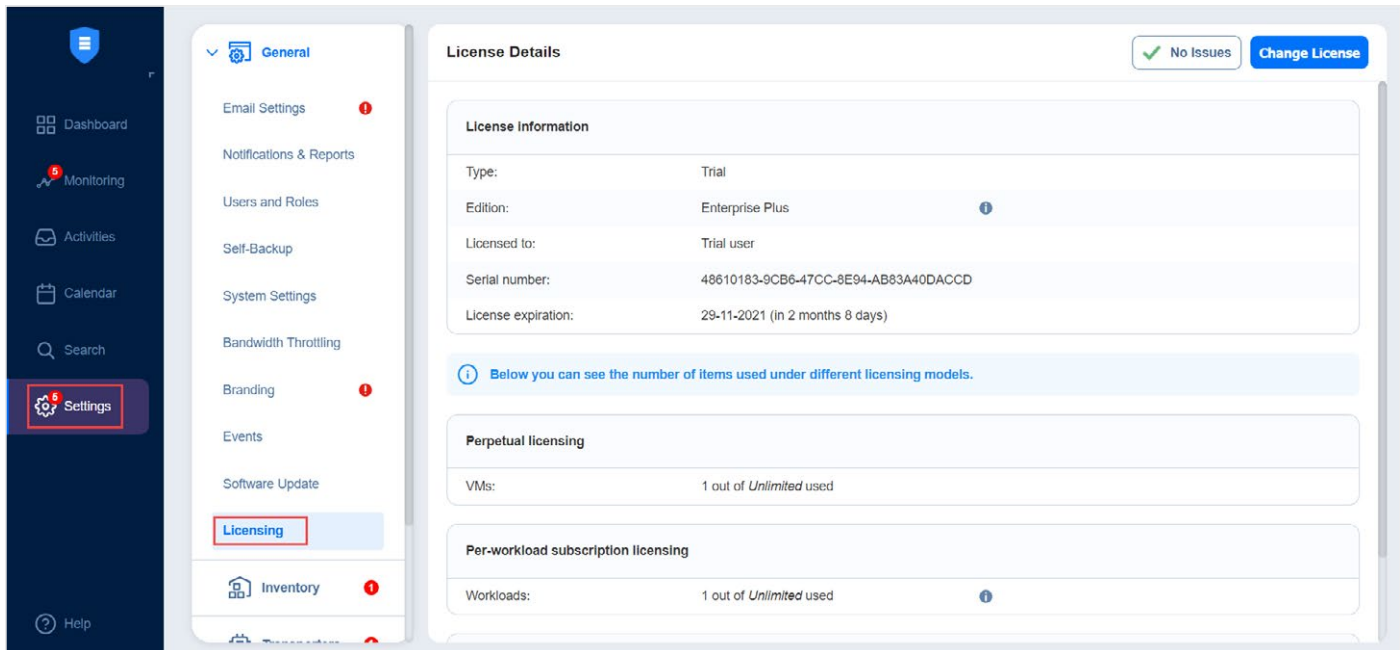
- All paid perpetual products are bundled with 12 months of standard software product support and maintenance from the date of purchase in accordance with the NAKIVO [End User License Agreement](#) (EULA).
- Customers may prepay for up to 4 additional years of standard support and maintenance at the time of initial perpetual product purchase or at the time of renewal. Customers may also choose to uplift their standard support and maintenance to 24/7 Support for a fee.

### Renewal term

Renewal term refers to the term following the renewal of the perpetual product support and maintenance to ensure continued access to NAKIVO Backup & Replication updates and technical support.

### Term expiration

This is defined by the license expiration date as set forth in the invoice and in the product interface: **Settings > Licensing**.



## Renewal Options

NAKIVO offers the following options when renewing support and maintenance for NAKIVO Backup & Replication perpetual licenses.

### Note

24/7 support and maintenance is renewed automatically with subscription license renewals.

Customers with perpetual licenses can choose one of the options below to renew their software product support and maintenance:

Options	Condition	Valid from
<b>Prepaid support and maintenance</b>	Prepayment of additional support and maintenance years (1 to 5 years) at the time of initial perpetual product purchase.	Expiration date of the initial 12 months
<b>Standard Renewal</b>	Timely standard support and maintenance renewal before the expiration date for 1 to 5 years.	Original expiration date
<b>Support Uplift</b>	Timely support and maintenance uplift to 24/7 Support before the expiration date for 1 to 5 years.	Original expiration date

Options	Condition	Valid from
<b>Co-Terming support and maintenance</b>	<p>Co-terming refers to aligning (or consolidating) perpetual licenses to synchronize the expiration/renewal dates of different support and maintenance terms.</p> <p>Customers can contact the NAKIVO sales team to consolidate software product maintenance and support plans and terms.</p>	New invoicing date/original expiration date
<b>Expired support and maintenance reinstatement</b>	<p>Expired support and maintenance reinstated 1 day or later following the expiration date is priced 20-25% higher than that of Standard Renewal.</p> <p><b>Example</b>  Expiration date: January 1  Renewal date: December 31. Support and maintenance renewal is priced at the regular Standard Renewal price category  Reinstatement date: January 2 or later. Support and maintenance reinstatement at the expired support and maintenance reinstatement price.</p> <p><b>Note</b>  There is no cutoff date for reinstating expired support and maintenance. It can be reinstated for a fee at any time following expiration.</p>	Original expiration date
<b>Edition Upgrades</b>	<p>Customers with valid support and maintenance can upgrade to a higher NAKIVO Backup &amp; Replication edition for an additional fee depending on the edition.</p> <p>Customers with expired support and maintenance can upgrade to a different NAKIVO Backup &amp; Replication edition only after reinstating support and maintenance.</p>	New support and maintenance invoicing date

## Benefits of Renewals

Ensuring that the NAKIVO software product [support and maintenance agreement](#) is valid is recommended to unlock the full potential of NAKIVO Backup & Replication and associated services. In addition, a valid support and maintenance agreement ensures that you avoid

**Note**

Software product updates are new version releases of NAKIVO Backup & Replication that may contain new features or functionality, fixes on previous bugs, and overall product enhancements. These updates are free for Customers with valid support and maintenance agreements and can be installed as soon as a new version becomes generally available.

unnecessary disruptions and downtime so you can focus on your core business activities and goals. With a valid support and maintenance agreement:

- You ensure access to uninterrupted support from skilled support engineers via phone, email and chat.
- You receive the latest software product updates and patches.
- You avoid overpaying on expired support and maintenance reinstatement

## Expired Support and Maintenance

Customers with expired software product support and maintenance agreements automatically lose all access to:

- **New software product updates and patches:** Customers will no longer benefit from free updates to latest versions and new features and functionality.
- **Technical support:** Customers will no longer be able to receive assistance from NAKIVO technical support engineers.

## Renewal Pricing Overview

NAKIVO Backup & Replication renewal pricing is calculated based on the Customer's number of sockets/workloads/databases/users (as defined in the price list), product edition and license type.

**On-time renewal**

After the expiration of initial support and maintenance for perpetual products, Customers can choose to renew Standard Support or 24/7 Support.

**Expired renewal**

Expired support and maintenance reinstated 1 day or later following the expiration date is priced 20-25% higher than that of Standard Renewal.

**Note**

NAKIVO can change support and maintenance renewal pricing at its discretion unless otherwise agreed contractually with the Customer.

## Discounts on Multiyear Renewals (1 to 5 Years)

Customers can purchase additional years of support upon renewal. By choosing multiyear renewal, customers get savings on their support and maintenance. The more additional years are prepaid, the larger the savings.

## Renewals Notification Process

NAKIVO Customer Success Managers inform Customers about their NAKIVO Backup & Replication support and maintenance expirations based on the email schedule defined below and in-product notification in the web interface.

### Schedule Overview

NAKIVO notifies Direct Customers and Partner Customers (resellers).

#### Direct Customer Notifications

Direct Customers are notified by email that their expiration date is approaching as follows:

- 90 days before the expiration date
- 60 days before the expiration date
- 30 days before the expiration date
- 14 days before the expiration date
- 7 days before the expiration date
- On the expiration date
- 21 days after the expiration date

#### Partner Notifications

Partners are first notified by email that their Customer's expiration date is approaching as follows:

- 90 days before the expiration date
- 60 days before the expiration date
- 30 days before the expiration date
- 14 days before the expiration date
- On the expiration date
- 21 days after the expiration date

The email reminder sent 30 days before expiration date informs the Partner that NAKIVO will be sending reminder emails directly to the Customer. Those emails will recommend that the Customer should contact their vendor for a support/subscription license renewal quote.



## Notifications for Partner's Customers

If NAKIVO does not receive an update from the Partner on the Customer's support and maintenance/subscription license renewal status 27 days prior to the expiration date, a notification about support and maintenance/subscription license renewal is sent **directly to the Customer** based on the following schedule:

- 27 days before the expiration date
- 14 days before the expiration date
- 7 days before the expiration date
- On the expiration date
- 21 days after the expiration date

### Each automated email notification sent to a Partner/Direct Customer contains:

- First name of the contact person at the Customer company
- License owner name
- Customer company name
- License type
- License UUID
- Support and maintenance end date

### Each automated email notification sent to a Partner's Customer contains:

- Customer's company name
- License owner name
- License type
- License UUID
- Support and maintenance end date

#### Note

If at any point during this automated email notification system the Customer renews their support and maintenance/subscription license, the remaining emails in the sequence will not be sent out following invoicing of renewal support and maintenance/subscription license.

## Renewals In-Product Notifications

In addition to the automated email notification process, Customers receive in-product notifications in the web interface as follows depending on the license and deployment mode:

- For subscription licenses, a notification is displayed 5 days prior to the license expiration date.
- For subscription licenses with multi-tenant deployment mode, a notification is displayed 10 days prior to the license expiration date.
- For perpetual licenses, a notification is displayed two times as follows: 60 and 30 days prior to the support and maintenance expiration date.

## FAQ

[What are the different licensing types offered by NAKIVO?](#)

[How to replace a NAKIVO Backup & Replication license?](#)

[How to use built-in support chat?](#)

[How to create a support bundle?](#)

## NAKIVO Channel Partner Information

NAKIVO Channel Managers are dedicated to our Partners' continued success and business growth. They work closely with Partners to streamline timely renewal of support and maintenance/subscription licenses for their Customers, expediting processing times and the renewals/upgrade/upsell cycles.

NAKIVO Partners are entitled to sell support and maintenance/subscription license renewal to their Customers. NAKIVO will provide eligible NAKIVO Partners with actionable data on their Customers' pending support and maintenance/subscription license renewals.

NAKIVO recommends that Partners contact their Customers directly starting 90 days prior to the expiration date of the support and maintenance/subscription license term. If a Partner is unable to renew a Customer's support and maintenance/subscription license 27 days prior to the expiry date, NAKIVO reserves the right to contact the Customer directly with the necessary information to process the renewal.

For more information about the NAKIVO Partner program and how to become a NAKIVO Partner, visit <https://www.nakivo.com/partner/partner-program/>.

To find your nearest NAKIVO reseller, visit <https://www.nakivo.com/how-to-buy/resellers/>.

## NAKIVO Customer Service and Technical Support Offering

With 98% customer satisfaction, NAKIVO offers one of the best customer service and technical support in the industry.

### **1 Year Standard Support and Maintenance bundled with Perpetual licenses**

- Monday-Friday
- 8 a.m.-7 p.m. in Customer's respective time zone
- Hours of operation 9x5
- Email, phone, in-product chat

### **24/7 Maintenance and Support bundled with Subscription Licenses**

- Hours of operation 24x7
- Email, phone, in-product chat

For more information, refer to the [Customer Support Policy](#).

## Software Maintenance and Compliance Obligations

The following section outlines the Customer's compliance obligations relating to NAKIVO Software Products and support and maintenance.

- Support and maintenance is purchased on a per-license basis (perpetual or subscription license type).
- To help the Customer remain compliant and keep their infrastructure updated, the support and maintenance quantity should always equal the quantity of Software Product licenses purchased.
- Support and maintenance must match the appropriate Software Product license type (perpetual or subscription) and, where applicable, Software Product license quantity.
- A Customer can opt to renew maintenance any time prior to the maintenance expiry date.

## How to Request Renewal/Reinstate Support and Maintenance

To request a renewal or to reinstate expired support and maintenance, Customers can choose one of the following options:

- Reply to a renewal reminder email from NAKIVO or a NAKIVO Partner
- Write to [sales@nakivo.com](mailto:sales@nakivo.com)
- Visit <https://www.nakivo.com/renewal>