



JDisc Discovery

Annual Subscription Agreement

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§1 Subject of agreement

1. Network inventory software JDisc Discovery and its optional Add-ons (Networking Add-On, Dependency Mapping Add-On, Device History Add-On)
2. Provisioning of the software including upgrades and support as described in §2

§2 Scope of services

1. Included Services
 - 1.1. Access to download any new version on the JDisc website
 - 1.2. Bug fixing in case of serious faults and provisioning of updates/patches on the JDisc website. A fault only exists if the software features deviate considerably from the description in the documentation or if the software can not be used as agreed.
 - 1.3. Assistance via email during installation, upgrade, configuration or usage
 - 1.4. Assistance during error analysis for repair of faults and errors
 - 1.5. Enhancement Requests
 - a) Enhancement Requests are considered for upgrades or new version
 - b) Requests of JDisc customers are preferred
 - c) There is no right to claim that enhancement requests has to be implemented
 - 1.6. Providing JDisc Discovery manuals and documentation
2. Exclusion
 - 2.1. Only the last two major releases are supported

§ 3 Obligation of a customer

1. Assistance during error analysis and bug fixing
2. Reporting errors

§ 4 Support charges

1. Annual subscription fee
2. The annual subscription fee is payable in advance and the price applies for a duration of 12 months

§ 5 Terms

1. The annual subscription starts with the delivery of license by JDisc
2. Duration: The annual subscription contract is valid for 12 months and is automatically extended unless canceled 6 weeks before expiration of the current contract