



## **MAINTENANCE POLICY**

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## Kaseya Maintenance Policy

### A. Introduction

Kaseya Maintenance is sold on an annual Subscription basis. Purchase of a Maintenance Subscription is not mandatory. However, if a Customer wants to stay current with new Kaseya releases or wants to receive support free of charge, then purchase of a Maintenance Subscription is a necessity.

### B. Description

Customers who purchase a Maintenance Subscription will receive the following:

- Update maintenance releases as released at Kaseya's discretion for the SKU licensed by the Customer. This may include bug fixes, new hot-fix feature additions and hot-fix feature enhancements for the licensed SKU.
- Upgrade releases as released at Kaseya's discretion for the SKU licensed by the Customer. This may include a release to correct any issues, add functionality and/or add new features to the licensed SKU.
- Database updates Maintenance releases as released at Kaseya's discretion for the SKU licensed by the Customer. This may include patch management database updates.

In addition, Kaseya's standard support is included free of charge for Maintenance eligible Software and Services if Customer has a valid Maintenance Subscription.

### C. Conditions and Pricing

- **All or Nothing.** If Customer elects to purchase Maintenance, Customer must purchase Maintenance on all Maintenance eligible Software or Services. A la carte Maintenance coverage is not available.
- **Yearly Subscription from Initial Purchase.** The annual Maintenance Subscription Term runs from the anniversary of the Customer's initial Kaseya purchase regardless of whether subsequent purchases are made.
- **Single Invoice.** The annual Maintenance Subscription is invoiced once per year on the anniversary of the Customer's initial Kaseya Purchase.
- **One Year Maintenance Included with Each Purchase.** One Year of Maintenance is included free of charge with respect to each purchase on a purchase by purchase basis.
- **Cost Calculation.** The cost of the annual Maintenance Subscription is 20% of the total amount due by Customer to Kaseya for all Maintenance eligible Software and Services for the Subscription Term. (**Note:** follow on purchases will be prorated to account for any included Maintenance amounts).
- **Pricing Options.** Maintenance may only be acquired through the: (1) all cash; or (2) Installment pricing options. The Installment with opt out and conversion rights pricing option is not available.

- **Auto Renewal.** The annual Maintenance Subscription automatically renews unless the Customer expressly notifies Kaseya in writing at [billing@kaseya.com](mailto:billing@kaseya.com) of the Customer's election to discontinue receiving Maintenance at least thirty (30) days before the expiration of the current Maintenance Subscription Term.
- **Termination.** Upon any termination of Maintenance, all access to Maintenance (and free support) will immediately stop.
- **Reinstatement.** A Customer who has elected to discontinue receiving and paying for Maintenance may elect to renew Maintenance; however, a renewal requires payment by the Customer of all of the Maintenance fees that the Customer would have been obligated to pay if the Customer had not discontinued Maintenance plus 10% of such previously unpaid amounts.
- **Access to Updates and Upgrades.** Although we strive to constantly improve Kaseya's Software and Services, we do not guarantee new Software or Service update or upgrade releases during any specific Term or time. We will make commercially reasonable attempts to notify registered Customers of enhancements to Software or Services; however, the best way to learn of new releases is to periodically visit the Kaseya website at [www.kaseya.com](http://www.kaseya.com).