

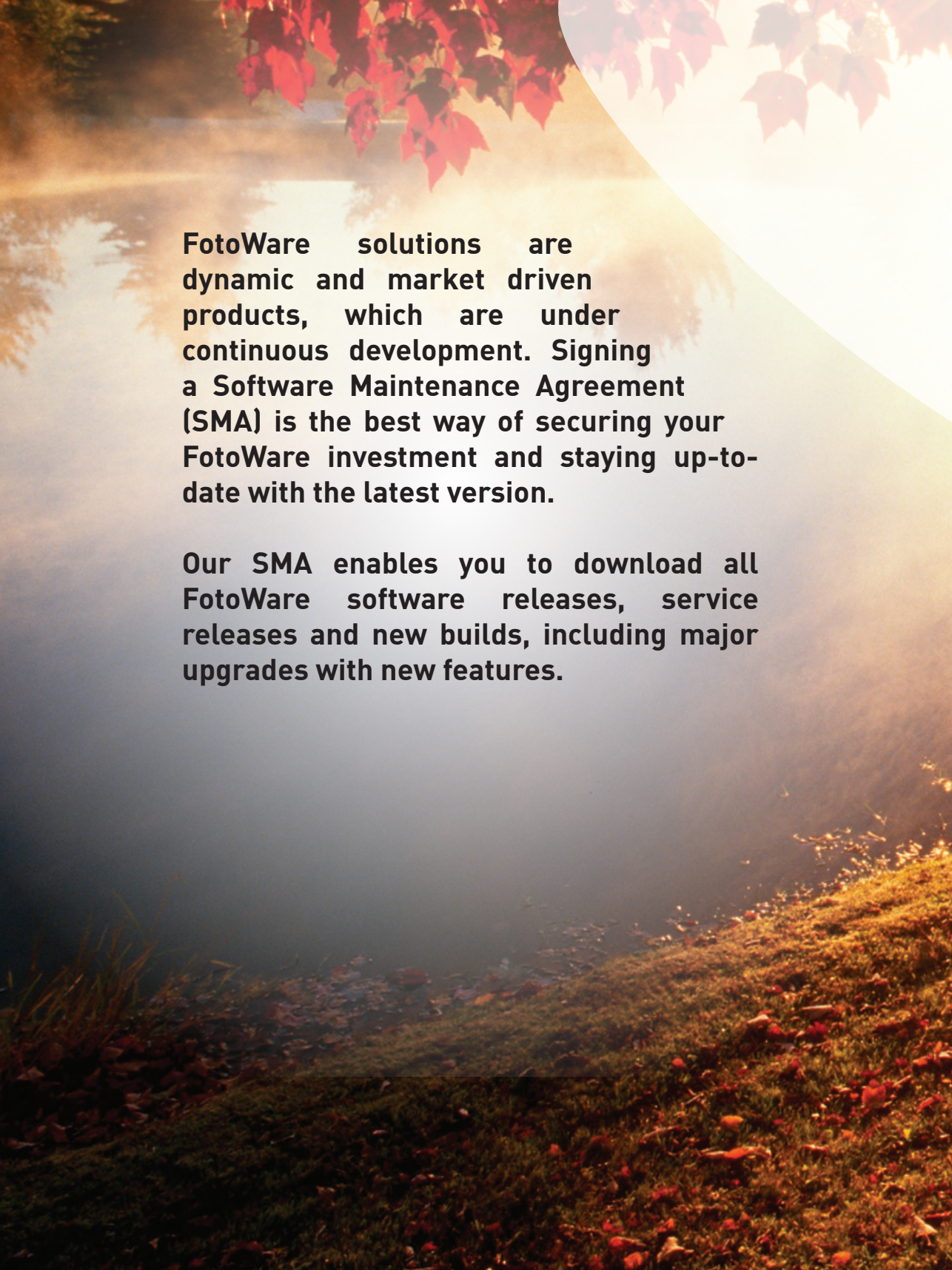


# SOFTWARE MAINTENANCE AGREEMENT

Manage your licenses Download service releases and updates  
 service releases and updates Access to new major versions  
 updates Access to new major versions  
 Access to service releases Prioritized  
 Access to service releases  
 email support Compatible with Adobe  
 Prioritized email support  
 Creative Suite Utility tools  
 Compatible with  
 Up to date with file formats  
 Adobe Creative Suite Utility  
 On the latest platform Predictable expenses  
 tools Up to date with file formats  
 Discounted training SMA Newsletter  
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 Annual user conference Predictable expenses  
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 Licensing options SMA Newsletter  
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 systems Terminal server Access to  
 Annual user conference Access to webinars  
 updates Access to new major versions Access to service releases  
 Licensing options Back-up solutions Test systems  
 Prioritized email support Compatible with Adobe Creative Suite Up to date  
 Terminal server FotoWare Academy  
 with file formats On the latest platform Predictable expenses  
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 Compatible with Adobe Creative Suite  
 Prioritized email support Compatible with Adobe Creative Suite







**FotoWare solutions are dynamic and market driven products, which are under continuous development. Signing a Software Maintenance Agreement (SMA) is the best way of securing your FotoWare investment and staying up-to-date with the latest version.**

**Our SMA enables you to download all FotoWare software releases, service releases and new builds, including major upgrades with new features.**

## **Download service releases and updates**

The SMA gives you access to download all new releases, service releases and also all major payable upgrades that we release during the time you have an active SMA. It's simple to log into the download area where you will find existing and new versions as soon as they are posted.

## **Prioritized email support**

By adding a FotoWare SMA at the time of purchasing new software or upgrading existing software, the initial warranty period can be extended for an additional 12 months at the time.

You are entitled to prioritized technical email support from your local reseller if you encounter problems with the software. Guaranteed response time is Next Business Day.

Your reseller can offer you a local technical support agreement with regard to configuration, telephone support and training.

## **Manage your licenses**

The License Centre will make all license information available to you. It allows you to change registration information, add contact persons for the Software Maintenance Agreements and get an overview of your licenses.

## **Additional SMA Privileges**



## SMA Newsletters

- Discounted FotoWare training courses

- User conferences

- Webinars

- Flexible licensing options for SMA

- holders only:

- Terminal server

- Testing system

- Concurrent licenses

- Limited overdraft licenses

- Backup/redundancy systems

## Price

Taking out an SMA is the most cost effective way of staying up to date with your FotoWare system.

The SMA costs only 18% of the official recommended end-user prices from FotoWare a.s. for the installed software when purchased together with new software.





# FotoWare Software Maintenance Agreement

## Terms and Conditions

### Software updates

The FotoWare Software Maintenance Agreement (SMA) entitles the Customer to receive all FotoWare software releases, including service releases (new builds) and new versions (higher version number), of the FotoWare software covered by a valid SMA.

New software is made available to the Customer via the Update Center at [www.fotoware.com/support/](http://www.fotoware.com/support/). The Customer is supplied with an SMA number and authorization code to enter this area and download the products covered by the agreement.

### Support services

The SMA entitles the Customer to access all electronic support services available at [www.fotoware.com](http://www.fotoware.com), including Documentation, Knowledge Base, User Forums and tools for Licence Management and Software Updates.

E-mail support for the documented features of the software covered by the SMA is available from the designated Support Partner. The response time for this service is the next business day (NBD). This service does not cover installation, configuration or customisation services.

Support enquiries from SMA customers can be escalated from the designated Support Partner to FotoWare's second-level support team. This escalation is administered by the Support Partner, who will be responsible for contact with FotoWare's support personnel.

The Customer's Support Partner can offer separate service contracts covering such services as installation, configuration, customization, telephone support, on-site services and training. Most partners can offer improved response times and remote assistance services.

If, for any reason, the designated Support Partner should fail to respond to e-mail enquiries by the next business day, SMA customers can send support enquiries via e-mail directly to FotoWare's second-level support ([sma-support@fotoware.com](mailto:sma-support@fotoware.com)). The SMA number and authorization code must be provided in the subject field of the e-mail. This service is available in English only.

From time to time FotoWare will offer training courses with special discounts for SMA holders.

### Technical information

FotoWare will regularly provide technical information and notification of new software releases to the Customer's designated contacts via e-mail.

### Renewal and termination

This agreement will automatically be renewed at the end of the twelve-month period, at the standard renewal rate applicable at the time in question, based on the official recommended end-user prices from FotoWare a.s. Additional licences or new software will automatically be added to the existing SMA. The maintenance fee for the additional software will not be due until the anniversary of the Customer's existing agreement. FotoWare will inform the Customer approximately two months prior to renewal of the agreement that the next payment is due. Either party can terminate this agreement in writing 30 days prior to the renewal date.

The SMA is valid only when fully paid before the renewal date.

The terms of this agreement are governed by the FotoWare End User Licence Agreement (EULA) provided along with the purchased software.



Established in 1994, FotoWare is a long-standing player in the **Digital Asset Management** business, with a wide customer base in the media and publishing industry, public services and the corporate market.

**Get in touch** with your nearest FotoWare Sales Company for an appointment. Independent FotoWare Distribution Partners are found in more than 40 countries.

**FotoWare a.s**

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Find your local distributor: [www.fotoware.com/ContactUs](http://www.fotoware.com/ContactUs)

