

# Acquis BI Support & Maintenance Contract Renewals – FAQ

## What is Acquis BI Support and Maintenance Support?

- **Premier Support:** This is the initial full support coverage Acquis BI provides for a new product release. It includes regular updates, security patches, bug fixes, and limited access to the Acquis BI technical support portal. Premier Support generally lasts **5 years from the product's general availability (GA) date**. When you purchase Acquis BI support (the 22% annual fee), you are in the Premier Support phase for any current release.
- **Extended Support:** After Premier Support ends, Acquis BI may offer Extended Support for certain product releases. Extended Support typically extends coverage for **an additional 3 years** beyond Premier. It includes bug fixes and security patches (often more limited, focusing on critical issues), but it is usually at an **increased fee**. Acquis BI charges a premium on top of the normal support price for Extended Support (10% for the first year of extension, then 20% for subsequent years). Not all products or versions have Extended Support; ABI announces which releases get it normally major release versions, get the full 3-year extension option.
- **Sustaining Support:** After Premier (and any Extended, if available) ends, the product release falls into Sustaining Support. Sustaining support is **indefinite but limited**. You can continue to receive support as long as you pay annual fees, however, Acquis BI will not provide new updates, fixes, or certification for new tech on that release. You only get access to the existing knowledge base, previously released patches, – no new bug fixes. Sustaining Support is meant to help you “keep the lights on” for older software without any improvements.
- **Premium Service Support:** In addition to your Premier support, Acquis BI offer additional Premium Support Level 1 and Level 2 for product related professional services and customization services on a project basis. Premium support helps multiply your project success factor by providing product specialist assistance and support. This enhanced support gives you access to Acquis BI senior Cloud Architects, Technical Project Management Professionals, Subject Matter Experts (SME), Cloud SMEs, and product specialists in both ABI cloud technologies and related products, for example,

Oracle Spatial, AWS and other products related to Acquis BI products. Acquis BI SMEs specialize in healthcare, geospatial and utility industry sectors.

- **Premium Support Maintenance Support:** Premium Support MS provides a maintenance support contract for **five years similar to Premier support**, however, this type of support for any custom code provided under Premier Support. This includes regular updates, security patches, bug fixes, and limited access to the Acquis BI technical support portal. This Premier MS support is optional and at a negotiated rate based on the work completed.

## How much will my support contract increase per year?

- When you purchase Acquis BI Premier Support annual maintenance fee is 22% of the annual fee, for the first five years, for new products released after January 2020. Products released prior to 2020 may have varying rates depending on negotiated project rates based on on-premises support contracts. Contact your AcquisCONNECT specialist for more details.
- Extended Support includes an increased fee on top of the normal support price, 10% for the first year of extension, then 20% for subsequent years which extends coverage for **an additional 3 years** beyond Premier. Not all products or versions have Extended Support. If your product has extended support your support contract will auto-renew annually on your contract renewal annual date.
- Sustaining support will be reduced to the initial annual rate (without discount). This is an annual charge which is **indefinite but limited** to the existing knowledge base, previously released patches, – no new bug fixes. If your product has extended support your support contract will auto renew annually on your contract renewal date. Contact your AcquisCONNECT specialist if you cease using your license or wish to cancel **infinite** Sustaining support.
- Once a renewal declaration has been made and accepted or paid, then the renewal will show the quantity that has been declared, and the terms will be set for the period. If the number of licenses, products or terms are required to be cancelled or modified please refer to the cancellation or modification impacts on pricing below.

# How do I cancel my support contract?

There are several consequences to cancelling your contract to be aware of before you cancel a maintenance support contract. There are a couple of things to check:

- Review the original ordering document plus any amendments; you should be able to understand the link between ordered items and support lines: renewal does not show your entitlement: the original ordering documentation is the binding contractual agreement between you and Acquis BI.
- Have you any “co-termining” contracts where you realigned the start and end date of your support periods for multiple contracts. This process does not reduce future flexibility with respect to de-supporting a particular supported product, which benefits you, however decoupling product will require you to review your original product support premier support rate upon which all rate changes and discounts are based. You should check the impact of multi product and co-termining discounts you may have received.
- The pricing may need adjustment for the time left before completion of consolidation or discounted multi-year terms for Premier, Extended and Sustained renewal periods. If you receive a multi-year discount for Premier Extended or Sustained Support and you cancel your contract early your discounts will no longer apply, and you will be billed for the annual rate difference for the prior periods for the current contract. This means if you cancel annual support for Premier support after two years and you have received a multi-year discount; you will pay the cancellation fee **plus** the revoked discounts charges for discounts received over the two years. If you cancel Extended support, which is a three year contract, you pay an early cancellation fee plus the discounted rates for the years already used. For sustained Support there is no cancellation fee, and it normally does not apply any discount, however for negotiated contracts with a discount, that discount will form the cancellation fee for each year it was applied to your Sustained support, that said Sustained Support normally does not include a discounted rate and therefore there should be no cancellation fee.
- When you cancel your support contract, you must remove all AcquisCONNECT product licenses and cease using said licenses. Remember your license contract requires you to maintain a current annual support contract based on user license, CPU license or site licenses.
- There will be a reinstatement fee if you decide to recommend using your license. Please contact your AcquisCONNECT representative.

- If you have a partner managed support contract for your customer, where you provide support directly to your customer and maintain a maintenance support contract for them indirectly with Acquis BI, you must audit and ensure they remove and cease using all licenses. Your company remain responsible for license support for those licenses if they are found to be in breach of the license support terms.
- Partners who no longer wish to manage maintenance support contracts can novate these contracts directly to Acquis BI if the customer wishes to continue using the products. This may require consideration if your organization changes its business model or ceases operating in a particular market segment.

## **What happens if I don't pay for my renewal or subscription?**

- Acquis BI gives you a "Grace Period", normally 30 days to pay for your AcquisCONNECT licenses, Maintenance and Support and Cloud Subscription license access. This can occur for two reasons, you have chosen early termination of service, or you have not chosen to terminate service and payment is simply late.
- If you choose to cancel your license or maintenance support, this Grace Period means that you have an additional 30 days after nonpayment to relinquish your licenses by removal and cease using the software for On-Prem licenses. You will additionally have a fee for deactivation/ cancellation of your maintenance support for any Premier or Extended support based on the negotiated rate plus the early cancellation fee. (See above Cancellation of Support). This does not normally apply to Sustained contracts unless they are discounted.
- If you choose to terminate your Cloud Subscription licenses you will have 30 days to download and remove your data from the Service before your access is revoked. You may extend this deactivation period by paying for the extension period and Acquis BI will try to assist you in your termination of service process. Our support team will continue to provide support desk assistance during the Grace Period. You will receive a cancellation fee based on the terms of your subscription contract and associated discounts for early termination
- If you did not choose to terminate your contracts and your payment is not received on or before the end of the Grace Period, subscriptions or licenses and you do not pay by the end of the Grace Period; there may be additional consequences to your access and billing:

- There will be a reactivation fee, normally 25% of your On-Prem Maintenance support for all overdue products and services.
- If you have not confirmed termination of service for your Subscription license and are not paid in full by the end of the Grace Period, Acquis BI will revoke access however we will not delete your data for an additional 60 days in case there is a reactivation request. Your data will be archived, and a reactivation fee shall be required to reinstate your data and access to the Service.

## **Can I reduce support by reducing the number of licenses or products on the CSI or order?**

- Yes, you can reduce Maintenance Support, if there are several products with the same order number or cost schedule index (CSI) and some are not being used, then we would advise not to cancel that maintenance support without checking with your AcquisCONNECT representative. Cancelling one product will reprice the contract and you may end up paying the same money plus RPM for less licenses. Remember the effective price for the support for the remaining product will be very high, if not list price. Changing your license, support or subscription use, normally changes any negotiated rates back to list price and may affect discounts. See, “Can I cancel my support?”, above for information on cancellation fees and RP
- It may be possible, but you must carry out the following exercise:
  - Review usage thoroughly.
  - Determine the optimal requirement of license to usage (with consideration to your contract structure) and future needs.
  - Identify what licenses are not being used.
  - Review old products and metrics.
  - Simplify licenses by removing the least cost-effective licenses within the context of your contract pricing.
  - Consider co-terming contracts to save some administration costs as there will be fewer support contracts to renew.

- While you can cease using a product and thus cancel support, you cannot reduce the number of user, CPUs for any licensed products in an effort to reduce the cost of support. If you go over your entitlement, an expansion is required to be purchased and it can only increase and any expansions will have the same CSI number as the original order, again linking any such original orders and expansions together: attempting to cancel any expansion will result in a repricing of the support associated with the original order.

## **Annually vs paying it for multiple years?**

- It is common in the industry to give both multi-year contract discounts and additional discounts for a multi-year upfront payment for both Maintenance Support contracts and subscription cloud licenses. What's the difference and why would you select these?
- It may be worth investigating ways in which you could pay based on an upfront commitment. This can lead to freezing the annual uplift on your support or subscription renewal. For Maintenance support like Premier, Extended and Sustained support each of these have a set term for auto renewal; premier and Extended support may include multi-year discounts, however if you have a technology strategy that you are committed to you could request additional up front payment discount for multiple years, for example pay the first three years up front for an additional discount.

## **What happens when a subscription, term license or support contract ends?**

- On-Premises licenses (now only available for limited products). You no longer have the licenses and cannot use the product; software must be de-installed before the expiry.
- Subscriptions licenses allow use of a service with access rights granted by quantities and metrics. You can select a new subscription at the current rate or renegotiate a new deal unless you are no longer using those products and have migrated all necessary data off the platform. Acquis BI provide support to assist you in removing data from our platform as per the "Terms of Use" on your Subscription Agreement. You receive reminders to remove your data and a termination date for the removal of access to the platform. This may be extended for a fee.
- Your on-line data is protected under the terms of the User Agreement you signed when you accessed the Service.

- If Acquis BI have been given any additional Customer systems data in relation to any On-Prem license contract or project, that data is protected under the confidentiality agreement and Acquis BI will work with the parties to return and remove any shared system data within the termination period and grace period unless expressly altered by the terms of a given contract.
- Force Majeure neither Acquis BI nor you shall be responsible for failure or delay of performance or payment if caused by: an act of war, hostility, or sabotage; act of God; pandemic; electrical, internet, or telecommunication outage that is not caused by the either party; government restrictions (including, without limitation, an embargo, economic sanction or the denial or cancelation of any export, import or other license); or other event outside the reasonable control of the obligated party. If such event continues for more than 30 days, normal disaster recovery procedures fail to be implemented either of you or Acquis BI may cancel Services as per your contract or User Agreement.

## **Can I use a mixture of supported and unsupported licenses?**

- It depends on the product group or order. Acquis BI requires that a product family e.g. Database platform and options must have 'Matching Service Levels'. This means all the AcquisCONNECT and add on option licenses in your cost schedule index or order must all have current and paid up maintenance support or they all must be unsupported. This is to prevent customers having a supported Processor of AcquisCONNECT by which they could access support for their entire estate, which may be much larger.
- Cloud Subscriptions come with limited Premier support built in for all options.
- Your order is non-cancelable, and the sums paid nonrefundable, except as provided in this Agreement or Your order. You will pay any sales, value-added or other similar taxes imposed by applicable law that we must pay based on the Services you ordered. Fees for Services listed in an order are exclusive of taxes and expenses, unless expressly stated otherwise in your order.