



Canto Software Maintenance

The easy way to stay on top of software updates and receive the finest technical support.

Canto's Software Maintenance subscription program enables you to make the most of your Canto software purchase through product enhancements and technical support. Software Maintenance optimizes your investment while ensuring current and future flexibility.

Best of all, Software Maintenance is included with all new Canto software purchases at no additional cost.



Free software upgrades during the term of your contract.



Expert technical support by Canto-Certified Specialists.



License value protection to always ensure your renewals are affordable.



Automatic renewal notifications help ensure your contract won't lapse.

Software Maintenance Benefits

During the term of your Software Maintenance (SM) subscription, you will receive:

Software Upgrades Upgrades to future versions of your current Canto software versions are included. So, if you're running Cumulus 7.x when Cumulus 8 ships, you can upgrade free of charge. Upgrades for optional components purchased for your system, such as the Canto Web Clients or Video Suite, are also included.

Expert Technical Support by Canto-Certified Specialists

Support for your Canto software is provided by a Canto certified partner, or directly by Canto, depending on where you purchased your system. Support will be provided by telephone or through Canto's Web-based support system. Support covers installation assistance, so you'll be up and running as quickly as possible, and also covers your "how-to" usage questions, so you'll be able to make the most of your Canto software investment.

License Value Protection At the time of your Software Maintenance renewal, Canto compares the SM renewal price paid in the previous year to what your SM renewal price would be under current pricing. The lower of those two prices is chosen and protected as your base price for subsequent renewals. Protected pricing enables you to budget future SM renewals more easily.

Software Maintenance Costs

INITIAL SYSTEM PURCHASE

Software Maintenance is included with all new Canto software purchases (and upgrades from previous versions that did not include software maintenance) for a period of one year, starting the day the system is purchased. Additional client licenses and product options purchased after your initial system purchase (or your most recent SM subscrip-

tion renewal) will be enrolled in your SM subscription, at no additional cost, for the remainder of your current SM subscription term (limited to a maximum of 15 months).

Upon initial purchase, the protected license value of your Canto software, including all additional client licenses and product options, will be determined based on current list prices for full versions. Licenses and product options purchased after your initial system purchase will increase the protected license value of your Canto software by the list price of the additional licenses and options at the time of purchase.

SUBSCRIPTION RENEWAL

The renewal fee for a twelve (12) month extension to current Software Maintenance subscriptions is 30% of the protected license value, or the current list price of your Canto software, whichever value is lower. Renewals must be purchased prior to the expiration of your current subscription.

For Cumulus Workgroup and Cumulus Enterprise Solutions, discounts are available for 3- and 5-year renewals. Discounts are available for advance renewals on other systems too. Contact your Canto reseller for details.

Additional Terms & Conditions

SM covers your entire Canto software solution. All client licenses and Canto option products assigned to your Canto Server must be included in your SM subscription. It is not possible to limit SM to only certain components of the system.

More Information

If you have questions about the Canto Software Maintenance program, please contact your system reseller.

