

# Accountable Software Maintenance Policy

Effective as of January 1, 2016

Applicable to all Partners and Customer Maintenance Renewals

Along with the purchase of your Accountable Software product(s), we offer two types of Maintenance Plans; Foundation Maintenance and Annual Maintenance. By enrolling in, and remaining current on a Maintenance Plan, you are entitled to access, free of charge, any release of Accountable Products which you have purchased. This offers you a way to ensure your Accountable products remain up to date with the most current versions of applicable operating systems, databases, software applications and Microsoft® Dynamics® products. It is important to note that you must be current on a Maintenance Plan in order to receive technical support and to be provided with product registration keys.

## **Foundation Maintenance Plan**

The Foundation Maintenance Plan is geared toward the first time customer and is required with the initial software purchase. This plan ensures help is available to you by including three support incidents for use during the first year of ownership. These incidents are intended to provide first time customers with access to technical support for questions raised during the initial install and setup. While it is typically for first time customers, the Foundation Plan can be purchased in place of the Annual Maintenance Plan so that you have access to 3 support incidents during your Plan period.

### **Features:**

- 3 technical support incidents per product for use during the term of the Plan.
- Access (via download) to new version releases for compatibility with new Dynamics versions.
- Access (via download) to enhancements, solution improvements and service packs.
- Access to the Accountable Software Resource Center.

## **Annual Maintenance Plan**

The Annual Maintenance Plan ensures the success of your solution by providing access to all product updates and version changes during your renewal period. During the term of the Annual Maintenance Plan customers can upgrade their Accountable Software product(s) in conjunction with their Dynamics installation. A current Enhancement Plan, along with our commitment to release our products simultaneously with Microsoft business Solutions guarantees that you can upgrade whenever you choose.

### **Features:**

- Access (via download) to new version releases for compatibility with new Dynamics versions.
- Access (via download) to enhancements, solution improvements and service packs.
- Access to technical support.
- Access to the Accountable Software Resource Center.

## **Prorated Maintenance**

Accountable will prorate renewals to match the customer's Microsoft renewal date, but will not prorate for a period of less than 6 months. If the renewal date is less than 6 months from the current date, Maintenance will be prorated to the next full year.

*For example, if on January 2, 2012, a purchase is made for a customer with a Microsoft renewal date of May 1, 2016, Accountable will prorate the Maintenance Plan at May 1, 2017 and the customer will be charged for 17 months of Maintenance.*

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## Past Due Renewals

All Maintenance Plan fees are due by the Plan Due Date as presented on the Customer Renewal document. All plans have a 30 day grace period in which to pay without late fee.

Below is a table showing payment periods and applicable amounts charged:

Payment Made...	Amount Due	Late Fee	Additional Amount Charged
By Renewal Due Date	Original amount	-	-
Within Grace period	Original amount	-	-
31 to 90 Days Past Due	Original Amount	15%	-
90 Days to 2 Years Past Due	Original Amount	15% per year	Prepay 1 Year
2 Years +	Subject to Repurchase		

Customers renewing a Maintenance Plan which is between 0 and 30 days past due owe only the original Maintenance Plan amount.

Customers renewing a Maintenance Plan which is between 30 and 90 days past due must pay the renewal amount and applicable late fee.

Customers renewing a Maintenance Plan which is between 91 days and 2 years past due must pay the original amount due for each year past due, applicable late fee AND they must also pay an additional full year of Maintenance so that they are prepaid to the next calendar year.

*\*For example, if on April 1, 2016, a customer approves the payment of a Maintenance Plan that was originally due on September 30, 2015, the amount due includes the original Maintenance Plan amount, the late fee and an additional 1 year of renewal making the new renewal date September 30, 2013. The customer may not renew just through the current year, 2016.*

Customers renewing a Maintenance Plan which is more than 24 months past due may be required to repurchase the product rather than becoming current through the payment of the outstanding Maintenance Plan amounts and late fees. Please contact our Sales team if your Maintenance Plan is more than 2 years past due. We will discuss options and find the best course to return you to a current maintenance plan.

## ZipAssist Late Payment Processing Fee

Due to additional costs for processing, ZipAssist customers that are not current on maintenance at the time ZipAssist Bi-monthly update CDs are mailed will be charged an additional fee of \$150 in addition to their Maintenance Renewal amount and any applicable late fees.

## Qualifications

BY PLACING AN ORDER; INSTALLING, DOWNLOADING, USING OR SELLING THE PRODUCT; OR BY OTHERWISE ACCEPTING THE PRODUCT FROM ACCOUNTABLE, PARTNER IS CONSENTING TO BE BOUND BY THE TERMS OF THE ACCOUNTABLE SOFTWARE PARTNER AGREEMENT AS PUBLISHED IN THE ACCOUNTABLE WEBSITE IN SECTION FOR PARTNER USE.

**ALL TERMS ARE SUBJECT TO CHANGE WITHOUT NOTICE.**