



Deliverables

Maintenance Package customers have access to the following for the duration of the Maintenance Package:



Free delivery (by download) of software updates (bug fixes and any new functionality) for the currently installed viflow version.



Free delivery (by download) of software upgrades to new viflow program versions.*



Technical support (e.g. for errors or functions that do not work as expected) by telephone or email during the support hours of ViCon or the Canadian Competence Center.



Professional support (related to modeling, solutions to particular requirements and best-practice suggestions) by telephone or email during the support hours of ViCon or the Canadian Competence Center. Professional support is limited to 15 minutes per instance/call and does not replace training or consulting.



2nd level support from the development team per by telephone or email during ViCon support hours.

**New versions of third-party software (MS Visio, MS SQL Server, MS Access, etc.) may be required for the operation of new viflow versions. The third-party software is not included as part of the viflow Program Upgrade, and any necessary third-party software must be obtained from the respective vendor.*

Terms and Conditions

The Maintenance Package can be purchased together with the license or up to four weeks later.

The Maintenance Package fee is always calculated for all viflow versions registered to the customer (i.e. the customer number). The Maintenance Package cannot be purchased for only part of the licenses.

The Maintenance Package is valid for 2 years from the purchase date, rounded to the end of the purchase month.

If additional licenses or upgrades (e.g. blue to gold) are acquired during the 2 year period of the Maintenance Package, the fee for the Maintenance Package for the additional licenses will be automatically calculated and invoiced for the remainder of the initial 2 years (rounded to full months).

The Maintenance Package is not a contract, and the provision of the goods and services included in the package ends automatically on the date stated on the Maintenance Package invoice. Customers have the option to purchase the Maintenance Package again.

Licenses for North American companies and subsidiaries have to be purchased through Sophia Group Limited.