



## SAM RENEWAL PROGRAM

August 1<sup>st</sup>, 2018

Descore is pleased to announce improvements to our SAM renewal process that will result in several efficiencies, lessen the administrative burden for all concerned in the process, and most importantly ensure continuity of service to our mutual end user customer.

Firstly, we will reduce the time span between our e-mailed SAM notification and the expiration date of SAM. Secondly, we will automatically cut and invoice you 15 days after the initial e-mailed notification is sent out unless we hear otherwise from you.

In making these efficiency improvements we can work with you to protect both you and your customer by ensuring timely and uninterrupted feature and functionality of the product that relies on the SAM feature being active.

Here are the details:

We have made significant modifications to the delivery of our 2018 SAM RENEWAL program designed to meet the requirements of each of the members of the supply chain, starting with the supplier, moving through the VAR reseller channel to the end-customer as follows:

1. The lead time on our renewal notification e-mail will be reduced to 46 days prior to SAM plan expiry replacing the current 75 day notification.
2. We will automatically invoice you approximately 15 days after our first notification to allow for the payment to be received before the SAM feature line on the license expires. Our invoice will cover the SAM renewal for the following one year period. This step has been designed to protect the end-customer against unwanted service interruptions and to provide for timely updates and platform changes. Customers who employ the virtual license and /or the features reliant upon SAM such as the data replication feature will continue to function, uninterrupted by processing payment against the open renewal invoice.
3. Should you decide that you neither require the protection offered by SAM nor the additional features provided for under the SAM plan program, then you can notify us within 15 days of the first notification, prior to the invoice preparation date, and we will **not** issue the automatic renewal invoice. Should an open and unwanted renewal invoice exist on your account, simply let us know and an adjustment will be made. If payment is not received by the due date of an open invoice, DESCORE will take this as notice that the SAM plan or rental license is no longer needed and we will allow the SAM feature line on the license to expire and adjust our accounts accordingly.
4. If, after the expiration date, the customer reassesses the need for SAM and decides that they wish to renew the coverage, Descore will process and issue a GRACE PERIOD renewal invoice providing not more than 14 days have elapsed since the SAM expiration. The invoice will cover a pro-rated SAM

value to the transaction date plus one additional year. The invoice will reflect the new SAM expiration date.

We feel confident that the new SAM renewal process provides you with better notification, flexibility and a more customer oriented notification period, all while ensuring continuity of service to the end user.

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