

SoftwareDEMO Licenses and Terms of Use

SoftwareDEMO – Licenses and Conditions

Date: 12.09.2013

The offer from SoftwareDEMO is intended for business customers only. All prices are net prices and do not include the applicable statutory value added tax. The prices are per month unless otherwise stated.

In each case, the most recent *Licenses and Terms of Use* document applies. Older *Licenses and Terms of Use* documents lose their validity when more recent documents are published.

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You can find the relevant valid version of this document at <http://www.softwaredemo.com>.

Table of contents

1.	License overview	6
2.	Configuration examples with pools	8
3.	Configuration examples with dedicated servers	9
4.	SoftwareDEMO-Base	10
5.	Resources	11
5.1	Resource pools	11
	Flex5-Pool	12
	Flex2-Pool	13
	Fix-Pool	13
	Time-Pool	14
5.2	Servers	14
	Hosted vServer	14
	Connector for external server	15
6.	Login	16
6.1	Access type	16
	HTML5 access type	16
	Java access type	16
6.2	Additional login licenses	16
	Flex5-Login (HTML5)	16
	Fix-Login (HTML5)	17
	Named-Login (HTML5)	17
	Time-Login (HTML5)	17
6.3	Add-ons for Java access type	17
	Add-on Flex5-Login (Java)	17

	Add-on Fix-Login (Java)	18
	Add-on Named-Login (Java)	18
	Add-on Time-Login (Java)	18
7.	Enhancements	19
7.1	Administrator	19
7.2	File server	19
7.3	Video	19
7.4	Multilanguage support	20
7.5	SoftwareDEMO-API	20
	SoftwareDEMO-API: Database module	20
	SoftwareDEMO-API: Login module	20
7.6	Dongle/license server	20
7.7	Internet transfer volume	20
	Additional Internet transfer volume	21
	Add-on Internet transfer volume	21
7.8	Users	21
7.9	Login Portal	21
	Standard login portal	21
	Individual login portal	21
7.10	Microsoft rental licenses	22
7.11	Support	22
	Basic support	22
	Professional support: Live support for users	23
7.12	Services	23
	Introduction to SoftwareDEMO	23
	Installation from A-Z	23

	Installation of Microsoft Office or other Microsoft products	23
	On-site training	24
8.	Conditions	25
8.1	Microsoft licenses	25
	Microsoft Windows operating system license	25
	Microsoft test licenses	25
	Microsoft rental licenses	25
8.2	Use of licenses from third-party manufacturers	25
8.3	Service provision	25
8.4	Prices and terms of payment	26
8.5	Contract term and cancellation	26

1. License overview

		Price per month	
SoftwareDEMO-Base			
Base		€ 29.00	
Resources			
Flex5-Pool		from € 85.00	
Flex2-Pool		from € 39.00	
Fix-Pool		from € 85.00	
Time-Pool		from € 116.00	
Setup fee Master-Clone-Pool		€ 150.00 one-time	
Hosted vServer		from € 78.00	
Connector for external server		€ 20.00	
Login licenses		HTML5	HTML5 + Java
Flex5-Login		€ 12.50	€ 47.50
Fix-Login		€ 12.50	€ 47.50
Named-Login		€ 12.50	€ 27.50
Time-Login		€ 12.50	€ 47.50
Enhancements			
Administrator without / with role function		€ 10.00/from € 7.50	
File server, incl. 50 GB hard disk storage		€ 50.00	
Add-on file server storage (SAS), 50 GB of additional hard disk storage		€ 12.50	
Video, incl. 10 h recording time		€ 20.00	
Add-on video recording time of 20 additional hours		€ 10.00	
Multilanguage support		€ 20.00	
SoftwareDEMO-API			
- Database module		€ 50.00	
- Login module		€ 50.00	

	Price per month
Dongle/license server	€ 27.50
Setup fee for dongle/license server	€ 275.00 one-time
Add-on Internet transfer volume, 100 GB additional transfer volume	€ 25.00
Additional Internet transfer volume, billed according to use	€ 0.25 for each GB
Add-on users, an additional 100	€ 7.50
Unlimited number of users	€ 95.00
Login Portal	
Individual login portal	€ 25.00
Design and programming of an individual login portal	€ 275.00 one-time
Services	
Introduction to SoftwareDEMO	€ 150.00 one-time
Basic support	Included
Professional support	€ 120.00 per hour
Installation from A-Z by SoftwareDEMO	Price on request
On-site user training	€ 599.00 one-time plus travel

2. Configuration examples with pools

Configuration	Starter	Standard	Time
Suitable for	Demo	Demo, training, SaaS	Training, SaaS
Description	Starter package for an affordable start with SoftwareDEMO	Standard configuration for several purposes	Time-based billing for dynamic user for training or SaaS. Also allows pay-per-use or pay-per-time models for standard software
Includes	<ul style="list-style-type: none"> ▪ SoftwareDEMO-Base (consists of: Main administrator 100 users 20 GB Internet transfer volume) ▪ Flex2-Pool with 1 vCPU and 2 GB vRAM ▪ 2 concurrent accesses 	<ul style="list-style-type: none"> ▪ SoftwareDEMO-Base (consists of: Main administrator 20 GB Internet transfer volume) 20 GB Internet transfer volume) ▪ Flex5-Pool with 1 vCPU and 2 GB vRAM ▪ 5 concurrent accesses ▪ File server incl. 50 GB hard disk storage ▪ Video, incl. 10 h recording time 	<ul style="list-style-type: none"> ▪ SoftwareDEMO-Base (consists of: Main administrator 100 users 20 GB Internet transfer volume) ▪ Time-Pool with 1 vCPU and 2 GB vRAM ▪ 10 concurrent accesses, 300 h usage time ▪ File server incl. 50 GB hard disk storage
Price per month	€ 84.00	€ 216.00	€ 392.00

3. Configuration examples with dedicated servers

Configuration	External server	Hosted vServer
Suitable for	Demo, training, SaaS	Demo, SaaS
Description	Easy and fast use of all SoftwareDEMO functionalities with own server	Hosted server for terminal server with all the service features of SoftwareDEMO
Includes	<ul style="list-style-type: none"> ▪ SoftwareDEMO-Base (consists of: Main administrator 100 users 20 GB Internet transfer volume) ▪ 5 concurrent accesses Flex5-Login (HTML5) ▪ Connector for external server 	<ul style="list-style-type: none"> ▪ SoftwareDEMO-Base (consists of: Main administrator 100 users 20 GB Internet transfer volume) ▪ 5 concurrent accesses Flex5-Login (HTML5) ▪ Hosted vServer with 1 vCPU and 2 GB vRAM <p>Note: For SaaS usage plus Microsoft RDS-CALs</p>
Price per month	€ 61.00	€ 139.00

4. SoftwareDEMO-Base

SoftwareDEMO-Base includes the licenses required for an easy start. To use SoftwareDEMO, Base is required once. Login licenses and resources must be selected for SoftwareDEMO-Base; all enhancements can also be added to Base. The descriptions of the individual licenses and enhancements can be found with the relevant individual items.

SoftwareDEMO-Base includes:

- Main administrator
- 100 users
- 20 GB Internet transfer volume

SoftwareDEMO-Base:

€ 29.00 per month

5. Resources

5.1 Resource pools

There are various types of resource pools: Flex5-Pool, Flex2-Pool, Fix-Pool and Time-Pool. The individual pools vary with regard to provision and billing. The basic values specified for the number of concurrent users and the usage time can be extended in fixed stages (not possible for Flex2-Pool).

The following table provides an overview of the various resource pools and their properties.

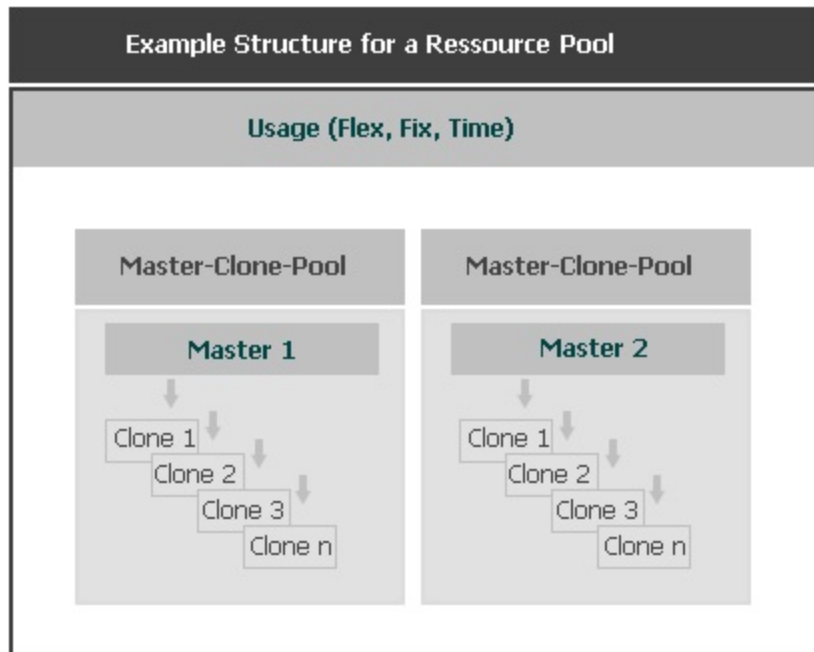
Resource pools	Concurrent users	Usage time	Extendable
Flex5-Pool	5	150 h	Yes
Flex2-Pool	2	30 h	No
Fix-Pool	1	Unlimited	Yes
Time-Pool	1	As required	Yes

The number of concurrent users is the same as the number of clones running at the same time. To calculate the usage time of the resource pool, the usage times of each individual user are added up over a billing month. Use begins when the SoftwareDEMO application is started up and ends with logout. The time is recorded to the quarter hour precisely. The balance is not carried over to the following month if the usage time that is already included in a billing month is not used in full.

Master-Clone-Pools

Each resource pool can include one or more Master-Clone-Pools.

A Master-Clone-Pool contains a master and the corresponding clones, each as virtual machines. The master is used for administration, configuration and installation work and runs only for this purpose. If no administration, configuration or installation work is taking place, the master is shut down or set to the "suspended" state. The clones are created as copies from the corresponding master. A login license gives users exclusive access to clones assigned to them during their login.



The number of virtual CPUs (vCPUs) and the main memory (vRAM) can be selected in fixed combinations. These values apply to the master and all of the clones that belong to it. The number of the vCPUs and the size of the main memory (vRAM) must be the same for all Master-Clone-Pools contained in a resource pool. This makes it possible for users to use clones from all Master-Clone-Pools within this resource pool.

The hard disk storage of a Master-Clone-Pool is 50 GB and can be increased as required in stages of 50 GB. The additional hard disk storage can be distributed in gigabytes to all Master-Clone-Pools from the same resource pool.

50 GB of additional hard disk storage: € 12.50 per month

A setup fee is charged for setting up a Master-Clone-Pool.

Setup fee Master-Clone-Pool: € 150.00 one-time

Flex5-Pool

A Flex5-Pool allows up to five concurrent users with a total usage time of 150 h per billing month. This can be extended by five concurrent accesses and usage time of 150 h.

The following table is an excerpt from the available configurations based on a Master-Clone-Pool and five concurrent users.

Master-Clone-Pools	Concurrent users	vCPU	vRAM	Price per month
1	5	1	1 GB	€ 84.08
1	5	1	2 GB	€ 104.83
1	5	2	2 GB	€ 114.83
1	5	2	4 GB	€ 156.33
1	5	2	8 GB	€ 239.33

Flex2-Pool

A Flex2-Pool allows up to two concurrent users with a total usage time of 30 h per billing month. This cannot be extended. If more concurrent users or a longer usage time are required, it is possible to switch to the Flex5-Pool.

The following table is an excerpt from the available configurations based on a Master-Clone-Pool.

Master-Clone-Pools	Concurrent users	vCPU	vRAM	Price per month
1	2	1	1 GB	€ 38.45
1	2	1	2 GB	€ 42.90
1	2	2	2 GB	€ 44.90
1	2	2	4 GB	€ 53.80
1	2	2	8 GB	€ 71.60

Fix-Pool

A Fix-Pool allows a freely licensable number of concurrent users with unlimited usage time. It is possible to increase the concurrent users.

The following table is an excerpt from the available configurations based on a Master-Clone-Pool and two concurrent users.

Master-Clone-Pools	Concurrent users	vCPU	vRAM	Price per month
1	2	1	1 GB	€ 124.60
1	2	1	2 GB	€ 165.60
1	2	2	2 GB	€ 185.60
1	2	2	4 GB	€ 267.60
1	2	2	8 GB	€ 431.60

Credits

To allow the number of concurrent users of a Fix-Pool to be exceeded occasionally, five credits per invoicing month are available for each concurrent user. For every user who exceeds the licensed number of concurrent users, one credit is deducted. At the start of the invoicing month, the credits are topped back up to five per concurrent user. Unused credits cannot be carried over from the previous month.

The credits mechanism prevents a situation in which users do not receive a clone if the licensed number of concurrent accesses is exceeded. In such a case, an e-mail is sent to the administrator responsible.

Time-Pool

A Time-Pool allows a freely licensable number of concurrent users. Billing takes place on time basis based on the monthly usage time; the first 150 h usage time per billing month are already included. The usage time that exceeds 150 h is billed for at the end of the month. It is possible to increase the concurrent accesses. Additional hours for a Time-Pool can also be firmly booked in advance.

The following table is an excerpt from the available configurations based on a Master-Clone-Pool and ten concurrent users.

Master-Clone-Pools	Concurrent users	vCPU	vRAM	Price per month	Additional hours
1	10	1	1 GB	€ 169.25	€ 0.41
1	10	1	2 GB	€ 185.89	€ 0.68
1	10	2	2 GB	€ 192.71	€ 0.82
1	10	2	4 GB	€ 225.98	€ 1.36
1	10	2	8 GB	€ 292.53	€ 2.45

5.2 Servers

Hosted vServer

Hosted vServers are provided in the SoftwareDEMO data center as virtual machines. These servers have many uses, for example as terminal servers, SharePoint, SQL servers or Exchange. The Hosted vServer runs continuously. Users can connect to the Hosted vServer directly. Alternatively, the Hosted vServer can be addressed from a Master-Clone-Pool.

The resources of a Hosted vServer, consisting of the number of vCPU and size of the memory (vRAM), can be selected in fixed sizes if required. The following table lists the available configurations; different configurations are available on request.

vCPU	vRAM	Price per month
1	1 GB	€ 77.50
1	2 GB	€ 97.50
2	2 GB	€ 107.50
2	4 GB	€ 147.50
2	8 GB	€ 227.50

The hard disk storage is 50 GB and can be increased as required in stages of 50 GB. If several Hosted vServers are used, the additional hard disk storage can be partitioned by the gigabyte.

50 GB of additional hard disk storage: € 12.50 per month

Every Hosted vServer increases the Internet transfer volume by 20 GB per month. For more available volume, additional Internet transfer volume can be booked.

Connector for external server

If an external server that is not hosted by SoftwareDEMO is to be used in SoftwareDEMO, a connector is required for this external server.

Connector for an external server: € 20.00 per month

6. Login

There are various licenses for the login. The licenses Flex5-Login and Fix-Login vary with regard to the number of concurrent accesses and the usage time. The Named-Login license allows permanent assignment to a user by name. The Time-Login license allows time-based billing.

The specified basic values for the number of concurrent accesses as well as the usage time can be extended as required. The following table provides an overview of the login licenses and their properties:

Login license	Concurrent accesses	Usage time	User assignment	Extendable
Flex5-Login	5	150 h	Any	Yes
Fix-Login	1	Unlimited	Any	Yes
Named-Login	1	Unlimited	By name	Yes
Time-Login	Unlimited	Unlimited, 15h included	Any	Yes

6.1 Access type

HTML5 access type

It is possible to log in to SoftwareDEMO using the HTML5 access type. This access type is included in all login licenses.

Java access type

It is also possible to log in to SoftwareDEMO using the Java access type, based on the Oracle Secure Global Desktop (SGD) technology.

Licensing is performed as an add-on, which extends an existing HTML5 login. This means that a Java add-on is always licensed in the same number as the underlying HTML5 login. For a user access right with the Java access type, the Java add-on and the corresponding HTML5 login are therefore required. The number of concurrent accesses, the usage time and the user assignment of the underlying HTML5 login apply to the Java add-on in equal measure. If additional concurrent accesses or a longer usage time are required for access via Java, the add-on and the underlying HTML5 must be extended by the required amount.

6.2 Additional login licenses

If additional concurrent accesses or a longer usage time are required, the login license in question can be extended by the required number.

Flex5-Login (HTML5)

The Flex5-Login (HTML5) license allows up to five concurrent accesses to SoftwareDEMO for any number of users assigned to this license with the HTML5 access type with a total usage time of 150 h per billing month. This can be extended in steps of five concurrent accesses and usage time of 150 h.

To determine the usage time, the length of each individual login is added up over a billing month. The time is recorded to the quarter hour precisely. The balance is not carried over to the following month if the duration of all logins in a billing month is less than 150 hours.

Flex5-Login (HTML5): € 12.50 per month

Fix-Login (HTML5)

The Fix-Login (HTML5) license allows concurrent access to SoftwareDEMO for any number of users assigned to this login license with the HTML5 access type and an unlimited usage time.

Credits

To allow the concurrent accesses of a Fix-Login (HTML5) license to be exceeded in isolated cases, five credits are available for each license per billing month. For each login that exceeds the licensed number of concurrent accesses, one credit will be deducted. At the beginning of the billing month, the credits will be topped up again to five credits per login license Fix-Login (HTML5). Unused credits cannot be carried over from the previous month.

The credits mechanism prevents a situation in which users cannot access the system if the licensed number of concurrent accesses is exceeded. In such a case, an e-mail is sent to the administrator responsible.

Fix-Login (HTML5): € 12.50 per month

Named-Login (HTML5)

The Named-Login (HTML5) license allows concurrent access to SoftwareDEMO for one of the users permanently assigned to this login license by name with the HTML5 access type and an unlimited usage time.

Named-Login (HTML5): € 12.50 per month

Time-Login (HTML5)

The Time-Login (HTML5) license allows any number of concurrent accesses to SoftwareDEMO for any number of users assigned to this license with the HTML5 access type. Billing takes place on time basis based on the monthly usage time; the first 150 h usage time per billing month are already included. The usage time that exceeds 150 h is billed for at the end of the month.

Time-Login (HTML5): € 12.50 per month

Time-Login (HTML5) - additional hour: € 0.15 per hour

6.3 Add-ons for Java access type

Add-on Flex5-Login (Java)

The Add-on Flex5-Login (Java) adds the Java access type to an existing Flex5-Login (HTML5).

Add-on Flex5-Login (Java): € 35.00 per month

Add-on Fix-Login (Java)

The Add-on Fix-Login (Java) adds the Java access type to an existing Fix-Login (HTML5).

Add-on Fix-Login (Java): € 35.00 per month

Add-on Named-Login (Java)

The Add-on Named-Login (Java) adds the Java access type to an existing Named-Login (HTML5).

Add-on Named-Login (Java): € 15.00 per month

Add-on Time-Login (Java)

The Add-on Time-Login (Java) adds the Java access type to an existing Time-Login (HTML5). The Add-on Time-Login (Java) additional hour enhances the Time-Login (HTML5) additional hour, accordingly.

Add-on Time-Login (Java): € 35.00 per month

Add-on Time-Login (Java) - additional hour: € 0.45 per hour

7. Enhancements

7.1 Administrator

Administrators manage pools, machines, applications and users within SoftwareDEMO. Administrators can be system administrators, developers, sales employees and/or employees from the help desk.

Administrators always use the Java access type. A separate access license is not required. One administrator is already included in the Base option. Additional administrators can be added at any time.

If the role functions are added to the administrators, a hierarchical role model can be set up within SoftwareDEMO. Assigning an administrator to a role not only gives the administrator access to the users that are directly assigned to him or her, it also gives the administrator access to the users of other administrators that belong to the same role or an underlying role.

With the introduction of the role model, the role function must be added to all administrators, it is not possible to add the role function to only some administrators.

Number of administrators	Price per month Without role function	Price per month With role function
1 to 5	€ 10.00	€ 20.00
6 to 10		€ 15.00
11 to 25		€ 12.00
26 to 50		€ 9.00
From 51		€ 7.50

7.2 File server

When a file server is used, a persistent data area can be made available to a user, which he or she gets provided with each login. This means that data that the user has entered into the system is permanently saved and used in the user session.

The basic configuration of the file server includes 50 GB of data volume. The data volume of the file server can be extended. Access is possible for as many users as required both within (local) and outside (remote) of SoftwareDEMO.

File server:	€ 50.00 per month
An additional 50 GB of data volume:	€ 12.50 per month

7.3 Video

The Video option allows user sessions with the Java access type to be recorded. Ten hours recording time is included as standard. Additional recording time can be added.

Video recording:	€ 20.00 per month
An additional 20 hours of recording time:	€ 10.00 per month

7.4 Multilanguage support

With the multilanguage support, the login portal, the registration forms, message texts and e-mails that are sent to users can be provided in different languages. This means that all users can be addressed in their own language.

Multilanguage support: € 25.00 per month

7.5 SoftwareDEMO-API

SoftwareDEMO-API: Database module

The Database module of the API implements a REST-compliant web service interface to SoftwareDEMO, which can be used to change master data (e.g. create, query or change users).

Using the callback mechanism provided by the API, messages (events) are transmitted directly to an external web server via a HTTP request. Messages are generated when a user logs in/out, for example.

Using the Database module, a direct, bi-directional integration into existing systems (e.g. CRM or ERP systems) can be carried out and the data stored there can be compared online with the data in SoftwareDEMO.

Database module: € 50.00 per month

SoftwareDEMO-API: Login module

The Login module of the SoftwareDEMO API enables direct login without using the login portal or an iFrame, directly from the software manufacturer's website. For this purpose, the necessary actions are provided via a JavaScript library. The entry point can be adjusted with ease using simple web programming. This can be done on the software manufacturer's website directly or, for example, after an introductory video.

Login module: € 50.00 per month

7.6 Dongle/license server

Software licenses can be provided via the dongle/license server. Pure software licenses are supported in the same way as license servers that require the USB dongle. The software on the master, clones and Hosted vServer then access the license server via the network using a TCP/IP protocol.

Dongle/license server: € 27.50 per month

Dongle/license server setup: € 275.00 one-time

7.7 Internet transfer volume

Internet transfer volume includes all Internet traffic from and to the online platform SoftwareDEMO, therefore Internet traffic from/to the master clones, Hosted vServer or file server, for example. This only excludes Internet traffic for screen display via the HTML5 or Java login of SoftwareDEMO.

The Base options and the Hosted vServers include an Internet transfer volume of 20 GB, which covers the average use of SoftwareDEMO. The Internet transfer volume is measured in kilobytes (KB). 1 GB is equal to 10⁹ bytes, 1 MB to 10⁶ bytes and 1 KB to 10³ bytes.

Additional Internet transfer volume

Internet traffic that exceeds the included Internet transfer volume is billed at the end of a billing month to the exact gigabyte. For this billing the option Additional Internet traffic is mandatory. Otherwise the traffic will be blocked.

Additional Internet transfer volume for each additional GB:	€ 0.25 based on usage
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Add-on Internet transfer volume

A fixed quota can be purchased in advance for Internet transfer volume required on a permanent basis.

Add-on Internet transfer volume Additional 100 GB:	€ 25.00 per month
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7.8 Users

Users include all users created in SoftwareDEMO, both active as well as inactive. Up to 100 users can be created in the basic option. The maximum number of users can be extended as required up to 5000. To ensure that the Microsoft test licenses can be used for users, users can be active for a maximum of 60 consecutive days only as standard. If users are active for longer than this, the Microsoft rental licenses (RDS-CAL, Office or other application licenses) must be licensed for these users.

An additional 100 users:	€ 7.50 per month
Unlimited number of users: (max. 5000 Users)	€ 95.00 per month

7.9 Login Portal

Standard login portal

Login in SoftwareDEMO takes place on the login page with a standard layout on which the customer logo, company name and a contact URL can be included.

This login portal is always included in SoftwareDEMO.

Individual login portal

The Individual login option can be used to set up the login page with the software manufacturer's individual design. The login page can then be accessed directly or integrated into the software manufacturer's website using an iFrame via HTTPS. To save the themes, images and logos, 250 MB is available.

Individual login portal:	€ 25.00 per month
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On request, the SoftwareDEMO support team can design and program the individual login portal.

Design and programming of an individual login portal: € 275.00 one-time

(This includes the creation and modification of the page design, based on an existing company website, by DT Netsolution including a correction round. The page functions included with the individual login portal correspond to the functionality of the standard login portal from SoftwareDEMO. Any other modifications and effort will be billed for at the respective valid support hourly rate.)

7.10 Microsoft rental licenses

For permanent use, for example for training or SaaS, Microsoft application programs can be licensed on a rental basis. Other Microsoft products can be provided on request.

Microsoft rental licenses	Price per month per user
Microsoft RDS-CAL	€ 4.50
Microsoft Office Standard	€ 14.50
Microsoft Office Professional	€ 18.50
Microsoft Visio Standard	€ 8.00
Microsoft Visio Professional	€ 17.50
Microsoft Project	€ 18.50
Microsoft Project Professional	€ 31.50

Notice: A Microsoft RDS-CAL (Remote Desktop Service Client Access License) MUST be licensed for every user who uses a Microsoft rental license. For further conditions, see "Microsoft licenses".

7.11 Support

Basic support

The free basic support is included in the SoftwareDEMO-Base and in all expansions and options and includes the SoftwareDEMO platform and SoftwareDEMO-specific functions. Support is solely via e-mail.

In particular, support for users and their accesses and support for modifications and integration of third-party software are not included under basic support but under professional support.

Service level	
Service times	Mon-Fri 8 a.m.-6 p.m. except on public holidays
Response times	4 hours within the service times
Included services	Support by e-mail

The service times refer to central European time (CET/CEST).

Professional support: Live support for users

As part of professional support, on request complete installations and integration of third-party software can be done and other modifications implemented. Support can also be provided for users regarding access queries and problems. In such cases, communication with the users is via the customer; direct communication can only occur in agreed exceptional cases.

In addition, support is provided by phone and remotely.

Services as part of professional support are invoiced monthly after proof of performance based on outlay per started 15 minute period.

Professional support: € 120.00 per hour

Alternatively, an hourly quota can be procured. Services are deducted from this quota until it has been used up. Settlement or reimbursement of unused hours is not possible. Depending on the number of completed hours, a discount is granted as follows:

Number	5 hours	From 10 hours	From 20 hours
Discount	–	5 %	10 %

7.12 Services

Introduction to SoftwareDEMO

During the initial instruction session, you gain the required basic knowledge for the commissioning and later use of SoftwareDEMO. This introduction is divided into the areas of *commissioning* and *use*.

It takes between 90 and 120 minutes.

Introduction to SoftwareDEMO: € 150.00 one-time

Installation from A-Z

If required, all installation and setup work can be performed by the Professional support team from SoftwareDEMO.

Installation from A-Z: On request

Installation of Microsoft Office or other Microsoft products

The Professional support team from SoftwareDEMO installs the Microsoft products. Due to the Microsoft license conditions, only the Microsoft SPLA licenses from SoftwareDEMO are permitted to be installed on SoftwareDEMO. Depending on the intended purpose, a Microsoft rental license may also need to be licensed.

Installation Microsoft Office: € 25.00 one-time (excl. license)

Installation of other Microsoft products: On request (excl. license)

On-site training

On request, in a half-day training session, our consultants will train the sales team and other administrators and operators of SoftwareDEMO in the use of SoftwareDEMO and efficient use of the online demonstration.

Training:

€ 599.00 one-time
plus travel

8. Conditions

8.1 Microsoft licenses

The Microsoft Windows licenses are provided as part of the "Services Provider Licensing Agreement (SPLA)", which DT Netsolution, provider of SoftwareDEMO, concluded with Microsoft.

Microsoft Windows operating system license

The "Windows Server Datacenter and Datacenter for Outsourcing" license in accordance with the "Microsoft Services Provider Use Rights" is used.

This license, used by SoftwareDEMO, has been specially developed by Microsoft for hosting and outsourcing products and the corresponding service providers. The Microsoft operating system licenses are included for the master and clones and, thus, for all logged-in users as well as for the use of SoftwareDEMO.

Microsoft test licenses

Microsoft gives all users the opportunity to test an Office product or other application software free of charge. SoftwareDEMO passes this opportunity on to its users. Users can therefore use the Microsoft products for 60 days for test purposes. It should be noted here that this is only possible once for each natural person. This must be ensured when the accesses for SoftwareDEMO are assigned.

Microsoft rental licenses

With the Microsoft rental licenses, users who are assigned a rental license can use the particular Microsoft application programs. Here, you must ensure that these licenses are permanently assigned to individual users and cannot be used by different users. The Microsoft licensing terms do not allow the customer's own licenses to be used on SoftwareDEMO.

8.2 Use of licenses from third-party manufacturers

The software manufacturer that uses SoftwareDEMO is itself responsible for complying with the licensing terms, including those for any third-party products used.

8.3 Service provision

If a Master-Clone-Pool or a Hosted vServer is selected, SoftwareDEMO provides a virtual machine (VM) with a Windows operating system, on which the customer can install the required software. SoftwareDEMO then ensures operation of the virtual machines for the master, clones or VM. Maintenance and support for the operating system instance running with this as well as the installed software are the responsibility of the customer. The operating system can be selected once from the available operating systems at the beginning. Subsequent changes to the selected operating system are possible. The associated costs are calculated at cost as part of the service level agreement.

The service provider of SoftwareDEMO is DT Netsolution GmbH, based in Stuttgart, Germany.

8.4 Prices and terms of payment

All prices are net prices and do not include the applicable statutory value added tax. The prices are per month unless otherwise stated.

Billing occurs in the month in which the services are provided.

8.5 Contract term and cancellation

A contract comes into forces when the order is confirmed by DT Netsolution GmbH. This takes place in written and/or electronic form.

Unless otherwise agreed, the contract has a term of one month and is extended by one month if one of the two parties does not cancel it in writing at least 14 days before expiry.

If a contract term of 12 months is selected, a 10 % discount is granted on all monthly recurring items. In this case, the contract term is extended by a further 12 months if one of the two parties does not cancel it in writing at least six weeks before expiry.

Discounts cannot be granted for Microsoft rental licenses. Due to Microsoft licensing terms, months that have already started are charged as full months.

Enhancements have the same term and terms of payments of the basic option.

All data will be deleted with the end of the contract. This concerns especially, but not only, the Master including all software installations, the data on the fileserver and all information about administrators, users and logins so as statistics and video recordings. SoftwareDEMO and its database use a rotating backup which might cause delay in the deletion of all files. A premature deletion from the backup is not possible, so is the restoration of data after the end of the contract.