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1 Maintenance Offering

Maintenance services are essential for security products. VASCO has developed a wide range of Maintenance services, ensuring your VASCO products can be used optimally.

VASCO’s software products come with a mandatory Maintenance contract for the 1st year, which is renewed silently on a yearly basis.

The Maintenance service ensures

- Product updates
- Product patches
- Product service packs
- Up to date technical product information like
  - Knowledgebase articles
  - How-To
  - Product FAQ
- Qualified support, from a VASCO Certified Engineer via your VASCO Channel Partners (Reseller and/or Distributor)

Optionally, a number of additional support services can be purchased, directly from VASCO, allowing you to contact VASCO directly when you feel this is required (telephone or e-mail support).
2 Overview Terms & Conditions

2.1 Products

The Maintenance services agreement applies to ALL VASCO Software products, ranging from server-side products to Digipass software products. Products for which Maintenance services are available include (non-exhaustive list):

- Digipass Plugins
- VACMAN Controller
- Digipass for Mobile (Java Phone)
- Digipass for Windows
- IdentiKey Authentication Server
- IdentiKey Appliance
- CertID

The Maintenance services agreement applies to the COMPLETE VASCO Software suite deployed at the customers site – e.g. when using IDENTIKEY Authentication Server the Maintenance services agreement needs to be in place for ALL software components in use by that customer.

2.2 Price

The Maintenance services agreement is available at a rate of 25% of the VASCO list price current and available at that time.

The price at the time of renewal will be calculated based upon the VASCO list price current and available at that time.

2.3 Terms

The Maintenance services agreement has a 1-year term.

2.4 Start Date

The Maintenance services agreement starts at the time of the registration of the respective VASCO Software product.

2.5 Yearly renewal

The Maintenance services agreement renews automatically on a yearly basis, for a term of 1 year.

2.6 Cancellation

The Maintenance services agreement is cancelled by writing, with a minimum of 3 month notice, prior to the end date.

2.7 Service Provisioning / Appointment of Channel Partner

Customer understands and acknowledges that VASCO may perform the Services identified herein by itself or by appointment of either a Channel Partner or another competent service provider. To that respect, until such time where VASCO has
appointed a Channel Partners, references in this Support Plan to Channel Partners are to be read as rights and obligations of VASCO or of another competent service provider designated by VASCO.
3 Maintenance

Maintenance services include the availability of

- Product updates/upgrades (minor/major versions)
- Product patches
- Product service packs
- Up to date technical product information like
  - Knowledgebase articles
  - How-To
  - Product FAQ
- Qualified support, from a VASCO Certified Engineer via your VASCO Channel Partners (Reseller and/or Distributor)
- Assistance with Data Migration when upgrading to a new software version

Patches, Service Packs, Minor AND Major version updates are available for the customer through the VASCO Web-site at: http://www.vasco.com/mymaintenance.

The customer will be able to download this information after providing his/her valid Maintenance Reference ID and Serial Number of the licensed software, which was received at the time of purchasing the software and the Maintenance services.

Qualified VASCO support is delivered through the VASCO Certified Engineer of the VASCO Channel Partner (either a VASCO Reseller or a VASCO Distributor). These VCEs must hold a valid certificate for the actual product in use by the customer.

A valid Maintenance services agreement ensures customers that they will be able to get qualified support from a VASCO Certified Engineer. The VASCO Channel Partner will then be able to log a Support Case at VASCO, on behalf of the customer.

Support cases can be logged by VASCO Certified Engineers (VCEs with a valid certificate for the actual product in use by the customer) if a valid Maintenance services agreement is in place.

3.1 Patches

Patches are created by VASCO to address specific/isolated issues in a specific released software version. This may include replacement of binaries (.exe, .dll, etc.). For each patch VASCO provides a readme file describing the issue addressed and instructions on how to apply the patch. Each patch is identified by a unique patch number within that specific software version.

Typically, when a new issue is discovered by one of the VASCO customers requiring a fix in the product, a new patch will be issued by VASCO and automatically made available to the VASCO customers that subscribed to the Maintenance contract.

Patches are available through the before-mentioned URL.
3.2 Service Packs

VASCO may decide to combine a number of already available patches into 1 bigger installation file, typically called Service Pack (or Service Release). Service Packs typically come with an install/un-install option and contain the necessary readme files and/or documentation explaining the included patches.

Service Packs are available through the before-mentioned URL.

3.3 Minor release (updates)

VASCO will from time to time and at its sole discretion release “Major Releases” and "Update Releases". VASCO typically numbers its product releases using the “x.y.z” numbering scheme. In such a scheme, a change in the “x” digit usually signifies a Major Release, while a change in “y” or “z” digit usually signifies a Minor (Update) Release or a Patch Release. VASCO reserves the right to declare individual releases as Major Releases, regardless of digit changes.

Minor version upgrades are available through the before-mentioned URL.

3.4 Major releases (upgrades)

VASCO will from time to time and at its sole discretion release “Major Releases” and "Update Releases". VASCO typically numbers its product releases using the “x.y.z” numbering scheme. In such a scheme, a change in the “x” digit usually signifies a Major Release, while a change in “y” or “z” digit usually signifies a Minor (Update) Release or a Patch Release. VASCO reserves the right to declare individual releases as Major Releases, regardless of digit changes.

Major version upgrades are available through the before-mentioned URL.

3.5 Knowledge base access

An extensive knowledge base (Known Issues, How-to’s, Frequently Asked Questions) is available for customers with a valid Maintenance services contract from the VASCO Web-site at http://www.vasco.com/mymaintenance.

3.6 Channel partner

VASCO products are available through a channel of qualified and specialized partners, who are typically integrating the VASCO products with 3rd party products. As such they typically know the customers’ environment in which the VASCO products are deployed extremely well – therefore they are best-suited to support the customers directly.

The Maintenance services agreement will make sure that customers, who are facing a specific issue with their VASCO product, are able to contact a VASCO Certified Engineer at their VASCO Channel Partner.

3.7 1st line support

The Channel Partners’ VASCO Certified Engineer will perform the 1st line support directly for their customers.

- This person will ensure the problem can be analyzed and identified
- He/She will verify whether the problem is a known issue for which a patch is already published (please refer to the section on Patches)
• He/She would eventually suggest possible workarounds based upon FAQs, Howto’s, KB Articles and available experience/knowledge

### 3.8 Direct Telephone / E-mail support
A valid Maintenance services agreement will give the right to the VASCO Certified Engineer to escalate the issue directly to the VASCO Support Team, either through telephone or e-mail.

The VASCO Customer Support team will then take the necessary actions to address the specific issue and to provide a solution.

### 3.9 Availability
Telephone and E-mail support are available from 8 AM until 6 PM – regional VASCO office business hours – on weekdays, Monday until Friday, excluding VASCO holidays & Public Holidays.

### 3.10 Service Level Agreement
VASCO ensures a Service Level Agreement of max. 4 business hours, in which a response back is assured (either telephone or e-mail response).

### 3.11 Exclusions
The Maintenance services agreement excludes the following activities:

- Remote Assistance from the VASCO Team (installing, configuring or troubleshooting the VASCO Products)
- On-site Assistance from a VASCO Engineer
- Direct Telephone / E-mail Support for non VASCO Certified Engineers
4 Optional support services

A number of additional direct support services are available from VASCO, this to address customers’ specific requirements.

The below mentioned packages are outside the scope of the VASCO Maintenance services agreement and need to be purchased separately, directly from VASCO. Please contact the VASCO Sales team at sales@vasco.com for more information.

4.1 VASCO Support Package

Certain business applications may require an optimal availability of a VASCO Support Engineer, with specific and detailed knowledge on the VASCO Product.

For these purposes, VASCO offers direct support packages to customers, so they can directly contact the VASCO Worldwide Support Team, available in all major time zones, either via Telephone or E-mail.

The VASCO Support Team consists out of

- An experienced team of Customer Support Engineers
- A team of Product Specialists, specialized in the specific VASCO product, assisting the Customer Support Engineers
- Engineering support, from the R&D center where the product is created. When required, a patch/fix will be created by this team

The case handling steps are:

- The Customer Support Engineer will assist with
  - The first qualification of the inbound call (telephone or e-mail).
  - Based upon the data, the Customer Support Engineer will provide customers with direct feedback on available patches and known issues.
- If required, the VASCO Product Specialist, will further analyze the problem, try to reproduce the issue and suggest possible workarounds.
- In the case the issue is identified as a problem in the VASCO Software, the problem will be escalated to the VASCO R & D team, in the respective engineering team, where a patch will be created if needed.

The direct VASCO Support is available in packs of support cases – where each case corresponds to 1 identified problem/issue. Support packs are available as:

- 1 Support Case – 300 €

Telephone and E-mail support are available from 8 AM until 6 PM – regional VASCO office business hours – on weekdays, Monday until Friday, excluding VASCO holidays & Public Holidays.

VASCO ensures a SLA of max. 4 business hours.
4.2 Remote Assistance Package

The VASCO Products can be used in a wide variety of configurations, requiring often very precise and exact skills, to allow the correct usage or integration of the product.

VASCO provides a Remote Assistance service, assisting its customers with the following activities, depending on the customers’ requirements:

- Installation of the VASCO Products (complete product or individual modules or individual components)
- Configuration assistance
- Troubleshooting assistance
- Upgrade assistance

These activities are performed on a time-basis. However no guarantees can be given as to the results of such services, because it is heavily dependent on the infrastructure where the VASCO Products will be used.

The Remote Assistance is performed by qualified personnel (“VASCO Customer Support Engineers”), having extensive knowledge of the VASCO Products and the environment in which they are or can be installed (Microsoft Windows Operating System, Active Directory etc.).

The Remote Assistance is performed by a VASCO Customer Support Engineer at the time agreed upon in the telephone or e-mail conversations between the VASCO Support Engineer and the contact person indicated on the order sheet. The VASCO Customer Support Engineers shall have the right to unilaterally alter the timing of services at its sole discretion, if so considered appropriate by VASCO Customer Support Engineers.

In order to respect planning of resources, VASCO requests a notification of at least 24 hours.

The Remote Assistance Service is available on business days (excluding Public Holidays and VASCO Holidays), from Monday to Friday, from 8:00 until 18:00 – CET (Brussels time).

The Remote Assistance is preferably performed, through a Secure VPN link into the customers’ system.

Once the installation, configuration and/or troubleshooting activities have been performed for the VASCO Products, covering the scope of activities as agreed upon between VASCO and the customer, VASCO will provide a written report of the activities performed per e-mail (see also sample report as provided further). Any statements or representations presented in this report do not bind VASCO in any manner. No warranty is given as to the correctness of the information of the report, as the report is based on the remote limited access to the system of the Customer.

The written report will include a detailed list of activities performed and the respective timing that was needed to complete each of those activities.

The Remote Assistance is available on:

- **For ½ day (4 hours)** at a rate of **350 €**. The reporting time of the activities performed during the Remote Assistance, will also be billed (½ hour).
- For 1 day (8 hours) at a rate of 600 €. The reporting time of the activities performed during the Remote Assistance, will also be billed (½ hour).

4.3 On-site Assistance

On-site assistance from a VASCO Engineer for installation, configuration or troubleshooting is available at a fee of 800 € per day (or 400 € per ½ day), excluding travel and lodging costs. Please take into account a reasonable planning as the VASCO experts are heavily occupied.

4.4 Specific Maintenance contract or SLA

Certain applications or businesses may require specific Maintenance or Service Level Agreements, not covered by the scope of the standard Maintenance Service Level Agreement.

Please feel free to contact your VASCO Sales representative with your specific requirements.