

## Overview

- Automatic notification of software updates and upgrades.
- Convenient delivery options for software releases.
- Unlimited phone & email support.
- 24x7 online support - AskPersona.com or DigitalPersona Web site.
- Term is one year and renewable.
- Premium Plan Annual Fees: 20%\*
- Standard Plan Annual Fees: 15%\*
- Minimum one year Maintenance & Support Plan required on all DigitalPersona® Pro purchases.
- Support is available in English only.
- Regular support hours are Monday - Friday from 8:00am - 5:00pm Pacific Time.

\* Fees are calculated as a percentage of the software purchase price.

## What is the Enterprise Maintenance & Support Service?

The DigitalPersona Enterprise Maintenance & Support Service provides you with peace-of-mind that your DigitalPersona purchase will remain current as updates and upgrades are released.

DigitalPersona offers two plans to protect your software investment.

### Premium

Entitles customers to all major, minor and maintenance software updates and upgrades.

### Standard

Entitles customers to all minor and maintenance software updates (no major upgrades).

Both plans provide you with unlimited technical support via phone or email during business hours and 24x7 using the online AskPersona.com knowledge portal or DigitalPersona Web site.

## Time Savings

Updating and upgrading through the Maintenance & Support Service plan is easy. There is no need to chase someone down to find the latest release. You are automatically notified of new releases and provided convenient delivery options.

## Purchasing the Maintenance & Support Service

The DigitalPersona Enterprise Maintenance & Support Service must be purchased in addition to the initial software and licenses. The fee is calculated based upon the overall software price of your DigitalPersona investment.

## About DigitalPersona

DigitalPersona is a global provider of authentication and endpoint protection solutions for enterprises, custom application developers and consumers. The company's business solutions help organizations improve efficiency while addressing growing security, compliance and loss prevention demands. For end users, DigitalPersona provides strong protection that's uniquely easy to use. DigitalPersona's award-winning technology is offered by market-leading computer manufacturers and solution providers around the world.

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