

Software Assurance Plan

1. Plan Overview

This document outlines services set forth through the purchase of a qualifying Jolly Technologies Inc. ("Service Provider") Software Assurance Plan. The plan entitles customers to receive all updates (major and minor version updates, bug fixes, device support patches) of Jolly software products for the duration of the selected planⁱ. Please note, all licenses sharing data must be on the same version.

This document defines the parameters of all covered services that are understood and agreed upon by the Stakeholders. This information does not supersede current processes and procedures unless explicitly stated herein.

2. Upgrade Options

The following detailed service parameters are available to the customer for the duration of the selected Software Assurance Plan option

- ✓ User can receive all major and minor upgrades (Minor Upgrades such as 6.3.1 to 6.3.9, and Major Upgrades such as 6.x.y to 7.x).
- ✓ User can request a new installation of the software license in case of existing system failure. Requests will be reviewed by the Service Provider and granted only if qualified. ii
- ✓ Pricing is per license. Each product license requires an associated Software Assurance Plan to receive major upgrades.
- ✓ Jolly does not guarantee or specify any set schedule or timeframe for major upgrades. As such, no major upgrades may fall within the time of this agreement or multiple major upgrades may fall within said timeframe.
- ✓ Purchase or renewal of a Software Assurance Plan is subject to availability. The Service Provider reserves the right to discontinue sales or renewals of such plans at any time.
- ✓ Software Assurance Plan may only be added to a license of the most current product version.
- ✓ Initial pricing is based on a percentage of the current price of the license at the time of Software Assurance Plan purchase. Percentages vary based on length of time since original purchase.

3. Pricing

IMPORTANT NOTE: All Jolly customers are eligible to receive all software updates (major and minor version upgrades as well as bug fixes) of the software products they purchased during the first 90 days of purchase at no additional cost. After 90 days of the purchase, customer must have a Software Assurance Plan to receive any updates.

Purchase Time	Validity	Price
Purchased within the first 90 days of	1 Year	20% of new license cost
purchase of the license	3 Year	45% of new license cost
Purchased after the first 90 days but	1 Year	30% of new license cost
within 1 year of purchase of the	3 Year	70% of new license cost
license		
Purchased after 1 year of the	1 Year	40% of new license cost
purchase of the license	3 Year	90% of new license cost

Jolly Technologies Inc. – Software Assurance Plan | Rev. April 7, 2014 | 1 OF 2



¹ Software Assurance Plan is required for customers to receive all software updates (major and minor version upgrades as well as bug fixes and software patches) at no charge.

Requests for new installation of software license without successful deactivation of existing installed license will only be granted in special cases of documented system failure. The customer will be asked to fill out a 'Request for new installation due to system failure form' and submit a signed copy of this form with proper documentation. The customer must provide sufficient documentation of a system failure or the new installation request will be denied at the Jolly customer service representatives' discretion.

[&]quot;New installation of software license without successful deactivation of existing installed license is not available for customers without a valid Gold or Silver Coverage Plan or a Software Assurance Plan. Under normal circumstances, a software license must be transferred to a different workstation using the software's Deactivation Wizard found in software's Help menu.