

## Subscription Terms

Boyum Solutions maintains subscription licenses available for the product, duration, and the number of users defined in the purchase order, under the following terms:

### **Order confirmation and billing**

After placing the order, you will receive confirmation email containing relevant information about the subscription, which is also available in the Boyum Portal.

### **Billing**

Each subscription invoice covers three months of licensing.

The first invoice is issued on the last day of the month after the subscription's starting date.

The remaining invoices are issued every three months, until the whole subscription duration is covered.

### **Partner points**

Partner points are granted for every new subscription. No partner points are awarded for renewals.

### **Payments**

Only wire payments are available for subscriptions. Payment terms are informed on each invoice.

You must comply with payments until the subscription is fully settled, according to conditions stated at the time of purchase, regardless of any circumstances not previously agreed with Boyum Solutions.

Delays in paying subscription invoices will result in license blocking. Subscriptions will be reactivated once arrears are settled.

### **Renewals**

For your convenience, subscriptions are automatically renewed by default. You can manage the "auto-renewal" option for each subscription through the Boyum Portal.

There are limited dates for changing renewal options. You can check these dates at any time, through the Boyum Portal or in the subscription order details.

Non-renewed subscriptions are automatically terminated on the expiry date, decreasing the number of available users from the installation.

### Subscription changes and termination

Once confirmed, it is not possible to suspend or terminate a subscription, which will be active until its expiry date.

Changes to active subscriptions are not allowed, except for parameters related to future renewals, as described in the "renewals" section.

The only way to interrupt a subscription is by not renewing it.

### Additional users

Adding new users to installations is done by purchasing new subscriptions. Each new subscription has its conditions of duration, users, and prices, which are independent of previous subscriptions.

When creating a new additional subscription, it is possible to synchronize the end date with the already existing subscription, so that the subscriptions renew at the same time. [Read more here.](#)

### User availability

The number of available users is the sum of all active subscriptions for a license on a given date, aligning with the product license rules.

For this reason, subscription licenses are validated daily, and therefore an active internet connection is required for the software to work.

The number of available users might change due to additional subscriptions, renewals, payment delays, or order cancellations.

Certain products also have dependencies across their modules, which may cause differences between contracted licenses and those made available.

Ultimately, you are the one responsible for managing the subscriptions so that the number of users available for use is adequate.