

# DNASTAR Software Service Plans

DNASTAR offers an annual Service Plan option that permits users of our software to always have the latest version for a fraction of the cost of purchasing a new license.

## **What is included in a Service Plan?**

After the first year of ownership, many DNASTAR software users choose to remain on a Service Plan that will continue to provide them with technical support, updates, and upgrades to the software as they are introduced during the contract period. In addition to technical support, updates, and upgrades, the Service Plan provides them with a discount on additional licenses of their software. Multiple years of Service Plan can also be purchased, with additional years purchased at a discounted rate.

## **Terms of the annual Service Plan include:**

- Full Technical Support on the use of the software and where appropriate, on application areas use of the software
- All software update and upgrade releases, including major releases during the Plan period
- Discounts on additional licenses or years of Service Plan
- User training on new functionality and additions (Webex, telephone, and online)

Since Service Plans cost substantially less than the initial cost of the software, this is an efficient and cost-effective method to keep your DNASTAR software version current with the latest features AND to continue to have support for the software.

## **Eligibility**

You are eligible for the Service Plan if you have purchased DNASTAR software in the past, regardless of how long ago it was. DNASTAR service representatives can provide you with the details for your specific requirements. Service Plans are available to DNASTAR customers worldwide.

## **Need More Information?**

Learn more about the DNASTAR Service Plan and how you can use it to keep your software upgraded to the latest version without having to re-purchase it by contacting your DNASTAR sales representative.