

Guidelines for Software Rental

innovaphone Guidelines for Software Rental

Description of the Software Rental for innovaphone PBX licenses from firmware Version 13r1. The conditions of the Software Rental Agreement and the Standard Terms and Conditions for Software Rental legally apply. You will find the Agreement in the Devices app of the innovaphone myApps client, in the Software Rental section.

The Software Rental guidelines outline the rental of innovaphone software products (hereinafter referred to as “software licenses”) as well as the possibilities of using the software during the rental period. This means that Software Licenses no longer have to be purchased; instead, they can be fully recognized as operating costs. This type of operation means that the PBX can be adapted quickly, flexibly and cost-effectively to fluctuating demands. The customer may choose freely between a Cloud installation and On-premises operation with dedicated hardware. The functionality is the same for both options. The myApps Cloud Agreement must be concluded with innovaphone for the Cloud to be installed. The details are set out in the Software Rental Agreement, the myApps Cloud Agreement and the associated Standard Terms and Conditions of innovaphone. The Agreement is governed solely by the provisions contained therein. No further assurances and/or express warranties are given in these guidelines.

Advantages of innovaphone Software Rental:

- full recognition as **operating costs** (OPEX) protects own liquidity,
- **no port licenses** required,
- **no** contractually fixed **minimum term**,
- simple, **accurate** cost allocation **to the second** via iSC, in a specially created customer account,
- identical functionality, in the Cloud or On-Premises, with dedicated purchased hardware,
- **includes software maintenance** and therefore the option to constantly use the latest software,
- before the end of the rental period, a **reminder** concerning the optional further purchase of iSC is sent automatically **by e-mail**,
- allows fast and flexible reactions to **dynamically fluctuating demands** on the PBX.

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Object of the Software Rental

What does the Software Rental include?

The Software Rental can contain all innovaphone software licenses shown in the price list as being eligible. We expressly state that hardware licenses (article number 01-00500-xxx) as well as any third-party or partner software are not included. Software maintenance (SSA or the update and upgrade service with regard to the rented Software Licenses) is already included in the rental fees. The PBX operated based on the Rental Agreement can thus be updated through the updating and upgrading of rented software products at any time and at no additional cost.

Deployment and configuration of the system is not part of the Software Rental. Billing and settlement of the rental fees is processed via innovaphone Service Credits (payment method), so-called iSC, which are managed and maintained in a customer account created for this purpose. iSC can be purchased via an authorized innovaphone partner.

Technical requirements and additional information

- The rented software licenses must be used in permanent operation. It is not permitted to regularly switch the system on and off or up- and downgrade the configuration (e.g. "weekend-downgrading") to optimize fees.
- The rented software licenses can be operated either on virtual machines (VMware or Hyper-V) or on dedicated, purchased or rented innovaphone hardware.
- A PBX can only be fully operated with rented software licenses. Mixed operation with purchased and rented licenses on the same PBX is not possible.
- A connection to the innovaphone license server is established via the Internet during deployment, when the number or type of rented software licenses changes, or when the customer account is charged with iSC.

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Mechanism, Activation and Termination

innovaphone uses iSC (innovaphone Service Credits) as a means of payment for the flexible rental program. These are charged onto a customer account and managed there. The rental costs incurred are charged accurately to the second in the form of iSC from the moment of deployment. If the iSC credit balance on the customer account is zero, the operation of the rented installation is automatically stopped or not started.

innovaphone Service Credits (iSC)

Like software licenses, iSC are ordered via the innovaphone sales channel and delivered by means of an activation key. The activation key is then bound via the Devices app to what is referred to as the customer account of the corresponding PBX. For this, it is not necessary to have direct access to the innovaphone portal [my.innovaphone](https://my.innovaphone.com).

Each software license that can be rented is assigned an iSC rental price in the innovaphone price list. The indicated iSC value refers to an average month (calculated as 1/12 of the annual amount). This rental price is intended to serve as a guide for pricing. The actual consumption of iSC is charged to the second from the moment of deployment, with the price being derived from the current price list at the time of the configuration (selection of the software licences).

iSC are not bound to specific software licenses or devices, but rather to a defined customer account. Existing iSC balances can therefore be used very flexibly by the same customer to rent other software licenses or products (e.g. also to rent hardware, if available). iSC bound to a customer account can no longer be removed or refunded, or reimbursed in cash. If the customer account is deleted by the customer, any iSC that may still exist will be lost or expire. It is not possible to transfer these to another customer account.

License activation and start of the rental period

Before rental licenses can be put into operation, a sufficient number of iSC must be loaded into the customer account via the Devices app. The software licenses to be rented are then simply configured in the Devices app in the innovaphone myApps Client of a PBX. As soon as the software licenses have been configured and activated, the iSC will be charged to the second according to the current price list at the time of configuration.

Adding and removing licenses

During operations, software licenses can be added or removed via the Devices app at any time. When such changes are made to the configuration, the daily consumption of iSC changes and the remaining operating time of the installation changes accordingly. A connection is established via the Internet to the innovaphone license server for this process.



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iSC consumption/operating time

A connection to the innovaphone license server is established via the Internet when the number or type of licenses being rented is selected or modified. The operating time and monthly iSC consumption are displayed on the basis of the existing iSC credit balance and the configuration.

To maintain operations, iSC can be purchased at any time via the innovaphone sales channel and then imported into the customer account.

Once all iSC have been consumed, all selected software licenses are automatically deactivated and the system's operation stopped. In order to resume operation, iSC may however be purchased at any time from innovaphone partners and imported into the customer account.

Accurate charging of the iSC to the second

The iSC are always charged accurately to the second. See chapter „Calculating the Software Rental“ for further details.

Terminating the Software Rental/use of rental licenses

The software licenses can be deactivated by the customer at any time by removing the rental licenses in the configuration of the PBX/myApps installation. Once this has happened, no more iSC will be debited. There is no obligation to select a certain number of software licenses and there is no fixed minimum contract term. If there are still some iSC on the customer's account at the end of the Rental Agreement, they will be retained for a certain period of time and may be reused if the Software Rental is resumed again at a later date, provided that the customer's account is not deleted by the customer.

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Calculating the Software Rental

By using the iSC assigned to one customer account, it is possible to combine different innovaphone products and services in a flexible and dynamic manner. The iSC due for the Software Rental are listed in the innovaphone price list. All rental prices shown in the price list refer to an average month (calculated as 1/12 of the annual amount). All calculations within the Devices app also refer to this value. However, the Software Rental is billed to the second for the period in which a license is effectively installed.

Each time the PBX configuration is changed, the innovaphone license server is accessed via the Internet. The Devices app calculates the current iSC consumption per month based on the number of rented components. The expected operating time is calculated on the basis of the current iSC credit balance.

Effects of Price Changes

If prices change during the term of the Software Rental Agreement, the debiting of iSC is affected as follows:

The old prices remain valid as long as no connection to the innovaphone license server is established (change of configuration or importing of iSC). Once the connection has been established, the expected operating time and the iSC consumption are displayed and debited on the basis of the new prices.

Changes

innovaphone reserves the right to change and update these guidelines at their own discretion. The current version of these guidelines as amended is published on the company's website.