



### UDS ENTERPRISE SUBSCRIPTIONS DESCRIPTION, TERMS AND CONDITIONS

A UDS Enterprise subscription includes access to patches, bug fixes, and software updates, when and if they are available. It also gives the right to obtain support on the incorrect operation of the software. This support will be provided via email, in 8x5 NBD format.

A UDS Enterprise subscription is identified by a serial, which will be valid for a single instance. An "*instance*" is considered a complete platform associated with a serial, regardless of the number of UDS Servers, UDS Tunnels, or database servers that comprise it.

The end customer must channel through his partner any type of service that he may need and that is not included with the subscription itself.

The UDS Enterprise support team will only and exclusively attend to customer inquiries related to the incorrect operation of the software. Operation support is not included in any case with the subscription, or any type of additional service.

Every client that has a UDS Enterprise version must channel any type of issues unrelated to the incorrect operation of UDS Enterprise through its partner: use of the software, queries or resolution of incidents related to elements of the infrastructure other than UDS Enterprise, integration with third-party software...

The support must be centralized through a single interlocutor, identified through registration on "[My UDS](#)". This contact can be changed at any time.

To make any support request, an email with the description of the issue should be sent to: [support@udsenderprise.com](mailto:support@udsenderprise.com). Support can also be requested from your "[My UDS](#)" area, by clicking on the link "[Request Enterprise Assistance](#)".

In case of receiving a query from the client that is not related to the incorrect operation of UDS Enterprise, we will send an email to the client including his partner so that the latter can help him resolve it.

When a subscription is not renewed, the UDS software will not allow its update or apply any patch, the right to receive any type of support will be lost, and no new user will be able to be registered within the software itself.

For the commissioning of UDS, if necessary, you should contact a trusted partner to request the services you may require. Virtual Cable may provide limited support services during these initial tasks.

These conditions only apply to the UDS Enterprise and UDS Education editions. Customers who have a Trusted Support subscription should channel all their queries, including those related to the operation of the software, through their partner. The UDS Enterprise team will in no case directly solve these types of issues.