

An ASC and Reseller Guide to

PaperCut Maintenance & Support (M&S)

Did you frequently have to explain to customers what Premium Upgrade Assurance (PUA) meant? The term PUA isn't standard or well-known in the industry, so we've decided to change the name to PaperCut Maintenance & Support (M&S) as of April 2019.

What's in it for the customer

A customer with active M&S gets tremendous value – from the newest product features, to the highest level of technical support. Here are a few reasons they should extend M&S:

Upgrade benefits

We push ourselves to add truly valuable features, security fixes, and customer requests into the product with each release. Customers with active M&S get the freedom to upgrade their software to the latest version available at any time. Our releases typically happen quarterly, and updating is painless by design.

Feature benefits

Active M&S allows customers access to PaperCut cloud features like Scan to Cloud Storage and Scan to Text-searchable Documents. We will provide early notifications in product to alert the customer that their M&S is about to expire and will impact these features.

Support benefits

Another major benefit of having active M&S is gaining access to prioritized support from all support levels. Should something come up that requires development resources, PaperCut has a rapid response team of product engineers in position to ensure things get up and running as soon as possible.

Quick tip

Customers can tell if their M&S is current by checking the **'About'** tab of their admin console. The expiry date is listed under **'Software updates available until...'** Easy!

What's improved in M&S

Pricing

We're replacing discounts for each yearly M&S selection with a simpler tiering system. M&S still costs a percentage of a customer's PaperCut license value, but it'll now be calculated as follows:

- For selections of 1-2 years, M&S will cost 20% of their PaperCut license each year
- For selections of 3-5 years, M&S will cost 15% of their PaperCut license each year

Timing

This is the main difference between PUA and M&S. Check out the flexibility M&S now offers:

1. Customers can now purchase M&S in both month and year blocks to better suit their schedules – hardware leases, school calendars, financial years, etc. A minimum purchase of 1 year will be required to access the monthly option.
2. We're removing the 30% upgrade cost that was applied to an expired license. Moving forward, if a customer lets their M&S lapse, they can upgrade at the standard 15% or 20% upgrade rate. If M&S has been expired for over 12 months, the pricing must be reviewed and approved by PaperCut.
3. We understand how long initial installations can take, so we're supporting our partners with additional time. New customers' M&S will expire on the last day of the month following the purchase month. We love a good example scenario, so here are a few:

| New Customer purchases M&S | Existing Customer renews M&S <u>prior</u> to expiration | Existing Customer renews M&S <u>after</u> expiration |
|---|---|---|
| Expiry will be the last day of the month after purchase. | Expiry MM/DD will remain the same. | Expiry MM/DD will change to the new purchase MM/DD. |
| Example: a customer purchases PaperCut on 11/23. Their expiry date will be 12/31. | Example: a customer's M&S expires 05/23. When they renew on 05/15, their expiry date will remain 05/23. | Example: a customer's M&S expires 05/23. When they renew on 06/15, their expiry date will now be 06/15. |

4. We've always offered a 'grace period' around the major version release date, giving customers who purchase or expire on/after Oct 1 access to install the major version the following quarter. We're now redefining this timeframe – rather than setting a specific MM/DD, we're making it a two month grace period, backdated from the General Availability (GA) date.