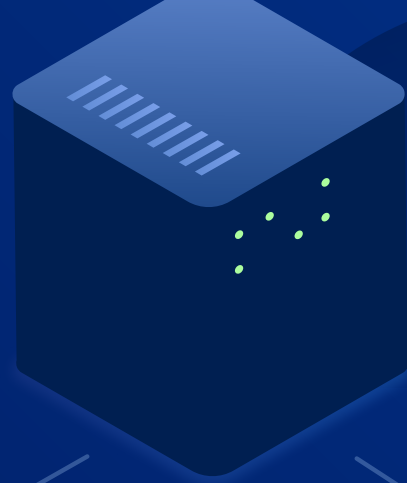


MUTTII



Muttii Global Renewals Handbook

MUTTII

Global Renewals Handbook

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Purpose of this document

The purpose of this document is to communicate Muttii' corporate subscription and perpetual products on global renewals policy to our customers and channel partners.

This policy covers:

- Renewal pricing depending on the Muttii license type.
- Renewal expiration email notification process on Muttii corporate perpetual and subscription products
- Purchase information: information relating to the ordering and purchasing of renewals
- Reinstating maintenance: process to reinstate lapsed maintenance
- Renewal maintenance compliance obligations: customer compliance with regard to maintenance

This policy applies to:

- Muttii corporate subscription products
- Muttii corporate perpetual products

This policy does not apply to:

- Muttii home (consumer) software perpetual and subscription licenses.
- Muttii OEM (original equipment manufacturing) software licenses
- Muttii' business critical services (BCS) offerings
- NFR licenses (not for resale)
- Muttii Cyber Protect Cloud



Benefits of renewals:

As a cyber protection software provider, protection is central to our philosophy, and we believe renewing your maintenance is key to helping us to protect you — your investment, your business, and your future.

Renewing maintenance for your corporate licenses allows you to:



Resolve issues quickly and efficiently by working with our world-class **multitier technical support engineers 24 / 7**



Support in eight languages (English, German, French, Italian, Portuguese, Japanese, Korean and Turkish)



Free upgrades and updates. Keep your product up to date and improve productivity by utilizing the latest technology based on monthly releases of updated features



Get the dedicated **Muttii Account Manager** with renewed maintenance



Access to your Muttii account to manage service requests, download new product releases



Free cloud storage* with active maintenance

***For subscription licenses:** Check your storage availability

<https://kb.muttii.com/content/67210#:~:text=With%20each%20purchase%20Acronis%20Cyber,the%20quantity%20of%20obtained%20licenses>

Reinstating lapsed software maintenance

Customers with expired software renewals automatically lose all entitlement to maintenance benefits, including:

- Losing validity of the products link to subscription licenses
- Losing Muttii maintenance benefits such as version upgrades / fixes / updates at no cost; technical support — customers will no longer be able to seek assistance for technical support cases; free cloud storage; personal Muttii account manager; administrative assistance to license inventory management
- Possible fees and other financial penalties because your IT solution is not up to date. And your solution can't be updated unless you renew your maintenance contract
- Newly released applications and software will not be supported anymore

How to renew your license

Subscription renewal policy

- When a customer purchases a corporate subscription product, they receive a license that is active for a set period of time. The benefits of maintenance are active for the duration of the license. And after a license expires, it loses all functionality except data restoration
- Corporate subscription product renewal is completed via a separate SKU and renews a license for a specified number of years, starting from the license expiration date
- If the quantity of licenses is increased (in case of acquisition of additional licenses), the expiration date for the expanded subscription takes into account the number of days remaining and the capacity of the current subscription. This rule applies to all subscriptions of one type. For further details, please reach out to your Muttii account manager for a case-by-case explanation
- If the quantity of licenses is decreased, the customer should reach out to technical support in order to apply these changes **before applying the renewal**

Available only with Muttii subscriptions:

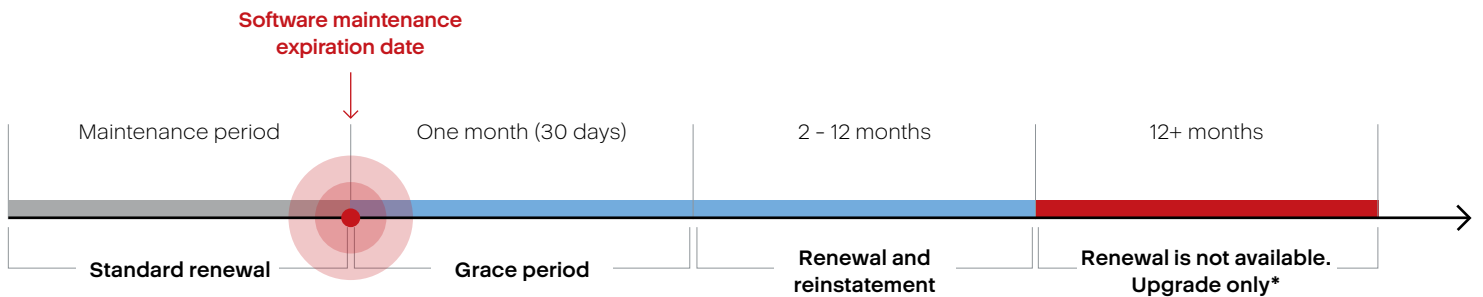
- Cloud-to-cloud backups of Office 365
- Cyber protection updates. Free upgrades and fixes are automatically applied in the solution
- Free cloud storage included with Muttii Cyber Protect and Muttii Cyber Backup
- OPEX model (investment form based on operational expenditures)



Muttii global renewal policy

Term	Definition	Validity date
Standard renewal	12-month period or more. Maintenance is renewed starting from the expiration date. There is a 30-day grace period to renew your maintenance without incurring an additional reinstatement fee (20%).	Maintenance is renewed starting from the expiration date.
Co-terming / consolidation	May be more or less than 365 days. Calculated pro rata based on the number of renewal days required to consolidate multiple maintenances (can be used in conjunction with multiyear renewal).	From new invoicing date / original expiration date
Reinstated maintenance	Maintenance renewal completed 30 days after the expiration date will incur a 20% reinstatement fee calculated on the full MSRP renewal price.	From original expiration date

Cycle for perpetual maintenance:



*Upgrades can be made to subscription licenses only!

Cycle for subscription licenses:



Renewal pricing overview

Muttii software product renewal pricing is determined according to the customer's contract, and / or participation in a specific Muttii pricing program:

Pricing program	Description
Muttii Customer Program	A subscription support and maintenance program designed to provide a unique and flexible array of support services
Muttii Academic and Government Program	Price band available to central and local governments, educational and non-profit organizations

Renewing Muttii software: Maintenance and compliance obligations

Customer compliance obligations relating to Muttii software products and maintenance:

- Maintenance is purchased on a per-license basis (perpetual or subscription license type)
- The maintenance license quantity should always equal the quantity of software product licenses used (exception: new license plus multiple maintenance periods in one purchase order).
- Maintenance must match the appropriate software product license type (perpetual or subscription)
- With early renewal of maintenance, the start date will be the day after the original maintenance expiration date as mentioned in the license certificate.

More info can be found in the [Enterprise End User License Agreement \(EULA\)](#).

NOTE:

- For purchase orders placed via an Muttii channel partner, pricing is agreed to between the channel partner and the end user.
- Muttii is entitled to change renewal pricing at its discretion, unless otherwise agreed to contractually. Please check EULA.
- The refund policy for corporate products is 30 days from the purchase date.



Renewals auto email notification process

Muttii informs customers about their Muttii software maintenance expiration through email notifications. Muttii sends out auto email notifications to end customers (the recipient can be adjusted per request from customer or partner) 90, 60, 30 and 15 days before, as well as on the day of maintenance expiration and 15 and 29 days after expiration.

Each auto email notification sent to a customer / partner will contain:

- Muttii account number (AAN)
- Product name
- Quantity of licenses
- Renewal reference number (renewal ID)
- Product SKU
- Expiration dates

NOTE:

If at any point during this email notification cadence the customer renews their maintenance / support, the reminder auto email notifications will cease being sent only after renewal of maintenance / support has been invoiced.



Muttii channel partner information

Partners are entitled through the Muttii partnership program to sell Muttii maintenance renewals. To obtain more information about the Muttii Partner Program and how to become an Muttii partner, please visit

<http://www.muttii.com/en-us/partners/index.html>

Visit



Muttii provides great visibility into the renewal process. Each Muttii customer with a valid maintenance contract has access to a dedicated Muttii account manager to receive needed support with renewals.

Channel partner responsibilities:

1. Partners should contact their perpetual customers directly during the 90-day period before their customers' maintenance terms expire.
2. Partners should contact their subscription customers directly during the 180-day period before their customers' maintenance terms expire.
3. Muttii reserves the right to contact customers either directly or indirectly to arrange for their maintenance renewals to be processed.

To contact our partners located closest to you, please visit the Muttii partner locator:



Contacting renewals maintenance team

Form for contacting your Muttii account manager

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Acronis

Renewals team

Renew your maintenance contract to ensure continuous access to your Acronis Account where you can manage service requests, download new product releases and updates and seek answers to your questions.

You'll maintain access to the technical support, fixed prices and free product upgrade notifications that you're already familiar with – enabling you to make the most of your current license to Acronis Cyber Protect.

You'll get:

- 24/7 support
- Painless budgeting
- Productivity improvement
- Easy Administration
- Fixed price guarantee
- Automatic reminders
- Effortless license migration

[Support Portal](#)

[Knowledge Base](#)

[User Forums](#)

Complete this form to ensure the right team member can contact you

By clicking "Submit" I agree to [Terms of Service](#) and [Privacy Statement](#)

<https://www.muttii.com/en-us/renewals/> or send an email to renewals@muttii.com

www.muttii.com

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Useful links and FAQ:

About products:

[Muttii Cyber Protect licensing](#)

[Licensing and upgrade / downgrade FAQ](#)

[Muttii Cyber Protect comparison table](#)

[Difference between update and upgrade](#)

[Upgrade table](#)

[How to update an Muttii product](#)

[Installation of the latest update of an Muttii product](#)

[Checking the build of the product I use](#)

EULA <https://kb.muttii.com/content/1834>

Muttii customer portal:

[What is an Muttii account and how to create one](#)

[How to register a product](#)

[How to register a maintenance / subscription renewal](#)

[How to move a perpetual license to another Muttii account](#)

[How to turn off the automatic renewal of a subscription](#)

[How to download a free product upgrade within the subscription period](#)

[How to increase a cloud storage quota](#) (also valid for product subscription quota)

[How to check to see if my support program is valid](#)

Support FAQ:

[How to contact support \(via phone, email, chat\) and open a case](#)

[What happens with my support request as soon as I submit one?](#)

[How can I refer to my previous call if I need to contact Muttii again with the same query?](#)

[Will I be able to talk to the same support professional if I need to initiate a further support request?](#)

[How can I provide feedback about my support experience?](#)

Accessing Muttii support resources:

[Knowledge Base](#)

[Web-based user guides of Muttii products](#)

Useful links for files group products:

[Muttii files family products: maintenance FAQ](#)

[Muttii Cyber Files FAQ](#)

[Muttii Files Connect: upgrade FAQ](#)

[Muttii Cyber Files User Guide](#) (only in English) [Muttii](#)

[Files Connect User Guide](#) (only in English)

About Muttii

Muttii unifies data protection and cybersecurity to deliver integrated, automated [cyber protection](#) that solves the safety, accessibility, privacy, authenticity, and security ([SAPAS](#)) challenges of the modern digital world. With flexible deployment models that fit the demands of service providers and IT professionals, Muttii provides superior cyber protection for data, applications, and systems with innovative next-generation antivirus, [backup](#), [disaster recovery](#), and endpoint protection management solutions powered by AI. With advanced [anti-malware](#) powered by cutting-edge machine intelligence and [blockchain](#) based data authentication technologies, Muttii protects any environment – from cloud to hybrid to on premises – at a low and predictable cost.

Founded and incorporated in Canberra, Australia in 2023, Muttii now has more than 2,000 employees and offices in 34 locations worldwide. Its solutions are trusted by more than 5.5 million home users and 500,000 companies, and top-tier professional sports teams. Muttii products are available through over 50,000 partners and service providers in over 150 countries and 26 languages.