
SOFTWARE MAINTENANCE PLAN

Introduction

Known for compelling software enhancements on a regular basis, the best way to stay up-to-date on your new Allworx system is with a comprehensive Allworx Software Maintenance plan. Now, every time your Allworx Partner makes you aware of a great new productivity enhancing application you can comfortably implement this new capability - without the added worry of the incremental cost.

Once active, every newly developed standard feature can be installed on your system without hesitation. Further, with every new major release, Allworx also introduces exciting new optional features. Because your server is fully up to date, you are one step closer when choosing to purchase any of those new features.

For complete peace-of-mind, combine the Allworx Extended Hardware Warranty with the Allworx Software Maintenance plan and have complete and total protection.

FAQ's

What is it and when does it start?

On all Allworx servers, after installing software release 7.1, any subsequent upgrade to a newer software release will require that the Allworx server have a valid software maintenance license key. This new policy becomes a requirement only after release 7.1 is installed on the Allworx server. It is not required for any installed Allworx system until such time as it is upgraded beyond 7.1.

What if I have a server running an earlier version than 7.1 and I want to install a release beyond 7.1?

A server cannot "leapfrog" to a release beyond 7.1 without first installing 7.1. Successful deployment of 7.1 requires a completely new build of the database so all servers must first install 7.1 before they can then upgrade to any newer release. Once the upgrade to 7.1 is complete, it cannot be upgraded to a release beyond 7.1 without a valid software maintenance key.

How do you handle bug fixes?

Allworx strongly encourages all customers to have a valid software maintenance program in order to take advantage of any subsequent release that additionally include bug fixes. Should it be determined that a significant operational issue requires a unique build or a time-critical patch, Allworx reserves the right to determine the proper resolution under a separate program. This would be an exception to the normal Software Maintenance Program.

What happens when I buy a new server?

Every server ships from Allworx with a 12 month hardware warranty and a 3 month software maintenance key included. This allows you to initially upgrade to the current release of software and ensures that all the current features presented are available on the first day you use your new Allworx system.

What are my options?

Within the first 90 days of purchase of a server from an authorized Allworx Partner, you can purchase either the current 5-year extended hardware warranty only, or as a new option, a combined 5-year extended hardware warranty and 5-year software maintenance plan. This new bundled option offers the best value.

If you do not initially purchase the bundled option but desire to upgrade your server software after the initial 90 days, a new 1-year anytime license is available.

Do I have to order sequential one-year plans if a server has been installed for multiple years?

Unlike many other plans, you do not need to purchase incremental 1 year plans to equal the number of years the server has been in service. If you originally installed a server in 2010 and want to upgrade a server in 2013, only a single 1 one-year anytime license is required.

Does this change the warranty program available for the phones?

No. The phone warranty pricing is not affected with this program. The software maintenance plan is tied to the server, meaning that there are no restrictions to downloading the latest phone firmware once the Allworx server boots with the new revision of software.

Wasn't I told Software upgrades were free?

Early on, we chose not to offer an optional software maintenance plan. While true at that time, Allworx has chosen to offer this new option. Most customers recognize that in order to take advantage of new features and take advantage of improved functionality there is usually an associated cost. You are not required to purchase a software maintenance program in order to keep your server functioning on the current release of software, but to take advantage of all the exciting new features planned when the system was originally purchased, you will need an upgraded Software maintenance plan.

If Software Maintenance is purchased, will any new feature keys be covered under the Maintenance plan?

A software maintenance plan allows you to upload any version of software that is released by Allworx, but does not automatically include any new optional feature key options that may be additionally offered with that release. The server can upload the software and run the software that supports that key, but you must also order that feature key and activate it in order to allow that new feature.