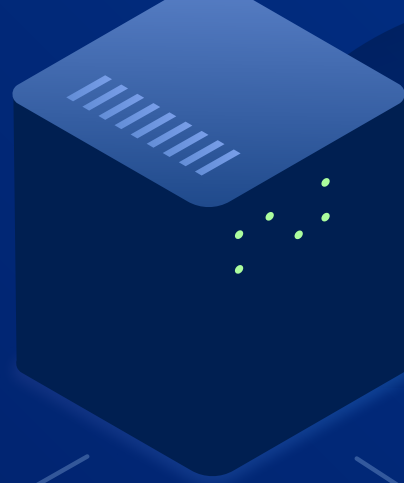


Acronis



# Acronis Global Renewals Handbook

# Acronis

# Global Renewals

# Handbook

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# Purpose of this document

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

## This policy covers:

- Renewal pricing depending on the Acronis license type.
- Renewal expiration email notification process on Acronis 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:

- Acronis corporate subscription products
- Acronis corporate perpetual products

## This policy does not apply to:

- Acronis home (consumer) software perpetual and subscription licenses.
- Acronis OEM (original equipment manufacturing) software licenses
- Acronis' business critical services (BCS) offerings
- NFR licenses (not for resale)
- Acronis 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 **Acronis Account Manager** with renewed maintenance



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



**Free cloud storage\*** with active maintenance

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

<https://kb.acronis.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 Acronis 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 Acronis 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 Acronis 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 Acronis subscriptions:

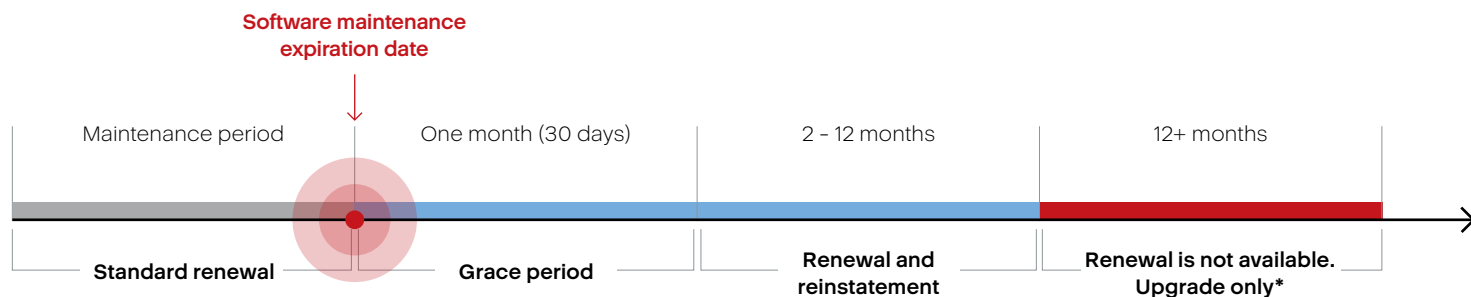
- Cloud-to-cloud backups of Office 365
- Cyber protection updates. Free upgrades and fixes are automatically applied in the solution
- Free cloud storage included with Acronis Cyber Protect and Acronis Cyber Backup
- OPEX model (investment form based on operational expenditures)



# Acronis global renewal policy

Term	Definition	Validity date
<b>Standard renewal</b>	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.
<b>Co-terming / consolidation</b>	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
<b>Reinstated maintenance</b>	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

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

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

## Renewing Acronis software: Maintenance and compliance obligations

### Customer compliance obligations relating to Acronis 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 Acronis channel partner, pricing is agreed to between the channel partner and the end user.
- Acronis 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

Acronis informs customers about their Acronis software maintenance expiration through email notifications.

Acronis 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:

- Acronis 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.



# Acronis channel partner information

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

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

Visit



Acronis provides great visibility into the renewal process. Each Acronis customer with a valid maintenance contract has access to a dedicated Acronis 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. Acronis 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 Acronis partner locator:

Visit



# Contacting renewals maintenance team

Form for contacting your Acronis account manager

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

First Name

Last Name

Company name

Contact Email

Product Registration/Acronis Account Email

Contact Phone +

Country United States of America

State Select

Previous License Certificate/Invoice #

Message

Submit

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

<https://www.acronis.com/en-us/renewals/> or send an email to [renewals@acronis.com](mailto:renewals@acronis.com)

# Useful links and FAQ:

## About products:

[Acronis Cyber Protect licensing](#)  
[Licensing and upgrade / downgrade FAQ](#)  
[Acronis Cyber Protect comparison table](#)  
[Difference between update and upgrade](#)  
[Upgrade table](#)  
[How to update an Acronis product](#)  
[Installation of the latest update of an Acronis product](#)  
[Checking the build of the product I use](#)  
 EULA <https://kb.acronis.com/content/1834>

## Acronis customer portal:

[What is an Acronis 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 Acronis 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 Acronis 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 Acronis support resources:

[Knowledge Base](#)  
[Web-based user guides of Acronis products](#)

## Useful links for files group products:

[Acronis files family products: maintenance FAQ](#)  
[Acronis Cyber Files FAQ](#)  
[Acronis Files Connect: upgrade FAQ](#)  
[Acronis Cyber Files User Guide](#) (only in English)  
[Acronis Files Connect User Guide](#) (only in English)

# About Acronis

Acronis 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, Acronis 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, Acronis protects any environment – from cloud to hybrid to on premises – at a low and predictable cost.

Founded in Singapore in 2003 and incorporated in Switzerland in 2008, Acronis 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. Acronis products are available through over 50,000 partners and service providers in over 150 countries and 26 languages.