



*Hosting Controller*

*Cloud Hosting Automation Solution*

*Suite 401, 50 Burnhamthorpe Road W.*

*Mississauga, ON, L5B 3C2, Canada*

*Web: <http://hostingcontroller.com>*

*Email: [sales@hostingcontroller.com](mailto:sales@hostingcontroller.com)*

*Phone: +1 (647) 799-1000*

*Fax: +1 (604) 227 0273*

Standard Support -  
Upgrade Protection  
Policy of Hosting  
Controller

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## **What is Hosting Controller “Standard Support - Upgrade Protection” (SSUP) policy?**

Depending on the contract offered at the time of initial purchase, Hosting Controller customers are provided 12 months\* of standard support & upgrade protection coverage with the purchase of new license(s). However SSUP duration for licenses purchased on promotional price is determined on the basis of terms and conditions offered at the time of promotion. Upgrade protection includes access to all major and minor version upgrades for 12 months from the date of purchase at no additional charge. For example, if a new HC license is purchased on May 1, 2008, upgrade protection will expire on April 30, 2009. During this time, the customer can download and install any minor version upgrades and, if Hosting Controller issues any major release before expiration date, the license can be upgraded to the latest version at no additional charge. With HC upgrade protection coverage, customers will always have access to the latest features and fixes.

## **I have current SSUP coverage. How do I upgrade my software to the latest version?**

If you have current upgrade protection coverage, you can simply download and install latest release on your server by visiting Download Section for Service Packs at: <http://hostingcontroller.com/Hosting-Software-Downloads/HC-Service-Packs.html>

## **How do I renew my SSUP coverage?**

You can renew your SSUP within 60 days after your current coverage expires, ensuring continuous coverage for an additional 12 months at only 30% of the new product price.

For example, the customer that purchased a new license on May 1, 2009, may renew his SSUP before June 30, 2010 (within 60 days after his current SSUP expires) to extend his SSUP coverage through April 30, 2011.

## **My SSUP is already expired. How do I resume upgrade protection?**

You may still resume SSUP for 50% of new product price. For example, if you purchase a new license on May 1, 2009, and do not renew SSUP, the initial coverage will expire on April 30, 2010. If you don't renew SSUP within 60 days period i-e before June 30, 2010, and wish to resume it at later dates then you will need to pay 50% of new product price. If you renew on December 1, 2010, you will be able to upgrade to the latest version of HC and will receive upgrade protection through November 30, 2011.

Because expired renewals are priced much higher, it is better to maintain SSUP coverage and remain on the latest version.

## How SSUP works for Add-ons and Enterprise Modules?

You may have purchased add-on products or enterprise services to extend the functionality of your software at later days. Add-ons and enterprise services are based on a yearly model and require active upgrade protection on a product license. If add-ons and enterprise services are purchased at later date, they are **prorated** to the upgrade protection date of the associated product license.

\* Enterprise Modules customers don't automatically qualify for free 12 months coverage unless it is stated in the quotation/contract issued by HC sales team at the time of initial purchase.

**Note: Though SSUP renewal is not mandatory, but recommended in order to receive technical support assistance, latest updated and new releases. For some reason if you do not wish to renew SSUP against your licenses you would still continue to use same release available to you while SSUP was valid.**

**Note:** SSUP does not include priority support or installation services.

### Contact Us



***We are just a click away***