

Updated procedure for customers maintenances renewals

Dear Partner,

We would like to thank you for your continued commitment to Netronic, today part of Boyum IT Solutions. We have more than 20 years of experience focusing on building and maintaining solid and profitable relationships with our partners, and we are therefore very motivated to provide a smooth transition to a long-term partnership with Boyum IT Solutions.

Part of this transition includes administrative and operative changes as a natural systems integration between Netronic and Boyum IT. We are convinced that the new processes will have a positive impact on both parties' operation efficiency.

In this email, we would like to focus on explaining to you some short-term changes on how we will handle maintenance invoices from now on.

Situation today:

1. Your customers' maintenance amounts are calculated and billed considering a 12-months period from the date the perpetual licenses purchase transaction was completed. E.g. from April 1st, 2023, to March 31st, 2024 (or from a date that you have individually agreed upon with Netronic).
2. On average 30 days before the end of the maintenance period, Netronic sends you an invoice for the renewing of the maintenance for the next 12 months period.
3. Unless you inform Netronic about a maintenance cancellation before the new maintenance period starts, the maintenance invoice will be expected to be paid, which of course gives the customer the offered benefits as part of the maintenance agreement.

New coming procedure:

1. Boyum IT customers' maintenance is calculated and invoiced by natural years (January to December), and when a new purchase happens (new customer or upsell), the prorated maintenance is calculated until December 31st. In this way the customers will be able to renew later for a full natural year. To align your customers with natural years, we will:
 - a) Send you a prorated maintenance invoice until December 31st, 2024, for those customers maintenances to be renewed from July 1st, 2024.
 - b) These customers will be able to renew their 2025 full natural year from January 1st, 2025.
 - c) Customers that renewed maintenance already (before July 1st) will receive next year a prorated maintenance invoice until December 31st, 2025.

- d) This second group of customers will be able to renew their 2026 full natural year from January 1st, 2026.

How is the process for renewing maintenance at Boyum IT?

We are proud about offering to our partners access to our Partners Portal, which is a web portal from where you as a partners can easily manage your customers licenses, subscriptions, purchase new licenses, new products or subscribe new software, but also get access to partner resources for effective products sales, marketing tools, enablement material, partner program and much more. Maintenance renewals are also done from the portal. We will run and provide enablement sessions on the portal shortly.

Boyum will not send you an invoice at the beginning of each January month. Instead, we understand your customer has the right to decide if they renew their maintenance and it could be done by you on the portal from January 1st.

Important, if you are not renewing your customer maintenance before February 1st, we will unfortunately understand your customer didn't want to renew. We will of course be interested in understanding the reasons for that. Feedback is crucial for improving our products and services. If the customer decides renewing maintenance after January 31st, a system reinstatement fee will be applied:

- a) From February 1st to February 28th (or 29th) the reinstatement fee will be equivalent to 25% of the maintenance value.
- b) From March 1st to March 31st the reinstatement fee will be equivalent to 50% of the maintenance value.
- c) Starting on April 1st, the reinstatement fee will be equivalent to 100% of the maintenance value.

We encourage you to inform your customers about the new maintenance periods.

Should you have any questions about the maintenance values and procedure, or in case you have a particular scenario you would like us to review, please feel free to reach out to your Channel Sales Manager.

Additional update to invoicing details for our DACH partners and customers

As part of our DACH partner base, we also would like to inform you about an update to our invoicing details that will have an impact on you.

We have merged Boyum's and Netronic's legal entities in Germany to streamline our operations. Formally, Netronic's legal entity will continue, but will change its name into Boyum IT Solutions GmbH.

The implications of the merger are:

- Boyum IT will have one legal entity in Germany – Boyum IT Solutions GmbH.
- Boyum IT's account number will be the existing Boyum account number. This means that all existing Netronic partners must register this account number when paying invoices.
- The VAT ID appearing on the invoice will be Netronic's VAT ID: DE 123 599 197. This means that existing Boyum partners may notice a new VAT ID number on their invoice. This requires no action.

Once again, we would like to take this opportunity to thank you for your business and we trust that our ongoing investment in Boyum IT's solutions will continue to add value to your business now and in the future.

In the meantime, if you have questions, don't hesitate to reach out to your dedicated contact person.

Yours sincerely,



Boyum IT Solutions A/S

Carlos Herrero

Chief Sales Officer & VP Partner Success.