

## 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 1<sup>st</sup>, 2023, to March 31<sup>st</sup>, 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 31<sup>st</sup>. 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 31<sup>st</sup>, 2024, for those customers maintenances to be renewed from July 1<sup>st</sup>, 2024.
  - b) These customers will be able to renew their 2025 full natural year from January 1<sup>st</sup>, 2025.
  - c) Customers that renewed maintenance already (before July 1<sup>st</sup>) will receive next year a prorated maintenance invoice until December 31<sup>st</sup>, 2025.
  - d) This second group of customers will be able to renew their 2026 full natural year from January 1<sup>st</sup>, 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 1<sup>st</sup>.

Important, if you are not renewing your customer maintenance before February 1<sup>st</sup>, 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 31<sup>st</sup>, a system reinstatement fee will be applied:

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

## **Update to invoicing details for our partners and customers**

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.

This means that some existing Netronic partners will have a new invoicing entity and therefore must change the payment details to pay invoices to the correct invoicing entity.

Therefore, we strongly encourage you to take an extra look at invoices received from Boyum / Netronic over the next months to ensure that you pay the invoice to the right invoicing entity and bank account number.

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

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.