

The following service contract levels are available for the MkaPEB program family:

MkaPEB Service Contract Basic

- The objective is to maintain the current MkaPEB version.
- This service provides automatic access to updates (such as program enhancements, bug fixes, and minor program changes) for all software programs within the same program family as that for which the service contract was negotiated. These updates are available for download via "My Account."
- Our email technical support team is available to assist you with any issues you may have..

MkaPEB Service Contract Pro

This plan includes all Service Contract Basic benefits, in addition to the following:

*Our priority phone support includes a prompt callback when necessary.

*Priority online screen-sharing technical support, coordinated by a MKA engineer.

It is necessary to purchase separate service contracts for the program families MkaPEB. In the event that you maintain established office locations in other countries and intend to utilize license sharing, separate service contracts are mandatory for each country in question.

Basis for the Calculation:

It is only possible to enter into service contracts for the total number of licenses of the main programs (MkaPEB) and the standalone programs. If additional licenses of the main or standalone programs for which a service contract already exists are purchased at a later date, a further service contract shall be considered as having been entered into automatically for the additional licences.

Calculation Period:

The calculation period for a service contract is a full year, starting with the day when the contract is concluded. Service contracts that are concluded later for additional the license fees are charged pro rata on a monthly basis until the next service fees are due for the initial license.

Contract Amendments:

It is possible to make modifications to the contract. Any necessary cost adjustments will be made on the next due date.

MKA Software reserves the right to make any necessary price adjustments.

Termination of Contract:

A service contract can be terminated by either party at any time up to one month before the contract's scheduled expiration without providing any justification. Alternatively, the term of the contract will be extended automatically for a period of one year. The minimum contract period is one year.

Additional Provision:

The contractual services refer to the current MkaPEB version.

Partial Invalidity:

In the event that individual provisions of this agreement become entirely or in part invalid or inapplicable, such shall not affect the validity of the remaining provisions. It is agreed herein that the ineffective clause will be replaced by a valid provision that is equitable to both parties and that comes as close as possible to the economic purpose of the ineffective clause.

Please be aware that we retain data required for processing business transactions.