



mersive
technologies inc

Solstice Maintenance //

Solstice differs from other hardware-based competitors in that it's a software-based product with 3-5 software releases made available each year. As a result, Mersive offers annual maintenance free for one year, at the time of purchase, with multi-year renewal options available as well. Solstice software maintenance provides a future-proof upgrade path for access to new features and improvements made available via software updates after the initial purchase date. While not mandatory, a current software maintenance plan is required for access to software updates, bug fixes, and technical support from our Solstice experts. Mersive releases new features, capabilities, and improvements frequently, via software updates, so it is important to keep Solstice software maintenance plans up to date.

Maintenance Options //

The first year of software maintenance is included with the initial Solstice purchase, with extended software maintenance available for purchase up front or after the first year.

Options include:

- Purchase on an annual basis at a cost of 20% of the license price for 1 year, or 15% of the license price for 2+ years
- Additional discount applied if extra year of maintenance is purchased up front
- Co-termining maintenance to one, convenient renewal date, eliminating one-off maintenance purchases

When renewing maintenance:

- Contact your authorized Solstice reseller, or Mersive at customerrelations@mersive.com, for assistance with renewals
- Know how many licenses will need to be renewed, or included in a co-term
- Plan ahead to know when licenses expire so there's no lapse in coverage

2399 Blake St. Suite 150, Denver, CO | 303.291.3775 | mersive.com