

Globalscape Maintenance & Support Renewals Policy

Renewal Notifications

Globalscape customers receive three (3) renewal notifications prior to their Maintenance & Support Plan (“M&S Plan”) expiration date. Notices are issued:

- 90 days before expiration
- 60 days before expiration
- 30 days before expiration

A Notice of Expiration is sent on the day of expiration.

Full payment is due within thirty (30) days from the date the account expires for any amounts due for M&S Plan renewals or any other services renewals. The terms for renewals of existing M&S Plans will be set forth in the Invoice for such renewal issued by Globalscape.

Discount Eligibility

Customers remain eligible for discounts up to the date of expiration and for 30 days after expiration.

If an account is expired for more than 30 days after expiration, that account is no longer eligible for discounts.

Expired Accounts

Start Dates: If the customer’s M&S Plan has been expired for less than 6 months, the new contract will have a start date based on last date of expiration. If the M&S Plan has been expired for greater than 6 months, the start date of the M&S Plan will be the date which Globalscape and Customer agree to re-enter into the M&S Plan.

Reconnect Fees: A Reconnect Fee will be applied if a M&S Plan is expired for greater than 6 months. The Reconnect Fee is based on the full value of the customer’s M&S Plan between the customer’s expiration date and start date of the new M&S renewal order. If the Reconnect Fee causes the quote to be higher than a new license sale, the customer has the option to purchase the new license with maintenance and support.

Contact Information

It is the responsibility of the customer to ensure Globalscape has accurate contact information for account holders.

Customers can update contact information via the [customer portal](#), by contacting their account representative, contacting [customer support](#) or emailing renewals@globalscape.com to change contact information.