



# Price List and Up-to-date Warranty

## The cobra Up-to-date Warranty

A modern CRM solution is a complex product with a wide range of applications and functions that always utilizes the latest technology to fulfill your needs. At the same time, interaction with different software and hardware products requires continuous maintenance and amendments to the respective interfaces.

With the cobra Up-to-date Warranty you profit from our economically attractive software update service that ensures your software is always up to date. Your cobra programs are constantly updated to suit the current software and hardware landscape, enhanced by new functionalities and operational improvements. In this way your cobra CRM solution always provides maximum capability for your business.

## Benefits of the cobra Up-to-date Warranty for the contract period

<b>yearly product updates with new and extended functionality</b>
<b>free access to service packs and releases</b>
<b>permanent interface updates to third party applications</b>
<b>free installation support and product information</b>
<b>free access to the cobra support database</b>

## Current interfaces and connections

The cobra Up-to-date Warranty ensures that interfaces and connections to different software components are always kept up to date.

- ✓ Microsoft Office: Correspondence, data import and export functionalities
- ✓ Outlook, Lotus Notes and Novell Groupwise: easy to use e-mail integration and synchronisation
- ✓ Telephony: CTI interface for the management of incoming and outgoing telephone calls
- ✓ Data service: e.g. updated ZIP codes or industry code lists for your CRM

## Support

cobra offers free telephone installation support of your new products for all registered users within 30 days of the date of purchase as part of the Up-to-date Warranty. Further, we provide free basic support by telephone during the entire contract period. Advanced support services can be ensured with the cobra Support Contract.

## More knowledge

Take advantage of the opportunity to expand your knowledge of cobra CRM products by attending a training course. cobra offers open training for users, system administrators or for specific themes at regular intervals. With the cobra Up-to-date Warranty you receive a 10% discount from cobra for all open training courses.

## Contract period

The Up-to-date Warranty contract has a duration of two years and is automatically renewed for an additional year, unless terminated by written notice at least 4 weeks before the end of the contract year.

cobra CRM PLUS 2009	Full Version	Update from cobra Adress PLUS 11 SQL/cobra CRM PLUS	cobra Up-to-date Warranty per license and month
	Net price (EUR)	Net price (EUR)	Net price (EUR)
Basic license	690,00	390,00	10,90
Additional licenses			
From 1 license per license	490,00	270,00	7,80
From 10 licenses per license	440,00	250,00	7,00
From 25 licenses per license	390,00	220,00	6,20

- All prices do not include the applicable statutory value-added tax.
- With the purchase of cobra CRM PLUS an Up-to-date Warranty contract is included. This also applies to the purchase of an update from a former version to the current version. A valid Up-to-date Warranty contract is obligatory and mandatory for the unlimited use of the software.

## cobra Support Contract – answers to your questions

No software exists where no questions arise during daily use. The same applies for the user-friendly software solutions from cobra. With the Up-to-date Warranty you can profit from free telephone support for installation and standard support. Further to the Up-to-date Warranty a cobra Support Contract ensures extensive assistance for all questions regarding setup and customization of the program and basic contents for users and system administrators. As a contract customer, our competent experts will support you by phone with the advice and practical support you require.

cobra Support Contract	cobra CRM PLUS
	Net price (EUR) per month
1 – 24 licenses	45,00
25 – 50 licenses	80,00
More than 50 licenses	on request

## cobra licensing policy

Within the cobra licensing policy, you only need to purchase as many licenses as there are concurrent users. You can create any number of users through the user administration, e.g. for permitting several users on the same work station. However, "mobile users" always need an exclusive personal license. If several locations or networks within an organization will be equipped, one cobra basic license is required per installation location.

## Range of services

The better your cobra CRM solution is customized to your business needs, the better the software can support your business workflows and can contribute to your success. If requested, the project team or your authorized local cobra partner will take over the software customization to suit your specific needs and structures. This includes customization of databases and entry masks, as well as the interface setup to existing software applications or enhancements through customer-specific features. If desired, we can create an individual offer tailored to your business-specific needs.

updated March 2009