



Tosibox Platform Softwares - Support and Maintenance

Tosibox Support and Maintenance program is created for Customers and Partners who values their business and wants to maintain the network at its peak performance. The program is meant for using Tosibox Key (User) and Tosibox Node (Lock) for remote access only. In pure remote access use case Tosibox Virtual Central Lock is not present in the network. With Tosibox Virtual Central Lock installed extended maintenance for Tosibox Keys and Tosibox Nodes are not required.

When acquiring a Tosibox Node, the Node comes with a perpetual license to use and bundled extended maintenance for four years. After four years when the maintenance period lapses, you may keep using the Node and you can also continue to enjoy all the benefits of the extended maintenance with a simple license renewal.

Extended maintenance comes with many benefits. Maintenance covers all the support needs for your Tosibox Platform with one simple contract. With Tosibox extended maintenance program we got you covered. Extended maintenance is applied on annual basis, or as agreed with the Customer.

Two-year hardware warranty is included in all physical products, extended warranty is available on request basis.



Tosibox Licensing models - Maintenance & Support

Model name	Licensing	Maintenance & Support for "Locks and Keys"
Full Subscription	All Tosibox Platform components subscribed	Always on - All thru subscription
Hybrid	Platform HUB with connectivity licenses subscribed, Locks as in perpetual (one-time fee)	Always on - HUB thru subscription - Locks and Keys thru Connectivity license subscription
Perpetual	No Platform HUB subscribed, only "Locks & Keys" in use	Separate (extended) maintenance needed after 4 years use

Tosibox Maintenance & Support

Service	With Tosibox Maintenance program	Without Tosibox Maintenance program
Tosibox Customer Support <ul style="list-style-type: none">- Service Request- Feature request- Incident & Problem	Tosibox Service Desk <ul style="list-style-type: none">- 8/5 Email support- 8/5 Phone support- Self Service	Self Help via tosibox.com
Software upgrades <ul style="list-style-type: none">- Version releases- Functionality updates- New features- Bug fixes	Available for all Tosibox Platform components	Not available
Cyber Security <ul style="list-style-type: none">- Security Upgrades- Security features- Security patches	Available for all Tosibox Platform components	Not available
Tosibox Professional Services	Available on request	Not available
Tosibox Managed Services	Available on request	Not available
Node Communication	All configurations (Key, Node, HUB, UI)	Only Key to Node, Node to Node
VPN throughput	Unlimited throughput based on Node type	Unlimited throughput based on Node type

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