

OPERATIONS AND SUPPORT GUIDE

Every Conversation Matters

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DOCUMENTATION

Date of Issue: Oct 10, 2022

Document Version: 14.1

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DOCUMENT CONTROL

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DOCUMENT HISTORY

VERSION	DATE	AUTHOR	NOTES	SECTION
7.0	November 2, 2015	J. E. Gerb	Yearly review and update	All
8.0	March 21, 2016	J. E. Gerb	Updates	All
9.0	February 28, 2017	J. Goldberg	Yearly review and update	All
9.1	May 1, 2017	J.E. Gerb; P. Perry	Convert to template	All
10.0	May 18, 2018	J. E. Gerb; M. Rosenthal	GDPR Review	All
10.1	May 30, 2018	J.E. Gerb; M. Rosenthal; D. Martinez	Update, review and convert to new template.	All
10.2	August 27, 2018	J. E. Gerb; M. Rosenthal	Organizational Updates	All
11.0	Jan 4, 2019	J. E. Gerb; M. Rosenthal	Yearly review and update	All
12.0	Jan 5, 2020	J. E. Gerb; M. Rosenthal	Yearly review and update	All
13.0	May 11, 2021	J. E. Gerb M. Rosenthal G. Booth D. Martinez S. Oestreicher T. Armstrong	Yearly review and update	All
14.0	January 5, 2022	J. E. Gerb M. Rosenthal G. Booth D. Martinez S. Oestreicher T. Armstrong	Yearly review and update	All
14.1	October 19, 2022	J. E. Gerb M. Rosenthal G. Booth S. Oestreicher	Semi-Annual review and update	All

1. INTRODUCTION

This document outlines both the Channel Partner/Customer and Nectar Services Corp.'s (hereinafter "Nectar") - <https://www.support.nectarcorp.com/> - steady state support points of contacts to ensure that the appropriate Nectar personnel are notified for common Service Incident Management and planned Change Management events for both its manage cloud (SaaS) and on-premise solutions. The support escalation numbers are used to identify who to contact when managing to an issue. If the first person does not respond, escalate to the next person within the list. This document must be reviewed and updated annually or when a material change occurs.

1.1 ACRONYMS

ACRONYMS	NAME	DESCRIPTIONS
CCE	Central Correlation Engine	A collection of components in the Nectar DXP infrastructure.
CIP	Central Intelligence Platform	The Central Intelligence Platform (CIP) is a server cluster typically dedicated to a channel partner or managed service provider that is hosted by Nectar in a public or private cloud environment. The CIP houses registration & communication proxy systems that allow service providers to receive alarms, securely connect to remote Nectar systems (i.e., RIGs) to pass commands and/or subscribe to information such as events and alarms. In large enterprise deployments, CIPs can also function as the top level in a hierarchical system comprised of multiple Enterprise Intelligence Portals (EIPs) and Remote Intelligence Gateways (RIGs).
CMR	Change Management Request	A change management request is a proposal to alter a product or system, often brought up by the client or another team member.
CSP	Cloud Service Provider	This term is used in Nectar's documentation to refer to the Cloud Service Provider that hosts the Nectar DXP platform.
CXA	Customer Experience Assurance	Nectar's product for automated functional, regression & load testing and monitoring of call routing, application performance and capacity for contact center and Interactive Voice Response (IVR) environments.
DXP	Nectar's Digital Experience (DX) Platform (formerly Nectar 10)	Nectar's Digital Experience (DX) Platform for Contact Center and Enterprise Collaboration Operations provides customer, agent and user experiences with an enterprise platform purpose-built for supporting voice, video, and omni-channel communications. It is available as a managed service, cloud-based (SaaS) solution. Components include Cloud Connector, CX Assurance (CXA), Endpoint Client (EPC), Foundation APM, Advanced Diagnostics and Endpoint RTC Analytics.
EIP	Enterprise Intelligence Platform	The Enterprise Intelligence Portal (EIP) is a system module that is typically deployed in enterprise environments to aggregate data (i.e., alarms and events) from multiple Remote Intelligence Gateways (RIGs). EIPs may be deployed

		<p>as a single server or, optionally, as a cluster when High Availability (HA) is required.</p> <p>The EIP also provides users with a centralized, consolidated, global single sign-on (SSO) for a Nectar environment that has multiple RIG's.</p>
EPC	Nectar Endpoint Client	Nectar's last mile testing and troubleshooting of remote users and agents' client.
MAC	Move / Add / Change	Move, add and change (MAC) is the general term for the routine work performed on computer equipment in an enterprise, including installations, relocations, and upgrades.
OS	Operating System	System software that manages computer hardware, software resources, and provides common services for computer programs.
POC	Point of Contact	A person or department that can be approached for information or assistance on a specific topic.
RIG	Remote Intelligent Gateway	The Remote Intelligence Gateway™ (RIG™) functions as the core monitoring server for all Nectar deployments that support on-premises or hosted infrastructure. The RIG hosts many functions that support system monitoring such as polling (the process of collecting data from monitored systems) and receiving SNMP traps or other event-triggered communications from monitored systems. RIGs may also collect Call Detail Records (CDR) and/or session quality statistics. In most cases, RIGs are deployed with one or more Vendor Knowledge Modules (VKMs) installed. Most often, RIGs are required to be logically or physically co-located with monitored infrastructure and may be deployed on virtual machines or physical servers.
RIG Agent	Agent that was co-installed on the RIG to provide data to Nectar DXP (<i>formerly Nectar 10</i>)	The RIG Agent facilitates two-way system communications between Nectar DXP and Remote Intelligent Gateways (RIGs). The RIG Agent communicates to the Nectar DXP CCE using a secure, outbound, persistent connection. RIG Agents are installed on one or more RIGs within a Nectar deployment. A single RIG Agent can support multiple RIGs.
SOE	Standard Operating Environment	A Standard Operating Environment is one where Nectar's Supported Software and databases are being operated on Nectar's recommended hardware specifications & Operating Systems.
UCA	Unified Communication Analytics	Also referred to as UC Analytics, this term refers to a retired product previously used for reporting.
UCD	Nectar Diagnostics	UCD is a legacy reference to the product 'Nectar Diagnostics'. Nectar Diagnostics provides advanced voice & video troubleshooting for SBCs, SIP trunks and other strategic network segments. Nectar Diagnostics supports optional packet analysis which may require network taps, spans and/or API access to adjacent network equipment.
UCF	Unified Communications Foundation	UCF is a legacy reference to the product 'Nectar Foundation'.

		<p>Foundation provides dashboards, alerts, reporting and other tools for managing the health and performance of platforms, sessions, devices, and endpoints.</p> <p>In some cases, the term UCF and/or Foundation may also be used to reference a Remote Intelligent Gateway (RIG) server.</p>
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2. CHANNEL PARTNER/CUSTOMER RESPONSIBILITIES

For the term of the Nectar Software Support and Maintenance Agreement, Channel Partner/Customer responsibilities include the following:

- *Adhere to Nectar's minimal hardware specification to ensure optimal performance of the software. Failure to do so will default Nectar's Service Level Agreement (SLAs) to a "best efforts basis."*
- *Provide Nectar with remote system access as set forth herein.*
- *Provide system passwords and access as required for Nectar to provide support.*
- *Maintain on premise Nectar software at the most current and made available major release version (N) or one version prior (N-1). The Channel Partner/Customer shall have ninety (90) days to install the latest version of software. If the Channel Partner/Customer does not install the latest version of the software after said ninety (90) day period and continues to use the prior version (N-1), then through no fault of Nectar, Nectar support will default to a "best efforts" basis.*
- *Channel Partner/Customer will identify points of contact (see Table below) and define a process including authorization for requesting services from Nectar.*

THE CHANNEL PARTNER/CUSTOMER AUTHORIZED POINTS OF CONTACT & ESCALATION PATH	POINTS OF CONTACT	SUPPORT ESCALATION #
Support Desk (24x7x365)	Input by Channel Partner/Customer	1
Support Desk Manager	Input by Channel Partner/Customer	2
Operations Manager	Input by Channel Partner/Customer	3
Executive Management	Input by Channel Partner/Customer	4

3. NECTAR GLOBAL SUPPORT DESK

Support tickets may be opened with the Nectar Global Support Desk which is available 7x24x365. The Global Support Desk is staffed from **9am to 9pm GMT**. Outside of these hours, issues will be responded to by Nectar's on-call support staff.

Critical service-affecting issues are addressed 7x24x365.

To ensure an efficient response to your support request the following information **(listed below)** is required on your support ticket (support@nectarcorp.com). Please note that incomplete information may delay the processing and/or result in reclassification of your support request. If you submitted the service ticket without all the required information listed below, please promptly provide (via email to <https://www.support@nectarcorp.com>) any missing details to expedite the handling of your support request.

Required information:

1. *Product: e.g., Nectar Foundation, Nectar Diagnostics, Nectar DXP, CXA, etc.*
2. *Server type (if applicable): e.g., CIP, EIP, RIG, CCE, RIG-Agent, Analytics, Radar, etc.*
3. *Software version - e.g., 8.7.5, 2022.2*
4. *Detailed description of the problem/issue*
5. *Troubleshooting steps taken so far by Channel Partner/Customer*
6. *Device Name - e.g., RIG MAC identifier, Tenant, MPA etc.*
7. *Access Method - e.g., CIP, Closed RIG, Screen Share, DXP Tenant, etc.*

Helpful information:

- *Previous tickets, if any, on the issue*
- *Screen shots*
- *Log files*
- *Customer contact information (e.g., name, phone number, email ID, etc.)*
- *Availability to work on the issue*
- *Change window needed for restart/reboot if required*
- *Any recent changes that may have affected the device*

Support tickets are retained for three (3) calendar years for the purpose of forensic investigation, trending, and historical reporting. Support tickets greater than three (3) calendar years are deleted from the Nectar Service Delivery system or upon termination of the customer agreement.

NECTAR AUTHORIZED POINTS OF CONTACT & ESCALATION PATH	POINT OF CONTACT	SUPPORT #	EMAIL	SUPPORT ESCALATION #
Global Support Desk: <ul style="list-style-type: none"> • 7x24x365 • M-F, 9am to 9pm GMT Call for Severity 1 Incidents <ul style="list-style-type: none"> • 24x7x365 	Global Support Desk	USA: +1 888-811-8647 UK Free phone number: 0800 656 9978	support@nectarcorp.com	1
Director of Customer Support	Gary Booth	+1 646-355-0525	gbooth@nectarcorp.com	2
COO/CISO	Seth Oestreicher	+1 631-355-0488	soestreicher@nectarcorp.com	3

NECTAR GLOBAL SUPPORT DESK STEADY STATE SUPPORT EXPECTATIONS	SUPPORT ESCALATION #
Severity 1 – Total Outage: <ul style="list-style-type: none"> • CIP / DXP - No data being processed. • Nectar Diagnostics server down • CX Assurance Radar down • No access Severity 2 - Single device outages/ one platform type down/ data not being processed for a single modality/ user login issues / single campaign failing/ Nectar DevOps support required. Severity 3 - General Issues / Questions - Monday-Friday	1
Document all incoming support and license submissions to Nectar's Global Support Desk Systems.	1
Perform Level 1 support, initial problem determination, systems availability, connectivity and qualify the incident from the requesting POC.	1
Escalate the initial incident to Nectar Global Support Desk Manager for problem / request dispatch management assistance, if, and when, required.	1
Problem, notification and/or CMR confirmation follow-up, ongoing status, escalation and/or resolution for high severity, high profile, LAN/WAN and/or global incidents to/from Nectar and Channel Partner/Customer.	2 & 3
For after-hours emergencies, the Channel Partner/Customer will call the Nectar Global Support Desk (7x24x365). Nectar will investigate and perform initial triage as possible/applicable. Next steps and/or other action items will be discussed with the Channel Partner/Customer. Issues will be handled based on Severity Level.	1, 2 & 3
Nectar's Global Support staff (7X24x365) are notified via a monitoring system. Nectar will call the applicable Channel Partner/Customer POC within one (1) hour to provide the next action follow-up and service expectations. NOTE: this applies only to servers that are hosted in Nectar's cloud service provider (CSP) data center.	1, 2 & 3

4. TROUBLESHOOTING

- *If Channel Partner/Customer experiences a problem with Nectar's Supported Software, a support ticket may be opened with the Nectar Global Support Desk.*
- *Only authorized contacts can initiate requests, access the support website, or check on problem status. Nectar may limit the number of authorized contacts.*
- *Nectar will troubleshoot, analyze, and resolve problems with Nectar's Supported Software via remote access. In certain instances, Nectar may be required to remotely access the affected system's desktop or terminal, for further diagnostics, repair, and/or maintenance.*
- *Nectar will commence remedial service activities, including patches, bug fixes, provide product documentation, and/or direct the Channel Partner/Customer to a known solution.*
- *Corrections to certain problems may only be available through a future version of Nectar's Supported Software, or through a documentation update.*
- *Nectar will isolate or determine the source of reproducible problems or anomalies that are the result of installation or configuration errors, as long as the configuration errors are specific to an unaltered Nectar software product.*
- *For Nectar DXP on-premises deployment:*
 - *Support is limited to Nectar's Supported Software being operated in a "Standard Operating Environment (SOE)":*
 - *If the Channel Partner/Customer hosts the servers themselves and/or does not adhere to Nectar's minimal server specifications, then, Nectar's Software Support will be on a "best efforts basis."*
 - *Additional third-party applications installed on the server may affect Nectar's application performance. Should any third-party applications be installed, this will be considered a Non-Standard Operating Environment.*
 - *Support is limited to unaltered versions of Nectar's Supported Software being operated in standard configurations and in accordance with the specifications provided by Nectar. In the event support is requested for Nectar's Supported Software that is not being run in a Standard Operating Environment (SOE) and Nectar requests that it be put in a Standard Operating Environment (SOE) in order to reproduce and diagnose the problem, Nectar will not be responsible for the delays caused by such reconfiguration and Channel Partner/Customer may be responsible for performing such reconfiguration. In the event no trouble is found after putting Nectar's Supported Software into a Standard Operating Environment, Channel Partner/Customer may be charged Nectar's time and materials rates for Nectar's efforts to troubleshoot the problem.*
 - *If a problem is deemed to be a configuration error on a monitored element, or an underlying server operating system issue, and not the Nectar Software application, Channel Partner/Customer may be charged Nectar's time and materials rates for Nectar's efforts to troubleshoot the problem.*

NECTAR GLOBAL SUPPORT DESK TICKET ESCALATION			
Ticket Severity	Escalation to Support Desk	Escalation to Director level	Escalation to COO
1	1 Hour After Ticket Confirmed	2 Hrs. After Ticket Confirmed	4 Hrs. After Ticket Confirmed
2	36 Business Hours	48 Business Hours	N/A
3	48 Business Hours	N/A	N/A

NECTAR GLOBAL SUPPORT DESK TICKET WORKFLOW WITH SLA				
Ticket Severity	Ticket Acknowledgment	Workaround in Place	Resolution	Channel Partner/Customer Updates
1	1 Hour After Opening	2 Business Days	5 Business Days	2 Hours
2	3 Hours After Opening*	3 Business Days	10 Business Days	4 Hours
3	3 Hours After Opening*	2 Business Weeks	Next Software Release	1 Week

*** Monday-Friday, 9 am - 9pm GMT except Christmas Day and New Year's Day.**

*** Please Note:** Nectar is only responsible for support of its application. Hardware or software issues, other than those directly related to the Nectar application on the Channel Partner / Customer provided hardware, are the sole responsibility of the Channel Partner / Customer.

5. MAINTENANCE

- *Nectar's DevOps staff perform data center (CSP) and systems maintenance during low usage hours, or as deemed operationally feasible for Nectar.*
- *Nectar DevOps staff will perform upgrades to all Nectar cloud hosted applications (e.g., DXP, CXA, EPC, etc.).*
- *Nectar reserves the right to declare emergency maintenance/service windows, as necessary, if it is determined that the Channel Partner/Customer's Instance has experienced or is exhibiting a disruptive event or potentially data-damaging event. Nectar will only take these steps in efforts to protect the stability and functionality of the Channel Partner/Customer's instance.*

5.1 ACCESS TO PRODUCT BULLETINS (PBS) AND SOFTWARE UPDATES

- *Product Bulletins (PBs) and Software Updates will be announced to Channel Partner/Customer via e-mail.*
- *PBs and Software Updates will be made available via Nectar's Software Support Site – <https://www.support.nectarcorp.com/>.*
- *Channel Partner/Customer is responsible for installing PBs and Software Updates.*
- *Support for PBs and Software Updates is available during standard business hours.*
- *Upgrades to the latest Minor Release or Update version of Nectar's Supported Software may be required before application of the applicable patch or service pack in order to address the problem.*

5.2 EXCLUSIONS FROM SOFTWARE SUPPORT PLUS UPGRADES

Nectar's Software Support Plus Upgrades covers only the actual software application when upgrading from one release to a subsequent Major Release of the same application. The following are not included in this offer:

- *Service charges for, but not limited to, installation, implementation, or professional services.*
- *Any provisioning of the software.*
- *Project management fees.*
- *Upgrades to underlying server hardware, operating system, or any and all different or adjunct software applications.*
- *New or additional feature functionality, capabilities, or capacity beyond the scope of the original license grant, that Channel Partner/Customer did not previously license, and which Nectar licenses as a separate product or module.*
- *Migrating the software application to a new or different hardware platform.*

- *Support of customized system features or custom applications (including those written using Nectar software).*
- *Configuration changes or reports.*
- *The provisioning or installation of software upgrades or reprogramming to add additional capabilities or functionality to Nectar's Supported Software.*
- *Services and all troubleshooting support not directly attributable to a fault in unaltered versions of Nectar's Supported Software (including faults in your network or the public network).*
- *Any customization of, or labor to install, software application(s) on applicable hardware.*
- *Support for any products other than Nectar's Supported Software. In the event a fault or problem is traced to products other than Nectar's Supported Software, Channel Partner/Customer will be responsible for Nectar's time and materials charges for such support.*
- *Nectar may not be able to provide services and will not be liable for such failure if:*
 - *Nectar's Supported Software is not used in accordance with the Master Business Agreement, Software License Attachment and/or the Documentation under which the software was supplied to the Channel Partner/Customer.*
 - *Nectar's Supported Software has been altered or modified by Channel Partner/Customer or a third party.*
 - *Channel Partner/Customer makes significant changes to the hardware and/or software in the operating environment that are not supported by or compatible with Nectar's Supported Software.*
 - *Channel Partner/Customer fails to provide Nectar with remote access as set forth herein.*

6. NECTAR SOFTWARE SUPPORT AND MAINTENANCE

6.1 POLICY AND TERMS

6.1.0 INTRODUCTION

Below describes Nectar's Software Support for eligible product software and supersedes all prior descriptions.

For Perpetual License Transactions

Software Support applies to the one-time purchase of Nectar's software in a Perpetual License transaction. Support for Perpetual Licenses will be billed annually, in advance, and shall renew automatically for each next annual period (each, a "Perpetual License Annual Support Term"), unless one Party gives the other Party written notice of its intent not to renew at least thirty (30) days prior to the end of the then-current Perpetual License Annual Support Term. **In the event Support is terminated, Customer may only use the Product version number of the last Support Term purchased.**

For Subscription License Transactions

Software Support applies to the purchase of a Subscription License and related Support for a defined duration (the "Subscription License and Support Term") – e.g., 1 to 5 years. **There are no automatic renewals of expiring Subscription Licenses. The Customer must contract for a new Subscription License and Support Term.**

6.1.1 DEFINITIONS

- **Major Release:** means a major change to the software that introduces new optional features and functionality. Major Releases are typically designated as a change in the digit(s) to the left of the first decimal point (e.g. [n]. y. z).
- **Minor Release:** means a change to the software that introduces a limited amount of new optional features and functionality. Minor Releases are typically designated as a change in the digit to the right of the first decimal point (e.g., n.[y]. z).
- **Software Update:** means a change in the software that typically provides a maintenance correction only. Updates are typically designated as a change in the digit to the right of the second decimal point (e.g., n.y.[z]) representing a re-release of the corrected software version, or an issue(s)-specific correction provided in the form of a patch, service pack, maintenance release, etc.

6.1.2 COMMENCEMENT OF SUPPORT

- Support will commence 30 days after retrieval of the right to use ("RTU") License from the Nectar Licensing Server.
 - If support is required during the 30-day interval, the support contract will then commence on the date of the software request.

- *Support for additional licenses (sold and deployed after initial commencement of support) will commence on the first day of the month following the RTU License delivery and order closure for those additional licenses.*

6.1.3 ADDITIONS

Software Support for additional right to use licenses, after an initial deployment, will be co-terminus with the current coverage Term, and subject to the same payment terms.

6.1.4 ACCESS

In order for Nectar to provide its Software Support, the Channel Partner/Customer must enable remote access. Remote access by default will be provided by Nectar's encrypted Secure Remote Site Transport Protocol (SRSTP) over the Internet. Remote access should remain available on a 7x24x365 basis, or there may be a delay and/or degradation to the service and support delivered by Nectar.

6.1.5 SOFTWARE SUPPORT ENTITLEMENTS

If Nectar makes a Minor or a Major Release of its Supported Software Product commercially available during the coverage term, Channel Partner/Customer will have access to the features and functions of the new release without having to pay additional fees. The Channel Partner / Customer shall determine when the upgrade occurs. All upgrades must be implemented while Software Support Plus Upgrades are in effect.

Deployment of any software, whether as a Minor or Major Release, is the responsibility of Channel Partner/Customer.

When upgrading to a new Major Release, the underlying server hardware and Operating System must support or be up to then current Nectar specifications.

Channel Partner/Customers that do not upgrade during the Term of the support agreement will not be refunded any portion of their support fees.