

## Software service agreement (SSA)

Client	Contact
Salutation	Salutation
Name (first, last)	Name (first, last)
Organisation	Job title
Street address	Phone
Postal code City	Fax
Country	E-Mail

I hereby order a SSA for the following systems:

(e.g. server0.example.com)

(e.g. server1.example.com)

(e.g. server2.example.com)

Time for installing updates: Mo–Fr 17:00 CE(S)T *recommended\**  
individual

Please see your quote for details and pricing.

Please fill in a permanently valid email address below. IPHH will send all notifications and messages regarding your SSA to this address exclusively:

I am aware that installing specific updates at the time given above may require the corresponding service to be restarted.

In case of updates requiring a reboot IPHH will always contact the client at the email address provided to schedule this event. Only if desired by the client, reboots can also be scheduled for automatic execution.

This SSA covers updates which are made available by the distributor for the specific distribution in the specific version running on the server(s) mentioned above. The SSA also includes updates for packages provided by IPHH for that specific distribution / version.

Testing updates for compatibility, if necessary, is the sole responsibility of the client.

\* IPHH can monitor updates during office hours.

\_\_\_\_\_  
City, date

\_\_\_\_\_  
Signature / company seal