



What is Software Assurance?

Software Assurance is a software subscription and support program specifically designed to maximise the value of Ericsson LG Applications.

With Software Assurance, a business can benefit from product enhancements made available in future software releases and scheduled upgrades. Software Assurance is designed to protect a customer's investment in its products through their life cycle.

Customers subscribing to Software Assurance will have access to the following benefits:

- Right to upgrade to the latest "Major" or "Minor" version of the product, ensuring the customer can benefit from new product features
- Maximise product effectiveness with access to product and technical support¹

What does a customer get for their money?

- Access to Minor and Major new product releases (keeping their investment up to date)
- Access to bug fixes
- Access to technical support for their products

Customers that do not have Software Assurance, will not have access to any of the above

Terms & Conditions for Software Assurance

1. Lily Comm's will provide basic technical assistance, however without software assurance we are unable to raise a fault with the manufacturer.
2. Without software assurance, you are liable for all costs associated with software upgrades, this can include engineering time as well as the new software.
3. Software Assurance holds a minimum term of 12 months.