

Summary

Invoice Number: AT-74118163

Date Issued: 30 Mar 2019

zweiP IT & WEB Solutions

Ennsweg 126
Schladming 8971
Austria
VAT Number: ATU70289939

Billing Contact:

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Technical Contact:

Thomas Pilz
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info@zweip.at
+43 664 8582667

Total Paid: USD 10.00**Date Paid: 30 Mar 2019**

OFFICIAL RECEIPT

Invoice Total:	USD 10.00
Payment Received:	USD 10.00
Amount Now Due:	USD 0.00
PayPal Account:	info@zweip.at

Thank you for your payment!

For information on our refund policy and other purchasing FAQs, see
<https://www.atlassian.com/licensing/purchase-licensing>

Details

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Qty	Product	Unit Price	Adjustment	Total
1	Jira Service Desk (Server) 3 Agents: Starter License - Support Entitlement Number: SEN-13668225 - Licensed To: zweiP IT & WEB Solutions - Support Period: 30 Mar 2019 - 30 Mar 2020	USD 10.00		USD10.00
Total Amount Paid (USD)				USD 10.00

Additional Notes

Reverse charge supply: It is the responsibility of the customer to remit any VAT relating to goods or services covered by this invoice to the customer's local revenue authorities.

The total amount shown on this invoice is VAT exclusive.

Licensing & Support**Invoice Number: AT-74118163**Date Issued: 30 Mar 2019

Support Requests related to licensing or Atlassian software can be initiated at <https://www.atlassian.com/resources/support>

For support requests related to third party software please contact the third party vendor.

Usage of Atlassian products and services are subject to the Atlassian [Software License Agreement](#) and [Privacy Policy](#)

Usage of third party add-ons purchased through the Atlassian Marketplace is subject to the Atlassian Marketplace [Terms of Use](#)

Specific details on Atlassian's support policy are available at <https://confluence.atlassian.com/support/atlassian-support-offerings-193299636.html>

Next steps for JIRA, Confluence, and Marketplace add-on legacy license holders are available in the [Atlassian licensing FAQ](#)

Software maintenance covers access to any support* and software product updates for your software license.

After your software maintenance period expires, you will no longer be able to access support or software updates, including security patches. Renewing your software maintenance is done purely at your discretion, and can be renewed in advance of your maintenance period expiration to ensure uninterrupted access to the support services and software and security updates.

You can continue to use your software after the active maintenance period expires. However, do keep in mind that software maintenance renewals commence from the expiration of the last active software maintenance period.

* Support covers technical service requests for implementation and configuration assistance, upgrade assistance, post-implementation product issues.

A technical service request is defined as assistance with one issue, problem, or question relating to the use or installation of a Atlassian product, regardless of the number of communications required.

Support does not cover the following:

- Development requests, including custom code development or support for third party plugins
- Database integrity or database performance issues, including tuning and optimisation of the database
- Network topology or environment issues
- Application server issues not directly related to the Atlassian product implementation, configuration or operation
- Service requests or issues referred via Atlassian forums