



# XARIOS

## TECHNOLOGIES

### RETURN OF LICENSES

02/05/2018 | #078

With immediate effect, we will apply the following process where we, Xarios, have processed an order correctly and as requested.

On licensing (all products) if the site license has been refreshed after the order has been processed and within 3 months from date of order,

- We will require remote TeamViewer access to the site in question
- Xarios will charge one hour pro-services to enable the PO to be credited. This involves updating our DB to remove the license, refreshing the site license and processing the credit).

The same will also apply to licenses that have been applied to the wrong Site ID and the license has been refreshed.

- The Reseller can raise this PO on Mitel using the following part code:

51303629 - Phone/Campaign Manager Pro Services – Hourly  
Which has a UK reseller cost of £106.25

If licences have not been refreshed on the Application Suite software on site, we will of course be happy to return licences free of charge.

We hope you understand our position and this bulletin is self-explanatory but if you have any questions, please contact your Regional Sales Manager or Carol at [carol.hibbberd@xarios.com](mailto:carol.hibbberd@xarios.com)

