



FAX

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Web: www.uptimesoftware.com

To: **uptime software** **Attention : License Management**

Fax #: 416-868-4867 (Add prefix '001' if outside North America)

From:

Company:

Phone: **Email:**

Re: **License Re-Hosting Request**

Date: **Pages: 2**

Important Notes to Client : PLEASE READ

Please complete and sign the attached License Re-Hosting Request Form and fax it to the number indicated above. By signing this document you are formally requesting to replace your current up.time License Key with a new one in order to move your license key from one physical server to another within your organization **(Note: One form is required for each new key requested)**.

By signing this document you are agreeing not to exceed the number of server licenses for which you are currently licensed. Once received, our License Management Team will review your request.

Requests are handled in the order in which they are received. Requests are generally handled within 24 hours of receipt; increased volume or incomplete information, including un-authorized signatures, may cause delays. The License Management Team is available Monday-Friday, from 9:00am–5:00pm EST (GMT -5:00).

Please report any problems with transmission of this Fax to 416.868.0152



License Re-Hosting Request Form

The individual(s) or entity below (the "Licensee") has previously licensed software on or about _____ (indicate month and year) from uptime software inc.;

The software is licensed for use on a limited number of servers and the number of servers is monitored by the Licensed Monitoring Station, (the "LMS") which tracks the number of servers being monitored;

Licensee desires to move the LMS from one physical server to another within its Site, and as a result the Licensee has requested uptime software to provide a new license key for use on such new LMS; and in consideration of uptime software's consent to Licensee's request for a replacement license key, Licensee agrees to the follow terms and conditions below :

- 1. Annual Support Fees.** Provided that Licensee's support payments are up-to-date, uptime software provides Licensee with a license key for the new LMS.
- 2. De-installation.** Licensee hereby certifies that upon receipt from uptime software of a new key for the new LMS, Licensee shall fully de-install the old LMS and destroy/erase the old license key; and provides further, that in no event shall Licensee's use of the new LMS exceed the total number of users for which Licensee has paid the applicable license fees.
- 3. Audit Right.** Licensee agrees that in order to ensure Licensee's compliance with the foregoing, uptime software shall, upon two (2) days prior notice, be entitled to inspect Licensee's premises, upon request, where the LMS is located in order to confirm compliance of its de-installation.

The following information must be completed in full by Licensee, and signed by BOTH a Technical Support Contact or System Administrator, AND by Licensee management functioning in either capacity: Software License/Asset Manager, Manger MIS, Director (or higher), otherwise this request will not be processed.

SOFTWARE AND LICENSE KEY TO BE MOVED:

| | |
|--|---|
| Product and Version | # of Server Agents to be moved : _____ # of Network Nodes to be moved: _____ |
| Current HOST ID of LMS | HOST ID of New LMS |
| Location of Current LMS (City, Country) | Location of New LMS (City, Country) |

TECHNICAL SUPPORT APPROVAL:

| | |
|--|-------------------------|
| Print Name of Technical Support Contact | Telephone Number |
| Title | Email Address |
| Company | Customer ID |
| Signature | Date |

MANAGEMENT APPROVAL :

| | |
|---|-------------------------|
| Print Name of Manager MIS / Director | Telephone Number |
| Title | Email Address |
| Signature | Date |