

DESCRIPTION, TERMS, AND CONDITIONS OF UDS ENTERPRISE SUBSCRIPTIONS

A UDS Enterprise subscription includes access to patches, bug fixes, and software updates, whenever and if they are available. It also entitles the user to receive standard support for software malfunctions in all UDS Enterprise editions except UDS SMB, UDS DaaS, and the UDS Cloud editions.

Standard support will be provided via email, in 8x5 NBD format. For the Premium editions of UDS Call Center, UDS Corporate, UDS Government, and UDS Health, support will also be provided via email and will be available 24x7, with response times adjusted according to the severity of the issues:

SERVICE	SLA TYPE	SCOPE	TIMEFRAME
24x7 support	Response time	Critical issues	4 hours
	Response time	Non-critical issues	8 hours

For other editions of UDS Enterprise, standard support can be upgraded to 24x7 contracting additional service fees according to the current rate.

A UDS Enterprise subscription is identified by a serial number, which is valid for a single instance. An "instance" is considered a complete platform associated with a serial number, regardless of the number of UDS Servers, UDS Tunnels, or database servers that comprise it.

The end customer must channel any type of service they may need and that is not included with the subscription through their partner.

The UDS Enterprise support team will only address queries related to software malfunctions. In no case does it include operational support or any additional services with the subscription.

Any customer with a UDS Enterprise edition must channel any issues unrelated to the malfunction of UDS Enterprise through their partner: software usage, queries, or resolution of issues related to infrastructure elements other than UDS Enterprise, integration with third-party software, etc.

Support should be centralized through a single contact, identified through registration in "[My UDS](#)". This contact can be changed at any time.

To request any type of support, both standard and 24x7, an email with the description of the issue, including the subscription serial number in the subject line, must be sent to: support@udsenterprise.com.

If a customer inquiry unrelated to the malfunction of UDS Enterprise is received, we will send an email to the customer with a copy to their partner to assist in resolving it.

When a subscription is not renewed, UDS Enterprise software will not allow updates or the application of any patches, the right to receive any type of support will be lost, no new users can be added within the software, and it will stop working.

For the deployment of UDS Enterprise, if necessary, you may contact a trusted partner to request the services it may require. Virtual Cable may provide limited support services to the partner during these initial tasks.

These conditions only apply to UDS Call Center, UDS Corporate, UDS Education, UDS Government, and UDS Health editions. Customers with a UDS SMB, UDS DaaS, or UDS Cloud subscription must channel all their inquiries, including those associated with the software's own operation, through their partner. The Virtual Cable team will not directly resolve this type of issues under any circumstances.

UDS ENTERPRISE, VIRTUAL CABLE'S VDI SOFTWARE

About UDS Enterprise

[UDS Enterprise](#) is a revolutionary software concept for creating a fully **customized desktop virtualization** platform. It provides **secure 24x7 access** from **anywhere** and **any device** to all applications and software within an organization or educational institution.

It brings together **Windows and Linux desktop and application virtualization** into a single console, as well as **remote access** to Windows, Linux, and macOS devices. Its Open Source base ensures **compatibility with any third-party technology**. It can be deployed **on-premises**, in public, private, hybrid, or **multicloud** environments. It can even combine multiple environments simultaneously and perform **automatic** and intelligent **overflows** to optimize performance and efficiency. All with a **single subscription**.

About Virtual Cable

[Virtual Cable](#) is a company specializing in **digital workplace transformation**. The company develops, supports, and markets UDS Enterprise. It has recently been recognized as an ***IDC Innovator in Virtual Client Computing*** worldwide. Its team of experts has designed **VDI** solutions tailored to **each sector** to provide a unique user experience fully adapted to the needs of each user profile. Virtual Cable professionals have **over 30 years of experience** in IT and software development and over 15 years in virtualization technologies. Every day, **millions of Windows and Linux virtual desktops** are deployed with UDS Enterprise worldwide.