

# ABSOLUTE ENTERPRISE LICENSE AGREEMENT

## FREQUENTLY ASKED QUESTIONS

This FAQ provides detailed information regarding Absolute's Enterprise Licensing Agreements.

### GENERAL INFORMATION

#### What is an Enterprise License Agreement (ELA)?

An Enterprise License Agreement (ELA) is a licensing structure that allows customers to deploy Absolute across their device population for an annual fixed cost.

#### Why have we introduced an ELA?

An ELA allows the customer to:

- Pay for licenses on a one-time, annual basis
- Decouple licensing from regular hardware refresh cycles
- Avoid multiple license expiry dates due to multiple hardware purchase cycles or individual run-rate hardware purchases
- Easily license and protect existing devices, including desktops, laptops, tablets, and smartphones
- Automatically renew, even if the number of devices under management has changed

#### What are the requirements for an ELA?

ELAs are available for all new and existing Absolute customers. A buy back option is available as credit for existing licenses if transferring to an ELA. Contact your [Absolute Sales Representative](#) for more information.

#### What products/services are delivered with an ELA?

The products and services delivered with an ELA is exactly the same as it is with per-device, term-based licensing.

#### What type of licensing model is used within the ELA?

The Absolute ELA follows the 'Estimated Usage' model.

#### How does Estimated Usage work?

1. Absolute works alongside the customer and Absolute partner to estimate the number of licenses they will require within the 12-month billing period
2. Absolute and partners fulfill the order
3. Absolute performs an audit at the end of the licensing term. If there's an overage of greater than 5%, the difference requires additional licenses, fulfilled through the same channels.

#### What happens if the audit shows a license overage?

Customers are permitted a 5% variance threshold. For example, if the customer's ELA specified 10,000 licenses and they installed Absolute on 10,400, this would fall within the 5% variance threshold, and no additional charges would be incurred. However, if they used 11,000 licenses, the variance threshold would be exceeded by 500 licenses and the customer would be billed for the 1,000 device overage. The cost of the additional licenses would be invoiced separately using the same terms (cost per license, 12-month period) in the existing ELA contract.

**What if Absolute is not installed on the total number of licenses in the ELA?**

The more accurate the initial estimate, the more value derived from the ELA. If not all licenses are used, you will not receive a credit. This is balanced by the 5% variance threshold on a license overage. Estimates can be adjusted on an annual basis.

**What if licenses are not utilized at all times through the contractual year?**

This still represents license usage within the 12-month period and counts towards the estimated usage.

**Can customers transfer licenses to different devices within their organization (including/excluding affiliates or separate accounts)?**

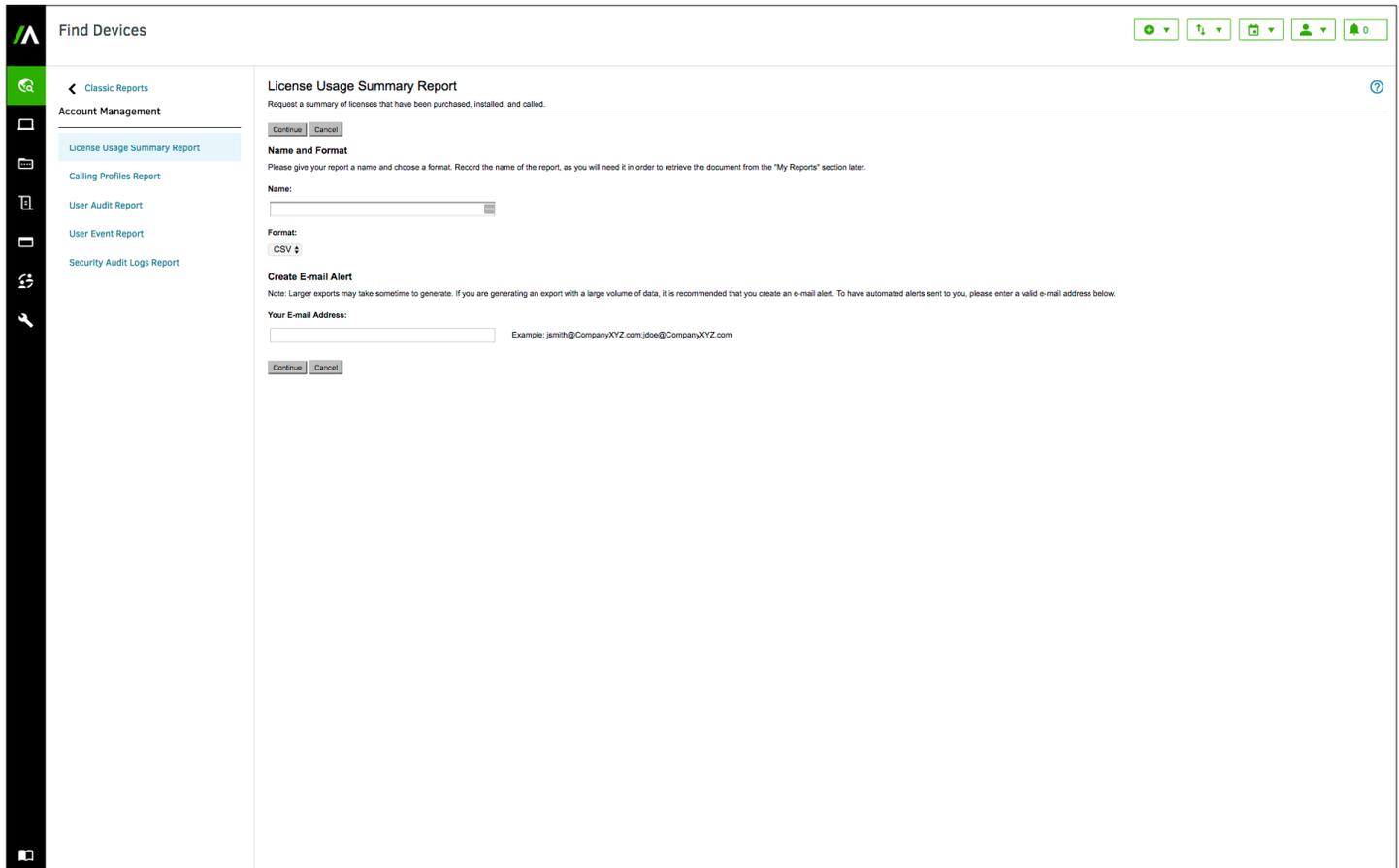
Yes, customers can use the licenses on any devices within their inventory, within the same account. The focus is on licenses, not devices.

**Will Absolute require the license usage to be verified?**

At the end of each contract term, Absolute will generate a report to determine the status ELA license usage, based on number of licenses consumed.

**How can a customer gauge how many licenses are being utilized?**

Customers can view the License Usage Summary Report within the Absolute console.



## PRODUCT AND SERVICES

### Are there any product changes for customers with ELAs?

Absolute features and capabilities are the same across all licensing models including ELAs.

### Can ELAs be utilized with all product editions?

All Absolute editions are supported, including:

- Absolute Resilience, Control, Visibility
- Absolute for Education – Resilience, Control, Visibility

ELAs can contain a mix of product types to cover different device types. ELAs are not available with Absolute for Chromebooks or add-on modules such as Application Persistence or Data Awareness.

### What Professional Services (PS) are included?

Professional Services are included with ELAs. This can include implementation and/or customization services.

## PRICING AND LICENCING

### How many licenses are included with ELAs?

The license count in the ELA matches the number of devices in the initial estimate. For example, if an initial 10,000 devices is estimated throughout the year, the ELA license count is 10,000. The 5% variance allows for fluctuation, so if the environment grew up to 10,500 licenses within the year, they would not be charged additional.

### Are ELAs available to be purchased through OEMs and Resellers?

Yes. As with license-based pricing on individual device purchases, ELAs are designed to be sold through OEMs and Resellers. OEMs or Resellers will work with Absolute to fulfill the transaction.

### How is pricing calculated?

Absolute works with the customer to generate a license estimate, providing a custom quote based on device estimates, allowing for a 5% device variance threshold. This is calculated on a 1-year term. Customers can also choose to prepay and/or lock in for additional years for additional discounts. The first year is paid upfront with an automatic annual renewal for the duration of the contract. Additional licenses outside the estimated usage will be charged at the same rate as the original agreement.

### Is user-based pricing supported?

The ELA pricing model is device-based and calculated based on an estimate of the number of licenses required by the customer. However, it is possible to estimate of the number of devices to be included in the ELA based on the number of users at a customer site and a ratio of devices to user.

## FULFILLMENT

### What agreements are required?

As part of the procurement process, customers must sign an amendment to the existing [Absolute End User Service Agreement \(EUSA\)](#). The ELA amendment lists the start date and term of the ELA, the product and pricing, the number of devices included, the 5% overage allowance, and the partner and license information.

### When is payment made?

Customers pay for the first 12 months at the beginning of the ELA, and are invoiced annually every 12 months.

For more information about the Enterprise Licensing Agreement, please contact your [Absolute Sales Representative](#).