MessageSolution Price Quote

MessageSolution offers the most competitive pricing for all enterprise customers, along with the most flexible payment plans and discounts for the non-profit organizations and government agencies. Please contact your MessageSolution sales representative, account manager, or sales@messagesolution.com for the price quote of EEA Express Edition, EEA Suite Edition, and EEA Upgrade based on the specific size of your organization.

MessageSolution Annual Software Maintenance Program (SMP)

The Software Maintenance Program is purchased with the purchasing of MessageSolution Enterprise Email Archiving products. The SMP includes new product releases/upgrades and technical software support via email or telephone. Without purchasing the Software Maintenance Program, support is free for a period of two months after the purchase of the product. When the free support expires, each basic support package including three (3) technical support emails and one (1) 30-minute phone session support costs $200. A Software Maintenance Program must be purchased within 60 days from the date of product purchase. Please contact your direct sales/support for the details and cost of SMP. The minimum fee for the annual Software Maintenance Program is $600.

A Software Maintenance Support can only be purchased in 1-year intervals or the multiples of 1 year. The starting date of a Software Maintenance Program is ALWAYS the date when the product was purchased (payment received by MessageSolution accounting department), i.e., if you purchase on January 1, then your Software Maintenance Program will also starts from January 1, and will expire January 1 the year after. You cannot purchase maintenance program for 13 or 18 months or any odd months/years, but you can purchase SMP for 24 months as for two years or longer. Software Maintenance Program renewals can only be purchased within 60 days of the original day of product purchase - for example, if your product and the Software Maintenance Program was purchased on January 1 2003, and you want to renew a Software Maintenance Program a year later, you can only do so within 60 days of January 1, 2004. Without renewing the annual Software Maintenance Program, a customer will need to pay 50% of the standard licensing cost for the higher version (s) of MessageSolution EEA upgrade (i.e. EEA 4.0 upgrade to EEA 5.0 or to EEA 6.0), plus the fee-based technical support.

To extend your existing Software Maintenance Program, please directly contact your sales/account manager, or email licensing@messagesolution.com. Product prices and Software Maintenance Program terms are subject to change without notice.