



Welcome to the Standard Service Program

The Standard Service Program (SSP) provides you automatic application software upgrades and updates. With SSP, you always have the most current version of your application software and also benefit from the following:

SSP Benefits

- Automatic and FREE upgrades to your NI application software packages
- Technical support from NI Applications Engineers through phone and email
- 10 percent discount on NI individual training courses—visit ni.com/training for detailed outlines or to enroll in course
- ni.com/support as a resource for self-help technical support, including an extensive library of online technical support information

With a subscription to SSP, you receive all the benefits listed above with the license to maintain and upgrade one copy of the application software for one year. We also offer volume license agreements and educational site license options. For more information about these programs, contact your local NI office or visit ni.com/vlp and ni.com/academic.

Technical Support Access for SSP Customers

As an SSP subscriber, you can access NI Applications Engineers through phone and email. It is very important for NI to correctly maintain your contact information to provide this service. For customers in the U.S., Canada, and Mexico, the fastest way to initiate phone and email technical support is through Request Support at ni.com/support. You will receive a service request number and a toll-free phone number to call to speak with an NI Applications Engineer.

Contact Information

If you have questions about SSP or would like to confirm the products and subscribers covered in your annual contract, contact us at the appropriate telephone number:

In the U.S.—(800) 433-3488 • Fax (512) 683-9300 • info@ni.com

Worldwide Offices: Australia 03 9879 5166 • Austria 0662 45 79 90 0 • Belgium 02 757 00 20
Brazil 000817-947-8791 • Canada 514 694 8521 • China 021 6555 7838 • Czech Republic 02 2423 5774
Denmark 45 76 26 00 • Finland 09 725 725 11 • France (0)1 48 14 24 24 • Germany 089 741 31 30 • Greece 1 42 96 427
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Standard Service Program Terms and Conditions

I. Definitions

- A. PROGRAM refers to the Standard Service Program (SSP).
- B. SUPPORTED SOFTWARE shall include any of the supported NI application software products distributed by National Instruments. A single SSP membership applies to one copy of one of the support software products. A volume license applies to multiple copies of one of the supported software products.
- C. END USER is a registered user of the Program. A volume license agreement provides for multiple end users registered to the program.
- D. SITE ADMINISTRATOR is the main contact of a volume license agreement. The site administrator of a volume license agreement will receive all product upgrade media and is responsible for distribution to all the registered end users.

II. Services Provided to Subscribers of the Program

- A. Free, automatic upgrades will be shipped free of charge shortly after the release date to the Subscribers of single SSP contracts and to the site administrator for volume license agreements.
- B. Phone and email technical support is available to Subscribers of single SSP contracts and to named end-users of volume license agreements. These support benefits are available during set scheduled hours of the National Instruments office providing the technical support.
- C. With customer education discounts, Subscribers are entitled to a 10 percent discount on all self-paced training products (course kits, course CDs, and training hardware) purchased for Subscriber use. The 10 percent discount may also be applied to a maximum of two regularly scheduled individual customer education course fees for the Subscriber. This discount is nontransferable, not retroactive, and cannot be used in combination with any other discount.

III. Transfer of Membership

In the event that the Subscriber of the Program wishes to transfer subscription benefits from one individual to another individual, transfer is accomplished by submitting a document signed by both the new Subscriber and the previous Subscriber. For a copy of the subscription transfer form, please visit our Web site at ni.com/ssp. Inside the U.S., Canada, or Mexico, the signed document can be submitted by facsimile to (512) 683-9300. Outside the U.S., Canada, or Mexico, the signed document can be submitted to the local National Instruments branch office. Transfer of the subscription can occur a maximum of two times during the term of the Program.

IV. Term of Program

The Software Subscription Program will take effect when the Program is ordered. The Program will remain in effect for the period of one year (365 days) from the effective date, unless terminated by either party. The Subscriber will receive notification of Program expiration approximately one month prior to Program expiration.

V. License Agreement

All supported software and upgrades, user manuals (or portions thereof), media and services provided hereunder are subject to all terms and conditions of the Software License Agreement between the Subscriber and National Instruments, including but not limited to the terms of the Limited Warranty contained therein.

VI. Extraordinary Circumstances

National Instruments shall not be liable for failure to fulfill or delay in fulfilling its obligations in this program due to circumstances beyond its control.

