

Summary

Invoice Number: AT-84617610

Date Issued: Sep 24, 2019

IWASSA

المنطقة الأولى، مدينة نصر،
4 Rafah, مدينة نصر, القاهرة 11759
Egypt

Billing Contact:

Ahmed Mounir
IWASSA
a.samir@iwassa.com

Technical Contact:

Ahmed Mounir
IWASSA
a.samir@iwassa.com

Total Paid: USD 481.00**Date Paid: Sep 24, 2019****OFFICIAL RECEIPT**

Invoice Total: USD 481.00

Payment Received: -USD 481.00

Amount Now Due: USD 0.00

Credit Card Number: xxxxxxxxxxxx0787

Cardholder's Name: AHMD MOUNIR

Thank you for your payment!

For information on our refund policy and other purchasing FAQs, see
<https://www.atlassian.com/licensing/purchase-licensing>

Details

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Qty	Product	Unit Price	Adjustment	Total
1	Jira Service Desk (Cloud) Standard 14 Agents (Monthly Payments) Renewal <ul style="list-style-type: none">Site Address: iwassa.atlassian.netSupport Entitlement Number: SEN-14072577Licensed To: IWASSABilling Period: Sep 9, 2019 - Oct 9, 2019	USD 280.00	USD 0.00	USD 280.00
1	Jira Software (Cloud) Standard 18 Users (Monthly Payments) Renewal <ul style="list-style-type: none">Site Address: iwassa.atlassian.netSupport Entitlement Number: SEN-14072577Licensed To: IWASSABilling Period: Sep 9, 2019 - Oct 9, 2019	USD 126.00	USD 0.00	USD 126.00
1	Confluence (Cloud) Standard 15 Users (Monthly Payments) Renewal <ul style="list-style-type: none">Site Address: iwassa.atlassian.netSupport Entitlement Number: SEN-14072577Licensed To: IWASSABilling Period: Sep 9, 2019 - Oct 9, 2019	USD 75.00	USD 0.00	USD 75.00
Total Amount Paid				USD 481.00

Additional Notes

- No tax has been charged.

Licensing & Support

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Support Requests related to licensing or Atlassian software can be initiated at <https://www.atlassian.com/resources/support>.

For support requests related to third party software please contact the third party vendor.

Usage of Atlassian products and services are subject to the Atlassian [Cloud Terms of Service](#), and [Privacy Policy](#).

Usage of third party add-ons purchased through the Atlassian Marketplace is subject to the Atlassian Marketplace [Terms of Use](#).

Specific details on Atlassian's support policy are available at <https://confluence.atlassian.com/support/atlassian-support-offerings-193299636.html>.

Next steps for JIRA, Confluence, and Marketplace add-on legacy license holders are available in the [Atlassian licensing FAQ](#).

Software maintenance covers access to any support* and software product updates for your software license.

After your software maintenance period expires, you will no longer be able to access support or software updates, including security patches. Renewing your software maintenance is done purely at your discretion, and can be renewed in advance of your maintenance period expiration to ensure uninterrupted access to the support services and software and security updates.

You can continue to use your software after the active maintenance period expires. However, do keep in mind that software maintenance renewals commence from the expiration of the last active software maintenance period.

* Support covers technical service requests for implementation and configuration assistance, upgrade assistance, post-implementation product issues.

A technical service request is defined as assistance with one issue, problem, or question relating to the use or installation of a Atlassian product, regardless of the number of communications required.

Support does not cover the following:

- Development requests, including custom code development or support for third party plugins
- Database integrity or database performance issues, including tuning and optimisation of the database
- Network topology or environment issues
- Application server issues not directly related to the Atlassian product implementation, configuration or operation
- Service requests or issues referred via Atlassian forums