

Summary

Invoice Number: AT-87424636

Date Issued: Nov 9, 2019

IWASSA

المنطقة الأولى، مدينة نصر،
4 Rafah, مدينة نصر
nasr city cairo 11759
Egypt

Billing Contact:

Ahmed Samir
IWASSA
a.samir@iwassa.com

Technical Contact:

Ahmed Samir
IWASSA
a.samir@iwassa.com

Total Paid: USD 160.00**Date Paid: Nov 9, 2019****OFFICIAL RECEIPT**

| | |
|------------------------|---------------------|
| Invoice Total: | USD 160.00 |
| Payment Received: | -USD 160.00 |
| Amount Now Due: | USD 0.00 |
| Credit Card Number: | xxxxxxxxxxxx4646 |
| Cardholder's Name: | AHMED SAMIR HUSSIEN |

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 7 Agents (Monthly Payments) Renewal <ul style="list-style-type: none">Site Address: iwassa.atlassian.netSupport Entitlement Number: SEN-14072577Licensed To: IWASSABilling Period: Nov 9, 2019 - Dec 9, 2019 | USD 140.00 | USD 0.00 | USD 140.00 |
| 1 | Jira Software (Cloud) Standard 10 Users (Monthly Payments) Renewal <ul style="list-style-type: none">Site Address: iwassa.atlassian.netSupport Entitlement Number: SEN-14072577Licensed To: IWASSABilling Period: Nov 9, 2019 - Dec 9, 2019 | USD 10.00 | USD 0.00 | USD 10.00 |
| 1 | Confluence (Cloud) Standard 10 Users (Monthly Payments) Renewal <ul style="list-style-type: none">Site Address: iwassa.atlassian.netSupport Entitlement Number: SEN-14072577Licensed To: IWASSABilling Period: Nov 9, 2019 - Dec 9, 2019 | USD 10.00 | USD 0.00 | USD 10.00 |
| Total Amount Paid | | | | USD 160.00 |

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