

## Summary

Invoice Number: AT-123456789

Date Issued: Dec 13, 2022

ACME LTD  
Example Address  
London  
United Kingdom  
VAT Number: 123456789

**Billing Contact:**  
invoices@example.com  
ACME LTD

**Total Paid: USD 10.00****Date Paid: Dec 13, 2022**

### OFFICIAL RECEIPT

Invoice Total: USD 10.00

Payment Received: -USD 10.00

**Amount Now Due: USD 0.00**

Credit Card Number: xxxxxxxxxxxx1234

Cardholder's Name: J Smith

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(s)	Total
1	Confluence (Cloud) Standard 10 Users (Monthly Payments) Renewal	USD 10.00		USD 10.00
<b>Total Amount Paid</b>				<b>USD 10.00</b>

## Additional Notes

- Reverse charge supply: It is the responsibility of the customer to account to HMRC the VAT relating to goods or services on this invoice.
- The total amount shown on this invoice is VAT exclusive.

As we work to provide you with an upgraded billing experience, we're making some changes. Entitlement number (EN) is a new ID for your entitlement. As a part of these upgrades, EN will replace SEN as your primary ID. During this transition, you can use SEN or EN as your ID.

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## 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 apps 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 app 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