



### Summary

Invoice Number: AT-59365150

Date Issued: 25 Jul 2018

Esoptra

Belgium

**Billing Contact:**

Paul Carpentier  
Esoptra  
paul.carpentier@esoptra.com

**Technical Contact:**

Stijn Vanhees  
Esoptra  
stijn.vanhees@novareperta.com

**Total Paid: USD \$239.58**

**Date Paid: 25 Jul 2018**

### OFFICIAL RECEIPT

Invoice Total: \$239.58

Payment Received: -\$239.58

**Amount Now Due: \$0.00**

Credit Card Number: xxxxxxxxxxxx8493

Cardholder's Name: PAUL CARPENTIER

Thank you for your payment!

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

## Details

Invoice Number: **AT-59365150**

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Qty	Product	Unit Price	Adjustment	Total
1	JIRA Service Desk (Cloud) 5 Agents (Monthly Payments) Renewal - Site Address: esoptra.atlassian.net - Support Entitlement Number: SEN-8716128 - Licensed To: Esoptra - Billing Period: 25 Jul 2018 - 25 Aug 2018	\$100.00 USD		\$100.00 USD
1	JIRA Software (Cloud) 14 Users (Monthly Payments) Renewal - Site Address: esoptra.atlassian.net - Support Entitlement Number: SEN-8716128 - Licensed To: Esoptra - Billing Period: 25 Jul 2018 - 25 Aug 2018	\$98.00 USD		\$98.00 USD
Total Ex. Tax (USD)				\$198.00
21% VAT (USD)				\$41.58
<b>Total Amount Paid (USD)</b>				<b>\$239.58</b>

## Additional Notes

The VAT exclusive total on this invoice is € 169.15 (EUR). The amount of VAT on this invoice is € 35.52 (EUR) at 21%

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**Licensing & Support****Invoice Number: AT-59365150**Date Issued: 25 Jul 2018

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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 software and hosted services is subject to the [Atlassian Customer Agreement](#)

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

Technical Account Management (TAM) services are subject to the [Atlassian Professional Services Agreement](#)

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