

Subscription Update Service (SUS)

SUS is a subscription service that contains all new developments of AIO CREATOR NEO within the scope of paid upgrades. All Minor & Major-Upgrades (1. or 2. digit of version changes) are those paid versions which are included in SUS. This makes SUS interesting for those who want to stay up-to-date, but do not want to pay a full license for each upgrade. As part of a valid SUS you will always have access to the latest versions with all the latest innovations and the latest features. To any purchased NEO plugin a free 12 months SUS is added, so you have lots of time to decide whether you can benefit from SUS or not.

Is SUS compulsory?

No, SUS is no obligation but an additional option for you to benefit from upgrade versions. Of course you can always continue to use NEO with no restrictions and all activated plugins in the latest validated version. Without SUS you will also receive our patch service with minor improvements and bugfixes for this version.

Is it possible to use NEO without SUS?

Yes, of course. Since SUS is not a software rental model à la Adobe but an upgrade authorization, you can of course always continue to use NEO with no time limitation and all activated plugins in the latest validated Major/ Minor-version. Even without SUS you will also receive our patch service (only 3. digit of version number changes) with minor improvements and bugfixes.

What is the concept behind SUS?

SUS can not be purchased for NEO as a whole but only for each plugin. If you want to use all your activated NEO plugins after you have upgraded NEO to a new paid version (major/ minor), a valid SUS for each plugin is required. Due to the modular plug-in concept of NEO, there is no fixed price for the NEO software. But this does not mean that the basic NEO software and its core functions are free. The NEO license price is rather variable and depends on the number of plugins used. This is also the reason why we have bound SUS to the plugins. That means, that a subscription update service is not available for NEO as a whole but for each plugin. SUS will always be validated for a particular plugin with a specific runtime (e.g. 12 or 24 months). SUS will be validated by entering a code. A valid SUS enables you to use this particular plugin for the purchased runtime with all upcoming NEO upgrades (Minor / Major) including all new features for free. The runtime starts with validation of the code in NEO and adds up to a possible SUS remaining time of this plugin's SUS.

What happens if SUS has expired?

You can continue to use your latest validated major/minor-version without any limitation including free Updates (only 3. digit of version number changes). For Upgrades (major/ minor) you have to purchase SUS. If SUS has expired and you stay with your latest validated major/minor-version nothing happens. You can use this version without limitation. You can also use our free Updates for this version (only 3. digit of version number changes). If you want to make a major/ minor upgrade (1. or 2. digit of version changes) you need a valid SUS for each plugin you want to use after the upgrade.

Can I use SUS extensions after expiration or after a break??

Yes, you can reactivate SUS after expiration or a break. If your SUS has expired, you can reactivate it at any time. Because SUS generally requires a continuous activation period, a "SUS break" can be supplemented. For this purpose you can use a SUS extension code. After the code has been activated in NEO, the purchased runtime-period will be added to the expiration date, even if it is in the past.

Does the SUS-Flatrate covers all plugins?

During the flatrate runtime our SUS flatrate includes SUS for all then activated plugins – regardless of the number! The SUS flatrate includes SUS for all activated plugins during the runtime of the flat. Like

the other SUS extensions, the flatrate always starts at the expiration date of the respective plugin and expands the runtime accordingly (12 or 24 months). If a new plug-in is activated within the valid flat runtime, the flat also covers this plugin for the remaining runtime of the flat. What happens, if I use a SUS extension bundle for up to 3 plugins, but only have 2 plugins? Because extension bundles only can be validated in one step, it is not possible to keep not used sus extensions for future use.

How does the SUS extions work exactly?

Generally, SUS is not activated for NEO as a whole but only for a specific plugin and a specific run time (for example 12 or 24 months). A valid SUS allows you to use this plugin for the purchased runtime with all upcoming NEO upgrades (minor / major) free of charge. Once the SUS extension code is activated in NEO, the purchased runtime adds up to the respective number of plugins. NEO then adds the runtime-period to the expiration date of the respective plugin, regardless of whether the date is in the past or the future. If a user has more plugins than the SUS extension code includes, you can choose which plugins shall be used.

The offered articles "SUS-Extension for 3 plugins" & "Flatrate" are just quantity packages for single SUS extensions (in case of the Flatrate without upper limit).

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