

Minimum SO License Requirement for Support Agreements

08/10/2026 10:24 am EDT

Effective immediately, all SO Support Agreements will require a minimum of five (5) SO licenses per customer.

This minimum requirement is being implemented due to the cost of providing support services.

Please communicate this requirement to customers during the sales process and verify that all new SO Support Agreement opportunities meet the minimum of five SO licenses before submitting them for approval.

If you have any questions or encounter a unique situation, please reach out to Melissa before moving forward.
