

<u>Difference between a one-time purchase and a subscription for Parallels Desktop for Mac</u>

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac App Store Edition
- Parallels Desktop for Mac Business Edition

One-Time Purchase

If you select this option, you will get a license with the following properties:

- No free upgrades to future versions of Parallels Desktop.
- No expiration date. The license is always valid for the version it was purchased for, but is subject to <u>the End-of-Life policy</u>.
- Get minor updates and fixes for the current Parallels Desktop version until the version reaches End-of-Life.
- 30-day phone and chat support, and email support for two years from the version release date.
- With a perpetual Parallels Desktop for Mac license, you get a three-month subscription for Parallels Toolbox for Mac and Windows. Learn more in <u>KB 124228</u>.

Subscription

A subscription license offers the following:

- Free upgrades to future Parallels Desktop versions at no additional charge. Once a new version is released, you will simply need to download it from the Parallels website.
- A subscription needs to be updated at the end of the subscription period. Note that by default, the subscription is auto-renewable, so you don't have to worry about expiration. If you would like to turn auto-renewal off, visit <u>KB 123306</u>. In case the subscription does not get renewed either automatically or manually, the subscription will be first placed into the **Grace Period** and then expires and can no longer be used. If you would like to change the payment method for the next renewal, follow the instructions from KB 123883.

Note: the Grace period starts the next date after the date when the subscription had to be renewed. Possible reason for the grace period: Your subscription was scheduled for renewal on a specific date, but payment has not been received. You have a grace period of 7 days (starting from the date of unsuccessful renewal) to complete the payment for Parallels Desktop Pro and 30 days for Parallels Desktop Business Edition. If you don't complete the payment during this period, all Parallels products and services included in the subscription will no longer function.

- Get minor updates and fixes for Parallels Desktop.
- Includes phone and chat support throughout the whole period of the subscription validity.
- With a Parallels Desktop for Mac Standard or Pro Edition subscription, Parallels Toolbox is valid for the duration of your subscription. Learn more in <u>KB 124228</u>.

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