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- (a) Technical Help. The Provider or its business partners shall ensure help and support in troubleshooting and debugging in the use of the most up-to-date version of the Software throughout published operating hours. Any requirements for help and support received outside of operating hours shall be deemed to have been received on the following business day. A requirement for help and support can be delivered to the Provider via phone, facsimile or email via the reserved telephone numbers or email addresses specified in the Documentation or on the websites of the Provider or of its business partners. A requirement for help and support must be sufficiently certain and must contain data enabling the replication of the reported problem. If necessary, the End User shall be obliged to provide the necessary assistance in solving a reported problem.
- (b) Updating. Updating shall include each new version or change of the Software or individual parts thereof, which the Provider shall release on its websites or the websites of its business partners. The Provider shall make the Update accessible to the End User from the protected area of its websites through the Internet network. Access to the Update shall require logging in with a username and a user login password ("Identification"). The Identification of the End User shall consist of a random combination of alphanumeric characters and shall be automatically generated by the

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  3. has already been resolved by the issuance of the Update, which the End User failed to install,
  4. the End User has failed to pay the License Fee under Article 17 hereof, or
  5. is otherwise provided for in this Agreement.
- (d) Training. No right to the provision of services in connection with training and practice in the use and installation of the Software shall result for the End User from this Agreement.

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21. Notices. All notices, the returned Software, and Documentation must be delivered to: ESET, spol. s r.o., Einsteinova 24, 851 01 Bratislava, Slovak Republic.

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23. General Provisions. If any provision of this Agreement is invalid or unenforceable, this shall not affect the validity of the remaining provisions of the Agreement. Those shall remain valid and enforceable under the terms and conditions stipulated herein. Any amendments hereto may only be in writing, and a statutory representative must sign such an amendment on behalf of the Provider.

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