

TECOMC4

SOFTWARE & SUPPORT AGREEMENT (SUSP) OVERVIEW
INCLUDING TERMS & CONDITIONS.



GET THE MOST FROM YOUR SECURITY SOLUTION WITH ONGOING SOFTWARE UPDATES



Technical Support



Annual Updates



System stability

TecomC4 software helps manage and monitor your security system. Proper installation, use, and maintenance of your TecomC4 solution is key to maximising features in your environment and enabling your security system to deliver the benefits that you expect.

TecomC4 is supported by a dedicated team who are committed to implementing new features and enhancements on a regular basis.

These improvements come in the form of major releases (eg 2016, 2017, 2018), and service packs (eg SP1, SP2, SP3), which together form a complete software package (eg 2017 SP1). Major releases are made available annually, while service packs are released more frequently, approximately every 3 months.

When a trained installer licenses a site for the first time, they gain access to the latest available version of TecomC4. Included in this initial site license is a 2 year warranty, which allows access to service packs and technical support.

Installers, on behalf of their client, also have the option to purchase a Software & Upgrade Support Agreement (SUSP). In addition to the warranty, the SUSP gives you access to all the latest major releases of TecomC4 for the duration of your SUSP subscription.

It is recommended that you purchase and maintain a SUSP subscription to ensure your site has access to the latest features and enhancements, including access to the latest drivers as they become available.

Achieve the best possible return-on-investment by enabling your software to run at peak performance.



KEEP YOUR SOFTWARE RUNNING SMOOTHLY WITH ACCESS TO MAJOR RELEASES AND SERVICE PACKS WITH NEW FEATURES AND FUNCTIONALITY TO HELP YOU MEET YOUR CHANGING BUSINESS REQUIREMENTS.

SUMMARY

- » Each TecomC4 installation includes a warranty, which at a minimum is valid from the date the site is licensed, and expires 2 years later
- » The warranty does not provide access to future Major Version upgrades
- » Warranty period can be extended by purchasing an optional SWUP or SUSP subscription
- » New devices can be added to the site after the warranty has expired, but will not extend the warranty period
- » Technical support is only available to TecomC4 certified technicians
- » SUSP cost is 20% of the published List Price for devices and features, payable at time of activation
- » SWUP cost is 60% of the published List Price for devices and features, payable at time of activation

WARRANTY

INCLUSIONS

»	Software Service Packs
»	Technical Support (trained technicians only)
»	2 year warranty

The TecomC4 warranty is based on the version number of the software you have purchased and installed, and the software is covered by a two year warranty from the initial date of the site being licensed.

For example, if you license your site on the 1st of May 2018 and TecomC4 2017 is the currently available version, your warranty covers TecomC4 2017 for a duration of 2 years, expiring 1st May 2020.

IMPORTANT INFORMATION

- The warranty does not provide access to Major Version upgrades (example, if you are licensed for TecomC4 2017 your warranty does not give you a free upgrade to version 2018 when it is released)
- Purchasing additional drivers for the site after initial installation does not extend the warranty period
- Warranty is only valid for when the system has been installed by a TecomC4 certified technician
- Support is only provided for versions within their Warranty Period

SUSP (Software Upgrade Support Plan)

INCLUSIONS		YOU CAN PURCHASE A SUSP	
➤	Major Software upgrades	When site is first licensed, or	
➤	Software Service Packs	Up to 3 months prior to expiry of existing SUSP, or	
➤	Warranty from the start of the SUSP, to 2 years after SUSP has expired	When a SWUP is purchased	
➤	Technical Support (trained technicians only)		

A TecomC4 SUSP is based on the version number of the software you have purchased and installed. The SUSP is in addition to the warranty and valid for the calendar year following the purchase of a SUSP.

For example, if you have installed TecomC4 Version 2018 and purchased a one year SUSP, your SUSP will give you access to Version 2019 when it is released. If you purchase a two year SUSP you will have access to Versions 2019 and 2020 when they are released. This is in addition to the warranty inclusions listed above.

IMPORTANT INFORMATION

- A SUSP can be purchased for 1 – 5 years, payable in advance, available in 1 year increments with a maximum of 5 years
- A SUSP is active as soon as it is purchased
- Purchasing additional drivers for a site does not extend the warranty period
- Additional devices can be purchased and added to the site whilst a SUSP is active. These devices will not incur any additional costs to the currently active SUSP
- Annual renewals are due between the 1st of October, and the 15th of December

HOW A SUSP IS CALCULATED

Cost is calculated at time of SUSP purchase, and comprises the following:

- the number of devices and licenses
- the duration of the SUSP
- SUSP cost is calculated at 20% of the published Driver List Price

SINGLE UPGRADE (SWUP)

INCLUSIONS

»	Upgrade to the latest Version of TecomC4 Software (includes access to new drivers supported in that Version)
»	Service packs
»	Warranty from the activation of the SWUP for a duration of 2 years
»	Technical Support (trained technicians only)

If you want to upgrade your site and you did not purchase a SUSP, you will need to purchase a Software Upgrade (SWUP).

For example, if you have installed TecomC4 Version 2018 and did not purchase a SUSP, you will have to purchase a SWUP to get access to Version 2019 when it is released.

IMPORTANT INFORMATION

- SWUP is a one-off activation and is only valid for the currently available Major Version of software at time of purchase, including its Service Packs
- SWUP Warranty starts from activation of SWUP and is valid for a duration of 2 years
- A SUSP may be purchased in conjunction with a SWUP to allow access to future Major Version releases (see SUSP Pricing above)
- If a new SUSP is purchased in conjunction with a SWUP, the warranty period of the SUSP will take precedence

HOW A SWUP IS CALCULATED

- SWUP cost is calculated at time of purchase, and comprises the devices and features which are currently licensed
- SWUP cost is calculated at 60% of the published Driver List Price

TECOM DICTIONARY

»» SUSP: Subscription based Software & Upgrade Support Plan

»» SWUP: Single Upgrade to latest version of software

»» Major Release: Software release providing a range of new features and functionality

»» Service Pack: A collection of updates and fixes for a particular software version

»» Remote access: Site support via online tools

»» End User: Location/User where the software is installed

»» Reseller: System Installer who provided services to the end user

»» Trained Technician: Installer who has successfully completed TecomC4 training

END USER TERMS & CONDITIONS

1. A SUSP is available to end users ('End Users') of Interlogix software products ('Software') purchased through Interlogix's network of authorised value added resellers, distributors, installers and/or system integrators ('Resellers').
2. A fee is payable for a SUSP. The fee is to be paid by the End User directly to an authorised Reseller. A SUSP will be valid for the calendar year following the purchase of a SUSP (for a period of 1-5 years. It must be purchased when the site is first licensed, or up to 3 months prior to the expiry of an existing SUSP.
3. Once a SUSP has lapsed, End User must purchase a SWUP to enable upgrade to the latest software version available.
4. The Reseller must only use duly authorised and qualified technicians, who are directly employed by or contracted to the Reseller and hold a current system training qualification, to carry out the tasks required under a SUSP.
5. The SUSP includes the provision of technical support for the duration of the SUSP. The Reseller will be the End User's first point of contact for all requests made under this SUSP. Should there be a requirement for technical support to be escalated, the Reseller will contact the Authorised Distributor on behalf of the End User, during normal business hours (Monday – Friday 8:30AM to 5:00PM AEST excluding public holidays).
6. The following items are excluded from the SUSP:
 - (a) Software failures or data loss due to lack of maintenance, neglect, network failures or user inflicted malfunctions;
 - (b) step by step software upgrade assistance;
 - (c) hardware failure due to natural causes, improper installation or unsupported configurations;
 - (d) requests to assist with third party software or hardware installation or configuration assistance;
 - (e) modification of or any attempt to modify any portion of the Software without the written approval of Interlogix;
 - (f) events outside Interlogix's reasonable control or not arising under normal operating conditions;
 - (g) on-site support; or
 - (h) use of Software older than three (3) years from the release date.
7. The following general items are included in a SUSP:
 - (a) Software configuration, application assistance, database properties and basic operating system functionality;
 - (b) assistance with problems/errors related to Software upgrades;
 - (c) upgrades – Interlogix will provide new versions of the Software (major and minor releases; cumulative and incremental hot fixes) as they become commercially available;

(d) Software maintenance to ensure the Software operates in substantial conformity with Interlogix's published specifications. Interlogix will use commercially reasonable efforts to correct all errors discovered, which cause the Software to fail to function in accordance with the specifications in any material respect;

(e) in the event that a Reseller detects any consistently reproducible error, defect or nonconformity to the specifications in the Software, off-site telephone support, in the form of consultations, assistance and advice on the use or maintenance of the Software within twenty-four (24) hours of the Reseller's request during normal published business hours.

a recommended workaround to the extent reasonably possible (as determined by Interlogix in its sole discretion), but will not offer any type of hotfix or patch, and may require a Software upgrade to a commercially supported revision; and

(b) if after investigation in accordance with its normal procedures Interlogix determines, in its sole discretion, that the root cause of the End User's issue with the Software requires a Software modification (including, without limitation, a code change), Interlogix may attempt to provide a recommended workaround to the extent reasonably possible (as determined by Interlogix in its sole discretion), but may require a Software upgrade to another commercial version.

8. For the purposes of the SUSP, the End User shall:

(a) submit to Interlogix and/or Reseller a sample or full database, and any other data and information, which Interlogix and/or Reseller may reasonably request in order to reproduce operating conditions similar to those present when the error occurred or was discovered; and

(b) provide Interlogix with sufficient access to and test time on the End User's system to duplicate the error and verify that the error has been corrected.

9. The End User acknowledges and agrees that:

(a) if the Software has reached its end of life Interlogix will only use reasonable endeavours to provide technical support to the End User while the SUSP remains current. "Reasonable endeavours" includes normal troubleshooting until the root cause requires a modification of the Software. Interlogix will attempt to provide

10. Personal information requested and provided hereunder for the purposes of the SUSP will be collected, used, safeguarded, disclosed and disposed of in accordance with Interlogix's privacy policy, a copy of which can be found at: <http://www.interlogix.com.au/privacy> or by contacting Interlogix Privacy Officer:

Phone: +61 3 9239 1200

Address: Locked Bag 2007, North Ryde BC NSW 1670

Email: FSPGAU.privacypolicy@fs.utc.com

If the End User does not provide the Reseller and Interlogix with the information requested, it will affect or prevent the Reseller's and Interlogix's ability to effectively perform the SUSP, and Interlogix may elect to terminate the SUSP immediately without further liability to the End User.

Interlogix provides global security products to meet the demands of the modern world. With leading security & life safety solutions for residential and commercial applications, Interlogix offers some of the most-trusted product names for intrusion, video and access control including IP solutions and home system management for lifestyle convenience. Interlogix helps customers secure and protect what matters most.

For more information, visit www.interlogix.com.au.



interlogix.com.au

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