



## TecomC4 Software Support Plan Overview (SUSP)

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 2018, 2019, 2020), and service packs (eg SP1, SP2, SP3), which together form a complete software package (eg 2020 SP1). Major releases are made available annually, while service packs are released more frequently, as required.

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 1 year warranty, which allows access to service packs and technical support.

Installers, on behalf of their client, must purchase a minimum 1 year Software & Upgrade Support Agreement (SUSP) when initially licensing the site. 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.

### How is a Software Support Agreement calculated?

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

- The number of devices on the system (including any free initial panel licenses) & any Advanced software features licensed to the system (e.g. TecomC4 Advanced, Active Directory, etc)
- Multiplied by the number of years of the SUSP you are requesting
- SUSP cost is calculated at 20% of the License purchase price as provided by your distributor.

### How is a Single Software Upgrade calculated?

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

- The number of devices on the system (including any free initial panel licenses) & any Advanced software features licensed to the system (e.g. TecomC4 Advanced, Active Directory, etc)
- SWUP cost is calculated at 60% of the License purchase price as provided by your distributor.

## INCLUSIONS

TecomC4 Standard	<p>TecomC4 Standard is the version you receive when purchasing TecomC4.</p> <p>TecomC4 is provided free of charge when the first Challenger or NAC driver is licensed to the site. This does not include the SUSP.</p>
TecomC4 Advanced	<p>TecomC4 Advanced is additional and incurs a separate charge.</p> <p>It provides access to the following key functionality;</p> <ul style="list-style-type: none"> <li>• Image Monitor</li> <li>• Active Directory (additional driver required)</li> <li>• Redundancy</li> </ul>
Software Major Versions	<p>Available annually to those on a valid Software Support Agreement.</p> <p>Includes new features and driver support</p> <p>Released at any time throughout the year</p> <p>Each Major version starts a new warranty period</p>
Software Service Packs	<p>Available to those within the warranty period or on a current SUSP</p> <p>Updates to current Major version released</p>
Warranty	<p>1 year from installation does not include the SUSP</p>
Software Upgrade Support Plan (SUSP)	<p>Is in addition to the warranty &amp; provides access to Major Software versions.</p> <p>Available in 1 year increments with a maximum of 2 years, payable in advance</p> <p>The SUSP is valid until the end of the following year the SUSP was purchased. eg; Site licensed in February 2021 with a 1 year subscription is valid until 31st December 2022.</p> <p>All renewals are due between the 1st of October and 15th of December of the year your SUSP is due to expire.</p> <p>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.</p>
Single Upgrade (SWUP)	<p>For customers not on an active SUSP wishing to upgrade to the latest version TecomC4 Software.</p> <p>1 Year warranty included. Does not include a SUSP</p> <p>A customer may purchase a SUSP at the same time as purchasing a SWUP to move them onto an active SUSP.</p>
Technical Support	<p>Available to customers during the warranty period or on a current SUSP provided the person calling for support is trained and authorised</p>

# END USER TERMS & CONDITIONS

1. A SUSP is available to end users ('End Users') of Carrier Fire & Security Australia Pty Ltd (CF&S) software products ('Software') purchased through CF&S'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 Aritech;
  - (f) events outside Aritech'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 – Aritech 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 Aritech's published specifications. Aritech 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.

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

- (a) submit to CF&S and/or Reseller a sample or full database, and any other data and information, which CF&S 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 CF&S 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 CF&S 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. CF&S will attempt to provide a

recommended workaround to the extent reasonably possible (as determined by CF&S 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 Aritech 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), Aritech may attempt to provide a recommended workaround to the extent reasonably possible (as determined by CF&S in its sole discretion), but may require a Software upgrade to another commercial version.

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 CF&S's privacy policy, a copy of which can be found at: [www.firesecurityproducts.com.au/privacy](http://www.firesecurityproducts.com.au/privacy) or by contacting CF&S Privacy Officer:

Phone: +61 3 9239 1200

Address: Locked Bag 2007,

North Ryde BC NSW 1670

Email: [FSPGAU.privacypolicy@carrier.com](mailto:FSPGAU.privacypolicy@carrier.com)

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