

COMMERCIAL SECURITY SOFTWARE SUPPORT AGREEMENT PROGRAM



Honeywell

SOFTWARE SUPPORT

Honeywell offers a variety of Software Support Agreements (SSAs) for our access control and video surveillance products to help protect your investments and those of your customers. These agreements ensure your customers have the latest Honeywell software releases to minimize your support costs.

Honeywell SSAs are offered in three tiers of service to match your business model and your customer needs:

- Standard SSA
- Mission Critical SSA
- End User SSA

These service offerings complement any Honeywell installation and enhance long-term customer satisfaction. By maintaining an SSA, you are eligible for a variety of productivity enhancing benefits.

STANDARD SOFTWARE SUPPORT AGREEMENT

Free Software Upgrades.

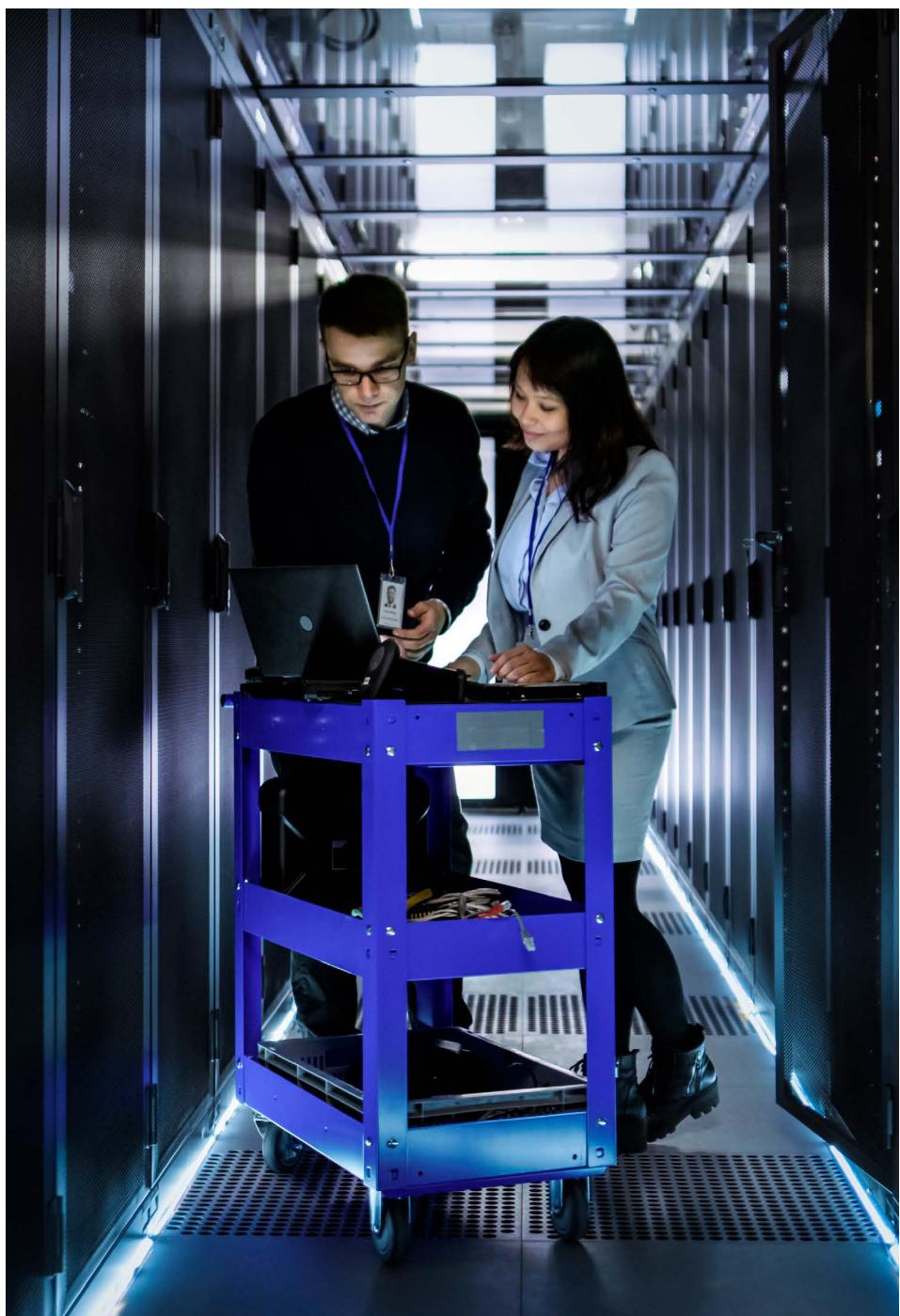
Continuous holders of SSAs are entitled to all software upgrades as well as interim service packs on covered software. Honeywell's Professional Support Services are available to assist with system upgrades at prevailing Time and Materials rates.

Free Priority Integrator Technical Support.

Leverage our deep knowledge base with Honeywell technicians to answer questions and resolve technical issues. Sites with standard SSAs receive priority service during regular business hours.

Dedicated Phone Support.

Integrators protected by an SSA have a dedicated phone number to use for contacting Honeywell technical support to expedite issue resolution.



Honeywell Online

Training. Available online at myhoneywellbuildingsuniversity.com

Honeywell's eLearning courses are loaded with tips and techniques, technical product information and valuable presentation guides to help you stay informed, work smarter and stay ahead of your competition.

Unique Site Identification. Covered sites receive a unique site identification code that enables Honeywell technicians to maintain a history of the site's installations to more quickly identify and resolve issues.

On-site Support Services.

Honeywell's technical staff provides an added layer of expertise. We can provide installation and expert support to supplement your staff. This flexibility enables you to reduce your time and effort while still providing complete technical support to your customers.

On-Site System Optimization.

You have access to highly skilled support professionals who will periodically perform maintenance functions, run diagnostics and make performance enhancements to help ensure systems are running at peak performance. This program offers a range of value-added services that can help you with a broad range of software support, database and site installation, commissioning and service issues like advanced level programming.

MISSION CRITICAL SOFTWARE SUPPORT AGREEMENT

All Standard SSA entitlements, plus:

24/7/365 Integrator Technical Support. End users in mission critical and continuously operating environments may need technical support at any time. Ensure your technicians have access to Honeywell experts when they need it most.



Remote Diagnostics. Our expert staff can remotely access system information to provide support, reducing the time it takes to identify and resolve issues.

Remote Customization. Our technicians can help with customized programming assistance to access features and expanded functionality that help your customers get the most out of their Honeywell system.

END USER SOFTWARE SUPPORT AGREEMENT

End User Technical Support.

Reduce your fixed support costs by giving your qualified End User customers direct access to Honeywell's technical support team.

SUPPORT FOR SITES WITHOUT SSAs

Out-of-warranty software upgrades are not available without an SSA in place. For those sites, standard support is available at prevailing Time and Materials rates. Standard support provides telephone technical support during our normal support hours, Monday through Friday.

The Honeywell SSA program is supported by our expert staff of service technicians who are readily available whenever you need it. Additionally, our telephone technical support resources are supplemented by our extensive online technical Support Self-Service portal myhoneywellbuildingsuniversity.com/training/support. Here you can find How-To Videos, Downloads, Articles / FAQ's and more self-service resources.

SOFTWARE SUPPORT AGREEMENT REINSTATEMENT

Software that is not currently under an SSA will be charged a reinstatement fee.

PRODUCTS NOT PURCHASED FROM HONEYWELL

Telephone technical support is occasionally requested to provide assistance on hardware and/or software products purchased from third parties. Honeywell's technical support will attempt to provide assistance upon request. All technical support assistance for such support requests will be billable under prevailing Time and Materials rates.



SOFTWARE SUPPORT PROGRAM

SERVICES OFFERINGS	STANDARD SSA	MISSION CRITICAL SSA	END USER SSA
Software Upgrades	X	X	X
Priority Integrator Technical Support (Dedicated Toll-free Number) Unique Site Identification	X	X	X
Honeywell Online Training Program	X	X	X
On-site and Remote Support Services*	X	X	X
On-site and Remote System Optimization*	X	X	X
24/7/365 Integrator Technical Support (Dedicated Toll-free Number)		X	X
Remote Diagnostics		X	X
Remote Customization		X	X
Priority End User Technical Support (Dedicated Toll-free Number)			
24/7/365 End User Technical Support (Dedicated Toll-free Number)			X
Direct End User Support from Honeywell			X
Product Certification Training for up to 4 End Users per year			X
Test Licenses			X

ADDITIONAL PROFESSIONAL SUPPORT SERVICES AVAILABLE:

- Software Services
- Design, Policy and Governance
- Integration
- On-Site and Remote Support
- Project Management Services
- System Optimization Services

*At an additional cost. Connect with your Customer Service representative for part numbers and pricing.

For more information

buildings.honeywell.com/security

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THE
FUTURE
IS
WHAT
WE
MAKE IT

Honeywell