

Emergency Technical Support Agreement (24x7) (OnGuard)

Supplemental Agreement

PLEASE NOTE: This Agreement is a supplement to the LenelS2 Value Added Reseller (VAR) Agreement.

Corporation Channel Partner (SP) Agreement which terms and conditions apply to the procurement of services under this Support Agreement. By issuing a purchase order or making payment for the quoted services as described in this Support Agreement, the VAR agrees to and accepts the terms and conditions contained in this LenelS2 Support Agreement.

VAR Emergency Technical Support Agreement for Software Upgrade & Support Plans (SUSP)

LenelS2 shall provide the Purchaser's Authorized LenelS2 VAR with an annual 24 x 7 x 365 call-in Technical Support assistance service, specifically and exclusively for the Purchaser's LenelS2 OnGuard System. This provision is available only to qualified representatives who are certified. Only certified VAR technicians will be able to place support calls directly to the LenelS2 Technical Support Group in the event of an emergency. Certified users that have obtained direct support agreements may also utilize 24x7 service with the proper certification and system agreements in place.

The LenelS2 OnGuard Technical Support Group technicians will be on a weekly rotation and equipped with communications and support tools to allow them to provide assistance from a satellite location for emergency service after normal business hours (normal business hours are Monday – Friday 8:30AM to 5:00PM ET local time excluding US holidays). During normal business hours, please contact LenelS2 OnGuard Technical Support through normal support channels. Purchasing this service does not guarantee that the on-call LenelS2 Technician will be able to correct the problem, although every effort will be made to do so. Remote dial-in connection and/or Engineering assistance may be required on the next business day. This program requires that the Purchaser maintain current and continuous purchases of LenelS2 OnGuard software upgrade plans through the Supplier's VAR and that the Purchaser continues to implement all commercially available software updates and software upgrades available from LenelS2.

Included Service Items

- The emergency after-hours technical support service entitlement covers only telephone support calls requiring assistance for system failure emergencies and full loss of major feature functionality.
- Designed to provide emergency support for your OnGuard VAR after normal business hours (5:30PM to 8:30AM ET local time, Monday to Sunday).

Excluded Items

- Software upgrades of any kind.
- System failure due to obvious lack of maintenance, neglect, network failures or third-party software additions/deletions.
- System failure due to software upgrade for any non-LenelS2 software component.
- Data loss due to lack of maintenance, neglect, tampering.
- Data loss and/or system failure due to the lack of a valid database backup.
- Hardware failure due to natural causes, improper installation or neglect.
- System failure due to unsupported hardware configurations or changes.
- Support for third party software applications not provided by LenelS2.

Certification Requirements for After-Hours Emergency Service

- VAR technicians who wish to utilize this service must meet the certification guidelines listed below prior to the 24x7 service activation. If no technicians meet the criteria listed below the activation will not take place.
- Direct support contracts and certification guidelines must be met for system administrators that want to utilize the 24x7 service.

After-Hours Emergency Service Call Process

Contact information will be provided at time of Order.

Normal Business Hours Call Process

Follow steps below.

Technical Support Contact Information

LenelS2 provides access to Technical Support via phone, email, web, connect and cumulus during normal business hours. Access to LenelS2 Product Datasheets, Product

Documentation and Software Updates are available via the web 24 hours a day. LenelS2 Technical Support hours include business days except LenelS2 Observed holidays.

The contact methods and hours of operation under the Standard Support Policy for LenelS2 for the LenelS2 OnGuard Ecosystem are:

U.S. Region

- **Business Hours:** Monday - Thursday 8:30AM - 9:00PM EST & Friday until 7:00PM EST (Excludes LenelS2 Observed Holidays)
- **Support Phone:** +1 866.788.5095, Option 2
- **Support Email:** onguard.support@honeywell.com
- **Web Portal:** <https://connect.lenels2.com/>

LATAM Region (Latin America)

- **Business Hours:** 8:00 am – 6:00 pm Central ST Monday – Friday (Excludes LenelS2 Observed Holidays)
- **Support Email:** onguard.support@honeywell.com
- **Web Portal:** <https://portal.lenels2.com>

ANZ Region (Australia and New Zealand)

- **Business Hours:** 9:00 am – 5:00 pm Australian CT Monday – Friday (Excludes LenelS2 Observed Holidays)
- **Support Email:** tsg.anz.lenels2@honeywell.com

APAC Region (Asia Pacific)

- **Business Hours:** 8:00 am – 6:00 pm China ST Monday – Friday (Excludes LenelS2 Observed Holidays)
- **Support Phone:** Please see matrix below
- **Support Email:** tsg.asia.lenels2@honeywell.com

EMEA Region (Europe, Middle East, Africa)

- **Business Hours:** 8:00 am – 6:00 pm CET/CEST Monday – Friday (Excludes LenelS2 Observed Holidays)
- **Support Phone:** Here
- **Support Email:** tech.emea.lenels2@honeywell.com
- **Web Portal:** <https://connect.lenels2.com/>

Call Workflow

Each support request will be assigned a unique Case Number in the LenelS2 issue ticketing system. Upon entry of your request into the ticketing system, an automatic email will be sent to you acknowledging receipt of your request along with the Case Number. Please read the case creation email as we update information, we feel you should be aware of. Once a Case Number is assigned, all on-going correspondence and phone calls with LenelS2 Technical Support should reference the Case Number.

When submitting a case to LenelS2 Technical Support, you will be required to provide the following information:

Mandatory Information:

- Contact Name (Trained Certified Technician)
- System License ID

Additional Information:

- VAR / Company Name
- Case Severity (S1-S5: See Case Prioritization and Definitions for explanation of these ratings)
- Email Address
- Phone Number / Call Back Number
- System Information (VMS / Controller Type, Version, etc.)
- Custom Solution or Third-Party Integrations involved (if applicable)
- Description of problem (should include date/time when issue occurred and exact error message if applicable, symptoms, etc.)
- Troubleshooting steps already performed

In some cases, customers may be asked to provide additional Remote Access to the LenelS2 Technician so they may access information such as Log Files, Initialization and/or Configuration Files. At the time of initial reporting, a specific Technical Support engineer may be assigned to coordinate the resolution of the reported problem or question. In the interests of achieving efficiency and timeliness in resolving the case, the certified technician who reported the issue must work solely through the assigned Technical Support engineer unless otherwise agreed.

To verify a product error, the customer shall provide a complete description of the issue to enable LenelS2 Technical Support engineers to proceed with the case investigation, including sufficient information to enable LenelS2 Technical Support to reproduce the issue. Technicians and LenelS2 Technical Support will cooperatively execute on all actions required to verify and substantiate the existence of a product issue and to ascertain the conditions under which the case may be duplicated.

During the troubleshooting process for customer reported issues, LenelS2 may request receipt of or access to a customer's database to aid in the resolution process. Using customer information to research and resolve a reported issue provides the following benefits:

- Provides LenelS2 Support with the data used when the issue was encountered,
- It can reduce the time to resolve issues as it reduces the need to create similar scenarios and use cases internally to recreate and further diagnose the issue,
- It further validates our internal testing and QA efforts to validate that the software fix addresses the issue before releasing it to customers, as it can be tested against a known use case.

Note: LenelS2 is sensitive to customers' internal policies and understands that not all customers can release their data set to external agencies or vendors. All data received from a customer is handled in accordance with the LenelS2 Customer Data Use Policy, located on the LenelS2 Customer Support Portal <https://portal.lenels2.com/support/s2-policies.aspx>. We will process your personal information in accordance with our Privacy Statement.

In the event a customer cannot provide their data set to LenelS2 to aid in the troubleshooting process, LenelS2 will attempt to resolve the issue using one or many of the methods below:

- When available, connect remotely via “LogMeIn Rescue” logmein123.com to a customer’s environment and troubleshoot the issue,
- Request the customer move the information to a test system to recreate the issue. LenelS2 can then connect remotely via Rescue to a non-production system, in the event access to the production system is not permitted,
- In the event a Rescue session is not allowed, customers may offer alternative methods for connecting, such as VPN or some other means of remote access,
- Suggest troubleshooting steps via phone, email or other means to the technician and collect the necessary log files and scenario analysis data to aid in the troubleshooting process.

Best Effort Assistance

LenelS2 will only provide best effort technical support for "End of Life" software products to customers who possess a valid Support Plan (SUSP) at the time for which support is requested. Best effort support includes normal LenelS2 TSG troubleshooting until the root cause requires a software modification.

If determined through normal support investigation procedures that the root cause requires a software modification (code change), LenelS2 cannot provide any type of Hotfix or Patch as the version is considered obsolete and unsupported. LenelS2 may attempt to provide a recommended workaround should one exist, although the only remaining course of action may require a software upgrade to a commercially available version.

The Technician requesting support must meet Certification requirements and be employed by a Certified LenelS2 VAR or possess a valid Direct Support Agreement and be a full-time employee of the customer with proper certification. This will ensure that the current system training qualification required to obtain support is maintained.

Acceptance

Any special pricing contained in this quotation is valid for the above listed project only. Further, special pricing will only be honored if the reseller purchase order

reflects the quantities and items listed EXACTLY as quoted. Any deviation must be approved in writing by LenelS2 Regional Sales Manager prior to submission of

Purchase Order.

Reseller is responsible for final bill of materials.

Unless specifically excepted, terms and conditions detailed in the LenelS2 VAR Price Book are in force.

I accept the terms and conditions of this quotation:

Signature

Date

Legal

Unless you have an approved direct purchase relationship with LenelS2, this quotation is only valid for purchase by or through certified LenelS2 Value Added Resellers ("VAR") in good standing. This quotation is based upon information provided by the VAR or other party requesting this quotation. The VAR or direct purchaser is responsible for the final system configuration and bill of materials. Should project conditions and actual requirements differ from those communicated, the VAR or direct purchaser is responsible for any changes or additional costs.

Any special pricing contained in this quotation is valid for the above listed project only. If special pricing is provided, a copy of this quotation must accompany your purchase order. Purchase orders submitted without this quotation detailing special pricing will be invoiced at LenelS2's current, full non-discounted price. Special pricing will only be honored if the purchase order reflects the quantities and items listed EXACTLY as quoted. Any deviation must be approved in writing by LenelS2 prior to submission of purchase order.

This quotation is not an offer. This quotation and any transaction(s) that may result from it are subject to the terms and conditions detailed in LenelS2's Price Book(s) as well as all terms and conditions of VAR's current. Authorized Value-Added Reseller Agreement with LenelS2 or direct purchaser's current written agreement with LenelS2. LenelS2 reserves the right to modify or change products, pricing or other terms covered by this quotation at any time without advance notice.

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