System User Direct Support (OnGuard, Netbox)

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.

A quote with pricing and term for services provided hereunder will be provided with this Agreement. Payment in full is due after VAR's receipt of the invoice for the System ID(s) identified in the quote.

System User Direct Support Agreement for Software Upgrade & Support Plans (SUSP)

On occasion, it is necessary to allow a System Users Administrators to have access to LenelS2 Technical Support Services directly for basic troubleshooting assistance (installation calls will not be supported under any circumstance). A valid Software Upgrade Support Plan (SUSP) is required as a prerequisite for Direct Support. It is required that the Direct Technical Support callers have the appropriate System User's training qualification, per their System version and build. Release update e-learning courses are offered at no charge as part of the Direct Technical Support contract to help maintain current system training qualification.

The LenelS2 Technical Support Group will provide direct technical support to all qualified system user administrators when a valid Annual System User Direct Support contract is purchased (additional charges may be applicable). The authorized technician may call the LenelS2 Technical Support Group at any time during normal business hours. Partial system coverage is not permissible.

Excessive calls directly related due to lack of maintenance, neglect, network failures, user inflicted malfunctions or failure to follow proper documented guidelines will be limited to a manageable amount determined by LenelS2. However, should significant errors in the system be present, a separate Remote Managed Services (RMS) maintenance contract may be required to maintain your active Direct Support Contract.

Included Service Items

• **Designed to enhance existing service provided by your LenelS2 VAR during normal business hours as mentioned above in Normal Call Process.**

• **Plan covers only a specific System User account. Systems covered by the plan must have a current supported version of software installed. LenelS2 supports each commercially- released version for a period of three years from the official commercial release date.**

• **System Users who desire access to LenelS2 Technical Support under this plan must achieve the System User qualification status prior to the enabling of the Direct Support Service. Any non-LenelS2 certified system administrator who is requesting support for a site that is currently under a Direct Support plan will be refused service. End User certification seats are sold separately.**

• **Support covers software configuration, application assistance, database properties and basic operating system functionality.**

Excluded Items

• **Direct calls from purchaser's technicians that consist of topics such as installation of field devices or other activities traditionally handled through the VAR should be requested through the purchaser's VAR support mechanism.**

• **System failures or data loss due to lack of maintenance, neglect, network failures, user inflicted malfunctions, or third-party software additions/deletions/upgrades.**

• **Assistance with software upgrades.**

• **Hardware failure due to natural causes, improper installation, or unsupported configurations.**

• **Requests to assist with third party software or hardware installation or configuration assistance not provided by LenelS2.**

• **Additional Emergency Technical Support Agreement (24x7) and Professional Engineering Services (PES) can be purchased in addition to the System User Direct Support Plan.**

System User Qualification

Required:

Appropriate LenelS2 certification that includes the issue being reported (for more information please visit LenelS2.com Training section for certification information)

Year over Year (YOY) Renewals

Release Update e-learning courses are included with Direct Support Renewals (reoccurring subscription required for Netbox System Users). These courses are required upon upgrades to your System; System Users must take the appropriate e-learning course to keep Direct Support qualification. A One-Time exception or 45-day grace period will be allotted to register and complete the appropriate e-learning course.

Technical Support Contact Information (OnGuard)

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/

Technical Support Contact Information (Netbox)

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

U.S. Region

- **Business Hours:** 9:00 am – 7:00 pm Eastern ST Monday – Friday (Excludes LenelS2 Observed Holidays)

- **Support Phone:** +1 866.788.5095, Option 2

- Support Email: netbox.support@honeywell.com

- Web Portal: https://portal.lenels2.com

LATAM Region (Latin America)

- **Business Hours:** 8:00 am – 6:00 pm Central ST Monday – Friday (Excludes LenelS2 Observed Holidays)

- Support Email: netbox.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 CEST Monday – Friday (Excludes LenelS2 Observed Holidays)

- Support Phone: Here

- Support Email: netbox.emea@honeywell.com

- Web Portal: https://portal.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.