



# Tecom Software Upgrade and Support Plan (SUSP)

## What is a Software Upgrade and Support Plan (SUSP)?

A SUSP is purchased by an approved Installer on behalf of a specific End User system. Following the expiration of the warranty a SUSP makes all ongoing, commercially released versions of the relevant software available. You also gain access to installation support via the telephone and online.

## Unique Value Proposition

- Our value proposition and differentiation lie in our ability to provide our customers with an enhanced level of support.
- Technical Support Specialists, who can assist with customers day to day operations, provide issue resolution in a timely manner and ensure that the system is working to satisfaction level.
- Our Support team is able to maximise the System User's investment and ensure that the projected benefits of the Tecom system are realised to their fullest potential.

## Qualification Criteria

The technician calling and/or logging a ticket online must be trained in the product associated with the SUSP and quote their Assessment ID (where relevant) to gain access to support.

Interlogix reserves the right to appoint a channel partner to provide technical support on their behalf.

## Lifecycle: How long is my version supported?

For customers on a valid SUSP that utilise a version that becomes "End of Life" during the agreement period, Interlogix will provide best effort technical support until the agreement's expiration or until the customer upgrades to the appropriate supported version. Best effort support includes normal Interlogix troubleshooting until the root cause requires a software modification. Interlogix will do its best to provide a recommended workaround, but cannot offer any type of HotFix or Patch as the version is considered obsolete and unsupported. The only course of action may require a software upgrade. Tecom software has a standard warranty period of 12 months.

Ensure your customers continue to receive maximum system functionality and support by keeping their support plans current.

## Strategic Business Benefits

- Support plan provides an insurance policy for times in need.
- Setup and configuration assistance.
- Troubleshooting, defect verification and Hot Fix support.
- Unlimited access to new releases and feature updates during the duration of the Support Plan.
- Email support and proactive notification of pending Support Plan expirations.
- Remote Connection assistance available for expedited issue resolution.