

SOFTWARE ASSURANCE INFORMATION

All VideoManager EX software licenses come complete with 12 months software assurance, which grants the user access to support and software updates.

Extended software assurance cover is available to purchase for all VideoManager EX software licenses. For further details about our software assurance cover for specific VideoManager EX products, please contact your account representative.

SOFTWARE ASSURANCES COVER:

- Unlimited phone and email support
- The latest updates for VideoManager EX Enterprise
- Updates to licensed features
- Security maintenance on software

A complete price list for our range of software assurance cover is available upon request.

ONE (1) YEAR STANDARD VIDEOMANAGER EX SOFTWARE ASSURANCE

This document sets out the software assurance terms, conditions and level of support provided. By using VideoManager EX software products you agree to the software assurance conditions described in this document.

1.0 - PRODUCTS SUPPLIED WITH SOFTWARE ASSURANCE

The following products come with a one (1) year standard software assurance activated upon receipt of delivery of the product and expiring exactly 364 days afterwards:

- VM-EPL-HQ-BASE - VideoManager EX for Head-quarters - Base
- VM-EPL-HQ-PRO - VideoManager EX for Head-quarters - Pro
- VM-EPL-MIDTIER - VideoManager EX for regional offices (mid-tier)
- VM-EPL-STORE-1TB - VideoManager EX object storage access license, 1Tbyte
- VM-EPL-VB-1-N - License: 1x VideoManager EX for VB400, inc. ONStream

2.0 - WHAT IS COVERED BY SOFTWARE ASSURANCE?

Software assurances across all software products covers:

- a. The right to obtain, install and use the latest version of VideoManager EX Enterprise and/or purchased licensed features of VideoManager EX, depending on the specific software assurance purchased.
- b. Unlimited email and phone support for software related inquiries, during our open business hours.
- c. Vulnerability and bug fixes.

3.0 - WHAT IS NOT COVERED BY SOFTWARE ASSURANCES?

The following is a guide to what is NOT covered by any VideoManager EX software assurances. This is not an exhaustive list:

- a. Custom modifications to standard software packages.
- b. System integration work outside of standard configurations.
- c. Training requests.
- d. Setup and installation of software products. This is an optional service that may incur a charge.
- e. Recovery of any footage or data that has been damaged or lost.
- f. Assistance with any data search requests.
- g. Assistance with installation or configuration of public cloud services to host VideoManager EX. This is an optional service that may incur a charge.

4.0 - GENERAL

- 5.1)** Use of Motorola Solutions software products and software assurance is covered by the terms and conditions of our current End User License Agreement (EULA).
- 5.2)** Software assurances are non-transferable across Motorola Solutions software products, and across users or organisations.
- 5.3)** Software support is limited to the two latest versions of VideoManager EX. Organizations with older versions of VideoManager EX will be prompted to upgrade to continue receiving software support as part of their software assurance cover.
- 5.4)** To protect customer data confidentiality, Motorola Solutions Ltd and its agents do not process, recover or store any information recorded by customer owned devices. Therefore Motorola Solutions cannot offer services for recovering data on damaged or inoperative devices and storage hardware.
- 5.5)** Motorola Solutions Ltd retains the right to change and alter software assurance conditions. Changes made after the purchase of software products or extended software assurance will not affect the original terms and conditions agreed at the time of purchase. Notice shall be given, where possible, if software assurance terms and conditions change.
- 5.6)** Motorola Solutions will endeavor to send a reminder about the expiry of software assurance between six and two months prior to the expiration date. However, Motorola Solutions and its agents are not liable for any costs incurred as a result of expired software assurance.
- 5.7)** Upon the date of expiration of software assurance, and where payment for continued support has not been received, a termination notice will be sent to the main point-of-contact. At the same time, a limited 30 day grace period will begin before software assurance support is terminated.
- 5.8)** Unless otherwise stated, extended software assurance cover purchased at a later date shall be delivered under the then terms and conditions. Please request the latest version of this document if you wish to view the terms and conditions.

For more information, please visit: www.motorolasolutions.com

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