

**Honeywell Systems Group**



YOUR PARTNER OF CHOICE

**Software Support Program**

**Honeywell**

Honeywell offers a variety of Software Support Agreements (SSAs) to protect you and your customers' investments. These agreements ensure your customers have the latest Honeywell software. They minimize your support costs and provide your customers with the latest features and functions. Honeywell SSAs are offered in three tiers of service to match your business model and your customers' needs:

- Standard SSA
- Mission Critical SSA
- End User SSA

These world-class 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. Multiple levels of SSAs are available to meet your needs and the needs of your end users.

## STANDARD SOFTWARE SUPPORT AGREEMENT

### Free Software Upgrades

Continuous holders of SSAs are entitled to all major and minor software upgrades as well as interim service packs on covered software.

### Free Priority Integrator Technical Support

Leverage our deep knowledge base with Honeywell technicians and engineers to answer questions and resolve technical issues. Sites with standard SSAs receive priority service during regular business hours to ensure faster problem resolution and less system downtime.

### Centralized Support

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

### Unique Site Identification

Covered sites receive a unique site identification code that enables Honeywell technicians to maintain a history of the site's installations and past issues.

### Free Online Training

By leveraging Honeywell's online training, help your technicians keep their skills current and maximize the time they spend in the field.

### Discounted Onsite Support Services

Honeywell's technical staff provides an added layer of expertise to support our integrators. We can provide installation and expert support to supplement the integrator's staff. This enables the integrator to reduce the need to employ extra full-time technical support and allows them to provide complete technical support to their customers as needed.

## MISSION CRITICAL SOFTWARE SUPPORT AGREEMENT

All Standard SSA entitlements, plus:

### 24/7/365 Integrator Technical Support

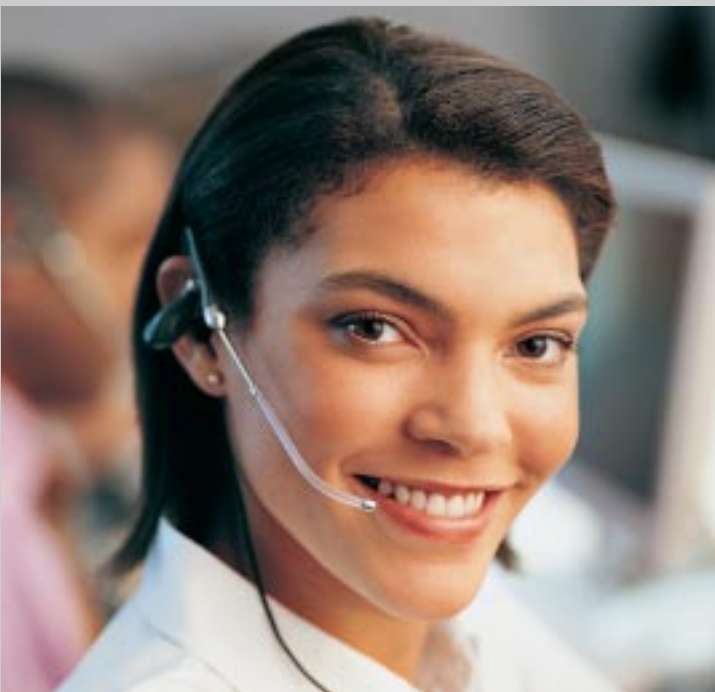
End users in mission critical and continuously operating environments may need expert technical support at any time. Ensure your technicians have access to Honeywell experts when they need it most.

### Remote Diagnostics

Reduce the time it takes to identify and resolve issues remotely with remote access diagnostic sessions.

### Remote Customization

Our technicians can help you tailor the look and feel of your Honeywell system that is covered under the Software Support Program.



## END USER SOFTWARE SUPPORT AGREEMENT

All Mission Critical SSA entitlements, plus:

### End User Technical Support

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

### Access to Honeywell Global Support Infrastructure

Global sites outside your local technical support area can benefit from direct access to Honeywell.

The Honeywell SSA program is supported by our expert staff of service technicians who are readily available via toll-free telephone, e-mail, fax, and the Internet, so priority help is available whenever you need it. Additionally, our telephone technical support resources are supplemented by our extensive on-line technical libraries available at [www.honeywellintegrated.com](http://www.honeywellintegrated.com). Here you can find information including how-to tips, customer-reported problems, FAQs, workarounds, nonstandard configurations, and more.

## Support for Sites Without SSAs

For those sites not immediately requiring an SSA, standard support is also available at prevailing Time and Materials rates. These engagements require submission of a formal purchase order or credit card in order to obtain service. Additional charges will apply if remote diagnostic support is required. Standard support represents Honeywell's basic software coverage option and provides best effort telephone technical support during our normal support hours of 7:00 a.m. – 7:00 p.m., Central Time, Monday through Friday.

For integrators wishing to purchase SSA coverage for systems not currently covered, those systems may be subject to an additional charge for upgrades to the latest software version prior to commencement of coverage or to bridge any uncovered time since the product warranty expired. This requirement may apply to hardware upgrades as well.

## 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	X		
24/7/365 integrator technical support		X	X
End user 24/7/365 technical support			X
Unique site identification	X	X	X
Honeywell online training program	X	X	X
Discounted onsite support services	X	X	
Discounted system optimization program	X	X	
Remote access diagnostic sessions to the system		X	X
Remote access for customizing the system look and feel		X	X
Access to Honeywell global support infrastructure			X

**For more information:**

[www.honeywellintegrated.com](http://www.honeywellintegrated.com)

**Honeywell Security & Data Collection**

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