

## EDESIX SOFTWARE ASSURANCE

All Edesix Enterprise Software Licences come with 12 months Software Assurance, which grants the user access to support and software updates for the licenced software.

Extended Software Assurance cover is available to purchase for all Enterprise Software Licences marketed by Edesix.

For further details about our Software Assurance cover for specific VideoManager products, please contact our sales team on **0131 510 0232** (+44 131 510 0232 from outside the UK) or email [sales@edesix.com](mailto:sales@edesix.com).

### Software Assurances provides<sup>1</sup>:

- ✓ The right to receive and apply software updates, including new versions of the relevant licenced software released while you are covered by Software Assurance.
- ✓ Unlimited phone and email support.
- ✓ The latest updates for VideoManager Enterprise .
- ✓ All new features applicable to the relevant licensed features as they become available.
- ✓ Updates that include security patches, including those for GDPR and other legislative compliance.

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<sup>1</sup>Subject to terms and conditions. Exclusions apply. Please refer to the pages below for full disclosure of terms and conditions. Includes telephone, online and email support only, with additional support available as an option.

## **EDESIX ONE (1) YEAR LIMITED SOFTWARE ASSURANCE**

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

### **1.0 - Edesix 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:

- ✓ VideoManager Enterprise
  - for VideoBadge, VideoTag or VB-Patrol
- ✓ AssetManager

### **2.0 - What is covered by Edesix Software Assurances?**

Edesix Software Assurances across all software products covers:

- a. The right to obtain, install and use the latest version of the licensed software and/or purchased licenced features of VideoManager Enterprise, depending on the specific Software Assurance purchased.
- b. Unlimited email and phone support for software related inquiries, during our open business hours.
- c. Security updates to maintain your organisation's GDPR compliance.
- d. Bug fixes.

### **3.0 - What is NOT covered by Edesix Software Assurances?**

The following is a guide to what is **NOT** covered by any Edesix Software Assurances. This is not an exhaustive list:

- a. Individual customer penetration and vulnerability tests.
- b. Custom modifications to standard software packages.

- c. System integration work outside of standard Edesix configurations.
- d. Support requests relating to hardware products, including self-sourced computer equipment and networks.
- e. Training requests.
- f. Setup and installation of software products. This is an optional service that may incur a charge.
- g. Recovery of any footage or data that has been damaged or lost. We cannot offer this service due to GDPR legislation.
- h. Assistance with any data search requests. We cannot offer this service due to GDPR legislation.
- i. Assistance with installation or configuration of public cloud services to host VideoManager. Please contact sales@edesix.com for options to assist you with this.

#### 4.0 - Inclusive Support Conditions

The following services and support functions are included at no extra cost with Edesix Software Assurances:

- a. **Email support:** Use of email support with our support department.
- b. **Telephone support:** Use of phone support with our support department.
- c. **Assistance with software upgrades:** Guidance with upgrading software across a deployment and/or for multiple sites.
- d. **Bug fixes.**

**IMPORTANT:** Training, setup, installation, and other services not mentioned above are exempt from the inclusive servicing and support component of any Edesix Software Assurance - these are additional services, and may incur a charge. Please contact a member of our sales team for further information on additional services and Service Level Agreements.

#### 5.0 - General

**5.1)** Use of Edesix software products and Software Assurance is covered by the terms and conditions of our current End User Licence Agreement (EULA).

**5.2)** Software Assurance is non-transferable across Edesix software products, and between users or organisations.

- 5.3)** Software support is usually limited to the two most recent generally available versions of VideoManager. Organisations with older versions of VideoManager will be prompted to upgrade to continue receiving software support as part of their Software Assurance cover.
- 5.4)** Software Assurance may be required for the customer to remain GDPR compliant under the 'integrity and confidentiality' principle. It is the customer's responsibility to ensure that they have Software Assurance and upgrade to the latest version of the software following a release.
- 5.5)** To protect customer data confidentiality, Edesix Ltd and its agents do not process, recover or store any information recorded by customer owned devices. Therefore Edesix cannot offer services for recovering data on damaged or inoperative devices and storage hardware.
- 5.6)** Edesix 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.
- 5.7)** Edesix will endeavour to send a reminder about the expiry of Software Assurance between six and two months prior to the expiration date. However, Edesix and its agents are not liable for any costs incurred as a result of expired Software Assurance.
- 5.8)** 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. You will have a limited 30 day period following this notice to renew your Software Assurance cover and to make payment, after which if no action is taken your access to support will be terminated.
- 5.9)** Software Assurance must be continuous in order to be valid. If your Software Assurance has lapsed, and you wish to access software services and upgrades, you may have to purchase new licences to re-acquire Software Assurance. Contact [sales@edesix.com](mailto:sales@edesix.com) for your options.
- 5.10)** Unless otherwise stated, extended Software Assurance cover purchased at a later date shall be delivered under the terms and conditions in place at time of renewal. Please request the latest version of this document if you wish to view the terms and conditions.