



**IPVideo Corporation**  
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## **DynaView Software Update Protection and Support**

IPVideo Corporation is committed to manufacturing best-of-breed physical security products. Recognizing that technology is not static, we work to continuously to improve our products and to increase their value to our customers.

The purchase of DynaView software applications include one full year of Software Update Protection and Support (SUPS). The DynaView Software Upgrade Protection and Support program provides the mechanism by which DynaView customers can benefit from new versions of DynaView products as they are released. The SUPS agreement can be extended in 1, 2 or 3 year increments.

### **Software Upgrade Protection & Support Contract Features**

- 1) Software Updates
  - a) The Software Update Protection and Support agreement provides customers with a software use license as well as access to all product updates, major and minor releases, which apply to the base system for which they are being provided. As an example, an agreement covering DynaView version 3.0, would entitle a customer to update, at no additional charge, their licensed copies with versions 3.1, 3.x, 4.0, etc. as well as service releases as they become available.
  - b) The Software Update Protection and Support agreement must be kept in effect contiguously. The renewal of an expired SUPS agreement will become effective on the day following the expiration date of the expired agreement. Alternatively, the customer may elect to re-purchase the license agreement, which will make the new purchase date the effective date of coverage under a new 1-year product warranty.
- 2) Additional Add-On License Purchases
  - a) The customer with a current SUPS agreement can purchase additional add-on licenses from IPVideo Corporation, distributors and dealers without any restrictions.
  - b) Any customer wishing to add camera licenses to an existing DynaView system having an expired SUPS agreement must re-activate or renew their SUPS agreement.
  - c) Add-on camera licenses will be covered under the existing system SUPS agreement and be will subject to renewal as part of the system SUPS agreement renewal.
- 3) Technical Support:
  - a) Identify and log support requests. Diagnose and troubleshoot the problem with the customer via telephone, email, fax or remote IP access (where available) until the issue is resolved.
  - b) Technical support cases required a case number that can be obtained by completing a support ticket on [www.ipvideocorp.com](http://www.ipvideocorp.com)
  - c) Technical Support: Phone Support - 9am to 5pm EST - Monday thru Friday. On-line support is available 24/7.
- 4) New Product Information:
  - a) IPVideo will e-mail information product information on upcoming releases.
- 5) IP Video will notify customers of new products that may enhance the current system or provide future solutions.
- 6) Contract Term

The term for the software upgrade protection and support contract is one, three or five years. The contract term starts on the date you first license the base product. It expires for all copies of that product on the same date, regardless of whether you acquire additional licenses mid-term.
- 7) SUPS Agreement Pricing
  - a) Software upgrade protection and support contract prices are based on the number of cameras currently licensed.
  - b) One year price \$32 per camera, three year price \$28 per camera, and five year price \$23 per camera.