



COMTM SUR

the missing piece of CCTV

COM-SURTM EMPOWERS PEOPLE TO ACHIEVE
OPTIMAL OUTCOMES FROM SURVEILLANCE VIDEO,
LEADING TO A SAFER WORLD.

COM-SUR SUPPORT POLICIES

COM-SUR support to you as a Channel Partner is available for L3 support requests only. The same shall be available via e-mail, and solely in cases where the support request falls beyond the scope of a L1/L2 support. For clarification, L1 and L2 support are to be provided by you to your customer, and involves providing basic support and troubleshooting, which may be remote/onsite, as maybe determined between you and your customer.

Telephonic/on-site/other support and/or additional training and/or other requests (for example, assistance to deploy versions released with bug fixes, minor changes etc.) made to us, would be chargeable. These will be quoted upon request.

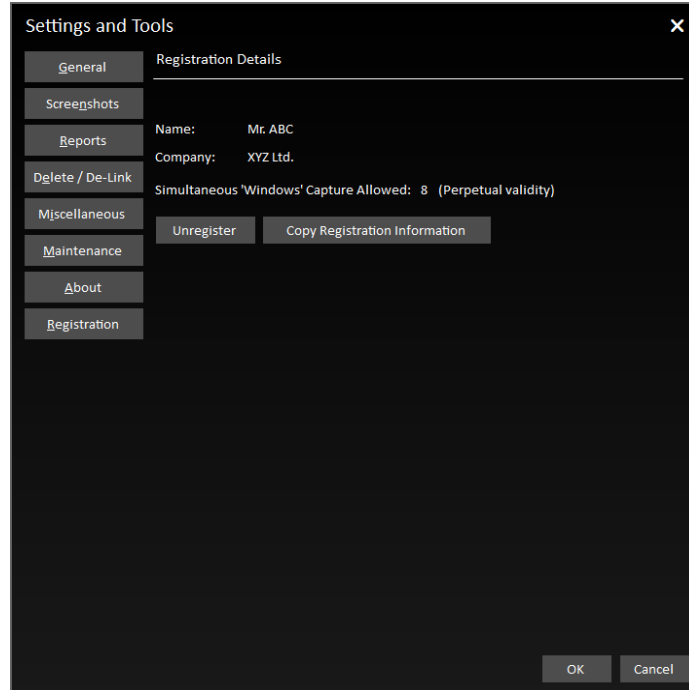
L3 SUPPORT

Any support request which involves 'bug' fixes will be considered as a L3 support. 'What' constitutes as a L3 support shall always be at our discretion. A L3 support will not be charged for, until the 'life' of a version (the duration of the 'life' is determined by us). Since L3 support may require additional efforts, the resolution of the same may take time. Also, in case of exceptionally long additional efforts, we may decide to remove/modify one or more features/utilities that have caused the need for such L3 support.

In order to address L3 support requests, we may ask you to furnish more information of the relevant computer on which COM-SUR has been installed, including remote access to such computer. Do note that a L3 support request, if determined by us to be actually L1 or L2, the same will be chargeable, costs of which will be intimated to you on a case to case basis (which will be a minimum of Rs. 5000/-).

Making a L3 support request

All support requests need to be made via e-mail to support@comsur.biz which should include all the information from the Registration tab (see Settings and Tools as shown below).



Notes:

1. We reserve the right to add, modify, and delete one or more support and licensing policies at any time including the costs thereof.
2. We may require you to share more details in order to address a L3 support request. This may include remote access to the relevant computer.

Annual Support for your customers

Your customers may choose to enter into an annual support contract (ASC) with you. The terms of the ASC can be set between you and your customers.

Minor upgrades and bug fixes

Minor upgrades and bug fixes, if and where applicable (available as a download from our website, or as announced via e-mail), are not charged for. However, You will need to install such minor upgrades and bug fixes on your customer's computer/s. Major revisions, new versions, and plug-ins are chargeable, if ordered.

Any assistance needed from us to install the above, will be a chargeable activity, the cost of which will be a minimum of Rs. 5000/-.

COM-SUR LICENSING POLICIES

A COM-SUR license can be installed only on a single computer, and is governed by its EULA.

For activating the license, a specific key is issued. In this case, the licensing policies for different scenarios have been explained as follows:

Scenario	Licensing policy
The computer is formatted.	Your customer can re-install COM-SUR using the original license key that was issued.
The computer's operating system is upgraded.	Your customer can re-install COM-SUR using the original license key that was issued.
The computer's specific components are upgraded (processor, motherboard, and/or RAM).	Your customer can re-install COM-SUR using the original license key that was issued. However, this would not apply if he upgrades more than 3 components. In this case, the customer would need to deactivate the license key on his computer through COM-SUR before upgrading the components. This activity will generate an output file which you will need to share with us, based on which a new license key will be issued. This is a chargeable activity, the cost of which will be a minimum of Rs. 5000/- .
Your customer procures a new computer and wishes to transfer the license from the old computer to the new one.	Your customer will need to deactivate the license key on his/her old computer through COM-SUR before sending us the transfer request. This activity will generate an output file which you will need to share with us, based on which a new license key will be issued. This is a chargeable activity, the cost of which will be a minimum of Rs. 5000/- .
The computer is damaged/dead/stolen/not available for any reason etc.	A new license key will be issued, based on sufficient acceptable documentary and visual evidence, and at a cost which will be intimated. In this case, the license key which was activated for the said computer will be cancelled for future COM-SUR versions. This is a chargeable activity, the cost of which will be a minimum of Rs. 5000/- .

Note:

The above list is indicative and not exhaustive. We may require you to share more details in order to verify the request. This may include remote access to your customer's computer. This activity will be chargeable, the cost of which will be a **minimum of Rs. 5000/-**.