



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
AND LICENSING
POLICIES FOR
CHANNEL PARTNERS**

COM-SUR SUPPORT POLICIES

COM-SUR support to you for your customers is available via e-mail only. 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.) would be chargeable either by deduction of a support request, and/or will be quoted for where applicable.

FREE SUPPORT

Depending on the COM-SUR version purchased by your customers, you are entitled to make FREE support requests (via e-mail only) to us from the date of the order, as shown below:

VERSION	NO. OF FREE SUPPORT REQUESTS	VALID FOR
'HOME'	Nil	Not applicable
'BASIC'	3	3 months
'BUSINESS'	6	6 months
'PLUS'	6	6 months
'PRO'	6	6 months
'ULTIMA'	6	6 months

Notes:

1. A support request is always restricted to ONE item at a time; meaning thereby, that if there are multiple queries within one support request, the relevant items will be treated as different items, and deducted accordingly.
2. Support requests of customer 'A' cannot be used for customer 'B'. In order to ensure the same, we will require confirmation from the customer's registered e-mail address.
3. Support requests for COM-SUR installed on one computer cannot be used for another computer.

COM-SUR ANNUAL SUPPORT CONTRACT (ASC)

In order to obtain support from us after exhausting the above free support requests, or on expiry of the validity of the same, whichever is earlier, you will need to enter into an ASC with us for each customer (once the ASC is signed by yourselves an e-mail confirming the same will be sent by us to the customer with a copy to yourselves), which will cost 15% of the latest full price of the software (i.e., the price as on the date of entering into the ASC) + taxes where applicable, subject to minimums, and which is to be paid for in advance. We will offer you a 40% discount on the said amount of the ASC. Also, you may negotiate your own support terms with your customers and charge them accordingly depending on the type of support that you offer them.

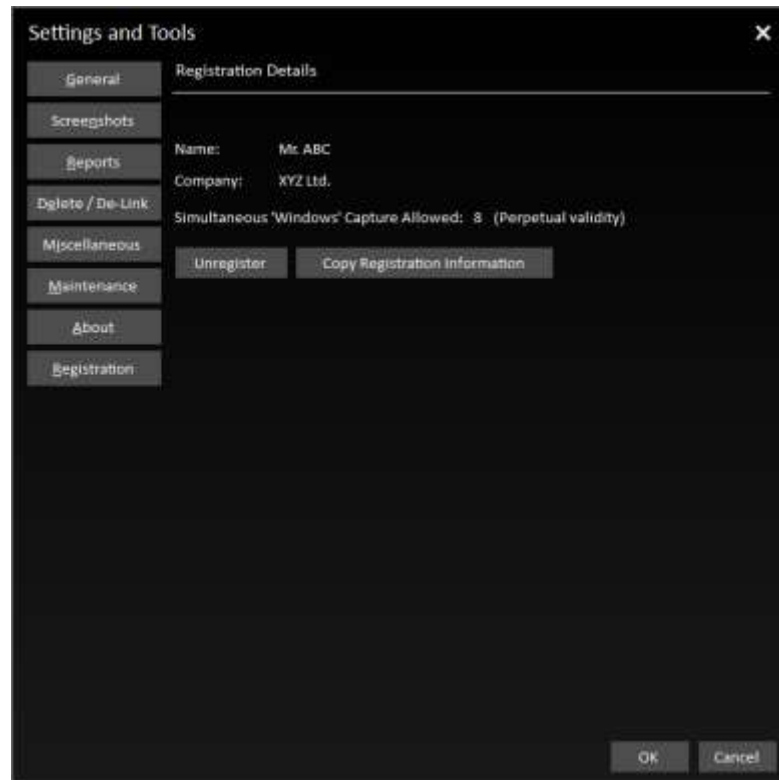
The COM-SUR ASC will entitle your customers to minor upgrades and bug fixes, if and where applicable (available as a download from our website, or as announced via e-mail) and 12 support requests to be completed within 12 months, irrespective of the COM-SUR version except for COM-SUR 'BASIC', where 6 support requests can be made within the said 12 months. Support requests of customer 'A' cannot be used for customer 'B'. In order to ensure the same, we will require confirmation from the customer's registered e-mail address. Support requests for COM-SUR installed on one computer cannot be used for another computer. You will need to install such minor upgrades and bug fixes on your customer's computer/s. Any assistance needed from us to install the same, will be a chargeable activity, the cost of which will be deducted as a support request.

Further, the support requests under the ASC work exactly in the same way as the free support requests, i.e., they will be available via e-mail only, and will be restricted to ONE item at a time; meaning thereby, that if there are multiple queries within one support request, then multiple support requests will be treated as separate support requests, and the same shall be deducted accordingly.

Major revisions, new versions, and plug-ins are chargeable, if ordered.

Making a support request

Support requests need to be made via e-mail to support@comsur.biz. They should include all the information from the Registration tab (Name, Company, # of 'Windows' and the Registration Information).



Notes:

1. Any support request (whether free or paid) must be reasonable in nature, and should be made after studying the relevant user manuals and/or other material which may be made available by us from time to time. A support request covering multiple issues will be considered as 'multiple' support requests, and shall be deducted from the eligible support requests accordingly.
2. Any support request (whether free or paid) if considered unreasonable in our opinion, or requires us to spend excessive time and effort shall be chargeable, the cost of which will be provided after effort estimation. Further, in case of support requests that require exceptionally long additional efforts, we reserve the right to add, modify, remove and/or discontinue one or more respective features, functionalities, components, add-ons, services etc. in COM-SUR, whether or not arising due to one or more hardware and/or software limitation factors, changes in terms and conditions of COM-SUR's EULA, and/or those of third-party software/services used in conjunction with COM-SUR, and/or any other known or unknown factors arising at present or at any time in the future. Further, additional license costs

will apply in case we introduce one or more new and/or discontinued features, functionalities, components, add-ons, services etc. in COM-SUR whether or not part of an upgrade of COM-SUR.

3. Best efforts will be made to close a support request as soon as possible, depending upon the nature of the support request.
4. We reserve the right to add, modify, and/or delete one or more support and licensing policies at any time, including the costs thereof.
5. Where telephonic calls or other means of communication other than e-mail are made to us, the same shall be considered as, and deducted as a support request.
6. We may require you to share more details in order to address a support request. This may include remote access to the relevant computer.
7. Unused support requests cannot be carried forward.
8. Terms of an ASC will differ in case where any COM-SUR version, the license fee for which has not been charged for (i.e., license has been made available for free irrespective of the reason for such license being made available for free), or where special pricing has been provided. Such terms will be conveyed on a case-to-case basis.

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.	COM-SUR can be re-installed using the same license key that was originally issued.
The computer's operating system is upgraded.	COM-SUR can be re-installed using the same license key that was originally issued.
The computer's specific components are upgraded (processor, motherboard, and/or RAM).	COM-SUR can be re-installed using the same license key that was originally issued. However, this would not apply if more than 3 components are upgraded. In this case, the license key first needs to be de-activated through COM-SUR before upgrading the components. This activity will generate an output file which needs to be shared 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 ONE support request during the free support timeline or if your customer is under the ASC. Else, we will quote for the same. Taxes will be extra where applicable. A new license key does not entitle your customer for any free support.
A new computer is procured and the license from the old computer has to be transferred to the new one.	The license key needs to be de-activated on the old computer through COM-SUR before a license transfer request is sent to us. This activity will generate an output file which needs to be shared 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 ONE support request during the free support timeline or if your customer is under the ASC. Else, we will quote for the same. Taxes will be extra where applicable. A new license key does not entitle your customer for any free support.
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 ONE support request during the free support timeline or if your customer is under the ASC. Else, we will quote for the same. Taxes will be extra where applicable. A new license key does not entitle your customer for any free support.

Note:

The above list is indicative and not exhaustive and will depend on the terms set by yourselves with your customer. More details may be required to be shared with us 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 ONE support request during the free support timeline or if your customer is under the ASC. Else, we will quote for the same. Taxes will be extra where applicable.