

ACS OnSite Aparato®

Software Support Agreement Overview



Overview: This document is to provide Brivo Reseller's with information on the details of the Software Support Agreements (SSA) for Aparato units.

Warranty Coverage

Brivo's warranty on Aparato hardware and site license software is three years per the terms of the End-user Appliance and Software License Agreement contained within the Appliance. Hardware repairs and bug fixes are covered under this warranty.

Initial SSA Coverage

Brivo includes an initial twelve (12) month Software Support Agreement (SSA) with each Aparato unit at no additional charge. The initial SSA provides updates and upgrades released by Brivo during the SSA period. The initial SSA period for the Aparato unit begins two (2) months after shipment of the unit and runs for twelve (12) months.

Renewal of SSA Coverage

Authorized Brivo Resellers are able to renew SSA coverage for specific end-user software licenses for one or more years. Brivo will provide advance notice for expiration of SSA coverage. Quotes for renewal of SSA coverage can be obtained from Brivo for any system by providing the system serial number.

Lapsed SSA Coverage

Sites with lapsed SSA Coverage are not eligible to receive updates or upgrades from Brivo. Sites with lapsed SSA coverage will be provided technical telephone support on an hourly basis at prevailing rates with a one (1) hour minimum. SSAs may be reinstated for sites with lapsed coverage, and will be subject to a re-instatement fee plus the appropriate SSA amounts accrued since the lapse of the SSA coverage.

SSA Benefits

Brivo's software agreement for Aparato units covers free updates and upgrades to the core software application for a period of twelve (12) months. Brivo certified technicians will be provided free technical support for sites with active SSAs.

SSA Terms

- SSA support is available to Authorized Resellers and Brivo Certified Technicians.
- As with other Brivo products, Resellers shall provide Level I technical support for diagnostics and installation of updates and upgrades.
- Updates and Upgrades are provided at no charge when requested by Brivo Certified Technician for sites with an active SSA.

Pricing

The cost for SSA coverage per system and for various options is available by consulting the Brivo MSRP.