

November 11, 2015

## DVTEL Signs Q Security Systems as Primary Distributor for Latitude, Edge Devices and DVTEL ioi Analytics Solution Range in ANZ Region

We are excited to announce that Q Security Systems (QSS) will now be DVTEL's primary distributor for Latitude, edge devices and DVTEL ioi Analytics solution range in Australia.

At DVTEL, we are constantly strengthening our approach and strategic partnerships to ensure optimal service, support and resources for our customers. We have found that QSS' personal commitment to the DVTEL team, deep expertise of DVTEL's IP and CCTV product line, and indefatigable work ethic to satisfy our clients to be unparalleled. It is with great pleasure that we announce the strengthening of our partnership with QSS. We look forward to this next chapter of greater collaboration.

Starting November 2nd, all existing accounts, projects, stock requirements, services, warranties and support that were under Hills Ltd.'s ownership will be transferred to QSS. Please be assured that this will be a seamless transition and that all DVTEL customers in the Australia and New Zealand regions will continue to enjoy access to DVTEL's suite of solutions during this time.

If you have any questions, please refer to the Q&A on page 2 or feel free to reach out to your local QSS branch using the contact list on page 3.

Sincerely,

**Avi Gerbi,**  
Managing Director, APAC Region  
DVTEL, INC.

## Q & A

- 1. What will happen to the stock I ordered/ am about to order from Hills for my ongoing/upcoming project?**  
QSS is committed to hold appropriate stock level in all QSS branches in order to accommodate existing, ongoing project works and spare parts demand that will be crossing over through the transition.
- 2. Who is going to provide services as part of the SSA we recently purchased from Hills?**  
We will contact (in writing) all current SSA sites in all of Australia and New Zealand to make an initial introduction to the QSS local team, which will take over any SSA related services.
- 3. What about onsite technical support, design and commissioning obligations that Hills had committed to with existing projects?**  
QSS will pick up any ongoing project and provide support, service and warranty. Kindly contact your local QSS branch using the attached contact list to discuss details.
- 4. My DVTEL products that were purchased from Hills are under warranty from Hills. Does this transition to QSS void the warranties?**  
The manufacturer warranty for the DVTEL products is provided predominantly by DVTEL. QSS will take over any ongoing warranties and costs (shipping etc.).
- 5. We are currently Hills customers and getting support for system faults and services. Who will look after us after the transition?**  
QSS will reach out to all known DVTEL trained and experienced SIs' as well as consultants in Australia and New Zealand and identify if there are any ongoing support jobs that need attention. They will then work with DVTEL Support to address and resolve these. If for any reason you are not contacted, please connect with your local QSS team using the attached contact list to discuss your requirements.
- 6. We are booked for a DVTEL training course with Hills. What should we do?**  
Following the transition, Hills will no longer be authorized to offer any kind of DVTEL training. QSS will be authorized by DVTEL during February 2016 to offer "DVTEL Latitude Certified Installer" courses and certifications to the local industry in Australia and New Zealand that will offer special benefits to certified installers. They will also offer operators and end users training programs for DVTEL platforms. Kindly contact your local QSS team to discuss your training requirements using the attached contact list.
- 7. We are currently in New Zealand and don't have a QSS branch out here. Who is going to provide us with products, services and support to our existing DVTEL clients?**  
As a temporary measure, please contact the QSS Victoria branch for all DVTEL services, products and support during the first couple of months after the changeover. DVTEL is currently working on a local New Zealand distribution and support solution that will be announced early 2016.

## Contact Details

View contact details on QSS website: <http://qsecuritysystems.com.au/contacts>

Branch Operating Hours: Mon - Fri 9am - 5pm AEST

State/Region	Name/Role	Address	Email	Phone
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