

1. What is a Software Service Agreement (SSA)?

An active Software Service Agreement (SSA) provides you with updated software versions, allowing you to be proactive with system updates and prioritized helpdesk support by skilled engineers. An SSA ensures a timely response to your needs and minimizes costly downtime. Active SSA customers receive DVTEL Cloud Services, allowing you to be proactive instead of reactive in monitoring the health of your system. Other benefits include remote system health audits upon request and training webinars. Various plans are available to fit your needs.

2. What do I receive with my SSA?

DVTEL offers two type of plans: Gold and Platinum. Customers enrolled in an SSA will receive the latest software version upgrades containing new features, prioritized phone support, health audits, and DVTEL Cloud Services.

Please refer to the appropriate Service offering for additional details on our website:

<http://www.dvtel.com/services-support/service-and-support-agreements-ssa/>

3. Who do I contact to renew an SSA?

DVTEL's Services department can be reached via services@dvtel.com. For additional information please visit our website: <http://www.dvtel.com/services-support/service-and-support-agreements-ssa/>

4. What is the cost of my SSA?

SSAs can vary in price depending on the platform: Latitude, Horizon, or Meridian. Several factors come into play, such as the number of video, failover, or redundant channels and integrations. For pricing, please contact DVTEL's Services department via services@dvtel.com. For additional information, please visit our website:

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5. When does my SSA start?

Best practice is to purchase a Software Service Agreement with your base license purchase. In this case, the SSA would start the day of purchase. Requests can be made for a specific SSA start date with the base system purchase.

6. When does my SSA expire?

Your SSA will expire one year from its start date (Example: 1/1/2015 – 12/31/2015). Discounted multi-year SSAs are available.

7. What happens if my SSA expires?

Your DVTEL system will continue to function and provide you with the confidence you have come to expect with our NVMS. You will no longer receive software upgrades at no charge or phone support from our helpdesk. Additionally, you will no longer be entitled to the additional benefits outlined within the Service offering.

8. Are there penalties if my SSA lapses?

Please contact your DVTEL Regional Sales Manager for further information and Quote.

9. Why should I keep my software current?

To keep up with the most current software and technical support. With a valid SSA, the End User is entitled to new major software releases at no charge. Additional benefits include new camera support, new and updated integrations, and system monitoring tools, such as DVTEL Cloud Services. Customers with a valid SSA receive prioritized helpdesk phone support via their DVTEL Certified Engineers, while those without an SSA do not (chat and email only).