WIN-911®
SOFTWARE

The World's Most Widely Used Alarm Notification Platform in Industry and IIoT

WIN-911 Customer Care Policy

Get the most out of your WIN-911 purchase with the help of Customer Care Subscriptions (CCS), an all-inclusive support and service agreement with three levels available to best fit your needs. From simple email, phone, and remote help to full Mission Critical Support for quick problem resolution, we have you covered. In addition to ongoing software upgrades and updates, you'll get access to our world-class technical support experts to help keep your automation projects operating at peak efficiency.

- Spend less time troubleshooting and more time on value-added tasks
- Receive continuous enhancements and proactive platform upgrades
- Guaranteed response times that provide peace of mind and ticket queue prioritization

WIN-911 CCS Usage Guidelines

You have teamed with WIN-911 as a Customer Care Subscription client to get the best support we offer. To this end, we have created these usage guidelines to help guide you in our partnership.

1. <u>You're the expert on your system, not us.</u>
   WIN-911 is a platform that connects to many different devices, databases, and other systems. Our support technicians are experts at troubleshooting WIN-911 in these different environments and will be happy to assist with any issue you may have within the confines of our product itself. However, with WIN-911's versatility, there can be confusion about appropriate solutions, which might involve consulting with your internal team before continuing. Therefore, before opening a support ticket, it's essential to have your system experts available so that our support staff can resolve problems as quickly as possible.

2. <u>Support technicians do not provide training; it must be scheduled separately.</u>
   WIN-911 provides a range of online learning resources such as our Knowledge Base, user guides, technical bulletins, and how-to technical videos on YouTube and at WIN-911.com and "New User Training" webinars every month that will help you get up and running with our software. While our day-to-day support staff can often provide tips and troubleshoot issues with you, they do not provide ongoing training. If you need more guidance than what is available through our self-help resources, then you can schedule a one-on-one or team session with our online technical trainer, which is a feature available only for Premium and MCS clients. (Basic CCS customers have the option of purchasing Online Training at an hourly rate.)

3. <u>Project/system definition, design, and integration are outside our support scope</u>
   WIN-911 is powerful software that can be used by just about anyone, but it requires technical expertise in many different areas. Our support team is here to assist with troubleshooting and providing tips and advice, not system design or implementation. If you need substantive help defining or building your project or integrating third-party applications into WIN-911, then we recommend reaching out to one of our qualified system integrators with experience in these types of automation projects using our [Find a Partner](#) page. Our technical sales team can help you build out advanced architectures and answer any questions about best practices before purchasing.

4. <u>We're in this together. Abuse will not be tolerated.</u>
   We expect our customers to always behave professionally. We understand that you may be under stress and up against deadlines, which can cause frustration. Our staff is dedicated to helping you resolve problems as efficiently as possible. However, the use of profanity, harsh language, or aggressive, unprofessional behavior towards our support representatives will not be tolerated and may result in the denial of service or suspension of your service agreement.

Customer Care Subscription Summary of Benefits

WIN-911 offers three different Customer Care Subscription options for our software products. This section summarizes the benefits associated with each of these Customer Care options.

	Without	Basic	Premium	MCS
Self-Help KBs and Documentation	✓	✓	✓	✓
Self-Help Videos	✓	✓	✓	✓
Live Technical Support		Mon-Fri 8:00-17:00	Mon-Fri 7:00-19:00	24/7/365
Support Portal		✓	✓	✓
Video/Phone		✓	✓	✓
Email		✓	✓	✓
Remote Assistance		✓	✓	✓
Version Upgrades & Software Updates		✓	✓	✓
Software Patches & Fixes		✓	✓	✓
License Transfers		✓	✓	✓
License Recovery		✓	✓	✓
Guaranteed SLA Response Time		3 hrs	1.5 hrs	30 mins
Priority Queuing			✓	✓
Host Mobile Gateway on Azure		1st year only	✓	✓
Training & Consulting			4hrs/year	8hrs/year
Technical Account Manager				✓
Installation/Upgrade Assistance				✓

- **Without Customer Care:** Customers with an expired Customer Care Subscription (CCS).
- **Basic Customer Care:** The first year is included with perpetual licenses and always included with subscription licensing.
- **Premium Customer Care:** Can be added to all perpetual and subscription licenses.
- **Mission Critical Support (MCS):** Can be added to all perpetual and subscription licenses. (North America only)

Self-Help Knowledge Base, Documentation & Videos

Documentation, knowledge base articles, how-to videos, and technical webinars are available 24/7 at www.win911.com.

Live Technical Support

Live technical support services include opening a support ticket through the WIN-911 Support Portal, telephone support, email support, and remote assistance through TeamViewer.

Support Hours:
- Americas:
    - Basic: Monday through Friday, 8:00a to 5:00p CST
    - Premium: Monday through Friday 7:00a to 7:00p CST
    - Mission Critical Support: 7 days per week, 24 hours per day
- EMEA & APAC:
    - Basic: Monday through Friday, 8:00a to 5:00p CET
    - Premium: Monday through Friday 7:00a to 7:00p CET

Support Portal: The WIN-911 Support Portal, available through www.win911.com, is the most efficient method to log an issue and receive technical support. Once the ticket is submitted through the WIN-911 Support Portal, you may correspond over email, telephone, or remote assistance.
https://supportdesk.win911.com/s/contactsupport

Telephone Support:
- Americas: (800) 331-8740 x3 or 1 (512) 326-1011 x3
- EMEA & APAC: +33 (0)6 89 30 36 58

Premium Support customers are required to use the Support Portal to open a ticket during extended hours (Monday through Friday 7:00a-8:00a & 5:00p-7:00p) since the operators will not be available to answer the phone.

Remote Assistance:
WIN-911 Software can provide technical support via TeamViewer. A TeamViewer Quick Support client can be downloaded from www.win911.com.
https://www.win911.com/support/remote-support/

Customers with an expired Customer Care Subscription (CCS) who need live technical support will need to renew their agreement, or they can purchase a one-time support case for $400 per issue.

Software Updates, Version Upgrades, Patches, and Fixes

Version upgrades provide an upgrade path to the latest version of WIN-911 within the same license tier. New major releases are available quarterly. Security patches and bug fixes are included with major version releases, service packs, or patches. Software update commitments include support for strategic partner SCADA releases within 3 months, support for Microsoft operating system releases within 1 month, and support for iOS & Android major releases within 2 weeks.

Customers with an expired Customer Care Subscription (CCS) who want to upgrade will need to renew their CCS agreement.

License Transfers/Recovery

License transfers to a new computer and license recovery will require the customer to submit a license request through the WIN-911 License Activation page on www.win911.com. https://www.win911.com/relocate-or-recover-a-license/.

Customers with an expired Customer Care Subscription will be asked to renew their agreement, or they can purchase a one-time license transfer/recovery for $100.

Guaranteed SLA Response Time

The Service Level Agreement guarantees a response within a specified amount of time. This is based on the Customer Care Subscription tier, within the hours of operation covered by each.

- **Basic:** 3 hours SLA (ticket opened by 2:00p CST/CET Mon-Friday)
- **Premium**: 1.5 hours SLA (ticket opened by 5:30p CST/CET Mon-Fri)
- **MCS:** 30 minutes SLA

Priority Call Queuing

Premium CCS customers have priority queuing over Basic CCS customers. MCS customers have priority queuing over Premium CCS customers.

Host Mobile Gateway on Azure

WIN-911 Interactive and Advanced customers using WIN-911 Mobile require the Mobile Gateway Hosting on Microsoft Azure. WIN-911 Mobile is a best-in-class mobile solution that provides notifications and remote access to WIN-911 systems with iOS and Android mobile devices by leveraging Microsoft's Azure cloud services. WIN-911/Interactive and WIN-911/Advanced licenses include the first year of WIN-911 Mobile access with a Basic Customer Care Subscription. The following year will require the user to renew the Premium or MCS tier to maintain WIN-911 Mobile functionality.

Training & Consulting

WIN-911 provides hands-on virtual training from our technical trainer, with best-practice guidance and recommendations for your specific deployment requirements. Training can be 1-on-1 or provided to a group to ensure your team is confident and ready to deploy and

configure WIN-911. Premium CCS customers receive 4 hours of complimentary training and consulting per year. Mission Critical Support customers receive 8 hours of complimentary training per year.

Basic CCS customers can purchase Training & Consulting at $250.00/hr (2-hour minimum).

Technical Account Manager (TAM)
Technical Account Managers are your designated point of contact, focused on your success, and backed by a team of remote support experts. Each Mission Critical Support account has a dedicated TAM assigned.

Installation/Upgrade Assistance
A WIN-911 technical expert can be scheduled to virtually assist your system administrator or system integrator in the entire installation and upgrade process. MCS customers will have the advantage of working with their Technical Account Manager to schedule, facilitate, and support installations and upgrades.

Basic and Premium CCS customers can purchase Installation/Upgrade Assistance at $200/hr (4-hour minimum).

CCS Reinstatement Policy
When a Customer Care Subscription (CCS) has lapsed for a period of less than two years, WIN-911 Software requires a new CCS purchase to be backdated to the day following the end of the expired contract or warranty. When a CCS has lapsed for a period of greater than two years, WIN-911 Software requires that the customer purchase a Software Upgrade equivalent to the current license (e.g., Standard, Interactive, Advanced) to make that software eligible for support. A new one-year Basic Customer Care Subscription will start from the date of purchasing the upgrade.

End-Of-Life Policy
WIN-911 is committed to provide you the highest quality customer service, product support and technologically advanced products. Understanding key dates in the product and version lifecycle make it easier for you to proactively plan and manage the transition to more modern technologies. The End-of-Life Policy explains the level of support provided by WIN-911 throughout various stages of the version and product lifecycles.

Customer Care policies subject to change at anytime