

# **Technical Support Service Agreement**

Last Revised: 160405

Effective July 1, 2015

i3 International reserves the right, at its sole discretion, to change or modify, add or remove portions of this Service Agreement, at any time without prior notice. Always check i3 International website for the latest copy of i3 policies.

This service agreement describes the scope of the live support available to i3 Customers for their genuine i3 in-warranty hardware and software products.

## i3 International Technical Support Services Include:

- Installation and set-up assistance for i3 International software applications.
- Installation and set-up assistance for selected i3 hardware accessories; troubleshooting of common issues.
- Installation, set-up and upgrade assistance for Windows 8, 7, XP Embedded and XP Professional operating systems purchased with Customer's i3 International HVR/NVR.
- Video data backup assistance from SRX-Pro Server directly or through an i3 remote client to removable media (CD/DVD, USB storage devices, etc.)
- Configuration and troubleshooting of the i3 network card.
- Remote software license upgrades with proof of purchase.

## i3 International Technical Support Services DO NOT Include:

- Labour and/or parts replacement for supported i3 Products.
- On-site and/or At-Home services. (Please refer to your authorized Installer for on-site and/or at-home support).
- Support when system compatibility with the software is in question or the configuration is invalid.
- Support of third party plug-ins, software applications or hardware, freeware or shareware.
- Support for in- or out-of-warranty i3 Products located outside of the US and Canada.
- Support for versions of supported i3 Products/Services older than 5 years from the date of purchase.
- Support for untested/unsupported hardware not provided by i3 and/or installed by an end-user or unauthorized technician.
- Support due to accidental or intentional damage.
- Scripting, programming, database design or web development.
- Internet setup and troubleshooting.
- Remote or on-site training services.
- Recovery of lost data or software.
- Any activities not expressly described in this Service Agreement.

## **RECEIVING SUPPORT**

i3 Customer, or persons authorized by the Customer, must call 1-877-877-7241 to receive support. i3 International's technical support agent has the right to obtain customer's order number, as well as relevant Product's brand, model, version, and serial number information.

To receive Services, the Customer must confirm that they (a) have full access to the hardware and/or software that is the basis of the problem, and (b) have completed a back-up of any software and/or data that may be impacted by the Supported Product. i3 International is ONLY able to support dealers, end-users and Products that are covered under warranty. Extended warranty package must be purchased to receive services for i3 Products no longer covered by the original factory warranty. Services may be provided by i3 or by a third party service provider and the terms herein shall apply to both i3 and that service provider.

### **SERVICE AVAILABILITY**

i3 Technical Support agents can be reached through a variety of methods: through toll free number, email, and live chat, or via voice message left in i3 Technical Support's voice mail box.

i3 International will use commercially reasonable efforts to keep support available from 8:30 AM to 8:00 PM (EST) from Monday to Friday. Saturday and Sunday (Weekend) support can be obtained ONLY via voice message left in i3 Technical Support's voice mail box from 9:00 AM to 6:00 PM (EST). Customer will be contacted within 1 hour after leaving the voice message within the weekend service hours. No service is available during Canada's statutory holidays.

i3 INTERNATIONAL INC. www.i3international.com



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All incoming emails to <a href="mailto:support@i3International.com">support@i3International.com</a> shall be responded to within 2 hours from 8:30 AM to 8:00 PM (EST) from Monday to Friday. Incoming emails received on Saturday and Sunday (Weekend) shall be responded to by following Monday at 10:00 AM (EST), unless it falls on a statutory holiday, in which case it shall be responded to by Tuesday at 10:00 AM (EST). No response shall occur during Canada's statutory holidays.

### **SERIAL NUMBER**

The Customer must maintain the confidentiality of the i3 Products' serial number(s) in connection with these Services. i3 International is not responsible for unauthorized use of the Customer's serial number(s).

#### **COPYING OF FILES**

i3 International, Inc. is not legally permitted to copy pirated or copyrighted materials. The Customer acknowledges to have legal ownership of the copyright and/or license to make copies of all files on their i3 system; the Customer further confirms to have NO files on their system, which may result in i3 International being held liable for copyright infringement if those files were copied by i3 International's support agent as part of the Services, including but not limited to, music files, motion picture files or photographic files which are subject to copyright restrictions. The Customer accepts full responsibility for, and agrees to indemnify and hold i3 International and its agents harmless from, any and all liability, damages, claims or proceedings arising from a customer's failure to remove any such files from their i3 system prior to receiving Services from i3 International.

#### THIRD PARTY WARRANTY

Third-party software and peripheral products are covered by the warranties provided by the original manufacturer or the seller of the product. Third party warranties may vary. The customer should consult the applicable product documentation for specific warranty information.

#### COMMERCIALLY REASONABLE LIMITS TO SCOPE OF SERVICE

In the course of providing Services, i3 International may determine that the issue is beyond the Scope of the Services. i3 International may use commercially reasonable efforts to refer the customer to the appropriate alternative resource; however, i3 International will not transfer Customers directly to an alternate resource. The Customer acknowledges that i3 International may not be able to solve a Customer's particular problem.

## **CANCELLATION**

i3 International may terminate any Service with 30-day notice, at its sole discretion. If Service is paid, the Customer may be entitled to a refund, subject to the terms and conditions of this agreement.

i3 International reserves the right to immediately suspend or terminate Services if i3 International, at its sole discretion, determines that the Customer has misused Services and/or has not complied with the terms and conditions of this service agreement.

## **TRANSFERABILITY**

These Services are *not* transferable. The Customer may not use these Services in connection with a service bureau or any other distributing or sharing arrangement, on behalf of any third parties or with respect to any hardware or software not personally owned by the Customer.

## AGREED AND ACCEPTED

I, the undersigned, accept the i3 Technical Support Service Agreement in its entirety and agree to abide by its terms and conditions of service.

Company Name:	
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lame:	

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