

# **Contract Amendment and Change Order Approval**

Version 1.2 • 13 JAN 2015





## **Parktoria – summary of add-ons.**

### **SMA (Service Maintenance Agreement) 1 year - \$267.00**

An SMA provides customers with any new software releases, both minor and major updates, as well as unlimited access to Technical Support. The SMA protects the investment that is made in the solution by maintaining the systems up to date with the latest technological innovations developed by Genetec, by ensuring that the system operates and functions optimally and that the users leverage the system's full potential in order to generate maximum ROI of the solution.

### **ADVANCED SWAP/ REPLACEMENT 1 year - \$800.00**

#### **Summary of Extended Warranty with Advanced Replacement Coverage GTAC Support**

GTAC Hours	GTAC standard support hours <sup>1</sup>
Support Case Allowance	Unlimited
On-Site Support	Optional
Priority Queuing	n/a
In Warranty Repairs	
Product Return and Repair	n/a
Advanced Replacement of Defective Product	Included <sup>2,3,4</sup>
Unit Repair Turnaround Time	Customer is responsible for replacing and returning the defective product to Genetec <sup>3</sup> within 30 days, otherwise the MSRP of product will be invoiced to the customer
Functional Product Return	Service charge for returned product with no defect found
Product Software Updates/Upgrades	
Product Software Updates/Upgrades	Included
GTAP Access	
System Management	Included
Case Management	Included
Knowledge Base	Included
Computer Based Training Courses	Included
User Forums	Included
Monthly Minute Newsletter	Included
Warranty Period	
Length of Extended Warranty	According to Products
Warranty Start Date	On the day the product is delivered