

## **Technical Support Service Policy**

### **Software Support**

GeoVision, Inc (“GeoVision”) provides support services to its software products only within active versions. Use the link below to view specific software versions eligible for the support services: [Active Software Versions](#)

Any software products or any previous software versions, not listed in the Active Software Versions document, has reached the end-of-support. There will be no new updates and patches for the end-of-support products. And the end-of-support products are not eligible for technical support services.

### **Service Coverage**

GeoVision technical support provides the services as listed below:

- Troubleshooting and providing technical/instructional information, such as user manuals or operating procedures, for GeoVision products.
- Remote upgrade or applying GeoVision software or patches to 1 PC, and 1 PC only.
- Remote configurations or firmware upgrade for 1 GeoVision device, and 1 device only.
- Project-specific installation following purchasing GeoVision products.
- Providing standardized instructional information for 3<sup>rd</sup>-party hardware integration or software connection with GeoVision hardware and/or software, only when available.

### **Service Method**

Technical support services of all GeoVision products, hardware and software, are provided on a remote basis, via e-mail, online forum, documentation and/or telephone conversations. Note that all operational services are provided on a remote basis, via remote support software such as AnyDesk or TeamViewer, with the customer providing the accounts of access required.

Onsite service may only be provided when deemed necessary and with additional service charges applied.

### **Service Time**

Technical support services are only provided during GeoVision Technical Support standard working hours, from 10:00 – 19:00, Monday to Friday, Taiwan Standard Time.

### **Paid Services**

During service period, if the cause of the issue is determined to be non-GeoVision related or due to products being outside of the warranty policy and period or outdated (not within active software versions), all support services shall be suspended immediately. Any support services thereafter are only provided after the customer has agreed and contracted to the necessary charging agreement for troubleshooting of non-GeoVision, non-warranted and/or outdated products.

In cases where the issue is determined to be caused by or related to non-GeoVision, non-warranted or outdated products, GeoVision reserves the right to provide assistance as listed, including but not limited to, below with the necessary service charges applied.

- Troubleshooting and technical support for non-GeoVision, non-warranted or outdated products in verifying the cause of the issue in question.
- Remote upgrades or applying GeoVision software or patches to 2 or more PCs.
- Remote configurations or firmware upgrades to 2 or more GeoVision devices.
- Project-specific installation documentation and/or illustrations.
- Remote assistance for 3<sup>rd</sup>-party hardware integration or software connection with GeoVision hardware and/or software.
- Remote testing 3<sup>rd</sup>-party hardware in determining whether the requirements for connecting to GeoVision software have been met.
- Remote upgrades of 3<sup>rd</sup>-party software or PC OS.
- Remote firewall or port forwarding configurations of Windows or network/router/gateway.

### **Service Charge**

Our current rate of service charge is \$50 US dollars an hour (tax excluded), per technician. Service period is timed and paid after the service is ended with a detailed report and bill sent to the customer. Prices of service charge are subject to change without notice.

### **Service Agreement**

Download and sign the [Technical Support Service Agreement](#) for agreeing to the terms and conditions of the paid services.

Should you have any questions about the paid services, pls. contact us at [support@geovision.com.tw](mailto:support@geovision.com.tw)

GeoVision reserves the right to change the terms and conditions of services stated here, without prior notice. The information was last updated by GeoVision on October 20<sup>th</sup>, 2021.