



Support Plan Policies
Subject to geographic availability

Description Document

Revision 2020-10

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Contents

Overview.....	1
Support Plans.....	1
Product Lifecycle.....	1
Hardware Lifecycle.....	2
Software Product Lifecycle.....	3
Software Policies - Important Concepts.....	4
Legacy Software Migration.....	4
Legacy Software Migration Pricing.....	4
Guidelines for Software Product Compatibility.....	4
Limitations of Software Support Plans regarding Customizations.....	5
Support for Operating Systems, Databases, and Network Technologies.....	5
Policies - Purchase of Plans.....	6
Product Integration, Interdependency and Service Levels.....	6
Hardware Plan Purchase Options.....	7
Purchasing of Plans with Equipment Purchase and Plan Duration.....	7
Ordering Hardware Support Plans.....	7
Software Plan Purchase Options.....	8
Software Support Plans and Software License Type (Site & Enterprise Licensing).....	8
Enterprise Software Support Plans (legacy).....	8
Software Support Part Numbers and Ordering Software Support Plans by License Quantity.....	8
Options for support plan purchase with new equipment.....	10
Effective Start for New Plans.....	10
Effective Start for Renewals.....	10
Co-termination Support Plans.....	10
Termination of contract.....	11
Ordering Software Releases for a customer with a Software Support Plan.....	11
Existing Support Plan Considerations.....	12
Co-termination of Support Plans.....	13
Option 1:.....	13
Option 2:.....	14
Support Exclusions.....	15
Hardware.....	15
Plan Descriptions.....	16
Hardware Support Plans.....	16
Software Support Plans.....	18
Software Support Plan for Development Tools.....	18
Targeted End-Customers.....	18
Exclusions and Limitations.....	18

Software Support Plan For Legacy Application Software	20
Exclusions.....	20
Warranty.....	22
Hardware	22
Software.....	22
Appendix A – Important Terminology	23

Overview

Honeywell recommends that Honeywell Hardware and Software Support Plans are quoted to every Honeywell Voice End-customer. These programs are designed to:

- Provide significant post-sale value to End customers
- Extend the life and performance of their Honeywell software and hardware
- Protect their investment in the Honeywell solution
- Increase long-term customer satisfaction

Please refer to Appendix A – Important Terminology on page 23 for any terms which may not be familiar.

Support Plans

Support Plans provide repair service and support for Honeywell manufactured equipment or Honeywell software for the life of the plan.

This document is intended to provide a detailed description of the Support Plans available to End-customers – either directly from Honeywell or through a Honeywell authorized partner as well as policies, practices and descriptions of specific offerings.

Product warranty provides a basic protection that the purchased item is meeting its fit-for-purpose use as per the design and description of the item. Product support provides additional break-fix protection, live access to help, questions and a knowledge base as well as other services that enable customers to fully realize the potential of the solution as well as contracted time-to-fix

For example, a question about product use or function is not covered by basic warranty while it would be covered by a support plan. Access to a new software release would be provided automatically under a support plan.

Product Lifecycle

The policies discussed below govern the serviceable life of Honeywell-manufactured products that are covered by Hardware and Software Support Plans, and the implications for compatibility of products. Please refer to these definitions when comparing the plan options.

Product Lifecycle is terminology used to collectively refer to the various stages and events of a product's life.

Hardware Lifecycle

The terminology Honeywell uses to refer to these stages and events is described below. The picture below demonstrates the sequence of these stages for hardware products (note: duration is not implied):



- **End-of-Life (EOL)** - the date that a Honeywell product is no longer produced, upgraded, enhanced or sold. Honeywell will typically make some form of service available after EOL until the product reaches its End-of-Service (EOS) date.

Honeywell considers a product for EOL based on projected ability to service the product, critical component availability, next generation or alternative product availability, or market need. Honeywell provides notice of approaching EOL through its standard Product Announcement process.

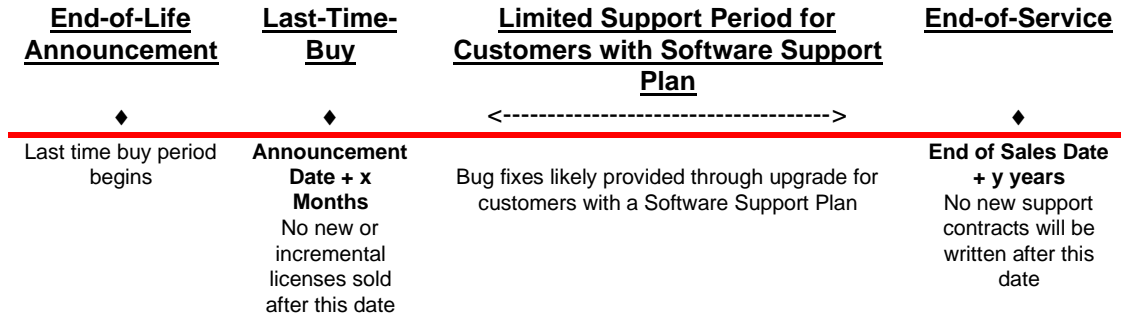
- **Last-Time-Buy (LTB)** - the last date that a product is available for sale. The LTB and EOL dates are usually the same.
- **End-of-Service (EOS)** - the date that a product becomes obsolete. Products that have reached EOS are no longer serviced or supported in any fashion. Honeywell will provide notice of approaching EOS through its standard Product Announcement process.
- **Guidelines for End-of-Service** - Generally, a hardware product reaches EOS several years following the EOL date. During this period, Honeywell will honor any unexpired service contracts up to the End-of-Service date. Honeywell may, at its option, allow customers to renew service contracts during this period.
- **Guidelines for Compatibility between Honeywell Hardware and Software Products** - The last release of Voice Software for a Voice Device will be compatible with all Supported Releases of Voice Management Software until that Voice Device reaches End-of-Service. For example, the last release of VoiceClient® for the Legacy T2x Voice Device is 2.6.3; version 2.6.3 is compatible with all Supported Releases of VoiceConsole® Voice Management Software.

Note: Honeywell will not guarantee updates for software that is EOL/EOS or running on EOL/EOS hardware to take advantage of new capabilities or enhanced performance in Voice Management Software or make changes to other related software.

- **Termination of contract** – Honeywell service contracts are in force for their full term. There is no provision for partial use or credit.

Software Product Lifecycle

The terminology Honeywell uses to refer to these stages and events for software products is described below. The picture below demonstrates the sequence of these stages (note: duration is not implied):



- **End-of-Life Announcement (EOL)** - A notice that a version of SW will no longer be offered for sale and of impending End-of-Service. End-customers are typically given 6 months' notice before End of Sales.
- **Last-Time-Buy (LTB)** - Last-Time-Buy (LTB) refers to the date that a Honeywell product is no longer sold. Additional licenses will not be available for new or existing customers. Honeywell will however continue to offer software support for these versions of software. After LTB and before End-of-Service (EOS) Honeywell may create and releases Emergency Fixes, Service Releases and Maintenance Releases (see definitions above) as required. However, if a needed bug fix has been provided in a subsequent release version, the remedy to the issue will likely be to upgrade to a later release version.
- **End-of-Service (EOS)** - End-of-Service (EOS) is the point in time that Honeywell ceases the creation and release of Emergency Fixes, Service Releases, and Maintenance for a given software version. Honeywell typically provide notice of approaching EOS through its standard Product Update Notice (PUN) process.

A customer may purchase or renew a software support plan up to the End-of-Service milestone. Existing contracts may extend past the EOS date however, once a revision of software reaches EOS, a Honeywell Software Support Plan will no longer available for purchase or renewal. After EOS, all bug fixes would be provided through and upgrade.

Software Policies - Important Concepts

Legacy Software Migration

Honeywell may replace a software product with an entirely new product line that, in addition to offering new functionality, replaces the core functionality offered by the previous-generation or “legacy” software. Examples of this include:

- Replacement of Talkman Management Software (TMS) by VoiceConsole
- Replacement of VoiceClient Software by VoiceCatalyst.

Since these new product lines are not considered to be in the same software family as their predecessors, a Honeywell Software Support Plan does not entitle a customer to upgrade from the legacy software at no cost. Honeywell may, at its discretion, allow that transition as a benefit to customers who are under a support plan for specific products or for specific periods of times.

Legacy Software Migration Pricing

For an End-Customer on a service plan, there is no purchase price for the new software license if the End-Customer is going from legacy site-based licensing to a new product’s site-based license.

In all cases, upon ordering the new software, the customer must purchase a service plan for the new software at the then current service plan rates for that software.

Guidelines for Software Product Compatibility

The need for software compatibility applies to VoiceConsole, VoiceCatalyst and legacy VoiceClient, in its various forms across device platforms; versions of voice software are built for specific device platforms, so voice software 3.x for Talkman A500 and the software for Talkman A700 are not the same software product.

Typically Supported Releases of VoiceConsole and VoiceCatalyst will be compatible. (Honeywell’s “Product Ordering Guidelines” provides specific information regarding compatible releases).

Exceptions to this guideline: From time to time, the broad customer base may require the introduction of a new technology or an architectural change in order to support significant new capabilities or comply with regulatory changes. New device platforms (from manufacturers for which Honeywell offers a VoiceCatalyst or a new version of the Honeywell Talkman) may require that Honeywell make significant changes to the VoiceCatalyst for those new platforms.

When such exceptions arise, it is not always possible to maintain compatibility between a new release and an existing release.

This is one of the reasons that Honeywell strongly recommends a customer maintains an active Software Support Plan covering their software – while backward compatibility may not always be possible, with an active Software Support Plan, the customer will always be able to upgrade an older version and bring the older product into a compatible state with a new product.

Guidelines for Compatibility between Honeywell Hardware and Software Products

The last release of VoiceCatalyst or legacy VoiceClient for a Talkman product will be compatible with all Supported Releases of VoiceConsole until that Talkman product reaches End-of-Service.

However, it is important to note that this does not mean Honeywell will update End-of-Life software to take advantage of new capabilities or enhanced performance in Supported Releases of VoiceConsole.

Further, it is possible that enhancements to the Tasks of core applications software, such as VoiceLink, VoiceLink for WCS, and Voice Direct, may require the more advanced architecture of a more recent VoiceClient release to run at optimum performance levels.

Limitations of Software Support Plans regarding Customizations

Honeywell defines a “Customization” as any change made to software code of any Honeywell software product. The following restrictions and limitations apply to customizations:

- Only Customizations performed by Honeywell Custom Development Services are eligible for Technical Support, including access to Emergency Fixes, provided the customer is on a valid Software Support Plan.
- Honeywell does not warrant that task customizations performed by Honeywell Custom Development Services will be compatible with Service Releases or standard software releases (Maintenance Releases, Feature Releases, Full Version Releases).
- Customizations made by the End-customer, or other third parties are not supported by Honeywell Technical Support.
- Upon request from an end-customer made through their sales representative, Honeywell may provide a quote for its Custom Development Services to provide updates or changes to customized software.

Support for Operating Systems, Databases, and Network Technologies

Honeywell products utilize certain Operating Systems, Databases, and Network technologies provided by third parties. The following restrictions and limitations apply to support regarding these Operating Systems, Databases, and Network technologies:

- Honeywell does not support third-party products. While Honeywell *may* work collaboratively with an end-customer, and the third-party provider of such products to resolve an issue, Honeywell service plans do NOT include support of these products.
- If a third-party must be contacted directly to resolve an issue, it is the responsibility of the end-customer.
- From time to time, Honeywell may release a new version of software that requires a new or different version of an operating system or database. If this is the case, Honeywell will provide such information using its standard Product Update Notice (PUN) process.
- Honeywell is not responsible for any support plan costs or service plan costs associated with operating systems or database that may be required to use Honeywell Products.
- Honeywell is only responsible for license costs of third-party products that have been directly embedded into Honeywell software.

Policies - Purchase of Plans

Customers are not required to purchase a plan. The policies described below apply to customers who purchase a plan.

Product Integration, Interdependency and Service Levels

An installation of Honeywell's voice products is a highly integrated and interdependent system. Because of this, a product issue that requires service could appear to be caused by one product, when in fact it is caused by another. For example, a problem with a battery charging improperly could appear to be related to the charger but may be related to the Voice Device or even the Voice Software running on the terminal. A battery charging problem could also be caused by a software issue. A problem with a task loading improperly could appear to be related to the VoiceCatalyst software, but may be related to VoiceConsole software, or even the VoiceDirect software task running on the terminal.

Because it is important to Honeywell to meet service level commitment for an entire installed system and provide a single and convenient means to resolve issues, Honeywell has the following requirements for purchase of hardware and software support plans:

- **Purchased hardware plans must cover all applicable purchased hardware and all licensed software** - If a customer elects to purchase a Support Plan, they must purchase a plan for all Honeywell-manufactured hardware and/or all licensed Honeywell software which a plan is offered. This excludes any End-of-Service items. Honeywell cannot partially support current hardware and software when mixed concurrently with EOS hardware and software that is in service at a site.
- **All purchased hardware and licensed software must be covered by the same type of support plan** - Honeywell offers several Support Plan options. End-Customers may choose from among these options but must choose the same hardware plan option for all purchased hardware as well as the same software option for all licensed software for which a plan is offered.
- **Purchase of hardware support plans requires purchase of software support plans** - Honeywell's hardware and software products are highly integrated and interdependent. Proper function of the entire system requires proper function of each product that makes up the system.
- **Purchased software plans must cover all applicable purchased software** - If a customer elects to purchase a Software Support Plan, they must purchase a plan for all licensed software. For example, if a customer owns VoiceConsole®, VoiceCatalyst®, and VoiceDirect® they must purchase a plan for each of these software products. This excludes any End-of-Service items. Honeywell cannot partially support current hardware and software when mixed concurrently with EOS hardware and software that is in service at a site.
- **Equipment not supplied by Honeywell** – Equipment that is not supplied by Honeywell is not able to be licensed for Honeywell software or supported by a Honeywell support plan

Hardware Plan Purchase Options

Purchasing of Plans with Equipment Purchase and Plan Duration

- Hardware Support Plans can be purchased over 1, 3, and 5-year terms.
- All support begins on the first of the month coverage begins and ends on the last day of the month of coverage end.
- All equipment and software must have the same support coverage.
- If a customer chooses to have multiple sites covered under one contract, all purchased equipment must be covered by that contract.

Availability of any of the above plan options are subject to the products being covered by the plan, and the status of those products relative to the Product Lifecycle (see above policies for End-of-Life, Last-Time-Buy, and End-of-Service).

Ordering Hardware Support Plans

Part numbers and pricing for ordering Support Plans are provided on the Honeywell Price List. The format for the part numbers and typical options are used below. Your Honeywell Representative can assist with specific part number options not listed below.

Category	Product	Type	Service Level	Term
HWS	A500XX - Talkman A500	R - Renewal	EX - Express	012 - 12 Months
	CM1000 - SRX2 20-Bay Charger	I - Initial	PR - Premier	036 - 36 Months
	CM1006 - SRX2 6-Bay Charger		ST - Standard	060 - 60 Months
	CM1100 - SRX-SL 6-Bay Charger		CO - Contract	
	CM7001 - T5/A500 10-Bay Combination Charger			
	CM710X - Power Supply - CM-710-110 - T5/A500 12-24V VMT			
	CM7101 - Power Supply - CM-710-111 - T5/A500 36-48V VMT			
	CM9XXX - A700 Charger			
	HD1000 - SRX2/SRX3 Wireless Headsets			
	HS1100 - SRX-SL Wireless Headset			
	HD7XXX - SR Series Headset			
	TT8XXX - Talkman A500 all models			
	TT900X - Talkman A710/A720			
	TT930X - Talkman A730			

Software Plan Purchase Options

Software Support Plans can be purchased over 5-Year, 3-Year and 1-Year terms. The purchase of a plan entitles a customer to all software versions since their original system purchase for the equipment that is covered.

Software Support Plans and Software License Type (Site & Enterprise Licensing)

Honeywell offers different types of software support plans based on the type of software license purchased by the End-customer. There are two software license types, Site-based and Enterprise-based (legacy).

Enterprise Software Support Plans (legacy)

New Enterprise-based software licenses are no longer offered. Only End-customers who have purchased Enterprise-based software licenses can purchase Enterprise Software Support Plans.

Software Support Part Numbers and Ordering Software Support Plans by License Quantity

Part numbers and pricing for ordering Software Support Plans are provided on the Honeywell Price List. There is a part number for each item eligible for coverage under software support.

The following table provides the products and part number for ordering software support plans.

Product	Support Part			Services			Software updates			
	Basic Part	Versions Available Site-XXX Site Renew-XXR Site Update-XUX Site Update Renew-XUR Ent.-EXX End.Renew-EXR End.Update-EXU Ent.Update Renew-EUR	Type Available 012-12 months 036-36 months 060-60 months	New Feature Submission	Telephone Technical Support	Emergency Fix	Service Release	Maintenance Release	Feature Release	Full Version Release
VoiceClient	SWSDCLIDEVX	XXX,EXX,XXR,ERX	012, 036							
VoiceCatalyst	SWSDCATDEVX	XXX,EXX,XXR,ERX	012, 036, 060	Ö	Ö	Ö	1	1	1	Ö
VoiceConsole	SWSDCONDEVX	XXX,EXX,XXU,EXU	012, 036, 060	Ö	Ö	Ö	1	1	1	Ö
VoiceLink	SWSDLNKDEVX	XXX,EXX	012, 036, 060	Ö	Ö	Ö	1	1	1	Ö
VoiceLink for WCS	SWSDLNSDEVX	XXX	012, 036	Ö	Ö	Ö	1	1	1	Ö
VoiceDirect	SWSDDIRDEVX	XXX,EXX,EXU	012, 036	Ö	Ö	Ö	1	1	1	Ö
VoiceExpress	SWSDXSDEVX (Server) SWSDXPDEVX (User)	XXX	012, 036	Ö	Ö	Ö	1	1	1	Ö
Legacy Applications²	SWSDLEGDEVX	XXX	012, 036		Ö	Ö	3	3		
Voccollect Taskbuilder	SWSDTLBDEVX	XXX	012, 036	Ö	Ö	Ö	1	1	1	
VoiceArtisan	SWSDARTDEVX	XXX	012, 036	Ö	Ö	Ö	1	1	1	Ö
VIO	SWSDVIODEVX	XXX	012, 036	Ö	Ö	Ö	1	1	1	Ö
Translation Workbench	n/a	n/a	n/a	Ö	Ö	Ö	1	1	1	Ö

1 – Emergency Fixes, Service Releases, and maintenance Releases only made for "Supported Releases".

2 – Please see Support for Legacy Applications in this document for a defined list of legacy applications eligible for coverage under this plan.

3 – The applications covered by this plan have been replaced by VoiceLink and VoiceDirect. There are no plans for future releases

The structure of software support part numbers is shown in the table below:

		Basic Part				
	Category	Deployment	Product	Device	Version	Type
Component	SWS	D	CAT-VoiceCatalst	DEVX	XXX-Site	012 – 12 months
			CLI-VoiceClient		XRX-Site Renew	036 – 36 months
			CON-VoiceConsole		XUX-Site Update	060 – 60 months
			LNK-VoiceLink		XUR-Site Update Renew	
			LNS-VoiceLink WCS		EXX-Ent.	
			DIR_VoiceDirect		EXR-End.Renew	
			EXS-VoiceExpress Srvr		EXU-End.Update	
			EXP-VoiceExpress		EUR-Ent.Update Renew	
			LEG-Legacy App			
			TBL-TaskBuilder			
ART-VoiceArtisan						
VIO-VoiceIO						
Short Description	Voice Software Service	Distribution Center	(Product Name)	Development-Multiple devices	(support level)	(months)

Note that not all options are available for all items. The first table in this section shows the available options.

The following provides examples of software support part numbers.

Example 1: Software Support for site-based license of VoiceCatalyst

Part Number	Description
SWSDCATDEVXXXX012	VO SW SUP DC VO CAT SITE 12 MO
	Voice Software Service, Distribution Center, VoiceCatalyst, Development-Multiple devices, Site Support, 12 Months of Service

The following table explains the components of this part number:

	Category	Deployment	Product	Device	Version	Type
Component	SWS	D	CAT	DEVX	XXX	12
Short Description	Voice Software Service	Distribution Center	VoiceCatalyst	Development-Multiple devices	Site Support	12 Months of Service

Example 2: Software Support for enterprise-based license of VoiceCatalyst

Part Number	Description
SWSDCATDEVXEXX012	VO SW SUP DC VO CAT ENT 12 MO
	Voice Software Service, Distribution Center, VoiceCatalyst, Development-Multiple devices, Site Support, 12 Months of Service

The following table explains the components of this part number:

	Category	Deployment	Product	Device	Version	Type
Component	SWS	D	CAT	DEVX	EXX	12
Short Description	Voice Software Service	Distribution Center	VoiceCatalyst	Development-Multiple devices	Ent. Support	12 Months of Service

Order support by ordering the service plan part number in the same quantity as the item. Using the first example above, to order software support for 50 VoiceCatalyst licenses, order a quantity of 50 of part number SWSDCATDEVXXXX012.

Options for support plan purchase with new equipment

- New customers with no Honeywell Voice products – may purchase a support plan within 90-days of equipment purchase. Support for equipment shipped before the 15th of the month starts the next month; for equipment shipped after the 15th, the following month.
 - Existing customers with Honeywell Voice product:
 - **Currently active contract** - must purchase the same support level as their existing plan at the time of equipment purchase. New equipment covered will co-terminate with the customer's existing plan.
 - **Never under contract** - "Welcome Aboard" requires purchase of a 3- or 5-year contract for all Honeywell Voice products which are not End-of-Service. Customer establishes a start date of their choosing.
 - **Lapsed contract** - occurs when renewing a contract that has expired more than 90 days. Benefits for returning from a lapsed contract include immediate access to software updates, technical support, hardware repair if applicable, entitlements to current promotions and ability to take advantage of upgrades. "Welcome Back" involves:
 - use of renewal pricing if offered for the item
 - purchase of a 3- or 5-year contract for all Honeywell Voice products which are not End-of-Service
 - a reinstatement fee of 15% at buy price of value up to first 3 years of contract
 - for hardware start date of the new contract will be the first day after the end date of the lapsed contract, up to 12 months in arrears
- NOTE: Reductions to Welcome Back fees may be considered in conjunction with new product purchases, increased contract length or level

Effective Start for New Plans

Typically, the effective start date of a new service plan is the first calendar day of the next month following the scheduled ship date. For example, if an order for new products that includes a service plan is shipped in between 1st and 15th January, the service plan for those products has an effective start date of the first day of February.

If a new plan is purchased separate and subsequently to a software license purchase (if applicable), the effective start date is based on the effective start date included on the quote or purchase order, provided the date complies with the policies in this document and the quote/purchase order meets Honeywell criteria for booking.

Effective Start for Renewals

The effective start date of a service plan renewal is based on the effective start date included on the quote or purchase order, provided the date complies with the policies in this document and the quote/purchase order meets Honeywell criteria for booking. Note: customers who do not maintain uninterrupted service coverage are subject to additional fees when purchasing a plan (see above section on "Lapsed contract").

Co-termination Support Plans

Co-termination is the practice of setting a common service plan end/renewal date across all covered products at a customer.

“Co-termination” of service plans *prevents* the undesirable outcome of needing to track, manage, and budget for multiple service agreements, each with different effective dates for different products.

Honeywell Requires that Service Plans use Co-termination

When an End-customer makes a series of hardware and software purchases over time and chooses to purchase a support plan for those subsequent purchases of hardware and software, the plans must be co-terminated.

In some situations, End-customers may budget for and manage and pay for service agreements separately at each install location, or at the regional or business-unit level. In these situations where managed and paid for by separate locations, it is expected that service plans would co-terminate at the location or regional/business unit level, respectively.

Honeywell’s co-termination policy

Service plans for subsequent product purchases will be for a full coverage term – 12, 36 or 60 months depending on the existing support plan. Please see "Co-termination of Support Plans" for detailed examples.

Termination of contract

- Honeywell service contracts are in force for their full term. There is no provision for partial use or credit.
- The contract terminates at its end date. A grace period of up to 90 days may be permitted to provide time for customer administration in case it's necessary to execute a contract renewal. A renewed contract begins on the day following the termination of the prior contract when a grace period has been utilized.

Billing Options

Support contract billing is to invoice the entire contract value upfront under current payment terms". Annual billing for renewal contracts longer than 12 months, with a value of \$25,000 or greater, is offered for an additional administrative fee calculated as 5% of total list buy of service purchased. Annual billing is not offered for new contracts.

Ordering Software Releases for a customer with a Software Support Plan

When ordering a new release of software under a valid Software Support Plan, the order should include:

- Several licenses equal to the number of devices for each software release, using the appropriate part number from the price list for the version and type of software.
- If needed, media, for each software release, using the appropriate part number from the price list for the version and type of software.
- There is no charge for these items if the End-customer is on a valid Software Support Plan.

- The order must comply with all Honeywell requirements for a Purchase Order.

Existing Support Plan Considerations

Support on new equipment purchases must match the customer's existing support plan. If the customer is currently on a 1-year support plan, new equipment purchases must be purchased with a 1-year support term.

Upgrade orders are not affected by this policy. Hardware and software upgrades require that a customer currently is covered by a support agreement. Per existing Honeywell policy, units purchased to upgrade existing units assume the support coverage of the units that are being replaced. No support needs to be purchased with the upgrade units. Customers who wish to upgrade and are not covered by a support contract may use the appropriate Welcome Back or Welcome Aboard program to obtain coverage.

Co-termination of Support Plans

Co-termination is the practice of setting a common service plan end/renewal date across all covered products at a customer.

“Co-termination” of service plans *prevents* the undesirable outcome of needing to track, manage, and budget for multiple service agreements, each with different effective dates for different products.

When an end-customer makes a series of hardware and software purchases over time and chooses to purchase a support plan for those subsequent purchases of hardware and software, the plans must be co-terminated. The service plans for subsequent product purchases are co-terminated with the service plan in place on existing products, and the price of the new service plan is pro-rated to that expiration date.

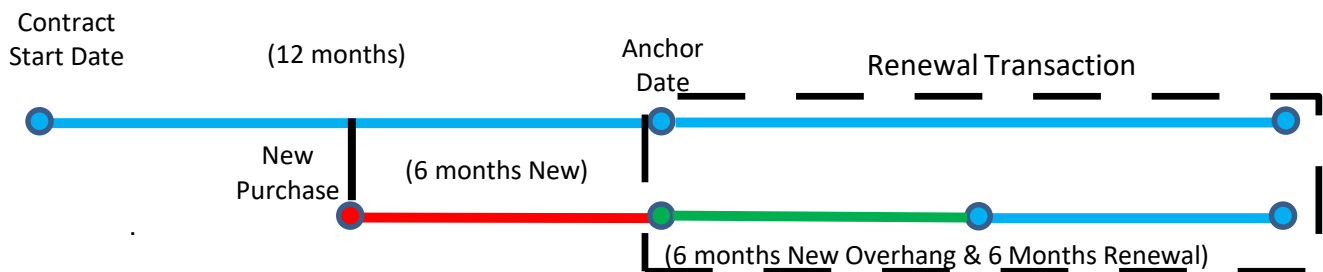
In some situations, end customers may budget for and manage service agreements separately at each install location, or at the regional or business-unit level. In these situations, it is expected that service plans would co-terminate at the location or regional/business unit level, respectively.

There are two options available for the co-termination of service plans;

Option 1:

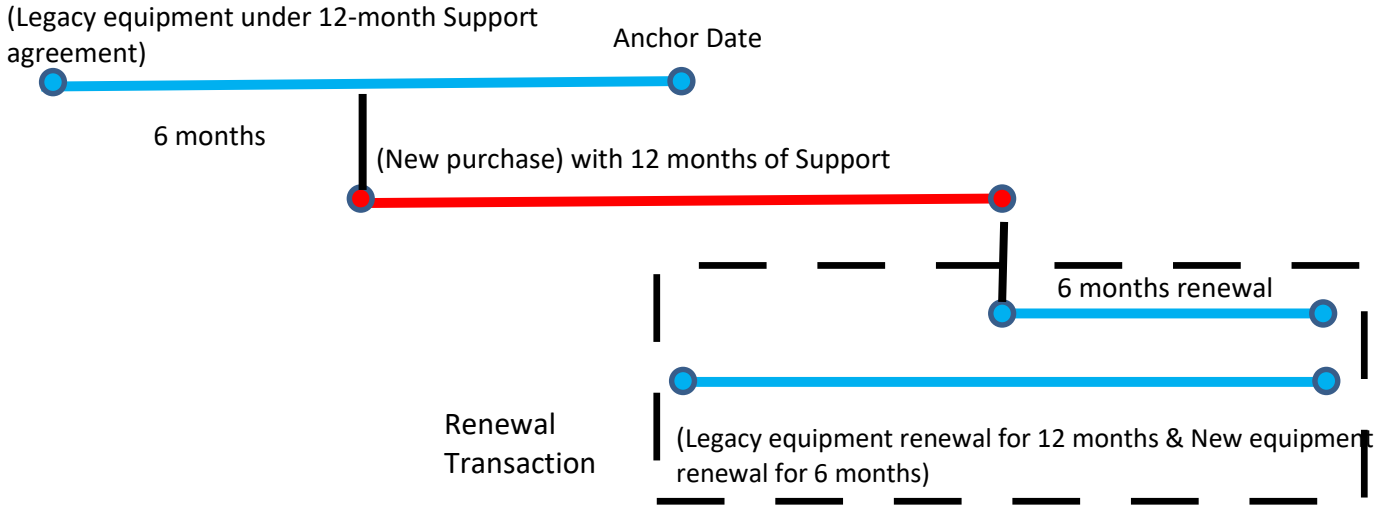
Service plans for subsequent product purchases are co-terminated at the time of purchase with the service plan in place on existing products, and the price of the new service plan is pro-rated to that renewal date.

The renewal includes blended pricing for new equipment purchases since the last renewal. This is due to the “overhang” of new support. Overhang is the difference between the standard term of a New Support plan and the pro-rated coverage period. Customers are entitled to new pricing for the remaining term beyond the current renewal date. Therefore, the pricing from the remaining new coverage term and the pricing for the renewal term are blended to provide correct pricing for coverage over the entire renewal period.



Option 2:

Service plans for subsequent product purchases will be for a full coverage term – 12, 36 or 60 months depending on the existing support plan. When the support plan for the existing equipment is renewed, Honeywell will co-terminate the multiple agreements as follows:



At the time of the renewal (anchor date), the customer will purchase 12 months of renewal support for legacy equipment and 6 months of renewal support for the new equipment purchase. “Only” 6 months of support must be purchased for the new equipment because its original 12-month coverage term overlaps the master renewal by 6 months. At the time of the next renewal all equipment shown in the chart above will need to be renewed for 12 months.

Support Exclusions

Hardware

The following exclusions apply to all Honeywell hardware support offerings:

- Hardware that has been subjected to power in excess of its published power rating;
- Product that has been damaged by repairs, alterations or modifications that were not authorized by Honeywell;
- Product that has been damaged by an accident; misuse; abuse; improper maintenance; lightning or power surges; leaking, damaged or inoperative batteries; or the use of batteries that have not been recommended by Honeywell;
- Product with the serial number altered or defaced, or from which the serial number has been removed;
- Product shipped to Honeywell in a manner that does not conform with Honeywell's instructions;
- Damages relating to the use of parts or labor that have not been authorized by Honeywell;
- Costs and expenses charged by any third party that have not been approved by Honeywell;
- Accessories that have not been manufactured by Honeywell, to the extent the damage to such accessories would not be covered under the manufacturer's written warranty; or
- Hardware devices and related software not provided by Honeywell that will run Honeywell software.
- Damage caused by natural disasters.

Plan Descriptions

Hardware Support Plans

Hardware support plans provide significant protection and value to customers:

- **Break/fix** - even in the best maintain environment occasional equipment breakage is possible. Support plans remove the uncertainty about maintaining levels of service in the customer organization because the customer can always reliably have equipment available.
- **Expedited warranty** – warranty repairs with no service plan occur on a best available basis with no committed service level. Warranty repairs for a customer with a service plan conform to the level of service of the service plan again, assuring, that the customer can always have equipment available for use.
- **Update and changes** – service from an authorized service agent assures that Honeywell's repair procedures are strictly followed. These procedures include a general review of the equipment and automatic application of any updates required by Honeywell to enhance produce life and reliability
- **Financial regularity** – a service plan becomes part of the regularly budgeted process for a customer's organization. This removes financial considerations for unexpected repair, increased repair with equipment aging, etc., making it easier to financially manage your organization.

All support plans have these common features:

- **Products Covered** - Honeywell Devices (Voice Device), SR Series Headsets, SRX- SL Series Headsets, Terminal Chargers, Battery Chargers and Combination Chargers
- **Products Excluded** - Third-party Mobile Devices, Third-party Accessories
- **Eligible Repairs** - Manufacturer's defects, normal wear & tear, engineering changes
- **Telephone Support** - RMA Telephone Support, 8AM- 5PM Eastern United States of America time zone, excluding Honeywell Holidays
- **Technical Support** - 24x7x365

Honeywell offers three levels of support, Standard Depot, Express Depot and Premier Depot. These are described in the table on the next page.

Hardware Support Plan Summary

All plans are subject to Geographic Available as per Voice Product Ordering Guidelines

	Standard Depot	Express Depot	Premier Depot
Description	Honeywell manufactured hardware is returned by the Partner or End-customer using a Honeywell-issued RMA, repaired by Honeywell, and then shipped back to the Partner or End-customer.	Honeywell ships a replacement unit from Honeywell owned general, on-hand spares pool to the End-customer upon the End-customer or Partner's request. The defective unit is then returned by the Partner or End-customer using a Honeywell-issued RMA.	Honeywell establishes a Honeywell owned End-customer specific spares pool for the End-customer at Honeywell's expense. Honeywell maintains the End-customer's spares pool at a Honeywell repair facility. Honeywell ships a replacement unit from End-customer's spares pool to the End-customer upon the End-customer or Partner's request. The defective unit is then returned by the Partner or End-customer using a Honeywell-issued RMA. The defective unit is repaired by Honeywell, and then replenished to the End-customer's spares pool. Damage Beyond Repair (DBR) replacement at no cost up to 5% of covered equipment; 25% discount on Honeywell Voice training where applicable.
Typical Customers	End-customers who are satisfied with industry standard service levels, are willing to make a larger investment in Recommended Spares and manage those spares at their facility.	End-customers who need a working replacement unit within 24 hours, and do not want to make a larger capital investment in Recommended Spares and manage those spares, as is required with the Standard Depot Plan.	End-customers who need a working replacement unit within 24 hours, do not want to make a larger capital investment in Recommended Spares and manage those spares, and have either regulatory or asset management requirements that dictate a need for use of a defined, exclusive spares pool.
Recommended on-site Spares	10% of production terminals and headsets that must be licensed and under support	5% of production terminals and headsets	5% of production terminals and headsets
Turnaround Time	3-5 business days, not including shipping time	Overnight, if request received by 3 PM Eastern United States of America time zone	Overnight, if request received by 3 PM Eastern United States of America time zone
Shipping Costs	Shipment to Honeywell Repair Center paid by End-customer Shipment from Honeywell Repair Center paid by Honeywell	Shipment of replacement spare from Honeywell Repair Center paid by Honeywell Shipment to Honeywell Repair Center pre-paid by Honeywell	Shipment or replacement spare from Honeywell Repair Center paid by Honeywell Shipment to Honeywell Repair Center pre-paid by Honeywell
Honeywell Maintained Spares	None	General Spares Pool	Customer-Specific Spares Pool

Support plans exclusions: Unless otherwise stated, all support plans exclude replacement of consumable items. Please see RMA policies for handling of consumable items in the return/repair process.

Software Support Plans

Software support plans provide significant value to keep the software that your business depends on running. A software support plan provides:

- **Support to keep your business running:**
 - Support from certified partners
 - Escalation access to the Honeywell Helpdesk 24x7x365 telephone and on-line, worldwide
 - Escalation path to Product Engineering for in-depth assistance
- **Emergency Customer Support (ECS)**
 - Immediate customized intermediate software release to resolve problems not addressed by standard updates
- **Maintenance releases**
 - Access to any maintenance releases which resolve known product software issues
- **Version upgrades and updates**
 - Continuous improvements, typically at least once per year, minor software updates or major new version releases
 - New features, functionality and performance
- **License Transfers**
 - Discounts for new software licenses when upgrading hardware within a family; licenses are not transferrable from an older to newer product if the older product is not under support or is end-of-service.

Software Support Plan for Development Tools

Honeywell Development Tools are available to end customers certified to perform custom development work. See “Targeted Audience” below for information regarding End-Customer purchase of these plans. These are listed in the prior section Software Support Plans.

Targeted End-Customers

The Development Tools Software Support Plan is generally not targeted to End-customers. End-customers who intend to use these tools to create and maintain their own customizations must have approval from Honeywell and are required to go through Honeywell training prior to sale of these tool licenses to those customers.

Exclusions and Limitations

1. VoiceClient, VoiceConsole, Talkman Management Software, VoiceLink, VoiceLink for WCS, and VoiceDirect, are NOT covered.
2. This plan is not an “Application Development Support” plan – it does NOT include activities or services related to writing code, debugging code, optimizing code, testing code, or translating tasks.
3. Emergency Fix, Service Release, and Maintenance Release software updates are only made for “Supported Releases”.
4. Honeywell’s policy for “Limitations of Software Support Plans regarding Customizations” applies to these plans.

5. Software Updates for TaskBuilder does not provide the ability to migrate from TaskBuilder to VoiceArtisan.
6. Software Updates do not include updates to operating systems or other third-party software.

Legacy Applications eligible for Coverage

Prior to the release of the VoiceLink and VoiceDirect product lines, many customers installed the previous generation of Honeywell’s application software. Honeywell offered various application software packages – some that included middleware components (predecessors of today’s VoiceLink), and some that provided for direct interface to host systems (predecessors of today’s VoiceDirect).

Honeywell still offers limited best-effort support for many of these software applications through the “Legacy Software Support Plan.” The following products are eligible for support under the “Legacy Software Support Plan”. In some cases, solutions may require updating to newer software to fully resolve issues. Contact your Honeywell Voice Product Representative for information.

Honeywell no longer offers support for these software versions.

Legacy Application Part Number	Legacy Application Part Description – no longer supported
SW-603-1	PickManager™ (site license unlimited terminals)
SW-603-2	PickManager™ (site license up to 10 terminals)
SW-604-1	VISocketODBC
SW-605-1	VISocketODR
SW-606-1	VISocketLUT
SW-607-1	Quick Pick (Site License Unlimited Terminals)
SW-607-2	QuickPick (Site License up to 10 Terminals)
SW-609-1	TALKMAN TASK FOR SIEMENS DEMATIC- UNLIMITED USER
SW-609-2	TALKMAN TASK FOR SIEMENS DEMATIC- UP TO 10 USER
SW-610-1	TALKMAN TASK FOR AQUITEC SYSTEMS
SW-610-2	TALKMAN TASK FOR AQUITEC, SOFTWARE VER 2.3, U.S. ENGLISH
SW-610-3	TALKMANTASK FOR AQUITEC, SOFTWARE VER 2.4, U.S. ENGLISH
SW-610-4	TALKMAN TASK FOR AQUITEC, SOFTWARE VER 2.5, U.S. ENGLISH
SW-611-1	TALKMAN TASK FOR EXE EXCEED 2000 SYSTEMS
SW-611-2	TASK FOR EXE EXCEED 2000 SYSTEMS VER 3.1- U.S. ENGLISH
SW-611-3	TASK FOR EXE EXCEED 2000 SYSTEMS VER 3.2- U.S. ENGLISH
SW-611-4	TASK FOR EXE EXCEED 2000 SYS. VER. 3.1- FRENCH-CANADIAN
SW-611-5	TALKMAN TASK-EXE EXCEED 2000 PUT TO STORE V1.0.4 US ENGLISH
SW-611-6	TALKMAN TASK-EXE EXCEED 2000 VERSION 4.0- U.S. ENGLISH
SW-611-7	TALKMAN TASK SSA EXCEED 2000 V3.2A MEXICAN SPANISH
SW-612-1	TASK FOR ESSG SOFTWARE- VERSION 3.3- U.S. ENGLISH
SW-612-2	TASK FOR ESSG SOFTWARE- VERSION 3.3- FRENCH-CANADIAN
SW-612-3	TASK FOR ESSG SOFTWARE- VER 3.5- U.S. ENGLISH
SW-612-4	TASK FOR ESSG SOFTWARE- VER 3.5- FRENCH-CANADIAN
SW-612-5	TALKMAN TASK FOR ESSG SOFTWARE VERSION 4.0- U.S. ENGLISH
SW-613-1	TASK FOR MANHATTAN ASSOCIATES SOFTWARE- VER 1.0- SELECTION
SW-614-1	TASK FOR MANHATTAN ASSOCIATES SOFTWARE-VER 1.0- PUT-TO-STORE
SW-617-2	TALKMAN SELECTION TASK FOR TRICEPS SOFTWARE, ENGLISH (SITE LICENSE)
SW-617-3	TALKMAN SELECTION TASK FOR TRICEPS SOFTWARE, MEXICAN-SPANISH (SITE LICENSE)
SW-617-4	TALKMAN LOADING TASK FOR TRICEPS SOFTWARE, ENGLISH (SITE LICENSE)

Software Support Plan For Legacy Application Software

Software	Scope	Audience	Legacy Plans Available	Prerequisites / Corequisites	Exclusions
VoiceClient or VoiceCatalyst	All installs of Honeywell products include the implementation of Honeywell VoiceClient or VoiceCatalyst. VoiceClient is sometimes referred to as Honeywell Voice on Handhelds, or VVH.	End-customers who are users of VoiceClient for Talkman and VoiceClient for Handhelds.	2	Honeywell requires the sale of a Management Software Support Plan (see section on Management Software Support Plans) in conjunction with a VoiceClient Software Support Plan in order to assure continued compatibility between management software and client.	1 through 6
VoiceConsole	All installs of Honeywell products include the implementation of Honeywell VoiceClient or Honeywell VoiceCatalyst and Honeywell VoiceConsole.	End-customers who are users of VoiceConsole	3	Honeywell requires the sale of a Management Software Support Plan (see section on Management Software Support Plans) in conjunction with a VoiceClient Software Support Plan in order to assure continued compatibility between management software and client	1 through 6
Application Software	Some installs of Honeywell products include the implementation of Honeywell VoiceLink, Honeywell VoiceDirect or Honeywell VoiceExpress	End-customers who are users of VoiceLink, VoiceLink for WCS, VoiceDirect or VoiceExpress.	6		1-4, 7
Legacy Application Software	Prior to the release of the VoiceLink and VoiceDirect product lines, many customers installed the previous generation of Honeywell's application software. Honeywell offered various application software packages – some that included middleware components (predecessors of today's VoiceLink), and some that provided for direct interface to host systems (predecessors of today's VoiceDirect).	End-customers who are users of a defined list of legacy applications. <u>Appendix B in this document provides a complete list of the legacy applications eligible for coverage under this plan, including specific part numbers for those applications.</u>			1-4,7,8
Development Tools	Available to end customers certified to perform custom development work. These tools include Honeywell TaskBuilder, DevKit, Honeywell VoiceArtisan and Honeywell Translation Workbench.			2	

Exclusions

1. VoiceConsole, Talkman Management Software, VoiceLink, VoiceLink for WCS, VoiceDirect, VoiceExpress, TaskBuilder, VoiceArtisan and Translation Workbench are NOT covered.
2. Enterprise Support Plans for VoiceClient are only available to End-customers who have purchased a VoiceClient Enterprise License.
3. Emergency Fix, Service Release, and Maintenance Release software updates are only made for "Supported Releases".
5. Software Updates for VoiceClient does not provide the ability to migrate from VoiceClient to VoiceCatalyst.
6. Software Updates do not include updates to operating systems or other third-party software.
7. Software Updates do not include updates to operating systems or other third-party software.
8. Honeywell will only accept orders for this plan for coverage of the legacy applications defined in Appendix B of this document.

4. Honeywell's previously described policy for "Limitations of Software Support Plans regarding Customizations" applies to these plans.

Warranty

Hardware

The governing document for all warranty terms is the Honeywell, Inc. **Terms and Conditions of Sale** document which is presented at the time of initial product sale. Please see **Terms and Conditions of Sale** document as a definitive reference and supersedes any verbiage in this document. A general summary of the warranty terms appears below.

Honeywell-manufactured Hardware, including Honeywell Devices (Voice Device), SR Series Headsets, applicable SRX-SL Series Headsets, Terminal Chargers, Battery Chargers and Combination Chargers are covered by a limited warranty against manufacturer's defects for 12 months from original ship date from Honeywell.

Defective items returned for repair to Honeywell within the warranty period are fixed free of charge. Warranty repair turnaround time is estimated at 10-15 business days from the date the product is received at Honeywell. Turnaround times are exclusive of shipping time and are estimates only.

Batteries are covered under a 180-day limited warranty against manufacturer's defects. Defective batteries are replaced free of charge within the warranty period without a turnaround time guarantee.

Honeywell Accessories and Spare Parts, as defined on the price lists, are covered under a 30-day limited warranty against manufacturer's defects. Defective accessories returned to Honeywell are replaced free of charge within the warranty period without a turnaround time guarantee.

Third-Party Accessories and all other items sold by Honeywell are subject to the terms and conditions of the original manufacturer's warranty. These items returned to Honeywell will be repaired or replaced without a turnaround time guarantee.

Software

Software warranty terms are as defined in the *Honeywell, Inc. Software License Agreement* document presented at the time of initial product sale. Set forth below is a brief summary of Warranty terms. See Software License Agreement document for additional limitations and exclusions.

Honeywell warrants that the software will substantially conform to the published documentation for the software for a period of 90 days from the date the software is shipped except for excluded items. Warranty provides access to Emergency Fix and Service Release. Maintenance Release, Feature Release, and Full Version Release Software updates are only available by purchasing a Software Support Plan as defined in each plan.

A 90-day software warranty which includes emergency fixes and service releases is applicable to VoiceCatalyst, VoiceClient, VoiceConsole, VoiceLink, VoiceLink for WCS, VoiceDirect, VoiceArtisan, DevKit, VIO, Taskbuilder and Translation Workbench. It does not include access to new feature request submissions, Honeywell Technical Support access, maintenance releases, feature releases or full version releases.

Warranty is not offered for Talkman Management Systems (TMS) or legacy applications.

Appendix A – Important Terminology

The definitions below explain the terminology and products used to describe each plan. Please refer to these definitions when comparing the plan options. Please refer to current product brochures or documentation for additional information on these products.

Term	Definition
General Hardware Terms	
Battery Charger	Honeywell-manufactured battery charger, compatible with batteries for the Voice Devices, SR or SL Series headsets which use batteries. These chargers will charge a battery or headset while properly inserted into the charger and provide safe, efficient storage for those batteries.
Combination Charger	Honeywell-manufactured chargers which provide both Terminal Charger and Battery Charger functions in a single, integrated unit.
Emergency Fix	<p>An Emergency Fix is software code issued on an as-needed basis to individual customers who are experiencing an issue or error resulting from a Software Product Defect, where that issue or error has no work-around that can be performed by the user and is preventing processing of transactions. Emergency Fixes are not made broadly available.</p> <p>An Emergency Fix is not designated by any change in the software version number or software part number; Honeywell uses an internal code to track any Emergency Fixes that are issued. Emergency Fixes are not listed on the Honeywell Price List.</p> <p>If a customer encounters an issue or error that is determined to have a work-around or not determined to prevent transaction processing, Honeywell may elect NOT to provide an Emergency Fix, rather deferring that customer to the next available Service Release or Maintenance Release for problem correction.</p> <p>Honeywell performs limited regression tests and targeted unit tests on an Emergency Fix to assure it corrects the issue in question. It is the responsibility of the end-customer to test the Emergency Fix in their install environment and confirm that it corrects the issue in question and does not cause any additional errors or malfunctions.</p>
Feature Release	<p>A Feature Release is a new release of software that adds functionality or makes enhancements to existing functionality.</p> <p>A Feature Release is designated by a change in the second digit (y) of a software version number expressed as x.y.z (e.g. from 2.2 to 2.3). Feature Releases are assigned their own part number and are listed on the Honeywell Price List. Honeywell uses its standard Product Update Notice (PUN) process to announce the availability of a Feature Release.</p> <p>Feature Releases are developed only for the most current version of the software and are built on the most recent Maintenance Release of that</p>

Term	Definition
	<p>version. Honeywell determines the content and frequency of Feature Releases depending on the broad needs of the customer base and Honeywell’s product priorities; Honeywell typically provides 1-2 Feature Releases per year.</p> <p>Honeywell performs standard quality assurance testing on Feature Releases – the same testing methodology that is applied to a new Full Version Release. It is the responsibility of the end-customer to test the Feature Release in their install environment and confirm it does not cause any errors or malfunctions.</p>
Full Version Release	<p>A full Version Release is designated by a change in the first digit (x) of a software version number expressed as x.y.z (e.g. from 2.3 to 3.0). A full Version release is the next generation of the product and may include major additions to functionality, significant enhancements to existing functionality, or architectural changes to improve portability, extensibility, or support for entirely new technologies. Honeywell typically makes a Full Version Release every 2-3 years, depending on the broad needs of the customer base, and Honeywell’s product priorities.</p>
Honeywell Device or Voice Device	<p>Also referred to by their specific model number, such as Honeywell A500 or Honeywell A700 etc. Refers to Honeywell-manufactured wearable voice computers.</p>
Honeywell manufactured Hardware	<p>Refers to all hardware products manufactured by Honeywell that are eligible for coverage under a Hardware Support Plan that have not reached their “End-of Service” date. This includes Voice Devices, SR and applicable SRX-SL Series Headsets, Terminal Chargers, Battery Chargers and Combination Chargers.</p>
Honeywell TaskBuilder™	<p>TaskBuilder is a legacy application development tool used to create, modify, and test Tasks for performing voice-directed business processes. TaskBuilder is not generally available for sale (or resale) to End-customers; End-customers must attend training and pass competency exams in order to license TaskBuilder.</p>
Honeywell Technical Support	<p>Honeywell Technical Support provides 24x7x365 telephone support with access to a live Technical Support Engineer. Technical support from Honeywell is always available in U.S. English and optionally in selected other languages. If a technical support personnel is not immediately available, the option to hold or leave a message is available. Generally, these messages receive a response within 2-4 hours. Email and web support are also available with responses typically within 6 business hours of message receipt. There is also an option for the caller to indicate an urgent situation which provides an expedited response.</p> <p>Honeywell provides telephone technical support for software releases that have not reached their “End-of-Service” date (please see “Policies Regarding End-of-Life, End-of-Service, and End of Software Update”, later in this document, for additional information).</p>

Term	Definition
Honeywell Translation Workbench™	<p>Translation Workbench is a legacy companion tool for the legacy software TaskBuilder. It provides an environment for easing translation of Task dialogues from one language to another. Translation Workbench is not generally available for sale (or resale) to End-customers; End-customers must attend training and pass competency exams in order to license Translation Workbench.</p>
Maintenance Release	<p>Maintenance Releases bundle several Service Releases and other error corrections into one software package. From time to time, a Maintenance Release may incorporate minor changes or enhancements to functionality.</p> <p>A Maintenance Release is designated by a change in the third digit (z) of a software version number expressed as x.y.z (e.g. from 2.0.1 to 2.0.2). Maintenance Releases are assigned their own part number and are listed on the Honeywell Price List. Honeywell uses its standard Product Update Notice (PUN) process to announce the availability of a Maintenance Release.</p> <p>Maintenance Releases are only issued for the “Supported Releases” of the software. Honeywell determines the content and frequency of Maintenance Releases depending on the broad needs of the customer base and Honeywell’s product priorities; Honeywell will typically provide 1-2 Maintenance Releases per year.</p> <p>Honeywell performs standard quality assurance testing on Maintenance Releases – the same testing methodology that is applied to a new Full Version Release and a new Feature Release. It is the responsibility of the end-customer to test the Maintenance Release in their install environment and confirm it does not cause any errors or malfunctions.</p>
New Feature Requests	<p>New Feature Requests are requests received from end-customers describing new functionality they would like included in a future release.</p> <p>While all New Feature Requests that Honeywell Receives are considered for inclusion in a future release, Honeywell does not guarantee that the requested feature will be incorporated into such releases and does not commit to informing the requestor of the timing of such a decision, or the details of the decision-making process.</p>
Published Documentation	<p>Published Documentation refers to on-line help, training materials, user manuals, technical product descriptions, and/or release notes officially published by Honeywell for its software products.</p>
Service Release	<p>Service Releases bundle several error corrections into one software package and may incorporate Emergency Fixes determined by Honeywell to broadly benefit the customer base.</p> <p>A Service Release is not designated by any change in the software version number or software part number; Honeywell uses an internal</p>

Term	Definition
	<p>code to track the Service Release version. Service Releases are not listed on the Honeywell Price List.</p> <p>Services Releases are made available through request to Honeywell Technical Support. Honeywell uses its standard Product Update Notice (PUN) process to announce the availability of a Service Release.</p> <p>Service Releases are only issued for the “Supported Releases” of the software. Honeywell determines the content and frequency of Service Releases depending on the broad needs of the customer base and Honeywell’s product priorities.</p> <p>Honeywell performs limited quality assurance testing on Service Releases. It is the responsibility of the end-customer to test the Service Release in their install environment and confirm it does not cause any errors or malfunctions.</p>
SL Series Headset	Honeywell-manufactured light duty speech recognition headsets designed for long life in less rugged environments. Note that non-repairable models are eligible for coverage under a Honeywell Hardware Support Plan.
Software Product Defect	A Software Product Defect is defined as a failure of the software to substantially conform with Published Documentation.
SR Series Headset	The family of Honeywell-manufactured rugged industrial speech recognition headsets. This family of special-purpose headsets connects to the Voice Device via cable or Bluetooth® designed for long life and reparability.
Supported Release	Software that is not declared end-of-life for a specific Voice Device. Typically, this software has a version that is between the current and immediately prior major version release of the product. A major version is a number with a single decimal point. (i.e. 5.1,5.2). The product Ordering Guidelines defines specific versions and availability.
Task	A generic term used to refer to legacy voice-directed software applications. Tasks include the business logic, data structures, and dialogs used to execute a voice-directed business process developed using the legacy Taskbuilder software. Tasks execute using the legacy VoiceClient software or the current VoiceCatalyst software (recommended).
Terminal Charger	Honeywell-manufactured chargers compatible with Voice Devices. These chargers will charge a battery in the Voice Device when it is properly inserted into the charger. It provides safe efficient storage for the Voice Device.
Third-Party Mobile Device	Refers to mobile computers not manufactured by Honeywell that run Honeywell Voice software. These products are not covered by any Honeywell Hardware Support Plan.
Third-Party Accessory	Refers to accessories and peripherals not manufactured by Honeywell that connect to the Voice Device wired or wirelessly. These products are not covered by any Honeywell Hardware Support Plan.

Term	Definition
Voice Application	A generic term used to refer to legacy voice-directed software applications. Tasks include the business logic, data structures, and dialogs used to execute a voice-directed business process developed using the VoiceArtisan development environment. Tasks execute using the VoiceCatalyst software.
Voice Management Software	Software used to manage Honeywell Voice Device and/or Voice Software.
Voice Software	Software manufactured by Honeywell that provides speech recognition capabilities on Voice Devices as well as other devices.
VoiceArtisan	VoiceArtisan is an application development tool used to create, modify, and test voice applications for performing voice-directed business processes. VoiceArtisan is not generally available for sale (or resale) to End-customers; End-customers must attend training and pass competency exams in order to license VoiceArtisan.
VoiceCatalyst	Refers to VoiceCatalyst for Talkman and Honeywell VoiceClient for Handhelds. Includes the speech recognizer, text-to-speech software, and mobile application software used to run Tasks, manage security, and connectivity. Please refer to the current product brochure or documentation for additional information.
VoiceClient	Refers to Legacy VoiceClient for Talkman® and Honeywell legacy VoiceClient for Handhelds. Includes the speech recognizer, text-to-speech software, and mobile application software used to run Tasks, manage security, and connectivity. Please refer to the current product brochure or documentation for additional information.
VoiceConsole	Management application used to load applications to specific devices, configure those devices, configure individual operator and team resources, and monitor performance of Honeywell hardware. Please refer to the product brochure or documentation for additional information.
VoiceDirect	Application software includes specific Tasks for distribution processes, such as picking, replenishment, etc. Can directly integrate to host systems (WMS/ERP) to receive data for Tasks and update the host system with work performed. Please refer to the product brochure or documentation for additional information.
VoiceExpress	Honeywell VoiceExpress for VoiceCatalyst is a solution that allows a developer to take screens generated by a company's Warehouse Management System, map those to Python functions, and generate a voice application that can interact with the WMS through a server that parses the data.
VoiceLink	Application software and middleware. Application software includes specific Tasks for distribution processes and administration capabilities to manage the execution of Tasks by operators. Middleware component

Term	Definition
	connects to host systems (WMS/ERP) to receive data for Tasks and update the host system with work performed. Please refer to the product brochure or documentation for additional information.
VoiceLink WCS for use with SAP® ERP	Application software and middleware for the SAP Warehouse Control System (WCS). Application software includes specific Tasks for distribution processes and administration capabilities to manage the execution of Tasks by operator. Middleware component connects to the SAP host system to receive data for Tasks and update the host system with work performed. Please refer to the product brochure or documentation for additional information.
Battery Charger	Honeywell-manufactured battery charger, compatible with batteries for the Voice Devices, SR or SL Series headsets which use batteries. These chargers will charge a battery or headset while properly inserted into the charger and provide safe, efficient storage for those batteries.
Terms Used In Plan Descriptions	
Return Material Authorization or RMA	This is a formal authorization from Honeywell authorizing equipment return and tracked with a unique number. Honeywell will not accept returns for repair without a Honeywell-issued RMA number.
Products Covered	The hardware products eligible for repair under the terms of a specific Hardware Support Plan.
Products Excluded	The hardware products that are not eligible for repair under the terms of a specific Hardware Support Plan.
Eligible Repairs	The kinds of defects or failures that are eligible for repair under the terms of a specific Hardware Support Plan.
Turnaround Time	The time to perform eligible repairs or otherwise return a working replacement to the End-customer.
Shipping Costs	The party (Honeywell and/or the End-customer or Partner) is responsible for shipping costs.
Telephone Support	The types of telephone support available under the terms of a specific Hardware Support Plan.
Recommended Spares	Guidance for the number of spares an End-customer should have on-hand to avoid downtime in the event of a return.
Engineering Changes	Refers to design, component, and assembly changes or upgrades that address potential issues or improve reliability. Some Hardware Support Plans include application of Engineering Changes at the time of repair.
Telephone RMA Support	This is a type of Telephone Support. Provides access to a live Honeywell RMA Specialist, 8AM – 5PM, Weekdays, Eastern United States of America time zone, excluding Honeywell Holidays. RMA Telephone support can issue RMAs for returns or replacement and respond to inquiries regarding status of repairs and shipments. Email support is also available.
Telephone Technical Support	This is a type of Telephone Support. Telephone Technical Support provides 24x7x365 telephone support with access to a live Technical Support

Term	Definition
	<p>Engineer. Telephone technical support from Honeywell is provided in U.S. English and other selected languages by the technical support center. If all technical support personnel are busy, the options are to hold for the next available support technician or to leave a voicemail message. Generally, voicemail messages will be returned within one hour. Support via electronic mail and online portal are also available.</p>