

P1 Supply, Service and Software agreement

By purchasing / using P1 hardware, software and services you agree to the terms and conditions of this agreement.

INDEX

1. **P1 Hardware:**
 - 1.1. DELL P1 server hardware
 - 1.2. DN495 radios and accessories
 - 1.3. Entel Gateways

2. **P1 Software:**
 - 2.1. P1 server software
 - 2.2. P1 terminal software
 - 2.3. P1 dispatcher software
 - 2.4. P1 recorder software

3. **P1 services currently include, but are not limited to:**
 - 3.1. Pre-delivery configuration of DELL P1 server
 - 3.2. Pre-delivery configuration of AWS P1 server
 - 3.3. P1 remote cloud server licensing
 - 3.4. Data only EMEA roaming SIM cards for DN495 radios
 - 3.5. P1 DN495 / Gateway OTA programming portal

4. **P1 Software warranty**
 - 4.1. 12-months critical bug warranty
 - 4.2. Changes to the installed environment
 - 4.3. P1 software updates

5. **P1 Software support**
 - 5.1. Easy to follow step-by-step guides
 - 5.2. Support does not extend to IT support

6. **Limitations and restrictions**
 - 6.1. Minimum number of DN495 radios
 - 6.2. Supported devices

P1 Supply, Service and Software agreement

1. P1 Hardware currently includes, but is not limited to:

- 1.1. **DELL P1 server hardware** - DELL PC hardware is supplied subject to DELL UK's standard terms and conditions of sale: <https://www.dell.com/learn/uk/en/ukcorp1/terms-of-sale>
- 1.2. **DN495 radios and accessory hardware** - DN495 radios and accessories are supplied subject to Entel's standard terms and conditions of sale which are available upon request.
- 1.3. **Entel Gateway hardware** - Entel Gateways are supplied subject to Entel's standard terms and conditions of sale which are available upon request.

2. P1 Software currently includes, but is not limited to:

- 2.1. P1 server software (for DELL PC or Amazon cloud)
- 2.2. P1 terminal software (for DN495 radios, Grandstream IP phone, Android & iOS Smartphones)
- 2.3. P1 dispatcher software (for Windows PC / Laptop)
- 2.4. P1 recorder software (for Windows PC / Laptop)

3. P1 services currently include, but are not limited to:

- 3.1. Pre-delivery configuration of DELL P1 server - So you can get going with the minimum effort, Entel will pre-configure your DELL P1 server, DN495 radios, Dispatcher and Gateways as follows:
 - 16 Groups (channels) with alias 'Channel 01' to 'Channel 16' plus 'Main' for all devices other than Gateway's (that will be configured with a single Group (channel) per Gateway)
 - User account created for each DN495, Smartphone or Dispatcher license purchased. Accounts will be created with default Aliases e.g. 'USER 01' etc. for DN495 radios & Smartphones, plus 'Dispatcher' for the Dispatcher (if used)
 - Group and Individual Calling enabled for each User
 - Emergency disabled for each User
 - Basic DN495 menu that allows WiFi configuration etc.
 - Location (GPS) On
 - Recorder On
 - VPN Off
- You will need to:**
- Provide a suitable network connection for the DELL PC*
 - Set the servers network settings*
- If required, you will need to:**
- Add teams (if you want to support multiple separate users)*
 - Change user aliases to customer unique aliases*
 - Change the menu from 'Basic' to 'None' or 'Advanced'*
 - Program Emergency, Lone-Worker & Man-Down*
 - Turn Location and / or Recording Off*
 - Turn VPN On*

** Details / Step-by-step guides will be made available. Optionally Entel can configure these settings for you (a programming fee will apply, please ask your Entel BDM for prices).*

P1 Supply, Service and Software agreement

3.2. Pre-delivery configuration of AWS P1 server

- You will have to arrange hosting directly with Amazon: <https://aws.amazon.com/>
- Suitable network connection and server hardware will be provided by Amazon (an AWS server sizing guide is available on request).
- Once an AWS server has been made available, Entel will install and pre-configure your AWS P1 server, DN495 radios and Gateways as per the DELL example above

3.3. P1 remote AWS cloud server licensing - When using an AWS P1 server you will need to use the remote server licensing (pricing as per our Product Book valid at the time of order)

3.4. Data only SIM cards for DN495 radios - Entel data only SIM's can be provided as an option and will be subject to Entel's standard E-PoC terms and conditions that are available on request.

3.5. P1 DN495 / Gateway OTA programming portal - Entel will provide free of charge Dealer access to our web based DN495 / Gateway programming portal.

4. P1 Software warranty

4.1. 12-months warranty - All P1 software has a low, one-time purchase price (there are no ongoing software support / update fees). With this in mind, P1 software benefits from a 12-month critical bug warranty (a bug that affects critical functionality and leaves the user with no workaround).

4.2. Changes to the installed environment - At point of sale P1 software will support the latest version of applicable operating systems. Warranty does not include issues resulting from any changes to the installed environment (especially relevant to Smartphones). This includes, but is not limited to, hardware or software changes (including operating system version). Should a new version of P1 software be required to support such issues, new P1 software licenses may need to be purchased for the entire system (including the server).

4.3. P1 software updates - If, at any time in the future, you wish to update your P1 software to the latest version, e.g. to benefit from any new features that may be released, you may need to purchase new P1 software licenses for the entire system (including the server).

5. P1 Software support

5.1. Easy to follow step-by-step guides - P1 software support will be provided by means of easy to follow step-by-step guides. Including advice on IT settings, firewall ports etc.

5.2. Entel Support does not extend to IT support - Entel's P1 support does not extend to one-to-one IT support, e.g. assistance setting customer firewall ports, issues with customer PC security settings, network settings etc.

6. Limitations and restrictions

6.1. Minimum number of DN495 radios - A P1 system must comprise a minimum of 80% DN495 radios vs. Smartphones. However, Entel may agree to supply a P1 server with less than 80% DN495 radios (please discuss with your Entel BDM).

6.2. Supported devices - P1 terminal software is only supported in:

- DN495 radios
- Grandstream GXV3370 IP phone
- Standard Android & iOS Smartphones / Tablets

No other types of devices are planned to be supported by P1 at this time