



Oggetto: modifica del contratto dei nuovi servizi CORE UltraSync di Carrier.

Gentile Cliente,
in riferimento al tuo contratto UltraSync con Carrier Fire & Security EMEA BVBA / SPRL ("Contratto"),
comunichiamo quanto segue.

Carrier ha riallineato i suoi pacchetti UltraSync, ora esistono 4 livelli di servizio: Core, Core Plus, Enhance ed Elite. Si prega di fare riferimento alla tabella seguente per i dettagli su ciò che ogni livello contiene. I nuovi livelli di servizio entreranno in vigore dal 1° aprile 2023 ai nuovi prezzi indicati nell'Allegato 1.

Di seguito sono riportati ulteriori chiarimenti per il nuovo elenco di funzionalità del servizio che verrà fornito utilizzando il cloud UltraSync.

Successivamente sono riportati i prezzi del contratto ULTRASYNC™ che sostituiscono quelli del contratto precedente. I prezzi UltraSync™, sono allegati a questa lettera. Allo stesso tempo e in riferimento alla nostra comunicazione relativa alle imminenti modifiche nella registrazione dei dispositivi UltraSync a partire dal 3 aprile 2023, vorremmo sottolineare che abbiamo aggiornato la clausola sulla privacy nei Termini e condizioni, nonché modificato l'elenco delle categorie di dati che raccogliamo nell'Accordo sul trattamento e il trasferimento dei dati. I nuovi termini sono allegati alla presente lettera. Ogni altro articolo, paragrafo o appendice dell'Accordo diverso da quelli esplicitamente modificati, modificati o sostituiti nella presente lettera rimane invariato.

Un cordiale saluto.

Il team Carrier Fire & Security Italia

Category	Feature list	Core	Core Plus	Enhance	Elite	ATS	Xgen Connect	UCX40	TVN Recorder	AT SX700
Core	Web-portal to provision connected Devices (incl. User mngmt, Support Content Library, basic operational Dashboard)	x	x	x	x	x	x	x	x	x
	User Mobile App Support through UltraSync including Push notifications	x	x	x	x	x	x	x	x	x
	User Unified Mobile App (w/o Video Verification Push Messages)	x	x	x	x	x	NA	NA	x	x
	Remote maintenance and configuration through Client Config SW.	x	x	x	x	x	x	NA	NA	x
	Single Path IP only or Buy your own SIM card (BYO SIM)	x	x	x	x	x	x	x	x	x
	Cloud connectivity (No Port forwarding required & VPN & Encrypted communication)	x	x	x	x	x	x	x	x	x
	Site Details Overview (Blue colored)	x	x	x	x	x	x	x	x	x
Core Plus	Event Transmission to CMS over Ethernet IP - 24h / 30 min polling - EN2 (Intrusion Device)		x	x	x	x	x	x	NA	x
	Event Transmission to CMS over Ethernet IP for Technical Video Events (Video Device)		x	x	x	NA	NA	NA	2023	NA
	User Unified mobile app supporting Video Verification Push messages		x	x	x	2023	2023	2023	2023	2023
	Device API over Cloud		x	x	x	Roadmap	x	x	Roadmap	Roadmap
	Site Live Status (Green & Red color connection status, Signal Strength indication, Power Supply, Last Received Events)		x	x	x	x	x	x	x	x
	Remote maintenance and configuration through Ultrasync Web Portal		x	x	x	NA	x	x	2023	x
	Remote maintenance and configuration through mobile App		x	x	x	NA	x	x	NA	Roadmap
	Remote Device FW Update over Ethernet through Ultrasync Web Portal		x	x	x	NA	x	x	2023	Roadmap
Enhance	Event Transmission to CMS over Cellular (Dualpath) - 30 min polling - EN2 (Intrusion panels)			x	x	x	x	x	NA	x
	Aritech data Roaming SIM Included (up to 5Mb per month) (Intrusion Panels)			x	x	x	x	x	NA	x
	Remote Admin Password Reset through Ultrasync Web Portal (Video recorders)			x	x	NA	NA	NA	x	NA
	Device Health Diagnostics Report & Dashboard (Intrusion Panels and Video recorders)			x	x	x	Roadmap	NA	2023	x
	EN3 Service grades : Event Transmission to CMS - 3 min polling - EN3 (Intrusion Device) + Cellular Data Limit 20Mb/Month	NA	NA	EN3 service grade	EN3 service grade	x	x	x	NA	x
Elite	Video Verification connectivity to CMS (only in combination with Enhance Intusion)				x	Roadmap	Roadmap	NA	Roadmap	Roadmap
Add-On	Add-on Paid Service: Monthly pack with 30 SMS Limited to Specific intrusion panels	Optional	Optional	Optional	Optional	NA	x	NA	NA	NA

APPENDICE 1. PREZZI ULTRASync™

Package	Service level	Description	Invoicing : New SKU Name	Net Installer price EUR
Core	Core Intrusion	Connectivity to the UltraSync™ server support Core intrusion services (See Table)	UC_CoreInt_M	-
	Core Video	Connectivity to the UltraSync™ server via the Ethernet cable support Core Video services (See Table)	UC_CoreVideo_M	-
Core Plus	Core Plus Basic IP	Connectivity to the UltraSync™ server Ethernet connection, according to a Single Path polling rate of 24h reporting time,excluding cellular data and additional Core Plus services (See Table)	UC_CoreInt_Plus_M	1,00 EUR / panel
	Core Plus Grade 2 IP	Connectivity to the UltraSync™ server via a Ethernet connection, according to EN grade 2 using a Single Path polling rate of 30min reporting time, without a cellular data, and additional Core Plus services (See Table)	UC_CoreInt_Plus_M	1,00 EUR / panel
	Core video plus	Connectivity to the UltraSync™ server via the Ethernet cable support Core Video Plus services (See Table)	UC_CoreVideo_Plus_M	1,00 EUR / recorder
Enhance	Enhance Basic Cellular	Connectivity to the UltraSync™ server via Aritech SIM card cellular connection, according to an Single Path polling rate of 24h reporting time, with a cellular data limitation of 5Mb, and additional Enhance services (See Table)	UC_Enh_Int_M	3,00 EUR / panel
	Enhance Basic IP	Connectivity to the UltraSync™ server Ethernet connection, according to an Single Path polling rate of 24h reporting time,excluding cellular data and additional Enhance services (See Table)		
	Enhance Grade 2 Cellular	Connectivity to the UltraSync™ server via a cellular connection, according to EN grade 2 using a Single Path polling rate of 30min reporting time, with a cellular data limitation of 5Mb.and additional Enhance services (See Table)		
	Enhance Grade 2 IP	Connectivity to the UltraSync™ server via a Ethernet connection, according to EN grade 2 using a Single Path polling rate of 30min reporting time, without a cellular data, and additional Enhance services (See Table)		
	Enhance Basic DualPath	Connectivity to the UltraSync™ server via a primary ethernet connection with cellular backup, according to a Dual Path polling rate of 24h reporting time, with a cellular data limitation of 5Mb.and additional Enhance services (See Table)	UC_Enh_EN3_M	5,00 EUR / panel
	Enhance Grade 2 DualPath	Connectivity to the UltraSync™ server via a primary ethernet connection with cellular backup, according to EN grade 2 using a Dual Path polling rate of 30min reporting time, with a cellular data limitation of 5Mb, and additional Enhance services (See Table)		
	Enhance Grade 3 Cellular	Connectivity to the UltraSync™ server via a cellular connection, according to EN grade 3 using a Single Path polling rate of 3min reporting time, with a cellular data limitation of 20Mb and additional Enhance services (See Table)		
	Enhance Grade 3 DualPath	Connectivity to the UltraSync™ server via a primary ethernet connection with cellular backup, according to EN grade 3 using a Dual Path polling rate of 3min reporting time, with a cellular data limitation of 20Mb, and additional Enhance services (See Table)		
	Enhance Video	Connectivity to the UltraSync™ server via the Ethernet cable support Enhanced Video services, and additional Enhance services (See Table)	UC_Enh_Video_M	3,50 EUR / recorder
Elite	Elite Video	Connectivity to the UltraSync™ server via the Ethernet cable support Elite Video services (See Table), and video Verification support Towards CMS which requires both intrusion Panel and	UC_Elite_M	+2,00 EUR / recorder

		Video Recorder under same end user account (only in combination with Enhance Intusion - total package 5€/m)		
Add on	SMS Service	Add-on Paid Service: monthly pack with 30 SMS Limited to Specific intrusion panels	UC_SMS_M	3,50 EUR / panel

* I prezzi sono applicabili solo in Europa, Medio Oriente e Africa.

** I prezzi possono di volta in volta essere soggetti a modifiche da parte di Carrier, semplicemente inviando una lettera di preavviso al Cliente

*** I prezzi relativi ai servizi con connettività cellulare si basano su una SIM dati da 5 Mb, fornita da Carrier, per Basic e Grade 2 e 20Mb per Grade 3. Nel caso in cui la media mensile su un anno sia superiore a 5 Mb, o 20Mb per EN grado 3, Carrier si riserva il diritto di rivedere il proprio modello di pricing & pricing, previo avviso inviato da Carrier Fire & Security. Una notifica è inviata se il consumo mensile supera i 5 Mb, o 20Mb per il grado EN 3. In tal caso, Carrier Fire & Security si riserva il diritto di sospendere o risolvere il contratto cellulare relativo alla carta SIM fornita da Carrier Fire & Security al Cliente.