Honeywell

Service Description

Operating System Protection Service

The Operating System Protection Service is a service solution that protects devices beyond the life of Android 6.0.

Service Overview:

Honeywell offers its Operating System Protection Service (O.S.P.S) solution for products that have Android operating system 6.0 for a period of 2 years from the last security update provided by Google.

Benefits

- Honeywell will review and assess all security bulletins released by Google.
- Honeywell will make commercially reasonable efforts to provide patches for Android security vulnerabilities identified as Critical and determined by Honeywell to be applicable to the supported product(s). Security vulnerabilities with lower severity may also be addressed as applicable.
- If no security update can be provided to neutralize a threat, Honeywell will recommend a solution for addressing the security threat.
- Honeywell will provide up to 8 hours of technical engineering support upon request to assist with update patches addressing security issues.
- Honeywell will use its best efforts to release a security update quarterly.

General

- Access 24 hours/day, 7 days/week to HONEYWELL's information and support tool. Available at www.HSMsupportportal.com and go to "Articles";
- Level 1 telephone support from one of our support technicians for troubleshooting assistance of hardware, software and installation issues. HONEYWELL will use commercially reasonable efforts to keep telephone support for this Service available 5 days/week, 8 hours/day – excluding public and local holidays;
- Case management to help track resolution and escalation of issues;
- Escalation management to provide a single point of contact for incident management, escalation and status of incidents within the scope of this Service;

Service Exclusions:

- This service does not include Honeywell products not covered by a valid Honeywell service contract.
- Honeywell provides no guarantee that O.S.P.S. can protect Android 6.0 against all threats.
- Honeywell provides no guarantee that O.S.P.S can provide protection against systemic security vulnerabilities that impact the stability of the platform.
- Honeywell provides no guarantee that O.S.P.S. can protect or prevent attacks related to the internal components of its devices (i.e. chip set, processor or other hardware components).
- Honeywell does not provide general bug fixes or maintenance updates during the O.S.P.S. service period for Android 6.0. O.S.P.S. will only address security threats to Android 6.0. General maintenance to the O/S framework and other software programs may be updated at Honeywell's discretion.
- Honeywell does not guarantee a specific response time due to the unpredictable nature of the threats. In most cases the certification of a security patch is not in the control of Honeywell or its partners.

Supported Products:

- Only the below models with AOS 6.0 or higher are supported with this program:
  - CK75
  - CN75
  - CN75E
  - CN51
  - CT50
  - D75e

Country Coverage:

Not all levels of service or turnaround times are available in all countries. For availability and specific options available within your country, please contact your local authorized HONEYWELL Sales or Services representative.

Support Procedures:

- For 24 x 7 support information, answers to common questions, or to request technical support, please visit www.HSMsupportportal.com – knowledge database is located under “Articles”;
- Updates can be downloaded from the Honeywell Support Portal or by contacting Technical Support.

Customer Responsibilities: For Honeywell to carry out its support obligations the customer should take the following actions:

- Customer is responsible for taking other reasonable steps to protect its data and network versus known security threats.
- Customer is responsible for updating to the latest security patch provided by Google.
- Customer must have a service contract with the O.S.P.S. add on service attached to the contract.