

# Husky IVO – Sales & Support Country List

Valid for pre-order of Husky IVO portfolio, May 2021

## Introduction

This document represents the list of countries where the Husky IVO portfolio of video surveillance appliances will be available for sale in the pre-order phase (starting May 18<sup>th</sup>, 2021) – as well further information on the local support available.

Milestone reserves all rights to make changes and updates to this list.

## Definitions

The following definitions cover the table below:

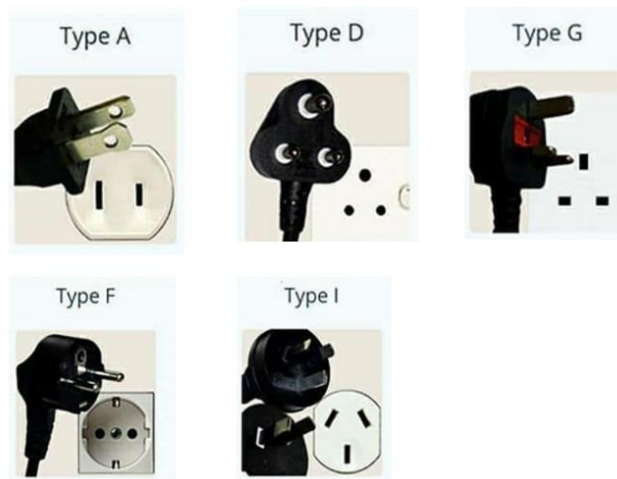
**Region** – Geographical region of the country in question. For Milestone purposes, all countries are assigned to either EMEA (Europe, Middle East and Africa), APAC (Asia Pacific) or AMER (Americas).

**D/P support in the region** – Onsite support is provided either by Dell Technology in the region (D-region), or by one of their accredited partners (P-region).

**Onsite support** – Is onsite support available in the respective country? The table is then split between the following categories of onsite support availability:

- NBD - next business day
- NBD with following exceptions:
  - o Longer response time expected.
  - o BE – best effort, usually resolved in 2-3 business days and maximum 10 business days.
  - o Capital - limited to only capital or main cities. Subject to validation with Dell Technology.
- Not available - Dell Technology does NOT provide onsite support services but provides a contact to establish service agreements directly.

**Cable type** – Power cable is included in all the packages containing Husky IVO products. You can see all the available cable types below. In each of the countries mentioned in the list, one cable type is included.



### Onsite support available NBD

Country	Country code	Region	D/P Support in region	Onsite Support	Cable Type
Argentina	AR	AMER	D-AMER	YES	TYPE-I
Australia	AU	APAC	D-APJ	YES	TYPE-I
Austria	AT	EMEA	D-EMEA	YES	TYPE-F
Bangladesh	BD	APAC	D-APJ	YES	TYPE-G
Belgium	BE	EMEA	D-EMEA	YES	TYPE-F
Bolivia	BO	AMER	D-AMER	YES	TYPE-A
Brazil	BR	AMER	D-AMER	YES	TYPE-F
Bulgaria	BG	EMEA	P-EMEA	YES	TYPE-F
Canada	CA	AMER	D-AMER	YES	TYPE-A
Chile	CL	AMER	D-AMER	YES	TYPE-F
Colombia	CO	AMER	D-AMER	YES	TYPE-A
Costa Rica	CR	AMER	D-AMER	YES	TYPE-A
Croatia	HR	EMEA	P-EMEA	YES	TYPE-F
Czech Republic	CZ	EMEA	D-EMEA	YES	TYPE-F
Denmark	DK	EMEA	D-EMEA	YES	TYPE-F
Dominican Rep.	DO	AMER	D-AMER	YES	TYPE-A
Ecuador	EC	AMER	D-AMER	YES	TYPE-A
El Salvador	SV	AMER	D-AMER	YES	TYPE-A
Estonia	EE	EMEA	P-EMEA	YES	TYPE-F
Finland	FI	EMEA	D-EMEA	YES	TYPE-F
France	FR	EMEA	D-EMEA	YES	TYPE-F
Germany	DE	EMEA	D-EMEA	YES	TYPE-F
Greece	GR	EMEA	P-EMEA	YES	TYPE-F
Guatemala	GT	AMER	D-AMER	YES	TYPE-A
Honduras	HN	AMER	D-AMER	YES	TYPE-A
Hong Kong	HK	APAC	D-APJ	YES	TYPE-G
Hungary	HU	EMEA	P-EMEA	YES	TYPE-F
Iceland	IS	EMEA	P-EMEA	YES	TYPE-F
India	IN	APAC	D-APJ	YES	TYPE-D
Indonesia	ID	APAC	D-APJ	YES	TYPE-F
Ireland	IE	EMEA	D-EMEA	YES	TYPE-G
Israel	IL	EMEA	P-EMEA	YES	TYPE-F
Italy	IT	EMEA	D-EMEA	YES	TYPE-F
Jamaica	JM	AMER	D-AMER	YES	TYPE-A
Japan	JP	APAC	D-APJ	YES	TYPE-A
Latvia	LV	EMEA	P-EMEA	YES	TYPE-F
Liechtenstein	LI	EMEA	D-EMEA	YES	TYPE-F
Lithuania	LT	EMEA	P-EMEA	YES	TYPE-F
Luxembourg	LU	EMEA	D-EMEA	YES	TYPE-F
Malaysia	MY	APAC	D-APJ	YES	TYPE-G

<b>Mexico</b>	MX	AMER	D-AMER	YES	TYPE-A
<b>Netherlands</b>	NL	EMEA	D-EMEA	YES	TYPE-F
<b>New Zealand</b>	NZ	APAC	D-APJ	YES	TYPE-I
<b>Nicaragua</b>	NI	AMER	D-AMER	YES	TYPE-A
<b>Nigeria</b>	NG	EMEA	P-EMEA	YES	TYPE-G
<b>Norway</b>	NO	EMEA	D-EMEA	YES	TYPE-F
<b>Panama</b>	PA	AMER	D-AMER	YES	TYPE-A
<b>Paraguay</b>	PY	AMER	D-AMER	YES	TYPE-F
<b>Peru</b>	PE	AMER	D-AMER	YES	TYPE-A
<b>Poland</b>	PL	EMEA	D-EMEA	YES	TYPE-F
<b>Portugal</b>	PT	EMEA	D-EMEA	YES	TYPE-F
<b>Puerto Rico</b>	PR	AMER	D-AMER	YES	TYPE-A
<b>Romania</b>	RO	EMEA	P-EMEA	YES	TYPE-F
<b>Saudi Arabia</b>	SA	EMEA	P-EMEA	YES	TYPE-G
<b>Serbia</b>	RS	EMEA	P-EMEA	YES	TYPE-F
<b>Singapore</b>	SG	APAC	D-APJ	YES	TYPE-G
<b>Slovakia</b>	SK	EMEA	D-EMEA	YES	TYPE-F
<b>Slovenia</b>	SI	EMEA	D-EMEA	YES	TYPE-F
<b>South Africa</b>	ZA	EMEA	D-EMEA	YES	TYPE-F
<b>Spain</b>	ES	EMEA	D-EMEA	YES	TYPE-F
<b>Sweden</b>	SE	EMEA	D-EMEA	YES	TYPE-F
<b>Switzerland</b>	CH	EMEA	D-EMEA	YES	TYPE-F
<b>Thailand</b>	TH	APAC	D-APJ	YES	TYPE-A
<b>United Arab Emirates</b>	AE	EMEA	P-EMEA	YES	TYPE-G
<b>United Kingdom</b>	GB	EMEA	D-EMEA	YES	TYPE-G
<b>United States</b>	US	AMER	D-AMER	YES	TYPE-A
<b>Uruguay</b>	UY	AMER	D-AMER	YES	TYPE-F

### Onsite support available with exceptions

Country	Country code	Region	D/P Support in region	Onsite Support NBD	Cable Type
<b>Bahamas</b>	BS	AMER	D-AMER	YES, BE	TYPE-A
<b>Guadeloupe</b>	GP	AMER	D-AMER	YES, BE	TYPE-A
<b>Haiti</b>	HT	AMER	D-AMER	YES, BE	TYPE-A
<b>Kenya</b>	KE	EMEA	P-EMEA	YES, Capital	TYPE-G
<b>Martinique</b>	MQ	AMER	D-AMER	YES, BE	TYPE-F
<b>Russia</b>	RU	EMEA	P-EMEA	YES, up to 5BD	TYPE-F
<b>Saint Barthélemy</b>	BL	AMER	D-AMER	YES, BE	TYPE-F
<b>Saint Martin</b>	MF	AMER	D-AMER	YES, BE	TYPE-F
<b>Saint Pierre and Miquelon</b>	PM	AMER	D-AMER	YES, BE	TYPE-A
<b>Trinidad and Tobago</b>	TT	AMER	D-AMER	YES, BE	TYPE-A

<b>Turkey</b>	TR	EMEA	P-EMEA	YES, up to 2BD	TYPE-F
<b>Ukraine</b> (except Crimea region)	UA	EMEA	P-EMEA	YES, up to 3BD	TYPE-F

### Onsite support not available

Country	Country code	Region	D/P Support in region	Onsite Support NBD	Cable Type
<b>Cyprus</b>	CY	EMEA	P-EMEA	NO	TYPE-F
<b>Guyana</b>	GY	AMER	P-AMER	NO	TYPE-A