

FEATURE / BENEFIT	ELITE	PREMIER	PLUS	ESSENTIALS
<b>Proactive remote system monitoring</b> Your system notifies us of issues, often before you know	✓	✓	✓	
<b>Device monitoring and health report</b> Comprehensive monitoring of all IP enabled devices	✓	✓	✓	✓
<b>Extended remote service hours</b> Remote service beyond our regular business hours	24/7/365 phone, text, email	24/7/365 phone, text, email	24/7/365 phone, text, email	24/7/365 text, email
<b>On-Site Hours</b> When we'll come to you for system support / repairs	Mon - Fri, 8am - 6pm	Mon - Friday, 9am-5pm	Tue - Fri, 9am - 4pm	Tue - Fri, 9am - 4pm
<b>Reponse time</b> How fast we respond to a system or call-in notification	Within 2 hours	Within 4 hours	Same day	Scheduled
<b>Complementary site visits for service or support</b> Site visits for service or support at no added charge	12 Site visits per year	4 Site visits per year	1 site visit year	
<b>Complementary equipment repair service</b> Includes hardware testing, removal, repair and re-installation	Up to 3 years	Up to 2 years		
<b>On-site system checkup</b> Our techs clean, test and update your system on-site	3 Visits per year	2 Visits per year	1 Visit per year	
<b>Elite member product promotions</b> Special pricing on select products that match your system	✓			
<b>Password management</b> Off-site backup of all system passwords (you have remote access to)	✓	✓		
<b>Recorded surveillance video footage retrieval</b> Assistance with finding achived security camera recordings	✓	✓	✓	
<b>Power management for surge/brownouts</b> We monitor and reset your system due to electrical issues	✓	✓	✓	✓
<b>Network configuration management</b> Remote management of your network components	✓	✓	✓	
<b>Annual WiFi Network Scan</b> On-site review of network speed and coverage	✓	✓	✓	✓
<b>Internet troubleshooting</b> Monitoring and assistance with ISP issues	✓	✓	✓	
<b>Parental Controls</b> Set and limit WiFi access for children or others in the home	✓	✓	✓	✓
<b>Transferable</b> You can transfer your plans to a new homeowner	✓	✓	✓	
<b>Monthly Fee</b>	Price on request	\$220/month	\$110/month	\$60/month

Remote repairs may require additional monitoring equipment. Remote monitoring may not be possible for all devices. System repairs subject to manufacturer warranties. New programming and system upgrades are billed at current rates. Travel charges may apply for site visits greater than 20 miles from our headquarters. Service hours may vary depending on your home's gated community access rules. See agreement for details. Terms and conditions subject to change with 30 - day notice. After hours / holidays service available for \$250.00 per hour. Non plan services hourly rated at \$195.00 /hr. Plan members hourly service \$180.00 /hr.

System Requirements: All monitored site locations must have an OVRC enabled router and devices must be connect to a WattBox power supply or POE Network Switch. Out of date equipment will be determined per client. Equipment Racks or component cabinetry must have proper venting / cooling with recommended filtration.