



Best Value

Service Levels

	Comprehensive Care Plan	Standard Care Plan	T&M Support	Techcare™ Hourly Plan
On-site next business day	Yes	No	No	No
Trip, hourly and equipment fees included	Yes	No	No	No
Technical support call priority over all other levels	Yes	No	No	No
Equipment replacement provided per manufacturer availability	Yes	No	No	No
After hours and weekend service labor included	Yes	No	No	No
Annual review of manufacturer's firmware updates	Yes	No	No	No
Scheduled on-site post-installation training by TechCare™ services staff	Yes	No	No	No
On-site support for one event annually	Yes	No	No	No
A/V project must meet minimum requirements to qualify for Comprehensive coverage	Yes	No	No	No
Remote monitoring infrastructure provided (Remote Monitoring Services sold separately)	Yes	No	No	No
On-site second day in coverage area	Yes	Yes	No	No
Weekday (8AM-5PM) service labor included	Yes	Yes	No	No
Technical support call priority over TechCare™ Hourly and other levels	Yes	Yes	No	No
Equipment replacement for manufacture warranty parts	Yes	Yes	No	No
Techteriors will help facilitate repair of equipment and pass along any out-of-warranty charges	Yes	Yes	No	No
Preventative maintenance bi-annually for Residential Clients and annually for Commercial Clients	Yes	Yes	No	No
Scheduled on-site training by TechCare™ services staff – post installation 2 hrs. per year	Yes	Yes	No	No
A/V project must meet minimum requirements to qualify for Standard coverage	Yes	Yes	No	No
Best effort response time for site visits.	No	No	Yes	No
Service calls include the first half hour (30 minutes) of troubleshooting	No	No	Yes	No
Available coverage for A/V equipment and integrated rooms, not originally designed and installed by Techteriors	No	No	No	Yes
Customer quote required	No	No	No	Yes
Labor hours available for purchase at a discounted rate	No	No	No	Yes
Technical support call priority over rooms, not under contract with Techteriors	No	No	No	Yes
2 hr minimum per service call	No	No	No	Yes
Equipment covered by manufacture's warranty	No	No	No	Yes
Hours unused in 12 month contract can be rolled over into new agreement up to 50% of original total	No	No	No	Yes
Travel time will count towards total hours	No	No	No	Yes