

MONITORING AND SERVICE PLAN

MONITORING AND SERVICE PLANS OPTIONS	BASIC MONITORING PLAN \$40/month	BASIC + Service level 1 \$90/month	BASIC + Service level 2 \$130/month
24/7 passive monitoring of selected network devices and equipment	Included	Included	Included
Proactive periodic monitoring, looking for signs of troubles, speed and coverage issues, updates and upgrades warnings, battery life notifications,		Included	Included
Selected events email notification ¹		Included	Included
Proactive software and firmware updates			Included
Received service call answered within 24 hrs	Included	Included	
Received service call answered within 2 hrs			Dedicated phone number
Attempt to resolve issue remotely	\$50 for 1/2hr	\$25 for 1/2hr	Included
Attempt to resolve issue with client on the phone	\$50 for 1/2hr	\$25 for 1/2hr	Included
Scheduled technician visit any available business week day	Included / Standard rates ⁴		
Scheduled technician visit within 48 business hours		10% off labor rates ⁴	
Scheduled technician visit same or next business day service ²			15% off labor rates ⁴
Emergency, weekends, holidays	Emergency rates ³	10% off labor rates ³	15% off labor rates ³
Client remote access / system reboot	\$50 for 1/2hr	Included	Included
Equipment and parts under warranty replacement	Standard labor rates ⁴	20% off labor rates ⁴	30% off labor rates ⁴
Equipment and parts out of warranty replacement	Standard prices and rates	15% off equip 20% labor	20% off equip 30% labor
Remote programming changes	\$50 for 1/2hr	Two per year	Three per year
Equipment upgrade discounts		5%	10%
Preventive Maintenance Visit ⁵			One visit per year

¹ Low batteries, internet outage, required upgrades, reminders.

² Provided service request is submitted before noon during business days.

³ NJ rates \$240 First hour, \$190 subsequent hour, \$100/hr driving time. Out of State rates \$275 First hour, \$210 subsequent hour.

⁴ NJ rates \$185 First hour, \$115 subsequent hour, 1/2 hour increments @ \$55/hr. Out of State rates \$ 215, \$145, 1/2 hour @ \$75.

⁵ Check batteries, verify functionality, software update, test all components and remote controls, inspect equipment for wear.