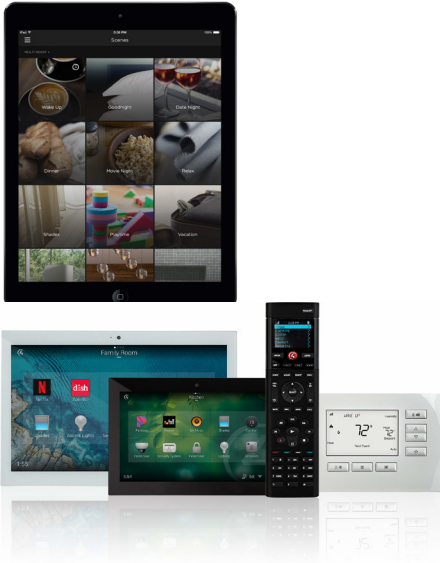


PERFORMANCE PLAN COMPARISON

| | CONCIERGE | PREFERRED | STANDARD |
|--|-----------|-----------|-------------|
| Manufacturer's Warranty | √ | √ | √ |
| 1-year Installation Warranty | √ | √ | √ |
| All Integrations | √ | √ | √ |
| System Operation | √ | √ | √ |
| Programming (existing) | √ | √ | * |
| Software | √ | √ | * |
| Networks | √ | √ | * |
| Connectivity | √ | √ | * |
| Phone Troubleshooting | √ | √ | √ |
| Internet and CATV issues | √ | √ | * |
| Internet and CATV Concierge | √ | | |
| Firmware updates | √ | √ | |
| Remote System Diagnosis and repair | √ | √ | fee applies |
| Extended Service Hours | √ | √ | fee applies |
| 2-Hour Response Time | √ | √ | |
| Unlimited Contacts | √ | √ | |
| Unlimited Remote Repairs | √ | √ | |
| Phone Support | √ | √ | √ |
| Reactive Monitoring | √ | √ | |
| Proactive Monitoring | √ | | |
| Priority Scheduling | √ | √ | |
| Annual Site Maintenance Visit | √ | √ | |
| Bi-Annual Site Maintenance Visit | √ | | |
| Complimentary Trip fee for Site Visits | √ | | |
| *phone support only | √ | | |



A La Carte Plan



Your Premier Technology Group system consists of many parts – from engineered plans, wiring, installation, to hardware, software, firmware, networking and connections to your ISP or internet services. While your system does include manufacturer's hardware warranties and our 1-year warranty on all installation workmanship, the integration and overall operations benefit from a Performance Plan. If you decide on handling your own support regarding system integrations, programming, software, networks, connectivity to your internet service or CableTV provider, diagnosis and troubleshooting, here are some of the support phone numbers to contact. Our support rates start \$125 per hour.

- **Apple Support** - 800-692-7753
- **Control4 Support** - 866-838-5052
- **Crestron Support** - 888-273-7876
- **DirecTV Support** - 800-490-4388
- **Dish Network** - 855-318-0572
- **Episode Support** - 866-424-4489
- **Luma Support** - 866-424-4489
- **Lutron Support** - 610-282-3800
- **Nest Support** - 855-469-6378
- **Netflix Support** - 866-579-7172
- **OvrC Support** - 866-838-5052
- **Pakedge Support** - 866-725-2162
- **Pandora Support** - 510-451-4100
- **Rhapsody Support** - 866-597-5505
- **Ring Support** - 800-656-1918
- **Samsung Support** - 800-726-7864
- **Savant Support** - 508-683-2500
- **Sirius XM Support** - 866-635-5027
- **Sonos Support** - 800-680-2345
- **Sony Support** - 800-222-7669
- **Sunbrite Support** - 877-762-3477
- **WattBox Support** - 866-838-5052
- **Xfinity Support** - 800-934-6489
- **Yamaha Support** - 714-522-9105