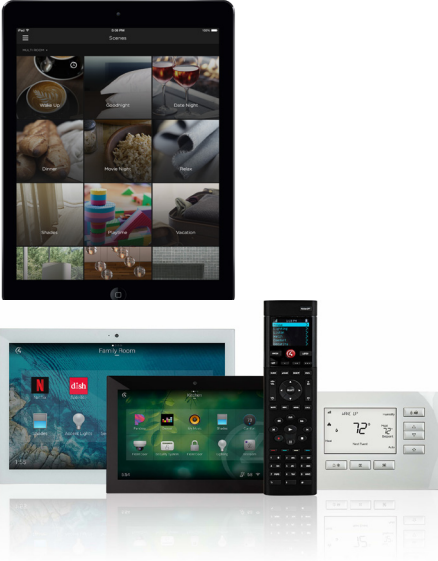




CONCIERGE PLAN
First Priority Proactive Support

Concierge 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 system warranty on components and workmanship, we recommend a Technology Performance Plan for the overall integration and operations. The Concierge Plan covers all system integrations, programming, software, networks, connectivity to your internet service or CableTV provider, diagnosis, troubleshooting, monitoring, updates and maintenance. Additionally, this plan includes bi-annual site visits to test, calibrate, and update any system firmware.

- **Proactive System Monitoring** - we'll know if something is not working and more often than not, we'll fix it remotely before you even notice an issue
- **Remote Service Hours** - 7 days a week, 8am-10pm
- **OnSite Service Hours** - Monday through Friday, 9am-4pm*
- **VIP Priority Scheduling** - fastest service and upgrade appointments
- **2-hour remote response time**
- **Unlimited remote repair** incidents per month
- **Complimentary Trip Fee for on-site diagnosis and any repair.** Regular service rates apply once on-site
- **Hardware and software support** for equipment purchased and installed by us
- **Remote system access** - From across town to across the globe, view cameras, open or close the garage, unlock doors and control lights
- **ISP Concierge** keeps you off the phone with the cable company - we'll handle it
- **Internet and Cable TV equipment troubleshooting** and if possible, remote resetting of your device
- **Bi-annual seasonal on-site system checkups** including scheduled maintenance, battery replacements, lens cleaning, video and audio testing, calibrations and firmware updates. Scheduled in Spring and Fall
- **Transferable** - if you sell, your Plan is transferable to new homebuyer (fee applies)

Starting at \$100 per 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. See agreement for details. Terms and conditions subject to change with 30-days notice.

*After hours / holiday service available for \$300 fee.