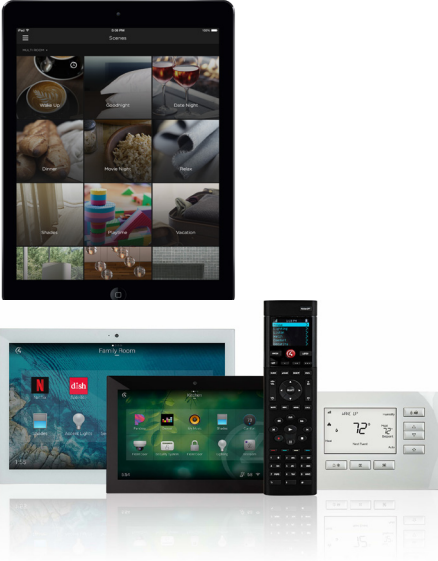




PREFERRED PLAN
Priority Reactive Support

Preferred 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 Preferred 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 an annual site visits to test, calibrate, and update any system firmware.

- **Reactive System Monitoring** - let us know if something is not working and more often than not, we'll fix it remotely
- **Remote Service Hours** - 7 days a week, 8am-7pm
- **OnSite Service Hours** - Monday through Friday, 9am-4pm*
- **Priority Scheduling** - fastest service and upgrade appointments
- **2-hour remote response time**
- **Unlimited remote repair** incidents per month
- **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
- **Internet and Cable TV equipment troubleshooting** and if possible, remote resetting of your device
- **Annual seasonal on-site system checkup** including scheduled maintenance, battery replacements, lens cleaning, video and audio testing, calibrations and firmware updates.
- **Transferable** - if you sell, your Plan is transferable to new homebuyer (fee applies)

Starting at \$80 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.