



SERVICE

UPDATED MEMBERSHIP PLAN

Based on valuable feedback and the data gathered over our years of partnership, please find below our updated Membership Service plan. We feel it will best address the specific conditions and current use of our most important members.

Our Service Plan Membership includes (per property):

- Prioritized scheduling for on-site service
- Remote Service System with automated self-healing*
- Discounted scheduled service rate of \$105/hr on-site service (vs. \$125/hr)**
- Discounted emergency service rate of \$405/hr on-site service (vs. \$500/hr)***
- On-site technician system check 2x year ****
- \$150 per month, billed monthly per home/building. Additional properties/buildings require a separate membership.

*If not already installed a one-time setup fee of \$475.45 (labor and equipment) will apply. Additional costs may apply for large networks.

** Minimum charge is \$105, additional time is billed at \$105/hour

*** Minimum charge of \$405 applies for the first hour, additional time is billed at \$285/hour.

Emergency Response is based on Technician availability. Emergency is defined as an URGENT request outside of our normal business hours, observed Holidays OR outside of scheduled service (A Technician is pulled away from a scheduled jobsite to respond to the call).

**** Additional System checks may be pre-scheduled as upon request, at the discounted service rate of \$105/hr.

We look forward to being of service!