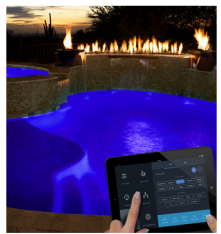
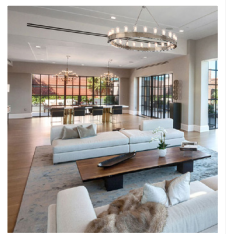
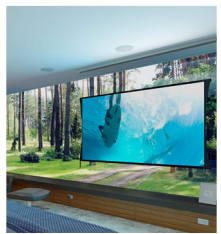
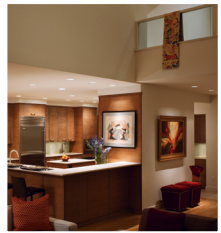
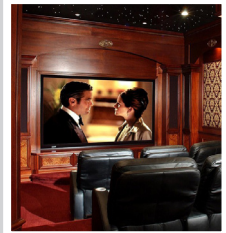
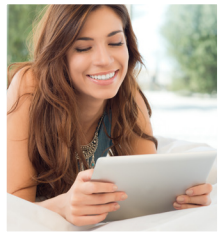


PERFORMANCE PLANS

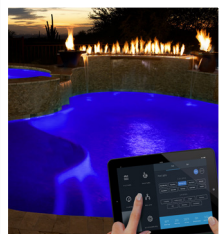
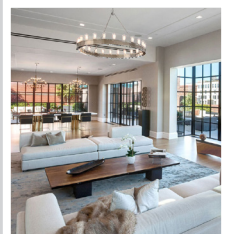
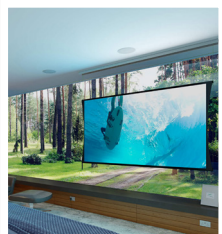
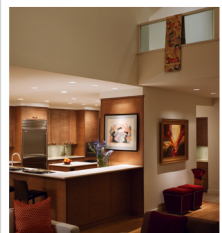
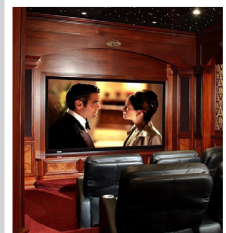
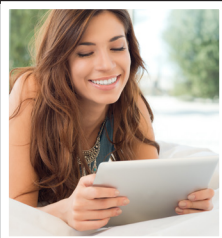


PERFORMANCE PLANS

Thank you for choosing One Touch as your system integrator. Our team of professionals has put a great deal of effort into providing you with a superior solution for your long-term peace of mind. Your system consists of many parts – from engineered plans, wiring, hardware, software, firmware, networking and connections to your internet service. While all of our new system installs include manufacturers' hardware warranties and our 1-year basic system warranty on workmanship, we recommend a Technology Performance Plan to ensure peak system performance and optimum health. Our plans cover system integrations, programming, software, networks, connectivity to your internet service; as well as diagnosis, troubleshooting, monitoring, updates and maintenance. Additionally, our top plan includes bi-annual site visits to clean, calibrate and update your system.



ELITE PLAN - Our most comprehensive protection plan

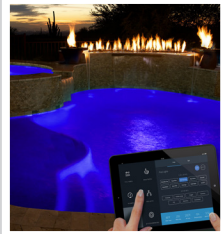
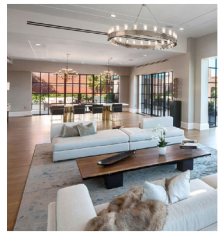
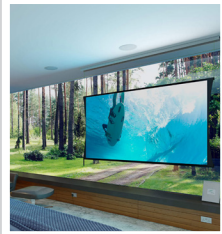
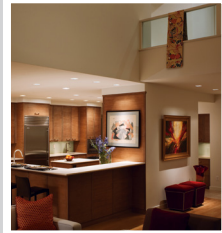
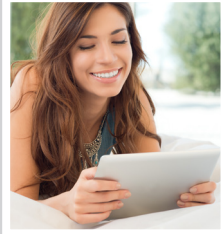


- Elite Plan dedicated support team
- Proactive remote system monitoring, updates and service
- Extended remote service hours 24/7/365 via voice, chat and email
- Extended on-site service hours Mon-Fri 8am-6pm*
- Same-day or next-day priority scheduling
- 1-hour remote response time
- Complimentary equipment repairs**
- Complimentary site visits for service and support
- Bi-annual on-site system checkups
- Service loaners
- Recorded surveillance video footage retrieval
- Power management for surges and brown-outs
- Annual WiFi network scan - checkup and mapping
- Lighting and shade scene reprogramming
- ISP Concierge to manage your internet service provider
- Internet and cable TV equipment troubleshooting
- Password management
- Unlimited remote servicing sessions
- Parental controls
- Transferable
- Price on request

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. Travel charges may apply for site visits greater than 20 miles from our headquarters. Service loaners subject to availability. Service hours may vary depending on your building's access rules. See agreement for details. Terms and conditions subject to change with 30-days notice. *After hours and holiday service available for \$330 surcharge up to the first hour and \$165/hr after. **Covers equipment 3 years old or less purchased from us. Bold items are unique to the Elite Plan.



PREMIER PLAN - provides extensive coverage at a substantial savings



- Proactive remote system monitoring, updates and service
- Extended remote service hours 24/7/365 via voice, chat and email
- Extended on-site service hours Monday - Friday, 9am-6pm*
- Priority scheduling within 2 business days
- 3-hour remote response time
- Complimentary site visits up to 1 hour**
- Annual on-site system checkup
- Internet and cable TV equipment troubleshooting
- Password management
- Unlimited remote servicing sessions
- Parental controls
- Transferable
- Starting at \$199/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. Travel charges may apply for site visits greater than 20 miles from our headquarters. Service hours may vary depending on your building's access rules. See agreement for details. Terms and conditions subject to change with 30-days notice. *After hours and holiday service available for \$330 surcharge up to the first hour and \$165/hr after.

PLUS PLAN - provides remote monitoring and service

- Reactive remote system monitoring, updates and service
- Extended remote service hours 24/7/365 via chat and email
- On-site service hours Monday - Friday, 9am-5pm
- Standard scheduling
- During business hours response time
- Internet and cable TV equipment troubleshooting
- Password management
- Up to five remote servicing sessions per month
- Parental controls
- Transferable
- Starting at \$99/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. Travel charges may apply for site visits greater than 20 miles from our headquarters. Service hours may vary depending on your building's access rules. See agreement for details. Terms and conditions subject to change with 30-days notice. *After hours and holiday service available for \$330 surcharge up to the first hour and \$165/hr after.



ANNUAL SITE VISIT CHECKLIST



- White glove cleaning of audio and video components (televisions, projectors, audio components, fan vents, speakers, etc.)
- Inspect all equipment for signs of wear including rust, dust, cracks, etc.
- Check all batteries in remote controls, touchpanels, wireless devices, uninterruptible power supplies, and any other devices
- Ensure all wiring is neatly installed and properly labeled
- Conduct firmware updates as required
- Reboot all CATV, Dish and ISP devices
- Review control and network system logs for security and errors
- Backup all programs and system configurations
- Check temperature of all equipment closets and cabinets
- Inspect fans for failures, jams, or dust build-up
- Verify operation of all speaker zones and control devices
- Validate all audio/video presets and favorites
- Test all lighting zones, scenes, and keypads
- Check all motorized shades, reset limits, and test controls
- Certify all connected alarm devices
- Calibrate audio and video components as required
- Check bulb life on video projectors
- Check voltage at all surge devices where measurable
- Verify power to all wireless access points
- Conduct a wireless (wifi) interference site survey
- Run internet speed tests
- Ensure jobsite is properly cleaned prior to departure
- Discuss any known issues or questions with the owner
- Explain priorities for next scheduled visit and review any required service call follow ups
- Review new technologies with client

FAQ

Q: Why do I need a Performance Plan?

A: With the appropriate hardware installed in your system, we can now do most maintenance, updates, support and even system repairs remotely. If there's a new networking update that would normally require a home visit to integrate, we can often perform the maintenance right from our office without interrupting you for a home visit. This reduces time and expense for you and for us.

Q: Is my system reliable?

A: In fact, more than ever. We rarely need to replace hardware. But there's constant software updates, not only on what we installed, but on your mobile devices, streaming platforms and internet services.

Q: What if I'm not on a Plan?

A: You can choose to pay per incident and by the hour, but won't receive priority scheduling, extended hours or over a dozen other benefits. In fact, you'll likely pay more than if you were on a plan.

Q: What can we monitor and update remotely?

A: Just about any device that's connected including all critical system automation and networking hardware... exactly the items that are most dependent on software updates.

Q: What can't we monitor?

A: Older hardware like some TVs and a few 3rd party applications, appliances and non-connected devices.

Q: How do my manufacturer warranties fit in with the Plans?

A: Your manufacturer warranties are fully in effect up to their specific parts and labor schedules. If we need to remove a device for service, the on-site labor for our visits is covered in some of our Plans.

Q: Do I need to sign a contract?

A: Yes, we offer a monthly agreement that automatically renews.

Q: How are the plans paid?

A: Our Performance Plans are paid monthly. We accept credit cards.



PERFORMANCE PLANS

FEATURE	BENEFIT	ELITE	PREMIER	PLUS	PER INCIDENT
Member dedicated support team	Elite specialists ready for your every request	√			
Proactive remote system monitoring, updates, service	Your system notifies us of issues, often before you know	√	√		
Extended remote service hours	Remote log-in service beyond our regular business hours	24/7/365 phone, chat, email	24/7/365 phone, chat, email	24/7/365 chat, email	
Extended on-site service hours	On-site service beyond our regular business hours	Mon-Fri 8am-6pm*	Mon-Fri 9am-6pm*	Mon-Fri 9am-5pm*	
Priority scheduling	How fast we respond to an on-site service request	Same-day or Next-day	2 business days	Standard scheduling	
Response time	How fast we respond to a system or call-in notification	1-hour	1-hour	1-hour	
Complimentary equipment repairs	System hardware repairs including removal/re-installation	√**			
Complimentary site visits for service or support	Site visits for service or support at no added charge	√	1-hour per month included		
On-Site System Checkup	Our techs clean, test and update your system on-site	Two visits per year	One visit per year		
Service Loaners	Temporary replacement hardware during repairs	√			
Recorded surveillance video footage retrieval	Assistance with finding archived security camera recordings	√			
Power management for surge and brownouts	We monitor and reset your system due to electrical issues	√			
Annual WiFi network scan	On-site WiFi speed and coverage performance checkup	√			
Lighting and shade scene reprogramming	Complimentary lighting and motorized shade scene adjustments	√			
ISP Concierge	We'll handle service calls to your internet or CableTV company	√			
Internet and CableTV troubleshooting	Remote resets of your service where possible	√	√	√	
Password management	We record and maintain all system passwords	√	√	√	
Remote-in service session limits	How many times we'll connect-in to your system	Unlimited	Unlimited	Unlimited	
Parental Controls	We give you an app so you can turn-off WiFi access	√	√	√	
Transferable	Your Plan can transfer to a new homeowner	√	√	√	
Monthly Fee		Price on request	\$199/month	\$99/month	Starting at \$165/hr

CONTACT

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Monday to Friday, 9am – 5pm
Other times available by request.
Appointments preferred.

