

**IRON HILL AV - 2022 SUPPORT PLANS** (version updated 1/10/22)

Benefits by Plan	Standard	Essential Commercial / Resi.	Performance Residential Only	Performance+ Commercial Only	Concierge Commercial Only
	Included	\$25/mo/location	\$50/mo/location	\$80/mo/location	\$120/mo/location
General Support & Scheduling					
Phone, Text & Email Support (Monday – Thursday 9:30am to 4:30pm)†	Limited	✓	✓	✓	✓
Extended Text/Email Support (3 hours prior/after regular hours + Saturday 10a-3p)†	-	-	-	✓	✓
Priority Scheduling	-	-	✓	✓	✓
Remote Support					
OvrC Self-Support App & User-Management (ovrc equipment required)††	-	✓	✓	✓	✓
Reactive Remote Service (Monday – Thursday 9:30am to 4:30pm)†	\$	\$	✓	✓	✓
Extended Reactive Remote Service (3 hours prior/ after regular hours + Saturday 10a-3p)†	-	-	-	✓	✓
3rd Party Device Support (allows for support of most devices that are not supplied by us)††	-	-	Limited	✓	✓
24/7 Proactive Monitoring & Remote Service ††	-	-	-	-	✓
Surveillance App User- Remote Management (requires OvrC compliant system)††	-	✓	✓	✓	✓
On-Site Service Calls					
Standard On-Site Service Call (Monday – Thursday 9:30am to 4:30pm)†	\$	\$	10% off	10% off	10% off
Extended On-Site Service Call (3 hours prior/ after regular hours + Saturday 10a-3p)†	-	-	-	\$	10% off
After-Hours/Holiday Support (Any Federal Holiday or any time not covered by Extended Hours)†	-	-	-	-	\$
Additional On-Site/Other Services					
PCI Compliance Assessments	\$	\$	-	✓	✓
Preventive Maintenance/Calibration (excludes surveillance camera systems)	\$	\$	10% off	✓	✓
Device Warranty/Repair Facilitation with Loaner Device	-	-	-	\$	✓
All other visits: labor or parts for services or installations	\$	\$	\$	\$	\$
SUPPLEMENTAL COVERAGE				Additional Fee	Additional Fee
PCI Compliance Management (only available as an add-on)	-	-	-	\$10/mo	\$10/mo
Surveillance System Preventative Maintenance (vs. pay-as-you-go standard on-site service)	-	-	-	\$10/mo	\$10/mo

Our Universal Service Agreement terms and conditions for sales, service, install, or support apply. Only where explicitly allowed or restricted by the terms of the paid support plan during an active valid subscription shall the benefits of this plan supersede. Where there may arise a discrepancy, our Universal Service Agreement will stand, but Iron Hill AV (HTAV PROS, LLC) management reserves the right to have final say in any dispute or unclear terms of service. Updates or changes to any plans take effect on the next immediate billing cycle date.

**Legend**

- Service or Benefit is not included with, not available for, or not applicable to the given plan level at this time. This service is also not available to be purchased as pay-as-you-go either, it is simply not available.

\$ This indicates this plan level allows for you to access this service as paid service, considered Pay-As-You-Go type service. No portion of this service will be covered by this plan level.\*

% Off This indicates this plan level allows for you to access this service as paid service, but at a discounted rate as a benefit of this plan level.\*

† Standard Service Rates may apply if not included or discounted with plan level benefits. Service fee may apply to any service even if included in the plan, if service is requested outside of hours supported by your plan.\*

†† Additional specific equipment may be required to take advantage of benefits, parts and labor to add these parts is not included as part of the plan subscription and are sold separately. See RAS below for more details.

\*See our pricing disclosure online for regular service pricing details. Discounts are off parts and labor delivered at time of service visit as a bottom line discount. Discounts not applicable to parts or services purchased at any other time. Subscription Plan must be active at time of service to receive a discount or benefit.

**PLAN TERMS & DETAILS**

**Scheduling:** Your plan allows you to skip the line at scheduling and gives you priority over others waiting. All scheduling is subject to availability, nothing in these plans constitutes a guarantee of service availability.

**Plan Coverages:** Each plan offers limited coverage as outlined, most low-voltage electronic 'systems' in a single average structure, or single family size home are covered. Plans exclude PC's & mobile devices, but may provide app support. Support of the following types of items, but not necessarily limited to: ISP/TV devices (excludes physical antennas or dish alignments, or feeders outside of the structure), networking and Wi-Fi, Projectors, Video Walls, Flat Panel Displays, Other Displays, Remote Controls, Automation Controls, Alarms, Surveillance, Audio Devices, Video Devices, Lighting Control, Low-Voltage Lights, Low-Voltage Wiring, Media Distribution, Mounting Hardware for associated devices, Racks, or similar AV type gear. All gear in a covered location is covered under the plan, whether provided by Iron Hill AV or other vendors, however we may limit services to devices, brands, or products that may require additional training, licensing, or authorization to support. We do not prorate subscription fees based on a lack of ability to support certain brands or components.

**Remote Access Support (RAS):** Compatible eligible equipment is required for us to be able to provide RAS, this is sold separately from the monthly plan fee, we also require you have and maintain reliable High-Speed Internet service, and that firewall rules allow us access. Purchase of the plan is your permission for us to access your systems at any time, limited to the purpose of providing services as outlined in the plans coverage.

**Product Warranty/Repair Support:** Warranty/Repair facilitation covers shipping & handling to repair center, onsite labor fees for removing or reinstalling devices, and provides coverage for a loaner device when available. It does **not** cover actual repair or replacement fees for the device, these will be invoiced separately.

**General Preventative Maintenance:** Assessment of your av/network systems for any issues, recommendations for any current issues to be serviced, test, (re)calibrate, update, clean, etc. all supported devices. Plan entitles you to 1 free maintenance per active continuous 6 month period of any eligible plan. Parts or Service for any repairs are sold separately. Anyone may request preventative maintenance visits at any other time at regular price. Benefit includes support for System Apps, CATV/SAT devices, network tests, Wi-Fi optimizer, Software Updates, lamp/display check, remote control tests, basic sound & video calibration, live sound system calibration, Low-volt lighting system tests, basic wiring repairs. **Does NOT provide** support for surveillance camera systems, PC's or mobile devices, sat dish or antenna alignments, display lamp replacement.

**Surveillance Systems Preventative Maintenance:** We will make an assessment of your surveillance system for any issues and make recommendations for any current issues to be serviced, we will set and (re)align/focus cameras, and clean devices. You are entitled to 1 free per maintenance per active continuous 6 month period of any plan. Parts or Service for any repairs are sold separately.

**OvrC Self-Support App:** This 3rd Party service/app is offered as-is without warranty, express or implied. We do not guarantee the app will be able to fix or control all devices, or that it will be functional at all times without error. App is compatible with OvrC compliant devices only, and compliant devices are required for use. Any fee for service incurred to fix issues the app was unable to help with is at your option and your responsibility.

**PCI Compliance Assessment:** Upon start of your support plan we will make an assessment of your network(s) to determine your current compliance level, and make recommendations for any changes that may be preferred to best comply with current PCI standards. Additional assessments can be requested at any time, you are entitled to 1 free per active continuous 6 month period. Adjustments/Fixes to comply are sold separately.

**PCI Compliance Management:** Management is defined as- we will actively remotely monitor for compliance issues, we will make necessary programming changes remotely for free if found by us, or reported to us by you. As the network owner, you are still ultimately responsible for compliance, this includes self-assessments, best practices of staff, and internal enforcement. You may report to us, at your option, any changes to staffing, user practices, or hardware that may compromise your location's compliance and we will advise you to, or make for you, the necessary changes in a timely manner to help you stay in compliance. This includes user access removals, password changes, add/remove of hardware such as routers, printer, wifi or wiring, etc. On-site visits may be required in some instances, these will be billable service visits, unless your plan covers it.

**Plan Activation:** New plans are 100% usable immediately upon completion of purchase, plans purchased as part of an installation however will note be activated until completion of installation of systems.

**Plan Renewal:** Plans will be auto-renewed on the final day of the prior plan period automatically to the payment method on file. In the event a payment method is invalid, our staff may contact you via phone, text, or email.

**Billing & Refunds:** Plans are pre-paid monthly & will auto-renew to the payment method on file until canceled by you. Plans may be cancelled at any time and the remaining months benefits may be enjoyed. No refunds.

**Unused Benefits:** Prior unused benefits can not be carried over or used retroactively, any unused benefits or credits for service under these plans expire at renewal and are therefore forfeited at each renewal.

**Upgrade or Downgrade Plans:** You may upgrade your plan at any time but upgrade benefits do not become active until the next month, when you are billed the new rate. You may also request to downgrade your plan at any time, however the downgrade will not go in effect until the following month. Partial refunds are not given.

**Changes To Plan Benefits, Terms, Pricing** - We reserve the right to change, add, or remove benefits, terms, pricing at each renewal or sign-up period. Changes will be documented on our website, and we will make every reasonable effort to contact subscribers about the changes prior to their auto-renewal date. If you do not cancel before the notice's stated effective date that will constitute your acceptance to the new terms.

**Your Right To Cancellation:** You may cancel any plan at any time, simply contact us or use our online system, and your auto renewal will be stopped. You can then enjoy your remaining benefits till they expire. No plan benefits will be extended beyond this period, once a plan is deemed expired any and all benefits are considered terminated, expired, and or forfeited in full.

**Our Right To Cancellation of Coverage:** We may at any time refuse to renew any plan, for any reason we see fit. No refunds will be issued in this instance as the service term will end on the next normal expiration date of the current plan term. No plan benefits will be extended beyond this period, once a plan is deemed expired any and all benefits are considered terminated, expired, and or forfeited in full.

**DISCLOSURE**

You are under no obligation to purchase this or any support plan from us to access our standard support or services, we are also under no obligation to partially or fully support or service any systems at our option for any reason. Our plans are not required for you to be able to use your equipment, or even manage your equipment yourself, you would just need eligible equipment and to set up associated services yourself. While we do not provide documentation on how to do this, you may contact the device manufacturer, refer to the product's documentation, or contact another authorized dealer for more info. If you cancel your support plan with us no further action is needed, your equipment will function normally. If you wish to resubscribe at a later time you will be able to do so easily so long as the equipment installed is still compatible. If you however wish to manage the systems yourself, or if you wish to work with another dealer, we will need to disconnect from your system. A service fee may apply to complete the disconnection process.