

IRON HILL AV - BUSINESS SUPPORT & MAINTENANCE PLANS (updated 10/1/22) VERSION COM-SP-10122

PLANS	Standard	Basics	Performance	Performance+	Team Access Only
BENEFIT / PRICE	Free	\$25/mo per location \$140 Bi-Annually	\$69/mo per location \$400 Bi-Annually	\$139/mo per location \$824 Bi-Annually	\$99/mo min +\$20/mo add. local Starts \$584 Bi-Annual (1 local)
GENERAL SUPPORT	Available to all customers	Get Auto-Updates, Support App & a little bit of remote support.	Basics Pack + Extra Support, and access to more services	Performance Pack + active monitoring & quick service	FOR YOUR SUPPORT TEAM ONLY No direct support for individual locals
On-site Availability & Text/Email Support Hours	9:30a-5p M-F Excludes All Holidays	9:00a-6p M-F Excludes All Holidays	9:00a-6p M-F Excludes Most Holidays	8a-7p M-F / Sat 10-3 Excludes Most Holidays	8a-7p M-F / Sat 10-3 Excludes Most Holidays
Live Phone Support Hours	9:30a-5p M-F (limited)	9:30a-5p M-F (limited)	9:30a-5p M-F	9:30a-5p M-F	8a-7p M-F
Response Time (Initial Reply)	3-5 Days	2-3 Days	1-2 Days	1-2 Days	1-2 Day
Scheduling & Priority	Regular Hours / No Priority	Regular Hours / No Priority	Extended Hours / Priority	Extra Hours / Priority	Extra Hours / Priority
PRO-ACTIVE REMOTE MONITORING					
Network, Audio-Visual, Surveillance Issues	x	x	x	✓	x Team Access
Firmware & Software Updates for compatible Equipment	x	✓	✓	✓	✓ Team Access
REMOTE SUPPORT					
Network, Audio-Visual, Surveillance Systems	Pay-as-you-go	✓	✓	✓	✓ Team Access
Device & User Password / Access Management	Pay-as-you-go	✓	✓	✓	✓ Team Access
Network Security Management	x	Pay-as-you-go	Pay-as-you-go	✓	✓ Team Access
Surveillance Recording Retrieval Assistance	x	x	Pay-as-you-go	Pay-as-you-go	✓ Team Access
APP ACCESS / MANAGEMENT					
Self-Support App (OvrC Connect Only)	x	✓	✓	✓	x
Surveillance App Access for a Single User (LTS/LUMA Brands Only)	✓	✓	✓	✓	✓
ON-SITE PREVENTATIVE MAINTENANCE					
, Phone, Network, Audio, Video, Surveillance NVR/DVR Checkup/Cleanup	Pay-as-you-go	1 Visit Per 12/mo	1 Visit Per 6/mo	1 Visit Per 6/mo	Pay-as-you-go
Surveillance Cameras, Check/Clean/Align	Pay-as-you-go	Pay-as-you-go	Pay-as-you-go	Pay-as-you-go	Pay-as-you-go
ON-SITE / OTHER SERVICE BENEFITS					
Device Warranty/Repair Facilitation Available	Pay-as-you-go	Pay-as-you-go	Pay-as-you-go	Pay-as-you-go	Pay-as-you-go
Rate for Requested Billable (includes Pay-As-You-Go) On-site Services	Standard Rates Apply	Standard Rates Apply	Incl. 30min/ 1 per Qtr	Incl. 30min/ 1 per Qtr	Standard Rates Apply
After-Hours Onsite Service or Remote Support (Pay-As-You-Go)	Limited - Higher Rate	Limited - Higher Rate	By Request - Higher Rate	By Request - Higher Rate	Limited - Higher Rate
Team Access Add-On - Give your IT/Helpdesk teams OvrC Pro access (per location)	x	x	+25/mo	+25/mo	✓

GRID Legend

✓ Benefit or Service is included with selected plan

x Service or Benefit is not included with, or 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.

PAY-AS-YOU-GO 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 and standard rates will apply.

Standard Rates Apply This is a billable service, refer to our standard current pricing schedule, available on our website.

**See our pricing disclosure online for standard service pricing rate details. Subscription Plan must be active at time of service to receive credits or benefits.*

PLAN TERMS & CONDITIONS

Our standard Universal Service Agreement that you agree to for every service call, purchase, or installation you contract with us terms and conditions will apply in all instances, 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 our Universal Service Agreement. 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. All Plans are sold as per location (physical address), or for Teams Only Plans, they are sold as per company for a specific number of total locations the company operates or that said team is responsible for. Plans can not be transferred, modified, or customized.

Scheduling: Select plans allot you Priority scheduling, this gives your request priority over others waiting who do not have a support plan. All scheduling is subject to availability, nothing in these plans constitutes a guarantee of service or availability.

Plan Coverages: Each plan offers coverage (some limited) as outlined in the plan grid above depending on plan, for equipment installed and supplied by Iron Hill AV, as well as most other low-voltage electronic 'systems' installed in the same location/suite of the commercial location, the same location the plan was purchased for. Plans exclude support for PC's & mobile devices, but we may provide app support for Apps that control devices that are supported by an applicable support plan.

We include support of most of the following types of items, but not necessarily limited or all-inclusive to: ISP/TV devices (excludes physical antennas or dish alignments, or feeders), network devices 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.

*We reserve the right to 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 in a given location, all plan pricing is the same for all locations.

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

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 periodically. Select plans entitle you to a free maintenance in a given period of membership, as outlined on the plan grid. Parts or additional Services that stem from the maintenance, or any repairs deemed necessary, are sold separately and not covered by any of our plans. Anyone may request preventative maintenance visits at any other time at regular service rates. Maintenance includes support for supported 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, and cleaning of covered systems. This does not apply to PC's or mobile devices, sat dish or antenna alignments, display lamp or filter replacements. See below for Surveillance System maintenance details.

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 that are reasonably reachable. This is included with some plans, see plan grid for details, parts and/or services for any repairs are not included in plan coverage. Excessive dirt/debris/grease build up is not covered and could incur additional billing time or additional visits to complete.

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, and a limited number of third-party devices, compliant devices are required for full use. Any fee for a service incurred to fix issues the app was unable to help with is at your option and your responsibility, unless otherwise covered by your plan benefits.

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.. 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.

Product Warranty/Repair Support: Warranty/Repair facilitation option is offered with select plans, this means your plan level gives you access to this service, but the service is a fully billable service. Onsite labor fees for removing or reinstalling devices, shipping fees, actual repair fees, loaner device fees (where applicable) are not covered by the Plan and all charges will be invoiced. Loaner devices are not guaranteed, and will be offered on a case by case basis, when available.

Plan Activation: New plans are 100% usable immediately upon completion of purchase, plans purchased as part of an installation however will not be activated until completion of installation of systems. For new plans on existing systems, we reserve the right to fully inspect the property and systems prior to offering a subscription to anyone.

Plan Renewal: Plans will be auto-renewed on the week prior to the end of the current 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. Non-payment will result in loss of coverage during the lapsed period. Coverage lapse over 30 days will constitute a break in continuous coverage for benefits requiring continuous multi-month subscription for eligibility.

Billing & Refunds: Plans are pre-paid & will auto-renew to the payment method on file until canceled by you. Plans may be canceled at any time and the benefits may be enjoyed until the pre-paid time elapses. No refunds or pro-rating.

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 some upgrade benefits may not become active until the next period, per these terms, 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 end of the current period. We do not offer mid-term period downgrades, so there will be no refunds for downgrades.

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 subscribers aware via email also prior to their auto-renewal date. In the event your plan level is phased out, you will be renewed on the closest comparable plan that is of an equal or lower monthly fee than your current plan. If you do not cancel or change your subscription level before the notice's stated effective date that will constitute your acceptance to the new terms at the renewal period.

Your Right To Cancellation: You may cancel any plan at any time, simply contact us or use our online systems, 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

Support Plans: You are under no obligation to purchase any support plan from us to access our standard support or services. We are under no obligation to offer support plans, and if offered we are under no obligation to partially or fully support/service all components at a location, at our option, for any reason regardless of plan subscription or level of membership.

Equipment Function & Self-Management: Our plans are not required for you to be able to use your equipment, or even manage your equipment yourself, you may however need eligible equipment and or 3rd party services to do so. While we do not provide documentation on how to do this, we can provide the service for a fee. You may also contact the device manufacturer, refer to the product's documentation, or contact another authorized dealer for assistance as well.

Plan Cancellation: If you cancel a support plan with us no further action is needed, your equipment will function normally and we will still be able to remote in for Pay-As-You-Go support if requested at a later date. 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 and registered to our systems.

Transfer of Support: If you however wish to exclusively manage the systems yourself and not allow others to remote in, or if you wish to work with another dealer for support, we will need to disconnect from your systems. If you are setting up your own OvrC account or have a new OvrC dealer we can release your existing gear from our OvrC system for a one-time \$99 fee.

Local Login To Devices: We secure products, we install our Admin username and password only by default, we do not give out this information. If you wish to have your own login, you can request us to add a User or Admin level login to each piece of equipment. If you wish to completely clear our admin logins from your devices resets will need to be performed on each piece of equipment. If you require any assistance with this you may request a disconnect service where we can perform these actions for you, standard on-site service fees would apply.

Network Security Management: When reviewing any network we will check for and advise regarding any security issues we find that are not up to current standards. Upon approval of the network owner/operator, we may make the necessary changes to help protect your network against external and internal threats. This service may be included with some plans.

Network Security & Privacy: All access from our monitoring or remote access systems are secure and meet current minimum security requirements. Meaning the data transferred from your device to our representatives device at time of monitoring is secured and encrypted. This connection is also momentary and encrypted, we do not leave network Ports open for monitoring access. Note though that not only is our monitoring and remote systems designed to read the status of equipment, and control general functions of equipment (such as power, source, volume, etc), in addition we maybe able to view camera feeds, access system log files, see the status of door locks, alarms, see the names of devices (John Doe's iPhone), as well as IP address and device MAC addresses, and to some extent have control of some of these devices and their functions.

At no time are any of our representatives able to view the specific data transferred from a host to a target across your network, such as confidential credit card information, we do not deploy equipment that is able to do this by default.

Accessibility Changes Without Notice: As manufacturers change the abilities of their equipment with new functions, what we can access could change. It is possible we could gain, or lose, access to any component at any time, we have no control over this.

PCI COMPLIANCE STATEMENT

In the event we are supplying, installing, wiring, or managing a network where PCI compliance is a priority, it is the facility clients responsibility to advise us of this prior to working on or installing the network so we make the necessary considerations to try to insure the network is in compliance. However, the client is ultimately responsible for compliance certification and testing. This includes self-assessments, best practices of staff use of networks, and internal usage enforcement. Iron Hill AV does not offer 'IT' type services, if there are any compliance issues regarding any network we have worked on you would need to consult with an IT specialist regarding these concerns. We may be able to recommend a specialist you can hire, but we do not offer this service directly at this time, nor are these services covered by these plans.

PRIVACY STATEMENT

By accepting this plan and the installation of compatible equipment your allowing us on your behalf to agree to the end-user terms and conditions set forth by various product or service manufactures regarding remote access or internet features of the equipment, specifically with regard to the OvrC software and systems that we use to help monitor and manage your systems. We will never share or sell your information, including any viewed or obtained information discovered while connected to your system as part of our monitoring & management service, and will to the best of our ability enforce any and all applicable standards to ensure compliance of data and personal information protection best practices or regulations.