

## MVcare Performance Plans

FEATURE	BENEFIT	CONCIERGE	PREMIER	PLUS	ESSENTIALS
Proactive remote system monitoring	Your system notifies us of issues, often before you know	√	√	√	
Remote system care	Monitoring, updating and resolving system issues	√	√	√	√
Extended remote service hours	Remote service beyond our regular business hours	24/7/365 phone/text/email <sup>1</sup>	24/7/365 phone/text/email <sup>1</sup>	24/7/365 phone/text/email <sup>1</sup>	24/7/365 text/email <sup>1</sup>
Extended on-site service hours	On-site service beyond our regular business hours	Mon-Sat, 8am-8pm <sup>2</sup>	Mon-Fri, 8am-5pm <sup>2</sup>	Mon-Fri, 10am-5pm <sup>2</sup>	Mon-Fri, 10am-3pm <sup>2</sup>
Priority scheduling	How fast we respond to an on-site service request	1 business Day	2 business days	3 business days	As available
Response time	How fast we respond to a remote system or call-in notification	Less than 2-Business Hours	Less than 4-Business Hours	Less than 6-Business Hours	Within 48-hours
Complimentary service/support site visits	Site visits for service or support at no added charge <sup>3</sup>	√			
Complimentary equipment repair service	Includes removal, repair, reinstallation and service loaners	Up to 3 years from new <sup>4</sup>			
25-Point Wellness system checkup	Our techs clean, test and update your system on-site	3 visits per year	1 visit per year		
Concierge member product promotions	Special pricing on select products that match your system	√			
Cybersecurity	Comprehensive cyber threat detection and prevention	√			
Lighting and shade scene reprogramming	We'll update your lighting and shade scene presets	√	√		
Streaming music and video setups	Ongoing support for streaming media	√	√		
Recorded surveillance video footage retrieval	Assistance with finding archived security camera recordings	√	√	√	
Power management for surge/brownouts	We monitor and reset your system due to electrical issues	√	√	√	
Network configuration management	Remote management of your network components	√	√	√	
Annual WiFi network scan	On-site review of network speed and coverage	√	√	√	
Internet & CableTV troubleshooting	Monitoring and assistance with ISP issues	√	√	√	√
ISP Concierge	We contact your ISP for troubleshooting directly (Comcast only)	√	√		
Remote system access	Connect to your system outside of your home on mobile device	√	√		
Monthly Fee		Price on request	\$249/month	\$149/month	\$59/month

**Setup and Onboarding Fee of \$699 is due at start of contract. This is to cover required materials and labor to setup 24/7/365 monitoring.**

Additional monitoring equipment may be required. Extra charges may apply for additional locations. 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. Service loaners subject to availability. Service hours may vary depending on building's access rules. Plans apply to equipment purchased from MVIS. See agreement for full details. Terms and conditions subject to change with 30-days notice.

1 After hours support and contact must be made through provided support numbers and support email only, remote access for these tiers provided by 3rd Party Company (Parasol). MVIS Staff will be available for an addition fee during these hours if 3rd Party can not correct the issue.

2 After hours and holiday service available for \$300 flat fee plus hourly rate. Non-plan rates start at \$180/hour plus trip charges.

3 Does not include the Materials only Labor

4 Excludes video and applies to equipment purchased from MVIS only.