

Customer Bill to Address:		Onsite Support Location Address:	Office / Agreement Information:
			Agreement Number:
			Sales Rep:
			Support Mgr. Approval:
			Material List: <input type="checkbox"/> Yes <input type="checkbox"/> No
			Agreement Type: <input type="checkbox"/> New <input type="checkbox"/> Renewal
			Parts Ship To: <input type="checkbox"/> Integ <input type="checkbox"/> Customer
Contact Name:			Factory Support: <input type="checkbox"/> Yes <input type="checkbox"/> No
Phone Number:			Support Type:
Customer Number:	Contact Name:		System ID Number:
Customer P.O.:	Phone Number:		

Support Level Selection	Coverage Term	Coverage Dates
<input type="checkbox"/> Standard <input type="checkbox"/> Plus	<input type="checkbox"/> 1 Year <input type="checkbox"/> 3 Year <input type="checkbox"/> 5 Year	From: To:

Plus Services Options Requested
See Plus Services Attachment

Agreement Price and Terms
<p>1] Coverage must be purchased on all components packaged together in a System.</p> <p>2] Attached Equipment List represents Model and Serial Number(s) covered by this Agreement (Appendix "A").</p> <p>3] Full Payment Due net 30 Days and before Service coverage begins. This Support Agreement Contract will auto-renew at expiration unless otherwise noted.</p> <p>4] This agreement does not apply to a system or system components manufactured by companies for which Integrator is not a dealer or distributor or Client/ Owner Furnished Equipment (OFE). Such systems are excluded from any time-sensitive section of this agreement.</p> <p>5] Any Applicable State or Local Taxes required will be billed in addition to this amount.</p>
<div style="text-align: right;"> Total \$ Tax (XX%) \$ _____ Agreement Total \$ </div>

Standard Service
<input type="checkbox"/> Software Assurance <ul style="list-style-type: none"> Update of Control Systems Firmware as available Update applicable drivers
<input type="checkbox"/> Bronze Service (see Definitions) <ul style="list-style-type: none"> 5x9 support acknowledgement (Mon – Fri / 8am-5pm in the eastern time zone) within 4 hours On-site response next business day Equipment requiring shipping to manufacturer is/are subject to freight handling charges See Service Fee Guide for service call pricing – Rate Card
<input type="checkbox"/> Emergency Onsite & After Hours / Weekends <ul style="list-style-type: none"> Emergency Requests must be made directly by phone On-site requests for after-hours and weekends can be arranged 5 business days prior to requested date. See Rate Card for pricing
<input type="checkbox"/> User Training <ul style="list-style-type: none"> End user training focused on adoption of technology Training is done remote via videoconference and must be scheduled 5 business days in advance
<input type="checkbox"/> Recertification Maintenance Program <ul style="list-style-type: none"> Covers all equipment listed in Appendix A Semi-annual visits (2 per contract year). See Appendix B for details

Definitions

Agreement Levels

Priority Level		8/5/NBD (Next Business Day)				
		Acknowledge	Remote	On-Site	Resolution Path	Resolution Report
●	Platinum	30 minutes	1 hour	3 hours	NBD	2 BD
●	Gold	1 hour	2 hours	4 hours	2 BD	1 week
●	Silver	2 hours	4 hours	8 hours	1 week	2 weeks
●	Bronze	4 hours	8 hours	NBD	2 weeks	4 weeks

Acknowledge is the amount of elapsed time between Client initiation of an issue, or the time Integrator proactively detects a fault, and the time Integrator creates an incident report and alerts Client that an incident has been created.

Remote is the amount of elapsed time between Client initiation of an issue, or the time Integrator proactively detects a fault, and the time an assigned Integrator technician connects to the system, or otherwise contacts Client, and begins remote diagnosis and troubleshooting.

On-Site is the amount of elapsed time between when Integrator has determined that all remote resources have been exhausted, and an on-site presence is required to bring the issue to resolution.

Resolution Path is the amount of elapsed time between the initial Integrator incident report creation, and the Westbury Support Desk determination of an initial resolution path.

Resolution Report is the amount of elapsed time between when Integrator has determined that equipment is required for resolution and the time the equipment will arrive on-site.

Services outside the Scope of the Agreement will be charged according to the Rate Card.

Rate Card

Rate	Description
Callout \$ 385.00	Service Callout Fee – Includes travel and one hour of service
AV Technician \$ 125.00/hr	General onsite repairs, lamp replacements, equipment pickup/return or recertification tasks
Programmer \$ 165.00/hr	Advanced repairs to digital sound processors, digital control systems, color calibration or audio calibrations
Emergency \$ 210.00/hr	Same Day emergency service
After-Hours \$ 285.00/hr	Pre-booked service call outside normal business hours

All service calls will be billed a minimum 3 hours per Technician rate.

Integrator retains the right to update the Rate Card at any time.

Agreement Acceptance and Approval

Company:	
Signature:	
Title:	
Print Name:	
Date:	

Company:	
Signature:	
Title:	
Print Name:	
Date:	

Plus Services

****Insert Plus Services Attachment****

Appendix A – Equipment List

*****Insert Equipment List*****

Appendix B – Recertification Maintenance Health Check

Recertification maintenance (RM) visits cover all equipment listed in Appendix A. Unless specifically requested, a typical RM call will include the following activities:

1. Turn on and verify proper operability and functionality of all audiovisual equipment.
2. Clean AV fans and/or filters on all projectors, amplifiers, electronics and any other actively cooled device(s).
3. Inspect interconnect cables and connections for signs of wear, corrosion or accidental displacement.
4. Perform minor adjustments to device settings and parameters as required to restore or ensure optimum performance and operability.
5. Perform site repairs as possible.
6. Deliver and reinstall equipment previously sent in for repair.
7. Remove defective devices from client's premises that are slated for repair.