



a division of TELECO

Video Surveillance Managed Service

Service	Hourly	VideoCare Basic	VideoCare Plus	VideoCare Pro
	No Agreement	Labor Only (8AM-5PM, Monday-Fri)	Labor & Parts (8AM-5PM, Monday-Fri)	Labor & Parts (24/7)
Remote Support	\$135/hr 1 hr min	FREE	FREE	FREE
Onsite Support	\$135/hr 1 hr min/\$65 Trip	FREE	FREE	FREE
After Hours Remote Support	\$202.50/hr 1 hr min	150/hr 1 hr min	150/hr 1 hr min	FREE
After Hours Onsite Support	\$202.50/hr 1 hr min/\$65 Trip	150/hr 1 hr min	150/hr 1 hr min	FREE
Project Labor-Remote/Onsite (Moves, Adds, Changes)	\$135/hr 1 hr min/\$65 Trip	150/hr 1 hr min	100/hr 1 hr min	100/hr 1 hr min
After Hours Project Labor -Remote/Onsite (Moves, Adds, Changes)	\$202.50/hr 1 hr min/\$65 Trip	150/hr 1 hr min	150/hr 1 hr min	150/hr 1 hr min
Service	Hourly	VideoCare Basic	VideoCare Plus	VideoCare Pro
Discounted Hourly Labor Rate		●	●	●
Priority Scheduling for Maintenance and Projects		●	●	●
Remote and Onsite Maintenance of Recorder and Applications <small>Does not include major system upgrades. (includes updates, patches, fixes, etc.)</small>		● 8AM-5PM, M-F	● 8AM-5PM, M-F	● 24/7/365
Remote and Onsite Maintenance of Cameras <small>Onsite does not include remote IP phones.</small>		● 8AM-5PM, M-F	● 8AM-5PM, M-F	● 24/7/365
Access to Customer Service via Phone and Email <small>(Available 8AM-5PM, Monday-Friday)</small>		●	●	●
Backup and Archiving of Recorder Database <small>(where applicable)</small>		●	●	●
No Charge for "No Trouble Found" Service Calls		●	●	●
FREE Repair or Replacement of Defective Recorder, Apps & Cameras <small>(Does not include damage due to Acts of God or negligence)</small>			●	●
Remote Monitoring of Recorder Alerts and Notifications			●	●
Annual Onsite Preventative Maintenance Visit <small>(Available 8AM-5PM, Monday-Friday)</small>			●	●
Bi-Annual Onsite Preventative Maintenance Visit <small>(Available 8AM-5PM, Monday-Friday)</small>				●
Free Training Refresh Once per Year				●
Free First Hour of Labor for Installation of New Equipment Purchased <small>Equipment must be purchased from Solutiant</small>				●
Monthly Investment				
CompleteCare Managed Service Program Monthly Investment		\$ Assessed per Client \$		
Recorder = DVR, NVR or similar device		\$19/Recorder	\$29/Recorder	\$29/Recorder
Camera = Analog, HD-SDI, and IP Cameras		\$3/Camera	\$4/Camera	\$6/Camera
Software = Software Assurance for Recorder, App and Cameras, as required		\$1/Camera	\$1/Camera	\$1/Camera
Network = Network Switch, Wireless AP, etc. used for Recorder/Cameras		\$6/Device	\$9/Device	\$9/Device
If new or additional equipment is added to the video system subsequent to the date of this agreement, those additions will be prorated during the current term. Onsite visits do not include remote IP cameras.				
Terms: Prepaid by ACH or credit card monthly. Note: Trip charge may apply outside 50-mile radius from Provider's local office.				