

## RESIDENTIAL MAINTENANCE SERVICE PLANS – 2026

		MOST POPULAR	RECOMMENDED	
	<i>REMOTE</i>	<i>REMOTE+</i>	<i>PREMIUM</i>	<i>ELITE</i>
	\$99/month	\$199/month	\$399/month	\$649/month <sup>7</sup>
Access to OVRC Home App <sup>1</sup>	✓	✓	✓	✓
Remote Service and Support	✓	✓	✓	✓
Access to Virtual Manuals and Trainings	✓	✓	✓	✓
Priority Response & Scheduling	✓	✓	✓	✓
Discounted On-Site Labor - Normal Business Hours	\$135/hr	\$135/hr	\$135/hr	\$135/hr
Discounted On-Site Labor - After Business Hours	\$270/hr	\$270/hr	\$270/hr	\$270/hr
Included Preventative Maintenance Visits /year <sup>2</sup>	✗	1	2	4
Included Service Visits / year <sup>3</sup>	✗	2	2	4
System Updates/Patches	✗	✓	✓	✓
Spectrum Internet Support <sup>4</sup>	✗	✓	✓	✓
Surveillance System Video Checkup & Backup as Needed	✗	✗	✓	✓
Active System Monitoring	✗	✗	✓	✓



Refresher Training	✗	✗	1	2
System Upgrade <sup>5</sup>	✗	✗	✓	✓
Advanced Replacement & Repair <sup>6</sup>	✗	✗	✗	✓

**NOTES & EXCLUSIONS:**

- Remote maintenance requires access to network and installed equipment and may require additional hardware to be installed.
- All service plan rates are based on normal business hours. Additional charges may apply for weekend and after hour care.
- Depending on location distance, additional travel charges may apply
- Excludes any new equipment and hardware installations.
- Maintenance service does not include failed hardware replacement, any shipping costs for repairs. Includes all necessary labor to troubleshoot, contact manufacturer, create RMA, handle shipping and receiving.
- If additional higher-level resources are needed that are not part of the contract, client will be offered the appropriate rates prior to continuing with service.

<sup>1</sup> Access to OVRC Home App requires download of 'OVRC Home' App on a mobile or internet device.

<sup>2</sup> Preventative Maintenance visits are scheduled and include system diagnostics, firmware updates, equipment rack cleanup, and key system functionality testing. Each preventative maintenance visit is a maximum of 4 hours on site.

<sup>3</sup> Included service visits are as per need basis during normal business hours and will be scheduled on first come first serve basis when remote support is not sufficient to resolve an issue. Each service visit is a maximum of 2 hours.

<sup>4</sup> With Spectrum Internet Support, ForTech will contact and coordinate any outage, or internet service related issues or troubleshooting with the Spectrum support team remotely. If the client requests onsite support by ForTech while Spectrum tech is scheduled, discounted on site labor rates will apply.

<sup>5</sup> Included system upgrade is as per need basis and will be conducted during any of the scheduled routine service visits and determined by ForTech feasibility. If any fees are needed from the manufacturer to upgrade the system or additional resources will be required for the upgrade, the client will be billed for the software upgrade fee.

<sup>6</sup> Advanced replacement is for selective and critical components listed and approved by ForTech and the client.

<sup>7</sup> Elite pricing is custom and is based on the scale of the system. Above pricing is for a medium size system.

## CHOOSE YOUR SERVICE PLAN

Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

<i>REMOTE</i>	<i>REMOTE+</i>	<i>PREMIUM</i>	<i>ELITE</i>
\$99/month	\$199/month	\$399/month	\$649/month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Contract Start Date: \_\_\_\_\_

All maintenance plans require a minimum of one year subscription. The maintenance plan will be automatically renewed unless ForTech receives a written notice from the client 30 days in advance before the annual renewal date.

Please fill and sign "Recurring Credit Card Payment Authorization" on the next page for payment setup.

### REGULAR SERVICE RATES WHEN NO PLAN IS CHOSEN

#### Normal Business Hours, M-F, 7am-4pm:

- Technician: \$150/h with a minimum charge of \$300
- Programmer: \$175/h with a minimum charge of \$350
- IT Specialist: \$150/h with a minimum charge of \$300
- Senior Engineer: \$200/h with a minimum charge of \$400

#### After Hours or Weekends:

- Technician: \$300/h with a minimum charge of \$600
- Programmer: \$350/h with a minimum charge of \$700
- IT Specialist: \$300/h with a minimum charge of \$600
- Senior Engineer: \$400/h with a minimum charge of \$800

Note: Remote service rates are in half hour increments and have no minimum charge.



# Recurring Credit Card Payment Authorization

You authorize regularly scheduled charges to your credit card. You will be charged the amount indicated below each billing period. A receipt for each payment will be provided to you and the charge will appear on your credit card statement. You agree that no prior- notification will be provided unless the date or amount changes, in which case you will receive notice from us at least 10 days prior to the payment being collected.

I \_\_\_\_\_ authorize \_\_\_\_\_ to  
(Cardholder's Name) (Company's Name)

charge my Credit Card indicated below for \$ \_\_\_\_\_ on the \_\_\_\_\_ of  
(Amount) (Day)

each month, starting from \_\_\_\_\_.  
(MM/YY)

## Billing Information

Billing Address \_\_\_\_\_ Phone # \_\_\_\_\_  
City, State, Zip \_\_\_\_\_ Email \_\_\_\_\_

## Card Details

Visa     MasterCard     Discover     American Express

Cardholder Name \_\_\_\_\_  
Account/CC Number \_\_\_\_\_  
Expiration Date \_\_\_\_ / \_\_\_\_  
CVV \_\_\_\_\_  
Zip Code \_\_\_\_\_

I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify ForTech Solutions Inc. in writing of any changes in my account information or termination of this authorization at least 15 days prior to the next billing date. If the above noted payment dates fall on a weekend or holiday, I understand that the payments may be executed on the next business day. I acknowledge that the origination of Credit Card transactions to my account must comply with the provisions of U.S. law. I certify that I am an authorized user of this Credit Card and will not dispute these scheduled transactions; so long as the transactions correspond to the terms indicated in this authorization form.

SIGNATURE \_\_\_\_\_  
(Cardholder's Signature)

DATE \_\_\_\_\_

