

CCTV MAINTENANCE SERVICE PLANS

	BASE	MOST POPULAR! PREMIUM	RECOMMENDED! ELITE
	\$249/month	\$399/month	\$599/month
Remote Service & Support	✓	✓	✓
Priority Response & Scheduling	✓	✓	✓
NVR/HDD Health Check	✓	✓	✓
Discounted On-Site Labor on Normal Business Hours	\$135/hr	\$135/hr	\$135/hr
Discounted On-Site Labor on After Business Hours	\$270/hr	\$270/hr	\$270/hr
Included Preventative Maintenance Visits /year ²	1	2	4
Camera Failure Detection	✗	✓	✓
Included Service Visits /year ¹	✗	1	2
Incident Backup ⁵	✗	2	12
Remote Access To PC	✗	✓	✓
Refresher Training	✗	1	Unlimited
Camera Lens Cleaning	✗	✗	✓
Discount on Product Upgrades	✗	✗	5%
Advanced Replacement & Repair ⁴	✗	✗	✓
System Upgrade ³	✗	✗	✓

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 repair. Includes all necessary labor to troubleshoot, contact manufacturer, create RMA, handle shipping and receiving.
- If additional higher-level resources are needed that is not part of the contract, client will be offered the appropriate rates prior to continuing with service.



- ¹Included service visits are as per need basis 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.
- ²Preventative 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.
- ³Included system upgrade is as per need basis and will be conducted during any of the scheduled routine service visits. If any fees are needed from the manufacturer to upgrade the system, the client will be billed for the software upgrade fee.
- ⁴Advanced replacement is for selective and critical components listed and approved by ForTech and the client.
- ⁵Incident backup does not include investigation to incident. You must specify the exact time range you would like to get the footage recovered.



CHOOSE YOUR SERVICE PLAN

Name: _____

Company Address: _____

<i>BASE</i>	<i>PREMIUM</i>	<i>ELITE</i>
\$249/month	\$399/month	\$599/month
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Signature: _____

Date: _____

Contract Start Date: _____

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

Please fill and sign "Recurring Credit Card Payment Authorization" on 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: \$175/h with a minimum charge of \$350
- Senior Engineer: \$200/h with a minimum charge of \$400



- IT Specialist: \$350/h with a minimum charge of \$700
- 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 charge my
(Cardholder's Name) (Company's Name)

Credit Card indicated below for \$ _____ 1st _____
_____ on the _____

_____ (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 _____





ForTech
S o l u t i o n s

life - made simple

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 _____ DATE _____
(Cardholder's Signature)



13444-A Wyandotte St. North Hollywood, CA 91605
2717 Commercial Center Blvd, Suite E200, Katy, TX 77494



+1 818 - 892 - 2311 [CA]
+1 832 - 553 - 3663 [TX]



contact@fortechsolutions.com