



## CALIFORNIA COMMERCIAL MAINTENANCE SERVICE PLANS

	MOST POPULAR	RECOMMENDED	
	<b>BASE</b>	<b>PREMIUM</b>	<b>ELITE</b>
	\$199/month	\$399/month	Contact Us
Remote Service & Support	✓	✓	✓
Priority Response & Scheduling	✓	✓	✓
OVRC Access <sup>5</sup>	✓	✓	✓
Active System Monitoring	✓	✓	✓
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
Spectrum Internet Support	✗	✓	✓
Included Service Visits /year <sup>1</sup>	✗	2	Custom
Discounted Programming	✗	\$160/hr	\$160/hr
Included Preventative Maintenance Visits /year <sup>2</sup>	✗	2	Custom
System Updates/Patches	✗	✓	✓
System Upgrade <sup>3</sup>	✗	✓	✓
Refresher Training	✗	1	Unlimited
Discount on Product Upgrades	✗	5%	5%
Advanced Replacement & Repair <sup>4</sup>	✗	✗	✓

### NOTES & EXCLUSIONS:

- Remote maintenance requires access to network and installed equipment and may require additional hardware to be installed.
- Remote PC will have a charge of \$750 with initial installation and software downloads included.
- 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.

<sup>1</sup>Included 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.

<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.

<sup>3</sup>Included 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.

<sup>4</sup>Advanced replacement is for selective and critical components listed and approved by ForTech and the client.

<sup>5</sup>OVRC access is available only if client's system has the necessary OVRC compatible hardware.



## CHOOSE YOUR SERVICE PLAN

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

Company Address: \_\_\_\_\_

<i>REMOTE+</i>	<i>PREMIUM</i>	<i>ELITE</i>
\$199/month	\$399/month	Contact Us
<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
- Sr. 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: \$350/h with a minimum charge of \$600
- Sr. 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 \_\_\_\_\_

I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify \_\_\_\_\_ 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 \_\_\_\_\_ DATE \_\_\_\_\_  
(Cardholder's Signature)

