PERFORMANCE PLANS



KUSTOM THEATER KREATIONS



Welcome to **KTK**Care

The day we complete your installation is the day we can start the next phase of our relationship. With an KTKCare performance plan, you can be confident your technology solutions will perform properly today and for years to come. Our remote and on-site technical support options all feature optimal response times and a plan for every budget. We pledge to treat your premises and safeguard your people as we do our own. From system integrations, programming, software, networking, and connectivity; as well as diagnosing, troubleshooting, monitoring, and handling all necessary updates and maintenance. We schedule periodic health visits to clean, calibrate, update, and run performance checks on your system. Contact us for a performance plan assessment.



KTKCare Performance Plans

FEATURE	BENEFIT	GOLD - price on request	PLATINUM - price on request
VIP member status	Dedicated support team for your system	√	√
Proactive remote system monitoring	Your system notifies us of issues, often before you know	√	√
Remote system care	Monitoring, updating and resolving system issues	√	√
Remote service hours	Remote service beyond our regular business hours	Mon-Fri 9am-5pm phone, email, text	24/7/365 phone, email, text
Advanced on-site service and phone support hours	On-site and phone service beyond our regular business hours	Mon-Fri, 9am-5pm	Mon-Fri, 8am-8pm
Priority scheduling on-site	How fast we respond to an on-site service request	2 business days	1 business day
Remote response time	How fast we respond to a remote system or call-in notification	48-hours or less	Same day, Monday - Friday 8am-8pm
Complimentary site visits for service or support	Site visits for service or support at no added charge	Up to 8 annual visits, 2-hours per visit	√
Complimentary equipment repair service	Includes all parts, removal, repair, reinstallation		√
20-Point Wellness system checkup	Our techs clean, test and update your system on-site		1 visit per year
Early Access	Early access and priority installation of the latest tech for your system		√
Rack Intelligence	Rack power, temperature, humidity and moisture sensing		√
WiFi credential management	Document and manage WiFi network credentials and revisions	√	√
Access Control	Receive an end-user report	√	√
Recorded surveillance video footage retrieval	Assistance with finding archived security camera recordings		√
Power management for surge/brownouts	We monitor and reset your system due to electrical issues	√	√
Network configuration management	Remote management of your network components	√	√
Annual WiFi network scan	On-site review of network speed and coverage	√	√
Network troubleshooting	Monitoring and assistance with ISP issues	√	√
Remote system access	Connect to your system outside of your home on mobile device	√	√

*Without a Performance plan, per-visit charges apply. During regular service hours Monday through Friday, 9am-5pm, fees include a $149.99 service charge in addition to $165 per hour with a 4-hour minimum charge per incident. After-hours/holiday fees include a $299.99 service charge plus $250/hour with a 2-hour minimum. Remote repairs may require additional monitoring equipment. Remote monitoring may not be possible for all devices.



20 Point Wellness Checklist

- White glove cleaning of components
- Inspect all equipment
- Check all batteries in powered devices
- Ensure all wiring is neatly installed and properly labeled
- Conduct firmware updates as required
- Review control and network logs for security and errors
- Backup all programs and system configurations
- Check temperature of all equipment closets and cabinets
- Inspect fans for failures, jams, or dust build-up
- Check all motorized accessories
- Door and hardware inspection
- Check and clean all surveillance camera devices
- Check and certify all security systems
- Check all access control systems
- Verify power to all wireless access points
- Run internet speed and WiFi interference tests
- Ensure jobsite is properly cleaned prior to departure
- Discuss any known issues or questions with the owner
- Explain priorities for next scheduled visit and review any required service call follow ups
- Review new technologies with client

FAQ

Q: Why do I need a Performance Plan?

A: We can now do most maintenance, updates, support and even system repairs remotely. If there's a new update that would normally require a visit, we can often perform the maintenance right from our office without interrupting you for a visit. This reduces time and expense for you and for us.

Q: Is my system reliable?

A: More than ever. We rarely replace hardware and perform all software updates.

Q: What if I'm not on a Plan?

A: You can choose to pay per incident and by the hour, but won't receive priority scheduling, extended hours or over a dozen other benefits.

Q: What can we monitor and update remotely?

A: Just about any device that's connected including all critical system automation.

Q: Do I need to sign a contract?

A: We offer annual agreements.

Q: How are the plans paid?

A: Our Performance Plans are paid monthly or yearly.



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