



VOICE • VIDEO • DATA

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Service Options

Option A

Premier Service Plan- Labor, Repair/Replacement Warranty

_____(Yes) _____(No) Optional projector bulb coverage selected

The Premier Service Plan provides an all-inclusive equipment and labor assurance policy. Expedited service, coverage for equipment repair/replacement, preventive maintenance visits and competent field personnel are all features of this plan. Budgeting for electronic system upkeep has never been easier.

Included in this plan:

- Travel, de-installation and re-installation of covered equipment for service/repair
- No charge for labor to service and or maintain* covered equipment.
- Outsourced repairs and repair parts will be covered fully to include freight at no additional charge.
- Parts and outsourced repairs will be billed separately for all equipment not covered as part of contract agreement as listed in Exhibit A.
- **Four preventative maintenance visits**, scheduled quarterly
- Guaranteed response times of:
 - 2 hours telephone (during normal business hours)
 - 6 hours on-site (from the time of call, excluding weekends)
- Unlimited phone support
- No charge on loaned equipment during repairs,
 - Availability of equipment is dependent upon service pool inventory.
- Consultation on system up-grades
- Inventories, status analysis and maintenance records for covered equipment
- Repair history logs
- Basic system administrator training as requested up to 1 hour per month.
- Normal service hours are 8:30 AM to 5:00 PM Monday through Thursday. After hours service will incur additional charges.

Excluded from this plan:

- All equipment repair or replacement cost for identified system equipment not listed in Exhibit A.
- All consumable items such as, but not limited to, replacement lamps, bulbs and filters.
- Damage or loss to equipment caused by other than normal use. (i.e.: accident, misuse, fire or theft)
- After hours service. Normal service hours are 8:30 AM to 5:00 PM Monday through Thursday.

*If optional bulb coverage is not selected the labor to change bulbs is not covered under this plan unless accomplished during normal preventative maintenance visit.

Option B

Priority Service Plan- Labor and Warranty Claims

Digital Roads' Priority Service Plan gives our clients priority services at a fixed premium for labor. Existing systems and or owner supplied equipment need preventative maintenance to reduce component failures. Under this plan labor costs can be budgeted at a fixed premium. The cost of travel, equipment de-installation and re-installation are covered at no additional expense. Expedited service, preventive maintenance visits and competent field personnel are all features of this plan.

Included in this plan:

- Travel, de-installation and re-installation of covered equipment for service/repair
- No charge for labor on field repairs or replacement of covered equipment. Field repairs shall be done as determined by Digital Roads, Inc. service staff.
- Outsourced repairs and parts will be billed separately.
- Four preventative maintenance visits, Scheduled quarterly
- Guaranteed response times of:
 - 2 hours telephone (during normal business hours)
 - 24 hours on-site (from the time of call, excluding weekends)
- Unlimited phone support
- No charge on loaned equipment during extended repairs.
 - Availability of equipment is dependent upon service pool inventory.
- No charge for transportation of equipment from your facility, to and from repair.
- Consultation on system up-grades
- Repair history logs
- Basic system administrator training as requested up to 1 hour per month.
- Normal service hours are 8:30 AM to 5:00 PM Monday through Thursday. After hours service will incur additional charges.

Excluded from this plan:

- All equipment repair or replacement cost for identified system equipment not listed in Exhibit A.
- All consumable items such as, but not limited to, replacement lamps, bulbs and filters.
- Damage or loss to equipment caused by other than normal use. (i.e.: accident, misuse, fire or theft)
- After hours service. Normal service hours are 8:30 AM to 5:00 PM Monday through Thursday.

Option C

Prepaid Labor Service Plan – Discounted Labor Rate

For our customers that do not wish to have a fixed repair or labor amount per year, we offer the chance to pre-pay labor at a discounted rate. Hours remaining at the end of the contract year may be carried into the following contract year given a new contract is established. Service records for the previous two years should provide a good estimate for the number of hours that might be required going forward. Digital Roads can assist you in applying a multiplier or factor based on the age and expected failure rates of the covered equipment as well as the impact of any changes. If you require more service hours than are initially purchased for the contract period an additional block of hours can be purchased within the annual contract agreement. Service hours performed outside of a Prepaid Labor Service Plan, or other service plan, will be billed at Digital Roads' standard labor rates.

- Although there is no guaranteed response time under this offering, a customer with prepaid blocks of time will receive priority response over non-prepaid customers.
- Telephone support will be billed at the same labor rate as on site service. All billing will be calculated in quarter hour increments. Service time is calculated portal-to-portal from our office.

Exclusions:

- None, this is a time and materials plan
- After hours service. Normal service hours are 8:30 AM to 5:00 PM Monday through Thursday. After hours service will be billed at 1.5 times the normal rate.

Parts and outsourced repairs will be billed separately for all equipment not covered as part of contract agreement.

Block of Hours Option

Prepaid 40-Hour Block	=	\$95.00/hr
Prepaid 60-Hour Block	=	\$90.00/hr