

Tailored Security Service Solutions

	Essential	Enhanced	Expert	Optimum
Video	Powered by OpenBlue			
Plan Coverage				
• Labor coverage		✓	✓	✓
• Material coverage			✓	✓
• Preventative Maintenance Inspections				✓
• Proactive Battery Replacement				✓
Technology Health and Assessment				
• Annual Cyber Security Assessment				✓
• Technology Assessment at customer request				✓
Predictive Services				
• Health Monitoring				✓
Remote Technical Support				
• Online learning			✓	✓
• Remote Troubleshooting		✓	✓	✓
• 10 hours Professional Services Annually				✓
• 5 hours Training Annually				✓
Onsite SLA				
• First Available Onsite SLA	✓	✓	✓	✓
• End of Next Business Day Onsite SLA				✓
Pre-Onsite Visit Enhancement				
• Service status notifications	✓	✓	✓	✓
Customer Portal				
• Account information online	✓	✓	✓	✓
• Pay bill online	✓	✓	✓	✓
• Customer Portal Service Details				✓
• Customer Portal Install Project Dashboard				✓
• Customer Portal Service Request				✓
Customer Support				
• Tier 1 agent technical support	✓	✓	✓	✓
• Optimum Agent support				✓
Enhanced Remote Video Services				
• Video Escort & Assist				
• Video Guard Tour				
• Visual Alarm Verification				

Level of service Included Optional add-on (not included in base price) NA

Enhanced services

- Embedded Resources
- QBR Support & Performance Dashboards
- Software Support Agreement
- Install Base Tracking
- Professional Services (ESS, Commissioning, Programming, etc.)
- Premium Onsite SLA (Variable)