

# SKC A/V INTEGRATION SUPPORT SERVICES

(Last updated August 16, 2018)

## 1. SKC Elite Advantage, SKC Elite, and SKC Phone Support

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*The following services are included with SKC Elite Advantage, SKC Elite, and SKC Phone Support:*

- a. **A/V Phone Support:** SKC A/V Service Technicians will field all calls and provide unlimited technical support and remote diagnostics. Technicians will be available Monday-Friday, excluding holidays, from 8 am to 5 pm (central time). All calls will be responded to within 3 business hours, and possibly next business day if received after 4:00 pm (central time). After hours calls will be handled as priority next business morning.
- b. **Remote Troubleshooting and Resolution:** A Certified Audio/Visual Technician (CAVT) will provide troubleshooting and maintain ownership of your issue through resolution. SKC will escalate the issue to the appropriate internal resource or manufacturer as needed to reach a quick and thorough resolution. If equipment replacement is required, the CAVT will contact the manufacturer to open a RMA, order the part and confirm the equipment arrives onsite. SKC will follow up with the customer and the manufacturer until the process is complete and A/V solution is back to full functionality.
- c. **Case Closures:** Unique case numbers will be created for all issues that come through the A/V Help Desk. The case will remain open in the SKC system until resolution has been reached and agreed upon by both the CAVT and the customer.
- d. **Satisfaction Standards:** SKC strives to exceed customer expectations with all of the products and services we provide. To ensure your satisfaction, SKC surveys our clients on a regular basis for feedback on your interaction with our staff. Our A/V staff maintains a 4.64 out of 5 average survey score, with 96% of clients responding "YES" when asked if they would recommend SKC support to someone else.

## 2. SKC Elite Advantage and SKC Elite

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*In addition to the services indicated in #1 above, the following services are also included with SKC Elite Advantage and SKC Elite:*

- a. **Equipment Coverage:** With SKC Elite Advantage and SKC Elite, you will receive assistance with supported manufacturer RMAs and equipment repair or equipment replacement if/when available. SKC Elite Advantage and SKC Elite will cover all related equipment fees including out of warranty repair, hardware replacement and shipping.

**Exclusions:** SKC A/V Integration Support Services do not include manufacturer extended warranties for Polycom, Cisco or VBrick equipment. These contracts must be purchased separately. Extended manufacturer warranties must be maintained for hardware replacement & software upgrade services to apply to any Polycom, Cisco or VBrick components. Extended manufacturer warranties do not cover Owner Provided Equipment (OPE).

- b. **Onsite Services:** SKC's onsite services are available Monday-Friday from 8am to 5pm (central time) for issues that cannot be resolved via remote troubleshooting. With SKC Elite Advantage and SKC Elite, all onsite services are included. Customer will receive priority technician dispatch within 24 hours, excluding weekends and holidays, with calls received by 2:00 pm (central time) and after required thorough troubleshooting. If onsite is deemed necessary, dispatch will be scheduled based upon room availability with uninterrupted access. Any after-hour requests are processed using commercially reasonable efforts based on technician availability and manufacturer escalation restrictions.

- c. **Preventative Maintenance:** With SKC Elite Advantage and SKC Elite, SKC will provide one annual preventative maintenance visit on your A/V solution. Preventative maintenance trips will cover performance and diagnostic checks, as well as cleaning and testing of all equipment. SKC will perform manufacturer provided software upgrades *if needed* and will work with the customer regarding problem resolution.
- d. **Unauthorized modifications:** SKC is not obligated to provide any services under Elite Advantage or Elite to the extent any programming, equipment or cabling provided by SKC is modified or moved without SKC's consent. In such case, Elite or Elite Advantage is deemed null and void, and SKC's current time and materials rates will apply.

### 3. SKC Elite Advantage

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***In addition to the services indicated in #1 and #2 above, the following services are also included with SKC Elite Advantage:***

- a. **Proactive Monitoring:** With SKC Elite Advantage (and for certain SKC designed and installed rooms that qualify), proactive monitoring is included. Proactive monitoring includes monitoring the status of room equipment; verification of input connectivity and associated resolutions; projector bulb life tracking; auto case creation and weekly reporting. All alerts will be promptly reviewed by a CAVT and those alerts that don't self-correct, will be assigned for remote fix or troubleshooting and treated as high priority. Upon the CAVT's analysis, customers will be contacted for troubleshooting based on severity.

### 4. SKC Phone Support

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***The following provisions apply only to SKC Phone Support:***

- a. **Equipment Coverage:** SKC Phone Support does not cover extended equipment repair/replacement.
- b. **Onsite Services:** SKC's onsite services are available to SKC Phone Support customers for issues that cannot be resolved via remote troubleshooting. All onsite services will be billed at our standard time and material rate of \$125/hr onsite and \$95/hr travel with 1 hour minimums each. Scheduling will be based upon room availability with uninterrupted access. SKC requires thorough remote troubleshooting with our phone technician before providing technician dispatch. SKC's Elite and Elite Advantage customers receive priority technician onsite dispatch.
- c. **Upgrade to Elite:** Upgrades from SKC Phone Support to SKC Elite are available during the standard 30-day services warranty period without any penalty. After such 30 day period, SKC may require a site survey and recertification fees may apply.

### 4. General Terms / Exclusions

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***The following exclusions apply to all SKC A/V Integration Support Services:***

- a. **Room Unavailability:** For onsite services, SKC reserves the right to leave the site or charge for lost time at SKC's current Time and Materials rate if the equipment being serviced is not available within thirty minutes of the start time of a scheduled service visit. In either case, rescheduled visits will not be guaranteed within the contracted time limit and will be subject to technician availability. Any additional travel expenses incurred due to room unavailability will be subject to 10% markup fee at time of reschedule.

- b. **General Exclusions:** SKC will not be responsible for system failure due to operator error, misuse, or any other malfunction with an origin determined not to be the result of a manufacturing defect or failure. Consumables such as lamps, batteries, tapes, CRT's, etc. are not covered under this agreement, except in the case of manufacturer defect covered under the manufacturer's warranty. Technical support for problems not covered by SKC A/V Integration Support Services will be billed at current labor rates.
  
- c. **Modifications:** SKC reserves the right, at its sole discretion, to change or modify portions of these terms and conditions at any time without notice. If any changes or modifications made by SKC during the customer's current term of support services are materially adverse to customer, then customer's prior written approval is required in order for those terms to apply to customer during the current term. SKC's then-current terms and conditions will apply during any renewal terms.