



Envysion Support Levels Overview

Envysion strives for positive customer experiences through effective and responsive support and ensures that when issues arise, they are quickly resolved so that customers' systems are online capturing critical video. In the event that systems go offline for any reason, Envysion Support Levels give customers the choice of the level of technical support and recovery time required to meet their operational needs.

Envysion provides industry leading customer support for the entire period of a customer's service. Whether it is the first day or last week of your subscription, rest assured Envysion will ensure you See the resultsSM of Managed Video as a Service.

Envysion Notifies

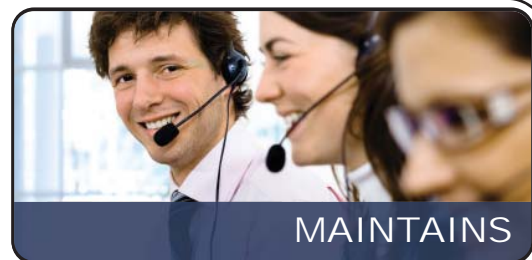
In the event that a camera or EnVR[®] is disconnected from the Envysion network, Envysion will notify the user of the problem. A weekly system status email keeps users abreast to the overall health of the MVaaS system. If a replacement ENVR is ever needed, 2nd day shipping ensures you are back up and running in a timely manner.



NOTIFIES

Envysion Maintains

On top of automatic troubleshooting, Envysion guarantees our fastest response time, expedites replacement parts and covers certain on-site labor expenses to re-establish essential video with minimum downtime and repair costs.







MAINTAINS

Envysion Support Levels Pricing

All Envysion services are managed by our Network Operations Center seven days a week.







Envysion Notifies

Monthly fee = \$0 per site

-  Automatic notification when an EnVR® or camera is offline
-  Remote troubleshooting
-  Weekly System status reports
-  2nd day shipping

Envysion Maintains

Monthly fee = \$45 per site

-  Automatic notification when an EnVR® or camera is offline
-  Remote troubleshooting
-  Highest Priority Support
-  Proactive remote troubleshooting
-  Weekly system status reports
-  Next day freight for replacement parts

	Envysion Notifies	Envysion Maintains
Maximum Down Time Before Envysion Opens Trouble Ticket	n/a	4 hours
Mean Time to Respond to Open Trouble Ticket	24 hours	4 hours*
Tech Support Availability	6am - 8pm	6am – 8pm
Equipment Delivery	2nd Day	Next Day Freight***
Tech Support On-Site	Next Business Day	Next Business Day
Charges Included	EnVR * Replacement / Exchange Standard Shipping	EnVR * Replacement / Exchange Expedited Shipping On-site Warranty Labor***

* Hardware replacements typically completed in less than six days. Expedited services are available for additional charge.

** Next day freight is available as required (requested by customer and approved by Envysion). Next day freight requests must be received by 3pm MST.

*** On-site repairs typically completed in less than two business days.