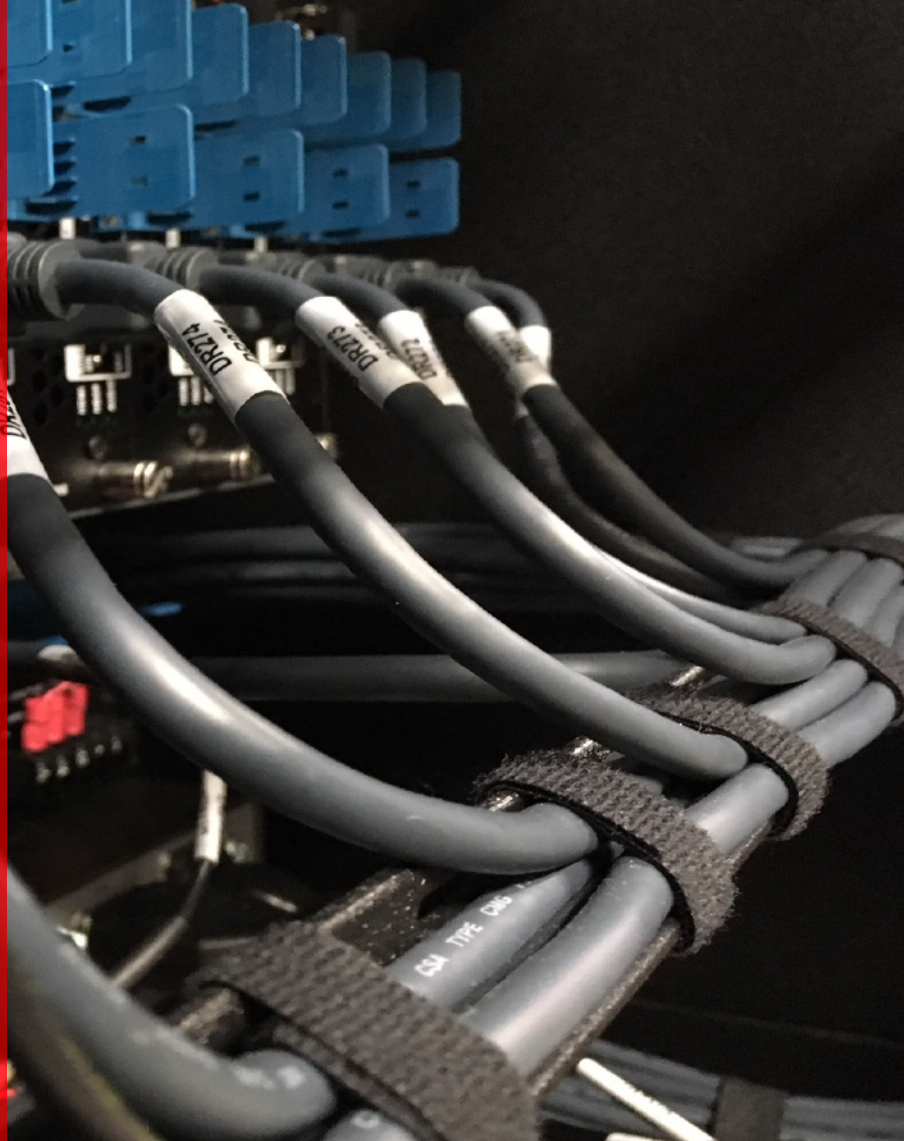


COLLABORATIVE TECHNOLOGY
VIDEO CONFERENCING
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 **PJS** SYSTEMS
audio visual · collaborative technologies · video conferencing

SERVICE LEVEL PRODUCTS
SEPTEMBER, 2020

1.800.385.9921
service@pjssystems.com

Your Integrated System is like any investment, it needs to be maintained and serviced in order to optimize performance, maintain reliability and reduce costly repairs. Your PJS onSite Service Level Agreement is tailored for your specific needs and the needs of your integrated systems. We provide comprehensive managed services that proactively reduces system malfunctions, while maximizing the productivity of your organization. PJS onSite Services allows you to budget for your audio visual system's cost of ownership.

All integrated audio visual and control systems are different and require service and support solutions that are customized for the unique combination of equipment, how the components integrate with each other, how people interact with the equipment, and operating environment. Your PJS Systems account manager will discuss and then recommend the best combination of services to meet your performance and budget expectations

HELPDESK

Included as the foundation for every PJS onSite Service Level Agreement. This service includes phone, chat and eMail support. PJS technical resources can support you in the operation of your system, including technical issues and questions about the operation of your system. The main benefit is saving time and the expense of dispatching a service technician to site.

PREFERRED

Exclusively available to PJS onSite customers only. Any products and service work outside the service level agreement or changes to the system are billed at preferred rates. This also includes a new system or components, equipment bench testing and repair costs.

PROACTIVE

Equipment maintenance is critical in reducing your system's down time and increasing productivity. Regular system maintenance ensures the equipment manufacturer's warranties remain valid and claims are not denied due to poor maintenance practices. Proactive service also includes software and firmware checks and update while giving you the peace of mind that your advanced technical equipment is current and protected from security threats.

REPORTS

Included as the foundation for every PJS onSite Service Level Agreement. This service includes phone, chat and eMail support. PJS technical resources can support you in the operation of your system, including technical issues and questions about the operation of your system. The main benefit is saving time and the expense of dispatching a service technician to site.

SUPPORT

Includes all of the service labour to maintain the functionality of your integrated systems. Including the diagnosis, removal and reinstallation (after repair or replacement) of faulty or failed equipment that may or may not be covered by the manufacturer's warranty. Support also extends your systems workmanship warranty for the term of the agreement.

TRAINING

Ensure your organization is maximizing the benefits of your integrated systems by enabling you to capitalize on the increased productivity your systems were designed to provide. Your designated staff members are trained on the equipment functionality and features as required so they feel competent utilizing the systems and maximize your investment.

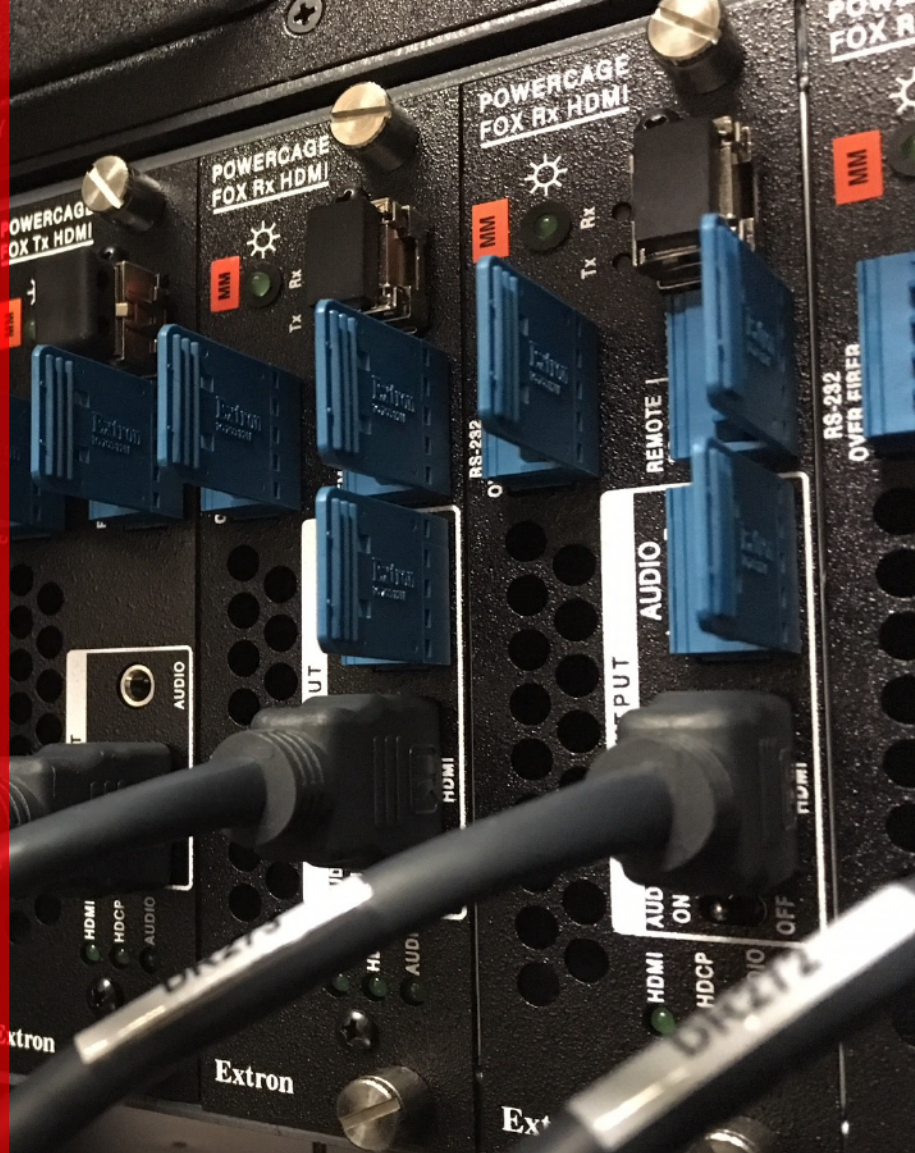
REMOTE

Remote includes remote service labour to diagnose & make adjustments to your system via remote login support during business hours (8:00 AM to 4:30 PM Monday- Friday). We can query and monitor the status of on line devices, download updated code or firmware, and make adjustments to system settings as required. Remote services can diagnose or resolve system issues quickly and efficiently, and in many cases eliminates the need for a technician to be dispatched to site, saving time and money. Remote requires access to an external network and additional hardware. Additional hardware and associated network costs are not included.

ONSITE 24/7

24/7 adds 24/7 after hours service to your SLA. With this option you have access to remote service labour to diagnose & make adjustments to your system via remote login and on-call technicians who can be dispatched to attend to your system outside of normal business operating hours. With this option, all emergency and after hours call out fees are waived.

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PJS onSite provides access to selected onSite products and PJS technical resources when you need them during regular business hours which are 8:00am- 4:30pm in your time zone or 24 hours a day, 7 days a week depending on the options subscribed to.

PJS onSite will respond on site to service related requests submitted by the customer within the following time frames:

Within 4 hours for issues classified as High priority
Within 2 business days for issues classified as Medium priority
Within 5 business days for issues classified as Low priority

Live telephone support:

8:00 AM to 4:30 PM Monday – Friday or 24 hours/day, 7 days/week

Email support: Monitored 8:00 AM to 4:30 PM Monday – Friday

After hours eMails & Messages will be actioned on the following business day.

Our Call Centre will open a service ticket for all service requests from a designated system user, and any service issues will be tracked until a final resolution is achieved.



service@pjssystems.com



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onSite STANDARD SERVICE RATES :

Effective May 1st, 2019

Service Category	Standard Rate	SLA Rate
Mobilization Service Call Out Fee (Includes 1 hour Service onSite - Business Hours)	\$250 Fee /per occurrence	\$200.00 Fee or Included in "Support"
Mobilization Service Call Out Fee (Includes 1 hour Service onSite - Outside Business Hours)	\$500 Fee /per occurrence	\$300 Fee / per occurrence or included in "24/7"
Mobilization Service Call Out Fee (Includes 1 hour Service onSite - Emergency)	\$500 Fee /per occurrence	\$300 Fee / per occurrence or included in 24/7"
Service On Site	\$125.00 /Hour	\$100.00/Hour or Included in "Support"
Programming On Site	\$150.00 /Hour	\$120.00/Hour or Included in "Support"
Training On Site	\$125.00/Hour	\$100.00 / hour or Included in "Training"
Help Desk Support	\$125.00/Hour	Included
Remote Login Support	\$150.00/Hour	Included in "Remote" Or "Support"
Outside Business Hours Labour Per hour Surcharge	50%	50%
Replacement Hardware	Retail Cost	Preferred Pricing
Consumables	Retail Cost	Preferred Pricing

- Travel charge, parking, living out allowance/per diem invoiced additional
- Out of town travel charge - \$70.00/Hr