



# ACCESS CONTROL PLANS

**Be proactive not reactive! Protecting your investment with a Customer Remote - Security as a Service (SaaS) plan has never been more effective. Eliminate the stress, let Custom Alarm handle the rest.**



Service Level	Deluxe	Elite*
<b>Remote View or Control</b> Web, smart phone, and tablet	✓	✓
<b>90 Day Evaluation</b>	✓	✓
<b>'One' Yearly Planned Preventative Maintenance (PPM) Visit</b> Inspect doors and hardware, update server and client software, user training as needed. Verify operation of readers and door locks, and all integrations.	✓	✓
<b>'No Charge' Remote Service/Support (during normal business hours)</b> Over the phone technical support and/or remote desktop sharing, control on all Access Control related servers and workstations (does not include administration of system).	✓	✓
<b>'On-Site' Labor for Service Calls (during normal business hours)</b> All labor and trip charges are waived. Equipment for repairs -10% off regular rates.	✓	✓
<b>'Hot Swap' Repairs or Replacement</b> Non-operating equipment will be 'swapped' out and replaced with equivalent replacement part. 10% discount on equipment, not covered by warranty.		✓
<b>Guaranteed Emergency Service**</b> Emergency-type service within 24 hours of notification. Labor and trip charges billed at standard service rates. 10% discount on equipment, not covered by warranty.		✓
<b>Remote Health Monitoring</b> Software agent installed on server to monitor health of system. Email and/or text notifications set up to notify Custom Alarm and/or Customer of any potential problems on the system.		✓
<b>Remote Health Monitoring w/Cloud Backups</b> Includes everything in the Remote Health monitoring above with routine backups scheduled to the 'Cloud'		✓
<b>Full Coverage</b> All parts and labor covered for the length of the agreement.		✓

\*Elite package only available to new systems installed by Custom Alarm within the last year, 3 to 5 year agreement only. Acts of God, vandalism, or misuse of equipment is not covered by these packages. \*\*Guaranteed Emergency Service within 24 hours is only available for site locations within 100 miles of Custom Alarm's Rochester office.



**1661 GREENVIEW DRIVE SW | ROCHESTER, MN 55902**  
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# VIDEO SURVEILLANCE PLANS



**Be proactive not reactive! Protecting your investment with a Customer Remote - Security as a Service (SaaS) plan has never been more effective. Eliminate the stress, let Custom Alarm handle the rest.**

Service Level	Deluxe	Elite*
<b>Remote View or Control</b> Web, smart phone, and tablet	✓	✓
<b>90 Day Evaluation</b>	✓	✓
<b>'One' Yearly Planned Preventative Maintenance (PPM) Visit</b> Clean, focus, and inspect all cameras, user training as needed. Update firmware, software, server, and verify recording, storage, and configuration of system. Verify all integrations to other systems connected to system, if applicable.	✓	✓
<b>'No Charge' Remote Service/Support (during normal business hours)</b> Over the phone technical support and/or remote desktop sharing, control on all Video Surveillance related servers and workstations (does not include administration of system).	✓	✓
<b>'On-Site' Labor for Service Calls (during normal business hours)</b> All labor and trip charges are waived. Equipment for repairs -10% off regular rates.	✓	✓
<b>Loaner Equipment While Repair of Replacement Equipment</b> A 'loaner' server or camera will be installed temporarily while repair or replacement is done. 10% discount on equipment, not covered by warranty.		✓
<b>Guaranteed Emergency Service**</b> Emergency-type service within 24 hours of notification. Labor and trip charges billed at standard service rates. 10% Discount on equipment, not covered by warranty.		✓
<b>Remote Health Monitoring</b> Software agent installed on server to monitor health of system. Email and/or text notifications set up to notify Custom Alarm and/or Customer of any potential problems on the system.		✓
<b>Remote Health Monitoring w/Cloud Backups</b> Includes everything in the Remote Health monitoring above with routine backups scheduled to the 'Cloud'		✓
<b>Full Coverage</b> All parts and labor covered for the length of the agreement		✓

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