




Premise Security MAINTENANCE PLANS FOR VIDEO SURVEILLANCE

Your location is now secure with a quality video security surveillance system — with one of our maintenance plans, guarantee that it is protected under any circumstance.

	 BRONZE	 SILVER	 GOLD
Response Time	72 hours	48 hours	24 hours
Standard Support Password and Configuration Assistance, Unlimited Telephone and Remote Technical Support	Included	Included	Included
Server Health Automated Reporting (if supported)	Included	Included	Included
Server Software Updates Installation*	—	Included	Included
Field-of-view Assessments and Remediation	—	Included	Included
Firmware Updates	—	Included (if required)	Included (if required)
Software Health Checks Configuration Backups	Annual	Annual	Semi-annual
Camera Cleaning	—	Add on	Included**
4-hour Emergency Response Service	N/A	N/A	Key camera, total outage coverage***
Replacement Parts	10% off purchase price	10% off purchase price	100% coverage
Repair Labor	10% off current rate	100% coverage	100% coverage

 Add-On to Any Plan

Automated Enhanced Notification

System Crash Kit

Forensic Video Review and Evidence Assistance

See maintenance plan contract for details. Assurance Media provides a 90-day 100% warranty on video surveillance purchases, including onsite service and support against installation defects.

*If under current SSA, renewal fee is not included. **Camera cleaning is included standard for all reasonably accessible cameras. Cameras requiring lift equipment, including bucket trucks and high reaches are not included unless specifically outlined in your contract. ***The Key Camera must be pre-defined within your contract to receive up to 10% coverage due to total outage.