

Premium Service Labor

Premium Coverage – 24 hours per day, 7 days per week – city, state, federal, and SIGNET observed holidays are included. Emergency service will be provided at no additional charge to the base service fee. Labor for travel time is included under this agreement.

Semi-Annual Audio Visual and Communications Test & Inspection / Preventative Maintenance

Scope – SIGNET will test and inspect the entire Audio Visual and Communications System at each location outlined in the scope.

Testing Frequency – SIGNET will perform testing on the system on an Semi-Annual Basis.

Preventative Maintenance – Inspections will be scheduled detailing the tasks to be performed, the skill levels required, and any special tools and instrumentation required to properly maintain the systems. Upon completion of each inspection, a summary of the tasks completed will be provided to the customer.

Audio System Test and Inspection

- Audio rack components tested, user settings marked, labeled as required, and cleaned.
- Speakers tested and adjusted.
- AV plate audio connections tested, levels adjusted and labeled.
- Audio rack wiring organized and labeled.

Visual System Test and Inspection

- Video components tested and verified, and all user settings marked.
- Video monitors tested, and color balanced.
- AV plate video connections tested and labeled.
- Remote Control System.
- All controlled components tested and checked for accuracy.
- Button and/or touch panels verified that they are all working correctly (all buttons tested).

Hardware Support – SIGNET will perform scheduled maintenance services on the equipment covered under this agreement.

Components and parts on the system that are found to be defective, have failed operationally, or which exhibit signs of near-term failure will be identified during each preventative maintenance inspection or test. If the component is covered under a current SIGNET or factory warranty, said part or component will be replaced at no charge to customer including labor during normal business hours.

For any equipment requiring repair or replacement that is not covered, an estimate will be prepared and submitted for approval. Work authorization shall be issued in writing to SIGNET by an authorized representative of the customer before proceeding with the work.

Inspection Reports – SIGNET will furnish a written report certifying that such tests and inspections have been completed documenting any deficiencies found which may require corrective action.

Annual Software Upgrade Visit

SIGNET will provide a system software upgrade for the applicable Audio Visual and Communications integrated Systems on an annual basis. The upgrade will consist of upgrading all system operators to the latest system version (if applicable). Upgrade is dependent upon the Clients existing infrastructure's ability to support the updated systems specification requirements.

Access to SIGNET University

SIGNET University – SIGNET offers the flexibility and practicality of on-demand e-learning, through SIGNET University: An E-Learning application that can be accessed through a computer or a smart phone. Once enrolled, the Participant is assigned guided training modules (curated from our library of modules to meet your organization's needs). *There are many advantages to our e-learning approach:*

Scalability:

- Ability to scale up or down as needed based upon client requirements
- Availability of subscription-based access for future support or new staff (this would be an addition to service contract offerings)
- Updated technology partner content can be easily created, managed, and uploaded so that participants have access to the latest technology training

Efficiency:

- Courses are always available, which means participants can take their training courses as their schedules allow
- Training is delivered pre- and post- Go-live, which helps expedite participant learning
- From an employer perspective, there is no need to plan staff time around training
- Certificates and records of completion can be tracked and audited electronically

Quarterly Service Activity Reporting

Quarterly Reports customized to provide actionable insight into the Client's environment and their partnership with SIGNET. Reports will contain quarterly data for all service calls, graphical representations and summary of service call data, SIGNET Savings Account balance and more. The reports will be created and sent on a quarterly basis on an identified date of the month.

Quarterly Strategic Account Review

In tandem with the Quarterly Service Reporting, SIGNET will meet with the client on a quarterly basis to review operational performance, alongside strategic obstacles, or challenges. SIGNET will then recommend future actions for growth or operational improvement.

Client Success Manager

A dedicated Client Success Manager (CSM) assigned to the client account to provide operational, administrative, and service-related support geared toward ensuring the client experience with SIGNET creates a lasting partnership. The Client Success Manager acts as the hub of communication for the client within SIGNET, assuming lead responsibility to drive innovative solutions to various technology problems and ensuring client needs are properly defined and satisfactorily met.

Custom Client Portal

Custom Client Portal – Web based portal designed to provide ON-DEMAND access for client's to request service, review existing service tickets, review historical ticket information and review or download invoices. Client access is limited to identified users each who will receive unique sign-in credentials. Additional portal content includes dynamic dashboards reflecting call volume, call statuses, calls by site and SIGNET Savings Account balances (as applicable).