

365Support Service Level Agreements

24/7/365 PEACE OF MIND.



YOUR LIFE. YOUR HOME. YOUR TECHNOLOGY.

At AVS, we take service seriously. That's why we created 365Support, a range of plans designed to keep your technology running flawlessly long after installation. With 24/7 remote support, guaranteed response times, and proactive system monitoring, we often resolve issues before you even notice them. And when on-site service is needed, our prioritized scheduling and preventative maintenance visits ensure your system performs at its best. With 365Support, you can enjoy peace of mind knowing AVS has you covered every day of the year.

AVS

**EST
1977**

Support Plans as Exceptional as Your Home.

For more information, email: membership@avs-ny.com
www.avs-ny.com

Every home and lifestyle is different, which is why AVS offers a range of 365Support membership plans to fit your needs. From Essentials Plus for everyday peace of mind to Signature for the fastest, most comprehensive coverage, **you can choose the level of support that's right for you**. And if your project requires something unique, our Bespoke option allows us to create a custom plan tailored specifically to your system and priorities.

Essentials Plus

Our **Essentials Plus** plan is designed to give you dependable support at an affordable price. With 24/7 remote access to our technicians, guaranteed response times, and remote troubleshooting through AVS Advanced Support, you'll always have a trusted team on hand. It's the perfect option for clients who want peace of mind knowing help is available anytime, day or night.

Priority

The **Priority** plan is ideal for busy households that need faster service and more flexible scheduling. In addition to around-the-clock remote support, you'll benefit from quicker response times, urgent on-site service within 72 hours, and the convenience of nights and weekend appointments. With preferred labor rates and a preventive maintenance visit included, Priority gives you confidence that your system will stay running smoothly.

Proactive

With the **Proactive** plan, your technology gets the benefit of both preventative care and continuous monitoring. Along with rapid response times and prioritized scheduling, this plan includes two detailed preventive maintenance visits each year to keep your system performing at its best. Proactive members also receive annual non-emergency site visits, programming support, and system monitoring that can often identify and resolve issues before you even notice them. It's a smart choice for those who value stability and proactive attention.

Signature

Our **Signature** plan offers the ultimate in white-glove service. This plan delivers the fastest guaranteed response times — as little as ten minutes — and urgent on-site support within 24 hours. You'll also enjoy skip-the-line scheduling, multiple annual visits, proactive monitoring, and additional programming support. With exclusive discounts on upgrades and materials, Signature is built for clients who want the highest level of assurance, attention, and care for their home technology.

Bespoke

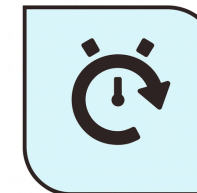
For projects that demand something truly unique, our **Bespoke** plan allows us to design coverage around your exact needs. Whether it's multiple residences, advanced systems, or specialized scheduling, Bespoke provides a fully tailored approach that ensures your technology receives the attention it deserves.



**WORLD-CLASS
SERVICE**



RELIABILITY



**24/7
ACCESS**



**LIVE
SUPPORT**

Choose the level of support that's right for you.

For more information, email: membership@avs-ny.com
www.avs-ny.com

Feature / Benefit	NON-MEMBER	ESSENTIAL+	PRIORITY	PROACTIVE	SIGNATURE	BESPOKE
24/7 Remote Support	Not Available	✓	✓	✓	✓	Custom
Guaranteed Response Time	Not Available	60 min	30 min	30 min	10 min	Custom
On-Site Support (Urgent Issues)	No Guarantee (subject to availability)	No Guarantee (subject to availability)	Within 72 hrs	Within 48 hrs	Within 24 hrs	Custom
Prioritized Scheduling	Not Available	Not Available	✓	✓	✓	Custom
Advanced Support	M-F 9-5, on-site only, (subject to availability)	M-F 9-5, on-site only, (subject to availability)	Extended Hours 1 hour response	Extended Hours 1 hour response	Extended Hours 30 minute response	Custom
Nights + Weekend Appointments	Not Available	Not Available	✓	✓	✓	Custom
Preventive Maintenance Visits	Not Included	Not Included	1 Visit	2 Visits	2 Visits	Custom
Proactive System Monitoring	Not Included	Not Included	Not Included	✓	✓	Custom
Annual Non-Emergency Site Visit	Not Included	Not Included	Not Included	✓	✓	Custom
Preferred labor rates	Standard Rates	Standard Rates	✓	✓	✓	Custom
Loaner Equipment	Not Available	Not Available	Not Available	Not Available	Subject to Availability	Custom
Skip-the-Line Escalation	Not Available	Not Available	Not Available	Not Available	✓	Custom
Tailored Coverage & Pricing	N/A	N/A	N/A	N/A	N/A	✓
Pricing	No Cost	\$109 per month \$999 Annually	\$249 per month \$2,988 Annually	\$499 per month \$5,988 Annually	\$729 per month \$8,748 Annually	Price Upon Request

Service & Labor Information

For more information, email: membership@avs-ny.com
www.avs-ny.com

365Support members enjoy much more than just preferred hourly rates. **Membership offers a comprehensive package of benefits designed to keep your technology performing at its optimal level.** From faster response times that minimize downtime to priority scheduling that moves you to the front of the line, **every feature is tailored to provide peace of mind.** Members also gain access to exclusive perks such as discounted labor, proactive maintenance visits, and ongoing system monitoring that can often detect and resolve issues before you even notice them. Whether it's a quick question, an urgent service need, or preventative care to keep your system running smoothly, **365Support ensures that AVS is by your side whenever you need us most.**

We believe **support should be simple, reliable, and transparent.** That's why we clearly outline our service rates and hours, so you always know what to expect — no hidden fees, no surprises. **Our commitment doesn't stop when your installation is complete; it's the beginning of a long-term partnership built on trust.** And because technology doesn't follow a 9-to-5 schedule, **we're here when you need us most,** with after-hours dispatch and emergency support available evenings and weekends. With 365Support, **you can count on AVS to stand by your side and keep your system performing day after day, year after year.**

Hours

Normal On-Site Service:

Monday–Friday, 9:00 AM – 5:00 PM

After-Hours Service:

Monday–Friday: 5:00 PM – 10:00 PM (dispatch until 7:00 PM)

Saturday & Sunday: 9:00 AM – 10:00 PM (dispatch until 7:00 PM)

Labor Rates

Normal On-Site Service:

Standard Hourly Rate: \$235.00

Preferred Hourly Rate (365Support members): \$211.50

After-Hours Service:

Standard After-Hours Rate: \$376.00

Preferred After-Hours Rate (365Support members): \$338.50

Fees

Truck Roll Fee: \$65 (per on-site visit)

Standard Service Travel Charge: \$120 (service outside our standard service radius)

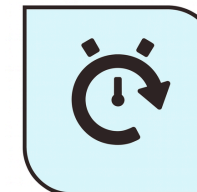
After-Hours Travel Rate: \$130/hr (door to door)



**WORLD-CLASS
SERVICE**



RELIABILITY



**24/7
ACCESS**



**LIVE
SUPPORT**