

## “Schedule of Services”

**STRATAGEM SECURITY, INC. will respond to requests for service as follows:**

- **Non-Emergency Service** - A "Non-Emergency" is a situation involving a System Malfunction of a scope less than that described for an Emergency. STRATAGEM SECURITY, INC. will Respond in Non-Emergencies within six (6) continuous hours after Authorized User notifies Contractor of the Malfunction. STRATAGEM SECURITY, INC. will have a technician onsite within 48 hours. Such work shall be performed between the hours of 8:00 A.M. and 4:30 P.M. on normal business days excluding Saturdays, Sundays and Holidays.
- **Emergency Service** - An "Emergency" is a situation involving a "critical" System Malfunction in the opinion of the Authorized User. The Contractor Must Respond in Emergencies within four (4) continuous hours after Authorized User notifies Contractor of the emergency. STRATAGEM SECURITY, INC. will have a technician onsite within the same day. Such work shall be performed between the hours of 8:00 A.M. and 4:30 P.M. on normal business days excluding Saturdays, Sundays and Holidays unless requested. Applicable Emergency Service rates will be billed separately.
- **Remote Support Requests** - STRATAGEM SECURITY, INC will have a technician respond within 48 hours. Such work shall be performed between the hours of 8:00 A.M. and 4:30 P.M. on normal business days excluding Saturdays, Sundays and Holidays.
- **Priority Emergency Service** - A "Priority Emergency" is a situation involving a major Malfunction of the Intelligent Facility and Security System Equipment or System, involving the inability of 10% or more of the Equipment or 10% or more of the System to operate Problem Free. The Contractor Must Respond in Priority Emergencies within two (2) continuous hours following notification by the Authorized User. Authorized Users reserve the right to require a more stringent definition of a Priority Emergency at time of purchase. STRATAGEM SECURITY, INC. will have a technician onsite within 4 hours. Such work shall be performed as needed the same day.
- STRATAGEM SECURITY, INC once notified, reserves the right to determine if a service-related issue can be repaired via remote support prior to the dispatch of a technician.
- Requests for service not listed above will be available on a time and material basis at the applicable hourly rate listed in this Agreement with a 4-hour minimum charge.

**This Service Agreement Includes:**

**Preventative Service** - Services intended to help avoid future Equipment/System failures and to help extend the useful life of the Equipment/Systems. Preventative Maintenance includes scheduled repairs/replacement.

**Remedial Service** - The repair or replacement of previously Installed, Integrated, and Accepted Malfunctioning Equipment/Systems.

**Installed System Values:**

- **Total Security Systems Equipment Value - \$17,300.00**
- **Total Network Video Systems Equipment Value - \$45,000.00**

**Type of Maintenance to be provided:**

1. **Parts Out of Warranty Coverage** - Replacement and Labor to Replace Failed Part Video and Security Systems (Cost Annually):  
**\$3100.00 Per Year**
2. **Scheduled Site Maintenance – Network Video System** (Cost Annually / Frequency):  
**\$4173.12 / Per Year** - Includes one site visit per year to each location (5) to test all devices, check for needed repairs all devices focused, cleaned, and adjusted as needed, server cleaned, and updates installed as per manufactures recommendations at all cameras at all locations once per year. (Bucket Truck where needed). Any deficiencies will be addressed and or brought to the attention of the town.
3. **Scheduled Site Maintenance – Security System** (Cost Annually / Frequency):  
**\$4173.12 / Per Year** – Includes one site visit per year to each location (8) to test all devices, check for needed repairs and replace batteries (Included) in wireless devices and panels as needed.
4. **Remote Support – Security System** (Cost Annually / Frequency):  
**\$600.00** - Includes user code support (Remote Additions and Deletions) as well as monitored system health checks
5. **Remote Support – Network Video System** (Cost Annually / Frequency):  
**\$1200.00 Per Year** - Includes troubleshooting and remote assistance as well as monitored system health checks.
6. **Service Calls** – Includes 2 - service calls per year, per system type. (Security – Video)  
**\$ NO ADDITIONAL CHARGE**

**Total - \$13,246.24 / Per Year**

- As per the attached “Schedule of Equipment”, included in the Service period of service are one (1) scheduled preventative maintenance visits to focus / adjust cameras if required, provide software updates out of beta and physically clean all servers with a maximum of 8 hours on site per visit, to be done during STRATAGEM SECURITY, INC.’s normal business hours. Please note a SUBSCRIBER appointed designee must be readily available to provide guidance, access, and approval for work to be done.
- Coverage for cabling and equipment installed by others is not covered under this agreement.
- Equipment installed by STRATAGEM SECURITY, INC. under this Agreement, if found to be defective, will be repaired or replaced with equivalent equipment at no additional charge during STRATAGEM SECURITY, INC.’s normal business hours Monday thru Friday excluding holidays.
- Service calls to realign, focus or relocate equipment installed by others will not be included in this agreement and is subject to additional service charges at prevailing wage rates listed in this Agreement for service and / or installation and will be billed separately.
- STRATAGEM SECURITY, INC.’ If applicable will administrate the system during the Maintenance period. This will include adding LDAP user privileges, adding local users, camera configuration, and server configurations on an as needed basis. Monthly scheduled system checks on each server will be made by STRATAGEM SECURITY, INC. to determine that minimum requested video retention is being met. The SUBSCRIBER’s ‘System Administrator’ will be notified and advised before any changes to settings will be made.