

Service Support Plan Includes:



On-Demand

- Field Service Repair Onsite
- Extended Equipment Warranty
- Control Systems Upgrades
- DSP/Audio Upgrades
- Firmware and Software updates/upgrades*



CTI Care Team

- Unlimited Phone Support
- QBR
- Dedicated Customer Experience Team



Critical Meeting Support

- Health Checks
- Meeting Support
- Video Conferencing Test Center
- Event Solutions preferred pricing



CTI University

- Online learning platform

*Programming and firmware updates are included upon manufacturer release and at the recommendation of the manufacturer and Conference Technologies, Inc.

Plan Overview:

Conference Technologies, Inc.® (CTI) is pleased to offer **CTI Complete**, a Service Agreement to support your A/V system. The **CTI Complete** Service Agreement covers Display Systems, Video Systems, Audio Systems, Control Systems, Lighting Systems, Rack Accessories and Furniture, and miscellaneous cables, connectors, etc. within the equipment list contained in the contract documents.

This service plan provides audio/visual technical support and engineering services to ensure the maximum performance and reliability of your collaboration and communication technology, as well as programming updates, an on-line customer service portal and Critical Meeting Support.

Thank you for choosing Conference Technologies, Inc. to support and maintain your technology investment. We value your partnership as your AV Solutions provider.

CTI Complete – Plan Summary: Criminal Courts Towers

- Labor for parts repair & replacement are covered for the duration of the agreement.
 - On-Site within 24 hours of initiated request for any location where a CTI branch is located.
 - On-Site within 48 hours of initiated request where CTI does NOT have a branch
- Any shipping/freight costs are covered within this agreement
 - 2-day shipping
- All parts are included, except for consumables.

Agreement Price (2 Year) **To be billed annually in the amount of \$49,770.00**

Subtotal	\$102,911.00
Discount for remaining 1 month of the first-year agreement	-\$3,371.00
Total	\$99,540.00

Your Service Location:

1501 Ardmore Ave

Itasca, IL 60143

(PH) 630-467-1500 (Fax) 855-329-2844

Email: ChicagoService@conferencetech.com

Active Dates:	12/1/2019-11/30/2021
Service Agreement #:	SA17140031-1
Cust Name:	Lake County Government
Address:	18 N County St Waukegan, IL 60085
Contact:	Yvette Albarran yalbarran@lakecountyil.gov

Labor Rates:

The following is applicable to all service agreements:

Travel Expenses

All locations outside CTI Office Metropolitan areas will be invoiced for travel and expenses separately based upon expenses incurred by CTI. Travel and expenses are not figured into the agreement price.

- Rates are Portal to Portal within 60-mile radius of service centers.
- Travel & Mobilization Costs Outside of 60 Mile Radius = to be billed at 75% of the standard rate.
- Air travel, car rental, lodging, per diem to be billed in addition to above costs.

Disclaimer

Conference Technologies, Inc.® will not be responsible for any problems or malfunctions that have an origin determined not to be the result of manufacturing defect or failure. Operator error, operator abuse, general misuse or neglect of equipment is not covered. Consumables are only covered in the case of manufacturer defect. Consumables such as batteries, lamps and CRTs are not included. All service calls and repairs performed to the equipment under these circumstances will be billed at current CTI labor rates and may include a rush or emergency service charge.

Agreement Renewal

This service plan is a **three (3) year term** that will be renewed only upon agreement by both parties. Service Support Plan renewal notices will be delivered thirty (30) days prior to the expiration of this agreement. Upon acceptance, renewal payments must be made to CTI prior to the expiration date of this agreement to avoid system recertification fees. Multi-year Service Agreements can be negotiated at the request of the customer.

CONFERENCE TECHNOLOGIES, INC.® WILL NOT BE RESPONSIBLE FOR ANY CATASTROPHIC ACTS OF GOD OR MAN, FIRE, FLOOD OR OTHER DISASTERS. SUCH OCCURRENCES WILL VOID THIS AGREEMENT.

Conference Technologies, Inc.® Standard Labor Rates		
Service Description	Rates	Criteria
On-Site Repairs		
CTI Field Service Technician: Standard	\$175/hr	Minimum 2 hours
After Hours Rush	\$300/hr	Minimum 2 hours

Client Signature: _____ Date: _____

CTI Authorized Signature: _____ Date: _____