

SKC A/V Support Services

Receive prioritized, on-going support for your SKC provided and installed A/V solution with one of our Service agreements. Outside of the 30-day workmanship guarantee on your SKC A/V solution, one of the following service levels will be required for access to SKC's expert staff.

SKC Service Levels

Support of our customers is a top priority at SKC. We offer three service levels, SKC Phone, Elite, and Elite Advantage Support, to ensure your A/V investment is protected to the level of your expectations.

A/V Support Services	SKC Elite Advantage	SKC Elite	SKC Phone Support
8x5 Unlimited Access to Technical Experts	X	X	X
Priority Answer	X	X	X
RMA Assistance for Equipment Failures	X	X	X
Equipment Coverage Subject to Manufacturer Warranties	X	X	X
Survey for customer satisfaction feedback	X	X	X
★ "Live Help" Button	X	X	X
Equipment Repair/Replacement Fees Coverage	X	X	
Temporary Equipment provided if/when available	X	X	
24 hour Priority Technician dispatch	X	X	
Annual Preventative Maintenance	X	X	
24 x 7 Proactive Monitoring of Equipment through Control System	X		
8 x 5 Issue Resolution	X		
Remote Access and Control of System	X		

★ New Feature added in 2014.

SKC DESIGNS, BUILDS AND MANAGES TECHNOLOGY FOR BUSINESS COLLABORATION USING VOICE, VIDEO AND AV TECHNOLOGIES SO THAT YOU CAN COMMUNICATE SMARTER AND FASTER.

800.882.7779



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Live Help - NEW FEATURE ADDED IN 2014 TO YOUR TOUCHPANEL

SKC's Live Help is an additional layer of support for SKC installed rooms. This offering provides immediate and direct access to phone support through a dedicated 800 number, available 8x5. When the user contacts SKC support through the Live Help button from the touchpanel, a unique room ID links SKC support staff to all room documentation leading to prompt issue resolution.

Elite Advantage - NEW PROACTIVE ROOM SUPPORT AVAILABLE Q3 2014

Elite Advantage offers a multiple management platform with one easy user interface. Let our team of experts monitor the status of room equipment, verify input connectivity and associated resolutions, as well as track all projector bulb hours. Members of this service offering will receive 24x7 proactive monitoring of equipment through the room's Control System, with an 8x5 issue resolution. Our staff of engineering experts will determine if your room is eligible for this additional proactive level of support along with your Account Executive. Priority technician onsite, equipment repair/replacement and annual preventative maintenance is included.

SKC Support Process

Priority Answer

Members of SKC A/V Services will receive priority answer by one of our Certified Audio/Visual Technicians (CAVT) for immediate remote support. Access to A/V Help Desk is available Monday through Friday from 8am-5pm CST and is unlimited for Elite, Elite Advantage, and A/V Phone Support members.

Remote Troubleshooting and Resolution

A CAVT will provide immediate troubleshooting and maintain ownership of your issue through resolution. SKC will escalate the issue to the appropriate internal resource or manufacturer as needed to reach a quick and thorough resolution. If equipment replacement is required, the CAVT will contact the manufacturer to open an RMA, order the part and confirm the equipment arrives onsite. SKC will follow up with the client and the manufacturer until the process is complete and the A/V solution is back to full functionality.

Equipment Repair/Replacement

As a member of SKC A/V Services you will receive assistance with supported manufacturer RMAs and equipment repair or equipment replacement if/when available. Elite and Elite Advantage will cover all related equipment fees including out of warranty repair, hardware replacement and shipping. A/V Phone Support members will be subject to manufacturer warranties and SKC will pass along any related fees for equipment repair or replacement. Please note that A/V Support prices do not include manufacturer extended warranties for Polycom, Cisco or VBrick equipment. These contracts must be purchased separately. Extended manufacturer warranties must be maintained for hardware replacement & software upgrade services to apply to any Polycom, Cisco or VBrick components.

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Onsite Services

SKC's onsite services are available for issues that cannot be resolved via remote troubleshooting. As a member of Elite or Elite Advantage all onsite services are included and you will receive 24 hour priority technician dispatch with calls received by 2:00pm CST and room availability with uninterrupted access. As an A/V Phone Support member, onsite services will be dispatched as available and billed at current labor rates on a Time and Materials basis. SKC requires thorough remote troubleshooting before providing technician dispatch.

Case Closures

Unique case numbers will be created for all issues that come through the A/V Help Desk. The case will remain open in the SKC system until resolution has been reached and agreed upon by both the CAVT and the client.

Preventative Maintenance

As a member of Elite or Elite Advantage, SKC will provide one annual Preventative Maintenance visit on your A/V solution. Preventative maintenance trips will cover performance and diagnostic checks, as well as cleaning and testing of all equipment. SKC will perform manufacturer provided software upgrades *if needed* and will work with the customer regarding problem resolution.

Satisfaction Guaranteed

SKC strives to exceed customer expectations with all of the products and services we provide. To ensure your satisfaction, SKC surveys our clients on a regular basis for feedback on your interaction with our staff. Our A/V staff maintains a 4.64 out of 5 average survey score, with 96% of clients responding "YES" when asked if they would recommend SKC support to someone else.

A/V Service Contract Terms

Upgrades from A/V Phone Support to Elite are available during the 30-day workmanship warranty period without any penalty. After 30 days, SKC may require a site survey and recertification fees may apply.

SKC reserves the right to leave the site or charge for lost time at SKC's current Time and Materials rate if the equipment being serviced is not available within thirty minutes of the start time of a scheduled service visit. In either case, rescheduled visits will not be guaranteed within the contracted time limit and will be subject to technician availability. Any additional travel expenses incurred due to room unavailability will be subject to 10% markup fee at time of reschedule.

A/V Service agreements are for a term of one calendar year. Coverage may be prorated to coincide with other SKC service agreements at the customer's request. Multiple year contracts are available and will be discounted accordingly.

SKC will not be responsible for system failure due to operator error, misuse, or any other malfunction with an origin determined not to be the result of a manufacturing defect or failure.

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Continued...A/V Service Contract Terms

Consumables such as lamps, batteries, tapes, CRT's, etc. are not covered under this agreement, except in the case of manufacturer defect. Technical support for problems not covered by this contract will be billed at current labor rates.

By waiving a service contract, access to A/V Help Desk or onsite support services will be billed as Time and Materials per current labor rates with a minimum of two hours.

In addition to labor rates, non-Elite or Elite Advantage service calls outside of SKC covered local areas will be invoiced for travel and expenses. This pertains to any location outside of a 200 mile radius of service provider dispatch, which includes Kansas City, KS, Chicago, IL, Dallas, TX, Houston, TX, Milwaukee, WI, Oklahoma City, OK, Chicago, IL and Charlotte, NC. Travel and mobilization costs outside of the 200 mile radius will be billed at the standard rate. This includes air travel, car rental, lodging, and per diem.

Renewals

SKC Elite, Elite Advantage and A/V Phone Support purchased at the time of installation will maintain the original contract price for annual renewals, up to five years total coverage. Any moves, additions or changes to a completed installation will be quoted separately at the same rate. A/V rooms will be eligible for coverage for five years from the completion date of the original installation.

Renewal notices will be sent 60 days prior to the expiration of the current contract. Projects not renewed within 90 days of the current expiration date will be subject to a recertification fee. Depending on the lapse, SKC may require a site survey to ensure full room functionality before providing a renewal quote.

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