

BEYONDcare Performance Plans

FEATURE	BENEFIT	CONCIERGE	PREMIER	PLUS	ESSENTIALS
Proactive remote system monitoring	Your system notifies us of issues, often before you know	√	√	√	
Remote system care	Monitoring, updating and resolving system issues	√	√	√	
Extended remote service hours	Remote service beyond our regular business hours	24/7/365 phone, email, text	24/7/365 phone, email, text	24/7/365 phone, email, text	Mon-Fri, 8a-4p
Extended on-site service hours	On-site service beyond our regular business hours	Mon-Sat, 8a-8p*	Mon-Fri, 9a-6p*	Mon-Fri, 9a-5p	Mon-Fri, 9a-3p
Priority scheduling	How fast we respond to an on-site service request	1 business day	2 business days	3 business days	As available
Response time	How fast we respond to a system or call-in notification	Less than 1-hour	Less than 1-hour	Less than 1-hour	Within 24-hours
Complimentary site visits for service or support	Site visits for service or support at no added charge	√			
Complimentary equipment repair service	Includes removal, repair, reinstallation and service loaners	Up to 3 years from new**			
25-Point Wellness system checkup	Our techs clean, test and update your system on-site	3 visits per year	1 visit per year		
Concierge member product promotions	Special pricing on select products that match your system	√			
Remote system access	Connect to your system outside of your home on mobile device	√	√		
Lighting and shade scene reprogramming	We'll update your lighting and shade scene presets	√	√		
Streaming music and video setups	Ongoing support for streaming media	√	√		
WiFi credential management	Document and manage WiFi network credentials and revisions	√	√	√	
Recorded surveillance video footage retrieval	Assistance with finding archived security camera recordings	√	√	√	
Power management for surge/brownouts	We monitor and reset your system due to electrical issues	√	√	√	
Network configuration management	Remote management of your network components	√	√	√	
Annual WiFi network scan	On-site review of network speed and coverage	√	√	√	
Internet and CableTV troubleshooting	Monitoring and assistance with ISP issues	√	√	√	√
ISP Concierge	We contact your ISP for troubleshooting directly (Comcast only)	√	√		
Transferable	You can transfer your plan to a new homeowner	√	√		
Security system monitoring	Included 24/7/365 security system central station monitoring	√	√		
Monthly Fee		Price on request	\$249/month	\$149/month	\$49/month

Remote repairs may require additional monitoring equipment. Remote monitoring may not be possible for all devices. System repairs subject to manufacturer warranties. New programming and system upgrades are billed at current rates. Travel charges may apply for site visits greater than 30 minutes from our headquarters. Service loaners subject to availability for Concierge level. Service hours may vary depending on your building's access rules. See agreement for details. Non-Beyond HiFi systems require on-site evaluation and may require possible plan changes. Terms and conditions subject to change with 30-days notice. *After hours/holiday on-site service available at \$275 per hour.

Excludes video and applies to equipment purchased at Beyond HiFi only. **PER-INCIDENT SERVICE IS BILLED AT \$175/HR REMOTE OR ON-SITE. RESPONSE TIME AND SCHEDULING IS 'AS AVAILABLE.'