

# VICOM SYSTEMS

## WARRANTY, SUPPORT PLAN, AND SERVICES AGREEMENT

This agreement ("Agreement") contains terms and conditions that are provided to you and your firm ("Customer") upon the purchase of any and all Support Plans and Services from Vicom Systems ("Vicom") and its Partners ("Partners") authorized to resell Vicom Services. By using such Services, Customer accepts this Agreement in its entirety. These terms and conditions will not apply if Customer and Vicom have entered into separate written purchase agreements from a third party, signed by both parties, for the respective Support, in which case the terms of that purchase agreement shall govern. In the event that Vicom changes these terms and conditions, such change shall apply on a going-forward basis to Support Plan or transactions commenced thereafter. Any attempt by Customer to alter, supplement or amend this Agreement or to enter an order for Product(s) subject to additional or altered terms and conditions will be null and void unless otherwise agreed to in a written agreement signed by both Customer and Vicom.

1. **Definitions.** Any capitalized terms not defined in this Section 1 (Definitions) shall have the meanings set forth on Exhibit C.
  - a. "Defect" means a failure of the respective Product to conform substantially to its then-current Documentation.
  - b. "Documentation" means the Vicom documentation made available in hard copy or in electronic form shipped with the Products or otherwise provided to Customer for the respective provided to Customer by Vicom.
  - c. "On-site Spares" means a set of Replacement Parts at Customer's facilities, provided by Vicom or its Partners and specified by Vicom for Customer's Products. It is understood that On-site Spares, if provided, shall be subject to Customer's responsibilities in Section 6(h) (Replacement Items).
  - d. "7x24" means the respective set of 24-hour Services set forth in Exhibit A.
  - e. "Normal" means the respective set of Services rendered during business hours, 9AM-5PM, Pacific Standard Time when provided by Vicom, or where specifically noted, local time in the Service Area, as described in Exhibit A.
  - f. "Partner" means any reseller, consultant, distributor or contractor authorized by Vicom or its authorized distributors.
  - g. "Products" means, collectively, Hardware, Software and Service.
  - h. "Replacement Parts" means a replacement component of the Product(s), used in the event Product is repaired.
  - i. "Response Time" means the elapsed time between the time at which Vicom identifies the need for a hardware replacement and the time at which the Replacement Part is delivered to Customer. Installation time, if applicable, is not included in Response Time.
  - j. "Service Area" means the area in which the respective Services are available from Vicom, according to Vicom's then-current Service policies.
  - k. "Support Plan" means the applicable plan under which recurring Services will be rendered for a period of time.
  - l. "Services" means any technical support, maintenance, monitoring, installation, training, consultation and other services performed or to be performed for Customer by Vicom or its partners under a Support Plan or as a specific Service, regardless of whether required under this or any other agreement.
  - m. "Software" means each software program provided by Vicom in machine readable, object, printed, embedded within a Product, or interpreted form and any updates or upgrades of the foregoing that are provided to Customer by Vicom.
  - n. "Hardware" means a tangible product.
  - o. "Warranty" means the respective set of Services set forth in Exhibit A under the term Warranty.
2. **Entitlement to Services.** Customer shall be entitled only to the Support Plan or Services for which Vicom or its Partners have accepted the respective order and Customer has paid the respective fees. Warranties for hardware and software shall be effective only if Partner and customer are located in the authorized Partner territory, or, if not, shall be permitted at the sole discretion and written agreement of Vicom Systems.
3. **Prices, Taxes and Payment Terms.** Prices for any Extended Period (defined below) shall be the prices for the respective Products according to Vicom's list prices in effect as of the original date of purchase. If the Customer wishes to renew at a service level different from the service level originally purchased, the prices for such respective Products shall be according to Vicom's list prices in effect at the beginning of such Renewal Period. If the Customer wishes to renew support after it has lapsed, the price charged for such Support (whether at the same or at a different level) shall be according to the then current Vicom list price. All Prices are exclusive of insurance, taxes and duties, all of which shall be paid by Customer. All payment for Support and Services shall be due in advance of the twelve (12) month period for which the fees are due.
4. **Intellectual Property Rights.** Vicom shall retain all title, copyright, patent rights and other proprietary rights in its software development tools, routines and computer programs, and all tools, routines, programs, designs, technology, ideas, know-how, processes, formulas, techniques, improvements, inventions and works of authorship which are made, developed, conceived or reduced to practice by Vicom in its performance of the Support Plan and Services ("Technology"). Neither this Agreement nor the provisions of Services shall grant to convey or confer upon Customer or any third party a license, express or implied to any Product or Technology. Feedback and other information that is provided by Customer to Vicom in connection with the Services may be used by Vicom to improve or enhance its products and, accordingly, Vicom shall have a non-exclusive, perpetual license to use, reproduce, disclose, distribute, modify and otherwise exploit such feedback and information for any purpose and in any medium or product without restriction.
5. **Support Plans and Services.** Subject to the following terms and conditions, Vicom will use commercially reasonable efforts to provide the Services to which Customer is entitled according to **Exhibit A**, Support Plans and Services. Vicom's obligation to provide Services pursuant to this Agreement is contingent upon: (a) the existence of a license from Vicom for the subject Software, (b) Customer's payment of the purchase price for the respective Product and any fees required for the Service and (c) the performance by Customer of all of its obligations set forth in the Agreement (including Exhibit A) relating to the Services.
6. **Subcontracts.** Vicom shall have the right to use subcontractors and partners to perform all or a portion of the Services that it performs hereunder, and the work of such subcontractors and partners shall be deemed to satisfy Vicom's obligations hereunder provided that such work meets the requirements of this

Agreement. Such subcontracting shall not relieve Customer from its duty to make all payments to Vicom unless Vicom notifies Customer to the contrary.

7. **Notification of Defects.** If Customer believes that there is a Defect in the Products, Customer will: (1) notify Vicom, describing the parameters, procedures and conditions resulting from the Defect in reasonable detail to permit Vicom to identify the Defect, and (2) provide Vicom with all data files, software or any other relevant material, together with (if Vicom requires) on-site access, reasonably believed necessary by Vicom for it to reproduce and analyze the Defect.
8. **Equipment and Customer Information.** To receive Services, Customer must provide Vicom any information required by Vicom regarding the location and configuration of the Products for which Customer desires to receive the Services. Continuation of Services at any new location is subject to approval by Vicom, and additional charges may apply.
9. **Service Area.** The availability of On-site Spares and the respective Response Times are limited to the Service Area.
10. **Excluded Services.** Notwithstanding anything to the contrary, Vicom shall have no obligation to provide: (i) support or replacement of Products damaged by, or resolution of problems caused by, accident, abuse, misuse, third party product(s), natural or personal disaster including without limitation power surge or failure or the like, or other disaster, any unauthorized disassembly, repair or modification, or any failure to maintain and use the Products in a manner consistent with their intended purpose, the Documentation and instructions from Vicom, (ii) support or replacement of Products that Vicom determines in its reasonable discretion do not have a Defect; (iii) hardware or software upgrades or third party products required to operate new Hardware or Software; (iv) support of Products not equipped with the most current version of the Software or Hardware, if such version has been made available to Customer; (v) delivery or on-site Services outside the Service Area or on-site Services where, in Vicom's opinion, a condition exists that represents a hazard to the safety of its employees or agents; (vi) installation services other than those expressly provided herein or Exhibit A; (vii) customization of the Products; (viii) support or replacement of any third party product or Product in which any parts have been replaced with any third party product; or (ix) expendable parts. Customer will be responsible for charges on a time and materials basis for Services provided as a result of fault of Customer or third party products.
11. **Service Procedure Changes.** Notwithstanding anything to the contrary, Vicom shall have the right to modify its procedures with respect to Services (including the terms in Exhibit A) by notifying Customer of the changes. Such changes shall apply to the Services on a going-forward basis.
12. **Customer Cooperation.** Customer shall provide Vicom reasonable assistance and prompt access to and use of the Products and Software to allow Vicom to provide the Services. Customer shall be responsible for providing backup of data and otherwise protecting data against loss or destruction prior to the provision of any Services. At Vicom's reasonable request, Customer shall provide connection of Product to a telephone line or remote access network for remote diagnostics and trouble-shooting and safe adequate facilities in the event that Vicom elects to perform any Services at Customer's site. Upon discovery of the Defect for which Services are requested, Customer shall promptly notify Vicom according to Vicom's published service procedures and provide a reasonably detailed observation of the Defect including a description of the parameters, procedures, and conditions resulting from the Defect, as well as any data files, results of diagnostic programs and other information reasonably believed necessary by Vicom to reproduce and analyze the Defect.
13. **Replacement Items.** Only with the prior written authorization of Vicom may Customer install replacement Products or Replacement Parts, and Customer shall promptly package and ship the replaced items to Vicom under Return Material Authorization by Vicom. At its option, Vicom may elect to treat replacements as an exchange or to return repaired items to Customer. Exchanged and loaned items are the property of Vicom. Replacement Parts or replacement Products will be provided by Vicom on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. Hardware or Replacement Parts replaced under this provision shall become the property of Vicom. Any replaced or loaned items not returned to Vicom within thirty (30) days of receipt of the replacement or repaired original will be invoiced to Customer and Customer agrees to pay the then current list price for such items. Customer agrees, at Customer's cost and expense, to be responsible for diligence and care in the use and protection of the Replacement Parts. Without limiting the foregoing, Customer shall be responsible for following any instructions or guidelines from Vicom with respect to On-site Replacement Parts
14. **Limited Services Warranty.**
  - a. **Warranty.** Vicom warrants that it will use commercially reasonable efforts to perform the Services. Vicom's entire liability and Customer's exclusive remedy for breach of this warranty shall be for Customer to cancel the Service if Vicom fails to remedy the defective Service within sixty (60) days of notice from Customer. If Customer cancels Services under this Section, Customer will be relieved of any payment obligations for the pro rata remaining portion of the canceled Services measured from the time of such notice.
  - b. **Disclaimer of Warranty.** THIS WARRANTY SETS FORTH THE ENTIRE LIABILITY AND OBLIGATIONS OF VICOM AND ITS SUPPLIERS WITH RESPECT TO BREACH OF WARRANTY, AND THE WARRANTIES SET FORTH OR LIMITED HEREIN ARE THE SOLE AND EXCLUSIVE WARRANTIES AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF NONINFRINGEMENT, FITNESS FOR PARTICULAR PURPOSE AND MERCHANTABILITY. TO THE EXTENT AN IMPLIED WARRANTY CANNOT BE EXCLUDED, SUCH WARRANTY IS LIMITED IN DURATION TO THE WARRANTY PERIOD.
15. **Limitation of Liability.** NEITHER VICOM NOR ANY OF THE PERSONNEL UTILIZED BY VICOM IN PROVIDING THE SERVICES SHALL BE LIABLE FOR ANY INDIRECT, CONDITIONAL, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSS (INCLUDING DAMAGES FOR LOSS OF DATA, LOSS OF BUSINESS, LOSS OF PROFITS, OR THE LIKE), HOWEVER CAUSED, ON ANY THEORY OF LIABILITY (INCLUDING, WITHOUT LIMITATION, NEGLIGENCE, BREACH OF CONTRACT OR OTHERWISE), EVEN IF VICOM OR ITS REPRESENTATIVES HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. VICOM'S CUMULATIVE LIABILITY FOR ALL CAUSES OF ACTION ARISING OUT OF THIS AGREEMENT AND/OR THE SALE OR PROVISION OF THE PRODUCTS (INCLUDING UNDER ANY WARRANTY EXTENDED IN CONNECTION THEREWITH) SHALL BE LIMITED TO THE AMOUNT PAID BY CUSTOMER FOR THE SERVICE (S) GIVING RISE TO THE CLAIM, OR, IN THE EVENT THAT THE RESPECTIVE PRODUCT IS OFFERED WITHOUT CHARGE, THE AMOUNT PAID FOR THE PRODUCT MOST CLOSELY RELATED TO THE CLAIM. THIS LIABILITY LIMIT IS CUMULATIVE AND NOT PER INCIDENT.
16. **Allocation of Risk.** THE LIMITED WARRANTY, EXCLUSIVE REMEDIES AND LIMITATION OF LIABILITY SET FORTH ABOVE ARE FUNDAMENTAL ELEMENTS OF THE BASIS OF THE BARGAIN BETWEEN VICOM AND CUSTOMER. CUSTOMER AGREES THAT VICOM WOULD NOT BE ABLE TO PROVIDE THE PRODUCTS ON AN ECONOMIC BASIS WITHOUT SUCH LIMITATIONS.
17. **Term and Termination.**
  - a. **Term.** This Agreement shall commence upon: (a) the date of delivery for the respective Product to which the Support or Services apply; or (b) date of Support Plan registration up to 90 days after delivery date, whichever is later ("Effective Date") and shall continue for three (3) years after the effective date agreement unless terminated by either party in accordance with Section 17(b) (Termination). Vicom will communicate registration procedures at the time of purchase. Warranty Services shall not apply beyond the Initial Period and are not renewed, notwithstanding any renewal of

this Agreement.

- b. **Termination.** Either party may terminate any or all Support or Services by written notice to the other party no less than thirty (30) days prior to the anniversary of the commencement or renewal of Services hereunder. In addition, Customer may terminate the Support or Services at any time upon written notice to Vicom, for any reason or no reason, but Customer shall not be entitled to any refund of the fee attributable to the remainder of the twelve (12) month period for which the Services were ordered. Support and Services beyond those under contract shall not renew automatically, and the Customer must initiate renewal.
  - c. **Termination by Vicom.** Notwithstanding anything to the contrary, this Agreement may be terminated immediately by Vicom in the event of (a) failure of Customer to pay amounts due hereunder, (b) in the event of transfer or sale of all or substantially all of Customer's assets, or transfer of a controlling interest in Customer to an unaffiliated third party, (c) Customer ceasing to carry on business as a going concern, becoming the object of the institution of voluntary or involuntary proceedings in bankruptcy or liquidation, or a receiver being appointed with respect to a substantial part of Customer's assets or (d) any material breach of this Agreement or any provision thereof by Customer.
  - d. **Transfer of Extended Support Plan.** Customer may transfer Extended Support Plan to a new owner of covered equipment by sending, faxing or e-mailing notice of transfer to Vicom Systems. Transfer notice must include Plan Agreement Number, serial numbers of equipment being transferred, proof of purchase of the Plan, and the name, address, telephone number and e-mail address of the new owner.
- 18. Miscellaneous.** Any notice required to be given hereunder shall be given in writing at the address of each party set forth above, or to such other address as either party may substitute by written notice to the other. The Agreement and any dispute related to the Products shall be governed in all respects by the laws of California and the parties consent to the exclusive personal jurisdiction and venue of the state and federal courts of San Mateo County, California. This Agreement represents the entire agreement between Vicom and Customer with respect to the subject matter, and Customer agrees that all prior negotiations, understandings, representations and/or agreements of the parties relating to the subject matter hereof, whether oral or written, are merged herein and superseded in their entirety. The Agreement may be modified only in writing, and must be signed by both parties. Other than for express payment obligations, neither party shall be liable for any delay or failure in performance due to events outside the defaulting party's reasonable control, including without limitation strikes, shortages of supplies, riots, war, earthquake, fire, epidemics, criminal or malicious acts of third parties, failure of utilities or common carriers, or other circumstances beyond its reasonable control. Neither this Agreement nor any rights under this Agreement, other than monies due or to become due, shall be assigned or otherwise transferred by Customer (by operation of law or otherwise) without the prior written consent of Vicom. Vicom shall have the right to assign all or part of this Agreement without Customer's approval. This Agreement shall bind and inure to the benefit of the successors and permitted assigns of the parties. Vicom's failure to exercise any of its rights hereunder shall not constitute or be deemed a waiver or forfeiture of such rights. In the event that any of the terms of this Agreement become or are declared to be illegal or otherwise unenforceable by any court of competent jurisdiction, all remaining terms of this Agreement shall remain in full force and effect. Each party warrants and represents that its respective signatories whose signatures appear below have been, and are, on the date of signature, authorized to execute this Agreement.

## EXHIBIT A

### VICOM SYSTEMS PRODUCT WARRANTY, SUPPORT PLANS, AND SERVICES

1. **PRODUCT (HARDWARE AND SOFTWARE) WARRANTY.** For a period of one (1) year from the Effective Date, Vicom warrants that the Vicom Product hardware (i.e., excluding Vicom Software) will function as described in current documentation for such Products and shall be free from defects in materials and workmanship. In addition, Vicom also warrants for a period of three (3) months that Vicom Software will function as described in Vicom's current documentation the effective date.
  - As Vicom's sole liability for breach of these limited hardware and software warranties, Vicom shall, at its option, (i) repair or replace at its expense (including return shipment) any Vicom Product found by Vicom to breach this warranty, or (ii) reimburse the purchase price allocable to such Vicom Product less reasonable deductions for usage; provided that Customer notifies Vicom or its authorized Partners in writing of the alleged defective Vicom Product hardware and then, at Customer's expense, returns such Vicom Products to Vicom's designated return facility within the applicable warranty period along with a brief statement explaining the alleged defect and a reference to the Return Material Authorization number ("RMA Number") issued by Vicom.
  - Returned Vicom Products that are found by Vicom to conform to such warranty or are returned out-of-warranty will be repaired or replaced at Vicom's standard charges and shipped back to Customer or authorized Partner, as applicable, at Customer's expense. The express warranties set forth this Section will not apply to defects in a Vicom Product caused: (a) through no fault of Vicom during shipment to or from ARP, (b) by the installation, use or operation of Vicom Products in an application or environment other than that intended or recommended by Vicom, (c) by modifications or alterations made to the Vicom Products by any party other than Vicom, (d) by misuse, abuse, neglect, theft, vandalism, fire, water or other peril, (e) by failure of ARP to comply with any of the return procedures specified in this Agreement, (f) by use of the Vicom Products outside their environmental specification, or (g) by the Vicom Products being subjected to unusual physical or electrical stress.
2. **EXTENDED MAINTENANCE (HARDWARE AND SOFTWARE).** With the purchase of extended support plans, Vicom will provide maintenance for hardware and software to maintain the products as described in current documentation for such Products to ensure they remain free of defects in materials and workmanship. If repairs are required, Vicom will provide parts and labor, but may require Customer or ARP to replace certain readily installable parts. Vicom may, at its sole option, provide replacement product or parts that are manufactured from new, refurbished, or serviceable used parts. The replacement product or parts will be functionally equivalent to the replaced products or parts and will assume the remaining coverage under the applicable support plan. The products or parts that are replaced become Vicom's property.
  - For hardware or software that requires maintenance repairs or replacement, Vicom shall, at its option, (i) repair or replace at its expense (including return shipment). Customer shall return product to receive maintenance to Vicom-designated return facility within the effective support period along with a brief statement explaining the alleged defect and a reference to the Return Material Authorization number ("RMA Number") issued by Vicom.
  - Returned Vicom Products that are returned out-of-warranty or are without extended support coverage will be repaired or replaced at Vicom's standard charges and shipped back to Customer or authorized Partner, as applicable, at Customer's expense. In the event a returned product is found by Vicom to be without defect or need of repair, Vicom shall have the right to assess fees for time expended and shipping charges. In addition, maintenance under this Section will not apply to defects in a Vicom Product caused: (a) through no fault of Vicom during shipment to or from ARP, (b) by the installation, use or operation of Vicom Products in an application or environment other than that intended or recommended by Vicom, (c) by modifications or alterations made to the Vicom Products by any party other than Vicom, (d) by misuse, abuse, neglect, theft, vandalism, fire, water or other peril, (e) by failure of ARP to comply with any of the return procedures specified in this Agreement, (f) by use of the Vicom Products outside their environmental specification, or (g) by the Vicom Products being subjected to unusual physical or electrical stress.
3. **SUPPORT AND EXTENDED MAINTENANCE PLANS.** Vicom Systems develops solutions to simplify the sharing and management of Vmirror and other products and services, and is committed to providing a high-value experience for Vicom Customers. To best meet Vicom Customer needs, the company offers a variety of support tools and services, including:
  - Telephone and email technical support
  - Extended hardware and software maintenance, beyond initial warranty periods
  - Remote system monitoring
  - FAQs, documentation, installation and configuration examples, error code tables and compatibility information and Vicom SAN glossary.
  - Downloadable software and microcode plus email notification of updates, providing immediate access to the most up-to-date code enhancements.
  - Online product registration, simplifying communication with Vicom
  - Onsite services, including installation, consultation, system health checks, and training

#### Initial Support

- Vicom provides complimentary telephone and e-mail technical support for the first 90 days after customer purchase

## Extended Support

- Vicom offers a choice of extended maintenance and support under two plans. These are: (a) Standard; and (b) 24x7, both of which include extended hardware and software maintenance coverage beyond initial warranties. Customer may elect to purchase either Extended Support plan at any time for up to three years after purchase. However, the support and maintenance coverage shall remain in effect only until three years after initial purchase. All plans include:
- Telephone and e-mail technical support
- Extended software maintenance beyond initial warranty period and free updates. Extension is required to receive updates beyond the initial 90-day software warranty period.
- Optionally, and subject to availability of VPN access by the Customer, Vicom also offers:
  - Remote troubleshooting and diagnosis
  - Proactive system monitoring of the Vicom installation
- For selected products, Vicom may elect to provide extended support and maintenance beyond the first three years. Please consult Vicom for additional details.

**Standard Support** provides a combination of warranty and extended software and hardware maintenance and telephone, e-mail-based technical support during normal business hours, 9AM-5PM, Pacific Standard Time. Or, where specifically noted in the Customer Agreement, telephone support is provided during local Service Area business hours by Vicom Partners. In addition, when Customer provides a VPN connection, Vicom or its Partners will provide daily remote system monitoring, and when required, remote diagnostics and troubleshooting.

**24x7 Support** provides a combination of warranty and extended software and hardware maintenance and round-the-clock telephone and e-mail-based technical support. Alternatively, where specifically noted in the Customer Agreement, telephone support is provided from the Service Area business hours by Vicom Partners. In addition, when Customer provides a VPN connection, Vicom or its Partners will provide daily remote system monitoring, and when required, remote diagnostics and troubleshooting.

The following table highlights the principal features of the Vicom Warranty and Support Plans:

<b>Warranty &amp; Support Plans at a Glance</b>			
	<b>Initial Warranty</b>	<b>3-year Standard Support Plans</b>	<b>3-year 24x7 Support Plans</b>
<b>Hardware</b>	1 year	1 year (initial warranty) + 2 years extended hardware maintenance	1 year (initial) + 2 years extended hardware maintenance
<b>Software</b>	3 months	3 months (initial warranty) + 33 months extended software maintenance	3 months (initial warranty) + 33 months extended software maintenance
<b>Telephone and e-mail Technical Support</b>	3 months complimentary	During normal business hours (9AM-5PM) Pacific Standard Time or Local Service Area time, depending on contract provider	Support 24 hours per day
<b>Remote System Monitoring</b>	None	Daily remote monitoring of system operation for potential problems such as disk degradation, and abnormal system activity. Customer notification by e-mail or telephone. Customer must provide VPN connection.	Daily remote monitoring of system operation for potential problems such as disk degradation, and abnormal system activity. Customer notification by e-mail or telephone. Customer must provide VPN connection.
<b>Remote Diagnosis</b>	As required to meet warranty	As required for technical support. Customer must provide VPN connection.	As required for technical support. Customer must provide VPN connection.

4. SERVICES. Vicom offers additional Services to address higher levels of Customer requirements, when needed. These include:

**Onsite Installation Service.** Vicom or its Partners will plan, install and test Vicom products at Customer site. Installation includes:

- Review of the configuration plan
- Verification of all necessary components such as physical mounting, cabling, Ethernet/IP settings, and SAN/Zone settings
- Vmirror installation

- Xserve RAID preparation
- Xsan and metadata controller installation and setting
- Client Server bring-up
- Testing including: Xsan Tuner, Final Cut Pro, HA testing
- Final system configuration (physical and logical) document
- Configuration and Final Test results documentation
- Note: Travel and related expenses are billed in addition to Onsite Installation price.

**Quarterly Onsite Health Check.** Adding Vicom's Quarterly Onsite Health Check can further enhance the Vicom Support Plans. This service includes a complete on-site service checkup performed on a quarterly basis by a Vicom or Partner Customer Support Engineer (CSE). This Service includes:

- Perform physical inspection of all components and connections
- Proactive installation of software updates (to the latest software maintenance release).
- System status log review
- Error log and error rate review
- Save contents, then delete/clear out logs
- Check the UPS message log and the current load on the UPS
- Send a test alert and check the email recipient list to verify alert operation
- Perform physical inspection of all components and connections
- In addition, at the Customer's option, the Vicom or Partner CSE will discuss/query the system administrator on the overall performance of the system, any changes in network configuration or usage of the system. The CSE will answer any specific questions regarding the system.

**Onsite and remote planning and consultation services.** Vicom also provides onsite or remote professional services on planning, best practices, maintenance, and other advice requested by the Customer. Pricing is provided under special quote. Planning services include:

- Advice on configuring for High Availability (no single point of failure, UPS, etc.)
- Performance (no dropping frame)
- Capacity (how many days of the data)
- Expansion (adding more clients, capacity, and performance)
- Maintenance (failure detection, recovery, spares, etc.)
- Documentation
- Development of System configuration plan
- Acceptance test plan
- Note: Travel and related expenses are billed in addition service pricing.

**Onsite Training.** In addition to scheduled training, Vicom also provides onsite technical training. Pricing is provided under special quote. Travel and related expenses are billed in addition to training price.