

		FULL SUPPORT Software/Hardware support by Convergint	PARTNERSHIP SUPPORT Software/Hardware supported jointly between customer technical staff and Convergint	MINIMUM SUPPORT (SMA Only) Valid software license but no Convergint support agreement	T & M No agreement Time and materials only
Telephone/remote access support	Telephone Support including system remote access capabilities for system diagnostics and operational troubleshooting	Included 24/7 - unlimited number of calls	24/7 Included after Hospital technical staff screens the calls	Included 24/7 - unlimited number of calls	Available with authorization of a purchase order only (recommend issuing a standing purchase order #). Minimum charge of 1hr. 8AM - 5PM (Monday - Friday) additional fees outside normal business hours, weekends, and holidays
System/software maintenance agreement (SMA)	System/Software Maintenance Agreement (SMA) from CenTrak, which provides for software updates and includes an extended warranty on all serviceable tags and on system components for up to 7 years (excludes batteries and consumable tags)	Included (Unless otherwise purchased separately)	Included (Unless otherwise purchased separately)	Included (Unless otherwise purchased separately)	An SMA price quotation can be provided upon request
Access to system monitoring service	Access to the software's monitoring service providing the ability to view the status of all tags/devices reporting to the system	Included	Included	Included	Not available without an active SMA
Monthly monitoring of system components and battery status	Monthly monitoring of the system, including communication and battery status for all devices and tags	Included	Included	8AM - 5PM (Monday - Friday) additional fees apply outside normal business hours	Not available without an active SMA
Monthly configuration maintenance and system backup	Monthly backups of the system configuration and maintenance	Included	Included	Not Included - Refer to T&M	8AM - 5PM (Monday - Friday) Additional fees outside normal business hours
Scheduled onsite maintenance	Onsite visits for maintenance and battery replacement **Number of onsite visits may vary depending on the Convergint Support Agreement	Included	Not included - Refer to T&M	Not Included - Refer to T&M	8AM - 5PM (Monday - Friday) Additional fees outside normal business hours
Onsite staff in-service and refresher training	Additional onsite staff in-service and refresher training by Convergint Corporate Trainer for mission critical use cases - Patient Security or Staff Duress	Included	Included	Quoted upon request	Quoted upon request
Labor to replace tag/device batteries	Resources to replace batteries in all devices and serviceable tags as indicated by the system's monitoring software **To be completed during scheduled onsite service trips. **Excludes the cost of the batteries **Does not include labor to replace batteries for staff badges, patient tags, non-serviceable tags or items not identified on the Agreement	Included	Not included - Refer to T&M	Not included - Refer to T&M	8AM - 5PM (Monday - Friday) Additional fees outside normal business hours. Current list price for batteries
Part repairs or replacements	Repair or replacement of defective devices and serviceable tags	Included	Replacement parts are included. Replacement parts provided per the SMA. Labor and travel provided at 8AM - 5PM (Monday - Friday) Additional fees outside normal business hours	Replacement parts are included. Replacement parts provided per the SMA. Labor and travel provided at 8AM - 5PM (Monday - Friday) Additional fees outside normal business hours	Current list or exchange prices. Labor and travel provided. 8AM - 5PM (Monday - Friday) Additional fees outside normal business hours
Software upgrades	Onsite or remote installation of software upgrades that are made available by the manufacturer	Included	Included (Hospital Technical staff must participate)	Remote installation of required software upgrades included Onsite upgrades to be provided 8AM - 5PM (Monday - Friday). Additional fees outside normal business hours	Not available without an active SMA
Annual system inspection	Annual onsite inspection to confirm system is functioning as designed. **Includes exit testing for Patient Security Systems	Included	Included (Hospital Technical staff must participate)	Not included - Refer to T&M	Cost depends on size of the system, distance for travel. Convergint can provide a quotation.
Tag testing	In-house and/or remote operational testing of tags	Included	Included	Not included - Refer to T&M	Tags sent in for testing