

DIGITAL HOME

TECHNOLOGIES

PERFORMANCE PLANS



DHT PERFORMANCE PLANS

FEATURE	BENEFIT	ELITE	VIP	STANDARD	BASIC
Dedicated Support Team and Access	Elite staff member dedicated to your system	√	√	√	e-mail or chat only
Proactive remote system monitoring, updates, service	Your system notifies us of issues, often before you know	√	√	√	
Extended remote service hours	Remote log-in service beyond our regular business hours	24/7/365	24/7/365	24/7/365	24/7/365
On-site service hours	The days and hours we are available to come to you	M-Th 8a-5p, F 8a-4p	Mon-Fri 8am-4pm	Mon-Fri 8am-3pm	
Priority scheduling	How fast we respond to an on-site service request	1-day or 2-days	3-days	4-days	Next available
Response time	How fast we respond to a system or call-in notification	1-hour	1-hour	1-hour	e-mail or chat only
Complimentary on-site equipment service	Included troubleshooting, removal, re-installation, setup, testing	√	√		
Complimentary site visits for service or support	Included on-site system servicing or user support	Unlimited	First-hour included		
On-site system health checks / seasonal service	Site visits for health check, seasonal disconnect/re-connect	2 per year	1 per year		Optional
Password Management	System password management, updates and organization	√	√	√	
Recorded surveillance video footage retrieval	Assistance with finding archived security camera recordings	√	√		
Power management for surge and brownouts	We monitor and reset your system due to electrical issues	√			
Annual system cyber security review	Review of system hardware and software security	√	√		
Annual WiFi network scan and map	On-site WiFi speed and coverage performance checkup	√	√		
Internet / CableTV troubleshooting	Fixing internet & CATV issues where possible	√	√	√	
ISP Concierge	We'll contact your ISP/CATV company on your behalf	√	√		
System calibration after ISP updates	Restoring full system function if needed after ISP updating	√	√		
Remote-in service session limits	How many times we'll connect-in to your system	Unlimited	Unlimited	Unlimited	Unlimited
Transferable	Plan can be transfered to new homeowner	√	√	√	√
Discounted on-site service rates	Special service rates for Plan members	√	\$100/hr, no travel charges	\$100/hr, no travel charges	\$150/hr, no travel charges
Monthly Fee, annual payment preferred		Price on Request	\$300/month	\$150/month	\$75/month



FAQ

Q: Why do I need a Performance Plan?

A: We can now do most maintenance, updates, support and even system repairs remotely. If there's a new update that would normally require a home visit, we can often perform the maintenance right from our office without interrupting you for a home visit. This reduces time and expense for you and for us.

Q: Is my system reliable?

A: More than ever. We rarely replace hardware. But there are constant software updates, not only on what we installed, but on your mobile devices, streaming platforms and internet services.

Q: What if I'm not on a Plan?

A: You can choose to pay per incident and by the hour, but won't receive priority scheduling, extended hours or over a dozen other benefits. In fact, you'll likely pay more than if you were on a plan.

Q: What can we monitor and update remotely?

A: Just about any device that's connected including all critical system automation and networking hardware... exactly the items that are most dependent on software updates.

Q: What can't we monitor?

A: Older hardware like some TVs and some 3rd party devices.

Q: How do my manufacturer warranties fit in with the Plans?

A: Your manufacturer warranties are fully in effect.

Q: Do I need to sign a contract?

A: Yes, we offer an agreement that automatically renews.

Q: How are the plans paid?

A: Our Performance Plans are paid monthly or yearly. We accept credit cards.

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