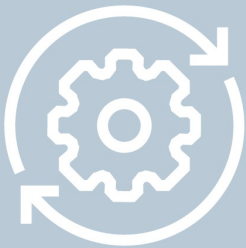


# PEACE OF MIND FOR YOUR HOME TECHNOLOGY



System Reliability



24 X 7 Support Coverage



Live Knowledgeable Technician

Technology systems occasionally experience disruptions. We want to keep things simple and provide support if your systems experience any of these disruptions. From proactively monitoring and fixing your system remotely to enabling you to reset your own system easily, we have you covered.

**LEARN MORE >>**

Limited	Essential	Enhanced	Elite
No Subscription	£ 50 Billed Monthly Subscribe	£ 95 Billed Monthly Subscribe	£ 175 Billed Monthly Subscribe
	Initial one off Setup Fee: £600	Initial one off Setup Fee: £600	Initial one off Setup Fee: £600
	Monitoring and Remote Repair	Proactive Monitoring and Remote Repair	Proactive Monitoring and Remote Repair
	We'll remotely check your technology system once a week for potential issues and where possible troubleshoot.	We'll proactively monitor your technology system and oftentimes troubleshoot potential issues before they arise.	We'll proactively monitor your technology system and oftentimes troubleshoot potential issues before they arise.
Reactive Remote Repair	Reactive Remote Repair	Reactive Remote Repair	Reactive Remote Repair
Upon hearing from you, your system will be accessed remotely within 2 working days and oftentimes repaired without a service call.	Upon hearing from you, your system will be accessed remotely within 4 hours and oftentimes repaired without a service call.	Upon hearing from you, your system will be accessed remotely within 2 hours and oftentimes repaired without a service call.	Upon hearing from you, your system will be accessed remotely within 30 minutes and oftentimes repaired without a service call.
	24/7 Email, Text and Chat Support	24/7 Email, Text and Chat Support	24/7 Email, Text, Chat Support
	We're available to communicate with you in whichever manner best fits your lifestyle.	We're available to communicate with you in whichever manner best fits your lifestyle.	We're available to communicate with you in whichever manner best fits your lifestyle.
9-5 Monday to Friday Telephone Support	9-5 Monday to Friday Telephone Support	24/7 Phone Support	24/7 Phone Support
Charged at standard engineers hourly rate	Experience the convenience of a live answer by one of our knowledgeable technicians.	Experience the convenience of a live answer by one of our knowledgeable technicians.	Experience the convenience of a live answer by one of our knowledgeable technicians.
	App Control	App Control	App Control
	You'll get a mobile app enabling you to fix many of the common issues that technology systems experience.	You'll get a mobile app enabling you to fix many of the common issues that technology systems experience.	You'll get a mobile app enabling you to fix many of the common issues that technology systems experience.

Service Calls	Discounted Service Calls	Discounted Service Calls	Discounted Service Calls
In the unlikely event that a service call must be scheduled, standard callout and engineer rates apply per hour with a 5 working day service.	In the unlikely event that a service call must be scheduled, you'll receive 5% off labour rates and priority 3 working day service.	In the unlikely event that a service call must be scheduled, you'll receive 15% off labour rates and priority 2 working day service.	In the unlikely event that a service call must be scheduled, you'll receive 25% off labour rates and "Front of Line" next working day service.
	Annual Tech Reviews	Annual Tech Reviews	Biannual Tech Reviews
	Annual System Updates*	Annual System Updates*	Biannual System Updates*
	*Additional fees may apply	*Additional fees may apply	*Additional fees may apply
			Control4 4Sight licence annual renewal included

## LET US ANSWER YOUR QUESTIONS

### What can we monitor?

- Whether most of your network connected devices are up and running.
- Health of many connected AV devices and light switches (availability may vary depending on manufacturer).
- Internet up/down state and average upload/download speeds.

### What can't we monitor?

- Quality of audio/video (a connected network media player may show as online but the audio or video may still be experiencing issues).
- Different apps or services within connected network devices (i.e. Netflix not working or Pandora producing an error message within a functioning Apple TV or Sonos player).
- Toasters, wicker baskets, toilets, major home appliances (yet), pets, kids, plant life or threats from zombies.



### Interactive Sound, Light & Vision

Unit 7, 96G New Drove, Wisbech, Cambs PE13 2RZ

Telephone: 01945 476973

Email: [info@abaudiovisual.co.uk](mailto:info@abaudiovisual.co.uk)