



Customer Advantage Support Agreement

Thank you for choosing Cedar Path Solutions Group (CPSG) for your video surveillance solution. We trust that you will be pleased with the operation of your equipment for some time to come. While we fully expect all of the equipment to have a long life, there are times when products do malfunction or require maintenance. CPSG is pleased to offer our Customer Advantage support agreement, providing continuing support for your products.

Equipment and Service Warranty

All equipment is sold with the manufacturer's warranty. Each manufacturer warrants their products differently; for a current schedule of warranties, please visit the manufacturer's website.

CPSG warrants the installation for a period of 60 days. During this time CPSG will troubleshoot, repair, and replace, as necessary, issues arising from installation (additional costs for hardware replacement is not included). Please see the CPSG Limited Warranty for a complete warranty description.

Maintenance Agreements

CPSG is pleased to offer a maintenance agreement to fit every need: CPSG Advantage Essential and CPSG Advantage Premium.

CPSG Advantage Essential

For our customers providing their own routine maintenance, CPSG Advantage Essential provides a structured way for problem resolution. Existing customers can arrange for time-and-materials engagements for troubleshooting issues and problem resolution, as needed.

CPSG Advantage Premium

CPSG Advantage Premium is designed to provide you with worry-free operation of your video surveillance solution. Using our cutover documentation as a baseline, our premium agreement builds upon this foundation and provides the following services:

- Hardware Failure – While under manufacturers warranty, CPSG will work with the vendor to provide a replacement, once it is determined that there is a hardware failure. Beyond the warranty period cost for parts or replacement camera are the customer's responsibilities. **
- Loaner Program – CPSG will provide a replacement camera while CPSG works with the vendor to determine what the problem. **
- Guaranteed Response Time – 4 hour response time, on-site support within 24 hours
- Software Upgrades – Annual software updates will be applied to the cameras and video recording software, as required.
- Additional Training – Up to four hours of additional video surveillance training will be conducted at the customer location.

*Protect your
valuable video
surveillance
products with a
Support
Agreement from
Cedar Path
Solutions!*

- Network/Camera Connectivity Issues – CPSG will assist in troubleshooting network issues involving camera connectivity. Support is limited to phone/email support; on-site support will be performed at an additional charge.
- Custom Configurations- CPSG creates custom scripts to further automate video needs. As new scripts are created they will be made available at no additional charge.
- Axis Camera Management- From your desktop you can locate and show the connection status of all Axis Video Devices on your network.
- Special Event Loaner Program- If you have a Special Event that requires additional security CPSG will help design a surveillance solution and provide 2 cameras for use during the event.
- Phone Support – Customers have access to the CPSG Technical Assistance Center (TAC). TAC can be contacted via phone, email, or web.

** Remote Access to your network is required

** For installations requiring a lift, the cost of the lift is not included and is the responsibility of the customer.

Cameras/Video Servers	Annual Cost per Device
1-10	\$125.00
11-25	\$100.00
26-50	\$75.00
51-100	\$50.00
101 and above	Quote

Be Proactive About Your Infrastructure with CIMonitor™

CPSG has created Critical Infrastructure Monitor, or CIMonitor™, to provide a comprehensive monitoring and reporting solution. CIMonitor™ is a separate hardware appliance utilizing best-of-breed Open Source and custom applications. It provides hardware monitoring, application monitoring, and performance metrics and trends. CIMonitor™ may be used stand-alone, or it may be added to any of our Advantage maintenance products. Since each CIMonitor™ installation is unique, pricing is determined based on the number of items being monitored. Please see <http://www.cedarpath.com/cimonitor> for additional information.

Contact Cedar Path Solutions Group for a Customized Quote Today!