



# Schedule of Services

Subscriber Lexington Fayette Urban County Government

Agreement No. SK-10629

**The Monthly Service Includes** (check those that apply):

- 24 Hour, 365 Day System Monitoring
- mysonitrol.net
- Code Changes
- Late to Close Notification
- Annual Preventative Maintenance Visit (Upon Request Only; Lift Expenses Not Included)
- State Certified Fire Inspection. (See Proposal for Frequency of Inspections)

**Commitment to Service** (check those that apply):

- \$10,000 Limited Performance Warranty (Separate Addendum Required)
- Ninety (90) Day Satisfaction Guarantee\*
- False Alarm Guarantee
- Three (3) Hour Emergency Service Guarantee
- Video Quality Assurance Program (See Separate Document for Details)
- 'Lifetime' Quality Assurance Plan as described below:
  1. Service calls generated as a result of component failure will be repaired and/or component will be replaced without charge.
  2. Service calls generated as a result of installation procedures or workmanship will be repaired without charge.
  3. Service calls generated as a result of wiring failure when wiring has not been cut or otherwise damaged or disturbed will be repaired or replaced without charge.

The Quality Assurance Plan **Does Not** include:

1. Service calls generated as a result of user error.
2. Service calls generated as a result of damage caused by client or other non-Company personnel.
3. Service calls generated as a result of remodeling, the addition of noise interruptive machinery and/or devices causing system re-configuration.
4. Service calls generated as a result of damage caused by forces outside the control of Sonitrol such as fire, "Acts of God", explosions, riots, vandalism, structural collapse or any incident normally covered by adequate insurance of the Client.
5. Replacement or repair of control equipment or any equipment which is no longer manufactured or supported by the manufacturer; replacement or repair of any peripheral system equipment required to replace due to upgrades or replacement of system's control or other equipment.
6. Travel/Trip charges outside Fayette, Kenton and immediate surrounding counties.
7. The replacement of access control credentials (i.e. cards, keys, fobs, tags, badges, etc.) and other related items.
8. System improvements, upgrades, additions of function or coverage.
9. For additional exclusions refer to the security alarm agreement.
10. Any service call, for any reason, generated after the termination of the Client Agreement.

- One (1) Year Equipment Warranty and Ninety (90) Day Service Warranty Only
- Time and Materials Only

**Managed Access Control** (check those that apply):

- Credential Changes
- Scheduling Changes
- Prop Monitoring
- Force Monitoring
- Internet Remote Portal Access

**Other** (Specify)

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Subscriber Approval: X Title: X Date: X

Authorized Representative Approval: [Signature] Date: \_\_\_\_\_

\*Limited up to \$10,000.00 Installation Investment. Client must first submit concern in writing and allow Company reasonable time to attempt to resolve concerns to client's satisfaction. Fire and/or Video Surveillance (CCTV) systems are excluded from any satisfaction guarantee.