

DES Support Services Overview

DES is your trusted partner for the duration of the technology cycle. We offer multiple support plans* covering your security, voice, networking and multimedia systems. Installation by DES is not required for support services.

| | Ext'd. Manufacturer Warranty | DES Workmanship Warranty | DES Billable Service Call | DES Block of Hours | DES Support Contract |
|------------------------------|------------------------------|--------------------------|---------------------------|--------------------|----------------------|
| Coverage Duration | Typically 1-year | 90-days* | N/A | Min. 20-hour block | Annual or Multiyear |
| Equipment Replacement | ✓ | - | - | - | - |
| DES Installation | - | ✓ | - | - | - |
| Hardware Technical Support | - | - | ✓ | ✓ | ✓ |
| Software Technical Support | - | - | ✓ | ✓ | ✓ |
| Software Upgrade Entitlement | ✓ | - | - | - | - |
| Preventative Maintenance | - | - | - | - | ✓ |
| Remote Alarm Reporting | - | - | - | - | ✓ |
| Priority Response | - | - | - | - | ✓ |
| After-Hours Support* | - | - | ✓ | ✓ | ✓ |

***Notes:** Custom support plans available. DES security workmanship covers 1-year. After-hours support subject to surcharge unless under a Gold support contract. *Please speak with your DES account manager for detailed terms and conditions.*