



new technology without the hasslesm

Enhanced Service and Support (ESS)

Service and Support When You Need It Most

Designing and delivering simple, reliable, beautiful systems is what Home Media is all about. But like most everything 'high tech,' our systems occasionally need service. The times our clients use their systems most are often the hours our offices are closed. Our new Enhanced Service and Support Plan (ESS) has been created specifically to give you access to our technicians when you need them most.

On-Call Telephone Support

The benefits of the plan start with free, unlimited after-hours telephone support. We'll have an On-Call Technician standing by from 8:00 AM until 10:00 PM, 7 days a week—even holidays. You'll use an exclusive telephone number to reach our On-Call Tech and we guarantee a call back within 30 minutes.

After-Hours On-Site Service

If our On-Call Technician can't resolve your issue over the phone, we'll be happy to come to your home.

Guaranteed Response Time

When you call Home Media's dedicated ESS phone number, you'll be asked to leave a voice mail with your name, number, and a brief description of your needs. That information will be sent to one of our On-Call Technicians. He'll call you back within 30 minutes to help you solve your problem.

If he can't resolve the issue over the phone, you can request on-site service. Depending on your plan level, we guarantee next-day service for Enhanced Plan subscribers and same-day service for Premium Plan Subscribers.

Priority Service

Only ESS Plan subscribers have access to our after-hours On-Call Technicians. No matter when you call, after hours or during the business day, your service request takes priority over non-subscriber requests and the response time standard in your plan (next day for Enhanced Plan subscribers; same day

for Premium Plan subscribers) is guaranteed.

Annual Diagnostic and Tune Up

Once each year during your ESS Plan subscription, a Home Media Service Technician will visit your home to perform a series of quality and performance checks on your system. He'll ensure that all the components are operating properly and if any repairs are needed he'll advise you.

Equally important, during each annual visit to your home, our Technician will photograph and document your current system configuration to aid in solving problems over the phone. This way, when you're talking to an On-Call Technician, he'll be able to guide you through troubleshooting steps almost as if he was right there with you. And to ensure it's always there when we need it, we'll store the documentation of your system on our secure servers.

Enhanced Service And Support (ESS) Plan Features Comparison

Plan Level: Enhanced	Plan Level: Premium
Extended Access Service & Support (8AM – 10PM, 7 Days) ¹	Extended Access Service & Support (8AM – 10PM, 7 Days) ¹
Annual tune-up & diagnostic	Annual tune-up & diagnostic
\$75 trip charge	No trip charges
Regular \$95/mhr service rate ²	Discounted \$70/mhr service rate ²
	Loaner Equipment Guaranteed ³
Next day service response	Same day service response
Price: \$400/yr ⁴	Price: \$700/yr ⁴

The fine print

¹ All plans guarantee 30 minutes or less to talk with an On-Call Technician.

² No over-time or premium charges for weekends or holidays.

³ If your equipment cannot be made functional on-site, you can elect to have our Technician install compatible 'loaner' equipment in order to restore core functionality. You pay only for the Technician's time to install the loaner equipment. Functionality of loaner may be limited and may not deliver all features of your system.

⁴ Includes support for up to two individual systems at a single address. Support for each additional system is \$50/yr. Common individual systems are: A/V surround sound system; whole-house music; lighting/shading control; integrated home management.

Remote Control QA & Back up

Our custom programmed remote controls are one of the things that make our clients the happiest about their Home Media® systems. During your annual Diagnostic and Tune up our Technician will also perform a complete quality and functionality check on your remote. He'll correct any problems and make a backup copy of your program. We'll store this latest backup on our secure servers in case it's needed later.

Loaners

Home Media has always made loaners available to our clients whenever possible. It's a great service and we've never charged for it. We're continuing that policy with the Enhanced ESS Plan. But now, if you subscribe to the Premium ESS Plan, our loaner service is guaranteed. We guarantee availability of loaner equipment to keep your system running. Bear in mind that all the features of your system may not be available with loaner equipment but basic functionality is guaranteed. Also bear in mind that while the loaner equipment is provided free of charge, you will have to pay the Trip Charges and On-site Service Rates that are standard within your ESS Plan.

On-Site Service Rates

Even though we'll be providing service evenings and weekends, as an ESS subscriber you won't pay 'over-time', 'premuim', or 'holiday' rates. Depending on your plan level the hourly rate for on-site service will be either \$95.00 per man-hour or, if you subscribe to the Premium Plan, \$70.00 per man-hour. Regardless of other changes in rates that might occur at Home Media, your rate is fixed throughout the 12 months of your plan.

Trip Charges

Depending on your plan level you will be charged either a flat \$75 per trip or, if you subscribe to the Premium Plan, nothing at all for our Technician's trip to and from your home.

Payments for On-Site Service

When you sign up for an ESS plan we'll ask you to provide a credit card number that we can keep on file (encrypted). We'll charge that card for on-site service a day or two after the service is performed. If you are present when the service is performed, the Home Media Technician will show you the exact charges before we charge your card. Even if you're not present at that time, the Technician will send you an email 'receipt' for the charges.

Automatic Renewal

When you sign up for your ESS plan you may choose to automatically renew your plan for another year. If you 'opt out' of automatic renewal you'll receive several email notices beginning about 30 days before your plan expires. We will not automatically renew your plan (and charge your credit card) unless you 'opt in' to automatic renewal.

Transferring Your ESS plan

Your ESS Plan is for your system in your house. By doing an annual diagnostic and tune-up on your system we intend to know exactly what we're dealing with during telephone and after hours on-site service. If you sell your home we have no way of knowing that your system is



exactly as we last inspected it. Your ESS plan is not transferable to a new owner of your home.

Cancellation & Refund

When you sign up for an ESS plan you'll pay for an entire year of support. It is non-cancelable and non-refundable.

What We Can't Do During After Hours Service

Our goal for after-hours service is to correct any problems 100%. But because we will usually plan to send only a single Technician to your home it may not be possible to do some things. For example, removing and replacing a TV larger than 32", replacing or re-aligning a satellite dish, replacing a bad cable that requires 'fishing' a wall, or removing a projector mounted to a ceiling, would need to be done during normal business hours. Before we dispatch an after-hours Technician to your home, we'll discuss with you any limitations on what we believe we can accomplish.

Initial Sign-up Bonus

As our way of saying thank you for helping us launch our ESS program, you'll receive a 10% discount on the cost of any new project we undertake for you during your initial plan year.

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