CCS Presentation Systems, KC
13900 W. 108th street
Lenexa, KS 66215

913-948-6666
913-948-6667 Fax
www.ccspresentationsystems.com

SYSTEM PRIORITY PROTECTION PLAN

CCS Presentation Systems, Inc. offers a high level of technical assurance and support for our clients. It is the mission of CCS to help our clients effectively communicate their message. We believe that our System Priority Protection Plan provides an extra level of support that enables your organization to always present your best.

The CCS System Priority Protection Plan is specifically designed to provide full assurance that your presentation facility will always be ready when you present, teach, train or facilitate. We will perform annual preventive maintenance service calls, we will provide telephone technical support, and we will provide parts repair or replacement service.

This document identifies the services provided during the support agreement period. System Priority Protection Plan protects the client when product or system failure occurs during the term of the agreement.

Our goal is to assure every CCS client that they made the right choice in selecting CCS to support their presentation facility.

FEATURES

System Priority Protection

Ensures system integrity and provides the highest level of priority response and resolution.

- Priority Response Status
- Annual preventive maintenance
- Unlimited telephone support
- 4 business-hour telephone response time
- 24 business-hour onsite response time
- 25% Discount on control system programming rate for changes to covered system
- 25% Discount on additional end user training rate
- On site repair of cabling and hardware (charges may apply in case of negligence or abuse)
- Facilitation of manufacturer's warranty.
- Loaner equipment – Depending on product availability [See Agreement for details]
- Out of warranty items may incur additional costs for repair or replacement.

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Feature Definitions

Term of Plan:	1 to 3 year(s) available
Priority Status:	Your request for service will take priority over all non-TAP clients.
Frequency of PM Service:	Annual (per the agreement)
Preventive Maintenance:	Complete system service, maintenance, and restoration of settings to original installation specifications.
Courtesy visits:	Periodic visits and/or calls to ensure your system's integrity.
On-site response:	Service technician will be on site to diagnose and begin restoring system integrity to original installation specifications.
Telephone response:	Return call will be placed within required timeframe. An authorized person must place the Service Request call.
Telephone support:	Five (5) days per week Monday through Friday, normal business hours, 8:00am - 5:00pm, PST.
Parts repair and/or replacement:	Repair or arrangement for the repair of covered equipment as necessary, see Terms and Conditions. Out of warranty items will incur additional costs.
Loaner equipment:	Based on availability, CCS will provide a limited selection of loaner equipment to help facilitate short-term needs while system is being maintained.

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System Priority Protection Plan

Protect Your Investment

Designed To Provide Superior Audio Visual System Support

(Customer Name)

CCS Presentation Systems Contact Information

Voice: 913-948-6666

Fax: 913-948-6667

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System Priority Protection Plan Agreement

1. SERVICES: CCS Presentation Systems shall service the system(s) as designed by CCS Presentation Systems and approved by Customer, in accordance with CCS Presentation Systems' Proposal (attached).

2. SERVICE CHARGES: The Customer agrees to pay CCS Presentation Systems, its agents or assigns, the service charge as listed in the Proposal, subject to the terms and conditions as listed in the Proposal and Service Agreement.

3. MAINTENANCE and SERVICE: Customer hereby authorizes and empowers CCS Presentation Systems to perform or cause to be performed the work necessary to fulfill the terms of this Agreement, including but not limited to installation, maintenance, inspection, testing, and repair of the systems on its premises. Such work shall be performed in a workmanlike manner in accordance with CCS Presentation Systems' standard practices and shall be completed in accordance with a mutually agreed upon schedule, unless stated otherwise in the Proposal. The obligation of CCS Presentation Systems to provide service related to the maintenance of the system pertains solely to the items specified in the Bill of Materials as listed in the Proposal. CCS Presentation Systems is not obligated to maintain, repair, service, replace, operate or assure the operation of any device, system, or property belonging to Customer or to any third party to which such specified systems or components are attached, unless specifically agreed upon in the proposal. In order to protect Customer from losses resulting from, damage to, or destruction of CCS Presentation Systems' systems, Customer shall include such systems in the coverage provided in its liability and fire insurance policies. CCS Presentation Systems will provide service availability in accordance with the coverage requirements listed in the Proposal and defined under "coverage type" while the equipment is located on the premises upon which it was installed. The service to be provided is intended to keep the equipment in, or restore the equipment to, good working order. Unscheduled, on-call remedial maintenance is also to be provided by CCS Presentation Systems under this Agreement as necessary. When covered by our service agreement, the service also includes preventative maintenance based upon the specific needs of the individual equipment as determined by CCS Presentation Systems.

4. ACCESS: CCS Presentation Systems' technicians shall have reasonable full and free access upon their arrival to the equipment covered under this Agreement to provide service thereon, and shall be provided appropriate badges (as required) to perform expected services under the terms of this agreement.

5. OWNERSHIP: For existing installations, the Customer represents that it is the owner of the equipment to be serviced under this Agreement, or, if not the owner, has authority from the owner to include such equipment under this Agreement.

6. OPERATION: Customer represents and agrees to use the equipment properly and follow proper operating procedures (if customer requires CCS Presentation Systems service); if CCS Presentation Systems representatives are sent to Customer's premises in response to a service call caused by the Customer improperly following operating instructions to pay an additional service charge at the prevailing rate per occurrence.

7. DELAYS - INTERRUPTION OF SERVICE: CCS Presentation Systems shall not be liable for any delays, however caused, or for interruptions of service caused by strikes, riots, floods, acts of God, loss of communication and or other signal transmission lines, or by any event beyond the control of CCS Presentation Systems. CCS Presentation Systems will not be required to furnish service to Customer while such interruption shall continue.

8. EQUIPMENT COVERED: Refer to attached Proposal or Rider "A", as applicable. Out of warranty items will incur additional cost for repair or replacement.

9. EXCLUSIONS: Services to be provided by CCS Presentation Systems pursuant to this Agreement do not include:

a) Repair of damage or increase in service time caused by failure to continually provide a suitable operating environment with all facilities as prescribed by CCS Presentation Systems and/or the equipment manufacturer, including, but not limited to, the failure to provide, or the failure of, adequate and regulated electrical power, air conditioning or humidity control.

b) Repair of damage or increase in service time caused by use of unauthorized supplies or equipment or the use of the equipment for other than the ordinary use for which the equipment was designed or purpose for which it was intended.

c) Repair of damage or increase in service time caused by: accident, disaster, which shall include, but not be limited to, fire, flood, water, wind and lightning; transportation, neglect or misuse, alterations, which shall include, but not be limited to, any deviation from CCS Presentation Systems' physical, mechanical or electrical machine design; attachments, which are defined as the mechanical, electrical or electronic interconnecting to non-CCS Presentation Systems equipment and devices not supplied by CCS Presentation Systems.

d) Electrical work external to the equipment or accessories furnished by CCS Presentation Systems.

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10. ADDITIONAL CHARGES: Unless otherwise specified in the Proposal, service charges for the system are based upon coverage as specified in the "hours of operation." Service performed outside this window, or as a result of the failure of the Customer to adhere to the requirements as specified by either the manufacturer or outside the scope of the Agreement, shall be chargeable at CCS Presentation Systems' prevailing rates. Customer shall not tamper with, adjust, alter, move, remove, or otherwise interfere with equipment without CCS Presentation Systems' specific permission, nor permit the same by other Contractors. Any work performed by CCS Presentation Systems to correct Customer's breach of the foregoing obligation shall be corrected and paid for by Customer at CCS Presentation Systems' prevailing rates. Remedial maintenance due to Acts of God or events beyond the control of CCS Presentation Systems shall be corrected by CCS Presentation Systems and paid for by Customer in accordance with CCS Presentation Systems' prevailing rates. CCS Presentation Systems shall have the right to increase or decrease the periodic service charge provided above at any time or times after the expiration of one year from the date service is operative under this Agreement, upon giving Customer written notice thirty (30) days in advance of the effective date of such increase or decrease.

11. DAMAGES - CCS Presentation Systems' LIMITS OF LIABILITY: It is understood that CCS Presentation Systems is not an insurer; that insurance for whatever reason or purpose and in whatever amount shall be obtained by Customer, if any is desired; that the sums payable hereunder to CCS Presentation Systems by Customer are based upon the value of services offered and the scope of liability undertaken and such sums are not related to the value of property belonging to Customer or to others located on Customer's premises. Since it is agreed that the Customer retains the sole responsibility of the life and safety of all persons in their premises, and for protecting against losses to his own property or the property of others in their premises, Customer agrees to indemnify, defend and hold harmless CCS Presentation Systems from any and all such claims and lawsuits including the payment of all damages, expenses, costs, and attorney fees incurred by CCS Presentation Systems, its employees and agents, from and against all claims, lawsuits and losses, by persons not a party to this Agreement, against CCS Presentation Systems for failure of its equipment or services in any respect, alleged to be caused by the improper operation of the system, whether due to malfunctioning or non-functioning of the system, or by the negligence, active or passive, of CCS Presentation Systems.

12. TERMINATION/PAYMENT: On or before thirty (30) days following the start date of the agreement, Customer may cancel this agreement and receive refund of the full premium if no benefits have been received or if no service calls or telephone support has been provided by CCS to Customer. CCS Presentation Systems has the option to terminate this agreement for cause should any payment due from Customer to CCS Presentation Systems remain overdue for a period of more than thirty (30) days. Should CCS Presentation Systems elect to exercise such cancellation option, said exercise shall be in writing, sent by certified mail, return receipt requested, and such cancellation shall be effective upon receipt.

13. SUCCESSORS: The Agreement is not assignable by Customer except upon the written consent of CCS Presentation Systems, which consent will not unreasonably be withheld.

14. ENTIRE AGREEMENT: This Agreement is to govern the providing of services by CCS Presentation Systems to Customer as described herein. Nothing in this Agreement is to be construed as creating a lease or a leasehold agreement between the parties. This Agreement is not binding unless approved in writing by an authorized representative of CCS Presentation Systems. If approval is not obtained, the only liability of CCS Presentation Systems shall be to return to Customer the amount, if any, paid to CCS Presentation Systems upon the signing of the Agreement by its Sales Representative. This writing, together with any individually signed acceptance of Proposals, rider, other attachments pertaining to this Agreement is intended by the parties as the final expression of their agreement with respect to the subject matter contained herein and also as the complete and exclusive statement of the terms and such Agreement, notwithstanding any prior, contemporaneous or subsequent purchase order or other document relating to said subject matter. There is no course of dealing or usage of the trade what would supplement or conflict with its terms. This Agreement may only be amended in writing signed by both parties.

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First Year :	$TBD
Second Year :	$TBD
Third Year :	$TBD

Term	Part Number	Price
1yr	MAINT-SSS-1	$TBD
2yr w/ multi-year discount	MAINT-SSS-2	$TBD
3yr w/ multi-year discount	MAINT-SSS-3	$TBD

Travel/Labor Premium $TBD

The OWNER acknowledges that this AGREEMENT has been read, understands it and agrees to be bound by its terms and further agrees that it is the complete and exclusive statement of the AGREEMENT between the parties relating to the subject matter of this AGREEMENT. The terms of this AGREEMENT may not be amended, modified, or rescinded except by a written instrument signed by both parties.

Owner Representative Signature _____ Date _____

Printed Name _____

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System Priority Protection Plan Agreement

Rider "A"

Covered Equipment

All equipment still under original manufacturer's warranty will be repaired or replaced per the warranty. Out of warranty equipment that requires replacement will be invoiced at standard customer discounts (upon customer approval). Labor to remove defective equipment and install new equipment will be covered under this contract.

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INFORMATION SHEET

Support Agreement Information

Support Site Name:

Agreement Holder:

CCS SPP No.:

Date:

Sales Rep.:

Ref. RMA No.:

Ref. SO No.:

Service Rep.:

Agreement Amount:

Agreement Period: _____
Start End

Equipment Location Information

Street Address:

City, State, Zip:

Bldg. Name:

Room Number:

Contact:

Phone:

Cell:

Fax:

Other:

Billing Information

Company Name:

Street Address:

City, State, Zip:

Contact:

Phone:

Fax:

CCS
Presenting Better Solutions

QUALITY SERVICE 20 CCS TWENTY YEARS

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