



PERFORMANCE ASSURANCE™



SYSTEM
RELIABILITY



24X7 SUPPORT
COVERAGE



KNOWLEDGEABLE
TECHNICIANS

Many of the technologies we rely on every day provide convenience, efficiency, and occasionally-frustration. The Performance Assurance™ Plan proactively guards against the inconvenience of downtime with your home technology.

Through our remote access platform, we provide system monitoring, maintenance, and 24/7/365 rapid remote support when you do experience disruption.

Relax and enjoy the technologies that enhance your home and lifestyle.

24/7/365 peace of mind



www.dchomesystems.com



EXPERIENCE



PERFORMANCE ASSURANCE™

BASIC **PREMIER**
\$549/yr* **\$1549/yr***

24/7/365 TIER 1 Phone, Chat, Text, and Email Support



24/7/365 TIER 1 Reactive Response

When you contact us, we can often resolve the issue with your device quickly and remotely



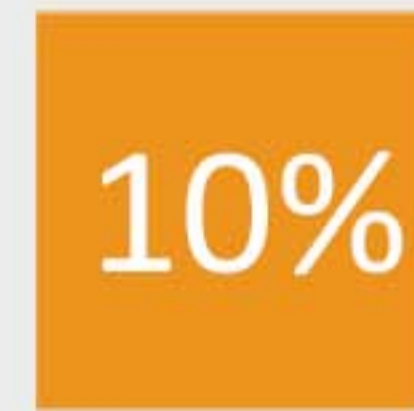
24/7/365 TIER 1 Proactive Response

We receive an alert when a device is offline and can often resolve the issue **before** you experience and disruption



Reduced Rates For TIER 2 Service

We offer discount rates on ALL Tier 2 service including additional remote troubleshooting, and onsite service



Reduced pricing for Onsite Spares

Benefit from having key devices (such as UPS battery backup) onsite & readily available for faster response



Client Mobile App And Customized Setup

Convenient access to your customized remote dashboard, providing visibility to your system devices.



Preventative System Maintenance

4 hour annual onsite inspection and routine maintenance for all of your system devices



+ Additional Features to guard against downtime so you can enjoy the full convenience & entertainment of your home technology systems.



Your dedicated technicians are watching out for you

They are happy to provide recommendations for any device replacements, upgrades or enhancements they observe for your consideration.

***does not include 1 time fee for monitoring devices and setup-cost varies depending on selected plan & devices required**

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