



## 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](http://www.dchomesystems.com)



EXPERIENCE



PERFORMANCE ASSURANCE™

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



**24/7/365 TIER 1 Support**

Contact us Via Phone, Chat, Text, or Email ANY TIME

**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.*

**\*1 time fee for devices and setup may apply depending on your existing devices**