



Safety Net Program

The Safety Net Program is designed to provide customers with a high level of service and support to ensure that you get the maximum from your home technology. You no longer have to worry about whom to call for anything from a quick question to equipment failure. The program provides assistance for both Home Network and Home Entertainment systems.

Once enrolled, customers receive an allotment of support hours that can be used during normal business hours and after hours. Our goal is to answer all questions immediately, but at a minimum Out-of-Sight will respond to phone inquiries within two hours during normal business hours and within five hours during weekend, evening and holiday hours. Customers also receive substantial discounts on service rates if an issue cannot be resolved via the phone and a technician must be dispatched to the residence.

One feature of the Safety Net program is the Equipment Backup option which ensures that a customer's network is never out of service due to an equipment failure. Out-of-Sight will stock replacement network equipment for the customer and will replace broken equipment within eight business hours of notification.

The Safety Net program also offers the Soft Support option which ensures that the software on your PC's and network is in good working order and is adequate to meet your needs. We perform a five point review of Firewall, Virus Protection, Content Filters, Data Backup and Operating System. We will also perform Routine System Maintenance on all PC's and servers.

Another feature of the Safety Net program is the Ongoing Maintenance option which ensures that your equipment and network is always operating in peak performance. Every six months an Out-of-Sight technician will visit your residence to perform a status check on all equipment, run maintenance programs on the network and PC's and run a system backup.

Benefits

- Trusted partner for service and support
- Phone support
- Reduced on-site rates
- Reduced or no dispatch fees
- Minimize impacts from equipment failures
- Regular system status checks and maintenance

A one year commitment is required for all programs and payments are made quarterly.

Call for more information about the program and for detailed pricing.