

Additional Service Price List:

Basic Package: "Essential Surveillance Care"

On-Site Technician Visit (Regular Hours): \$ 150 per visit
On-Site Technician Visit (After-Hours or Emergency): \$ 250 per visit
Replacement of Defective Equipment (Excluding Hardware Costs): \$ 100 per replacement
Configuration Changes or Adjustments: \$ 75 per hour
Additional Remote Technical Support (Beyond Included Allocation): \$ 50 per hour
Firmware Update Service (On-Demand): \$ 50 per update
Additional System Health Check (Beyond Quarterly Check): \$ 75 per check

Premium Package: "Advanced Surveillance Assurance"

On-Site Technician Visit (Regular Hours): Included (Up to 2 visits per year)
On-Site Technician Visit (After-Hours or Emergency): \$ 150 per visit
Replacement of Defective Equipment (Excluding Hardware Costs): Included (Up to 2 replacements per year)
Configuration Changes or Adjustments: Included (Up to 2 hours per year)
Additional Remote Technical Support (Beyond Included Allocation): \$ 40 per hour
Firmware Update Service (On-Demand): Included (Up to 4 updates per year)
Additional System Health Check (Beyond Bi-Monthly Check): \$ 50 per check

Advanced Package: "Total Surveillance Protection"

On-Site Technician Visit (Regular Hours): Included (Unlimited visits)
On-Site Technician Visit (After-Hours or Emergency): Included (Unlimited visits)
Replacement of Defective Equipment (Excluding Hardware Costs): Included (Unlimited replacements)
Configuration Changes or Adjustments: Included (Up to 4 hours per year)
Additional Remote Technical Support (Beyond Included Allocation): \$ 30 per hour
Firmware Update Service (On-Demand): Included (Unlimited updates)
Additional System Health Check (Beyond Monthly Check): \$ 25 per check
Note:

Prices are based on standard service rates and are subject to change based on specific project requirements or geographical location.

Hardware costs for replacements are not included in the service fees and will be billed separately.
Emergency or after-hours visits incur higher charges to cover technician availability outside regular business hours.