



SERVICE & TECHNICAL SUPPORT POLICY

Hours of Operation - Anchor Parking & Perimeter Security ("Anchor") normal support hours of operation are Monday through Friday, from 8:00am to 5:00pm. Emergency support is available after hours, weekends and holidays.

Service Types & Contacts - Support is available onsite, or remotely via e-mail, telephone and/or remote PC access. Anchor provides a telephone number for calls and texts, and our main website as the primary methods of requesting service.

The contact points for service are below, however for best results please use the Customer Portal or the website service form:
Telephone/Text:

Birmingham, AL: (205) 914-0695
Mobile, AL: (251) 272-0542
New Orleans, LA: (251) 272-0542
Panama City, FL: (251) 272-0542
Website: www.anchorparking.com/service
Email: service@anchorparking.com

Time & Materials Service Rates - For equipment problems not covered under warranty or an extended maintenance and support agreement, normal service rates are \$105 per hour (one hour minimum), plus trip charge, plus travel hours (for sites beyond the one-hour dispatch), plus cost of parts needed. If any parts are required, our service technician will provide you with a quote in advance for your authorization. A trip charge equal to \$30-\$180 is charged depending on distance from our service centers in Birmingham, AL, Mobile, AL, and New Orleans, LA. Emergency, after-hours, weekend, and holiday service is also available at the overtime rate of \$190 per hour, plus any trip charges, with a two-hour minimum charge for onsite service, and one hour minimum (no trip charge) for remote support via telephone and/or email. Emergency, after hours, weekend and holiday service IS subject to a \$50 service call inside City limits, as our technicians will be driving in from remote areas at those times. We also offer remote site access management plans for communities, homeowner associations, and apartment complexes.

Maintenance Plan Options - In addition to our Time & Materials Service Rates above, Anchor offers a variety of Maintenance Plan Coverage Agreements to our customers. These include a Preventative Maintenance Plan, a Labor Only Plan and a Full-Service Parts & Labor Plan (i.e. Extended Warranty). Pricing for each plan is determined by type, quantity and condition of equipment covered. Locations covered under either the Labor Only or Full-Service extended maintenance and support agreements receive priority attention over non-covered installations, and additional discounts on emergency service rates, and non-covered labor and parts.

Response Time Policy - Our typical response time for non-emergency calls is 24-48 hours, depending on call volume. Emergency service calls for customers covered under a warranty or extended maintenance and support plan are given priority response times.

Customer Responsibilities - Regarding customer responsibilities, Anchor requests that prior to making a service call, the customer first verify that the problem is not a network infrastructure or communications issue (which we have no control over). Once verified that a call does in fact need to be made to Anchor service personnel, we ask that the customer utilize the appropriate communication channels (Customer Portal, Website, Email, or Telephone Numbers above) so that the calls can be properly documented and tracked through our service system. Anchor requests, however, that only a limited number of authorized contacts be assigned by the customer and that each of these individuals be empowered to authorize a billable service call.

Anchor reserves the right to change or modify this schedule from time to time based on varying fuel costs, prevailing wages and/or general business needs.