



SERVICE LEVEL AGREEMENT (SLA) & PROJECT MILESTONES

This Project-Based Service Level Agreement ("SLA") outlines the service standards, deliverables, and expectations for all projects performed by SOFLA Technologies, LLC ("SOFLA"). It serves to ensure transparency, alignment, and accountability throughout the project lifecycle.

1. PROJECT COMMUNICATION & RESPONSIVENESS

- **Dedicated Point of Contact:** A SOFLA Technologies project manager will be assigned as the primary liaison throughout the project.
- **Response Time:** All client communications will be acknowledged within one (1) business day.
- **Change Order Turnaround:** Change order requests will be reviewed and responded to within three (3) business days, unless additional design or vendor coordination is required.

2. PROJECT MILESTONES & DEFINITIONS

Pre-Planning / Initiation

- **Needs Assessment:** A collaborative process to understand the client's requirements, goals, and specific low-voltage system needs (e.g., security, networking, AV, automation).
- **Feasibility Study:** A preliminary review to determine whether the project is technically and financially viable based on site conditions, design goals, and client budget.
- **Budgeting:** Development of an initial project cost estimate to establish realistic expectations and guide design decisions.
- **Scope Definition:** Formal documentation of the systems to be delivered, along with any exclusions. This ensures mutual understanding of project goals and limits.

Planning & Design

- **System Design:** Detailed planning of the technology infrastructure, including device placement, cabling routes, network architecture, and control system layout.
- **Detailed Drawings & Documentation:** Generation of floorplans, riser diagrams, schematics, wiring schedules, and other documentation for trade coordination and accurate installation.
- **Vendor Selection (If Applicable):** Selection and approval of product manufacturers, third-party vendors, or subcontractors involved in fulfilling the project requirements.
- **Permitting:** Submission of required permit applications and coordination with local authorities, if applicable.

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- **Timeline Creation:** Development of a milestone-based project schedule used to track progress and coordinate with other construction phases.

Rough-In

- **Infrastructure Preparation:** Installation of conduits, back boxes, cable trays, mud rings, and other infrastructure components before drywall or finish work begins.

Cabling (Pre-Wire) & Trim-Out

- **Cabling:** Installation and termination of structured wiring, including CAT6, speaker wire, coaxial cable, and fiber as required.
- **Device Mounting:** Installation of physical system components such as speakers, cameras, keypads, wall plates, network devices, AV hardware, and shades.

Testing & Commissioning

- **System Testing:** Full functional testing of each system to ensure proper operation and connectivity across all devices.
- **Calibration:** Fine-tuning of speakers, lighting levels, sensors, and cameras to optimize performance and user experience.
- **System Verification:** Comprehensive QA walkthrough to confirm all systems operate as designed and meet SOFLA's standards of quality.

Handover & Training

- **Documentation:** Delivery of "as-built" system documentation including updated drawings, device lists, programming files, and credentials.
- **Training:** On-site or remote sessions to train users in system operation and functionality.
- **Handover:** Official transfer of system ownership and responsibility to the client, marking the end of the installation phase.

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3. Timeline Management

- **Milestone Scheduling:** All key milestones will be scheduled in coordination with the client and the broader construction team.
- **Change Management:** Client-requested changes may impact the schedule and will be addressed through documented change orders.
- **Site Readiness:** Client is responsible for ensuring timely site access and conditions necessary to proceed with installation.

4. Support & Service Requests

Post-Installation Support (Included)

SOFLA provides **30 calendar days of complimentary post-installation support** beginning on the handover date. Covered support includes:

- Minor programming adjustments
- System troubleshooting
- OVRC-based remote fixes (if applicable)
- Follow-up training

Support Request Channels

Support can be requested via:

- **Email:** support@soflatechnologies.com
- **Phone:** (239) 667-6352 (Mon–Fri, 9:00 AM – 5:00 PM ET)

Include:

- Project name or service address
- Description of the issue
- Photos or videos (if helpful)
- Your preferred contact times

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Response Time Commitments

Support Type	Response Time
Email / Online Requests	Within 1 business day
Remote Diagnosis (OVRC Users)	Within 1 business day
On-Site Visit Scheduling	Within 3–5 business days
Emergency Support*	Best-effort within 24 hours (M–F)

*Emergency Support is defined as total loss of system operation (e.g., all cameras offline, no network connectivity, full AV failure).

OVRC-Enabled Remote Support

For clients with an **OVRC remote management system** installed, SOFLA can:

- Reboot devices remotely (cameras, routers, processors)
- Perform remote diagnostics
- Push firmware updates
- Identify and correct many issues without an on-site visit

This often accelerates issue resolution and minimizes system downtime. OVRC requires a working internet connection and compatible equipment.

After 30-Day Support Window

Post-support period service is available at **standard rates**, with a quote provided in advance. Billable scenarios include:

- Support for third-party equipment
- New equipment integration or upgrades
- Physical damage or construction-related rework
- ISP issues or power-related failures

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Extended Annual Service Plans (Optional)

SOFLA offers **custom Annual Service Plans** for clients who prefer proactive support and system upkeep. Plans may include:

- Priority support scheduling
- One annual site inspection
- Unlimited OVRC-based remote support
- Firmware and software update assistance
- Labor discounts for service visits

Please speak with your project manager for plan options tailored to your system and preferences.

5. Warranty Terms

- **Installation Warranty:** SOFLA warrants installation labor and workmanship for **12 months** from project handover.
- **Manufacturer Warranty:** All devices are covered under their respective manufacturer warranties.
- **Exclusions:** The following are not covered:
 - Client-provided or third-party-installed equipment
 - Damage from power surges, flooding, fire, or acts of nature
 - ISP issues or service outages
 - Unauthorized tampering or modifications by others

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