SHORELINE CONNECTED SYSTEMS

2024 PRICING + SUPPORT CONTRACT DETAILS

Effective 8/1/24

SERVICE PLAN / MONTHLY FEE	BASE / $0	ESSENTIAL / $49	PREFERRED / $79	PREMIER / $195
24/7/365 Technical Support (Tier 1 Support) Phone / Email / SMS / Web Chat / Video Call		✓	✓	✓
Reactive Remote Repair	$50/15 min	✓	✓	✓
Proactive Monitoring			✓ For Critical Devices	✓
OvrC Home Self-Service App	Upon Request	Upon Request	✓	✓
Service Call Rates (1st hr / Each additional hr) **Onsite Service Priority** (Non- Emergency)	$249 / $185 Up to 5-10 Business Days	$249 / $185 Up to 5-10 Business Days	$195 / $165 Up to 5 Business Days	$165 / $165 Within 2 Business Days
Same-Day Emergency Service Call (within Business Hours) **Off-Hours Emergency Service Call**	$395 / $249 $549 / $249	$395 / $249 $495 / $249	$295 / $249 $395 / $249	$295 / $195 $349 / $195
Remote Support + Programming (Tier 2 Support)	$50/15 min	$50/15 Min	$50/15 min	$25/15 min
Remote Firmware / Software Updates	$50/15 min	$50/15 Min	✓	✓
Hardware Discount (On select product lines)				5%
Onboarding Fee		$295	$195	$0

DETAILS

24/7/365 Technical Support
Only available to plan subscribers, 24/7/365 Support can be accessed via phone / email / SMS / web chat. Video Chatting is also available, to help expedite the repair of various issues.

This is considered Tier 1 Support. Tier 1 support must first be contacted before Tier 2 Shoreline In-House Support Methods can be accessed.

Reactive Remote Repair
When the homeowner finds an issue with the system and requires remote assistance, they can contact the 24/7/365 Support Team. Our support representative will provide remote assistance and will first attempt to access the system remotely in effort to resolve the issue. If they cannot resolve the issue with remote access, they will provide troubleshooting steps to the homeowner to try. If the issue cannot be resolved, a ticket will be created and a member of our office staff will contact the homeowner to set up a service call.

Proactive Monitoring
The system will be proactively monitored, ensuring maximum up-time and limits interruption of service. If a monitored device reports that is is not functioning or is not online, a member of the 24/7/365 support will contact the homeowner (or their representative) via email or phone call to first attempt to resolve the issue remotely. Many issues can be resolved without any involvement of the homeowner, allowing potential issues to be resolved before the homeowner is inconvenienced.

OvrC Home Self-Service App
The OvrC Home App can be set up for the homeowner to allow a first line of support when issues are detected. This app can be configured to have simple reboot / reset commands.

For example, if the homeowner experiences an internet issue, they can attempt a network + internet reset with the simple push of a button. If the issue is not resolved, the App will have a shortcut to contact the 24/7/365 Support Team.

Service Call Rates + Onsite Service Priority
The service call base rate would not apply to T+M installation visits that take place as a result of a previous service call.

The priority times listed represent the maximum wait time for an onsite service visit, based on the plan the customer is subscribed to. Shorter wait-times for service calls *may* be available, pending technician availability / scheduling / current work-load.

Remote Support + Programming
For plan subscribers, SHORELINE In-House Support (considered Tier 2) is available only after the customer first attempts to resolve the issue with the 24/7/365 Support Team (Tier 1) .
Remote Programming is always available, as needed.

Hardware Discount
Hardware discount is limited to select product lines within the categories of Network + WiFi + Power Supply Products.

Onboarding Fee
The base plan does NOT require any OvrC Pro-capable hardware. However, having an OvrC-Pro Capable Router or Hub greatly assists in Shoreline's ability to remotely support the system. All paid support plans require an OvrC Pro Hub or Router. Additionally, for the most effective remote service, we highly recommend adding WattBox IP-Controllable Power Supplies. WattBox power supplies can provide a greater means of support, though are not technically required. A WattBox Power Supply can provide Shoreline, the 24/7/365 Support Team, as well as the homeowner, with quick commands to reboot individual devices (or the entire system). For example, if an Apple TV is frozen, a WattBox can be programmed with a simple command to reboot the device without having to physically reach behind a TV or dig into the AV Rack.