

Assurance Continuance Plan

- No longer available for new customers on or about 4/1/21

Product Description:

enTouch Assurance is an optional service that covers the cost of trip fees, inside alarm wiring and non-specialty alarm equipment previously installed to our specifications.

What Assurance Covers:

- Trip fees for trouble appointments caused by customer and/or customer owned equipment.
- Visit fees for upgrading existing services.
 - Adding an extra cable box
 - Activating an existing coaxial or Ethernet outlet.
- Visit fee for installing a new coaxial or Ethernet outlet.
- Replacing out of builder warranty non-camera alarm equipment installed by the builder or enTouch.
 - Does not cover specialty keypads or equipment (i.e. Honeywell Tuxedo, Lyric Touchscreen Thermostat)
- Replacing inside wiring for telephone and alarm equipment installed by the builder or enTouch.
 - Inside wiring is defined as wiring between equipment and inner wall dwelling.
- Replacing alarm batteries (\$50 value).
- Replacing of damaged coaxial/Ethernet ports.

Video Camera Protection:

- Replacing residential video cameras professionally installed and designed for residential use
- Skybell Doorbell Camera is eligible for this service

Product Benefits:

This product allows the customer to pay a small monthly charge to maintain and/or upgrade their system rather than paying unplanned replacement costs for alarm equipment replacement, visit fees, or inside wiring. Trip fees can be \$50 per visit plus equipment needed. Wiring work when needed can cost the customer \$79 per hour.

Product Cost:

Assurance Continuance Plan cost \$9.95 per month with a 12 month minimum.

Customers also have the option to purchase video protection by itself at \$1.95 per month. Both options require a 12 month minimum.

Restrictions and Dependencies:

- Assurance must be on account for at least 30 days before using.
- Assurance covers two visit fees a year for upgrades or customer caused service issue.
 - Customer caused service issue is defined as a disruption caused by customer equipment or actions.
- Any wiring issue that requires enTouch to contact a 3rd party specialist for complete resolution is not covered.
- Inside wiring is defined as wiring between alarm or phone equipment and inner wall dwelling. Wiring not included will include homeruns and/or coaxial wiring installed inside the dwelling walls.
- Installation of new jacks or an upgrade to any wiring system is not a repair issue, is not covered under this plan and is, therefore, subject to normal service fees and hourly charges.

- Any equipment that connects to the inside wiring are not covered under this plan with the exception of alarm equipment installed by original home builder or enTouch.
- Intentional tampering with the inside wiring voids coverage.
- Assurance will not cover wires that run from the main residence to a detached structure on the same premises.
- Damage to inside wiring that has occurred due to natural disaster (Such as floods or lightning damage) or severe damage to home (requiring reconstruction of any part of home) is excluded from this plan.
- Customers may subscribe to this plan only for the services provided by En-Touch Systems, Inc.
- En-Touch Systems, Inc. reserves the right to cancel service for any reason.
- Alarm battery replacement is covered under the plan.
 - Without Assurance, Battery pickup is \$17 and Battery drop off/install is \$50.
- Assurance must be kept on account for 12 months from Service Order effective date
- If Assurance and video camera protection added at different times, 12 month requirement end date is not shared.