



## Ojo Technology Service Matrix Chart

April 18,2006

Entitlement	Benefit Type	Platinum	Gold	Silver	Bronze	Priority
SLA	24 x 7 Same Day Response	X				
	8 x 5 Same Day Response		X			
	8 x 5 Next Business Day Response			X	X	
	Priority Response					X
Parts & Labor Coverage	100% Parts & On-Site Labor	X	X	X		
	100% Parts and Preferred Labor Pricing				X	
	Preferred Parts & Labor Pricing					X
Techical Support	24 x 7 Unlimited	X				
	8 x 5 Unlimited		X	X		
	8 x 5 Limited				X	
	Preferred Parts & Labor Pricing					X
Interactive Live Web Support	24 x 7 Unlimited	X				
	8 x 5 Unlimited		X			
	8 x 5 Limited			X		
	Preferred Labor Pricing				X	X
Preventive Maintenance	Quarterly System Check and Camera Cleaning	X				
	Semi-Annual System Check and Camera Cleaning		X			
	Annual System Check and Camera Cleaning			X		
	Annual System Check (no Camera Cleaning)				X	
	Preferred Labor Pricing					X

<b>Ongoing Onsite User Training</b>	<b>Unlimited</b>	X				
	<b>Quarterly</b>		X			
	<b>Semi-Annual</b>			X		
	<b>Annual</b>				X	
	<b>Preferred Labor Pricing</b>					X
<b>IPVS Software Upgrades</b>	<b>All Major Version Upgrades and Minor Updates</b>	X				
	<b>All Major Version Upgrades</b>		X			
	<b>Annual Version Upgrades</b>			X		
	<b>Preferred Labor Pricing</b>				X	X
<b>Special Access (Lifts)</b>	<b>Unlimited</b>	X				
	<b>Limited</b>		X			
	<b>Pass Through Pricing</b>			X	X	X
<b>Billing</b>	<b>No charge for travel.</b>	X	X			
	<b>No charge for travel under 50 miles.</b>			X	X	X
	<b>Preferred Parts &amp; Labor Pricing on new work.</b>	X	X	X	X	X

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Subject to Change without Notice