

CTI Complete



Service Support Plan Includes

	CTI SCOUT	• Real time tracking and alerts
	On-Demand	• Field service repair on-site • Extended equipment warranty • Storage workflow updates • Firmware and software updates/upgrades*
	CTI Care Team	• Unlimited phone support • QBR • Dedicated customer experience team
	Critical Meeting Support	• Health checks • Critical event support • Event solutions preferred pricing

*Programming and firmware updates are included upon manufacturer release and at the recommendation of the manufacturer and CTI

Plan Overview:

CTI is pleased to offer **CTI Complete**, a Service Agreement to support your A/V system. The **CTI Complete** Service Agreement covers Display Systems, Video Systems, Audio Systems, Control Systems, Lighting Systems, Rack Accessories and Furniture, and miscellaneous cables, connectors, etc. within the equipment list contained in the contract documents.

This service plan provides audio/visual technical support and engineering services to ensure the maximum performance and reliability of your collaboration and communication technology, as well as programming updates, an on-line customer service portal and Critical Meeting Support.

Thank you for choosing CTI to support and maintain your technology investment. We value your partnership as your AV Solutions provider.

CTI Complete – Plan Summary: Hybrid Council Chambers

- Labor for parts repair & replacement are covered for the duration of the agreement
 - On-Site within 24 hours of initiated request for any location where a CTI branch is located.
- Any shipping/freight costs are covered within this agreement
 - 2-day shipping
- All parts are included, except for consumables.

Agreement Price (per year):

Subtotal	\$5,907.00
Tax	\$0.00
Total	\$5,907.00

CTI Authorized Signature:  Date: _____