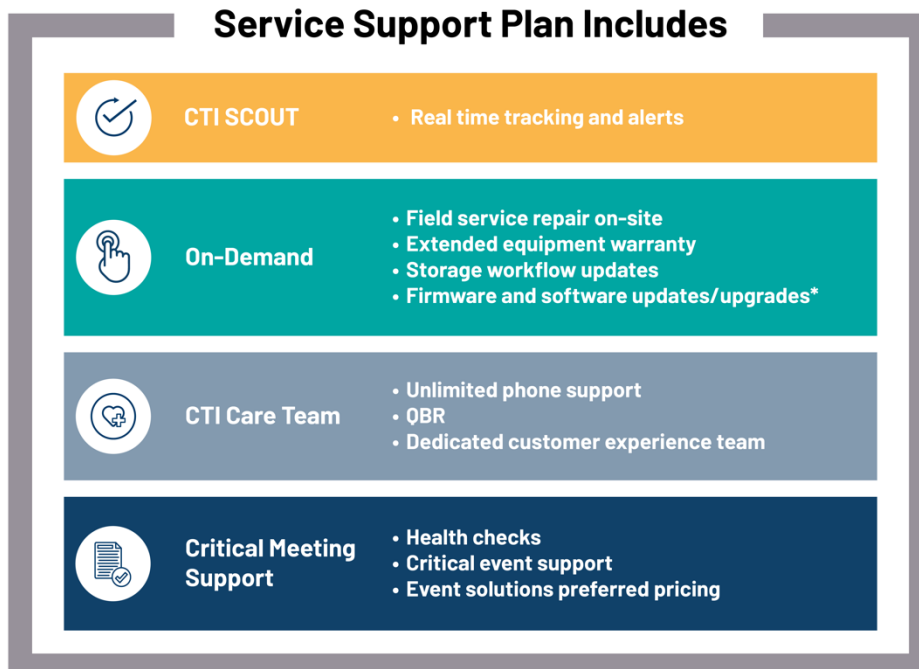


## Service Support Plan Includes



\*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
<b>Total</b>	<b>\$5,907.00</b>

**Your Service Location:**

25509 Industrial Blvd  
Suite 5  
Hayward, CA 94545  
(PH) 833-266-0835 (Fax) 855-329-2844  
Email: [Service@CTI.com](mailto:Service@CTI.com)

Active Dates:	09/01/2025 - 08/31/2026
Service Agreement #:	SA21160102-1
Cust Name:	City of Burlingame
Address:	501 Primrose Road Burlingame, CA 94010
Contact:	Meaghan Hassel-Shearer mhasselshearer@burlingame.org 650-558-7203

**Labor Rates:**

The following is applicable to all service agreements:

**Travel Expenses**

All locations outside CTI Office Metropolitan areas will be invoiced for travel and expenses separately based upon expenses incurred by CTI. Travel and expenses are not figured into the agreement price.

- Rates are Portal to Portal within 60-mile radius of service centers.
- Travel & Mobilization Costs Outside of 60 Mile Radius = to be billed at 75% of the standard rate.
- Air travel, car rental, lodging, per diem to be billed in addition to above costs.

**Disclaimer**

CTI will not be responsible for any problems or malfunctions that have an origin determined not to be the result of manufacturing defect or failure. Operator error, operator abuse, general misuse or neglect of equipment is not covered. Consumables are only covered in the case of manufacturer defect. Consumables such as batteries, lamps and CRTs are not included. All service calls and repairs performed to the equipment under these circumstances will be billed at current CTI labor rates and may include a rush or emergency service charge.

**Agreement Renewal**

This service plan is a **one (1) year term** that will be renewed annually only upon agreement by both parties. Service Support Plan renewal notices will be delivered thirty (30) days prior to the expiration of this agreement. Upon acceptance, renewal payments must be made to CTI prior to the expiration date of this agreement to avoid system recertification fees. Multi-year Service Agreements can be negotiated at the request of the customer.

The understated Field Service Rates are applicable to all systems **not** under CTI Complete Agreement or for repairs that fall outside normal system coverage.

**CTI WILL NOT BE RESPONSIBLE FOR ANY CATASTROPHIC ACTS OF GOD OR MAN, FIRE, FLOOD OR OTHER DISASTERS. SUCH OCCURRANCES WILL VOID THIS AGREEMENT.**

CTI Standard Labor Rates		
Service Description	Rates	Criteria
<b>On-Site Repairs</b>		
CTI Field Service Technician: Standard	\$279/hr	Minimum 2 hours
After Hours Rush	\$419/hr	Minimum 2 hours

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CTI Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_