



# SERVICE PLANS

## BASIC SERVICE PLAN

*Included with active connectivity subscription*

- No additional monthly fees
- 24/7 online portal access
- **Allows Users Full Control and Scheduling Capabilities**
- **Allows Users Access to Management & Reporting Tools**
- Limited Technical Support:  
Monday - Friday, 8:00 AM – 5:00 PM CST  
(Excluding Holidays)



## WHAT'S INCLUDED IN THE UPGRADED E.O.S. SERVICE PLAN?

### E.O.S. EYES ON SITE SERVICE PLAN +

- Event Based Monitoring
- Monthly Property Reports
- Dedicated Account Coordinator
- 24/7 Technical Support
- Custom Scheduling Assistance & Management
- 24/7 online portal access
- Allows Users Full Control and Scheduling Capabilities
- Allows Users Access to Management & Reporting Tools

# \$59.95 PER MONTH

*Billed annually in addition to Basic Service Plan*

### EVENT BASED MONITORING

Your property will receive an account coordinator that routinely monitors your property's site health to look for anomalies in the system, identifying issues before they interrupt operations.

- In the event of an alert/issue:
  - Your account coordinator works with the technical support team to resolve and diagnose the issue in real time.
  - If on-site resolution is required, the property site contact is notified immediately.
  - A netLiNK Approved Electrical Contractor (third party) is dispatched to handle the on-site repair. Actual repairs will be billed to customer based on true time and material.

### MONTHLY PROPERTY REPORTS

Receive Site and Savings Reports on a monthly basis. The reports include site issue and resolution, energy savings, and more.

### CUSTOM SCHEDULING ASSISTANCE

Submit scheduling requests to your account coordinator for unique holidays, special events, and maintenance schedules. Ex. Black Friday, Christmas, general lot maintenance, etc.