Digital Sentry Membership Features

Feature	Plan 1	Plan 2	Plan 3	Plan 4
24/7/365 Support	Yes	Yes	Yes	Yes
Iphone /Android App	Yes	Yes	Yes	Yes
Automatic Speed Test Charting	Yes	Yes	Yes	Yes
* Monitored Network Devices	Yes, up to 10	Yes, up to 20	Yes, up to 30	Yes, Unlimited
Equipment Discount *(On select Items)*	Yes up to 5%	Yes up to 5%	Yes up to 5%	Yes up to 5%
Annual Inspection: (*25 Pt. System Check*)	No	1 Annual	1 Annual	1 Annual
Discounted Service Rates *(Excluding IMAC) (Installations, Moves, Add- Ons or Changes)*	Yes, $75 1st hr./per man then $15 per 15 minute increments, per man	Included	Included	Included
Discounted Service Rates (IMAC) *(Installations, Moves, Add- Ons or Changes)*	Yes, $75 1st hr./per man then $15 per 15 minute increments, per man	Yes, $75 1st hr./per man then $15 per 15 minute increments, per man	Yes, $75 1st hr./per man then $15 per 15 minute increments, per man	Yes, $75 1st hr./per man then $15 per 15 minute increments, per man
Trip Charge *(During Normal Business Hours)*	Included	Included	Included	Included
Trip Charge *(After Hours & Weekends)*	$50	$50	Included	Included
Trip Charge *(Holidays)*	$100	$100	$100	$100
Face time/Skype After Hours	Yes	Yes	Yes	Yes
Free DDNS Address	Yes	Yes	Yes	Yes
ISP (Xfinity) Authorization	Yes	Yes	Yes	Yes
*Remote Device Re-Boot	Yes (Free App)	Yes (Free App)	Yes (Free App)	Yes (Free App)
*Remote Firmware Updates	Yes	Yes	Yes	Yes
Control 4 Sight	No	No	Yes	Yes
Digital Sentry Appliance	$198.00	$198.00	Included	Included
Package Costs:	299.40 Annually	$539.40 Annually	$899.40 Annually	$1679.40 Annually

24/7/365 Support

The peace of mind that you need to insure that First Coast Entertainments team of professional technicians is on call, all day every day. Access to a technician 24/7 is included in all plans. Although a charge may occur if a trip is required outside of business hours.

Iphone /Android App

All Digital Sentry plans include a handy Iphone/Android app. This app allows you to reboot / reset your system from your phone or tablet. No more struggling to get behind the equipment to the power strip.

Automatic Speed Test Charting

Digital Sentry (Powered by OVRC) will perform a speed test of your internet connection automatically each hour. In addition, charts the results for a look at how your internet service has been performing over time.

* Monitored Network Devices

This feature plays a major role in determining which Digital Sentry plan is right for you. Digital Sentry monitors all of the internet protocol (IP) devices on your network. Digital Sentry will also send notifications if these devices go offline. But do we care to get a notification every time your cell phone leaves the network? Maybe not. Together, we will determine which devices should be monitored. Typically these devices are limited to devices that are critical to the Ethernet and A/V system to operate.

Equipment Discounts

As a Digital Sentry Member you will receive discounts on most newly purchased from First Coast Entertainment.

Annual Inspection:

As a Digital Sentry Member, First Coast Entertainment will perform a 25 point inspection of your IP and audio video system. The inspection will insure that your systems are running at optimal performance.

Discounted Service Rates   *Excluding IMAC (Installations, Moves, Add-on's or Changes)*

As a Digital Sentry Member starting at Plan 2 and above, there are no charges for service calls during normal business hours for servicing the original equipment that was installed. All members will receive discounted service rates for IMAC Items (Installation, Move, Add-on or Change). Example: Replacing or installing a new TV, Installing a new or upgraded Bluray player or play station into the system.

Discounted Service Rates *IMAC (Installations, Moves, Add-on's or Changes)*

As a Digital Sentry Member starting at Plan 2 and above, IMAC calls for service during normal business hours will receive discounted service rates. Example: Replacing or installing a new TV, Installing a new or upgraded Bluray player or play station into the system.

Trip Charge *(During Normal Business Hours)*

As a Digital Sentry Member you will never be charged a trip charge during normal business hours.

Trip Charge *(After Hours & Weekends)*

Most trouble can be resolved by our trained technicians with a simple phone call or with Facetime but in the event that a trip is required / requested after hours or on the weekend, a trip charge may be assessed depending on your level of membership.

Trip Charge *(Holidays)*

Most trouble can be resolved by our trained technicians with a simple phone call or with Facetime but in the event that a trip is required /requested during the holidays, a trip charge will be assessed.

Face time/Skype after Hours

A picture is worth a thousand words. One of the tools that our technicians use for troubleshooting is Facetime. Being able to see what the issue is, with your help, will help up resolve the issue quickly, so you can get back to enjoying your system. As a Digital Sentry member this service is available to you 24/7.

Free DDNS Address

What is DDNS and why is this important? Every home that has internet access has a <u>public</u> IP address. **Dynamic DNS** (**DDNS** or DynDNS) is a method of automatically updating a name server in the Domain Name System (DNS), often in real time. In other words, a virtual static IP address for your home. In the event that your system requires that the IP address of your home needs to be consistent (static), your Digital Sentry membership entitles you to a complimentary DDNS address.

ISP (Xfinity) Authorization

Digital Sentry has an agreement with Xfinity that allows us to talk to Xfinity customer support on your behalf. No more being stuck on hold with Xfinity for hours trying to determine why your internet is down. Let us do it for you. We are currently trying to bring AT&T into the fold as well. We will update you when we do.

Remote Device Re-Boot

All Digital Sentry plans include a handy Iphone/Android app. This app allows members to reboot / reset your system from your phone or tablet. No more struggling to get behind the equipment to the power strip. In addition, you can do it from afar.

Remote Firmware Updates

Firmware updates on specific equipment can be done remotely. Keeping your firmware up to date insures that your system will run smoothly.

Control 4 - 4Sight Subscription

Digital Sentry members on plan 3 or above with control4 automation systems, receive a complimentary 4Sight subscription. ($100.00/year value)

Digital Sentry Appliance

Digital Sentry service requires hardware (devices /appliances). At the core of Digital Sentry is a device called an OVRC hub. There is no cost for the OVRC hub on Plans 3 & 4.
Other devices include IP enabled surge protectors that allow us to reboot devices. Ethernet switches, Wireless Access Points and Router that allow us to look into the Ethernet LAN for analytics and troubleshooting.
Additional costs may be incurred for the installation of such device(s).