Professional Services Statement of Work

Service Category	Part Number	Service Summary	Template Version
Field Support	**FLDSUP-TSHOOT**	On site troubleshooting of Pelco products related to an existing technical support case(s).	July 31, 2018

1) Scope of Service
Pelco will provide onsite troubleshooting assistance for a pre-existing technical support case(s).

2) Recommend Use of Service
This service is recommended for customers who have encountered a complex issue or situation that could not be resolved remotely with the assistance of technical support. Cases of this complexity are generally site specific and require in-depth on-site investigation.

3) Details of Service

a) Provide the client with onsite assistance to further investigate the related case(s) for the purpose of identifying and correcting the root cause.
b) Review system performance for possible optimization.
c) Review of applicable Pelco equipment system logs and diagnostics.
d) Provide recommendations for improvement areas as identified.
e) Apply applicable fixes and corrective actions within Pelco's immediate ability.

f) Limitations
- Due to the complex nature of cases at this level, Pelco does not guarantee that all site visits will result in a fix. This service and all associated fees are for providing an additional level of skill set and knowledge to assist the client.
- Unless otherwise explicitly agreed upon in writing, all tasks, including fixes and corrective actions, apply to Pelco branded hardware and software only. Third-party infrastructure, hardware and software configuration(s), including that which may integrate with Pelco products, is not included or implied.
- This is not an electrical or building code audit and Pelco will not be held accountable for the improper installation of components that do not meet such codes. Not following local electrical and building codes could result in severe injury or death.
- This service does not include or imply any diagnosis, configuration or optimization of networking components. Networking services may be purchased separately.