

Months
of
Service

2011-12

Months of Service

Please indicate the months in which you would like Spyglass Security to inspect your home. Please note that any plan of three(3) months or less will require prepayment.

___ January ___ April ___ July ___ October
___ February ___ May ___ August ___ November
___ March ___ June ___ September ___ December

Start and Stop Date

The dates of service will start on either the 1st or the 15th of the month chosen. If you choose the 1st, service will continue until the 30th of the last month chosen. If you choose the 15th, service will continue until the 14th of the last month chosen. Any additional visits will be charged per the rate of the chosen plan.

Please start my service on the ___ (1st or 15th) of _____

Please stop my service on the ___ (30th or 14th) of _____

Service Plan

Please initial or make a check on the line to indicate which Service Plan you would like. Billing will be done on a monthly basis and billed in advance. Payment not received prior to the start of the month will keep your home out of the inspection rotation until payment is received.

___ **Gold Plan:** **\$150.00 per month (Six month minimum)**

- Two(2) site visits per week for any months chosen
 - Two(2) additional visits per month per contract term at no charge*
 - One(1) alarm response per contract at no extra charge*
 - Any vendor visits charged at \$35 per visit*
 - Any additional site visits charged at \$20 per visit*
- *Not including weekends or holidays

___ **Silver Plan:** **\$100.00 per month for December through March**
\$70.00 per month for April through November

- Two(2) site visits per week for months of Dec., Jan., Feb. & March
 - One(1) site visit per week for any additional months chosen
 - Any vendor visits charged at \$40 per visit*
 - Any additional site visits charged at \$25 per visit*
- *Not including weekends or holidays

___ **Bronze Plan:** **\$70.00 per month**

- One(1) site visit per week
 - Any vendor visits charged at \$40 per visit*
 - Any additional site visits charged at \$25 per visit*
- *Not including weekends or holidays

___ **Extra:** **\$40.00 per month** Upgrade to two(2) visits per month outside of plan.
Month _____

Spyglass Security LLC ~ P.O. Box 1111 ~ East Orleans, MA 02643 (508)255-7755 ~ (508)247-9853 Fax
www.spyglasssecurity.com

Plan Options

Please initial or put a check on the line indicating which options you would like:

- Toilet Bowl Cleaning \$10 per month
- Plant watering \$10 per month
- 2nd dwelling unit Drained: \$25 per month / Not drained & Heated: \$40 per month
- Other (Please specify) _____

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Plan Definitions

Vendor visit: Opening the house and meeting the vendor at designated time - Limited to one hour. Unless specifically requested, we will not remain with vendor during servicing. After one hour, the hourly labor rate applies. The charge is made whether or not the vendor shows. Double rate applies on weekends and holidays.

Alarm Call response: We will be the “on call” responder for your alarm company. When contacted by the alarm company, we will identify the problem and notify the appropriate contacts. If repairs are needed, we will make every effort to take care of them in a timely manner. **Because these calls need immediate attention, Spyglass Security will charge \$50 per alarm call between 8:00am and 5:00pm and \$125 per alarm call from 5:00pm to 8:00am. \$25 per alarm call will be charged for a follow-up without visit. The rate will be doubled on weekends and holidays.**

Alarms: Spyglass Security will never give your alarm code to a vendor. A Spyglass Security representative will meet the vendor at your home, shut off the alarm, provide access and secure the property once the vendor service has been completed.

Key Policy: Spyglass Security will have one master key that will be used only by a company representative. If the owner wishes, Spyglass Security can supply an extra key to a vendor for a \$10.00 charge. This key will be signed out to the vendor and every effort will be made to retrieve the key when job is complete.

Storm Emergencies: After a major storm, Spyglass Security will visit your property as soon as possible. Depending on your plan, this may count as an additional site visit. If there are power outages and downed trees, we will check automatically. If we deem it necessary due to severe circumstances such as downed trees or snowstorms that are impacting the safety of your home, Spyglass Security will make reasonable attempts to secure vendors necessary to rectify the problems. This service is not covered under our service agreement and all vendors who may work on your home during this time do so under good faith and with the understanding that services rendered are vital to protection and safety of said residence. Under normal circumstances we will qualify the jobs and costs with the owner. During storm emergencies we encourage owners to be proactive in facilitating the protection of their home.

Contractor Coordination: Spyglass Security has access to a wide range of expert licensed contractors. We are able to provide maintenance and repair for many jobs and can also coordinate any larger projects you might have. A coordination fee of 15% for any job under \$5000, 10% on any job from \$5000 to \$10,000 and 8% on any job above \$10,000 will be charged.

Event Security: In addition to above services, we provide representatives to stay at your house while the family is attending or hosting an event such as a wedding or a funeral. Often, because these are publicized gatherings, it is common knowledge that your home is vulnerable. We will meet with you ahead of time to coordinate time and manpower.

Service Plans do not include cost for labor or materials. Any services performed in addition to the chosen service plan will be billed separately. These rates are valid for the period of September 1, 2009 through August 31, 2010.

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Spyglass Security LLC may, at its discretion, increase the frequency of the number of visits to the home to protect your assets. This is usually done during the winter months as a result of extended cold or stormy weather. It is also done after an incident has occurred at the home which requires follow-up evaluation. The rate of these visits will be based upon the rate indicated in your Customer Service Plan.

By signing below, I understand and agree that Spyglass Security's intended obligation under this agreement is to check my home as per chosen plan, report to me about any problems that may exist and, when necessary, contact the appropriate vendor(s). I understand and agree that Spyglass Security does not promise to perform policing or preventive maintenance functions at my property unless otherwise agreed to, and I will hold Spyglass Security harmless for any damages resulting from equipment failure, weather conditions, vandalism or any other events outside of Spyglass Security's control.

I further understand that from time to time, emergency or other services may be needed and will be provided by Spyglass Security. These services include but are not limited to: snowplowing, vendor meetings, additional sit visits, delivery charges, after-hour response and pages and alarm response calls. I understand and agree that these services may not be included as part of this contract and may require additional charges. I understand and agree that payment of all charges are due thirty(30) days after billing date and will incur a monthly finance charge of 1.5%. Spyglass Security reserves the right to terminate services should payment not be received within thirty(30) days. Spyglass Security reserves the right to place small identification stickers in strategic locations on your property.

Customer Signature _____ **Date** _____

Spyglass Security Storm Emergency Policy & Procedures

- After a major storm when power is out and trees are down, Spyglass Security, as soon as the area is deemed safe, will do an initial exterior inspection of your home for outside structural damage. In the event that access to your road is blocked by power lines, trees or emergency vehicles, we may be unable to do the preliminary inspection until the area is cleared.
- If we see or suspect structural damage, we will enter your home to assess the damage. If damage is found, we will call you as soon as possible. **We will notify you only if there is a major problem. Feel free to call us, however, if you have questions. We know you are concerned – we will be vigilant on your behalf!** If you have downed trees and broken fence or other relatively minor damage, we will notify you when time allows. We will check and double-check after the initial visit to make sure we have not overlooked any problems due to weather, time of night or inability to enter the premises.
- When power is restored we will make every effort to re-inspect your home to make sure **your** power is restored and the heat is back on. Your heating system should restart automatically, but we have to make sure. Calling a neighbor or your answering machine can let you know if power has been restored. If you have an alarm system we may need to return more than once to make sure the system is working.
- Roof problems such as missing shingles can be difficult to see due to roof pitch and/or snow cover and may not show up until a later date. As we check the interior, staining in your ceilings might alert us to a problem. We will notify you if we see any issues.
- After an extended power loss, you may like to have us check extra items. For example, your refrigerator, now full of spoiled food. If you would like Spyglass Security to check this or other things affected by power loss, please give us a call after power is restored.

Most importantly, Spyglass Security's only responsibility is to provide vital inspections and then notify the owner(s) of any problems in a timely manner. Under severe circumstances, Spyglass Security will begin mitigation to protect your home. For example, should access to your home be blocked by fallen trees or extreme amounts of snowfall, Spyglass Security will make reasonable attempts to secure the vendors necessary to provide access. This service is not covered under our Service Agreement and all vendors that work on your home during this period are working in good faith with the understanding that services rendered are vital to protecting your home. Under normal circumstances, we would qualify the job and cost with the owner(s). During storm emergencies we encourage the owner(s) to be proactive in facilitating protection of their home.

NAME: _____

E-mail: _____

BILLING ADDRESS:

CELL : _____

WORK: _____

HOME: _____

CAPE COD ADDRESS:

CAPE COD

PHONE: _____

EMRGENCY CONTACT (People who are authorized to make decisions on your behalf in the event you cannot be contacted)

Name: _____

Phone: _____

Name: _____

Phone: _____

VENDORS

Oil / Gas _____

Phone: _____

Are you on automatic delivery with your oil or propane company? YES ____ NO ____

Burner / Furnance _____

Phone: _____

Alarm _____ Code _____ Password _____ Phone _____

Electrician _____ Phone _____

Irrigation _____ Phone _____

Pool _____ Phone _____

Plumber _____ Phone _____

HVAC _____ Phone _____

Cleaners _____ Phone _____

Pest Control _____ Phone _____

Insurance Agent _____ Phone _____