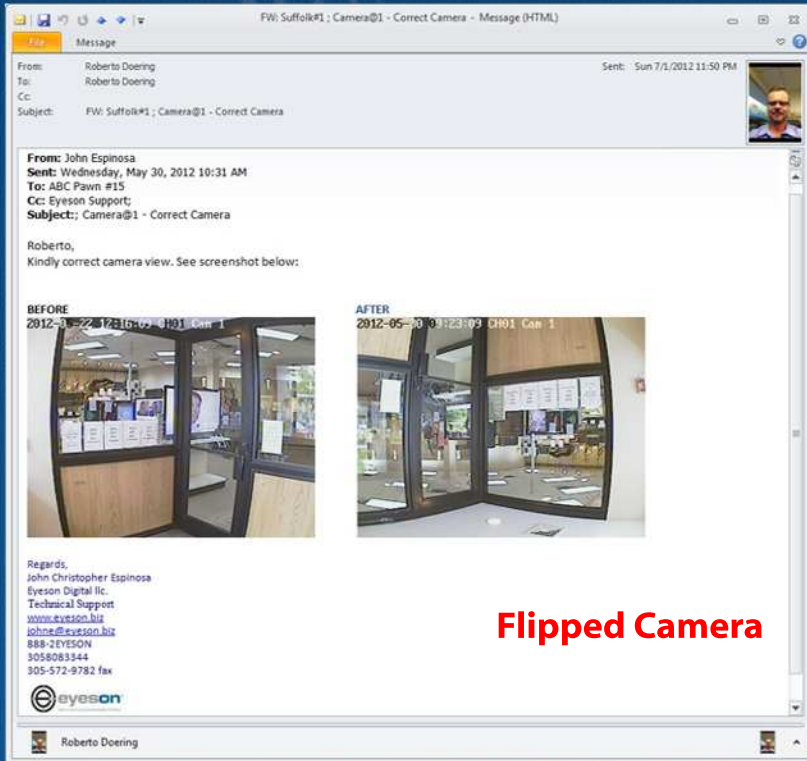


EyesOn@ease Reference Sheet

@Ease- maintenance program:

@ease Alert



Flipped Camera

EyesOn @ease Maintenance (Monthly Fee Per Location)

Our tech team will be monitoring your system daily and verifying that all is working well.

If any problem is identified, all remote troubleshooting will be done at that time, and if any action is required by a local technician, our techs will contact you to schedule a visit with your local service provider.

Our techs will monitor the work of the local technician for you, making sure all work is completed properly and your system is fully functional.

Benefits:

>Advance Replacement

>On Demand Phone and On-Line Support

>On Demand Remote Troubleshooting Software Upgrades

>Daily and Weekly System Verification

>Monthly Summary Report

>System Status Notification and Proactive Troubleshooting

>Monthly Payment fee per camera

>Special tariffs for Visit call and Travel

@ease Report

@ease Report

Date	(PST) Start	End Time	Alert Type	Site	Action Taken	Resolution	Needed action by client
11/2/2010	6:50am	6:40pm	None	Your Store	Monitoring your Stores		
11/2/2010	6:45pm	6:55pm	None	All Stores	ST1 cam9 No video signal ST2 CAM7 No video signal ST9 cam9 to 16 No video signal	Issues has been already bring to store manager noticed & mail has been send to client accordingly	Store manager should take necessary action to troubleshoot the issue as explained in a mail sent to them also expecting the feedback so we can verify the issue and inform the client if the issue persist again.
11/3/2010	7:15am	6:30pm	None	Your Store	Monitoring your Stores		
11/3/2010	11am	2:30m	None	ST5, ST9, ST12	System inspection and supervision	Servers operation & Video recording is fine	

