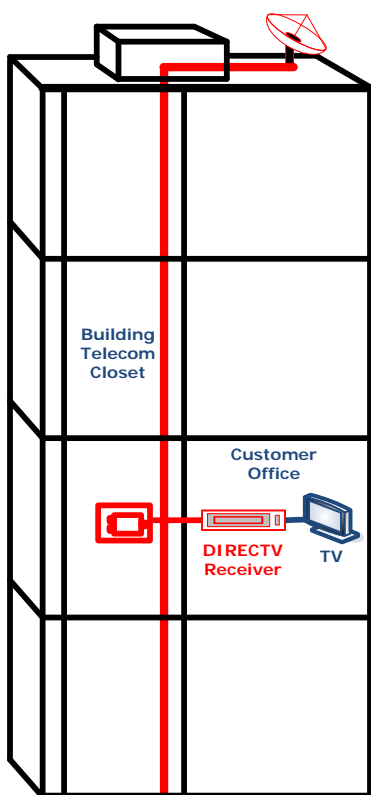


Vertical AV-TV Satellite Television System

Vertical AV-TV designs, engineers and maintains the DIRECTV HD infrastructure using the most reliable, highest quality satellite distribution equipment to provide the appropriate signal strength to any location throughout the building.



Vertical AV-TV Service Maintenance Agreement (SA):

Vertical AV-TV requires all tenants connected to our satellite dish and infrastructure in a building to sign a SA agreement. This agreement is in effect as long as the tenant is utilizing our system and it covers the following:

The entire satellite television infrastructure, including the satellite dish, all cabling/distribution to the tenants space, and all standard and/or high-definition receivers. For example, storm damage to the dish, lightning strikes, failed equipment.

If the client has any issues with their TV or system they are asked to contact **Vertical AV-TV** first. We will trouble shoot with the client on the phone and, if necessary, will set up a service call on site at no charge to the customer.

SA Agreement Pricing:

Pricing is based on the number and type of satellite digital receivers connected to the system.

Items Not Covered:

1. User error / negligence by customer –
For example: mishandled equipment, disconnected equipment, satellite dish is purposely moved.
2. Equipment from a source other than **Vertical AV-TV**.
3. Digital Video Recorders (DVR)



**DIRECTV
HD Satellite
Dish**



**Multi-Switch /
Distribution
Board**



**DIRECTV Satellite
Receiver**

**RED
Vertical AV-TV
Service Maintenance
Agreement covers these items**