

Skyline Service Charges

In order to simplify the service process, the following document will inform which services are charged to which responsible party. This is to create a streamlined process at Skyline where we can quickly service our customers without waiting on approval. Going forward, the service department will notify the Sales Rep or Tech via email or text of the service to be performed and that a fee will be applied. This text is simply to inform the Sales Rep but they will very rarely be asking for permission.

SALES REPRESENTATIVES RESPONSIBILITIES:

1. Any equipment that is requested to be added to the customer that wasn't part of the original work order.
2. Moving or removal of equipment due to the Sales Reps requests after the initial install.
3. Customer has WIFI issues (no WIFI, insufficient WIFI) at the time of install preventing devices such as camera's and Skybell's to be installed and are needed to be installed at a later date.
4. Customer no shows an installation appointment.
5. Doorbell systems that aren't compatible with the customers home and require a return trip to install the correct type of doorbell.
6. Any trip to service or to replace existing equipment.
 - a. If existing equipment is replaced it is at the cost to the Sales Rep.
 - b. The benefit of existing equipment is being able to bank points but the rep runs the risk if it goes bad the rep is responsible to have it replaced. (This doesn't include batteries)
7. Special situations that prevent a complete install and requires a return trip.
 - a. E.G. certain parts of the home are under construction, customer has to leave and requests the Tech to come back, garage door compatibility, ETC.
8. Tech needs a return appointment for a rarely installed item. (Most examples would be equipment not listed in the book such as a flood sensor or a strobe light).
 - a. Sales Reps can schedule out these installs to avoid this charge.
9. Technician is needed to service any "3rd party" equipment the rep had installed that wasn't provided by Skyline.
10. Service that requires a licensed electrician (E.G. Light switches).
11. Replacement of existing life saving equipment (Smoke, Carbon, Medical Pendant). As

a general

rule Sales Reps should always mark those devices as new ones to be installed and not existing. As a policy our company will not take over existing life saving devices.

The following situations would only be charged to the Sales Rep if the customer disputed the charge and the service was deemed necessary to keep the customer satisfied.

1. Customer no shows a service appointment that is under the Sales Reps warranty (items listed above).
2. Service is required to prevent a customer from charging back to Skyline.
 - a. In both situations service will notify the Sales Rep of the situation.

SKYLINE RESPONSIBILITIES:

1. There is backorder of regularly used equipment that is preventing a full installation.
2. The Corporate Office made an error. (E.G. Scheduled the wrong Tech, scheduled multiple Techs for the same job, sent out the wrong equipment, didn't notify the rep of the charges, ETC.).
3. The Corporate Office scheduled a Tech before the Tech had the necessary equipment.
4. Customer no shows an appointment under a corporate warranty (if customer disputes).

CUSTOMER RESPONSIBILITIES:

1. Customer cancels/reschedules a service appointment outside of the cancellation window.
2. Customer misinforms corporate of the real issue whether by error or intentionally.
3. Customer switches their internet providers and needs WIFI devices serviced.
4. Relocation fees if:
 - a. The customer moves
 - b. Remodeling
 - c. Customer wants the equipment in a new location
 - d. Customer wants to remove certain equipment from the home
5. Any theft of equipment that customer requests to be replaced.
 - a. Most homeowner insurances can help customers recover their costs
6. Any damage done to the equipment not caused by a Skyline employee (remodeling damage, theft damage, neglect damage, Acts of God, ETC).
7. Retraining on the system if

the customer refuses training over the phone and wants a Technician to come to their home.

a. If the Technician didn't train someone at the point of install it would not be on the

customer

r.

i. In some situations, the customer isn't home during the installation but the

Technician is required to train whoever is on site. If the customer who wasn't home wants their own personal in-house training there would be a service fee. 8. Customer requests to add in additional equipment after the original installation.

TECHNICIA

NS:

All other items not listed above would fall under the Technicians 90-day warranty to service the system.

EXCEPTIO

NS:

If Sales Reps are able to negotiate a deal with their Technicians that they will service all issues within the first 90 days they can avoid all of the charges associated with the Sales Rep. This would require the Technician to sign the approved documents confirming they will not charge for any service fees within 90 days.

This is usually more effective in areas where Sales Reps are consistently producing a lot of accounts and can guarantee work for the Technician.