



CCTV Maintenance Agreement – Schedule of Services

As part of the annual maintenance contract, Blue Orange agrees to deliver the following services:

1. Annual Preventative Maintenance Visit A scheduled annual visit will be arranged to proactively inspect all components of the CCTV system, including cameras, recording devices, and supporting hardware. This visit will cover:

- Cleaning of all camera lenses and housings
- Functional checks of all system components
- Installation of available software and firmware updates

2. Corrective Maintenance and Repairs Any faults identified during inspections or reported by the Client will be addressed promptly. Blue Orange will carry out necessary repairs or component replacements to restore the system to full working condition.

3. Priority Response Times The Client will receive priority support in line with the following response time commitments:

- **Critical Issues** (e.g., full system failure or security breach): Response within 4 business hours
- **High Priority** (e.g. component failure or partial outage): Response within 1 business day
- **Standard Issues** (e.g., minor faults or non-urgent repairs): Response within 3 business days
- **Remote Support** (where applicable): Initial response within 2 hours during business hours
Blue Orange will aim to resolve issues on the first visit. If additional parts or resources are required, the Client will be advised of estimated completion times.

4. System Consultation and Upgrade Advice Expert consultation will be provided regarding system upgrades or enhancements to maintain optimal performance and ensure future readiness.

5. Warranty Management Blue Orange will manage warranty claims for components covered under manufacturer warranty. Hardware replacements outside the warranty period will be chargeable.