



Technical Support Options

TechSelect® Monitoring

TechSelect® Monitoring is our basic package and provides your theatre with a first line of defense. With TechSelect® Monitoring we place a dedicated computer on-site in your venue from which we can monitor all of your networked screens. On a monthly basis we log into your system and check the logs for system anomalies. We also check to make sure that you are up to date on your software/firmware revisions. If the systems show any sign of abnormal operation or a pending problem, you are notified. System updates that are due and that can be safely executed remotely are done and you get peace of mind.

In the event of an unexpected breakdown, a quick call to our toll-free support line will connect you to a trained technician. They will then attempt to diagnose your problem and attempt to resolve it remotely or give you a workaround to get you up and running until a permanent solution can be made. If you have operational questions on your equipment or wish to train new staff, a prearranged live tutorial can be setup.

The cost for this service is a lot lower than you'd expect. After a one-time charge for the computer (which you will then own), it is only \$50/month for the first screen and \$35/month for each additional screen at the same location.

TechSelect® Premium

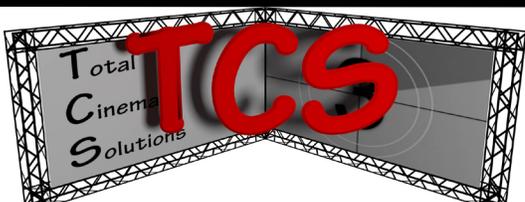
With TechSelect® Premium we combine our state-of-the-art remote monitoring with our world-class on-site service. Your monthly fee includes not only our TechSelect® Monitoring but also a predetermined number of on-site visits, both preventative and emergency. You won't get caught with a surprise service bill. Note: locations requiring air or ferry travel or subject to extreme event or seasonal lodging charges may require a separate travel billing.

TechSelect® T&M On Demand

We offer on-demand service to our non-contractual customers. On-site service is offered on an hourly basis billed in quarter hour increments with a two hour on-site minimum. Service calls that are expected to be lengthy may be quoted at the day rate. Travel time and mileage is computed from the technician's home base. Out of pocket expenses such as meals, tolls, air fare, hotels, rental cars, and the like are subject to an administrative surcharge. We will make every effort to advise and discuss with you any anticipated expenses BEFORE scheduling a service visit.

TechSelect® Told Ya So

This is a free service that we offer to exhibitors that go elsewhere for service. If things don't go as you planned, we will gladly give you a heartfelt "Told Ya So" at no charge before explaining how we may be able to help. Just another reason to use TCS for your support services.



Total Cinema Solutions

Cinema Support for the Next Millenia

P0 Box 574 * Peabody, MA 01960-7574

(888)422-4778 * support@totalcinemasolutions.com