

MONITORING AND MAINTENANCE SUPPORT PROGRAM



THE FOLLOWING ARE ADDRESSED WITH OUR M2 PROGRAM:

1. 24/7 data migration
2. Verizon cellular account
3. 24/7 monitoring of the system hardware and software
4. Trending analysis of data for impending failures
5. Twice daily interface with equipment for hands on monitoring
6. Labor for normal repairs, does not include parts or damage
7. Web access to raw data
8. 72 hour problem resolution
9. Warranty management
10. Software upgrades
11. Seasonal site inspection and calibration

Our Monitoring and Maintenance Support provides for 24/7 monitoring of the AEI hardware and software, trending analysis of the component function, site inspections and calibrations, labor to repair failures (not accidental damage), daily site interface, remote diagnostics, communication management, and vendor management.

ATBD Inc., offers a Monitoring and Maintenance Support service for all of the equipment we install. For a monthly charge we monitor the system 24/7, perform trending analysis, remotely access the site for remote support and repairs, predict failures, contact the site twice a day to query the system. We work with your employees to effect on site repairs, annually visit the site to tune up the sub systems to maintain optimal performance, and monitor the communication path.

SPECIFIC SYSTEMS MONITORED

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|---------------------------------|-----------------------------|
| Wheel detectors | Grounding |
| Presence system | Surge protection |
| Antenna performance | Batteries |
| RF module | Power management |
| Speed analysis | Communications site to host |
| Time date clock synchronization | Data integration |
| Software | Modem |
| Firmware | Processor |