

## HelpfulTechVids Hosting + Portal Package Details

- No setup fee for standard layer 2 setups
- First month is free of charge, no obligation
- HelpfulTechVids will remote in and adopt devices at no charge or adoption can be done by you, your choice
- \$40/mo or \$400/year (2 months free for annual payment)
- One site with up to 10 UniFi devices, additional devices in the same site billed at \$1/mo extra
- Additional sites are considered a new subscription to this package
- Choice of customized contact collection or rolling password portal
  - Monthly emailed spreadsheet of previous month's submissions
  - 2 month submission retention

### Terms

1. Requires a 11-month agreement activated the first day that production service is utilized
2. Customer can cancel within 30 days of service activation at no charge
3. Early agreement termination requires email notification to HelpfulTechVids no less than 15 days prior to termination of service. Customer is required to pay 25% of the remaining time on their agreement
4. After the 11-month agreement period has concluded, Customer is automatically moved to a month-to-month or annual plan, their choice
5. HelpfulTechVids' assistance in setting up devices is limited to the remote computer being on the same L2 network segment as any and all devices that require adoption. A layer 3 adoption will be charged at \$5/device and will be performed via a scheduled TeamViewer session
6. Portal customization is limited to
  - a. Custom background
  - b. Custom logo
  - c. Custom logo placement
  - d. Up to 6 color customizations
  - e. Custom terms of use and/or privacy policy
  - f. Small text changes
  - g. Customer provided language translations
7. Any logos that are to be included in the portal must be in either PNG format with a transparent background or JPEG format with a background that matches the background desired for the portal web pages
8. HelpfulTechVids can convert the logo to a transparent background for a one-time \$50 fee
9. Any image editing warrants an additional, one-time fee no less than \$50
10. Customer can do multiple sites each considered another subscription of this offer
11. Multiple sites utilizing the same portal can be done at HelpfulTechVids' sole discretion for a discounted rate
12. Cannot be combined with any other offers or discounts

13. All non-conflicting terms from [our Standard Terms of Service for Hosted UniFi](#) apply
14. Monthly submissions limited to 1,000. Should a portal exceed 1,000 legitimate submissions in a given month, HelpfulTechVids will contact you to discuss additional fees.