

1. What is Toshiba's Commissioning Service?

Toshiba's Commissioning Service is to support you, our valued Toshiba ProfitMAX Reseller. Our goal is to assist you in delivering maximum value to your customers. After you have installed a surveillance system, which includes Toshiba's IP Video equipment, at your customer's site, a Toshiba Technical Specialist will contact you to schedule a visit to the customer's site.

2. Who is this Service for?

Toshiba ProfitMAX Resellers only.

3. How does my company qualify?

Reseller must register a project that is a minimum of \$60,000; obtain a Project Registration Bid number; and purchase products for corresponding Registered Project (minimum order must be at least \$60,000 of Toshiba IP Video equipment).

4. What is the Project Registration program?

When a ProfitMAX Reseller or Distributor specifies a project with Toshiba Surveillance products, Toshiba will reward the Reseller with special systems pricing and protection. In other words, if you are the first to register a project, Toshiba will provide you with exclusive, discounted pricing. Contact Toshiba's Bid Desk for a Project Registration Quote form at isdbiddesk@tais.toshiba.com.

5. How do I register my project?

Complete a Project Registration Quote Form and email it to isdbiddesk@tais.toshiba.com.

6. What are the requirements to register a project?

Project must be at least \$7,500 of Toshiba IP Video equipment to be registered. Project must not be registered with Toshiba Surveillance group already.

7. How do I know my project is registered and has qualified for this service?

You will receive a Project Bid number from your distributor or directly from the Toshiba Bid Desk. Toshiba's Project Bid number is in the form of a 2 digit number followed by A or B, followed by 3 more numbers; example: 13A001. In addition, refer to answer #3.

8. Is there a fee for this service?

There is no fee. This is a complimentary service for ProfitMAX Resellers.

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9. Will my project/customer qualify if I purchase several systems for the same customer over a specified time period that would meet the \$60K threshold; example a school project?

Please contact your Toshiba Manufacturer Representative to discuss options.

10. Will my project/customer qualify if it totals \$60,000 but has multiple sites?

Please contact your Toshiba Manufacturer Representative to discuss options.

11. If my project includes competitive recorders and cameras, will it qualify?

Yes, the project qualifies; however the Toshiba Technical Specialist will optimize Toshiba products exclusively. The Toshiba Specialist will not interface, modify or program any competitive products.

12. What is the \$60,000 threshold based on?

The \$60,000 threshold is based on the price the dealer purchased it from their distributor.

13. If I place a single \$60,000 order of Toshiba IP Video products but they are for multiple customers, will this qualify?

No, this scenario does not qualify. The Toshiba Commissioning Service is designed for a single customer project that is at least \$60,000.

14. If I purchase through a Distributor, how does Toshiba know I've made the purchase?

The distributor notifies Toshiba when a sale is completed.

15. After I've registered my project and purchased the product, how does the Service begin?

You will be contacted by Toshiba's Technical Specialist.

16. What will Toshiba's Technical Specialist do during the visit?

The Technician will assist you in optimizing the installed Toshiba IP Video equipment by reviewing the following: general site inspection and advise on best practices; all cameras are operational and recording; camera frame rate and record settings are set within design parameters; Central Station Video Management Software (SCS) is optimized; mobile apps are connected and configured; provide user training to your customer on search, playback and exporting.

17. Who do I contact with additional questions?

Karena Lang at 949-461-4249; Karena.lang@tais.toshiba.com or Tom Pappas at 949-461-4923; Tom.pappas@tais.toshiba.com