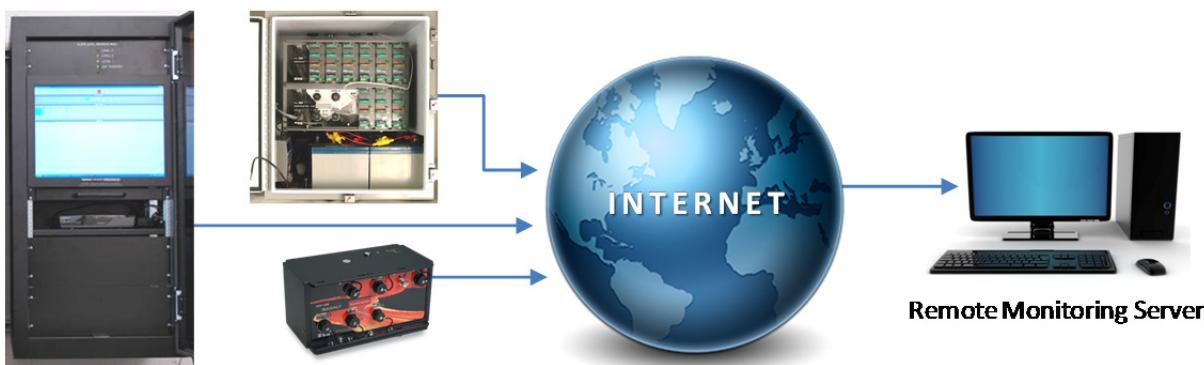


Remote Monitoring Service

Seismic and structural monitoring systems are complex and consist of many components that require regular maintenance (e.g., batteries, software, computers, etc.). Regular maintenance visits are essential to sustaining long-term system operation. Additionally, Kinematics systems are loaded with state-of-health (SOH) features that can be continuously monitored in real-time. Implementing both regular maintenance and continuous SOH monitoring is the only way to assure maximum system performance and functionality.

However, onsite system SOH monitoring can be time consuming and labor intensive. In some cases, the level of effort and amount of time required to perform comprehensive system SOH monitoring is beyond what a typical end-user is willing to do. To this end, Kinematics' Open Systems and Services (OSS) Department is pleased to offer **Remote Monitoring Service** for online systems.



Remote Monitoring Service Includes:

- **System Configuration:** *Configuration of the system to enable real-time remote SOH monitoring over the Internet*
- **Real-Time SOH Monitoring:** *The system SOH will be monitored in real-time from Kinematics, CA*
- **Minor Issue Resolution:** *If a minor issue is detected, Kinematics will automatically resolve it and, if warranted, send an email notification describing the issue and services performed*
- **Major Issue Notification:** *If a major issue is detected, Kinematics will notify customers via email with a report on the issue detected, its severity, and any recommended actions*

General Terms and Conditions

- a) Systems must be online and accessible from Kinematics Pasadena, CA.
- b) Any additionally required hardware (e.g., Router, Modem, etc.) or data service plans are not included
- c) Kinematics requires full administrative access to the system at all times and periodic restarts may occur
- d) The definition of major (and minor) issues is at the discretion of Kinematics but generally is based on ease of resolution and the need (if any) for physical visits or replacement parts
- e) Physical visits and replacement parts are not included
- f) Remote Monitoring Service does not guarantee 100% uptime or system functionality since some issues will be unforeseen and beyond Kinematics control
- g) Remote Monitoring Service is performed during Kinematics working hours only
- h) Response time is not guaranteed, but in-general customer will receive email notification of major issue within one-week of detection (weekends and holidays not included)