GEEK SQUAD

Scope of Work

SERVICE PORTFOLIO

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DOCUMENT GUIDE

GEEK SQUAD
SCOPE OF WORK DOCUMENT

1 ETWORK ASSESSMENT & ENHANCEMENT

2 VERVIEW
r network is at the heart of every connected device in your home. Why not make sure you're getting the best performance possible? Let a Geek Squad Agent assess your existing network; optimize its performance; and show you how to improve it to meet your needs.

3 CONFIRM
- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY
- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Perform site survey
  - ☐ Assess and record the client's existing usage habits, hardware, and requirements
  - ☐ Note any challenges the client is experiencing
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey

03 SERVICE
- ☐ Assess and record the client's measured and advertised ISP connect (using speedtest.net resource)
- ☐ Assess and record the following in all readily accessible locations both inside and outside the home:
  - ☐ Available, functioning hardwired connection
  - ☐ Wireless network coverage (using Wifi Analyzer resource)
  - ☐ Wireless channel interference (using Wifi Analyzer resource) – select the least congested channel
- ☐ Perform any necessary firmware updates for router/AP, and adjust settings as necessary
- ☐ Relocate router and/or AP for optimal coverage and performance
- ☐ Retest network in all areas tested previously
- ☐ Identify areas for improvement (eg. Different ISP plan, networking hardware, etc)

OPTIONAL:
- Service includes setup of a new router, including up-to a 3 node mesh network system

04 TUTORIAL
- ☐ Provide brief tour of the newly setup network and router
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information

4
e	90 min
People	1
Skill Set	ADV NETWORK SETUP

5
11206129
$199.99

6 IDANCE
tflix viewing:
- Min: 1.5Mbps
- HD: 5.0Mbps
- Super HD: 7Mbps

Gaming:
- Ping: lower is better (< 100ms)

Skype:
- Voice: 0.1 Mbps DL/UL
- Video: 0.5 Mbps DL/UL
- HD video: 1.5 Mbps DL/UL

NOTE: 1 Mbps = 8 MBps

7 CLUSIONS
- Any hardware

8 ESOURCES - TOOLS
- Geek Squad SOP - http://sop.gscanada.info
- Geek Squad Forums - http://central.gscanada.info
- Network Analysis
  - Wifi Analyzer (Android App)
  - Fing (Android App)
  - www.speedtest.net (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

1

1 Natural language name of the service

2 Natural Language Summary of the service

3 Expected workflow of service call, following the CASST model. Check boxes denote required items

4 GRID Service Time, Agents assigned, and Skill Set required

5 SKU, price and support location: In-home, in-store, or online

6 Guidance or recommendations for service

7 Exclusions to service

8 Supporting resources and tools (eg. Software links or recommended hardware to complete service)

GEEK SQUAD
SCOPE OF WORK DOCUMENT

GSHM SOFTWARE SETUP

OVERVIEW

Get the most out of your membership. Let a Geek Squad Agent install and configure your included Antivirus and Data Backup software. We'll even scan your system for potential threats and show you how to configure and access you secured data.
NOTE: In-Home Service is an add-on only. Agents are to follow primary SOW guidelines from the associated core services.

01 CONFIRM

- ☐ Confirm that the client has a valid GSHM account using the Membership Validation Portal
- ☐ Ensure setup form is properly completed.

IN-HOME ONLY

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

IN-HOME ONLY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Confirm with client that initial Welcome Email was received. Engage Geek Squad Online Support or Self Service Portal for account updates.
- ☐ Add desktop shortcut access to **Geek Squad Membership Self-Service Portal** (See Resources)
- ☐ Add desktop shortcut access to www.geeksquad.ca/connectnow
- ☐ **Bitdefender** installed and activated
- ☐ **Acronis** True Image Cloud installed and activated with backups configured

IN-HOME ONLY

- ☐ Perform a Network Analysis. Advise client of results and offer recommendations to improve performance, if required.
- ☐ Identify any GSHM applicable product in the client's home and perform basic cable management services, as required.

04 TUTORIAL

- ☐ Demonstrate to client how to access self-service Membership portal (See Resources)
- ☐ Guide client through process of scheduling a backup in Data Backup Software

- ☐ **IMPORTANT**: ensure client understands how to contact Geek Squad Online Support (see Resources).

Time	30 min
People	1
Skill Set	BASIC PC SUPPORT BASIC APPLE SUPPORT

11794475
$49.99

11983079
$79.99

[CALL CENTRE] 10750891
N/A

✔ GUIDANCE

✘ EXCLUSIONS

- Hardware
- Installation of any hardware

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Membership Account Self-Service Portal - http://www.geeksquad.ca/homemembership

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

STANDARD COMPUTER SETUP

OVERVIEW

So, you've upgraded to the latest and greatest in computing technology. Now you're home and not sure where to begin. Our Agents can setup your new computer just the way you like and make sure your software is up-to-date and ready to use.

01 CONFIRM

- ☐ Ensure setup form is properly completed.

IN-HOME SERVICE:

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Setup and personalization of a new PC as per Setup Form
- ☐ All critical software/operating system updates
- ☐ Performance check and tweak settings to improve user experience
- ☐ Removal of pre-installed trial software/adware
- ☐ Installation of client requested software (e.g.: iTunes, Chrome, Skype)
- ☐ Installation of printer drivers (customer must provide printer make and model)
- ☐ Recovery media creation, to Geek Squad USB drive (if applicable)

04 TUTORIAL

- ☐ Provide a brief tour of the newly setup computer
- ☐ Explain 30 days of post-setup online support and provide direction on how to contact
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	90 min
People	1
Skill Set	ADV PC SUPPORT ADV APPLE SUPPORT

10246920
$99.99

10246941
$169.99

✔ GUIDANCE

✘ EXCLUSIONS

- Delivery included on in-home service only

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

PREMIUM COMPUTER SETUP

OVERVIEW

So, you've upgraded to the latest and greatest in computing technology. Leave the rest to us. Our Agents can setup your new computer just the way you like and make sure your software is up-to-date and ready to use. They'll also transfer data from your old computer and put it in a single folder for quick access.

01 CONFIRM

- ☐ Ensure setup form is properly completed.

IN-HOME SERVICE:

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Delivery (In-Home Only), setup and personalization of a new PC as per Setup Form
- ☐ All critical software/operating system updates
- ☐ Performance check and tweak settings to improve user experience
- ☐ Removal of pre-installed trial software/adware
- ☐ Installation of client requested software (e.g.: iTunes, Chrome, Skype)
- ☐ Installation of printer drivers (customer must provide printer make and model)
- ☐ Recovery media creation, to Geek Squad USB drive (if applicable)
- ☐ Data transfer from up to one existing computer to the new device

JUDGEMENT CLAUSE FOR IN-HOME SERVICE

Agents should attempt to complete all data services on-site during the regular service call. The Agent can, at his/her judgement (if a particular data service is impossible to fit within the Grid service call), advise client that it cannot be completed within regular scope of work. Then, client can be offered three choices:

1. Agent will commence transfer and return later in the day to confirm it is completed (free of charge)
2. Agent will extend service call to ensure that everything is 100% (charge ½ hour labour SKUs as needed)
3. Agent will transport devices to nearest store for completion in-store, then return to deliver at a later date (free of charge)

04 TUTORIAL

- ☐ Provide a brief tour of the newly setup computer
- ☐ Explain 30 days of post-setup online support and provide direction on how to contact
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	120 min
People	1
Skill Set	ADV PC SUPPORT ADV APPLE SUPPORT

10292584
$129.99

10302361
$199.99

✔ GUIDANCE

✘ EXCLUSIONS

- Delivery included on in-home version only

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

ULTIMATE COMPUTER SETUP

OVERVIEW

So, you've upgraded to the latest and greatest in computing technology. Leave the rest to us. Our Agents can setup your new computer just the way you like and make sure your software is up-to-date and ready to use. They'll also transfer data from your old computer and install and configure the included Internet Security software to protect your data.

01 CONFIRM

- ☐ Ensure setup form is properly completed and scan internet security software

IN-HOME SERVICE:

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Setup and personalization of a new PC as per Setup Form
- ☐ All critical software/operating system updates
- ☐ Performance check and tweak settings to improve user experience
- ☐ Removal of pre-installed trial software/adware
- ☐ Installation of client requested software (e.g.: iTunes, Chrome, Skype)
- ☐ Installation of printer drivers (customer must provide printer make and model)
- ☐ Recovery media creation, to Geek Squad USB drive (if applicable)
- ☐ Data transfer from up to one existing computer to the new device
- ☐ Premium internet security software, with installation

JUDGEMENT CLAUSE FOR IN-HOME SERVICE

Agents should attempt to complete all data services on-site during the regular service call. The Agent can, at his/her judgement (if a particular data service is impossible to fit within the Grid service call), advise client that it cannot be completed within regular scope of work. Then, client can be offered three choices:

1. Agent will commence transfer and return later in the day to confirm it is completed (free of charge)
2. Agent will extend service call to ensure that everything is 100% (charge ½ hour labour SKUs as needed)
3. Agent will transport devices to nearest store for completion in-store, then return to deliver at a later date (free of charge)

04 TUTORIAL

- ☐ Provide a brief tour of the newly setup computer
- ☐ Explain 30 days of post-setup online support and provide direction on how to contact
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	150 min
People	1
Skill Set	ADV PC SUPPORT ADV APPLE SUPPORT

10246921
$149.99

10246942
$219.99

✔ GUIDANCE

✘ EXCLUSIONS

- Delivery included on in-home service only

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

TABLET SCREEN PROTECTOR INSTALL

OVERVIEW

Protect your new tablet with a custom cut Clearplex screen protector. Our Geek Squad Agents will make sure it's installed correctly and free from defects.

01 CONFIRM

- ☐ Check screen size of tablet
- ☐ Select appropriate installation SKU in the dropdown menu

02 ARRIVE / SURVEY

- N/A

03 SERVICE

- ☐ Install Screen Protector, following manufacturer specifications (front only)
- ☐ Confirm that the installed Screen Protector is positioned correctly and free of any noticeable bubbles, hairs, or other sediment.

04 TUTORIAL

- ☐ Provide explanation of warranty on the screen protector.
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information

Time	N/A
People	N/A
Skill Set	N/A

10145236

$19.99

✔ GUIDANCE

✘ EXCLUSIONS

- Screen protector

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions

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GEEK SQUAD
SCOPE OF WORK DOCUMENT

TABLET SETUP

OVERVIEW

So, you've upgraded to the latest and greatest in mobile computing technology. Leave the rest to us. Our Agents will setup your new tablet just the way you like and make sure your software is up-to-date and ready to use.

01 CONFIRM

- ☐ Ensure setup form is completed properly

02 ARRIVE / SURVEY

- N/A

03 SERVICE

- ☐ Setup and personalization of a new Tablet as per Setup Form
- ☐ Email Setup
- ☐ Social Networking Setup (Facebook, Twitter, Pinterest, etc)
- ☐ Assist setting up an Apple ID/Android/Blackberry/Windows Live account
- ☐ Install up to 5 requested apps (free apps only)
- ☐ Configure cloud based storage (OneDrive, Dropbox, iCloud, etc)
- ☐ Update all preloaded apps and complete operating system updates

04 TUTORIAL

- ☐ Provide brief tour of the newly setup tablet
- ☐ Explain 30 days of post-setup online support and provide direction on who to contact
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information

Time	N/A
People	N/A
Skill Set	N/A

12310268

$49.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any in-home/on-site service
- Screen protector installation

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions

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GEEK SQUAD
SCOPE OF WORK DOCUMENT

STANDARD NETWORK SETUP

OVERVIEW

Let a Geek Squad Agent visit your home, make all the right connections and configure settings, so you can enjoy accessing the internet, anywhere throughout your home.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Setup of a single router or access point
- ☐ Configuration of settings including SSID, wireless security, firewall settings and port forwarding (if required)
- ☐ Site survey for signal quality assessment
- ☐ Physically connecting the router
- ☐ Connection, integration, and troubleshooting for up to five (5) devices on a single network

04 TUTORIAL

- ☐ Provide brief tour of the newly setup network and router.
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	45 min
People	1
Skill Set	BASIC NETWORK SETUP

10246944

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware
- Setup of any multi-node mesh networks.

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

NETWORK ASSESSMENT & ENHANCEMENT

OVERVIEW

Your network is at the heart of every connected device in your home. Why not make sure you're getting the best performance possible? Let a Geek Squad Agent assess your existing network; optimize its performance; and show you how to improve it to meet your needs.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service
  - ☐ Assess and record the client's existing usage habits, hardware, and requirements
  - ☐ Note any challenges the client is experiencing

03 SERVICE

- ☐ Assess and record the client's measured and advertised ISP connect (using speedtest.net resource)
- ☐ Assess and record the following in all readily accessible locations both inside and outside the home:
  - ☐ Available, functioning hardwired connection
  - ☐ Wireless network coverage (using Wifi Analyzer resource)
  - ☐ Wireless channel interference (using Wifi Analyzer resource) – select the least congested channel
- ☐ Perform any necessary firmware updates for router/AP, and adjust settings as necessary
- ☐ Relocate router and/or AP for optimal coverage and performance
- ☐ Retest network in all areas tested previously
- ☐ Identify areas for improvement (eg. Different ISP plan, networking hardware, etc)

OPTIONAL:

- Service includes setup of a new router, including up-to a 3 node mesh network system

04 TUTORIAL

- ☐ Provide brief tour of the newly setup network and router
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	90 min
People	1
Skill Set	ADV NETWORK SETUP

11206129

$199.99

✔ GUIDANCE

Netflix viewing:
- Min: 1.5Mbps
- HD: 5.0Mbps
- Super HD: 7Mbps

Gaming:
- Ping: lower is better (<100ms)

Skype:
- Voice: 0.1 Mbps DL/UL
- Video: 0.5 Mbps DL/UL
- HD video: 1.5 Mbps DL/UL

NOTE: 1 MB/s = 8 Mbps

✘ EXCLUSIONS

- Any hardware

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis
  - Wifi Analyzer (Android App)
  - Fing (Android App)
  - www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

DATA TRANSFER

OVERVIEW

Getting a new computer? Or want to move all your data from one device to another? Geek Squad can help with that. An agent will move data from one device to another, with the files being put in a single folder.

01 CONFIRM

IN-HOME SERVICE:

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Determine which folders to backup/transfer

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Transferring data between any two devices
- ☐ Examples include backing up data to an external HDD, or transferring data from an old computer to a new computer
- ☐ Includes up-to 3 single-layer DVDs, if the client cannot provide their own media

JUDGEMENT CLAUSE FOR IN-HOME SERVICE

Agents should attempt to complete all data services on-site during the regular service call. The Agent can, at his/her judgement (if a particular data service is impossible to fit within the Grid service call), advise client that it cannot be completed within regular scope of work. Then, client can be offered three choices:

1. Agent will commence transfer and return later in the day to confirm it is completed (free of charge)
2. Agent will extend service call to ensure that everything is 100% (charge ½ hour labour SKUs as needed)
3. Agent will transport devices to nearest store for completion in-store, then return to deliver at a later date (free of charge)

04 TUTORIAL

- ☐ Review the new location of the data on the client's computer if transferring between devices
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	60 min
People	1
Skill Set	ADV PC SUPPORT ADV APPLE SUPPORT

10246926
$99.99

10246946
$199.99

✔ GUIDANCE

✘ EXCLUSIONS

- Placing data in original folders
- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

DATA MIGRATION

OVERVIEW

Getting a new computer? Or want to move all your data from one device to another? Geek Squad can help with that. An Agent will move data from one device to another, with the files being put in their original locations.

01 CONFIRM

IN-HOME SERVICE:

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Determine which folders to backup/transfer

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Transferring data between any two devices
- ☐ Migrating the data to the correct folders (if applicable)
- ☐ Importing email and contacts (if applicable & possible)

JUDGEMENT CLAUSE FOR IN-HOME SERVICE

Agents should attempt to complete all data services on-site during the regular service call. The Agent can, at his/her judgement (if a particular data service is impossible to fit within the Grid service call), advise client that it cannot be completed within regular scope of work. Then, client can be offered three choices:

1. Agent will commence transfer and return later in the day to confirm it is completed (free of charge)
2. Agent will extend service call to ensure that everything is 100% (charge ½ hour labour SKUs as needed)
3. Agent will transport devices to nearest store for completion in-store, then return to deliver at a later date (free of charge)

04 TUTORIAL

- ☐ Review the new location of the data on the client's computer if transferring between devices
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	90 min
People	1
Skill Set	ADV PC SUPPORT ADV APPLE SUPPORT

10246927
$149.99

10246947
$249.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

(ADD-ON) DATA MIGRATION

OVERVIEW

Getting a new computer? Or want to move all your data from one device to another? Geek Squad can help with that. An Agent will move data from one device to another, with the files being put in their original locations.

NOTE: This add-on service must accompany another, stand-alone service

Time	60 min
People	1
Skill Set	ADV PC SUPPORT ADV APPLE SUPPORT

10294558

$49.99

01 CONFIRM

02 ARRIVE / SURVEY

- ☐ Determine which folders to backup/transfer

03 SERVICE

- ☐ Transferring data between any two devices
- ☐ Migrating the data to the correct folders (if applicable)
- ☐ Importing email and contacts (if applicable & possible)

04 TUTORIAL

- ☐ Review the new location of the data on the client's computer if transferring between devices
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

STANDARD DIAGNOSTIC & REPAIR

OVERVIEW

Let Geek Squad handle the complicated and time-consuming process of figuring out what ails your device. An Agent will repair any software related issues and provide an estimate for any hardware, if required.

01 CONFIRM

- ☐ Determine which folders to backup/transfer

IN-HOME SERVICE:

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Complete hardware and software diagnostic of a single system

Service Includes:

- ☐ Any labour required to repair the unit, such as virus removals, OS reinstallations, drive reinstallations, hardware installations, etc

Note: it is highly recommended to backup data before performing any needed fixes

04 TUTORIAL

- ☐ Review the new location of the data on the client's computer if transferring between devices
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	120 min
People	1
Skill Set	ADV PC SUPPORT ADV APPLE SUPPORT

10246929
$189.99

10246948
$249.99

✔ GUIDANCE

✘ EXCLUSIONS

- Placing data in original folders
- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

PREMIUM DIAGNOSTIC & REPAIR

OVERVIEW

Let Geek Squad handle the complicated and time-consuming process of figuring out what ails your device. An Agent will repair any software related issues; provide an estimate for any hardware, if required, and migrate any desired information.

01 CONFIRM

- ☐ Ensure setup form is properly completed.

IN-HOME SERVICE:

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Complete hardware and software diagnostic of a single system

Service Includes:

- ☐ Any labour required to repair the unit, such as virus removals, OS reinstallations, drive reinstallations, hardware installations, etc
- ☐ Backing up and/or transferring data from/to the device
- ☐ Migrating the data to the correct folders (if applicable)
- ☐ Importing email and contacts (if applicable)

04 TUTORIAL

- ☐ Provide explanation of results of the diagnostic and the repair performed
- ☐ Review the new location of the data on the client's computer if transferring between devices
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	120 min
People	1
Skill Set	ADV PC SUPPORT ADV APPLE SUPPORT

10246930
$229.99

10246949
$279.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/parts required to repair the system

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

ULTIMATE DIAGNOSTIC & REPAIR

OVERVIEW

Let Geek Squad handle the complicated and time-consuming process of figuring out what ails your device. An Agent will repair any software related issues; provide an estimate for any hardware, if required; migrate any desired information and install and configure the included antivirus application.

01 CONFIRM

- ☐ Ensure setup form is properly completed.

IN-HOME SERVICE:

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Complete hardware and software diagnostic of a single system

Service Includes:

- ☐ Any labour required to repair the unit, such as virus removals, OS reinstallations, drive reinstallations, hardware installations, etc
- ☐ Backing up and/or transferring the data from/to the device
- ☐ Migrating the data to the correct folders (if applicable)
- ☐ Importing email and contacts (if applicable)
- ☐ Install, activate, and configure the included antivirus application (**Bitdefender** – 1 Year Licence)

04 TUTORIAL

- ☐ Provide explanation of results of the diagnostic and the repair performed
- ☐ Review the new location of the data on the client's computer if transferring between devices
- ☐ Direct client to online.geeksquad.ca to activate their Support+
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	180 min
People	1
Skill Set	ADV PC SUPPORT ADV APPLE SUPPORT

10246931
$249.99

10246950
$319.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/parts required to repair the system

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

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GEEK SQUAD
SCOPE OF WORK DOCUMENT

BASIC DIAGNOSTIC

OVERVIEW

Let Geek Squad handle the complicated and time-consuming process of figuring out what ails your device. An Agent will provide assessment of the device and an estimating how much it'll cost to fix it.

01 CONFIRM

- ☐ Ensure setup form is properly completed.

IN-HOME SERVICE:

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Standard hardware/software diagnostic for a device
- ☐ An estimate for the cost to repair the device
- ☐ Exchangeable for a service of greater value

NOTE: Diagnostics are covered under Geek Squad Protection Plans for product defect and failures, with the exception of any misuse or physical damage.

04 TUTORIAL

- ☐ Provide explanation of results of the diagnostic.
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	60 min
People	1
Skill Set	ADV PC SUPPORT ADV APPLE SUPPORT

10246932
$59.99

10246951
$89.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

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GEEK SQUAD
SCOPE OF WORK DOCUMENT

TRAINING - HALF HOUR

OVERVIEW

Have a Geek Squad Agent walk through features of your choice on any device we sell.

01 CONFIRM

IN-HOME SERVICE:

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Up to half an hour of training on any device we sell in Connected Solutions and Home Solutions

04 TUTORIAL

- N/A

Time	30 min
People	1
Skill Set	ADV PC SUPPORT ADV APPLE SUPPORT

10246934
$49.99

10246953
$79.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

(ADD-ON) RECOVERY MEDIA

OVERVIEW

Add Recovery Media to any existing service and have an easy way to recover your computer to a fresh state after a disaster.

NOTE: This add-on service must accompany another, stand-alone service

Time	15 min
People	1
Skill Set	N/A

10246936

$39.99

01 CONFIRM

- N/A

02 ARRIVE / SURVEY

- N/A

03 SERVICE

☐ Creation of recovery media on a Windows system

04 TUTORIAL

☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

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GEEK SQUAD
SCOPE OF WORK DOCUMENT

SYSTEM TUNE-UP

OVERVIEW

Get your computer running as if it was brand new again. Have a Geek Squad agent remove unnecessary temporary files, remove startup items, and perform any software updates.

Time	30 min
People	1
Skill Set	ADV PC SUPPORT

01 CONFIRM

IN-HOME SERVICE:

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- This is an add-on service to an existing repair service or diagnostic
- It includes:
  - ☐ Operating system updates
  - ☐ Repairing registry
  - ☐ Removal of unnecessary startup items
  - ☐ Check for presence of security software (antivirus, antispyware)
  - ☐ Update security software
  - ☐ Defrag (if required)
  - ☐ Removal of all temporary files/folders

04 TUTORIAL

- ☐ Briefly review the improvements that have been made.
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

10246937
$49.99

10246954
$79.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

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GEEK SQUAD
SCOPE OF WORK DOCUMENT

SOFTWARE INSTALL

OVERVIEW

Take the headache out of installing and configuring a new program. Have a Geek Squad agent install and configure a piece of software of your choice.

01 CONFIRM

Refer to the back of the Tactical Analysis Form for Terms and Conditions regarding software install limitations

IN-HOME SERVICE:

- ☐ Prior to arrival confirm if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Installation of a single software title to an existing Windows or MacOS system

04 TUTORIAL

- ☐ Provide client with brief tutorial on new software
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	45 min
People	1
Skill Set	BASIC PC SUPPORT BASIC APPLE SUPPORT

10246938
$29.99

10246955
$79.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

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GEEK SQUAD
SCOPE OF WORK DOCUMENT

COMPONENT INSTALL

OVERVIEW

Take the headache out of installing and configuring a new program. Have a Geek Squad agent install and configure a piece of hardware of your choice.

01 CONFIRM

IN-HOME SERVICE:

- ☐ Prior to arrival confirm if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Installation of a single piece of hardware or peripheral
- ☐ Software/driver installation for the component, if applicable

04 TUTORIAL

- ☐ Provide client with brief tutorial on new hardware component or peripheral
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	45 min
People	1
Skill Set	ADV PC SUPPORT ADV APPLE SUPPORT

10246939
$49.99

10246956
$79.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

CLEANING & MAINTENANCE

OVERVIEW

Let a Geek Squad Agent come to the rescue and handle the painstaking work of cleaning your computer's components inside and out. We'll also zip-tie cables if necessary to improve airflow.

01 CONFIRM

IN-HOME SERVICE:

- ☐ Prior to arrival confirm if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Physical internal and external cleaning of a computer
- ☐ Zip-tying cabling if required to maximize airflow

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	30 min
People	1
Skill Set	ADV PC SUPPORT ADV APPLE SUPPORT

10246940
$49.99

10246957
$79.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

GAMING CONSOLE COMPONENT INSTALL

OVERVIEW

Take the headache out of installing and configuring a new piece of hardware or peripheral on your game console. Have a Geek Squad agent install and configure a hardware component of your choice.

01 CONFIRM

· N/A

02 ARRIVE / SURVEY

- N/A

03 SERVICE

- ☐ Installation of a single piece of hardware or peripheral to a gaming console
- ☐ Software/driver installation for the component, if applicable

04 TUTORIAL

- ☐ Provide client with brief tutorial on new hardware component or peripheral
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information

Time	30 min
People	1
Skill Set	N/A

10325042

$19.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

DATA RECOVERY

OVERVIEW

When undo doesn't do it and restore isn't even an option, all hope isn't necessarily lost—and neither are your files. An in-store Geek Squad Agent can use advanced methods and considerable computer experience to help recover missing or accidentally deleted files from your hard drive.

Time	Varies
People	N/A
Skill Set	N/A

01 CONFIRM

☐ Ensure Tactical Analysis form is properly completed

02 ARRIVE / SURVEY

03 SERVICE

TIER 1

- Logical Data Loss
- Performed In-Store or by online support
- Symptoms include: Flash media with no physical damage, Deleted data, Formatted drive, OS reinstalled on top of valuable data, Drive is recognized by OS but has damaged sectors or read errors
- **Note**: Tier 1 may also be submitted for offsite recovery, refer to SOP for more details.

TIER 2

- External physical drive damage
- Performed Off Site
- Symptoms include: PCB Board Damage, Flash media with physical damage
  Firmware Corruption:
  - Drive is recognized by OS but data inaccessible or drive unrecognized by OS but drive is spinning.

Cellphone or tablet recovery:

- If there is physical damage, the device may need to be destroyed for recovery.
- Drive not spinning

TIER 3

- Internal physical drive damage
- Performed Off Site
- Symptoms include: Drive is making unusual noises such as clicking, grinding, or banging, Drive spins irregularly, Drive is physically damaged, Fire or smoke damage, Water damage, Drive was previously opened or has broken seals

04 TUTORIAL

[TIER 1]	10167406
$299.99	
[TIER 2]	10167408
$599.99	
[TIER 3]	10167409
$1599.99	

✔ GUIDANCE

✘ EXCLUSIONS

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

08. FLAT FEE REPAIRS

GEEK SQUAD
SCOPE OF WORK DOCUMENT

FLAT FEE REPAIRS—TABLET

OVERVIEW

Your Apple iPad is suffering from hardware hiccups, and you're not quite sure why. You could spend a few hours tinkering with it, or let a Geek Squad Agent save you from head-scratching frustration. Bring your tablet to a Best Buy store, and we'll repair a faulty component.

01 CONFIRM

☐ Ensure Tactical Analysis form is properly completed

02 ARRIVE / SURVEY

03 SERVICE

TIER 1

Includes one of the following repairs:

Digitizer (glass) replacement, LCD replacement, Rear Case replacement, Charge port replacement, Volume button replacement, Speaker replacement, Home button replacement, Power button replacement, Mute/rotate lock switch replacement, Headphone jack replacement, Front camera replacement, Back camera replacement

TIER 2

Includes one of the following repairs:

Digitizer (glass) and LCD replacement, Digitizer and Rear Case replacement, LCD and Rear Case replacement

TIER 3

Includes one of the following repairs:

LCD replacement, Rear case replacement

TIER 4

Includes one of the following repairs:

Battery Replacement

04 TUTORIAL

Time	N/A
People	N/A
Skill Set	N/A

[TIER 1]	10219376
$174.99	
[TIER 2]	10219374
$274.99	
[TIER 3]	10219375
$374.99	
[TIER 4]	10219373
$104.99	

✕ EXCLUSIONS

- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

FLAT FEE REPAIRS—PC

OVERVIEW

Your computer is suffering from hardware hiccups, and you're not quite sure why. You could spend a few hours tinkering with your device, or let a Geek Squad Agent save you from head-scratching frustration. Bring your PC to a Best Buy store, and we'll repair a faulty component.

01 CONFIRM

☐ Ensure Tactical Analysis form is properly completed

02 ARRIVE / SURVEY

03 SERVICE

TIER 1

Includes one of the following repairs:

Keyboard, Heatsink / Fan, Track pad, Memory, Speakers, Thumb reader, audio plugs, buttons/indicators, Hinges, Webcam, Power supply / AC/DC Jack, Inverter, USB, Wireless Card, Card reader, Audio Board, Cables, Hard Disk Drive

* **NOTE**: HDD Excludes Solid State (Tier 3)

TIER 2

Includes one of the following repairs:

Optical Disc Drive, Modem, Palmrest, IO/USB/PCB, LCD Rear Casing, LCD Bezel, Bottom Casing, Other plastics (1 Tier per piece), Non End-user replaceable batteries

TIER 3

Includes one of the following repairs:

Non-touch LCD, Graphics card, Blu-Ray, CPU, Solid State Drive (SSD)

TIER 4

Includes one of the following repairs:

Motherboard, Touchscreen LCD

04 TUTORIAL

Time	N/A
People	N/A
Skill Set	N/A

[TIER 1]	10225776
$149.99	
[TIER 2]	10225777
$249.99	
[TIER 3]	10225778
$349.99	
[TIER 4]	10225779
$449.99	

✕ EXCLUSIONS

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

FLAT FEE REPAIRS—APPLE

OVERVIEW

Your Mac computer is suffering from hardware hiccups, and you're not quite sure why. You could spend a few hours tinkering with it, or let a Geek Squad Agent save you from head-scratching frustration. Bring your Mac to a Best Buy store, and we'll repair one faulty component of your choice.

Time	N/A
People	N/A
Skill Set	N/A

01 CONFIRM

- ☐ Ensure Tactical Analysis form is properly completed

02 ARRIVE / SURVEY

03 SERVICE

TIER 1

Includes one of the following repairs:

Heatsink / Fan, Memory (RAM), Trackpad (if separate), Power supply / AC/DC Jack (Magsafe), USB, Buttons, audio plugs, buttons/indicators, Modem,
Non End-user replaceable battery (*Excluding Macbook Pro Retina), I/O Board, Camera, Bottom Base, Wireless Card

TIER 2

Includes one of the following repairs:

Top Case with Keyboard & Trackpad (*Excluding Macbook Pro Retina), Hard Disk Drive, Optical Disk Drive

TIER 3

Includes one of the following repairs:

Top Case with Keyboard & Battery (*For Macbook Pro Retina),
Solid State Drive (64GB, 128GB, 256GB)

TIER 4

Includes one of the following repairs:

Motherboard, LCD, Graphics Card, CPU

TIER 5

Includes one of the following repairs:

Solid State Drive (512GB, 768GB, 1TB)

[TIER 1]	10225780
$249.99	
[TIER 2]	10225781
$349.99	
[TIER 3]	10225775
$749.99	
[TIER 4]	10225774
$899.99	
[TIER 5]	10360654
$1199.99	

04 TUTORIAL

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions

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GEEK SQUAD
SCOPE OF WORK DOCUMENT

ACTIVITY TRACKER SETUP

OVERVIEW

Start tracking your steps as soon as you walk out of the store. Have a Geek Squad agent prepare your fitness tracker for use. Also available on Smart Health & Sport Tech products

01 CONFIRM

- ☐ Confirm device has enough battery charge to perform setup service

02 ARRIVE / SURVEY

03 SERVICE

- ☐ Download and install companion app on client's smartphone (If applicable)
- ☐ Create user account and configure settings to client's preference.
- ☐ Connect the activity tracker to up to 5 apps of the client's choosing.

04 TUTORIAL

- ☐ Provide explanation of lifetime warranty on the Clearplex screen protector.
- ☐ Explain 30 days of post-setup online support and provide direction on how to contact
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information

Time	N/A
People	N/A
Skill Set	N/A

10363923

$19.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SMART WATCH SETUP

OVERVIEW

Have your new smart watch fully configured and customized just for you by a Geek Squad Agent. No need to visit a jeweler if a your metal watch band needs adjustment!
Optional Upgrade: Add a ClearPlex screen protector and install service to protect your device.

Time	N/A
People	N/A
Skill Set	N/A

10363924
$29.99

01 CONFIRM

- ☐ Confirm device has enough battery charge to perform setup service

02 ARRIVE / SURVEY

03 SERVICE

- ☐ Download and installation of companion app on client's smartphone.
- ☐ Creation of user account and configure settings to client's preference.
- ☐ Connecting the smart watch to up to 5 apps of the client's choosing.
- ☐ If applicable, band size adjustment or replacement.
- ☐ 30 days of post setup online support.
- ☐ ClearPlex screen protector available.

04 TUTORIAL

- ☐ Demonstrate how to charge the device and walk through two basic functions.
- ☐ Direct client to online support for installation and configuration of any applicable desktop companion app or pairing with more devices.
- ☐ Explain 30 days of post-setup online support and provide direction on how to contact
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information

✔ GUIDANCE

✘ EXCLUSIONS

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SMART PHONE SCREEN PROTECTOR INSTALL

OVERVIEW

Protect your new smart phone with a custom cut Clearplex screen protector. Our Geek Squad Agents will make sure it's installed correctly and free from defects.

01 CONFIRM

- ☐ Check screen size of smart phone

02 ARRIVE / SURVEY

03 SERVICE

- ☐ Install Screen Protector, following manufacturer specifications (front only)
- ☐ Confirm that the installed Screen Protector is positioned correctly and free of any noticeable bubbles, hairs, or defects.

04 TUTORIAL

- ☐ Provide explanation of warranty on the screen protector
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information

Time	N/A
People	N/A
Skill Set	N/A

10148678

$29.99

✔ GUIDANCE

✘ EXCLUSIONS

- Screen protector

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SMART PHONE SETUP

OVERVIEW

You just got a brand new smartphone, so what's next? You could spend hours setting up your email and myriad of social media accounts, wrangling with updates and apps, but here's a far better solution: let a Geek Squad Agent come to the rescue. Visit a Best Buy store, and we'll help set up your phone, install apps, set up cloud-based storage and more.

Time	N/A
People	N/A
Skill Set	N/A

12310267

$39.99

01 CONFIRM

02 ARRIVE / SURVEY

03 SERVICE

- ☐ Email Setup
- ☐ Social Networking Setup (Facebook, Twitter, Pinterest, etc)
- ☐ Set up an Apple ID/Android/Blackberry/Windows Live account
- ☐ Install up to five (5) requested apps (free apps only)
- ☐ Configure cloud based storage (Skydrive, Dropbox, iCloud, etc)
- ☐ Update all preloaded apps and compete operating system updates

04 TUTORIAL

- ☐ Provide brief tour of the newly setup tablet
- ☐ Explain 30 days of post-setup online support and provide direction on how to contact
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/software sold separately
- Screen protector installation

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

MOBILE VR SETUP

OVERVIEW

Start tracking your steps as soon as you walk out of the store. Have a Geek Squad agent prepare your fitness tracker for use. Also available on Smart Health & Sport Tech products

Time	15 min
People	N/A
Skill Set	N/A

10487658

$19.99

01 CONFIRM

- ☐ Confirm device has enough battery charge to perform setup service

02 ARRIVE / SURVEY

03 SERVICE

- ☐ Download and install VR companion app on client's smartphone (If applicable)
- ☐ Create user account and configure settings to client's preference

04 TUTORIAL

- ☐ Demonstrate how to connect mobile phone to VR headset
- ☐ Explain 30 days of post-setup online support and provide direction on how to contact
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/software sold separately

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

STANDARD TV SETUP

OVERVIEW

Acquiring a new TV is a big event deserving celebratory smiles all around. You could spend hours fiddling with controls and bending over backwards plugging cables, or you could let a Geek Squad Agent figure it out for you. We'll not only deliver your TV; we'll also walk you through its basic functions.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Delivery of TV, up-to 75” in size
- ☐ TV unboxing and connection to up to 3 devices
- ☐ Dress all wires to ensure proper airflow to equipment and for a neat and tidy appearance
- ☐ Connect the TV to an existing network connection and ensure connectivity
- ☐ Configuration of basic functions of included remote control, if applicable (eg. Cable box remote)
- ☐ Test main functions and ensure equipment and TV are functioning correctly

04 TUTORIAL

- ☐ Perform a Tutorial of the main TV functions
- ☐ Include how to access SMART TV features if applicable
- ☐ Explain 90 day workmanship warranty and provide direction on calling1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	60 min
People	Varies
Skill Set	Basic HT Setup

[50” & Under] 10246970
$149.99

[51” & Over] 10246973
$249.99

✔ GUIDANCE

✘ EXCLUSIONS

- Wall-mounting, stand assembly, audio system setup, wire concealment
- Hardware or other products unless otherwise stated
- Configuration of advanced universal remotes with complex macros (eg. Harmony Remote)

NOTE: For Delivery of TVs over 75”, use SKU 3501 and follow White Goods Delivery process (additional charges may apply)

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

PREMIUM TV SETUP

OVERVIEW

Acquiring a new TV is a big event deserving celebratory smiles all around. You could spend hours fiddling with controls and bending over backwards plugging cables, or you could let a Geek Squad Agent figure it out for you. We'll not only deliver your TV; we'll also mount it and walk you through its basic functions.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Delivery of TV, up-to 75” in size
- ☐ TV unboxing and connection to up to 3 devices
- ☐ Wall-mount TV using client provided wall mount or build client provided stand
- ☐ Dress all wires to ensure proper airflow to equipment and for a neat and tidy appearance
- ☐ Connect the TV to an existing network connection and ensure connectivity
- ☐ Configuration of basic functions of included remote control, if applicable (eg. Cable box remote)
- ☐ Test main functions and ensure equipment and TV are functioning correctly

04 TUTORIAL

- ☐ Perform a Tutorial of the main TV functions
- ☐ Include how to access SMART TV features if applicable
- ☐ Explain 90 day workmanship warranty and provide direction on calling1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	90 min
People	Varies
Skill Set	Advanced HT Setup

[50” & Under] 10246971
$249.99

[51” & Over] 10246974
$349.99

✔ GUIDANCE

- For Smart TV, Smart Choice offers
  - use SKU **10244080**
- For GSHM Smart TV, Smart Choice offers
  - use SKU **12884047**

✘ EXCLUSIONS

- Audio system setup, wire Concealment
- Hardware or other products unless otherwise stated
- Configuration of advanced universal remotes with complex macros (eg. Harmony Remote)

NOTE: For Delivery of TVs over 75”, use SKU 3501 and follow White Goods Delivery process (additional charges may apply)

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

ULTIMATE TV SETUP

OVERVIEW

Acquiring a new TV is a big event deserving celebratory smiles all around. You could spend hours bending over backwards plugging cables, or you could let a Geek Squad Agent figure it out for you. We'll not only deliver; we'll also mount your TV, keep wires neatly tucked away and walk you through its basic functions.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Delivery of TV, up-to 75” in size
- ☐ TV unboxing and connection to up to 3 devices
- ☐ Wall-mount TV using client provided wall mount or build client provided stand
- ☐ Conceal audio and video cables in-wall
- ☐ Dress all wires to ensure proper airflow to equipment and for a neat and tidy appearance
- ☐ Connect the TV to an existing network connection and ensure connectivity
- ☐ Configuration of basic functions of included remote control, if applicable (eg. Cable box remote)
- ☐ Test main functions and ensure equipment and TV are functioning correctly

04 TUTORIAL

- ☐ Perform a Tutorial of the main TV functions
- ☐ Include how to access SMART TV features if applicable
- ☐ Explain 90 day workmanship warranty and provide direction on calling1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	120 min
People	Varies
Skill Set	Advanced HT Setup

[50” & Under] 10246972
$349.99

[51” & Over] 10246975
$449.99

✔ GUIDANCE

- Power wire concealment—Sell Power move 10254787) for applicable provinces if power wire concealment is required

✖ EXCLUSIONS

- Audio system setup
- Hardware or other products unless otherwise stated
- Configuration of advanced universal remotes with complex macros (eg. Harmony Remote)

NOTE: For Delivery of TVs over 75”, use SKU 3501 and follow White Goods Delivery process (additional charges may apply)

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

ELITE SERVICE—TV SETUP W/ MOUNTING

OVERVIEW

Acquiring a new TV is a big event deserving celebratory smiles all around. You could spend hours fiddling with controls and bending over backwards plugging cables, or you could let a Geek Squad Agent figure it out for you. We'll not only deliver your TV; we'll also mount it and walk you through its Smart TV functions.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Delivery of TV, up-to 75” in size
- ☐ TV unboxing and connection to up to three (3) devices
- ☐ Wall-mount TV using client provided wall mount or build client provided stand
- ☐ Dress all wires to ensure proper airflow to equipment and for a neat and tidy appearance
- ☐ Connect the TV to an existing network connection and ensure connectivity
- ☐ Assessment of existing wireless network as it pertains to Smart TV functionality and video streaming
- ☐ Connection of one (1) external device to share content with TV, at client’s discretion
- ☐ Setup two (2) additional Smart TV apps, at client’s discretion
- ☐ Configuration of basic functions of included remote control, if applicable (eg. Cable box remote)
- ☐ Test Smart TV functions
- ☐ Test main functions and ensure equipment and TV are functioning correctly

04 TUTORIAL

- ☐ Perform a Tutorial of the main TV functions
- ☐ Include how to access SMART TV features if applicable
- ☐ Explain 90 day workmanship warranty and provide direction on calling1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	90 min
People	Varies
Skill Set	Advanced HT Setup

12382553

$430.00

✔ GUIDANCE

✘ EXCLUSIONS

- Audio system setup
- Wire Concealment
- Hardware or other products unless otherwise stated
- Stone or brick installation (additional charge maybe required)
- Power cable concealment (optional extra)
- Configuration of advanced universal remotes with complex macros (eg. Harmony Remote)

NOTE: For Delivery of TVs over 75”, use SKU 3501 and follow White Goods Delivery process (additional charges may apply)

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

11. CALIBRATION

GEEK SQUAD
SCOPE OF WORK DOCUMENT

ISF CALIBRATION

OVERVIEW

Now that you've invested time and resources in a sleek new television, it's time to find out what it can do for you. This is where a Geek Squad Agent comes in the picture. We'll fine-tune the canvas that is your display, like adjusting day and night settings, so you get the most nuanced pictures your TV can deliver.

01 CONFIRM

- ☐ **Pre-confirmation**: Contact client at least 1 day prior to appointment date to confirm. Review TV make, model, and minimum break-in period.
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route
- ☐ Advise client to turn TV on TV in advance of arrival

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service
- Ask the client the following questions:
  - ☐ How many hours do you watch TV per day? (Usage)
  - ☐ Where in the room do you do most of your viewing? (Viewing Position)
  - ☐ What are the light levels like when you do most of your watching? (Lighting Conditions)
  - ☐ Who typically watches the TV? (Viewer)
  - ☐ What is the most commonly viewed source and content? (Content)

03 SERVICE

- ☐ Perform ISF TV calibration, following the Calman workflow
  - ☐ Ensure pre-calibration settings are transcribed to Calman workflow
  - ☐ Calibration of two inputs, including adjusting settings of the source device(s)
  - ☐ Day and Night Settings per input (if applicable)
  - ☐ 3D mode calibration on one input in place of Day and Night setting (if applicable)
- ☐ Explain the processes and standards of the ISF, as you are performing the calibration
- ☐ Review the hierarchy of calibration benefits with the client during the calibration:
  - ☐ Dynamic Range: What is the difference between the blackest blacks and the whitest whites?
  - ☐ Colour Saturation: How much colour does the image have?
  - ☐ Colorimetry: How lifelike are the colours?
  - ☐ Resolution: How detailed is the image?
- ☐ Confirm the Calibration results with verifiable content (eg. Monster ISF Disc)
- ☐ Ensure post-calibration settings are transcribed to Calman workflow
- ☐ Generate post-calibration report and attached to GRID Service Order

04 TUTORIAL

- ☐ Present a pre/post demonstration of the calibrated and non-calibrated settings to the client identifying key difference and improvements. Review calibration report with client.
- ☐ Explain 90 day workmanship warranty and provide direction on calling **1-800-GEEKSQUAD** for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	120 min
People	1
Skill Set	TV Calibration

10246976

$299.99

✔ GUIDANCE

- For Smart TV, Smart Choice offers
  - use SKU **10244081**
- For GSHM Smart TV, Smart Choice offers
  - use SKU **12884048**

✘ EXCLUSIONS

- Any connection of devices or setup not pertaining to Calibration

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

STANDARD PROJECTOR SETUP

OVERVIEW

You come home with a big smile, toting your sleek new projector. You could spend hours wrangling with set-up and teetering on a chair to mount it on your wall or ceiling, or opt for a far better solution: let a Geek Squad Agent do it all for you. We'll install your projector, keep wires neatly tucked away and walk you through its basic functions.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Delivery
- ☐ Ceiling mount using client provided mount
- ☐ Dress all wires to ensure proper airflow to equipment and for a neat and tidy appearance
- ☐ Connect up to 3 source devices to projector
- ☐ Test main functions and ensure equipment and projector are functioning correctly
- ☐ Configure geometry adjustments for screen position (keystone, zoom, lens shift)

04 TUTORIAL

- ☐ Perform a Tutorial of the main projector functions
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	105 min
People	2
Skill Set	Advanced HT Setup

10247253

$349.99

✔ GUIDANCE

✘ EXCLUSIONS

- Screen Installation
- Audio system setup
- Audio and video wire concealment—Sell Ultimate Projector Setup or Multi-Room Extend add-on
- Power wire concealment—Sell Power move for applicable provinces if power wire concealment is required
- Hardware or other products unless otherwise stated

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)
- Projector Central Calculator— http://www.projectorcentral.com/projection-calculator-pro.cfm

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

PREMIUM PROJECTOR SETUP

OVERVIEW

You come home with a big smile, toting your sleek new projector. You could spend hours wrangling with set-up and teetering on a chair to mount it on your wall or ceiling, or opt for a far better solution: let a Geek Squad Agent do it all for you. We'll install your screen and projector, dress the wires and walk you through its basic functions.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Delivery
- ☐ Ceiling mount using client provided mount
- ☐ Dress all wires to ensure proper airflow to equipment and for a neat and tidy appearance
- ☐ Connect up to 3 source devices to projector
- ☐ Test main functions and ensure equipment and projector are functioning correctly
- ☐ Installation of fixed, manual, or electric screen (additional charge for in-ceiling screens)
- ☐ Installation of electric screens includes up to 10 feet of low voltage control wire concealment
- ☐ Configure geometry adjustments for screen position (keystone, zoom, lens shift)

04 TUTORIAL

- ☐ Perform a Tutorial of the main projector functions
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	150 min
People	2
Skill Set	Advanced HT Setup

10247254

$449.99

✔ GUIDANCE

✘ EXCLUSIONS

- Audio system setup
- Audio and video wire concealment—Sell Ultimate Projector Setup or Multi-Room Extend add-on
- Power wire concealment—Sell Power move for applicable provinces if power wire concealment is required
- Hardware or other products unless otherwise stated

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)
- Projector Central Calculator— http://www.projectorcentral.com/projection-calculator-pro.cfm

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

ULTIMATE PROJECTOR SETUP

OVERVIEW

You come home with a big smile, toting your sleek new projector. You could spend hours wrangling with set-up and teetering on a chair to mount it on your wall or ceiling, or opt for a far better solution: let a Geek Squad Agent do it all for you. We'll install your screen and projector, hide clunky cables and walk you through its basic functions.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Delivery
- ☐ Ceiling mount using client provided mount
- ☐ Conceal audio and video cables in wall/ceiling/moulding up to 100 feet away (total distance including height)
- ☐ Dress all wires to ensure proper airflow to equipment and for a neat and tidy appearance
- ☐ Connect up to 3 source devices to projector
- ☐ Test main functions and ensure equipment and projector are functioning correctly
- ☐ Installation of fixed, manual, or electric screen (additional charge for in-ceiling screens)
- ☐ Installation of electric screens includes up to 10 feet of low voltage control wire concealment
- ☐ Configure geometry adjustments for screen position (keystone, zoom, lens shift)

04 TUTORIAL

- ☐ Perform a Tutorial of the main projector functions
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	240 min
People	2
Skill Set	Advanced HT Setup

10247255

$599.99

✔ GUIDANCE

- Power wire concealment—Sell Power move 10254787) for applicable provinces if power wire concealment is required

✘ EXCLUSIONS

- Audio system setup
- Hardware or other products unless otherwise stated

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)
- Projector Central Calculator— http://www.projectorcentral.com/projection-calculator-pro.cfm

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

PROJECTOR SCREEN INSTALL

OVERVIEW

Now you've invested time and resources in a sleek home theatre projector, it's time to find out how it pairs with a screen so you get the best viewing experience. This is where a Geek Squad Agent comes in the picture. We'll install your projector screen and arrange the low-voltage wiring so it runs neatly within 10 feet of your set-up.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Wall OR ceiling mounting of screen (manual pull-down mount, fixed mount, or powered drop-down) using client provided
- ☐ Conceal of low voltage cabling (max 10 feet) in standard frame construction, within one (1) stud bay or cable concealment track, if applicable
- ☐ Dress all wires to ensure proper airflow to equipment and for a neat and tidy appearance
- ☐ If applicable, test main functions and ensure screen is functioning correctly

04 TUTORIAL

- ☐ Perform a Tutorial of the main projector screen functions
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	45 min
People	2
Skill Set	Advanced HT Setup

10253949

$149.99

✔ GUIDANCE

- Power wire concealment—Sell Power move 10254787) for applicable provinces if power wire concealment is required

✘ EXCLUSIONS

- Audio system setup
- Hardware or other products unless otherwise stated
- In-ceiling, recessed screens (custom scoping required)

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)
- Projector Central Calculator— http://www.projectorcentral.com/projection-calculator-pro.cfm

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13. UNIVERSAL CONTROL

GEEK SQUAD
SCOPE OF WORK DOCUMENT

HARMONY PROGRAMMING

OVERVIEW

Now you've invested time and resources in a sleek new television, it's time to find out what it can do for you. This is where a Geek Squad Agent comes in the picture. We'll connect devices dependent on a remote and set up activities using one universal remote control so you can sit back and enjoy your entertainment from the comfort of your couch.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Setup up to 6 activities such as Watch Movie, Listen to Music, etc
- ☐ Setup up to 8 devices (remote dependent)
- ☐ Setup up to 1 Harmony RF to IR adapter or IR to Bluetooth adapter (hardware sold separately)
- ☐ Testing all functions
- ☐ Demonstration and basic tutorial on use

04 TUTORIAL

- ☐ Explain Activities and how to access individual device remotes if requested
- ☐ Explain and demonstrate the help functionality
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	60 min
People	1
Skill Set	Basic Remote Programming

10246986

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Not applicable to URC remotes
- Hardware

RESOURCES - TOOLS

- Geek Squad SOP - http://sop.gscanada.info
- Geek Squad Forums - http://central.gscanada.info
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

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GEEK SQUAD
SCOPE OF WORK DOCUMENT

STANDARD SOUND BAR SETUP

OVERVIEW

You've taken the next step to boost your home theatre system and got a sound bar to improve the acoustics. You could spend hours sitting in fuming silence with your manual or let a Geek Squad Agent make it work for you. We'll set up your sound bar, dress the cables so they're wrapped up neatly and give you a basic tutorial.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Sound bar setup
- ☐ Dressing the wires with cable ties
- ☐ Testing all functions
- ☐ Demonstration and basic tutorial on use

04 TUTORIAL

- ☐ Explain how to control input, volume, and other functions of the sound bar
- ☐ Explain how to enable or disable the TV volume/speakers
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	45 min
People	1
Skill Set	Basic Audio Setup

10246977

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Wire concealment
- Mounting

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

PREMIUM SOUND BAR SETUP

OVERVIEW

You've taken the next step to boost your home theatre system and got a sound bar to improve the acoustics. You could spend hours sitting in fuming silence with your manual or let a Geek Squad Agent make it work for you. We'll set up your sound bar and mount it on the wall, dress the cables and give you a basic tutorial.

Time	60 min
People	1
Skill Set	Adv Audio Setup

10246978

$149.99

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Sound bar setup
- ☐ Wall mounting or TV mounting the sound bar using client provided mounting hardware
- ☐ Dressing the wires with cable ties
- ☐ Testing all functions
- ☐ Demonstration and basic tutorial on use

04 TUTORIAL

- ☐ Explain how to control input, volume, and other functions of the sound bar
- ☐ Explain how to enable or disable the TV volume/speakers
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

✔ GUIDANCE

✘ EXCLUSIONS

- Wire concealment

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

ULTIMATE SOUND BAR SETUP

OVERVIEW

You've taken the next step to enhance your home theatre system and got a sound bar to boost the acoustics. You could spend hours sitting in fuming silence with your manual or let a Geek Squad Agent make it work for you. We'll set up your sound bar and mount it on the wall, conceal away cables and give you a basic tutorial.

Time	90 min
People	1
Skill Set	Adv Audio Setup

10246962

$199.99

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Sound bar setup
- ☐ Wall mounting or TV mounting the sound bar using client provided mounting hardware
- ☐ Concealed A/V run of up to 6 feet
- ☐ Dressing the wires with cable ties
- ☐ Testing all functions
- ☐ Demonstration and basic tutorial on use

04 TUTORIAL

- ☐ Explain how to control input, volume, and other functions of the sound bar
- ☐ Explain how to enable or disable the TV volume/speakers
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

✔ GUIDANCE

- Power wire concealment—Sell Power move 10254787) for applicable provinces if power wire concealment is required

✘ EXCLUSIONS

- Rear speaker wire concealment
- Power cable concealment (optional extra)

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

15. WIRELESS AUDIO

GEEK SQUAD
SCOPE OF WORK DOCUMENT

STANDARD WIRELESS AUDIO SETUP

OVERVIEW

Let a Geek Squad Agent take over the complicated task of configuring and installing your wireless audio solution. Our Agents will ensure your network, wireless speakers, existing audio system, and smart devices work together seamlessly to provide an easy to use whole home audio solution that can grow with you.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Up to 2 wireless speakers installed in up to 2 rooms
- ☐ Shelf or table placement of speakers
- ☐ Testing all functions
- ☐ Configuration of 1 smart device with app
- ☐ Configuration up to 2 zones of audio
- ☐ Wi-Fi Repeater or Boost/Bridge installation
- ☐ Computer App Installation or Media Streaming enabled on 1 computer

04 TUTORIAL

- ☐ Show client how to use app and access preferred streaming media services
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	75 min
People	1
Skill Set	Basic Audio Setup

10368253

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Amplifier installation
- Wire concealment
- Display setup
- Speaker mounting
- Advanced/Harmony remote programming

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)
- Sonos: http://www.sonos.com/en-ca/support
- Sonos: Phone Support—1-800-680-2345 9am-8pm EST M-F, 10am—5:30pm EST S-S

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

PREMIUM WIRELESS AUDIO SETUP

OVERVIEW

Let a Geek Squad Agent take over the complicated task of configuring and installing your wireless audio solution. Our Agents will ensure your network, wireless speakers, existing audio system, and smart devices work together seamlessly to provide an easy to use whole home audio solution that can grow with you.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Up to 4 wireless speakers/adapters installed in up to 4 rooms including wireless amplifier
- ☐ Shelf or table placement of speakers
- ☐ Testing all functions
- ☐ Configuration of 1 smart device with app
- ☐ Configuration up to 4 zones of audio
- ☐ Wi-Fi Repeater or Boost/Bridge installation
- ☐ Computer App Installation or Media Streaming enabled on 1 computer

04 TUTORIAL

- ☐ Show client how to use app and access preferred streaming media services
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	105 min
People	1
Skill Set	Adv Audio Setup

10368252

$199.99

✔ GUIDANCE

✘ EXCLUSIONS

- Wire concealment
- Display setup
- Speaker mounting
- Advanced/Harmony remote programming

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)
- Sonos: http://www.sonos.com/en-ca/support
- Sonos: Phone Support—1-800-680-2345 9am-8pm EST M-F, 10am—5:30pm EST S-S

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

ULTIMATE WIRELESS AUDIO SETUP

OVERVIEW

Let a Geek Squad Agent take over the complicated task of configuring and installing your wireless audio solution. Our Agents will ensure your network, wireless speakers, existing audio system, and smart devices work together seamlessly to provide an easy to use whole home audio solution perfect for you. Outfit most homes with a multi-room wireless audio system or setup a SONOS 5.1 home theater system.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Up to 6 wireless speakers/adapters installed in up to 6 rooms including wireless amplifier(s)

OR

- ☐ Install a SONOS 5.1 home theater system in 1 room. Sound bar, wireless subwoofer, and up to 4 x Play 1/3/5 or 2 wireless amplifiers
- ☐ Shelf, table, or wall-mounting of speakers
- ☐ Testing all functions
- ☐ Configuration of 2 smart devices with app
- ☐ Configuration up to 6 zones of audio
- ☐ Wi-Fi Repeater or Boost/Bridge installation
- ☐ Computer App Installation or Media Streaming enabled on 1 computer

04 TUTORIAL

- ☐ Show client how to use app and access preferred streaming media services
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	135 min
People	1
Skill Set	Adv Audio Setup

10368255

$299.99

✔ GUIDANCE

✘ EXCLUSIONS

- Wire concealment
- Display setup
- Harmony remote programming

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)
- Sonos: http://www.sonos.com/en-ca/support
- Sonos: Phone Support—1-800-680-2345 9am-8pm EST M-F, 10am—5:30pm EST S-S

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

16. DISCRETE AUDIO SYSTEM

GEEK SQUAD
SCOPE OF WORK DOCUMENT

STANDARD AUDIO SYSTEM SETUP

OVERVIEW

You've taken a big step toward expanding your home theatre system with various peripherals, but hooking them up to an audio/video receiver can be the greater challenge. Let a Geek Squad Agent come to the rescue. We'll get your sources connecte properly, neatly dress messy wires and give you a basic tutorial on how it all works.

Time	60 min
People	1
Skill Set	Basic Audio Setup

10246981

$149.99

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Audio/Video Receiver Setup
- ☐ Placement of a 5.1 or 7.2 speaker system
- ☐ Dressing the wires with cable ties
- ☐ Testing all functions
- ☐ Demonstration and basic tutorial on use
- ☐ Basic Audio Leveling (if applicable)
- ☐ Programming of basic non-learning OEM remote

04 TUTORIAL

- ☐ Show client how to use app and access preferred streaming media services
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

✔ GUIDANCE

✘ EXCLUSIONS

- Wire concealment
- TV mounting
- Speaker mounting
- Advanced/Harmony remote programming

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

PREMIUM AUDIO SYSTEM SETUP

OVERVIEW

You've taken a big step toward expanding your home theatre system with various peripherals, but hooking them up to an audio/video receiver can be the greater challenge. Let a Geek Squad Agent come to the rescue. We'll get your sources connected properly, tuck away messy wires for front speakers and give you a basic tutorial on how it all works.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Audio/Video Receiver Setup
- ☐ Placement of up to 7.2 speakers
- ☐ Mounting for up to 3 front speakers
- ☐ Dressing the wires with cable ties
- ☐ Testing all functions
- ☐ Demonstration and basic tutorial on use
- ☐ Basic Audio Leveling (if applicable)
- ☐ Front Speaker wire concealment up to 3 speakers in standard frame construction, under carpet, or in wire concealment track
- ☐ Concealed wire run of up to 15 feet per speaker
- ☐ Includes up to 15 feet of basic speaker cable per speaker
- ☐ Programming of basic non-learning OEM remote

04 TUTORIAL

- ☐ Show client how to use app and access preferred streaming media services
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	90 min
People	2
Skill Set	Adv Audio Setup

10246982

$249.99

✔ GUIDANCE

✘ EXCLUSIONS

- Wire concealment unless otherwise specified
- Rear speaker wire concealment
- Advanced/Harmony remote programming
- Removal of baseboards or crown molding

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

ULTIMATE AUDIO SYSTEM SETUP

OVERVIEW

You've taken a big step toward expanding your home theatre system with various peripherals, but hooking them up to an audio/video receiver can be the greater challenge. Let a Geek Squad Agent come to the rescue. We'll get your sources connected properly, tuck away messy wires for front speakers and give you a basic tutorial on how it all works.

Time	210 min
People	2
Skill Set	Adv Audio Setup

10246983

$449.99

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Audio/Video Receiver Setup
- ☐ Placement of up to 7.2 speakers
- ☐ Speaker Mounting
- ☐ Dressing the wires with cable ties
- ☐ Testing all functions
- ☐ Demonstration and basic tutorial on use
- ☐ Basic Audio Leveling (if applicable)
- ☐ Front Speaker wire concealment up to 3 speakers in standard frame construction, under carpet, or in wire concealment track
- ☐ Rear Speaker wire concealment up to 2 speakers in standard frame construction, under carpet, or in wire concealment track
- ☐ Wire run of up to 15 feet per speaker
- ☐ Includes up to 15 feet of basic speaker cable per speaker

04 TUTORIAL

- ☐ Show client how to use app and access preferred streaming media services
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

✔ GUIDANCE

✘ EXCLUSIONS

- Advanced/Harmony remote programming
- Power cable concealment (optional extra) and multi-room concealment
- Removal of baseboards or crown molding

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

(ADD) SPEAKER MOUNTING—PER SPEAKER

OVERVIEW

You've taken the next step toward enhancing your home theatre system and got a speaker to amplify the acoustics of your TV. You could spend hours sitting in baffled silence with your installation tools or let a Geek Squad Agent make them work for you. We'll mount your speaker on the wall and connect it to pre-existing wiring.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Wall mount one (1) speaker with client provided hardware
- ☐ Connection to pre-existing wiring

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	15 min
People	1
Skill Set	Adv Audio Setup

10246979

$49.99

✔ GUIDANCE

✘ EXCLUSIONS

- Wire concealment
- Mounting Hardware
- Audio system connection
- Removal of baseboards or crown molding

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

(ADD) SPEAKER WIRE CONCEALMENT—PER SPEAKER

OVERVIEW

You've taken big steps toward enhancing your home theatre system, but you now have to deal with the last bit of set-up: unsightly cables. You could sit overwhelmed with your installation tools or let a Geek Squad Agent take up the reins. We'll run the wires up to 15 feet per speaker and hide messy cables so they're out of your way.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Wire run of up to 15 feet per in standard frame construction, under carpet, or in wire concealment track
- ☐ Includes up to 15 feet of basic speaker cable per speaker

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	30 min
People	2
Skill Set	Adv Audio Setup

10247257

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Speaker Mounting
- Receiver or Audio Setup
- Removal of baseboards or crown molding

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

(ADD) IN-WALL SPEAKER INSTALLATION—PER SPEAKER

OVERVIEW

You've taken the next step toward amplifying the acoustics of your TV and got an in-wall or in-ceiling speaker. You could spend hours sitting in baffled silence with your installation tools or let a Geek Squad Agent make them work for you. We'll mount and connect your speaker, and hide unsightly wiring so your set-up looks seamless.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Mount and connect one (1) in-wall or one (1) in-ceiling speaker
- ☐ Wire run of up to 15 feet per speaker concealed in standard frame construction
- ☐ Includes up to 15 feet of basic speaker cable per speaker
- ☐ Testing for functionality

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	75 min
People	2
Skill Set	Adv Audio Setup

10246966

$149.99

✔ GUIDANCE

✘ EXCLUSIONS

- Speaker Mounting
- Receiver or Audio Setup
- Removal of baseboards or crown molding

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

(ADD) OUTDOOR SPEAKER INSTALLATION—PER SPEAKER

OVERVIEW

You've taken the next step toward amplifying the acoustics of your home theatre system and got an outdoor speaker. You could spend hours sitting in baffled silence with your installation tools or let a Geek Squad Agent make them work for you. We'll mount and connect your speaker, and hide unsightly wiring so your set-up looks seamless.

Time	90 min
People	2
Skill Set	Adv Audio Setup

10246965

$199.99

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Mount and connect one (1) outdoor speaker
- ☐ Concealed wire run extension included
- ☐ Includes up to 100 feet of basic speaker cable per speaker
- ☐ Testing all functions

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

✔ GUIDANCE

✘ EXCLUSIONS

- Speaker Mounting
- Receiver or Audio Setup

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

MULTI-ROOM AUDIO EXTENSION

OVERVIEW

You've taken big steps toward enhancing your home theatre system, but now have to deal with the last bit of set-up: unsightly cables. You could sit overwhelmed with your installation tools or let a Geek Squad Agent take up the reins. We'll run wiring up to 100 feet between rooms and hide messy cabling so it's out of your way.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Run up to 100 feet of client supplied Audio/Video cabling to another room or zone for projectors, whole-home or other multi-room solutions
- ☐ Concealed wiring through standard frame construction only

04 TUTORIAL

- ☐ Show client how to access Zone 2 controls and functions (if applicable)
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	90 min
People	2
Skill Set	Adv Audio Setup

10246964

$199.99

✔ GUIDANCE

✘ EXCLUSIONS

- Projector mounting
- Audio setup
- Speaker installation
- TV Setup

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

18. SITE SURVEY

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SITE SURVEY - HOME THEATRE

OVERVIEW

Imagine a home automation or home theatre setup that suits your needs and home environment perfectly. If you've toyed with this idea but don't know where to start, let a Geek Squad Agent help you realize your vision. To schedule this service, visit a Best Buy store or call 1-800-GEEKSQUAD.

01 CONFIRM

- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Trip to client's home
- ☐ Personalized recommendations for the client's Connected Home environment
- ☐ Inspect any potential mounting/concealment locations and make not of the following:
  - ☐ Load-baring structure type (eg. Wood frame, concrete)
  - ☐ Mounting surface material (eg. Drywall, panel board, concrete, etc)
  - ☐ Concealed obstructions (eg. Plumbing, gas lines, electrical, HVAC, etc)
  - ☐ Primary breaker panel location
  - ☐ Water line shut-off location
  - ☐ Gas line shut-off location

04 TUTORIAL

- ☐ Explain how to contact us to book the proposed service
- ☐ Ensure client signs Site Survey form for completion of service

Time	60 min
People	1
Skill Set	Advanced HT Setup Advanced Audio Install

10092109

FREE

✔ GUIDANCE

✘ EXCLUSIONS

- Any other labour or hardware

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SITE SURVEY - WIRELESS AUDIO

OVERVIEW

Can't decide on what wireless audio solution that suits your needs and home environment perfectly. Let a Geek Squad Agent help you realize your vision. Our Agents will help determine the best solution and installation options to perfectly match with your lifestyle. To schedule this service, visit a Best Buy store or call 1-800-GEEKSQUAD.

01 CONFIRM

- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Review of how the client envisions their perfect multi-room wireless audio solution
- ☐ Review of existing Audio Systems and sources to integrate
- ☐ Review of clients preferred Streaming Media Service (please note many systems require paid streaming subscriptions for compatibility)
- ☐ Review potential installation locations and evaluate Wi-Fi signal strength at each location
- ☐ Review of Wireless Network Router (N router minimum requirement, Dual-Band N or AC preferred)
- ☐ Determine if the home would benefit from repeaters, stronger router, or requires use of a hardwired Boost/repeater module (selected systems only)
- ☐ Written personalized recommendation for the client's Connected Home environment including product choices

04 TUTORIAL

- ☐ Explain how to contact us to book the proposed service.
- ☐ Ensure client signs Site Survey form for completion of service

Time	45 min
People	1
Skill Set	Advanced HT Setup

10368254

FREE

✔ GUIDANCE

✘ EXCLUSIONS

- Any other labour or hardware

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)
- Sonos: http://www.sonos.com/en-ca/support
- Sonos: Phone Support—1-800-680-2345 9am-8pm EST M-F, 10am—5:30pm EST S-S

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SITE SURVEY - HOME SURVEILLANCE

OVERVIEW

Have you flirted with the idea of a home surveillance system but shied away from installing equipment, or worse, dealing with messy cabling? Why not let a Geek Squad Agent plan your ideal set-up with you. We'll work together to develop a surveillance plan that meets your needs.

Time	60 min
People	1
Skill Set	Home Surveillance

10279349

FREE

01 CONFIRM

- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Consultation for Home Surveillance
- ☐ Review the client needs
- ☐ Review camera installation locations for mounting, and concealment options
- ☐ Review client network to ensure compatibility
- ☐ Review proposed product options with client
- ☐ Provide written quote and schedule Installation appointment

IMPORTANT:

1. Cameras **MUST** be pointed at the owner's property and not at neighbours, streets, schools, parks or other public spaces.
2. Cameras should be positioned to reduce capturing individuals who are not being targeted
3. Cameras should **NOT** be aimed at areas where people have a heightened expectation of privacy (eg. into windows, washrooms, etc). Steps should be taken to ensure that cameras cannot be adjusted or manipulated by the operator to capture images in such areas.

04 TUTORIAL

- ☐ Explain how to contact us to book the proposed service.
- ☐ Ensure client signs Site Survey form for completion of service

✔ GUIDANCE

✘ EXCLUSIONS

- Any other labour or hardware

NOTE: This service CANNOT be performed in the following market(s): Quebec

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SITE SURVEY - HOME AUTOMATION

OVERVIEW

Imagine controlling lighting, entertainment and temperature from the couch, or better yet, get alerts about what's going on at home while on vacation. If you've toyed with this idea but don't know where to start, let a Geek Squad Agent show you what is possible. We'll visit your home, do a home review, provide you with recommendations and even give you a written quote for suggested products.

01 CONFIRM

- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Consultation for Home Automation and Thermostat
- ☐ Review the client lifestyle, needs, and expectations of what they hope to get out of the consultation service
- ☐ Review Energy Management, such as heating/cooling, lighting control, etc.
- ☐ Tie back all questions to specific products or benefits of a suitable smart home device(s) e.g. Smart Thermostat, LED Lightbulbs, and other home automation products/appliances.
- ☐ Select products and installation options that will satisfy client needs
- ☐ Identify hardwired devices/switches and inform client of Electrician requirements
- ☐ Review client network to ensure compatibility
- ☐ Propose a solution and provide a written quote and schedule Installation appointment

04 TUTORIAL

- ☐ Explain how to contact us to book the proposed service.
- ☐ Ensure client signs Site Survey form for completion of service

Time	45 min
People	1
Skill Set	Home Automation

10279348

FREE

✔ GUIDANCE

✘ EXCLUSIONS

- Any other labour or hardware

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SITE SURVEY - COMPUTER

OVERVIEW

Can't decide on what computing solution is right for you? What options for backing and protecting your data or printing documents. Let a Geek Squad Agent help. Our Agents will help determine the best solution and installation options to perfectly match with your lifestyle. To schedule this service, visit a Best Buy store or call 1-800-GEEKSQUAD.

01 CONFIRM

- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Consultation for Home Computer related applications
- ☐ Review the client lifestyle, needs, and expectations of what they hope to get out of the consultation service.
- ☐ Review the following:
  - ☐ Computer hardware solutions
  - ☐ Data backup solutions (local vs cloud)
  - ☐ Printer solutions
- ☐ Review client network to ensure compatibility
- ☐ Provide a personalized recommendation for the client's Connected Home environment including product options

04 TUTORIAL

- ☐ Explain how to contact us to book the proposed service.
- ☐ Ensure client signs Site Survey form for completion of service

Time	60 min
People	1
Skill Set	ADV PC SUPPORT ADV APPLE SUPPORT

10208315

FREE

✔ GUIDANCE

✘ EXCLUSIONS

- Any other labour or hardware

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

19. OTHER HOME THEATRE

GEEK SQUAD
SCOPE OF WORK DOCUMENT

FURNITURE SETUP

OVERVIEW

Now you've invested time and resources in a sleek new television, it's time to find out how it could fit in your living room or entertainment space. This is where a Geek Squad Agent comes in the picture. We'll assemble your TV furniture so you don't have to handle cumbersome packing material or putter around with time-consuming set-up.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ TV stand assembly **OR** wall shelf unit install
- ☐ Removal of packing material

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	60 min
People	2
Skill Set	Basic HT Setup

10246987

$129.99

✔ GUIDANCE

- The area the stand will be set up should be cleared prior to the installers' arrival

✘ EXCLUSIONS

- Moving client's furniture to accommodate the stand
- Assembly of any other type of furniture

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

(ADD-ON) ADDITIONAL COMPONENT

OVERVIEW

Use this service to add an additional device or component to an existing home theater system. E.g. replace that old VCR with a Blu-ray player

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Hookup and configuration of an additional home theatre or connected home device

04 TUTORIAL

- ☐ Perform a tutorial and demonstration of the various functions of the installed device
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	45 min
People	1
Skill Set	Advanced HT Setup

10246988

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Initial setup of displays or audio video receivers
- Setup services of more than one device
- Parts or hardware

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SYSTEM DIAGNOSTIC

OVERVIEW

You went out of your way to put together your ideal home theatre system and set it up to meet your entertainment needs. Now there's a glitch somewhere in the system, and you've racked your brain attempting to fix it. Don't despair yet. Let a Geek Squad Agent take a look, and we'll give you our best recommendations for resolving it.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Diagnostic of home theatre or connected home issues
- ☐ Recommendations to resolve issues/concerns

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	45 min
People	1
Skill Set	Advanced HT Setup Advanced Audio Install

10246989

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any other paid services

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SYSTEM TUTORIAL

OVERVIEW

You went out of your way to put together your ideal home theatre or connected home set-up. Now you need to figure out how it all works, and you've already spent hours perusing your manual. Don't despair yet. Let a Geek Squad Agent take a look, and we'll provide a half-hour tutorial on the use of your home theatre or connected home system.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Half hour tutorial on the use of the client's home theatre or connected home solution

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	45 min
People	1
Skill Set	Advanced HT Setup Advanced Audio Install

10246990

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any other paid services

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

PERMIT

OVERVIEW

Some services require additional permits prior to the beginning of installation. This is used to process the charges for the permit. As permit charges vary, the price can be adjusted to accommodate.

01 CONFIRM

- N/A

02 ARRIVE / SURVEY

- N/A

03 SERVICE

☐ Permit charge only—adjusted for the specific permit required

Note: See Provincial and Municipal bylaw office for permit requirements and fees.

04 TUTORIAL

- N/A

Time	N/A
People	N/A
Skill Set	N/A

10124664

Varies

✔ GUIDANCE

- Installer Only SKU

✘ EXCLUSIONS

- Installation services
- Hardware

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

(ADD-ON) TV AUDIO/VIDEO CABLE CONCEAL

OVERVIEW

Now you've invested time and resources in a sleek new television, it's time to find out how it could fit in your living room or entertainment space. This is where a Geek Squad Agent comes in the picture. We'll arrange your TV audio/video wiring so they're out of the way and hidden neatly in a standard frame up to six feet.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ TV Audio/Video wiring concealment in standard frame construction up to 6 feet

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	30 min
People	1
Skill Set	Advanced HT Setup

10253948

$149.99

✔ GUIDANCE

✘ EXCLUSIONS

- Delivery
- TV Setup
- Cabling
- Power cable concealment (optional extra)

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

IN-WALL POWER MOVE INSTALL

OVERVIEW

Now you've invested time and resources in a sleek TV, it's time to blend it seamlessly in your living room or entertainment area. This is where a Geek Squad Agent comes in the picture. We'll figure out where all cables and power fit behind the wall, and route messy wiring so they're out of sight, freeing up space behind your wall-mounted TV.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Installation in-wall cable management system maximum distance of 6 feet between sender and receiver boxes.
- ☐ Disconnect and Reconnect power from client equipment
- ☐ Basic conceal of client AV cables utilizing approved kit

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	60 min
People	1
Skill Set	Power Move Install

10254787

$149.99

✔ GUIDANCE

- Service only to be used with approved Power Bridging systems:
  - Sanus ELM-806 (10249858)
  - Legrand CMK75 (10386124)
- Service available in the following areas only:
  - BC, Calgary (AB), Ontario

✘ EXCLUSIONS

- Hardware
- Installation outside of approved areas
- Permit fees

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SPECIAL ORDER PRODUCT

OVERVIEW

Used by Agents to process Special Order product or other parts needed for job completion

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt

02 ARRIVE / SURVEY

- N/A

03 SERVICE

- ☐ Product special ordered or acquired by Field Agent for completion of a clients work order.

04 TUTORIAL

- ☐ Explain to client that there is only 1 recall per service appointment
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information

Time	N/A
People	N/A
Skill Set	N/A

10173900

VARIES

✔ GUIDANCE

- Installer only SKU

✘ EXCLUSIONS

- Product available for purchase in-store or online at www.bestbuy.ca

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SUPPORT – HOME THEATRE (GSM/GSPT)

OVERVIEW

Acquiring a new TV is a big event deserving celebratory smiles all around. You could spend hours fiddling with controls and bending over backwards plugging in cables, or you could let a Geek Squad Agent figure it out for you. We'll mount it and walk you through its basic and smart TV functions and ensure you're ready to experience all its glory.
Note: This TV setup SKU is to be used specifically for on-going support for actively enrolled GSM or GSPT clients.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Delivery of TV up-to 75" in size, TV unboxing, and connection to up to 3 devices
- ☐ Wall mount TV using client provided wall mount OR build client provided stand (including hybrid mountable stands)
- ☐ Conceal TV audio and video cables in-wall (standard frame construction up to 6ft)
- ☐ Dress all wires to ensure proper airflow to equipment and for a neat and tidy appearance
- ☐ Connect the TV to an existing network connection and ensure connectivity
- ☐ Assessment of existing wireless network as it pertains to Smart TV functionality and video streaming
- ☐ Test main functions, including Smart TV functions, and ensure equipment and TV are functioning correctly
- ☐ Connection of up-to one (1) mobile Smart device to share content with TV
- ☐ Setup two additional Smart TV apps (client's discretion)
- ☐ Setup Cineplex Store app on Smart TV (eg. LG, Samsung), media streaming device or computer

04 TUTORIAL

- ☐ Demonstration and basic tutorial on Smart TV functionality, including how to access SMART TV features if applicable
- ☐ Assist client with setting up Cineplex Store account
- ☐ Instruct client on how to add HD movie rental code
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	120 min
People	2
Skill Set	Advanced HT Setup

[GSM] 10394720
See Rate Sheet

[GSPT] 10394722
See Rate Sheet

✔ GUIDANCE

✘ EXCLUSIONS

- Audio system setup
- Power wire concealment—Sell Power move for applicable provinces if power wire concealment is required
- Stone or brick installation (additional charge may be required)
- Hardware or other products unless otherwise stated
- Max 2 On-going Support services, per Membership Plan, per year

NOTE: For Delivery of TVs over 75", use SKU 3501 and follow White Goods Delivery process (additional charges may apply)

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SUPPORT – CALIBRATION (GSM/GSPT)

OVERVIEW

Now you've invested time and resources in a sleek new television, it's time to find out what it can do for you. This is where a Geek Squad Agent comes in the picture. We'll fine-tune the canvas that is your display, like adjusting day and night settings, so you get the most nuanced pictures your TV can deliver.
Note: This Calibration SKU is to be used specifically for on-going support for actively enrolled GSM or GSPT clients.

Time	120 min
People	1
Skill Set	Television Calibration

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

[GSM] 10394721
See Rate Sheet

[GSPT] 10394721
See Rate Sheet

03 SERVICE

- ☐ ISF TV calibration
- ☐ Calibration results report
- ☐ Calibration of two inputs
- ☐ Day and Night Settings per input (if applicable)
- ☐ 3D mode calibration on one input in place of Day and Night setting (if applicable)
- ☐ Review the hierarchy of calibration benefits with the client during the calibration, Dynamic Range, Colour, Colour Accuracy, Resolution.
- ☐ Explain the processes and standards as you are performing the calibration

✔ GUIDANCE

✘ EXCLUSIONS

- Any connection of devices or setup not pertaining to Calibration

04 TUTORIAL

- ☐ Present AB testing of the calibrated and non-calibrated settings to the client
- ☐ Ask client to use calibrated settings for at least the next couple of weeks for all viewing if they are not feeling sure about the calibrated settings
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

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GEEK SQUAD
SCOPE OF WORK DOCUMENT

TV UNMOUNT

OVERVIEW

Need help getting you TV unmounted? No problem. Geek Squad has the tools and we can help. We'll remove the TV, mounting bracket and fasteners and carefully place it nearby.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service
  IMPORTANT: Wall repair and painting may be required once mounting brackets and fasteners are removed.

03 SERVICE

- ☐ Disconnection of all components connected to television
- ☐ Removal of TV from wall-mount
- ☐ Removal of wall-mount plate and fasteners from the wall, if requested
- ☐ Clean up the work area and move the TV to another room within the home, as requested
- ☐ Removal of mounting hardware from TV

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	30 min
People	2
Skill Set	Advanced HT Setup

12908813

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Delivery
- Installation of new television
- Re-installation of television in another room
- Recycling or removal of TV from home
- Patching or painting of wall or trim

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

20. HOME SURVEILLANCE

GEEK SQUAD
SCOPE OF WORK DOCUMENT

STANDARD SURVEILLANCE SETUP

OVERVIEW

Have you flirted with the idea of home surveillance but shied away from installing the equipment, or worse, getting the devices to work online? Don't let unwelcome guests get away with trampling over your prized petunias, and let a Geek Squad Agent come to the rescue. We'll do the installing and configuring while you prep for your next trip.

01 CONFIRM

- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Unboxing of product
- ☐ Base station or DVR/NVR configuration, placement of cameras (up to 4)
- ☐ Remote access setup via mobile app (if applicable)
- ☐ App installation and setup on up to two mobile devices
- ☐ Integration within an existing wireless network

IMPORTANT:

1. Cameras **MUST** be pointed at the owner's property and not at neighbours, streets, schools, parks or other public spaces.
2. Cameras should be positioned to reduce capturing individuals who are not being targeted
3. Cameras should **NOT** be aimed at areas where people have a heightened expectation of privacy (eg. into windows, washrooms, etc). Steps should be taken to ensure that cameras cannot be adjusted or manipulated by the operator to capture images in such areas.

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	120 min
People	1
Skill Set	Home Surveillance

10416708

$199.99

✔ GUIDANCE

- This service is for installation of a wire-free/wireless surveillance camera system.
- For wired surveillance camera systems requiring mounting or concealing, use Ultimate Surveillance Setup (10416710)

✘ EXCLUSIONS

- Wall mounting
- Parts sold separately
- Cable concealment or fishing through building

NOTE: This service CANNOT be performed in the following market(s): Quebec

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

PREMIUM SURVEILLANCE SETUP

OVERVIEW

Have you flirted with the idea of home surveillance but shied away from installing the equipment, or worse, getting the devices to work online? Don't let unwelcome guests get away with trampling over your prized petunias, and let a Geek Squad Agent come to the rescue. We'll do the installing and configuring while you prep for your next trip.

01 CONFIRM

- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Unboxing of product
- ☐ Base station or DVR/NVR configuration, placement of cameras (up to 4)
- ☐ Remote access setup via mobile app (if applicable)
- ☐ App installation and setup on up to two mobile devices
- ☐ Integration within an existing wireless network
- ☐ Wall mounting of cameras

LADDER RESTRICTIONS:
Maximum 8ft A-Frame ladder. Fall protection equipment MUST be used at all times. Additional charges may apply for work beyond indicated ladder restrictions.

IMPORTANT:

1. Cameras **MUST** be pointed at the owner's property and not at neighbours, streets, schools, parks or other public spaces.
2. Cameras should be positioned to reduce capturing individuals who are not being targeted
3. Cameras should **NOT** be aimed at areas where people have a heightened expectation of privacy (eg. into windows, washrooms, etc). Steps should be taken to ensure that cameras cannot be adjusted or manipulated by the operator to capture images in such areas.

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	210 min
People	1
Skill Set	Home Surveillance Advanced HT Setup

10416709

$299.99

✔ GUIDANCE

- This service is for installation of a wire-free/wireless surveillance camera system.
- For wired surveillance camera systems requiring mounting or concealing, use Ultimate Surveillance Setup (10416710)

✘ EXCLUSIONS

- Parts sold separately
- Cable concealment or fishing through building

NOTE: This service CANNOT be performed in the following market(s): Quebec

RESOURCES - TOOLS

- Geek Squad SOP - http://sop.gscanada.info
- Geek Squad Forums - http://central.gscanada.info
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

ULTIMATE SURVEILLANCE SETUP

OVERVIEW

Have you flirted with the idea of home surveillance but shied away from installing the equipment, or worse, getting the devices to work online? Don't let unwelcome guests get away with trampling over your prized petunias, and let a Geek Squad Agent come to the rescue. We'll do the installing and configuring while you prep for your next trip.

01 CONFIRM

- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Unboxing of product
- ☐ Base station or DVR/NVR configuration, placement of cameras (up to 4)
- ☐ Remote access setup via mobile app (if applicable)
- ☐ App installation and setup on up to two mobile devices
- ☐ Integration within an existing wireless network
- ☐ Wall mounting of cameras
- ☐ Concealment of wires within standard frame construction
- ☐ Up to 100 feet Interior/Exterior Concealed Wiring per camera

IMPORTANT:

1. Cameras **MUST** be pointed at the owner's property and not at neighbours, streets, schools, parks or other public spaces.
2. Cameras should be positioned to reduce capturing individuals who are not being targeted
3. Cameras should **NOT** be aimed at areas where people have a heightened expectation of privacy (eg. into windows, washrooms, etc). Steps should be taken to ensure that cameras cannot be adjusted or manipulated by the operator to capture images in such areas.

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	390 min
People	2
Skill Set	Home Surveillance Advanced HT Setup

10416710

$899.99

✔ GUIDANCE

✘ EXCLUSIONS

- Concealment of wires within concrete and brick construction
- Individual camera wire runs in access of 100 feet
- Service does not include direct burial, channeling of concrete, conduit installation, or installations involving multiple buildings

NOTE: This service CANNOT be performed in the following market(s): Quebec

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

(ADD-ON) ONE SURVEILLANCE CAM PLACED

OVERVIEW

Need and additional surveillance camera setup and configured with your existing surveillance system?

01 CONFIRM

- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Add-on one (1) additional camera
- ☐ Shelf or stand placement of one additional camera
- ☐ Configuration/testing of camera with existing surveillance system

IMPORTANT:

1. Cameras **MUST** be pointed at the owner's property and not at neighbours, streets, schools, parks or other public spaces.
2. Cameras should be positioned to reduce capturing individuals who are not being targeted
3. Cameras should **NOT** be aimed at areas where people have a heightened expectation of privacy (eg. into windows, washrooms, etc). Steps should be taken to ensure that cameras cannot be adjusted or manipulated by the operator to capture images in such areas.

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	15 min
People	1
Skill Set	Home Surveillance

10416711

$59.99

✔ GUIDANCE

✘ EXCLUSIONS

- Wall Mounting
- Parts sold separately
- Cable concealment or fishing through building not included

NOTE: This service CANNOT be performed in the following market(s): Quebec

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

(ADD-ON) ONE SURVEILLANCE CAM MOUNTED

OVERVIEW

Need and additional surveillance camera setup and configured with your existing surveillance system?

01 CONFIRM

- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Add-on one (1) additional camera
- ☐ Configuration/testing of camera with existing surveillance system
- ☐ Add-on Exterior/Interior mounting and configuration of one (1) wired/wireless camera

IMPORTANT:

1. Cameras **MUST** be pointed at the owner's property and not at neighbours, streets, schools, parks or other public spaces.
2. Cameras should be positioned to reduce capturing individuals who are not being targeted
3. Cameras should **NOT** be aimed at areas where people have a heightened expectation of privacy (eg. into windows, washrooms, etc). Steps should be taken to ensure that cameras cannot be adjusted or manipulated by the operator to capture images in such areas.

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	45 min
People	1
Skill Set	Home Surveillance Advanced HT Setup

10416712

$79.99

✔ GUIDANCE

✘ EXCLUSIONS

- Parts sold separately
- Cable concealment or fishing through building not included

NOTE: This service CANNOT be performed in the following market(s): Quebec

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

(ADD-ON) ONE SURVEILLANCE CAM MOUNT & CONCEAL

OVERVIEW

Need and additional surveillance camera setup and configured with your existing surveillance system?

01 CONFIRM

- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Add-on one (1) additional camera
- ☐ Add-on Exterior/Interior mounting and configuration of one (1) wired/wireless camera
- ☐ Up to 100 feet Interior/Exterior Concealed Wiring
- ☐ Maximum distance of 100 feet from base station as determined by wiring path
- ☐ Standard frame construction
- ☐ Concrete pass through additional charge (Charged using add-on hourly labour)

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	90 min
People	2
Skill Set	Home Surveillance Advanced HT Setup

10416707

$239.99

✔ GUIDANCE

✘ EXCLUSIONS

- Service does not include direct burial, channeling of concrete, conduit installation, or installations involving multiple buildings
- Parts and cabling not included

NOTE: This service CANNOT be performed in the following market(s): Quebec

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

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21. HOME SECURITY

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SMART LOCK INSTALLATION

OVERVIEW

You've envisioned your ideal smart home, one that lets you inside when you've forgotten your keys. You could spend hours tinkering with your deadbolt, or let a Geek Squad Agent take over the reins. We'll replace your existing lock with a Smart Lock, and show you how to pair with your Bluetooth device and send "e-keys" to friends and family.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Configure account with client
- ☐ Configure lock with client smartphone(s)
- ☐ Remove existing lock
- ☐ Install lock
- ☐ Pair client phones to Smart Lock
- ☐ Test Smart Lock with key fob, smartphone app, and smartphone proximity unlock
- ☐ Tutorial on use, pairing, and app to send keys/open door

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	75 min
People	1
Skill Set	Home Security

10251675

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Alteration/construction changes to existing or new door(s)
- Re-drilling or chiseling of the door frame or jamb(s) to enable installation

NOTE: This service CANNOT be performed in the following market(s): Quebec

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SMART DOORBELL SETUP

OVERVIEW

Imagine being able to see and interact with whoever is at your door from your mobile device, even when your at work or on vacation. Don't miss you next delivery, let Geek Squad get you connected. We'll visit your home, do the installation and even give you a tutorial on how it all works.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Initial system setup
- ☐ Integration into existing network
- ☐ Mounting of wireless doorbell to exterior of home, using included hardware
- ☐ Smart phone app installation and configuration

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Show client how to charge doorbell
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	60 min
People	1
Skill Set	Home Security

10587393

$99.99

✔ GUIDANCE

- For wire runs or transformer replacements, refer to the Quick Contractors Site Survey, SKU 10167839

✘ EXCLUSIONS

- Door Chime, transformer, or receptacle install or hardware – Electrician required
- Cable concealment or fishing through building not included

NOTE: This service CANNOT be performed in the following market(s): Quebec

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

22. HOME CONVENIENCE & COMFORT

GEEK SQUAD
SCOPE OF WORK DOCUMENT

HOME AUTOMATION INITIAL INSTALL

OVERVIEW

Imagine controlling lighting, entertainment and temperature from the couch, or better yet, get alerts about what's going on at home while on vacation. If you've toyed with this idea but don't know where to start, let a Geek Squad Agent set it up for you. We'll visit your home, do the installation and even give you a tutorial on how it all works.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Initial system setup
- ☐ Base station install and configuration
- ☐ Integration into existing network
- ☐ Three (3) plugged-in or wireless modules installed and programmed
- ☐ Remote access configuration
- ☐ Creation and programming of up to 5 scenes, if requested/applicable
- ☐ Smart phone app installation and configuration

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	90 min
People	1
Skill Set	Home Automation

10251676

$99.99

✔ GUIDANCE

- For hardwired switches or electrical outlets, refer to the Quick Contractors Automation Install SKU 10276904

✘ EXCLUSIONS

- No Hardwire switches or electrical outlets installed
- Electrician required for all hardwired devices

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

(ADD-ON) HOME AUTOMATION ADD DEVICE

OVERVIEW

Have you flirted with the idea of expanding your home automation system but shied away from installing equipment, or worse, dealing with programming? Why not let a Geek Squad Agent create your ideal set-up. We'll install and program up to 4 non-hardwired smart home devices and ensure everything is working the way you want it to.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Add-on Device Installation and Programming – Per device
- ☐ Must have initial setup or multi device install package on same appointment

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	15 min
People	1
Skill Set	Home Automation

10276908

$29.99

✔ GUIDANCE

- For hardwired switches or electrical outlets, refer to the Quick Contractors Add-On Automation Install SKU 10276900

✘ EXCLUSIONS

- No Hardwire switches or electrical outlets installed
- Electrician required for all hardwired devices
- Cannot be sold standalone must be sold in addition to Initial device install or multi device install package

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

SMART VACUUM SETUP

OVERVIEW

What's more satisfying than coming home to a clean home? Not having to do the cleaning yourself. Better yet, having Geek Squad deliver and configure a Smart Vacuum to do it for you!

Let the robot wrangle those dust bunnies while you sit back and enjoy your time.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Unbox the Smart Vacuum
- ☐ Place the dock in a well-lit, clutter free area
- ☐ App setup on up to two mobile devices
- ☐ Integration within wireless network

04 TUTORIAL

- ☐ Perform a Tutorial of the main system functions including: schedule setup, operation from dock, and operation from a remote location.
- ☐ Provide demonstration of cleaning function and how to prepare area of optimal performance—reference items such as: lighting, obstacles, liquids, tangles, drops (eg. Stairs)
- ☐ Explain 1 Year of Geek Squad Online Support
- ☐ Ensure client signs Site Survey form for completion of service

Time	60 min
People	1
Skill Set	Delivery Basic Networking

10487657

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Hardware/parts sold separately

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)
- Dyson 360 Eye Support - https://www.dysoncanada.ca/en-ca/support/360eye_en/ca-dyson-360-eye-blue/
- Dyson Customer Care: Phone: 1-877-397-6622 Email: service@dysoncanada.ca

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

THERMOSTAT INSTALL

OVERVIEW

Have you flirted with the idea of expanding your home automation system but shied away from installing equipment, or worse, dealing with programming? Why not let a Geek Squad Agent create your ideal set-up. We'll install and program up to 4 non-hardwired smart home devices and ensure everything is working the way you want it to.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Initial Product Installation Includes:
- ☐ Removal of existing thermostat
- ☐ Installation of smart thermostat utilizing included mounting hardware or cover plates
- ☐ Connection of unit to Wi-Fi network or programming into existing base station
- ☐ Configuration of initial settings, client preferences and schedule
- ☐ Tutorial on use, and app controls

* Areas where permits are not required: Alberta and Ontario

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	60 min
People	1
Skill Set	Energy Management

10251674

$99.99

✔ GUIDANCE

- For hardwired switches or electrical outlets, refer to the Quick Contractors Thermostat Install SKU 10276899

✘ EXCLUSIONS

- Permit fees if applicable
- HVAC adjustments to Furnace
- Electrician fees
- Wire runs including but not limited to C-wire installation from furnace

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

23. RECALL

GEEK SQUAD
SCOPE OF WORK DOCUMENT

RECALL—HOME THEATRE (1-AGENT)

OVERVIEW
For use by Call Centre and Agents ONLY

Time	60 min
People	1
Skill Set	Advanced HT Setup

10219586

N/A

01 CONFIRM
- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY
- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE
- ☐ Home Theatre Recall Service with 1 installer

04 TUTORIAL
- ☐ Explain to client that there is only 1 recall per service appointment
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

✔ GUIDANCE

✘ EXCLUSIONS
- Any service unrelated to original appointment

RESOURCES - TOOLS
- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

RECALL—HOME THEATRE (2-AGENT)

OVERVIEW

For use by Call Centre and Agents ONLY

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Home Theatre Recall Service with 2 installers

04 TUTORIAL

- ☐ Explain to client that there is only 1 recall per service appointment
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	60 min
People	2
Skill Set	Advanced HT Setup

10278377

N/A

✔ GUIDANCE

✘ EXCLUSIONS

- Any service unrelated to original appointment

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

RECALL—CALIBRATION
OVERVIEW
For use by Call Centre and Agents ONLY

01 CONFIRM
- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY
- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE
- ☐ TV Calibration Recall Service

04 TUTORIAL
- ☐ Explain to client that there is only 1 recall per service appointment
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	60 min
People	1
Skill Set	TV Calibration

10219585

N/A

✔ GUIDANCE

✘ EXCLUSIONS
- Any service unrelated to original appointment

RESOURCES - TOOLS
- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

RECALL—COMPUTER
OVERVIEW
For use by Call Centre and Agents ONLY

01 CONFIRM
- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY
- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE
- ☐ Computer Service Recall Service

04 TUTORIAL
- ☐ Explain to client that there is only 1 recall per service appointment
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	60 min
People	1
Skill Set	Advanced PC Setup Advanced Apple Setup

10047652

N/A

✔ GUIDANCE

✘ EXCLUSIONS
- Any service unrelated to original appointment

RESOURCES - TOOLS
- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

RECALL—SURVEILLANCE
OVERVIEW
For use by Call Centre and Agents ONLY

01 CONFIRM
- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY
- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE
- ☐ Surveillance camera system recall service

04 TUTORIAL
- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	30 min
People	1
Skill Set	Home Surveillance

10575010

N/A

✔ GUIDANCE

✘ EXCLUSIONS
- Any hardware/parts

NOTE: This service CANNOT be performed in the following market(s): Quebec

RESOURCES - TOOLS
- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

24. TRAVEL, DELIVERY, & LABOUR

GEEK SQUAD
SCOPE OF WORK DOCUMENT

DELIVERY - COMPUTER

OVERVIEW

Have your serviced product delivered directly to your home.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Delivery of less than 20 kg (44lbs) of products to a customer's home
- ☐ Includes delivery of computer peripherals only ex: Printers, network equipment, and monitors up to 30".

04 TUTORIAL

Time	30 min
People	1
Skill Set	N/A

10246958

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any installation or configuration
- Excludes televisions, appliances, and other non-computer specific equipment

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

DELIVERY – TV

OVERVIEW

Take the hassle out of lugging your new TV home and let Geek Squad delivery it.

Note: This service is included with all TV Setup services, no need to add this to POS, just check the pickup required option in the GRID.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Delivery of up to three (3) televisions, up-to 75” in size, or equivalent sized/weighted product(s)

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information

Time	30 min
People	Varies
Skill Set	Delivery Basic HT Setup

[50” & Under] 10246984
$99.99

[51” & Over] 10246985
$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Delivery of large appliances or non-home theater products
- Installation Services

NOTE: For Delivery of TVs over 75”, use SKU 3501 and follow White Goods Delivery process (additional charges may apply)

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

EXTRA TRAVEL

OVERVIEW

Used for clients outside of the standard 50km radius from the nearest Best Buy Canada location.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ An extension to the service range (beyond 50 kms from closest store).
- ☐ Add multiple of the extension SKU(s) to reach required, additional travel distance.

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information

Time	N/A
People	N/A
Skill Set	N/A

[+5KMS] 10246968
$5.00

[+20KMS] 10246967
$20.00

✔ GUIDANCE

✘ EXCLUSIONS

- Delivery of large appliances or non-home theater products
- Installation Services
- Maximum additional travel distance: 100kms, one way

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

(ADD) ELECTRONICS REMOVAL

OVERVIEW

Now that you have your new product setup let us take away your old electronics and properly recycle them. We will remove one unit of a similar item for each product purchased and delivered. E.g. Deliver and Install TV, remove old TV.

Time	15 min
People	1
Skill Set	Delivery

10148039

$49.99

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Valid only in BC, Alberta (Except 986), Manitoba, Ontario, Québec
- ☐ Remove like for like technology only e.g. TV delivered, remove TV
- ☐ Maximum weight of 45.4 kg (100 lbs)
- ☐ Maximum dimensions 48" x 36" x 36" (WxHxD)

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

✔ GUIDANCE

✘ EXCLUSIONS

- Cannot be sold stand alone. Must be sold with delivery service and/or Installation
- Appliances
- Damaged units with exposed wiring or sharp edges such as broken glass or bent metal
- Contact management for Health and Safety concerns

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

LABOUR - HALF HOUR (PC)

OVERVIEW

When nothing else fits. Only to be used to add additional time to existing services.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

IN-HOME SERVICE:

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ An additional half-hour of labour, for jobs which require an unusually large amount of work. May be charged multiple times on the same work order if necessary

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	30 min
People	1
Skill Set	N/A

10246933
$49.99

10246952
$79.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any hardware/parts

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

GEEK SQUAD
SCOPE OF WORK DOCUMENT

LABOUR - HALF HOUR (HT)

OVERVIEW

When nothing else fits. Only to be used to add additional time to existing services.

01 CONFIRM

- ☐ Prior to arrival check to see if service requires delivery and ensure equipment is onboard
- ☐ Validate receipt and ensure GRID service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ An additional half-hour of labour, for jobs which require an unusually large amount of work
- ☐ May be charged multiple times on the same work order if necessary

04 TUTORIAL

- ☐ Explain 90 day workmanship warranty and provide direction on calling 1-800-GEEKSQUAD for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	30 min
People	1
Skill Set	Advanced HT Setup Advanced Audio Setup

10246969

$79.99

✔ GUIDANCE

✘ EXCLUSIONS

- Any Core SKU
- Any Hardware

RESOURCES - TOOLS

- Geek Squad Online Support - 1-800-GEEKSQUAD or www.geeksquad.ca/ConnectNow
- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Network Analysis - Wifi Analyzer (Android App) and www.geeksquad.com/speedtest (Speed Testing Site)

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

25. QUICK CONTRACTORS RELATED SERVICES

BEST BUY
SCOPE OF WORK DOCUMENT

SMART THERMOSTAT INSTALL - ELECTRICIAN

OVERVIEW

Want to save on heating and cooling costs? Let a Certified Electrician install a new smart thermostat and start benefitting from the smart learning features to help lower energy costs. In addition you'll be able to control your home from your existing smart phone or tablet even when away from your home.

01 CONFIRM

- ☐ Validate receipt and ensure the service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Remove one (1) existing thermostat
- ☐ Install smart thermostat utilizing included mounting hardware or cover plate
- ☐ Connect unit to Wi-Fi network or program into existing base-station
- ☐ Verify thermostat functions as per manufacturer specifications
- ☐ Install included App on up-to three (3) client-owned device (smartphone, tablet, etc.)
- ☐ Configure initial settings, client preferences and schedule heating/cooling
- ☐ Final clean-up of job-site

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain one (1) year workmanship warranty for Quick Contractor services and provide direction on calling **1-800-GEEKSQUAD** for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	N/A
People	N/A
Skill Set	ELECTRICIAN

10276899

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Permit fees, if applicable
- Hardware
- HVAC adjustments to Furnace
- Wire runs including but not limited to C-wire installation from furnace

RESOURCES - TOOLS

- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Quick Contractors Status Inquiries & Customer Support: 1-866-518-4206

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

BEST BUY
SCOPE OF WORK DOCUMENT

SMART CEILING FAN INSTALL – ELECTRICIAN

OVERVIEW

Is your home too hot in the summer? What if you could have an efficient way to cool things down, without the cost of A/C. A smart ceiling fan can do that, while adding some style to your home. Why not let a Certified Electrician create your ideal setup. We'll visit your home, install and program your new smart fan and even give you a tutorial on how it all works.

01 CONFIRM

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Remove existing hardwired ceiling fixture and place aside for the client to repurpose or dispose of (disposal not included)
- ☐ Basic assembly, installation and wiring of new smart fan to existing, functioning electrical receptacle with working controls which is sufficiently reinforced to support the weight of the new fixture
- ☐ Install one (1) hardwired smart fan, in place of the removed unit
- ☐ Verify smart fan functions as per manufacturer specifications
- ☐ Install included App on up-to three (3) client-owned device (smartphone, tablet, etc.)
- ☐ Connect device to client's existing wireless network, using client-provided password, and ensure expected functionality
- ☐ Final clean-up of job-site

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain one (1) year workmanship warranty for Quick Contractor services and provide direction on calling **1-800-GEEKSQUAD** for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	N/A
People	N/A
Skill Set	ELECTRICIAN

12288684

$199.99

✔ GUIDANCE

✘ EXCLUSIONS

- Permit fees, if applicable
- Hardware
- Wire runs
- Electronics disposal/recycling
- Relocation or installation of a new junction box where one is not already present

INSTALL HEIGHT RESTRICTION: maximum height of installation shall be no greater than 3 metres (10ft).

RESOURCES - TOOLS

- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Quick Contractors Status Inquiries & Customer Support: 1-866-518-4206

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

BEST BUY
SCOPE OF WORK DOCUMENT

SMART SWITCH INSTALL – ELECTRICIAN

OVERVIEW

Imagine controlling the lights in your home, from anywhere, even if your not there. Or maybe less control is more your style; have the lights turn on as soon as you get home, automatically. If you've toyed with the idea but don't know where to start, why not let a Certified Electrician create your ideal setup. We'll visit your home, install and program a hardwired smart light switch and even give you a tutorial on how it all works.

01 CONFIRM

- ☐ Validate receipt and ensure the service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Remove one (1) existing light switch
- ☐ Install one (1) hardwired smart switch, in place of the removed switch
- ☐ Verify switch functions as per manufacturer specifications
- ☐ Install included App on up-to three (3) client-owned device (smartphone, tablet, etc.)
- ☐ Connect device to client's existing wireless network, using client-provided password, and ensure expected functionality
- ☐ Final clean-up of job-site

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain one (1) year workmanship warranty for Quick Contractor services and provide direction on calling **1-800-GEEKSQUAD** for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	N/A
People	N/A
Skill Set	ELECTRICIAN

12288683

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Permit fees, if applicable
- Hardware
- Wire runs
- Relocation or installation of a new junction box where one is not already present

RESOURCES - TOOLS

- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Quick Contractors Status Inquiries & Customer Support: 1-866-518-4206

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

BEST BUY
SCOPE OF WORK DOCUMENT

SMART SMOKE ALARM INSTALL – ELECTRICIAN

OVERVIEW

Traditional smoke alarms do one thing; they make a lot of noise if there's smoke. What if you're not home? Smart smoke alarms can send alerts directly to your mobile device and can even speak to you to let you know what the danger is, saving you valuable time. Get some extra peace of mind, let a Certified Electrician get you connected. We'll visit your home, do the installation and even give you a tutorial on how it all works.

01 CONFIRM

- ☐ Validate receipt and ensure the service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Remove one (1) existing hardwired smoke alarm
- ☐ Install one (1) hardwired smoke alarm, in place of the removed unit
- ☐ Verify smoke alarm functions as per manufacturer specifications
- ☐ Install included App on up-to three (3) client-owned device (smartphone, tablet, etc.)
- ☐ Connect device to client's existing wireless network, using client-provided password, and ensure expected functionality
- ☐ Final clean-up of job-site

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain one (1) year workmanship warranty for Quick Contractor services and provide direction on calling **1-800-GEEKSQUAD** for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	N/A
People	N/A
Skill Set	ELECTRICIAN

12288685

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Permit fees, if applicable
- Hardware
- Wire runs
- Relocation or installation of a new junction box where one is not already present

RESOURCES - TOOLS

- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Quick Contractors Status Inquiries & Customer Support: 1-866-518-4206

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

BEST BUY
SCOPE OF WORK DOCUMENT

SMART DOORBELL SETUP - ELECTRICIAN

OVERVIEW

Imagine being able to see and interact with whoever is at your door from your mobile device, even when your at work or on vacation. Don't miss your next delivery, let a Certified Electrician get you connected. We'll visit your home, do the installation and even give you a tutorial on how it all works.

01 CONFIRM

- ☐ Validate receipt and ensure the service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect product and tools required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Remove existing hardwired doorbell and place aside for the client to repurpose or dispose of (disposal not included)
- ☐ Mount wireless doorbell to exterior of home, using included hardware and existing doorbell wiring
- ☐ Verify smart doorbell functions as per manufacturer specifications
- ☐ Install included App on up-to three (3) client-owned device (smartphone, tablet, etc.)
- ☐ Connect device to client's existing wireless network, using client-provided password, and ensure expected functionality
- ☐ Final clean-up of job-site

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain one (1) year workmanship warranty for Quick Contractor services and provide direction on calling **1-800-GEEKSQUAD** for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	N/A
People	N/A
Skill Set	ELECTRICIAN

10587398

$99.99

✔ GUIDANCE

✘ EXCLUSIONS

- Permit fees, if applicable
- Hardware
- Wire runs

RESOURCES - TOOLS

- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Quick Contractors Status Inquiries & Customer Support: 1-866-518-4206

*Unless otherwise specified, services exclude the following: Delivery, stand assembly, audio system setup, network equipment setup, wall/ceiling mounting, mounting hardware, wire concealment, power cable concealment, alterations/additions to structural supports, parts or hardware, modifications to hardware.

BEST BUY
SCOPE OF WORK DOCUMENT

SMART FLOODLIGHT INSTALL - ELECTRICIAN

OVERVIEW

Get peace of mind and protect your home with a remotely accessibly floodlight cam that has video recording, two-way audio, and a siren alarm. Let a Certified Electrician get you connected. We'll visit your home, perform the installation and even give you a tutorial on how it all works.

01 CONFIRM

- ☐ Validate receipt and ensure the service requested matches receipt
- ☐ Confirm the appointment with the client while on-route

02 ARRIVE / SURVEY

- ☐ Collect tools, including ladder, required for service and take to door
- ☐ Greet the client and introduce yourself and explain the purpose of your visit
- ☐ Assess additional client needs by asking lifestyle questions ensure to record recommended services on the site survey
- ☐ Complete Site Survey form and get initial from client for approval to proceed with service

03 SERVICE

- ☐ Up to two (2) installers may be dispatched to account for (potential) height restrictions
- ☐ Remove existing flood light fixture and place aside for the client to repurpose or dispose of (disposal not included)
- ☐ Basic assembly, install and wiring of new fixture to an existing, functioning electrical receptacle with working controls which is sufficiently reinforced to support the weight of the new fixture
- ☐ Connect device to client's existing wireless network, using client-provided password, and ensure expected functionality
- ☐ Install included App on up-to three (3) client-owned device (smartphone, tablet, etc.)
- ☐ Final clean-up of job-site

04 TUTORIAL

- ☐ Show client how to download app and add account
- ☐ Show client how to control functions from their smart phone
- ☐ Explain one (1) year workmanship warranty for Quick Contractor services and provide direction on calling **1-800-GEEKSQUAD** for warranty information
- ☐ Ensure client signs Site Survey form for completion of service

Time	N/A
People	N/A
Skill Set	ELECTRICIAN

11794153

$199.99

✔ GUIDANCE

✘ EXCLUSIONS

- Permit fees, if applicable
- Hardware
- Wire runs
- Electronics disposal/recycling
- Relocation or installation of a new junction box where one is not already present

INSTALL HEIGHT RESTRICTION: maximum height of installation shall be no greater than 2.74 metres (9ft).

RESOURCES - TOOLS

- Plan Terms & Conditions - www.bestbuy.ca/termsandconditions
- Quick Contractors Status Inquiries & Customer Support: 1-866-518-4206

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