



Certified AudioVisual Solutions Provider Application

(Company-wide)

Company Name _____

Address _____

City _____ State _____

Province (if applicable) _____ Postal/ZIP Code _____ Country _____

Website _____

Contact Name _____

Phone _____ Fax _____

Email _____

Education and Certification Information see back for category descriptions, criteria and definitions

Level of CAVSP Desired Sapphire Emerald Diamond

List of employees with InfoComm International® course completions, CTS® and with specialized CTS. Attach additional sheets if more space is needed.

Name	Title	Designation
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Total number of applicable employees in the specific job categories

Sales _____ Customer Service _____ Technical _____

- Applicants have a signed copy of Standards of Excellence
- Applicants have completed InfoComm International's Audiovisual Systems Performance Verification Checklist*

Payment

Pricing	Currency	CAVSP Member	CAVSP Non-member
	USD	\$300	\$450
	GBP	£165	£225
	Euro	€240	€345
	Aussie	\$AUD405	\$AUD570

Payment Method Visa MasterCard American Express Check Total Amount Attached/Charged \$ _____

Card Account Number _____ Expiration Date _____

Name as it Appears on Card _____

Credit Card Billing Address _____

City _____ State _____ Postal/ZIP Code _____ Country _____

Authorized Signature _____

Note: pricing does not include tax. United Kingdom and Australian applicants must add applicable VAT or GST to the listed dues in order to complete processing the application. UK VAT Registration number: 891 4595 81. Australian GST is 10%.

*Required for new and renewing Diamond CAVSPs beginning July 2, 2012.

Please mail or fax the completed application to:

InfoComm International
 11242 Waples Mill Rd.
 Suite 200
 Fairfax, VA 22030
 +1.703.273.7200
 1.800.659.7469
 +1.703.278.8082 FAX
 infocomm.org

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Continued

CAVSP Levels and Criteria

infoComm



50 percent of all Customer Service, Sales and Technical staff must have and maintain general or advanced CTS certification or certain InfoComm University™ course completion.

No more than a quarter of the 50 percent of designated staff can qualify exclusively through InfoComm course completion. Of the 50 percent, 15 percent must have advanced CTS designation. A minimum of one advanced CTS is required.

Beginning July 2, 2012, Diamond Certified AV Solutions Providers also will be required to show a completed InfoComm International's *Audiovisual Systems Performance Verification Checklist* for **one** AV installation. The completed Checklist will be required for new and renewing Diamond CAVSPs beginning July 2, 2012.

infoComm



35 percent of all Customer Service, Sales and Technical staff must have and maintain general or advanced CTS certification or certain InfoComm University™ course completion.

No more than a quarter of the 35 percent can qualify exclusively through InfoComm course completion.

Beginning July 2, 2012, Emerald Certified AV Solutions Providers also will need to indicate their intentions to adopt InfoComm International's *Audiovisual Systems Performance Verification Checklist* for their AV installations.

infoComm



25 percent of all Customer Service, Sales and Technical staff must have and maintain general or advanced CTS certification or certain InfoComm University™ course completion.

Definitions

Sales Staff

any non-manufacturing internal or external employee whose primary (role) responsibility is actively involved with the sale of products and services to the end user or members of the distribution channel.

Customer Service Staff

any non-manufacturing internal or external employee whose primary (role) responsibility is to provide direct support for the end user or members of the distribution channel.

Technical Staff

any non-manufacturing internal or external employee whose primary (role) responsibility is to provide direct technical services and support for the end user or members of the distribution channel.

Non-Member Fee

This fee applies to all non-member companies and all non-member branches of member companies.

Please mail or fax the completed application to:

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11242 Waples Mill Road,
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infocomm.org

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Certified AV Solutions Providers (CAVSPs) adhere to the following Standards of Excellence:

1) Complete Solutions

The Certified AV Solutions Provider (CAVSP) works to provide a comprehensive AV system that meets the client's communications needs.

2) Informed Advice

The CAVSP pursues a collaborative relationship with the client to understand the needs and recommend solutions to achieve complete customer satisfaction.

3) Best Value

The CAVSP seeks to give the client the best possible value and return on investment.

4) On-Going Technical Support

The CAVSP provides on-going support for the AV system through warranty and maintenance programs to ensure the system's usability and the client's satisfaction.

5) Systems Compatibility

The CAVSP designs or provides a seamless operational interface for components used in a rental environment or permanent installation to create a stable and viable system.

6) Scalability

The CAVSP designs and integrates AV systems that promote ease-of-use, long-term cost-effectiveness and upgradeability.

7) Clear Scope of Work

The CAVSP specifies in the proposal and quotation all the necessary components and services required to create the AV system and clearly calls out and discusses any exceptions.

8) Appropriate Documentation

The CAVSP provides appropriate and complete documentation of the system as specified in the vendor's proposal and quotation or the consultant's specification.

9) Expert Technical Staff

CAVSP staff are in programs to become industry certified, to maintain their certification and to keep current on new developments in AV technology.

10) Training Support

The CAVSP is a source of professional training services to help clients become proficient in using AV technologies and systems and to advance their communications goals.

I agree to abide by the CAVSP Standards of Excellence:

Name: _____ **Company:** _____

Date: _____

Please print clearly and include this completed form when submitting your CAVSP application.