



## SERVICE AGREEMENT

Contract Number: USC000003257  
 Contract Modifier: R22-MAR-22 22:31:56

Date: 22-AUG-2022

Company Name: City of Fort Lauderdale Attn.: Billing Address: 528 NW 2nd St City, State, Zip Code: Fort Lauderdale, FL 33311 Customer Contact: Jason Swift Phone: 954-828-5790
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P.O.#: N/A  
 Customer #: 1011657600  
 Bill to Tag#: 0047  
 Contract Start Date: 01-OCT-2022  
 Contract End Date: 30-SEP-2023  
 Payment Cycle: MONTHLY  
 Currency: USD

QTY	MODEL/OPTION	SERVICES DESCRIPTION	MONTHLY EXT	EXTENDED AMT
	USC000003257	***** Recurring Services ***** Radio System & Subscribers	\$47,853.65	\$574,243.80
	USC000167758	Premier One CAD Interface	\$230.00	\$2,760.00
			Sub Total	\$48,083.65
			Taxes	\$0.00
			Grand Total	\$577,003.80
<b>SPECIAL INSTRUCTIONS - ATTACH STATEMENT OF WORK FOR PERFORMANCE DESCRIPTIONS</b> Service agreement for P25 Radio System, Microwave, HMS Port Fee, Subscribers, COMMSshop, SUA, MERS Trailer and P1 CAD Interface.			THIS SERVICE AMOUNT IS SUBJECT TO STATE AND LOCAL TAXING JURISDICTIONS WHERE APPLICABLE, TO BE VERIFIED BY MOTOROLA SOLUTIONS	

I received Statements of Work that describe the services provided on this Agreement. Motorola's Service Terms and Conditions, a copy of which is attached to this Service Agreement, is incorporated herein by this reference.



**Fort Lauderdale SmartZone System**

**Contract Start:** 10/1/2022

**Contract Number:** USC000003257

**Qty                      Infrastructure Equipment Description**

- 36 GTR8000 Repeaters
- 4 TRAK GPS Units
- 10 MNI Proteus M Series Microwave Radios
- 1 Microwave Management Terminal
- 2 Genwatch Computers (Hardware only)
- 1 COMMSHOP Management
- 1 MERS Trailer (Semi-annual PM) to include:
  - (1) GTR8000 "6Pack" (P25 system, 6 Channel)
  - (3) Auto Tune Combiner #1
  - (3) 48Volt Power Supply
  - (1) Router
  - (1) 16 Port Receiver Multicoupler
  - (1) 16 Port Expansion Kit
  - (6) Quantar IR (4.1 IR System, 6 Channel)
  
- 1 PSA- Direct Interface (CSI Interface) to ImagTrend

**Subscriber Equipment**

See attached inventory in contract package for details

## **Service Agreement Terms & Conditions**

This Service Agreement is entered into by and between Motorola Solutions Inc. ("Motorola") and the customer named in this Agreement, City of Fort Lauderdale ("City" or "Customer").

### **Section 1            DEFINITIONS**

"Agreement" means this Service Agreement and its Attachments, if any, which are attached hereto and incorporated herein by this reference. "Equipment" means the communication equipment that is specified in the Attachments or that is subsequently added to this Agreement. "Services(s)" means those installation, maintenance, repair, support, training, and other services referred to both herein and in the Attachments.

The Attachments listed below are incorporated into and made a part of this Agreement.

### **Statements of Work**

### **Section 2            ACCEPTANCE**

Customer agrees to accept the terms of this Agreement and to pay the prices set forth herein. The terms and conditions set forth in this Agreement and in the Attachments will become binding only when accepted in writing by Motorola. The term of this Agreement will commence on the date specified in this Agreement, including any Attachments ("Start Date").

### **Section 3            SCOPE OF SERVICES**

31. Motorola will provide the Services generally described in this Agreement. Certain Services may require more particular description or definition or may require detailed Statement(s) of Work. If particular descriptions or detailed Statement(s) of Work are required, and are therefore attached to this Agreement, Motorola and Customer hereby agree to be bound by any additional terms included in those Attachments, which are fully incorporated in this Agreement as set forth in Section 1.
32. Motorola may also provide additional services ("Additional Services") at Customer's request. Such Additional Services will be billed at Motorola's then-applicable rates for such services.
33. If Motorola is providing Services for Equipment: (i) Motorola parts or parts of equal quality will be used; (ii) the Equipment will be Serviced at levels set forth in Motorola's product manuals; and, (iii) routine service procedures that are prescribed from time to time by Motorola for its products will be followed.
34. Any equipment purchased by Customer from Motorola that is or becomes part of the same communications system as the Equipment covered under this Agreement ("Additional Equipment") will be automatically added to this Agreement and, subject to Customer's approval or disapproval, will be billed at the applicable rates after the warranty period has expired.
35. All Equipment must be in good working order on the Start Date or at the time the Equipment is added to the Agreement. Customer must provide a complete serial and model number list either prior to the Start Date or prior to the time that the Equipment is added to the Agreement.
36. Customer must specifically identify any Equipment that is labeled intrinsically safe for use in hazardous environments.
37. Customer must promptly notify Motorola in writing when any Equipment is lost, damaged, stolen or taken out of service. Customer's obligation to pay Service fees for such Equipment will terminate at the end of the month in which Motorola receives such written notice.
38. If Equipment cannot, in Motorola's opinion, be properly or economically serviced for any reason including excessive wear, unavailability of parts, the state of technology, or the practical feasibility of the scope of Services as specified in this Agreement, Motorola may: (i) modify the scope of Services related to such Equipment; (ii) remove such Equipment from the Agreement; or (iii) increase the price to Service such Equipment.

39. Customer must promptly notify Motorola directly of any Equipment failure. Motorola will respond to Customer's notification in a manner consistent with the level of Service purchased as indicated in this Agreement.

#### **Section 4 EXCLUDED SERVICES**

- 4.1. Service does not include the repair or replacement of Equipment that has become defective or damaged due to physical or chemical misuse or abuse from causes such as lightning, power surges, or liquids.
- 4.2. Unless specifically included in this Agreement, Service does not include repair or maintenance of any transmission line, antenna, tower or tower lighting. Motorola has no obligation or responsibility for any transmission medium, such as telephone lines, computer networks, the internet or the worldwide web, or for Equipment malfunction caused by such transmission medium.
- 4.3. Unless specifically included in this Agreement, Service does not include items that are consumed in the course of normal operation of the Equipment, such as, but not limited to, batteries, magnetic tapes, etc.
- 4.4. Unless specifically set forth in this Agreement, Service does not include upgrading or reprogramming of Equipment; accessories, belt clips, battery chargers, custom or Special Products, modified units, or software.
- 4.5. Service does not include certification programs, software support, reprogramming of Software or modifications to Equipment related to assuring the correct processing, providing, or receiving of date data from, into, or between the year 1999 and the year 2000.

#### **Section 5 RIGHT TO SUBCONTRACT/ASSIGNMENT**

Subject to the City's prior approval, which will not be unreasonably withheld, Motorola may assign its rights and obligations under this Agreement and may subcontract any portion of Motorola's performance called for by this Agreement. Any subcontracting will require the prior written approval of the City.

#### **Section 6 TIME AND PLACE OF SERVICE**

Service will be provided at the location specified in this Agreement. When Motorola performs service at Customer's location, Customer agrees to provide Motorola, at no charge, a non-hazardous work environment with shelter, heat, light, and power and with full and free access to the Equipment. Waivers of liability from Motorola and/or its subcontractors will not be imposed as a site access requirement. Customer will provide all information pertaining to the hardware and software elements of any system with which the Equipment is interfacing that enable Motorola to perform its obligations under this Agreement.

#### **Section 7 CONTACT**

Customer will provide Motorola with designated points of contact (list of names and phone numbers) that will be manned twenty-four (24) hours per day, seven (7) days per week and an escalation procedure to enable Customer's personnel to maintain contact, as needed, with Motorola.

#### **Section 8 PAYMENT**

Motorola will invoice Customer ON THE FIRST DAY OF THE SERVICE PERIOD monthly, and Customer must pay each invoice in U.S. dollars within forty-five (45) days of the invoice date, in accordance with the Florida Prompt Payment Act, Sec. 218.70, Fla. Stat., as may be amended or revised. Customer agrees to reimburse Motorola for any applicable property taxes, sales and use taxes, excise taxes, or other applicable taxes or assessments levied as a result of Services rendered under this Agreement (except income, profit, and franchise taxes of Motorola) by any governmental entity.

#### **Section 9 WARRANTY**

Motorola warrants that its Services under this Agreement will be free of defects in materials and workmanship for a period of ninety (90) days following completion of those Services. In the event of a breach of this warranty, Customer's sole remedy is to require Motorola to re-perform the non-conforming Service or to refund, on a pro-rata basis, the fees paid for the non-conforming Service. MOTOROLA DISCLAIMS ALL OTHER

WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

#### **Section 10      CERTIFICATION DISCLAIMER**

Motorola specifically disclaims all certifications regarding the manner in which Motorola conducts its business or performs its obligations under this Agreement, unless such certifications have been expressly accepted and signed by a Motorola authorized signatory.

#### **Section 11      DEFAULT/TERMINATION**

- 11.1. Termination for Convenience: The City reserves the right, in its best interest as determined by the City, to cancel this Agreement for convenience by giving written notice to Motorola at least thirty (30) days prior to the effective date of such cancellation. In the event this Agreement is terminated for convenience, Motorola shall be paid for any services performed to the City's satisfaction pursuant to the Agreement through the termination date specified in the written notice of termination. Motorola acknowledges and agrees that it has received good, valuable and sufficient consideration from City, the receipt and adequacy of which are hereby acknowledged by Motorola, for City's right to terminate this Agreement for convenience.
- 11.2. Cancellation for Unappropriated Funds: The City reserves the right, in its best interest as determined by the City, to cancel this Agreement for unappropriated funds or unavailability of funds by giving written notice to the Motorola at least thirty (30) days prior to the effective date of such cancellation. The obligation of the City for payment to a Motorola is limited to the availability of funds appropriated in a current fiscal period, and continuation of the Agreement into a subsequent fiscal period is subject to appropriation of funds, unless otherwise provided by law.
- 11.3. In the event that any sum of money owed by Customer is not paid when due and remains unpaid for a period of sixty (60) days after receipt by Customer of written notice of such delinquency, Motorola may terminate this Agreement effective upon seven (7) days written notice. If either party defaults in the performance of any other of its obligations set forth in this Agreement and the default remains uncured for a period of thirty (30) days after receipt by such party of written notice from the other party detailing the specific contractual obligation and the nature of the default there under, then the injured party, in addition to any other rights available to it under law, may immediately terminate this Agreement effective upon the giving of notice in writing to the defaulting party.
- 11.4. Any termination of this Agreement will not relieve either party of obligations previously incurred pursuant to this Agreement, including but not limited to payments which may be due and owing at the time of termination. Upon the effective date of termination, Motorola will have no further obligation to provide Services.
- 11.5. In the event of termination, all sums owed by Customer to Motorola for services performed through the date of termination will become due and payable immediately upon termination of this Agreement.

#### **Section 12      LIMITATION OF LIABILITY**

- 12.1. Notwithstanding any other provision, except for personal injury or death, and as otherwise permitted by law, Motorola's total liability for losses, whether for breach of contract, negligence, warranty, or strict liability in tort, is limited to the price of the previous twelve months of Services provided under this Agreement. IN NO EVENT WILL MOTOROLA BE LIABLE FOR LOSS OF USE, LOSS OF TIME, INCONVENIENCE, LIQUIDATED DAMAGES, COMMERCIAL LOSS, LOST PROFITS OR SAVINGS, OR OTHER INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES TO THE FULL EXTENT SUCH MAY BE DISCLAIMED BY LAW.
- 12.2. Nothing herein shall be interpreted or construed as a waiver of the protections, immunities, or limitations of liability afforded Customer as a government entity pursuant to Section 768.28, Florida Statutes.

### **Section 13 EXCLUSIVE TERMS AND CONDITIONS**

- 13.1. Customer acknowledges that this Agreement supersedes all prior and concurrent agreements and understandings, whether written or oral, related to the Services performed. Neither the Agreement nor the Attachments may be altered, amended, or modified except by a written agreement signed by authorized representatives of both parties.
- 13.2. In the event of a conflict between the main body of this Agreement and any Attachments, the main body of this Agreement will take precedence, unless the Attachment specifically states otherwise.
- 13.3. Customer agrees to reference this Agreement on any purchase order(s) issued in furtherance of this Agreement. Neither party shall be bound by any terms contained in Customer's purchase order(s), acknowledgements or other writings unless: (i) such purchase order(s), acknowledgements or other writings specifically refer to this Agreement; (ii) clearly indicate the intention of both Parties to override and modify this Agreement; and (iii) such purchase order(s), acknowledgements or other writings are signed by duly authorized representatives of both Parties.

### **Section 14 PROPRIETARY INFORMATION; CONFIDENTIALITY; PUBLIC RECORDS**

- 14.1. Except as otherwise provided by the Florida public records laws, any information or data in the form of specifications, drawings, reprints, technical information or otherwise furnished to Customer under this Agreement and marked "Confidential" will remain Motorola's property, will be deemed proprietary, will be kept confidential, and will be promptly returned at Motorola's request. Customer may not disclose, without Motorola's written permission, except as required by the Florida Public Records Law, any such information or data to any person, or use such information or data itself for any purpose other than performing its obligations under this Agreement. The obligations set forth in this Section will survive the cancellation, termination, or completion of this Agreement.
- 14.2. Motorola acknowledges that Customer is subject to the Florida Public Records Law. Absent an applicable exemption, all records made or received by Customer in connection with this Agreement are public records open for inspection and copying at any reasonable time. If Customer receives a request for inspection or copying of written materials received from Motorola in connection with this Agreement, Customer will endeavor to provide prompt written notice to Motorola prior to granting any such request, except that such procedure shall not serve as an automatic delay of the City's provision of records in response to a public records request.
- 14.3. Motorola will have no obligation to provide Customer with access to its confidential and proprietary information, including cost and pricing data.

### **Section 15 FCC LICENSES AND OTHER AUTHORIZATIONS**

Customer is solely responsible for obtaining licenses or other authorizations required by the Federal Communications Commission or any other federal, state, or local government agency and for complying with all rules and regulations required by such agencies. Neither Motorola nor any of its employees is an agent or representative of Customer in any governmental matters.

### **Section 16 OWNERSHIP OF INTELLECTUAL PROPERTY**

This Agreement does not grant directly or by implication, estoppel, or otherwise, any ownership right or license under any Motorola patent, copyright, trade secret, or other intellectual property including any intellectual property created as a result of or related to the Services performed under this Agreement.

### **Section 17 MATERIALS, TOOLS AND EQUIPMENT**

All tools, equipment, dies, gauges, models, drawings or other materials paid for or furnished by Motorola for the purpose of this Agreement, and not purchased or owned by Customer, will be and remain the sole property of Motorola. Customer will safeguard all such property while it is in Customer's custody or control, be liable for any loss or damage to such property, ordinary wear and tear excepted, and return it to Motorola upon request.

Such property will be held by Customer for Motorola's use without charge and may be removed from Customer's premises by Motorola at any reasonable time.

## Section 18 GENERAL TERMS

- 18.1. If any court of competent jurisdiction renders any portion of this Agreement unenforceable, the remaining terms will continue in full force and effect.
- 18.2. The Agreement shall be interpreted and construed in accordance with, and governed by, the laws of the state of Florida. The Parties agree that the exclusive venue for any lawsuit arising from, related to, or in connection with this Agreement shall be in the state courts of the Seventeenth Judicial Circuit in and for Broward County, Florida. If any claims arising from, related to, or in connection with this Agreement must be litigated in federal court, the Parties agree that the exclusive venue for any such lawsuit shall be in the United States District Court or United States Bankruptcy Court for the Southern District of Florida. **BY ENTERING INTO THIS AGREEMENT, THE PARTIES HEREBY EXPRESSLY WAIVE ANY AND ALL RIGHTS EITHER PARTY MIGHT HAVE TO A TRIAL BY JURY OF ANY ISSUES RELATED TO THIS AGREEMENT. IF A PARTY FAILS TO WITHDRAW A REQUEST FOR A JURY TRIAL IN A LAWSUIT ARISING OUT OF THIS AGREEMENT AFTER WRITTEN NOTICE BY THE OTHER PARTY OF VIOLATION OF THIS SECTION, THE PARTY MAKING THE REQUEST FOR JURY TRIAL SHALL BE LIABLE FOR THE REASONABLE ATTORNEYS' FEES AND COSTS OF THE OTHER PARTY IN CONTESTING THE REQUEST FOR JURY TRIAL, AND SUCH AMOUNTS SHALL BE AWARDED BY THE COURT IN ADJUDICATING THE MOTION.**
- 18.3. Failure to exercise any right will not operate as a waiver of that right, power, or privilege.
- 18.4. Neither party is liable for delays or lack of performance resulting from any causes such as strikes, material shortages or acts of God that are beyond that party's reasonable control.
- 18.5. Subject to the City's prior written approval, which will not be unreasonably withheld, Motorola may assign its rights and obligations, and may subcontract any portion of its performance, under this Agreement.
- 18.6. Renewal option is contingent upon mutual agreement of the Parties and appropriation of funds. Therefore, this Agreement shall terminate on September 30, 2023, with no renewal options. The City may cancel this Service Agreement upon providing thirty (30) days written notice to Motorola. The cancellation will take place on the first of the following month.
- 18.7. **INSURANCE**
- (a) As a condition precedent to the effectiveness of this Agreement, during the term of this Agreement and during any renewal or extension term of this Agreement, Motorola, at its sole expense, shall provide insurance of such types and with such terms and limits as noted below. Providing proof of and maintaining adequate insurance coverage are material obligations of Motorola. Motorola shall provide the City a certificate of insurance evidencing such coverage. Motorola's insurance coverage shall be primary insurance for all applicable policies. The limits of coverage under each policy maintained by Motorola shall not be interpreted as limiting Motorola's liability and obligations under this Agreement. All insurance policies shall be through insurers authorized or eligible to write policies in the State of Florida and possess an A.M. Best rating of A-, VII or better, subject to approval by the City's Risk Manager.
- (b) The coverages, limits, and/or endorsements required herein protect the interests of the City, and these coverages, limits, and/or endorsements shall in no way be required to be relied upon by Motorola for assessing the extent or determining appropriate types and limits of coverage to protect Motorola against any loss exposures, whether as a result of this Agreement or otherwise. The requirements contained herein, as well as the City's review or acknowledgement, are not intended to and shall not in any manner limit or qualify the liabilities and obligations assumed by Motorola under this Agreement.
- (c) The following insurance policies and coverages are required:

### **Commercial General Liability**

Coverage must be afforded under a Commercial General Liability policy with limits not less than:

- \$1,000,000 each occurrence and \$2,000,000 aggregate for Bodily Injury, Property Damage, and Personal and Advertising Injury
- \$1,000,000 each occurrence and \$2,000,000 aggregate for Products and Completed Operations Policy must include coverage for contractual liability and independent contractors.

The City, its officials, employees, and volunteers are to be covered as an additional insured with a CG 20 26 04 13 Additional Insured – Designated Person or Organization Endorsement or similar endorsement providing equal or broader Additional Insured Coverage with respect to liability arising out of activities performed by or on behalf of Motorola. The coverage shall contain no special limitation on the scope of protection afforded to the City, its officials, employees, and volunteers.

**Business Automobile Liability**

Coverage must be afforded for all Owned, Hired, Scheduled, and Non-Owned vehicles for Bodily Injury and Property Damage in an amount not less than \$1,000,000 combined single limit each accident.

If Motorola does not own vehicles, Motorola shall maintain coverage for Hired and Non-Owned Auto Liability, which may be satisfied by way of endorsement to the Commercial General Liability policy or separate Business Auto Liability policy.

**Workers' Compensation and Employer's Liability**

Coverage must be afforded per Chapter 440, Florida Statutes. Any person or entity performing work for or on behalf of the City must provide Workers' Compensation insurance. Exceptions and exemptions will be allowed by the City's Risk Manager, if they are in accordance with Florida Statute.

Motorola waives, and Motorola shall ensure that Motorola's insurance carrier waives, all subrogation rights against the City, its officials, employees, and volunteers for all losses or damages. The City requires the policy to be endorsed with WC 00 03 13 Waiver of our Right to Recover from Others or equivalent.

Motorola must be in compliance with all applicable State and federal workers' compensation laws, including the U.S. Longshore Harbor Workers' Act and the Jones Act, if applicable.

(d) **Insurance Certificate Requirements**

- Motorola shall provide the City with valid Certificates of Insurance (binders are unacceptable) no later than thirty (30) days prior to the start of work contemplated in this Agreement.
- Motorola shall provide to the City a Certificate of Insurance having a thirty (30) day notice of cancellation; ten (10) day notice if cancellation is for nonpayment of premium.
- In the event that the insurer is unable to accommodate the cancellation notice requirement, it shall be the responsibility of Motorola to provide the proper notice. Such notification will be in writing by registered mail, return receipt requested, and addressed to the certificate holder.
- In the event the Agreement term goes beyond the expiration date of the insurance policy, Motorola shall provide the City with an updated Certificate of Insurance no later than ten (10) days prior to the expiration of the insurance currently in effect. The City reserves the right to suspend the Agreement until this requirement is met.
- The Certificate of Insurance shall indicate whether coverage is provided under a claims-made or occurrence form. If any coverage is provided on a claims-made form, the Certificate of Insurance must show a retroactive date, which shall be the effective date of the initial contract or prior.
- The City shall be named as an Additional Insured on all liability policies, with the exception of Workers' Compensation.
- The City shall be granted a Waiver of Subrogation on Motorola's Workers' Compensation insurance policy.
- The title of the Agreement, Bid/Contract number, event dates, or other identifying reference must be listed on the Certificate of Insurance.

The Certificate Holder should read as follows:

City of Fort Lauderdale  
 Procurement Services Division  
 100 N. Andrews Avenue  
 Fort Lauderdale, FL 33301

- (e) Motorola has the sole responsibility for all insurance premiums and shall be fully and solely responsible for any costs or expenses as a result of a coverage deductible, co-insurance penalty, or self-insured retention; including any loss not covered because of the operation of such deductible, co-insurance penalty, self-insured retention, or coverage exclusion or limitation. Any costs for adding the City as an Additional Insured shall be at Motorola's expense.
- (f) If Motorola's primary insurance policy/policies do not meet the minimum requirements, as set forth in this Agreement, Motorola may provide evidence of an Umbrella/Excess insurance policy to comply with this requirement.
- (g) Motorola's insurance coverage shall be primary insurance as respects to the City, a Florida municipal corporation, its officials, employees, and volunteers. Any insurance or self-insurance maintained by the City, a Florida municipal corporation, its officials, employees, or volunteers shall be non-contributory.
- (h) Any exclusion or provision in any insurance policy maintained by Motorola that excludes coverage required in this Agreement shall be deemed unacceptable and shall be considered breach of this Agreement.
- (i) All required insurance policies must be maintained until the contract work has been accepted by the City, or until this Agreement is terminated, whichever is later. Any lapse in coverage shall be considered breach of this Agreement. In addition, Contractor must provide to the City confirmation of coverage renewal via an updated certificate should any policies expire prior to the expiration of this Agreement. The City reserves the right to review, at any time, coverage forms and limits of Contractor's insurance policies.
- (j) Motorola shall provide notice of any and all claims, accidents, and any other occurrences associated with this Agreement to Motorola's insurance company or companies and the City's Risk Management office, as soon as practical.
- (k) It is Motorola's responsibility to ensure that any and all of Motorola's independent contractors and subcontractors comply with these insurance requirements. All coverages for independent contractors and subcontractors shall be subject to all of the applicable requirements stated herein. Any and all deficiencies are the responsibility of Motorola.

18.8 General Indemnity by Motorola. Motorola will defend at Motorola's expense, indemnify and hold Customer, and Customer's officers and employees, harmless from any and all liability, expense, judgment, suit, cause of action, or demand for personal injury, death, or direct damage to tangible property, including any award of attorney's fees and any award of costs, which may accrue against Customer, or against Customer's officers and employees, or any of them, to the extent it is caused by the negligence of Motorola, any of Motorola's subcontractors, or Motorola's subcontractors' employees or agents, or any of them, while performing their duties under this Agreement, if Customer gives Motorola reasonably prompt, written notice of any claim or suit after it has knowledge of same. Customer will cooperate with Motorola in its defense or settlement of the claim or suit. This section sets forth the full extent of Motorola's general indemnification of Customer from liabilities that are in any way related to Motorola's performance under this Agreement.

18.9 Motorola shall ensure that all of Motorola's subcontractors perform in accordance with the terms and conditions of this Agreement. Motorola shall be fully responsible for all of Motorola's subcontractors' performance, and liable for any of Motorola's subcontractors' non-performance and all of Motorola's subcontractors' acts and omissions. Motorola shall defend at Motorola's expense, counsel being subject to Customer's approval, which will not be unreasonably withheld, and indemnify and hold the Customer and the Customer's officers, and employees, and agents harmless from and against any claim, lawsuit, third party action, fine, penalty, settlement, or judgment, including any award of attorney fees and any award of costs, by or in favor of any of Motorola's subcontractors for payment for work performed for Customer by any of such subcontractors, and from and against any claim, lawsuit, third party action, fine, penalty, settlement, or judgment, including any award of attorney fees and any award of costs, occasioned by or arising out of any act or omission by any of Motorola's subcontractors or by any of Motorola's subcontractors' officers, agents, or employees. Motorola's use of subcontractors in

connection with this Agreement shall be subject to the Customer's prior written approval, which approval the Customer may revoke at anytime.

## **Section 19 PUBLIC RECORDS**

IF MOTOROLA HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE MOTOROLA'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT [PRRCONTRACT@FORTLAUDERDALE.GOV](mailto:PRRCONTRACT@FORTLAUDERDALE.GOV), 954-828-5002, CITY CLERK'S OFFICE, 100 N. ANDREWS AVENUE, FORT LAUDERDALE, FLORIDA 33301.

Notwithstanding anything contained in this Agreement to the contrary, Motorola shall:

- a) Keep and maintain public records that ordinarily and necessarily would be required by the City in order to perform the service. Motorola shall not be required to create or maintain any records not created or maintained in the ordinary course of its business, nor shall Motorola be obligated to provide City with access to its cost and pricing data.
- b) Provide the public with access to public records on the same terms and conditions that the City would provide the records and at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes (2022), as may be amended or revised, or as otherwise provided by law.
- c) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law.
- d) Meet all requirements for retaining public records and transfer, at no cost, to the City, all public records in possession of the contractor upon termination of this contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the City in a format that is compatible with the information technology systems of the City.

Motorola shall not be required to create any records not created in the ordinary course of its business; nor shall Motorola be obligated to provide City with its confidential and proprietary cost or pricing data, which is not furnished or provided to customers.

The records retention period as prescribed under Florida Statutes and the Florida Division of Library Services shall be deemed controlling as it relates to the ultimate destruction of all public records created under this Agreement.

## **Section 20 SCRUTINIZED COMPANIES**

Prohibition Against Contracting With Scrutinized Companies. Subject to *Odebrecht Construction, Inc., v. Prasad*, 876 F.Supp.2d 1305 (S.D. Fla. 2012), *affirmed*, *Odebrecht Construction, Inc., v. Secretary, Florida Department of Transportation*, 715 F.3d 1268 (11th Cir. 2013), with regard to the "Cuba Amendment," the Contractor certifies that it is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List or the Scrutinized Companies that Boycott Israel List created pursuant to Section 215.4725, Florida Statutes (2022), that it is not engaged in a boycott of Israel, and that it does not have business operations in Cuba or Syria, as provided in Section 287.135, Florida Statutes (2022), as may be amended or revised. The City may terminate this Agreement at the City's option if the Contractor is found to have submitted a false certification as provided under subsection (5) of Section 287.135, Florida Statutes (2022), as may be amended or revised, or been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List or the Scrutinized Companies that Boycott Israel List created pursuant to Section 215.4725, Florida Statutes (2022), as may be amended or revised, or is engaged in a boycott of Israel or has been engaged in business operations in Cuba or Syria, as defined in Section 287.135, Florida Statutes (2022), as may be amended or revised.

## **Section 21 E-VERIFY**

As a condition precedent to the effectiveness of this Agreement, pursuant to Section 448.095, Florida Statutes (2022), as may be amended or revised, Motorola and its subcontractors shall register with and use the E-Verify system to electronically verify the employment eligibility of newly hired employees.

1. Motorola shall require each of its subcontractors, if any, to provide Motorola with an affidavit stating that the subcontractor does not employ, contract with, or subcontract with an unauthorized alien. Motorola shall maintain a copy of the subcontractor's affidavit for the duration of this Agreement and in accordance with the public records requirements of this Agreement.
2. The City, Motorola, or any subcontractor who has a good faith belief that a person or entity with which it is contracting has knowingly violated Section 448.09(1), Florida Statutes (2022), as may be amended or revised, shall terminate the Agreement with the person or entity.
3. The City, upon good faith belief that a subcontractor knowingly violated the provisions of Section 448.095(2), Florida Statutes (2022), as may be amended or revised, but that Motorola otherwise complied with Section 448.095(2), Florida Statutes (2022), as may be amended or revised, shall promptly notify Motorola and order the Motorola to immediately terminate the contract with the subcontractor, and Motorola shall comply with such order.
4. An Agreement terminated under Sections 448.095(2)(c)1. or 2., Florida Statutes (2022), as may be amended or revised, is not a breach of contract and may not be considered as such. If the City terminates this Agreement under Section 448.095(2)(c), Florida Statutes (2022), as may be amended or revised, Motorola may not be awarded a public contract for at least one year after the date on which the Agreement was terminated. Motorola is liable for any additional costs incurred by the City as a result of termination of this Agreement.
5. Motorola shall include in each of its subcontracts, if any, the requirements set forth in this Section 21, including this subparagraph, requiring any and all subcontractors, as defined in Section 448.095(1)(j), Florida Statutes (2022), as may be amended or revised, to include all of the requirements of this Section 21 in its subcontracts. Motorola shall be responsible for compliance by any and all subcontractors, as defined in Section 448.095(1)(j), Florida Statutes (2022), as may be amended or revised, with the requirements of Section 448.095, Florida Statutes (2022), as may be amended or revised.

## **Section 22 Non-Discrimination**

Motorola shall not discriminate against its employees based on the employee's race, color, religion, gender, gender identity, gender expression, marital status, sexual orientation, national origin, age, disability, or any other protected classification as defined by applicable law.

1. Motorola certifies and represents that Motorola offers the same health benefits to the domestic partners of its employees as are offered its employees' spouses or offers its employees the cash equivalent of such health benefits because it is unable to provide health benefits to its employees' domestic partners, and that Motorola will comply with Section 2-187, Code of Ordinances of the City of Fort Lauderdale, Florida, (2022), as may be amended or revised, ("Section 2-187"), during the entire term of this Agreement.
2. The failure of Motorola to comply with Section 2-187 shall be deemed to be a material breach of this Agreement, entitling the City to pursue any remedy stated below or any remedy provided under applicable law.
3. The City may terminate this Agreement if Motorola fails to comply with Section 2-187.
4. The City may retain all monies due or to become due until Motorola complies with Section 2-187.
5. Motorola may be subject to debarment or suspension proceedings. Such proceedings will be consistent with the procedures in Section 2-183 of the Code of Ordinances of the City of Fort Lauderdale, Florida.

IN WITNESS WHEREOF, the City and Motorola execute this Agreement as follows:

ATTEST:

CITY OF FORT LAUDERDALE

\_\_\_\_\_  
David R. Soloman, City Clerk

By: \_\_\_\_\_  
Greg Chavarria, City Manager

Date: \_\_\_\_\_

Approved as to form:  
ALAIN E. BOILEAU, CITY ATTORNEY

By: \_\_\_\_\_  
Rhonda Montoya Hasan  
Assistant City Attorney

WITNESSES:

MOTOROLA SOLUTIONS, INC.

\_\_\_\_\_  
Signature

By: \_\_\_\_\_  
Matt Brenneman,  
Regional Service Manager

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print Name

(CORPORATE SEAL)

STATE OF \_\_\_\_\_:

COUNTY OF \_\_\_\_\_:

The foregoing instrument was acknowledged before me by means of  physical presence or  online notarization, this \_\_\_\_\_ day of \_\_\_\_\_, 2022, by Matt Brenneman as Regional Service Manager for Motorola Solutions, Inc., a Delaware corporation authorized to transact business in the State of Florida.

(SEAL)

\_\_\_\_\_  
(Signature of Notary Public)  
Notary Public, State of \_\_\_\_\_

\_\_\_\_\_  
(Print, Type, or Stamp Commissioned Name  
of Notary Public)

Personally Known \_\_\_\_\_ OR Produced Identification \_\_\_\_\_

Type of Identification Produced \_\_\_\_\_

## **Appendix A: Technical Support Statement of Work**

Motorola's Technical Support service provides telephone consultation for technical issues that require a high level of ASTRO 25 network knowledge and troubleshooting capabilities. Remote Technical Support is delivered through the Motorola Solutions Support Center (SSC) by a staff of technical support specialists skilled in diagnosis and swift resolution of infrastructure performance and operational issues.

Motorola applies leading industry standards in recording, monitoring, escalating and reporting for Technical Support calls from its contracted customers, reflecting the importance of maintaining mission critical systems.

### **1.1 Description of Technical Support Services**

Motorola's Solutions Support Center's (SSC) primary goal is Customer Issue Resolution (CIR), providing Incident Restoration and Service Request Fulfillment on Motorola's currently supported infrastructure. This team of highly skilled, knowledgeable, and experienced specialists is available to the customer as an integrated part of the support and technical issue resolution process. The SSC remotely supports the customer and works with but not limited to fault diagnostics tools, simulation networks and fault database search engines.

Technical Support is available Monday - Friday 8:00am - 5:00pm local site time and 24 hours a day, 7 days a week for Severity 1 Incidents. Technical Support availability for severity 2, 3 and 4 incidents is outlined in the [Severity Level Response Goals](#). Calls requiring incidents or service requests will be logged in Motorola's Customer Relationship Management (CRM) system. This helps ensure that technical issues are prioritized, updated, tracked and escalated as necessary, until resolution. Technical Support Operations assigns the impact level in accordance with the agreed [Severity Level Definitions](#) stated in this document.

Motorola will track the progress of each case from initial capture to resolution. Motorola will advise and inform the customer of the case progress and tasks that require further investigation and assistance from the customer's technical resources.

This service requires the customer to provide a suitably trained technical resource that delivers maintenance and support to the customer's system, and who is familiar with the operation of that system. Motorola provides technical consultants to support the local resource in the timely closure of infrastructure, performance and operational issues.

### **1.2 Scope**

Technical Support service is available Monday - Friday 8:00am - 5:00pm local site time and 24 hours a day, 7 days a week for Severity 1 Incidents. See [Severity Level Definitions](#).

### **1.3 Inclusions**

Technical Support service will be delivered on Motorola sold infrastructure including integrated 3<sup>rd</sup> party products.

### **1.4 Limitations and Exclusions**

The following activities are outside the scope of the Technical Support service, but are optional services that are available to remote Technical Support customers at an additional cost:

- 1.4.1 Emergency on-site visits required to resolve technical issues that cannot be resolved with the SSC working remotely with the local customer technical resource.
- 1.4.2 Third party support for equipment not sold by Motorola.
- 1.4.3 System installations, upgrades, and expansions.
- 1.4.4 Customer training.
- 1.4.5 Hardware repair and/or exchange.
- 1.4.6 Network security services.
- 1.4.7 Network transport management.
- 1.4.8 Motorola services not included in this statement of work.
- 1.4.9 Any technical support required as a result of a virus or unwanted intrusion is excluded if the system is not protected against these security threats by Motorola's Pre- tested Security Update Service when applicable.

**1.5 Motorola has the following responsibilities:**

- 1.5.1. Provide availability to the Motorola Solution Support Center (800-221-7144), 24 hours a day, 7 days a week to respond to Customer's requests for Severity 1 support. Refer to [Severity Level Response Time Goals](#) for Severity 2, 3 and 4 response times.
- 1.5.2. Respond initially to Incidents and Technical Service Requests in accordance with the response times set forth in the [Severity Level Response Time Goals](#) section of this document and the severity level defined in the [Severity Level Definitions](#) section of this document.
- 1.5.3. Provide caller a plan of action outlining additional requirements, activities or information required to achieve restoral/fulfillment.
- 1.5.4. Maintain communication with the customer in the field as needed until resolution of the case
- 1.5.5. Coordinate technical resolutions with agreed upon third party vendors, as needed.
- 1.5.6. Manage functionally escalated support issues to additional Motorola technical resources, as applicable.
- 1.5.7. Determine, in its sole discretion, when a case requires more than the Technical Support services described in this SOW and notify customer of an alternative course of action.

**1.6. The Customer has the following responsibilities:**

- 1.6.1. Provide Motorola with pre-defined information prior to contract start date necessary to complete Customer Support Plan (CSP).
- 1.6.2. Submit changes in any information supplied in the Customer Support Plan (CSP) to the Customer Support Manager (CSM).
- 1.6.3. Contact the SSC in order to engage the Technical Support service, providing the necessary information for proper entitlement services. Including but not limited to the name of contact, name of customer, system ID number, site(s) in question, and brief description of the problem including pertinent information for initial issue characterization.
- 1.6.4. Maintain suitable trained technical resources that provide field maintenance and technical maintenance services to the system, and who are familiar with the operation of that system.

- 1.6.5. Supply suitably skilled and trained on-site presence when requested by the SSC.
- 1.6.6. Validate issue resolution prior to close of the case in a timely manner.
- 1.6.7. Acknowledge that cases will be handled in accordance with the times and priorities as defined in the [Severity Level Definitions](#) and in the [Severity Level Response Time Goals](#) section in this document.
- 1.6.8. Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide the Technical Support
- 1.6.9 Obtain at Customer's cost all third-party consents or licenses required to enable Motorola to provide the Service.

## 1.7 Severity Level Definitions

The following severity level definitions will be used to determine the maximum response times:

Severity Level	Severity Definition
<b>Severity 1</b>	<p>This is defined as a failure that causes the system and/or infrastructure a loss of voice functionality and no work-around or immediate solution is available.</p> <p>The following are examples of this kind of failure:</p> <ul style="list-style-type: none"> <li>• 33% of call processing resources impaired</li> <li>• Site Environment alarms:               <ul style="list-style-type: none"> <li>○ Smoke,</li> <li>○ Unauthorized access</li> <li>○ Temperature</li> <li>○ Power failure</li> </ul> </li> </ul>
<b>Severity 2</b>	<p>This is defined as a fault that causes the system to operate with a continuous reduction in capacity or functionality of core services (core services consist of: Voice, data or network management).</p> <p>The following are examples of this kind of failure:</p> <ul style="list-style-type: none"> <li>○ Less than 33% of call processing resources impaired</li> <li>○ Failure of a single redundant component</li> </ul>
<b>Severity 3</b>	<p>This is defined as a fault which reduces the functionality, efficiency or usability of core services (voice, data and network management) and there is a viable work-around in place.</p> <p>The following are examples of this kind of severity:</p> <ul style="list-style-type: none"> <li>○ Intermittent faults that are infrequent and minor impact to core services</li> <li>○ Statistical reporting problems</li> </ul>

<b>Severity 4</b>	<p>This is defined as a minor issue, which has little or no impact on the functionality, efficiency or usability of core services. The following are examples of this kind of severity:</p> <ul style="list-style-type: none"> <li>○ Faults resulting in minor functions or features being unsupported or unreliable in ways that are not noticeable to the user.</li> <li>○ Faults that have no impact in how the user perceives the system to work.</li> <li>○ Cosmetic issues.</li> <li>○ Requests for information</li> </ul>
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### 1.8 Severity Level Response Goals

The response times are based on the defined severity levels as follows:

<b>Severity Level</b>	<b>Response Time</b>
<b>Severity 1</b>	A Motorola SSC Technician will make contact with the customer technical representative within one hour of the request for support being logged in the issue management system. Continual effort will be maintained to restore the system or provide a workaround resolution. Response provided 24 x 7.
<b>Severity 2</b>	A Motorola SSC Technician will make contact with the customer technical representative within four hours of the request for support being logged at the issue management system. Response provided 8 x 5 on standard business days, which is normally Monday through Friday 8AM to 5PM, excluding US Holidays.
<b>Severity 3</b>	A Motorola SSC Technician will make contact with the customer technical representative within the next business day of the request for support being logged at the issue management system. Response provided 8 x 5 on standard business days, which is normally Monday through Friday 8AM to 5PM, excluding US Holidays.
<b>Severity 4</b>	A Motorola SSC Technician will make contact with the customer technical representative within the next business day of the request for support being logged at the issue management system. Response provided 8 x 5 on standard business days, which is normally Monday through Friday 8AM to 5PM, excluding US Holidays.

## Appendix B: OnSite Support Statement of Work

Motorola's OnSite Support service provides case management and escalation for onsite technical service requests. The service is delivered by the Motorola's Solutions Support Center (SSC) in conjunction with a local service provider. The SSC is responsible for opening a case for onsite support and monitoring the status of that case to maintain response time conformance.

The terms and conditions of this Statement of Work (SOW) are an integral part of Motorola's Service Agreement or other applicable agreement to which it is attached and made a part thereof by this reference.

### 1.0 Description of Services

The Motorola SSC will receive customer request for OnSite service provider and dispatch a servicer. The servicer will respond to the customer location based on pre-defined Severity Levels set forth in [Severity Level Definitions](#) table and Response times set forth in [Severity Level Response Time Goals](#) table in order to restore the system.

Motorola will provide case management as set forth herein. The SSC will maintain contact with the on-site Motorola Service Shop until system restoral and case closure. The SSC will continuously track and manage cases from creation to close through an automated case tracking process.

### 1.1 Scope

OnSite Support is available 24 hours a day, 7 days a week in accordance with [Severity Level Definitions](#) and [Severity Level Response Time Goals](#) tables.

### 1.2 Inclusions

Onsite Support can be delivered on Motorola-sold infrastructure.

### 2.0 Motorola has the following responsibilities:

- 2.1. Receive service requests.
- 2.2. Create a case as necessary when service requests are received. Gather information to characterize the issue, determine a plan of action and assign and track the case to resolution.
- 2.3. Dispatch a field servicer ("Servicer") as required by Motorola's standard procedures and provide necessary case information.
- 2.4. Provide the required personnel access to relevant customer information as needed.
- 2.5. Servicer will perform the following on-site:
- 2.6. Run diagnostics on the Infrastructure or Field Replacement Units (FRU).
- 2.7. Replace defective Infrastructure or FRU, as supplied by customer.
- 2.8. Provide materials, tools, documentation, physical planning manuals, diagnostic/test equipment and any other requirements necessary to perform the maintenance service.
- 2.9. If a third-party vendor is needed to restore the system, the Servicer may accompany that vendor onto the customer's premises.
- 2.10. Verify with customer that restoration is complete, or system is functional,

if required by customer's repair verification in the Customer Support Plan. If verification by customer cannot be completed within 20 minutes of restoration, the case will be closed, and the Servicer will be released.

- 2.11. Escalate the case to the appropriate party upon expiration of a response time.
- 2.12. Close the case upon receiving notification from customer or servicer, indicating the case is resolved.
- 2.13. Notify customer of case status as defined by the Customer Support Plan:
  - 2.13.1 Open and closed; or
  - 2.13.2 Open, assigned to the servicer, arrival of the servicer on-site, deferred or delayed, closed.
- 2.14. Provide Case activity reports to customer if requested.

### **3.0 Customer has the following responsibilities:**

- 3.1. Contact Motorola, as necessary, to request service.
- 3.2. Provide Motorola with the following pre-defined customer information and preferences prior to start date necessary to complete Customer Support Plan (CSP):
  - 3.2.1. Case notification preferences and procedure.
  - 3.2.2. Repair verification preference and procedure.
  - 3.2.3. Database and escalation procedure forms.
  - 3.2.4. Submit changes in any information supplied in the CSP to the Customer Support Manager (CSM).
- 3.3. Provide the following information when initiating a service request:
  - 3.3.1. Assigned system ID number.
  - 3.3.2. Problem description and site location.
  - 3.3.3. Other pertinent information requested by Motorola to open a case.
- 3.4. Allow Servicers access to equipment.
- 3.5. Supply infrastructure or FRU, as applicable, in order for Motorola to restore the system.
- 3.6. Maintain and store in an easily accessible location any and all software needed to restore the system.
- 3.7. Maintain and store in an easily accessible location proper system backups.
- 3.8. For E911 systems, test the secondary/backup Public Safety Answering Point (PSAP) connection to be prepared in the event of a catastrophic failure of a system. Train appropriate personnel on the procedures to perform the function of switching to the backup PSAP.
- 3.9. Verify with the SSC that restoration is complete, or system is functional, if required by repair verification preference provided by customer.
- 3.10. Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide these services.
- 3.11. Obtain and provide applicable third-party consents or licenses at Customer cost to enable Motorola to provide the Services.

#### 4.0 Severity Level Definitions

The following severity level definitions will be used to determine the maximum response times:

Severity Level	Severity Definition
Severity 1	<p>This is defined as a failure that causes the system and/or infrastructure a loss of voice functionality and no work-around or immediate solution is available.</p> <p>The following are examples of this kind of severity:</p> <ul style="list-style-type: none"> <li>● 33% of call processing resources impaired</li> <li>● Site Environment alarms:               <ul style="list-style-type: none"> <li>○ Smoke</li> <li>○ Unauthorized access</li> <li>○ Temperature</li> <li>○ Power failure</li> </ul> </li> </ul>
Severity 2	<p>This is defined as a fault that causes the system to operate with a continuous reduction in capacity or functionality of core services (core services are voice, data or network management).</p> <p>The following are examples of this kind of severity:</p> <ul style="list-style-type: none"> <li>● Less than 33% of call processing resources impaired</li> <li>● Failure of a single redundant component</li> </ul>
Severity 3	<p>This is defined as a fault which reduces the functionality, efficiency or usability of core services (voice, data and network management) and there is a viable work-around in place.</p> <p>The following are examples of this kind of severity:</p> <ul style="list-style-type: none"> <li>● Intermittent faults that are infrequent and minor impact to core services</li> <li>● Statistical reporting problems</li> </ul>
Severity 4	<p>This is defined as a minor issue, which has little or no impact on the functionality, efficiency or usability of core services. The following are examples of this kind of severity:</p> <ul style="list-style-type: none"> <li>● Faults resulting in minor functions or features being unsupported or unreliable in ways that are not noticeable to the user.</li> <li>● Faults that have no impact in how the user perceives the system to work.</li> <li>● Cosmetic issues.</li> <li>● Requests for information.</li> <li>● Preventive Maintenance</li> </ul>

**5.0 Severity Level Response Time Goals**

(Customer's Response Time Classification is designated in the Customer Support Plan.)

Severity Level	Response Time
Severity 1	Within 2 hours from receipt of notification continuously
Severity 2	Within 4 hours from receipt of notification Standard Business Day
Severity 3	Within 8 hours from receipt of notification Standard Business Day
Severity 4	Within 12 hours from receipt of notification Standard Business Day

*END OF SECTION*

## **Appendix C: Annual Preventive Maintenance Statement of Work**

The terms and conditions of this Statement of Work (SOW) are an integral part of Motorola's Service Agreement or other applicable agreement to which it is attached and made a part thereof by this reference.

Annual Preventative Maintenance will provide an annual operational test and alignment, on the customer's infrastructure equipment (Infrastructure or Fixed Network Equipment or "FNE") to monitor the Infrastructure's conformance to specifications.

### **1.1 Scope**

Annual Preventive Maintenance will be performed during standard business hours (unless otherwise agreed to in writing). If the system or Customer requirements dictate this service must occur outside of standard business hours, Motorola will provide an additional quotation. Customer is responsible for any charges associated with unusual access requirements or expenses.

### **1.2 Inclusions**

Annual Preventive Maintenance service will be delivered on Motorola sold infrastructure.

### **1.3 Limitations and Exclusions**

Unless specifically described, the following activities are outside the scope of the Annual Preventive Maintenance service, but are optional services that are available to Annual Preventive Maintenance customers at an additional cost:

- 1.3.1. Emergency on-site visits required to resolve technical issues.
- 1.3.2. Third party support for equipment not sold by Motorola as part of the original system.
- 1.3.3. System installations, upgrades, and expansions.
- 1.3.4. Customer training.
- 1.3.5. Hardware repair and/or exchange.
- 1.3.6. Network security services.
- 1.3.7. Network transport.
- 1.3.8. Information Assurance.
- 1.3.9. Motorola services not included in this statement of work.
- 1.3.10. Any maintenance required as a result of a virus or unwanted intrusion is excluded if the system is not protected against these security threats by Motorola's Pre-tested Security Update Service when applicable.
- 1.3.11. Tower mapping analysis or tower structure analysis.

### **1.4 Motorola has the following responsibilities:**

- 1.4.1 Notify the customer of any planned system downtime needed to perform this Service.
- 1.4.2 Advise customer of any issue that requires immediate attention.
- 1.4.3 Maintain communication with the customer as needed until completion ("resolution" implies a problem is being fixed) of the Annual Preventive Maintenance.
- 1.4.4 Determine, in its sole discretion, when a case requires more than the Preventive Maintenance services described in this SOW and notify customer of an alternative course of action.

- 1.4.5 Provide customer with a report documenting system performance against expected parameters along with recommended actions. The Preventive Maintenance report will be provided to the customer within thirty (30) days after completion. .
- 1.4.6 Provide trained and qualified personnel with proper security clearance required to complete Annual Preventive Maintenance service.

**1.5 The Customer has the following responsibilities:**

- 1.5.1 Provide preferred schedule for Annual Preventative Maintenance to Motorola.
- 1.5.2 Authorize and acknowledge any scheduled system downtime.
- 1.5.3 Maintain periodic backup of databases, software applications, and firmware.
- 1.5.4 Establish and maintain a suitable environment (heat, light, and power) for the equipment location and provide Motorola full, free, and safe access to the equipment so that Motorola may provide services. All sites shall be accessible by standard service vehicles.
- 1.5.5 Submit changes in any information supplied in the Customer Support Plan (CSP) to the Customer Support Manager (CSM).
- 1.5.6 Provide site escorts in a timely manner if required.
- 1.5.7 Provide Motorola with requirements necessary for access to secure facilities.
- 1.5.8 Obtain at Customer's cost all third-party consents or licenses required to enable Motorola to provide the Service.

*END OF SECTION*

## **Appendix D: Network Hardware Repair with Advanced Replacement Overview**

Network Hardware Repair with Advanced Replacement is a repair exchange service for Motorola and select third party infrastructure supplied by Motorola. When available, Motorola will provide customer with an advanced replacement unit(s) or Field Replacement Units (FRU's) in exchange for customer's malfunctioning equipment. Malfunctioning equipment will be evaluated and repaired by the infrastructure repair depot and returned to depot's FRU inventory upon completion of repair. For customers who prefer to maintain their existing FRU inventory they have an option to request a "Loaner" FRU while their unit is being repaired. Refer to the [Advanced Exchange or Loaner Decision Process flowchart](#) for details on the loaner process.

The Motorola authorized repair depot manages and performs the repair of Motorola supplied equipment as well as coordinating the equipment repair logistics process.

The terms and conditions of this Statement of Work (SOW) are an integral part of Motorola's Service Agreement or other applicable agreement to which it is attached and made a part thereof by this reference.

### **1.0 Description of Services**

Infrastructure components are repaired at a Motorola authorized Infrastructure Depot Operations (IDO). At Motorola's discretion, select third party infrastructure may be sent to the original equipment manufacturer or third-party vendor for repair.

### **1.1 Scope**

Repair authorizations are obtained by contacting the Solutions Support Center which is available 24 hours a day, 7 days a week. Repair authorizations can also be obtained online via Motorola Online at under Repair Status/Submit Infrastructure RA.

Motorola Online: <https://businessonline.motorolasolutions.com>

### **1.2 Inclusions**

Network Hardware Repair with Advanced Replacement is available on Motorola sold infrastructure products. Motorola will make a "commercially reasonable effort" to repair Motorola manufactured infrastructure products for seven (7) years after product cancellation.

### **1.3 Exclusions**

If infrastructure is no longer supported by either Motorola, the original equipment manufacturer or a third-party vendor, as applicable Motorola may return said equipment to the customer without repair or replacement. The following items are excluded from Network Hardware Repair with Advanced Replacement:

- 1.3.1 All Motorola infrastructure hardware over seven (7) years from product cancellation date.
- 1.3.2 All third-party infrastructure hardware over three (3) years from product cancellation date.
- 1.3.3 All broadband infrastructure three (3) years from product cancellation date
- 1.3.4 Physically damaged infrastructure.
- 1.3.5 Third party equipment not shipped by Motorola.
- 1.3.6 Consumable items including, but not limited to, batteries, connectors, cables, toner/ink cartridges, tower lighting, laptop computers, monitors, keyboards and mouse.
- 1.3.7 Video retrieval from digital in-car video equipment.

- 1.3.8 Infrastructure backhaul such as, Antennas, Antenna Dehydrator, Microwave<sup>1</sup>, Line Boosters, Amplifier, Data Talker Wireless Transmitter, Short haul modems, UPS<sup>1</sup>
- 1.3.9 Test equipment.
- 1.3.10. Racks, furniture and cabinets.
- 1.3.11. Non-standard configurations, customer-modified infrastructure and certain third- party infrastructure are excluded from advanced replacement service.
- 1.3.11. Firmware and/or software upgrades.

**1.4 Motorola has the following responsibilities:**

- 1.4.1 Enable customer access to the Motorola call center which is operational 24 hours a day, 7 days per week, to create requests for advanced replacement service.
- 1.4.2. Use commercially reasonable efforts to maintain FRU inventory on supported platforms.
- 1.4.3. Provide new or reconditioned FRU's to the customer, upon request and subject to availability. The FRU will be of similar equipment and version, and will contain equivalent boards and chips, as the customer's malfunctioning FRU.
- 1.4.4. Load firmware/software for equipment that requires programming. The software version information must be provided for the replacement FRU to be programmed accordingly. If the customer software version/configuration is not provided, shipping times will be delayed.
- 1.4.5 Package and ship Advance Exchange FRU from the FRU inventory to customer specified address.
  - 1.4.5.1. During normal operating hours of Monday through Friday 7:00am to 7:00pm CST, excluding holidays, FRU will be shipped from Motorola as soon as possible depending on stock availability and configuration requested. Motorola will pay for the shipping to the customer, unless customer requests shipments outside of standard business hours and/or carrier programs, such as weekend or next flight out (NFO) shipment. In such cases, customer will be responsible for shipping and handling charges.
  - 1.4.5.2. When sending the advanced replacement FRU to customer, provide a return air bill in order for customer to return the customer's malfunctioning FRU. The customer's malfunctioning FRU will become property of the Motorola repair depot or select third party and the customer will own the advanced replacement FRU.
  - 1.4.5.3. When sending a loaner FRU to customer, Motorola will pay for outbound shipping charges. Inbound shipping to Motorola for repair is the responsibility of the customer. Motorola will repair and return the customer's FRU and will provide a return air bill for the customer to return IDO's loaner FRU. Refer to [Advanced Exchange or Loaner Decision Process](#)

[flowchart](#) for the loaner process and [Shipping Charges](#) for shipping charge detail.

- 1.4.6. Provide repair return authorization number upon customer request for Infrastructure that is not classified as an advanced replacement or loaner FRU.
- 1.4.7. Provide a repair Return Authorization (RA) number so that the returned FRU can be repaired and returned to FRU stock.
- 1.4.8. Receive malfunctioning FRU from Customer, carry out repairs and testing and return it to the FRU stock
- 1.4.9. Receive malfunctioning infrastructure from customer and document its arrival, repair and return.
- 1.4.10. Perform the following service on Motorola infrastructure:
  - 1.4.10.1. Perform an operational check on the infrastructure to determine the nature of the problem.
  - 1.4.10.2. Replace malfunctioning Field Replacement Units (FRU) or components.
  - 1.4.10.3. Verify that Motorola infrastructure is returned to Motorola manufactured specifications, as applicable
  - 1.4.10.4. Perform a box unit test on all serviced infrastructure.
  - 1.4.10.5. Perform a system test on select infrastructure.
- 1.4.11. Provide the following service on select third party infrastructure:
  - 1.4.11.1. Perform pre-diagnostic and repair services to confirm infrastructure malfunction and eliminate sending infrastructure with no trouble found (NTF) to third party vendor for repair, when applicable.
  - 1.4.11.2. Ship malfunctioning infrastructure components to the original equipment manufacturer or third-party vendor for repair service, when applicable.
  - 1.4.11.3. Track infrastructure sent to the original equipment manufacturer or third-party vendor for service.
  - 1.4.11.4. Perform a post-test after repair by Motorola, to confirm malfunctioning infrastructure has been repaired and functions properly in a Motorola system configuration, when applicable.
- 1.4.12. For loaner equipment, Motorola will ship repaired infrastructure to the customer specified address during normal operating hours of Monday through Friday 7:00am to 7:00pm CST, excluding holidays. FRU will be sent two-day air unless otherwise requested. Motorola will pay for such shipping, unless customer requests shipments outside of the above-mentioned standard business hours and/or carrier programs, such as NFO (next flight out). In such cases, customer will be responsible for payment of shipping and handling charges.

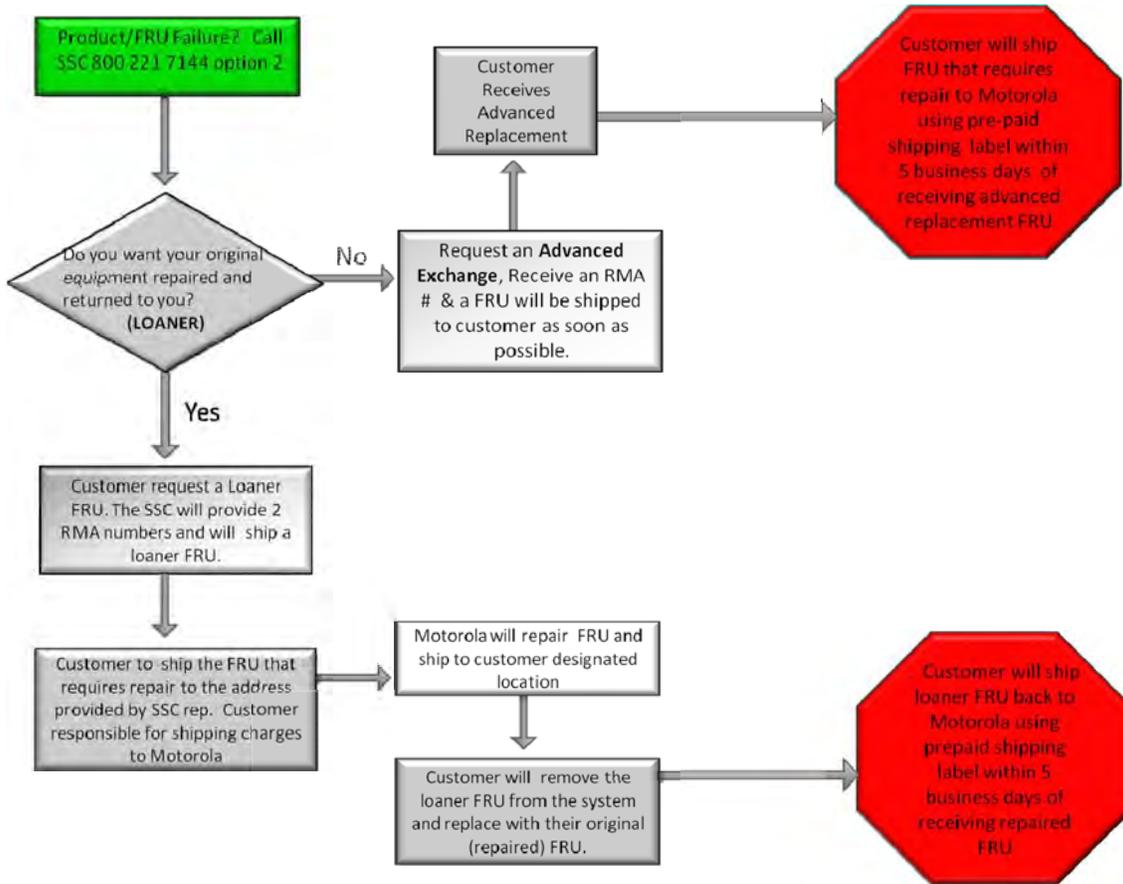
## **1.5 The Customer has the following responsibilities:**

- 1.5.1 Contact or instruct Servicer to contact the Motorola Solutions Support Center (SSC) and request a return authorization number prior to

shipping malfunctioning infrastructure or third-party infrastructure named in the applicable attached exhibit.

- 1.5.2 Provide model description, model number and serial number, type of system and firmware version, software options, symptom of problem and address of site id for FRU or infrastructure.
- 1.5.3 Indicate if FRU or third party FRU being sent in for service was subjected to physical damage or lightning damage.
- 1.5.4 Follow Motorola instructions regarding inclusion or removal of firmware and software applications from infrastructure being sent in for service.
- 1.5.5 Provide customer purchase order number to secure payment for any costs described herein.
- 1.5.6. Pay for shipping of Advanced Replacement or Loaner FRU from Motorola repair depot if customer requested shipping outside of standard business hours or carrier programs set forth in section 1.5.5.1. See [Shipping Charges](#).
- 1.5.7. Properly package and ship the malfunctioning FRU using the pre-paid air-bill that arrived with the advanced replacement FRU. Customer is responsible for properly packaging the malfunctioning infrastructure FRU to ensure that the shipped infrastructure arrives un- damaged and in repairable condition. Customer will be subject to a replacement fee for malfunctioning FRU's not properly returned.
- 1.5.8. Within five (5) business days of receipt of the advanced replacement FRU from Motorola's FRU inventory, properly package customer's malfunctioning FRU and ship the malfunctioning Infrastructure to Motorola's repair depot for evaluation and repair. Customer must send the return air bill back to the repair depot in order to facilitate proper tracking of the returned infrastructure. Customer will be subject to a full replacement fee for FRU's not returned within 5 business days.
- 1.5.9. For Infrastructure and/or third-party infrastructure repairs that are not exchanged in advance, properly package Infrastructure and ship the malfunctioning FRU, at Customer's expense and risk of loss to Motorola.
- 1.5.10. Clearly print the return authorization number on the outside of the packaging.
- 1.5.11. Maintain information of software/applications and firmware for re-loading of infrastructure.
- 1.5.12. Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide the infrastructure repair services to customer.

Advanced Exchange or Loaner Decision Process:



Shipping Charges:

Service	Advanced Replacement Contract Shipping Charges
Exchanges (Outbound to customer)	Motorola
Exchanges or Loaners Next Flight Out (Outbound to customer)	Customer
Exchanges or Loaners Non-Motorola carrier * (Outbound to customer )	Customer
Exchanges (Inbound to Motorola)	Motorola
Loaner (Outbound to customer)	Motorola
Loaner Repair (Inbound to Motorola)	Customer
Loaner Repair & Return (Outbound to customer)	Motorola
Loaner Installation (OnSite Servicer)	Customer

\*Motorola shipping carriers – FedEx and DHL

*END OF SECTION*

## **NETWORK UPDATES STATEMENT OF WORK**

This Statement of Work (“SOW”) is subject to the terms and conditions of Motorola’s Professional Services Agreement, Service Agreement or other applicable agreement in effect between the parties (“Agreement”). Motorola and Customer may be referred to herein individually as a “Party” or together as “Parties”.

### **1.0 Description of Service**

As network updates become available, Motorola agrees to provide the customer with applicable software/hardware updates and implementation services necessary to maintain their ASTRO25 system at an exceptional level of support. ASTRO25 system software/hardware updates improve system functionality/operation and extend the useful life of the network.

## 1.2 Scope

This service includes 3<sup>rd</sup> Party and Motorola solutions Software as well as select hardware to maintain supportability. All updates are pretested and certified in a dedicated ASTRO25 test lab to ensure that they are compatible and do not interfere with ASTRO25 network functionality. Network updates may also include feature enhancements. At Motorola's option, feature enhancements may be offered for purchase.

## 1.3 Software/Hardware under the Agreement

The ASTRO25 software covered under this agreement include:

- Base stations
- Site controllers
- Comparators
- Routers
- LAN switches
- Servers
- Dispatch consoles
- Logging equipment
- Network management terminals
- Network Fault Management ("NFM") products
- Network security devices such as firewalls and intrusion detection sensors
- Associated peripheral infrastructure software

1.3.1. Motorola Solution will provide certified hardware version updates necessary to refresh the system with an equivalent level of functionality. Any hardware versions and/or replacement hardware required to support new features or those not specifically required to maintain existing functionality are not included. Unless otherwise stated, platform migrations are not included.

1.3.2. If originally provided by Motorola, the following hardware components are eligible hardware for refresh when necessary to maintain the system functionality in place at the time this agreement was executed:

- Servers
- PC Workstations
- Routers
- LAN Switches

1.3.3. If originally provided by Motorola, the following hardware components are eligible for board-level refreshes when necessary to maintain the system functionality in place at the time this agreement was executed. A "board-level refresh" is defined as any Field Replaceable Unit ("FRU") for the products listed below:

- GTR 8000 Base Stations
- GCP 8000 Site Controllers
- GCM 8000 Comparators
- MCC 7500 Console Operator Positions
- STR 3000 Base Stations
- Quantar Base Stations
- ASTROTAC Comparators
- PSC 9600 Site Controllers
- PBX Switches for Telephone Interconnect
- NFM/NFM XC/MOSCAD RTU

- 1.3.4. The parties agree that this agreement only covers those items expressly stated above. There is no coverage on any additional software or hardware products unless specifically described in this agreement. Motorola may, at its sole discretion, choose to include coverage for other items. Refer to section 1.6 for exclusions and limitations.
- 1.3.5. Motorola will provide implementation services necessary to install the system software and hardware updates. Any implementation services that are not directly required to support the network updates are not included. Unless otherwise stated, implementation services necessary for system expansions, platform migrations, and/or new features or functionality that are implemented concurrent with the system refresh are not included.
- 1.3.6. Motorola agrees to provide the necessary software design and technical resources necessary to complete the network updates.
- 1.3.7. The pricing in this agreement is based on the system configuration outlined in the System Pricing Configuration. This configuration is to be reviewed annually from the contract effective date. Any change in system configuration may require a price adjustment to this agreement.
- 1.3.8. This agreement applies only to system release version within the ASTRO25 7.X platform.
- 1.3.9. Motorola will issue Software Maintenance Agreement (“SMA”) bulletins on an annual basis and post them in soft copy on a designated extranet site for Customer access. Any maintenance required as a result of a virus or unwanted intrusion is excluded if the system is not protected against these security threats by Motorola’s Pre-tested Security Update Service when applicable. Standard and optional features for a given ASTRO 25 system release are listed in the SMA bulletin.
- 1.3.10. Coverage Continuity. The parties agree that this agreement requires continuous coverage beginning within (90) days after system acceptance. Beyond (90) days from system acceptance or if payments are discontinued, additional payment(s) will be necessary to cover the period for which coverage was discontinued or delayed. The total of payments for lapses in coverage will not exceed 3 years.

**1.4 Motorola has the following responsibilities:**

- 1.4.1. Identify and Communicate with the customer the scope of network updates as they become available.
- 1.4.2. Work with the customer to schedule applicable network updates.
- 1.4.3. Assign the program management support required to perform network updates as necessary.
- 1.4.4. Assign field installation resources required to perform network updates as necessary.
- 1.4.5. Assign Centralized engineering resources required to perform network updates as necessary.
- 1.4.6. Install network updates.

- 1.4.7. Deliver Impact and change management training as necessary.
- 1.4.8. Perform appropriate system backups.
- 1.4.9. Work with the customer to validate that all system maintenance is current.
- 1.4.10. Deliver post update implementation training to the customer as needed.
- 1.4.11. Validate all system update deliverables are complete.
- 1.4.12. Obtain completion sign off from the customer.

## **1.5 The Customer has the following responsibilities:**

- 1.5.1. Contact Motorola to schedule and engage the appropriate Motorola resources.
- 1.5.2. Customer will allow the permanent installation of a server which will be connected to Motorola and will be used for system auditing, software uploads and software update installation.
- 1.5.3. Asset in site walks of the system during the system audit when necessary.
- 1.5.4. Provide a list of any FRUs and or spare hardware to be included in the network updates when applicable.
- 1.5.5. Purchase any additional hardware /software necessary to implement optional system features or system expansions.
- 1.5.6. Provide or Purchase labor to implement optional system features or system expansions.
- 1.5.7. Participate in impact/Change management Training as necessary.
- 1.5.8. Inform system users of system updates and scheduled system downtime if necessary.
- 1.5.9. Cooperate with Motorola to provide post update implementation training as needed.
- 1.5.10. Provide Motorola with a completion sign off.

## **1.6 Exclusions and Limitations**

The parties agree that Systems that have non-standard configurations that have not been certified by Motorola Systems Integration Testing are specifically excluded from this agreement unless otherwise agreed in writing by Motorola and included in this SOW.

- 1.6.1. This agreement does not cover any hardware or software supplied to the Customer when purchased directly from a third party, unless specifically included in this SOW.
- 1.6.2. This agreement does not cover software support for unauthorized modifications or other misuse of the covered software.
- 1.6.3. Updates for equipment add-ons or expansions during the term of this ASTRO 25 agreement are not included in the coverage of this SOW unless otherwise agreed to in writing by Motorola and Customer.

## **1.7 Special Provisions**

The coverage and the parties' responsibilities described in this Statement of Work will automatically terminate if Motorola no longer supports the ASTRO 25 7.x software version

in the Customer's system or discontinues this agreement; in either case, Motorola will refund to Customer any prepaid fees for services applicable to the terminated period.

## **1.8 High Speed Connectivity Specifications**

- 1.8.1.** The Minimum supported link between the core and the zone is a full T1.
- 1.8.2.** Any link must realize or a sustain transfer rate of 17Kbps/1.4 Mbps or better bi-directional.
- 1.8.3.** Interzone Links must be fully operational when present
- 1.8.4.** Link Reliability must satisfy these minim QoS levels:
  - Port availability must meet or exceed 99.9% (three nines)
  - Round trip network delay must be 100 ms or less between the core and satellite (North America) and 400 ms or less for international links o Packet loss shall be no greater than 0.3%
  - Network jitter shall be no greater than 2 ms.
- 1.8.5.** The network requirements above are based on the SLA provided for sprint dedicated IP services as of April 2012. It is possible that other vendors may not be able to meet this exact SLR, so these cases must be examined on a case by case basis.

System Pricing Configuration – This configuration is to be reviewed annually from the contract effective date. Any change in the system configuration may require a price adjustment.

<b>CORE</b>	
Master Site Configuration	0
Zones in Operation (DSR/Dark Master site)	0
Zone Features: I&D, TDMA, Telephone Interconnect, CNI, HPD, IA, POP25, Text Messaging, Outdoor Location, ISSI 8000, Infovista, KMF/OTAR.	0
<b>RF SYSTEM</b>	
Voice RF Sites/Simulcast Sites (Including Prime sites)	0
Repeater/Stations (FDMA)	36
Repeater/Stations (TDMA)	0
HPD RF Sites	0
HPD Stations	
<b>DISPATCH CONSOLE SYSTEM</b>	
Dispatch Sites	0
MCC7500 Operator Positions (VPM)	0
Conventional Channel Gateways (CCGW)	0
Conventional Site Controller (GCP 8000)	0
<b>LOGGING SYSTEM</b>	
Number of AIS Servers	0
Number of Voice Logging Recorder	0
Number of Logging Replay Clients	0
<b>NETWORK MANAGEMENT/MOSCAD NFM</b>	
Number of NM Clients	0
Number of Fault Management Clients/NFM Clients	0
Number of Fault Management RTUs	0
Number of NM Clients	0

*END OF SECTION*

## Semi Annual Preventative Maintenance Check (MERS Trailer)

### 1.0 Description of Services:

A Preventative Maintenance check will provide an operational test and alignment on the radio Infrastructure equipment installed in the Mobile Emergency Radio System (MERS) Trailer to ensure it meets the original manufacturer’s specifications. The preventative maintenance check will be performed on a semi-annual basis and scheduled upon customer’s request. A report will be provided to the customer upon completion. This service will be performed during normal standard business days/hours (Monday – Friday, 8am – 5pm).

### 2.0 Motorola has the following responsibilities:

- Schedule the PM checks with the Service provider on a semi-annual basis.
- Cooperate with Motorola to perform all acts that are reasonable or necessary to enable FSO to provide the Preventative Maintenance (PM) check on the radio equipment.
- Physically inspect the infrastructure equipment for the radio system.
- Remove any dust and/or foreign substances from the radio equipment.
- Clean filters, if applicable, on the radio equipment.,
- Measure, record, align, and adjust the radio equipment parameters in accordance with the manufacturer’s service manuals and the rules and regulations of the Federal Communications Commission (FCC) where applicable.
- Document all measured parameters on the radio equipment as identified in Table D and provide the customer with a report at the conclusion of this service.

### 3.1 Customer has the following responsibilities:

- Schedule the PM checks with the Service provider on a semi-annual basis.
- Cooperate with Motorola to perform all acts that are reasonable or necessary to enable FSO to provide the Preventative Maintenance (PM) check on the radio equipment.

**Table D: Radio Equipment Preventative Maintenance Check list**

Infrastructure Type	Operational Check (where applicable)
Repeater(s), Base Station(s) <ul style="list-style-type: none"> <li>• 6 Channel 4.1 IR site</li> <li>• 6 Channel 7.6 ASR site</li> </ul>	Transmitter modulation RF power output/reflected RF Frequency Measured/adjusted Receiver Sensitivity Measured/Adjusted Power Supply voltages Transmission Line Sweep with Antenna Auto Tune Combiner operation

## **Statement of Work**

### **Service From the Start - LITE End Users**

#### **1.0 Description**

Service From the Start-LITE provides board level service for the Equipment that is specifically named in the applicable agreement to which this Statement of Work (SOW) is attached or any of the agreement's subsequent revisions. Services are performed at the Radio Support Center (RSC), or Federal Technical Support Center.

In addition to Equipment specifically named in the applicable agreement to which this Statement of Work is attached, Service From the Start LITE includes service on single mobile control heads provided that they are required for normal operation of the Equipment and are included at the point of manufacture.

Service From the Start LITE excludes repairs to: optional accessories; standard mobile palm microphones; non- standard mobile microphones; iDEN accessories; iDEN mobile microphones; portable remote speaker microphones; optional or additional control heads; mobile external speakers; single and multiple unit portable chargers; batteries; mobile power and antenna cables; mobile antennas; portable antennas, and power supplies. Engraving service is not covered under standard Service From the Start LITE. This service does not cover defects, malfunctions, performance failures or damage to the unit resulting from physical, liquid, or chemical damage. An estimate for non-covered repairs will be provided for units displaying extensive damage.

Service From the Start LITE is non-cancelable and non-refundable. If Equipment is added to the agreement subsequent to the Start Date, these units are also non-cancelable and non-refundable for the agreement duration. All added Equipment must be in "good working order" on the Start Date or when additional Equipment is added to the agreement. To ensure "good working order", added equipment will incur a time and material (T&M) repair fee if a repair is requested on that equipment within 30 days after being added to the agreement.

Equipment may only be added to the agreement, via a customer signed or emailed Motorola Inventory Adjustment Form (IAF). Complete and accurate serial numbers and model descriptions must be supplied, or the added unit will not be included under the agreement and will incur a T&M repair fee.

All inventory adjustment requests for add-on subscriber units received prior to the 15<sup>th</sup> of the month will be effective the 1<sup>st</sup> of the following month. Equipment add-on requests received after the 15<sup>th</sup> of the month will be effective the 1<sup>st</sup> of the next succeeding month.

Equipment deletions from the agreement may only be deleted under the following limited conditions:

- a) Equipment was stolen and proof of theft is provided to Motorola; or
- b) Motorola determines Equipment is damaged beyond repair; or
- c) Motorola determines Equipment is no longer supportable or is obsolete; or
- d) Equipment had already been under a previous contract for at least the twelve-month requirement. Equipment deletions, where applicable, will be effective at the end of the month in which the request was received.

The terms and conditions of this Statement of Work are an integral part of the Motorola Service Agreement or other applicable agreement to which it is attached and made a part thereof by

this reference. If there are any inconsistencies between the provisions of the Motorola Service Agreement or other applicable agreement and this Statement of Work, the provisions of this Statement of Work shall prevail.

**2.0 Motorola has the following responsibilities:**

- 2.1 Test and Restore the Equipment to Motorola factory specifications, including Factory Mutual (FM), and Mine Hazard Safety Association (MHSA).
- 2.2 Reprogram Equipment to original operating parameters based on the Customer template, if retrievable, or from a Customer supplied backup. If the Customer template or code plug is not usable, a generic template or code plug utilizing the latest Radio Service Software (RSS) or Customer Programming Software (CPS) version for that Equipment will be used. The Equipment will require additional programming by the Customer to Restore the original template. All Firmware is upgraded to the latest release for each individual product line.
- 2.3 Clean external housing of the Equipment. External components of unit will only be replaced when functionality has been diminished.
- 2.4 Pay the outbound freight charges. Motorola will pay the inbound freight charges if the Customer uses the Motorola designated delivery service.
- 2.5 Provide the Motorola repair request and Inventory Adjustment Form (IAF) via Motorola On Line (MOL).
- 2.6 Process inventory adjustment requests received by email or fax from Customer. If the request is received by email, Motorola will email an acknowledgement to the sender.
- 2.7 Perform covered services as requested by Customer on the Motorola repair request form.
- 2.8 If applicable, notify Customer of changes in Motorola designated inventory adjustment email address or fax number.

**3.0 Customer has the following Responsibilities:**

- 3.1 Supply Motorola complete and accurate serial numbers and model description.
- 3.2 Utilize the Motorola designated delivery service program to obtain Motorola payment for inbound shipping.
- 3.3 Access the Motorola repair request form and Inventory Adjustment Form (IAF) through Motorola On Line (MOL).
- 3.4 Initiate service request via Motorola On Line (MOL) or complete a Motorola repair request form with contract number referenced, and submit with each unit of Equipment sent in for service. Mobile control heads or accessory items sent in must reference the serial number of the main unit.
- 3.5 If desired, supply Motorola with a Software template or programming in order to assist in returning the Equipment to original operating parameters. This step must be completed for Equipment that will not power up. If applicable, record the current flash code for each radio.
- 3.6 If Motorola must utilize a generic template or code plug to Restore Equipment to operating condition, Customer is responsible for any programming required to Restore Equipment to desired parameters.
- 3.7 Provide a signed or emailed Motorola Inventory Adjustment Form (IAF) for all Equipment additions.
- 3.8 Local services or annual maintenance required for maintaining normal operation of the equipment, unless specified on the service agreement.

## Statement of Work

### SP-Microwave Service Repair

#### 1.0 Description of Services:

Microwave Service Repair is a repair service provided by the Servicer for the Microwave equipment named on the Customer Equipment list. At the Servicer's discretion and responsibility, Infrastructure may be sent to Motorola, original equipment manufacturer, third party vendor, or other facility for repair.

The terms and conditions of this Statement of Work (SOW) are an integral part of Motorola's Service Terms and Conditions or other applicable Agreement to which it is attached and made a part thereof by this reference.

#### 2.0 Motorola Servicer has the following responsibilities:

- 2.1. Repair or replace Infrastructure at the Servicer facility or Customer location as determined by Servicer. Any replaced FRU will be of a similar kit and version, and will contain like boards and chips, as the Customer's malfunctioning FRU(s). Servicer is responsible for travel costs to a Customer location to repair Infrastructure.
- 2.2. Perform the following on Microwave Infrastructure:
  - 2.2.1. Perform an operational check on the Infrastructure to determine the nature of the problem.
  - 2.2.2. Repair or replace malfunctioning FRU, as determined by Servicer.
  - 2.2.3. Verify that Infrastructure is returned to manufactured specifications.
- 2.3. Provide the following service on select third party Infrastructure
  - 2.3.1. Perform pre-diagnostic and repair service to confirm Infrastructure malfunction and eliminate sending Infrastructure with no trouble found (NTF) to third party vendor for repair, when applicable.
  - 2.3.2. Ship malfunctioning Infrastructure to the original equipment manufacturer or third-party vendor for repair service. Servicer is responsible for all shipping and handling charges.
  - 2.3.3. Coordinate and track Infrastructure sent to the original equipment manufacturer or third-party vendor for service.
- 2.4. Notify the Customer upon completion of repair or replacement.
- 2.5. Properly package, return ship or hand deliver Infrastructure to the Customer specified address. Servicer will pay return shipping charges, if being sent via overnight carrier.

#### 3.0 Customer has the following responsibilities:

- 3.1. Contact Servicer and provide the following information:
  - 3.1.1. Provide customer name, address of site location, and symptom of problem.
  - 3.1.2. Provide model description, model number, serial number, and type of System and Firmware version, if known.
- 3.2. Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide Local Infrastructure Repair services to Customer.
- 3.3. Provide spare board inventory to be used to bring system back online while defective unit is being repaired.

## **Statement of Work**

SP-Com Shop Support

*Technical Support*

### **Toll Free Support**

A toll-free number provides guidance on the use of Applications and associated functionality, as well as Technical Assistance. Support Line – (877) 626-6157.

### **24/7 Online Customer Portal Access**

Customers are given a username and password to the Customer Support Portal on our website. This portal gives users 24/7 access to training manuals, tips & tutorials, and product documentation.

### **Automated Support Ticket System**

Support staff logs all calls in a database to categorize issues and ideas that customers bring to light. The support database has escalation features based on the situation severity. Support staff continuously monitors this database to identify troubled-spots and review customer input for new tools and functionality. The input gained from this is then openly discussed and, if approved, included as part of our annual update process.

*Application Maintenance*

### **Annual Version Updates**

Once a year, the customer is provided application updates that include new features which have been developed based on customer input. These enhancements are designed by the Development Team with direction from the Engineering staff. Previous enhancement examples include:

- New Application Utilities
- Increased Reporting Capabilities
- User Interface Enhancements
- Work Flow Improvements and Features
- Increased Application Performance

### **Patches & Fixes**

These Application Software changes address issues found by users, Engineers, and Quality Control. Any software change that is needed to address a Severity One situation is issued immediately.

### **Webinars**

Customers are provided a webinar review of new features and products to ensure that clients are up to date on all the latest enhancements and how they can utilize them within their organization. These webinars are made available to view on the Customer Support Portal.

### **New Version Upgrades**

Maintenance customers are offered incentives on future full version upgrades.

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**Exhibit A**

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**COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING****MAINTENANCE AND SUPPORT AGREEMENT 19-PS-92434 TERM: 10/01/2022-09/30/2023**

<b>CUSTOMER AGENCY</b>	<b>City of Fort Lauderdale</b>	<b>BILLING AGENCY</b>	<b>City of Fort Lauderdale</b>
Address	528 NW 2 <sup>nd</sup> Street	Address	528 NW 2 <sup>nd</sup> Street
City, State, Zip	Fort Lauderdale, FL 33301	City, State, Zip	Fort Lauderdale, FL 33301
<b>Contact Name</b>	<b>Fire Chief Stanley</b>	<b>Contact Name</b>	<b>Accounts Payable</b>
Telephone Number	954-828-6818	Telephone Number	
Email Address		Email Address	

**For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) MSI-HELP (800-674-4357) Option 4 Software Products/Public Safety Applications:**

*Option 2) Computer Aided Dispatch and Mobile*

*Option 2) PremierOne, Legacy CAD/Mobile*

**Site Identification Number**

<b>Product Group</b>	<b>Site Identification Number</b>	<b>Phone Prompt</b>
PremierOne CAD™	PSA10460_(CAD)	4,2,2

**Standard Services Include:**

Customer Support Plan	Virtual Private Network VPN Tool, if applicable
Case Management 24X7	Defective Media Retention (DMR), if available
Technical Support 9x5	Software Releases, as defined
Third-party Vendor Coordination	Access to Users Group Site
On-site Support (when applicable)	

**MOTOROLA SUPPORTED PRODUCTS**

<b>Product</b>	<b>Description</b>	<b>Technical Service Level</b>	<b>Qty</b>	<b>Term Fees</b>
PremierOne CAD™	ImageTrend Data Feed IF	24x7	1	\$2,760.00
<b>TOTAL</b>				<b>\$2,760.00</b>

**Exhibit A Continued**

**COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING**

**MAINTENANCE AND SUPPORT AGREEMENT    19-PS-92434    TERM:    10/01/2022-09/30/2023**

**Optional Services Available:**

- |                                    |                                     |
|------------------------------------|-------------------------------------|
| 24X7 Technical Support             | Professional Services Training      |
| Professional Services Upgrades*    | On-site Support Dedicated Resource  |
| Hardware Refresh*                  | GeoFile Services                    |
| Professional Services Consultation | Users Conference Advance Purchase** |

\*Require Multi-year Agreement

<b>USERS CONFERENCE ADVANCE PURCHASE OPTION</b>					
<b>Users Conference Attendance</b>	<b>Year</b>		<b>Attendees</b>	<b>Qty</b>	<b>Fees</b>
			<b>Standard Attendance<sup>1</sup></b>		
			<b>Registration Only</b>		

**Standard Attendance Fees Includes the following:**

- **Registration fee**
- **Round trip travel for event (booked by Motorola)**
- **Hotel accommodations (booked by Customer Agency per Motorola website instructions)**
- **Ground Transportation (booked by Motorola)**
- **Daily meal allowance<sup>2</sup>**

<sup>1</sup> Standard Attendance includes above accommodations for the regular conference days. Any offer for pre-training outside of the standard conference days is not included in this offer. Customers who wish to attend pre-conference training may do so at their own lodging and food expense. Adjustment to travel dates and times to attend pre-conference training is allowed

<sup>2</sup> Daily meal allowance is determined by Motorola based on published guidelines. In no event will the amount provided exceed attendee's applicable Agency rules regarding meal expenses, provided the attendee or his/her agency notifies Motorola in advance of the conference of any restrictions, prohibitions or limitations that apply.

**OPTIONAL SUPPORT SERVICES**

<b>Service</b>	<b>Description</b>	<b>Qty</b>	<b>Term Fees</b>
Service Level	24x7 Support	1	Included
<b>TOTAL</b>			<b>Included</b>

**SUPPORT FEES SUMMARY**

<b>Product</b>	<b>Service Level</b>	<b>Term Fees</b>
PremierOne CAD™ Interface	24x7	\$2,760.00
<b>MOTOROLA SUPPORT SUBTOTAL</b>		<b>\$2,760.00</b>
24x7 Technical Support		Included
<b>OPTIONAL SUPPORT SERVICES SUBTOTAL</b>		<b>Included</b>
<b>GRAND TOTAL</b>		<b>\$2,760.00</b>

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**Exhibit B**

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**CUSTOMER SUPPORT PLAN**

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**MAINTENANCE AND SUPPORT AGREEMENT**    19-PS-92434    **TERM:**    10/01/2022-09/30/2023  
**CUSTOMER:**    City of Fort Lauderdale

See separate CSP

## QUICK CONTACT MATRIX

QUICK CONTACTS	
SUPPORT CENTER	
Toll Free Phone#	<b>1-800-MSI-HELP (1-800-674-4357)</b> <b>Option 4,2,2 CAD or Mobile</b>
Email	<a href="mailto:PSACASE@Motorolasolutions.com" style="color: #0056b3; text-decoration: underline;">PSACASE@Motorolasolutions.com</a>
Motorola Portal	MyView Portal
Provide the following information:	<ol style="list-style-type: none"> <li>1. <b>Site Name</b></li> <li>2. <b>Your Name</b></li> <li>3. <b>Your Call Back Number</b></li> <li>4. <b>A Brief Description of the Problem</b></li> </ol> <p style="text-align: center;"><b>Priority (Critical, High, Medium, Low)</b></p>
Warranty and/or Service Agreement Information	
Customer Name: City of Fort Lauderdale, FL	Contract #: 19-PS-92434/FLP19P133A
Service Agreement Start/End Date: 10/1/2022-9/30/2023	Service Level: Essential
CONTRACTS MANAGER	CUSTOMER SUCCESS ADVOCATE
Name: Tanya Mansell	Name: Todd Kelly
Mobile: (714) 319-6242	Mobile: (352) 221-0596
Email: <a href="mailto:tanyamansell@motorolasolutions.com" style="color: #0056b3; text-decoration: underline;">tanyamansell@motorolasolutions.com</a>	Email: <a href="mailto:todd.kelly@motorolasolutions.com" style="color: #0056b3; text-decoration: underline;">todd.kelly@motorolasolutions.com</a>

## **ESCALATION Plan**

Our goal is to ensure our customers receive the best possible support from Motorola Solutions. If you feel that your support or maintenance needs are not being met, as a direct Motorola Solutions Customer, we provide an escalation process for your request to the next Motorola Solutions department or manager.

Your initial call should always be to the first department or person on the list below. If, after making this initial contact you still have unresolved issues, please see below for escalation contact information.

<b>ESCALATION CONTACT</b>		
<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
<b><u>SUPPORT CENTER</u></b>  Katie Newcomb or Matt Laviolette Manager, Technical Support <a href="mailto:Matthew.Laviolette@MotorolaSolutions.com">Matthew.Laviolette@MotorolaSolutions.com</a> <a href="mailto:Katie.Newcomb@MotorolaSolutions.com">Katie.Newcomb@MotorolaSolutions.com</a>	<b>JOSH HOWELL</b> Senior Manager, Technical Support Mobile: (616) 540.4103 <a href="mailto:Josh.Howell@motorolasolutions.com">Josh.Howell@motorolasolutions.com</a>	<b>JEREMY SMITH</b> Head of Software Enterprise Centralized Managed & Support Operations Mobile: (951) 216.8827 <a href="mailto:Jeremy.Smith@motorolasolutions.com">Jeremy.Smith@motorolasolutions.com</a>
<b><u>ON-SITE SUPPORT TECHNICIANS</u></b>  Tyler McCullough Manager, Technical Support Mobile: (571) 329-1790 <a href="mailto:Tyler.McCullough@MotorolaSolutions.com">Tyler.McCullough@MotorolaSolutions.com</a>	<b>JOSH HOWELL</b> Senior Manager, Technical Support Mobile: (616) 540.4103 <a href="mailto:Josh.Howell@motorolasolutions.com">Josh.Howell@motorolasolutions.com</a>	<b>JEREMY SMITH</b> Head of Software Enterprise Centralized Managed & Support Operations Mobile: (951) 216.8827 <a href="mailto:Jeremy.Smith@motorolasolutions.com">Jeremy.Smith@motorolasolutions.com</a>

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# 1. SUPPORT PLAN SUMMARY

## 1.1 Introduction – Serving Our Customer’s Needs

Motorola Solutions Inc. (“MOTOROLA SOLUTIONS”) is committed to helping people be their best in the moments that matter. We appreciate the opportunity to provide the following support services (“Support Services”) pursuant to this Support Plan, which has been tailored specifically to for your PremierOne Solution. Our Service Delivery Team is focused on the health, system performance and reliability of the PremierOne Solution (“PremierOne Solution”) Solution.

You will work with a customer support manager (“Customer Support Manager” or “CSM”) who will maintain regular communications with you and will continually monitor and assess our service deliveries over the full lifecycle of the engagement. They will be your single point of contact for any questions on Motorola Solutions products or support.

Your Support Plan may be amended from time to time to align with industry best practices and customer needs. Our goal is to build a service relationship you can trust.

## 1.2 Service Management Overview – PremierOne Solution Services

Motorola Solutions Essential Support Services provides basic support delivered through a combination of centralized resources within Motorola Solutions Technical Support Center (“TSC”) collaborating with product development resources that are experienced in managing mission critical systems and associated technologies. The TSC operates 24 x 7 x 365, leveraging remote access to customer systems for complete resolution methods.

Service management and open communication is the key to effective service delivery and relationship building. Our Support Services program offers end-to-end service management and includes:

- Software Support
- Motorola Solutions Technical Support Center

The Support Plan covers the following customer locations

Site ID	Product Group	Site Name
PSA10460_(CAD)	PremierOne CAD™	Ft. Lauderdale, FL

## 2. MOTOROLA SOLUTIONS SYSTEMS SUPPORT CENTER

The TSC is the central point of contact to report PremierOne Solution incidents and submit change requests. The TSC can be reached 24/7 to assist with your service needs via:

- Toll Free Telephone: 1-800-MSI-HELP (800-647-4357)
  - Option 4,2,2 CAD Mobile
- MyView Portal: low priority requests only, (estimated 24-hour turnaround)
- Email: [PSACASE@motorolasolutions.com](mailto:PSACASE@motorolasolutions.com) (estimated 24-hour turnaround)

**NOTE:** Critical and high priority incidents should not be reported via email or the MyView Portal.

Product and system technical resources are ready to receive and take action on requests for service.

The TSC will:

- Open a ticket and categorize the reported issue or request
- Resolve incidents based on priority
- Perform analysis to assist in identifying a corrective action plan
- Escalate the incident/request to technical or service experts when required
- Engage the next level management for timely problem resolution, when necessary
- Provide regular status updates for escalated incidents

Motorola Solutions primary objective is to restore your PremierOne Solution to normal operations as quickly as possible and minimize the adverse impact of service events on our customers and their mission. This serves our primary goal of maintaining industry-leading quality of service and availability. The PremierOne Solution team of highly skilled, knowledgeable and experienced specialists are available to the customer as an integrated part of the essential support and technical issue resolution process.

All customer requests for service and change requests are tracked centrally in Motorola Solutions IT Service Management (ITSM) toolset, resulting in a ticket number. All TSC support activity that occurs after the cutover of the system into production is tracked in this system to promote consistent visibility of all activities.

All calls requiring incidents or service requests are assigned a priority in accordance with the agreed “Priority Level Response” table below. Via the ITSM, Motorola Solutions will track the progress of each ticket from initial capture to resolution. Motorola Solutions will advise and inform the customer of the ticket progress and tasks that require further investigation and assistance from the customer’s technical resources.

Upon notification of the incident, the TSC will supply a ticket number for reference. For each reported or alert generated, the TSC will apply a “Priority Level” classification, which has an assigned target response time objective. This classification provides the means to manage the appropriate response and engagement processes.

## 2.1 Reporting Incidents Using the Toll-free Number

The TSC is staffed with trained technicians who remotely access your PremierOne Solution to begin troubleshooting. For accurate reporting and ticket tracking, all PremierOne Solution issues are reported to the TSC.

At a minimum, when reporting an incident using the toll-free number above, the TSC will require:

- Customer name (Site)
- Caller's name
- Caller's contact number (supply alternate call back number)
- Description of the problem or request
- Operational impact of the problem (Priority Level)

## 2.2 Priority Level and Response Definitions

Reporting Trouble – The TSC number is provided to all customers for PremierOne Solution issues. If the issue cannot be resolved through our remote diagnostics by the TSC, then the customer technician will be required to report on-site to assist with the troubleshooting effort.

Response Time – shall be defined as the amount of time expired between the time in which the issue is either (a) detected by monitoring or (b) reported to TSC by the customer to the time that a qualified technician is actively troubleshooting the issue.

Note: Business Days is defined as Monday – Friday excluding holidays

Business Hours is defined as Monday – Friday 8am – 5pm local time

Incident Time – means the period of time during which the service or any service component suffers an Incident. Incident Time shall commence when the issue is either (a) detected by monitoring or (b) reported to the TSC by the customer. Incident Time shall end upon completion of the repair or restoration of the service or service component. Incident Time shall not include downtime attributable to (a) Force Majeure conditions (as defined in the applicable agreement); or (b) scheduled preventive maintenance that the customer was notified of and consented to in advance.

## 2.2.1 Priority Level Response Table

PRIORITY LEVEL	DEFINITION	RESPONSE TIME
<b>1 Critical</b>	<p>An incident is deemed <b>CRITICAL</b> if one or multiple critical functions are unavailable, or severely degraded such that the customers' core business functions and capabilities are no longer delivered or capable. The resulting critical impact to the customers' business is such that focus and resources must be applied to restoration or mitigation</p> <p>Full system outage, systemic inability to process mission-critical commands (e.g. incident creation), extreme systemic slowness, or majority of clients unable to connect to the system, etc.</p>	Telephone conference within 1 Hour of initial voice notification
<b>2 High</b>	<p>An incident is deemed <b>HIGH</b> if a business function is unavailable and normal customer business activity is impacted or degraded, and a workaround may be available to mitigate the effects of the service impact; however overall efficiency or effectiveness is degraded. This may apply to both critical and non-critical functions.</p> <p>Loss of a critical redundancy, subsystem or critical interface (e.g. CommSys Query, Paramount ProQA, Fire Station Alerting, etc.), systemic ARL failure, systemic recurring disruptive issues that frequently impact users.</p>	Telephone conference within 3 Hours of initial voice notification during normal business hours
<b>3 Medium</b>	<p>An incident is deemed <b>MEDIUM</b> if business functions are available, however, there is a deviation from the expected or agreed upon level of service or other service condition not aligned with the other defined impact levels.</p> <p>Issues impacting a single client, intermittent issues, non-critical subsystems or interfaces (e.g. interfaces installed on RDW), RDW or reporting problems, etc.</p>	Telephone conference within 8 Hours of initial notification during normal business hours
<b>4 Low</b>	<p>A request is deemed <b>LOW</b> for minor requests.</p> <p>This level is meant to represent minor issues, such as cosmetic issues, documentation errors, general usage questions, configuration questions and product or service Update requests.</p>	Telephone conference within 2 Business Days of initial notification

The customer will provide a properly trained technical resource who is familiar with the operation of the PremierOne Solution that will be responsible for the maintenance and support of the PremierOne Solution. Motorola Solutions will provide remote technical consultants to support the local resource in the timely closure of infrastructure, performance and operational issues.

Motorola Solutions has established criteria and processes to manage Critical incidents such as a Priority 1 case. When the thresholds for the Critical 1 incident is reached the TSC, typically in consultation with their management, will declare a “Major Incident.” Declaration of the Major Incident is followed by engaging the Major Incident Management Team (MIM) that provides guidance for managing the incident as well as communications to stakeholders, senior, and executive management.

### 2.3 Customer Contacts for Notification

The designated personnel noted below will be the customer contacts for notification of a Critical Incident and/or for technical consultation.

CONTACTS AND NOTIFICATIONS		
<b>SITE CONTACT NAME:</b>	City of Ft. Lauderdale, FL	
<b>Motorola Solutions Contact Name</b>	Email	Phone Number
<b>Customer Contact Names</b>	Email	Phone Number
Deputy Fire Chief Douglas Stanley		954-828-6818
<b>After Hours Contact Names (if different)</b>	Email	Phone Number

### 2.4 Case Management via MyView Portal

The MyView Portal provides customers with an interface into our Incident Management system. MyView Portal gives valuable system and service information whenever you need it along with complete case management details from submission to close.

MyView Portal provides the ability to:

- Create low priority tickets
- Obtain status updates on existing tickets
- Supply additional information on tickets 24/7
  - When updating ticket notes, please provide contact information, which includes phone number, email, etc.

Motorola Solutions does not recommend using this tool for opening Priority 1 or 2 tickets. The same guidelines apply to updating tickets with critical information. For any critical issues or updates, customers should contact the TSC by calling 1-800-MSI-HELP (800-647-4357)

## 2.5 Ticket Initiation via Email

An alternative customer support tool is available for PremierOne Solution customers. Along with the toll-free phone number and MyView Portal, customers can request technical support by email. For many customers who use their handheld devices as a means to open tickets, email provides additional flexibility for initiating tickets.

For proper ticket management and contractual response, email ticketing is only available for priority levels 3 or 4. To process a ticket via email, the email must be formatted exactly as described below:

1. Address email to: [PSACASE@motorolasolutions.com](mailto:PSACASE@motorolasolutions.com)
2. Email Subject: Type "PSA Service Request" and a brief description of the system issue (this will become the ticket title)
3. Use the following template for the body of the email. Copy and paste from below, adding the accurate and specific needs of the request following the bold items listed:
  - **Site ID:** Site ID
  - **Product Type:** followed by the product family type. Choose from the following list:
    - ◆ PremierOne Solution CAD
    - ◆ PremierOne Solution Mobile (including Handheld or PMDC)
    - ◆ PremierOne Solution Records
  - **Contact First Name:** first name or the person support personnel are to contact
  - **Contact Last Name:** last name or the person support personnel are to contact
  - **Phone Number:** phone number, including area code, where the contact person may be reached
  - **Priority Level:** indicate either priority level 3 or 4. All priority level 1 or 2 tickets must be opened via the toll-free TSC number
  - **Problem Description:** a comprehensive description of the problem
4. Once the email is sent, the customer will receive an email with a ticket number for future reference. If an email response is not received, or if a priority level 1 or 2 ticket needs to be opened, please contact the toll-free TSC number.

## 3. CUSTOMER RESPONSIBILITIES FOR SUPPORT AND MAINTENANCE

The customer will provide a properly trained technical resource who will be responsible for maintenance and support of the PremierOne Solution, and who is familiar with the operation of that system. The designated technical resource should be trained and certified in PremierOne Solution and any other PremierOne Solution products being supported.

Required courses for the technical resource include:

- Instructor-Led Training/Workshop
  - PremierOne Solution Suite Administration Training
  - PremierOne Solution CAD Provisioning
  - PremierOne Solution RMS ACT
- Internet Training based on product or package:
  - PremierOne Solution - All-In-One - Getting Started
  - PremierOne Solution-System Administration-Hardware Overview
  - PremierOne Solution CAD/Mobile Client Installation

The PremierOne Solution on-site technical resources are to supply suitably skilled and trained on-site presence when requested by the TSC. They will validate issue resolution prior to close of the ticket in a timely manner.

The customer's on-site PremierOne Solution support personnel must have completed the courses above. The customer on-site support personnel are responsible for the following:

1. **Monitoring:** Monitor system for notifications sent by System Center Operations Manager ("SCOM") application, resolve related issues and/or contact Motorola Solutions to open a ticket for technical support assistance, which includes heartbeat notifications.
2. **Troubleshooting:** customer will make every effort to diagnose, triage and resolve issues internally. If Motorola Solutions assistance is requested, customer will make all reasonable efforts to assist in problem resolution. This may include problem reproduction, answering questions, supplying data, etc.
3. **Initiate Service Request:** Contact Motorola Solutions TSC through authorized tools and processes outlined in Section 2 of this Support Plan to initiate a service request ticket
4. **Assess Priority Level:** Assist in assessing and assigning the initial priority level per the priority level definitions found in Section 2 of this Customer Support Plan
5. **Escalate Appropriately:** Contact Motorola Solutions to add information or make changes to existing technical support tickets, or escalate service requests to Motorola Solutions management. Motorola Solutions Services management contact information provided in the Escalation Plan at the beginning of this Support Plan.
6. **Maintenance on Hardware:** customer will provide all on-site hardware maintenance and service. Customer will contact the appropriate vendor directly for parts and hardware service not purchased through the Motorola Solutions Maintenance and Support Agreement, included in Exhibit A.
7. **VPN connectivity:** Provide VPN connectivity and telephone access to Motorola Solutions personnel.
8. **Operating System ("OS") Upgrades:** Unless otherwise stated herein, customer is responsible for any OS upgrades to the System. Before installing OS upgrades,

customer will contact Motorola Solutions to verify that a given OS upgrade is appropriate and will not adversely impact the system.

9. **Physical Server Maintenance:** Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
10. **Virtual Server Maintenance:** Apply upgrades such as OS patches, administrative tools and utilities. Maintain and upgrade software that supports infrastructure applications. Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
11. **Physical Workstation Maintenance:** Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required. Inspect physical equipment for damage or wear, replace parts as per contractual agreement.
12. **CAD Client Maintenance:** Apply upgrades such as OS patches, administrative tools and utilities.
  - Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.).
  - Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
  - Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list (Refer to PremierOne Solution latest published Anti-Virus Exclusions)
  - Apply any Microsoft Critical Security patch to their PremierOne Solution that fits within the security and sustainability processes of the agency. Motorola Solutions recommends agencies follow Microsoft's guidance related to the application of Critical Security patches
13. **Mobile Client Maintenance:** Apply upgrades such as OS patches, administrative tools and utilities.
  - Maintain and upgrade software that supports infrastructure applications (IE, Esri, etc.).
  - Perform periodic reboots and ongoing performance tuning, hardware upgrades, and resource optimizations as required.
  - Upgrade and maintain antivirus software, appropriately configure and maintain exclusion list (Refer to the latest released PremierOne Solution Anti-Virus Exclusions).
  - Configure and maintain all products relevant to mobile network connectivity (NetMotion, Verizon, VPN related products, etc.).
14. **Third-Party Maintenance:**
  - customer must notify Motorola Solutions prior to changes to the following:
    - ◆ .Net - Install, upgrade, configure, and maintain .net framework software as per minimum requirements outlined by Motorola Solutions.
    - ◆ Server - Install, upgrade, configure, and maintain all servers hosting third-party products that interface to Motorola Solutions products. See Physical Server Maintenance section above for additional explanation.

- ◆ SQL - Install, upgrade, configure, and maintain MSSQL application. Make resource optimization changes pertaining to best practices as required by Motorola Solutions.
  - ◆ SQL Express - Install, upgrade, configure, and maintain MSSQL Express application. Make resource optimization changes pertaining to best practices as required by Motorola Solutions.
  - ◆ Unembedded Third-party Licensing - Maintain and apply all third-party licensing for products not specifically embedded within a Motorola Solutions proprietary product.
15. DB Failover (Post 4.0): Perform and periodically test system database failover via script or MSSQL tools. Engage Motorola Solutions TSC and provide supporting data for any problems discovered. Perform and periodically test system disaster recovery site failover via script provided by Motorola Solutions. Notify Motorola Solutions of any plans to perform DR Failover with reasonable advance notice.
  16. Data Purging: Perform regular file archival and purge as necessary. Configure data purges compliant with government mandates and internal retention protocols. Maintain adequate storage space to ensure that retention of required data will not adversely impact Motorola Solutions Systems.
  17. Storage Capacity Tracking and Maintenance: Monitor, maintain, and configure system data storage components in accordance with accepted standards and operational requirements as outlined by Motorola Solutions. Act on any storage related SCOM notification in accordance with the SCOM monitoring standards outlined above.
  18. Temporary DB File Size Maintenance: Monitor system temporary database size and available storage. Act on any related SCOM notifications in accordance with the SCOM monitoring standards outlined above.
  19. Customer Reports: Build/Modify/Support all custom reports in a manner that will not adversely impact RDW Server/Database functionality. Custom reports are the sole responsibility of the creator and not supported by Motorola Solutions.
  20. CAD Client Install: Install PremierOne Solution Software Releases (includes Standard, CU and ODs).
  21. CAD Client Upgrade Testing: Test PremierOne Solution Software Releases (includes Standard, CU and ODs). Report and supply data for any problems that are discovered with the software to Motorola Solutions for review and correction. Ensure that minimum software/hardware requirements are met.
  22. Mobile Client Install: Install, upgrade, and test PremierOne Solution Software Releases (includes Standard, CU and ODs).
  23. Mobile Client Install and Testing: Test PremierOne Solution Software Releases (includes Standard, CU and ODs). Report and supply data for any problems that are discovered with the software to Motorola Solutions for review and correction. Ensure that minimum software/hardware requirements are met
  24. GIS Updates: PremierOne Solution Map Maintenance.

- Ensure validity and integrity of all GIS related data introduced to the system
  - Record modifications made to GIS files, and confirm expected behavior within the PremierOne Solution
  - Perform all server mapping updates, geoset transitions, and distribute updated map files to CAD/Mobile clients
25. Anti-Virus and Windows UAC: Install, configure, and upgrade chosen anti-virus software. Appropriately configure user account control settings in a manner that ensures the files are accessible for system stability and successful operation. If system instability occurs after changing any system element pertaining to UAC or AV, report changes to Motorola Solutions. If unexpected behavior is experienced while UAC or AV are enabled, and does not occur after disabling UAC or AV, the customer will be responsible for diagnosing and correcting the issue.
26. System Backups: Perform and/or ensure successful completion of daily backup operations. Ensure that all required system files and data are successfully backed up to the appropriate media. Monitor health of all backup related hardware, including but not limited to HP tape library, recovery tapes, and disk drives. Maintain and upgrade backup related software, such as HP Data Protector. Prior to performing system or database upgrades, create a backup of the system and/or database to maintain a restoration point. Ensure that PremierOne Solution SSMS full and incremental database backups completing successfully, report related SCOM notifications to Motorola Solutions.

**NOTE:** Tape Backups and HD Backups are the sole responsibility of the customer regardless of dedicated SDM presence.

27. Provisioning knowledge of the system: customer must ensure that adequate provisioning training and knowledge has been provided to those authorized to access and/or make changes within PremierOne Solution Provisioning. Provisioning changes should be tracked. This information should be supplied to Motorola Solutions to aid in troubleshooting efforts should a problem be experienced. Motorola Solutions now provides a tool to aid in provisioning change identification, but changes should be tracked internally by the customer as a failsafe.
28. Records ACT: Only trained users of ACT should attempt to use ACT to maintain their system. New module creation, or existing module changes, should first be completed and tested within a non-production environment. Apply changes to the production environment by running a buildset, or importing the ash file(s). All changes made in ACT should be tracked via Motorola Solutions supplied excel files. These files must be made available upon request to aid in Motorola Solutions troubleshooting efforts. ACT additions, changes and maintenance are the sole responsibility of the customer.
29. Use of Deployment or All-In-One: Users of the deployment tool or AIO tool must be appropriately trained, and understand its operation fully. Deployment packages that are no longer necessary should be purged. Customer is responsible for their client deployment and should engage Motorola Solutions TSC if a problem is discovered.

30. Gathering Issue Logs (Server and Client): Supply all requested logs for problems that need to be diagnosed and resolved. In some circumstances, log automation will be implemented, however anything that is not automatically gathered, and deemed necessary by Motorola Solutions, must be furnished. Absence of requested data may lead to ticket closure.
31. Customer Data Archiving: customer is responsible for all PremierOne Solution Data Archival as per their internal requirements and needs. Adequate storage space should be maintained and data must not be stored in a manner that adversely impacts the PremierOne Solution or component operations.
32. Network Bandwidth and Stability: Install, monitor and maintain network systems that provide stable operations and adhere to bandwidth requirements to ensure the effective operation of Motorola Solutions products and related system components.
33. Remote Access: Upon successful completion of approved background check, customer must provide remote access to requesting Motorola Solutions personnel for troubleshooting purposes. This includes, but is not limited to, VPN account access, remote hosting, PremierOne Solution domain access and access to all system elements that pertain to the operation of the PremierOne Solution and functionality. Customer is responsible for ensuring remote access mechanisms and procedures are compliant with any governing information security policies and procedures, including those set forth in the CJIS Security Policy, if applicable.
34. User Access Control. See Anti-Virus.
35. Backup Power: Install and maintain backup power source to ensure the effective operation of the PremierOne Solution and all its components in the event of a primary power source failure.
36. End User Training: Ensure that all end users of Motorola Solutions products are adequately trained to perform their duties and not cause harm or upset of system functionality. Motorola Solutions does offer additional training if necessary for an additional cost.
37. Change Management: Notify Motorola Solutions of any changes made to the PremierOne Solution, associated interfaces, related hardware, software, network, or any other system element that may adversely impact operation or system functionality.

## **4. MOTOROLA SOLUTIONS RESPONSIBILITIES**

1. Motorola Solutions Support Center: Motorola Solutions provides availability to the Motorola Solution TSC (1-800-MSI-HELP), 24 hours a day, 7 days a week to respond to customer's requests for Priority 1 support. Refer to Priority Level Response Time Goals for Priority 2, 3 and 4.
2. Motorola Solutions Response: Motorola Solutions will provide remote technical support service via telephone consultation for technical issues that require a high

level of PremierOne Solution knowledge and troubleshooting capabilities. Remote technical support is delivered through the Motorola Solutions TSC by a staff of technical support specialists skilled in diagnosis and swift resolution of PremierOne Solution performance and operational issues.

3. Case Management: Motorola Solutions will track the progress of each ticket from initial capture to resolution. Motorola Solutions will advise and inform the customer of the ticket progress and tasks that require further investigation and assistance from the customer's technical resources.

## 4.1 Software Maintenance Agreement (SMA)

As new PremierOne Solution software releases become available, Motorola Solutions will provide the customer with the software required to execute an upgrade. Motorola Solutions Essential service includes remote upgrades of any On Demand ("OD") and Cumulative Update ("CU") Motorola Solutions software releases that may be available. Motorola Solutions will only provide releases that have been analyzed, pre-tested and certified in a dedicated test lab.

Motorola Solutions will post the releases to the MyView Portal for customer retrieval. If there are any recommended configuration changes, warnings, or work-arounds, Motorola Solutions will provide detailed documentation along with the releases on the website. The customer will be responsible for scheduling remote support for the application of OD/CU releases with the Motorola Solutions SCC. Customer will work with CSM for the purchase of on-site installation services with the Motorola Solutions System Implementation Organization as needed.

Releases means an Update or Upgrade to the Motorola Solutions Software and are characterized as "On Demand Releases," "Cumulative Updates," "Standard Releases," or "Product Releases." The content and timing of PremierOne Solution releases will be at Motorola Solutions sole discretion.

- An "On Demand Release" is a release of Motorola Solutions Software that is done on demand to address critical issues like stability, performance or priority 1 or 2 functional issues.
- A "Cumulative Update" is defined as a release of Motorola Solutions Software that contains error corrections to an existing Standard Release that do not affect the overall structure of the Motorola Solutions Software. Cumulative Updates may contain product enhancements and improvements. Cumulative Updates will be superseded by the next issued Cumulative Update.
- A "Standard Release" is defined as a release of Motorola Solutions Software that may contain product enhancements and improvements, such as new databases, modifications to databases, or new servers, as well as error corrections. A Standard Release may involve file and database conversions, System configuration changes, hardware changes, additional training, on-site installation, and System downtime. Standard Releases will contain all the content of prior On Demand Releases and Cumulative Updates that are reasonably available (content may not be reasonably available because of the proximity to the end of the release cycle and such content will be included in the next release.)

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**NOTE: An extra fee is required for Standard Release upgrades, which may contain product enhancement and must be performed on-site**

- A “Product Release” is defined as a release of Motorola Solutions Software considered the next generation of an existing product or a new product offering. If a question arises as to whether a Product offering is a Standard Release or a Product Release, Motorola Solutions opinion will prevail, if Motorola Solutions treats the Product offering as a new Product or feature for its end user customers generally.

## **4.2 Security**

Motorola Solutions will maintain industry standard security measures to protect the Solution from intrusion, breach, corruption or security risks. During the term of the Agreement, if the Solution enables access to FBI defined Criminal Justice Information (CJI), Motorola Solutions will comply with the FBI Criminal Justice Information Services (CJIS) Security Policy. Any additional security measure desired by customer may be available for an additional fee.

Motorola Solutions will provide the necessary information for its personnel that access customer CJI to submit to a background check based on submission of FBI fingerprint cards, complete CJIS Security Awareness Training and execute the CJIS Security Addendum. It is the customer's responsibility to determine when the background credentialing process is required by Motorola Solutions personnel.

Customer is independently responsible for establishing and maintaining its own policies and procedures and for ensuring compliance with CJIS and other security requirements that are outside the scope of the Service provided. Customer must also establish and ensure compliance with access control and identification and authentication policies and procedures, including password security measures, lost and stolen credentials and account validation. Further, customer must maintain industry standard security and protective data privacy measures. Motorola Solutions disclaims any responsibility or liability whatsoever for the security or preservation of Customer Data or Solution Data once accessed or viewed by customer or its representatives. Motorola Solutions further disclaims any responsibility or liability whatsoever for customer's failure to maintain industry standard security and data privacy measures and controls, or their role in CJIS Security Policy compliance. Motorola Solutions reserves the right to terminate the Service if customer's failure to maintain or comply with industry standard security and control measures negatively impacts the Service, Solution or Motorola Solutions own security measures.

Both parties will maintain and follow a breach response plan consistent with the standards of their respective industries to include CJIS Security Policy reporting.

## 5. LIMITATIONS AND EXCLUSIONS

The following activities are outside the scope of the Essential Support Services.

- On-site visits/resources
- Provisioning efforts
- Replacement/exchange of hardware not included in Exhibit A
- Motorola Solutions implementation or on-site upgrade and expansion services

## 6. SUMMARY

### 6.1 Summary

Our Support Plan includes the following key services elements:

- **Single point of contact** - A Customer Support Manager who maintains close communication with you and serves as a point of escalation when service or support levels are not meeting expectations.
- **Systems Support Center**: One place to report incidents and place requests - Reported incidents are correlated with alerts received from the NSOC for reduced root cause determination.
- **Emergency Call Management Portal**: Enhanced access to case status and resolution details.
- **Preventive Maintenance**: Supporting optimal performance of the installed solution by performing periodic preventive maintenance reviews of the sites environment, hardware, and software.
- **Network Security Operations Center**: Continuous monitoring and response of the Motorola Solutions PremierOne Solution as well as providing notification of critical and high alerts.
- **Technical Support Center**: Staffed with subject matter experts to handle escalated tickets.

### 6.2 Benefits to Your Agency

- **Maximize Performance**. Increase system uptime and quality of service through fast detection of service disruptions and restoration of services
- **Save Time**. Take back valuable minutes and better allocate resources with proactive monitoring that helps reduce truck rolls and IT support requests
- **Rely on Trusted Support Team**. Depend on our skilled team to be the first line of defense and have greater peace of mind
- **Reduce Risk**. Gain visibility, enhance performance and increase cyber security with our full suite of NSOC offerings.

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## 7. CONDITIONS AND EXCLUSIONS

### 7.1 Conditions

Motorola Solutions services enhance performance of your CAD systems. In order to provide a consistent level of quality services, the following conditions and limitations apply:

- Remote monitoring, troubleshooting and restoration require that the customer provides direct remote access to all locations and equipment and that you have the necessary equipment and connectivity available for the remote access session.
- The customer must operate hardware and software in accordance with the applicable Agreement between Motorola Solutions and the customer. Equipment may not be covered if exposed to misuse, damage, unauthorized modification or other abuse or used in a manner for which it was not designed.
- Equipment must be operated in a normal environment and protected from adverse conditions, which may impact performance and/or damage equipment.

### 7.2 Exclusions

Motorola Solutions service and support obligations hereunder will not apply to any Motorola Solutions supported software or hardware if correction of an error, adjustment, repair or parts replacement is required because of:

- Accident, neglect, tampering, misuse, improper / insufficient grounding, failure of electric power, failure of the customer and/or others to provide appropriate environmental conditions, relocation of hardware or software, or causes other than ordinary use.
- Repair or alteration, or attempted repair or alteration of any supported hardware and/or software by the customer or others, unless otherwise approved in writing by Motorola Solutions.
- Connection of another machine, device, application or interface to Motorola Solutions supported equipment (hardware and/or software) by the customer or others, which has caused damage to Motorola Solutions supported equipment.
- Damage or destruction caused by natural or man-made acts or disasters.
- Failure or degradation in performance of Motorola Solutions supported equipment (hardware and/or software) due to the installation of another machine, device, application, or interface not specifically certified and approved by Motorola Solutions for use in the customer's environment.
- The operation of the software in a manner other than that currently specified in applicable product documentation.
- Incompatible or faulty customer hardware and/or software interfaces.
- Modifications made without Motorola Solutions written approval to the OS, network, hardware or software environment or software applications.
- Cosmetic repairs, furnishing consumables, supplies, or accessories, making accessory changes, system administration, or adding additional devices or non-approved Motorola Solutions software applications.

## City of Fort Lauderdale Subscribers

Contract Number: USC000003257

Customer Number: 1011657600

Start Date: Oct 1, 2022

Qty	Model Number	Model Name	Serial Number	Wty Expiration	Monthly Cost	# of Months	Annual Cost
1	AAM25SHD9AA2AN	CDM1250	103THY0250	Jan 2009	\$ 4.32	12	\$ 51.84
2	AAM25SHD9AA2AN	CDM1250	103THY0258	Jan 2009	\$ 4.32	12	\$ 51.84
3	AAM25SHD9AA2AN	CDM1250	103TJLJ608	July 2009	\$ 4.32	12	\$ 51.84
4	AAM25SHD9AA2AN	CDM1250	103TJS4081	Oct 2009	\$ 4.32	12	\$ 51.84
5	AAM25SHD9AA2AN	CDM1250	103TKW3397	Dec 2010	\$ 4.32	12	\$ 51.84
6	AAM25SHD9AA2AN	CDM1250	103TKW3401	Dec 2010	\$ 4.32	12	\$ 51.84
7	AAM25SHD9AA2AN	CDM1250	103TKW9521	Dec 2010	\$ 4.32	12	\$ 51.84
8	AAM25SHD9AA2AN	CDM1250	103TKW9528	Dec 2010	\$ 4.32	12	\$ 51.84
9	AAM25SHD9AA2AN	CDM1250	103TKW9601	Dec 2010	\$ 4.32	12	\$ 51.84
10	AAM25SHD9AA2AN	CDM1250	103TKW9602	Dec 2010	\$ 4.32	12	\$ 51.84
11	AAM25SHD9AA2AN	CDM1250	103TKW9603	Dec 2010	\$ 4.32	12	\$ 51.84
12	AAM25SHD9AA2AN	CDM1250	103TKW9605	Dec 2010	\$ 4.32	12	\$ 51.84
13	AAM25SHD9AA2AN	CDM1250	103TKY5445	Jan 2011	\$ 4.32	12	\$ 51.84
14	AAM25SHD9AA2AN	CDM1250	103TKY5450	Jan 2011	\$ 4.32	12	\$ 51.84
15	AAM25SHD9AA2AN	CDM1250	103TKY5451	Jan 2011	\$ 4.32	12	\$ 51.84
16	AAM25SHD9AA2AN	CDM1250	103TKY5452	Jan 2011	\$ 4.32	12	\$ 51.84
							<b>\$ 829.44</b>

Qty	Model Number	Model Name	Serial Number	Wty Expiration	Monthly Cost	# of Months	Annual Cost
1	H84UCD9PW5AN	APX1000	837CTT1848	Oct 2020	\$ 4.50	12	\$ 54.00
2	H84UCD9PW5AN	APX1000	837CTT1849	Oct 2020	\$ 4.50	12	\$ 54.00
3	H84UCD9PW5AN	APX1000	837CTT1850	Oct 2020	\$ 4.50	12	\$ 54.00
4	H84UCD9PW5AN	APX1000	837CTT1851	Oct 2020	\$ 4.50	12	\$ 54.00
5	H84UCD9PW5AN	APX1000	837CTT1852	Oct 2020	\$ 4.50	12	\$ 54.00
6	H84UCD9PW5AN	APX1000	837CTT1853	Oct 2020	\$ 4.50	12	\$ 54.00
7	H84UCD9PW5AN	APX1000	837CTT1854	Oct 2020	\$ 4.50	12	\$ 54.00
8	H84UCD9PW5AN	APX1000	837CTT1855	Oct 2020	\$ 4.50	12	\$ 54.00
9	H84UCD9PW5AN	APX1000	837CTT1856	Oct 2020	\$ 4.50	12	\$ 54.00
10	H84UCD9PW5AN	APX1000	837CTT1857	Oct 2020	\$ 4.50	12	\$ 54.00
11	H84UCD9PW5AN	APX1000	837CTT1858	Oct 2020	\$ 4.50	12	\$ 54.00
12	H84UCD9PW5AN	APX1000	837CTT1859	Oct 2020	\$ 4.50	12	\$ 54.00
13	H84UCD9PW5AN	APX1000	837CTT1860	Oct 2020	\$ 4.50	12	\$ 54.00
14	H84UCD9PW5AN	APX1000	837CTT1861	Oct 2020	\$ 4.50	12	\$ 54.00
15	H84UCD9PW5AN	APX1000	837CTT1862	Oct 2020	\$ 4.50	12	\$ 54.00
16	H84UCD9PW5AN	APX1000	837CTT1863	Oct 2020	\$ 4.50	12	\$ 54.00
17	H84UCD9PW5AN	APX1000	837CTT1864	Oct 2020	\$ 4.50	12	\$ 54.00

18	H84UCD9PW5AN	APX1000	837CTT1865	Oct 2020	\$ 4.50	12	\$ 54.00
19	H84UCD9PW5AN	APX1000	837CTT1866	Oct 2020	\$ 4.50	12	\$ 54.00
20	H84UCD9PW5AN	APX1000	837CTT1867	Oct 2020	\$ 4.50	12	\$ 54.00
21	H84UCD9PW5AN	APX1000	837CUP3670	Aug 2021	\$ 4.50	12	\$ 54.00
22	H84UCD9PW5AN	APX1000	837CUP3671	Aug 2021	\$ 4.50	12	\$ 54.00
23	H84UCD9PW5AN	APX1000	837CUP3672	Aug 2021	\$ 4.50	12	\$ 54.00

**\$ 1,242.00**

1	H51QDH9PW7AN	APX4000	426CUF2671	April 2021	\$ 4.50	12	\$ 54.00
2	H51QDH9PW7AN	APX4000	426CUF2672	April 2021	\$ 4.50	12	\$ 54.00
3	H51QDH9PW7AN	APX4000	426CUF2673	April 2021	\$ 4.50	12	\$ 54.00
4	H51QDH9PW7AN	APX4000	426CUF2674	April 2021	\$ 4.50	12	\$ 54.00
5	H51QDH9PW7AN	APX4000	426CUF2675	April 2021	\$ 4.50	12	\$ 54.00

**\$ 270.00**

Qty	Model Number	Model Name	Serial Number	Wty Expiration	Monthly Cost	# of Months	Annual Cost
1	H98UCH9PW7BN	APX6000	481CTT8371	Oct 2020	\$ 5.50	12	\$ 66.00
2	H98UCH9PW7BN	APX6000	481CTT8372	Oct 2020	\$ 5.50	12	\$ 66.00
3	H98UCH9PW7BN	APX6000	481CTT8373	Oct 2020	\$ 5.50	12	\$ 66.00
4	H98UCH9PW7BN	APX6000	481CTT8374	Oct 2020	\$ 5.50	12	\$ 66.00
5	H98UCH9PW7BN	APX6000	481CTT8375	Oct 2020	\$ 5.50	12	\$ 66.00
6	H98UCH9PW7BN	APX6000	481CTT8376	Oct 2020	\$ 5.50	12	\$ 66.00
7	H98UCH9PW7BN	APX6000	481CTT8377	Oct 2020	\$ 5.50	12	\$ 66.00
8	H98UCH9PW7BN	APX6000	481CTT8378	Oct 2020	\$ 5.50	12	\$ 66.00
9	H98UCH9PW7BN	APX6000	481CTT8379	Oct 2020	\$ 5.50	12	\$ 66.00
10	H98UCH9PW7BN	APX6000	481CTT8380	Oct 2020	\$ 5.50	12	\$ 66.00
11	H98UCH9PW7BN	APX6000	481CTT8381	Oct 2020	\$ 5.50	12	\$ 66.00
12	H98UCH9PW7BN	APX6000	481CTT8382	Oct 2020	\$ 5.50	12	\$ 66.00
13	H98UCH9PW7BN	APX6000	481CTT8383	Oct 2020	\$ 5.50	12	\$ 66.00
14	H98UCH9PW7BN	APX6000	481CTT8384	Oct 2020	\$ 5.50	12	\$ 66.00
15	H98UCH9PW7BN	APX6000	481CTT8385	Oct 2020	\$ 5.50	12	\$ 66.00
16	H98UCH9PW7BN	APX6000	481CTT8386	Oct 2020	\$ 5.50	12	\$ 66.00
17	H98UCH9PW7BN	APX6000	481CTT8387	Oct 2020	\$ 5.50	12	\$ 66.00
18	H98UCH9PW7BN	APX6000	481CTT8388	Oct 2020	\$ 5.50	12	\$ 66.00
19	H98UCH9PW7BN	APX6000	481CTT8389	Oct 2020	\$ 5.50	12	\$ 66.00
20	H98UCH9PW7BN	APX6000	481CTT8390	Oct 2020	\$ 5.50	12	\$ 66.00
21	H98UCH9PW7BN	APX6000	481CTT8391	Oct 2020	\$ 5.50	12	\$ 66.00
22	H98UCH9PW7BN	APX6000	481CTT8392	Oct 2020	\$ 5.50	12	\$ 66.00
23	H98UCH9PW7BN	APX6000	481CTT8393	Oct 2020	\$ 5.50	12	\$ 66.00
24	H98UCH9PW7BN	APX6000	481CTT8394	Oct 2020	\$ 5.50	12	\$ 66.00
25	H98UCH9PW7BN	APX6000	481CTT8395	Oct 2020	\$ 5.50	12	\$ 66.00
26	H98UCH9PW7BN	APX6000	481CTT8396	Oct 2020	\$ 5.50	12	\$ 66.00
27	H98UCH9PW7BN	APX6000	481CTT8397	Oct 2020	\$ 5.50	12	\$ 66.00

28	H98UCH9PW7BN	APX6000	481CTT8398	Oct 2020	\$ 5.50	12	\$ 66.00
29	H98UCH9PW7BN	APX6000	481CTT8399	Oct 2020	\$ 5.50	12	\$ 66.00
30	H98UCH9PW7BN	APX6000	481CTT8400	Oct 2020	\$ 5.50	12	\$ 66.00
31	H98UCH9PW7BN	APX6000	481CTT8401	Oct 2020	\$ 5.50	12	\$ 66.00
32	H98UCH9PW7BN	APX6000	481CTT8402	Oct 2020	\$ 5.50	12	\$ 66.00
33	H98UCH9PW7BN	APX6000	481CTT8403	Oct 2020	\$ 5.50	12	\$ 66.00
34	H98UCH9PW7BN	APX6000	481CTT8404	Oct 2020	\$ 5.50	12	\$ 66.00
35	H98UCH9PW7BN	APX6000	481CTT8405	Oct 2020	\$ 5.50	12	\$ 66.00
36	H98UCH9PW7BN	APX6000	481CTT8406	Oct 2020	\$ 5.50	12	\$ 66.00
37	H98UCH9PW7BN	APX6000	481CTT8407	Oct 2020	\$ 5.50	12	\$ 66.00
38	H98UCH9PW7BN	APX6000	481CTT8408	Oct 2020	\$ 5.50	12	\$ 66.00
39	H98UCH9PW7BN	APX6000	481CTT8409	Oct 2020	\$ 5.50	12	\$ 66.00
40	H98UCH9PW7BN	APX6000	481CTT8410	Oct 2020	\$ 5.50	12	\$ 66.00
41	H98UCH9PW7BN	APX6000	481CTT8411	Oct 2020	\$ 5.50	12	\$ 66.00
42	H98UCH9PW7BN	APX6000	481CTT8412	Oct 2020	\$ 5.50	12	\$ 66.00
43	H98UCH9PW7BN	APX6000	481CTT8413	Oct 2020	\$ 5.50	12	\$ 66.00
44	H98UCH9PW7BN	APX6000	481CTT8414	Oct 2020	\$ 5.50	12	\$ 66.00
45	H98UCH9PW7BN	APX6000	481CTT8415	Oct 2020	\$ 5.50	12	\$ 66.00
46	H98UCH9PW7BN	APX6000	481CTT8416	Oct 2020	\$ 5.50	12	\$ 66.00
47	H98UCH9PW7BN	APX6000	481CTT8417	Oct 2020	\$ 5.50	12	\$ 66.00
48	H98UCH9PW7BN	APX6000	481CTT8418	Oct 2020	\$ 5.50	12	\$ 66.00
49	H98UCH9PW7BN	APX6000	481CTT8419	Oct 2020	\$ 5.50	12	\$ 66.00
50	H98UCH9PW7BN	APX6000	481CTT8420	Oct 2020	\$ 5.50	12	\$ 66.00
51	H98UCH9PW7BN	APX6000	481CTT8421	Oct 2020	\$ 5.50	12	\$ 66.00
52	H98UCH9PW7BN	APX6000	481CTT8422	Oct 2020	\$ 5.50	12	\$ 66.00
53	H98UCH9PW7BN	APX6000	481CTT8423	Oct 2020	\$ 5.50	12	\$ 66.00
54	H98UCH9PW7BN	APX6000	481CTT8424	Oct 2020	\$ 5.50	12	\$ 66.00
55	H98UCH9PW7BN	APX6000	481CTT8425	Oct 2020	\$ 5.50	12	\$ 66.00
56	H98UCH9PW7BN	APX6000	481CTT8426	Oct 2020	\$ 5.50	12	\$ 66.00
57	H98UCH9PW7BN	APX6000	481CTT8427	Oct 2020	\$ 5.50	12	\$ 66.00
58	H98UCH9PW7BN	APX6000	481CTT8428	Oct 2020	\$ 5.50	12	\$ 66.00
59	H98UCH9PW7BN	APX6000	481CTT8429	Oct 2020	\$ 5.50	12	\$ 66.00
60	H98UCH9PW7BN	APX6000	481CTT8430	Oct 2020	\$ 5.50	12	\$ 66.00
61	H98UCH9PW7BN	APX6000	481CTT8431	Oct 2020	\$ 5.50	12	\$ 66.00
62	H98UCH9PW7BN	APX6000	481CTT8432	Oct 2020	\$ 5.50	12	\$ 66.00
63	H98UCH9PW7BN	APX6000	481CTT8433	Oct 2020	\$ 5.50	12	\$ 66.00
64	H98UCH9PW7BN	APX6000	481CTT8434	Oct 2020	\$ 5.50	12	\$ 66.00
65	H98UCH9PW7BN	APX6000	481CTT8435	Oct 2020	\$ 5.50	12	\$ 66.00
66	H98UCH9PW7BN	APX6000	481CTT8436	Oct 2020	\$ 5.50	12	\$ 66.00
67	H98UCH9PW7BN	APX6000	481CTT8437	Oct 2020	\$ 5.50	12	\$ 66.00
68	H98UCH9PW7BN	APX6000	481CTT8438	Oct 2020	\$ 5.50	12	\$ 66.00
69	H98UCH9PW7BN	APX6000	481CTT8439	Oct 2020	\$ 5.50	12	\$ 66.00
70	H98UCH9PW7BN	APX6000	481CTT8440	Oct 2020	\$ 5.50	12	\$ 66.00

71	H98UCH9PW7BN	APX6000	481CTT8441	Oct 2020	\$ 5.50	12	\$ 66.00
72	H98UCH9PW7BN	APX6000	481CTT8442	Oct 2020	\$ 5.50	12	\$ 66.00
73	H98UCH9PW7BN	APX6000	481CTT8443	Oct 2020	\$ 5.50	12	\$ 66.00
74	H98UCH9PW7BN	APX6000	481CTT8444	Oct 2020	\$ 5.50	12	\$ 66.00
75	H98UCH9PW7BN	APX6000	481CTT8445	Oct 2020	\$ 5.50	12	\$ 66.00
76	H98UCH9PW7BN	APX6000	481CTT8446	Oct 2020	\$ 5.50	12	\$ 66.00
77	H98UCH9PW7BN	APX6000	481CTT8447	Oct 2020	\$ 5.50	12	\$ 66.00
78	H98UCH9PW7BN	APX6000	481CTT8448	Oct 2020	\$ 5.50	12	\$ 66.00
79	H98UCH9PW7BN	APX6000	481CTT8449	Oct 2020	\$ 5.50	12	\$ 66.00
80	H98UCH9PW7BN	APX6000	481CTT8450	Oct 2020	\$ 5.50	12	\$ 66.00
81	H98UCH9PW7BN	APX6000	481CTT8451	Oct 2020	\$ 5.50	12	\$ 66.00
82	H98UCH9PW7BN	APX6000	481CTT8452	Oct 2020	\$ 5.50	12	\$ 66.00
83	H98UCH9PW7BN	APX6000	481CTT8453	Oct 2020	\$ 5.50	12	\$ 66.00
84	H98UCH9PW7BN	APX6000	481CTT8454	Oct 2020	\$ 5.50	12	\$ 66.00
85	H98UCH9PW7BN	APX6000	481CTT8455	Oct 2020	\$ 5.50	12	\$ 66.00
86	H98UCH9PW7BN	APX6000	481CTT8456	Oct 2020	\$ 5.50	12	\$ 66.00
87	H98UCH9PW7BN	APX6000	481CTT8457	Oct 2020	\$ 5.50	12	\$ 66.00
88	H98UCH9PW7BN	APX6000	481CTT8458	Oct 2020	\$ 5.50	12	\$ 66.00
89	H98UCH9PW7BN	APX6000	481CTT8459	Oct 2020	\$ 5.50	12	\$ 66.00
90	H98UCH9PW7BN	APX6000	481CTT8460	Oct 2020	\$ 5.50	12	\$ 66.00
91	H98UCH9PW7BN	APX6000	481CTT8461	Oct 2020	\$ 5.50	12	\$ 66.00
92	H98UCH9PW7BN	APX6000	481CTT8462	Oct 2020	\$ 5.50	12	\$ 66.00
93	H98UCH9PW7BN	APX6000	481CTT8463	Oct 2020	\$ 5.50	12	\$ 66.00
94	H98UCH9PW7BN	APX6000	481CTT8464	Oct 2020	\$ 5.50	12	\$ 66.00
95	H98UCH9PW7BN	APX6000	481CTT8465	Oct 2020	\$ 5.50	12	\$ 66.00
96	H98UCH9PW7BN	APX6000	481CTT8466	Oct 2020	\$ 5.50	12	\$ 66.00
97	H98UCH9PW7BN	APX6000	481CTT8467	Oct 2020	\$ 5.50	12	\$ 66.00
98	H98UCH9PW7BN	APX6000	481CTT8468	Oct 2020	\$ 5.50	12	\$ 66.00
99	H98UCH9PW7BN	APX6000	481CTT8469	Oct 2020	\$ 5.50	12	\$ 66.00
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101	H98UCH9PW7BN	APX6000	481CTT8471	Oct 2020	\$ 5.50	12	\$ 66.00
102	H98UCH9PW7BN	APX6000	481CTT8472	Oct 2020	\$ 5.50	12	\$ 66.00
103	H98UCH9PW7BN	APX6000	481CTT8473	Oct 2020	\$ 5.50	12	\$ 66.00
104	H98UCH9PW7BN	APX6000	481CTT8474	Oct 2020	\$ 5.50	12	\$ 66.00
105	H98UCH9PW7BN	APX6000	481CTT8475	Oct 2020	\$ 5.50	12	\$ 66.00
106	H98UCH9PW7BN	APX6000	481CTT8476	Oct 2020	\$ 5.50	12	\$ 66.00
107	H98UCH9PW7BN	APX6000	481CTT8477	Oct 2020	\$ 5.50	12	\$ 66.00
108	H98UCH9PW7BN	APX6000	481CTT8478	Oct 2020	\$ 5.50	12	\$ 66.00
109	H98UCH9PW7BN	APX6000	481CTT8479	Oct 2020	\$ 5.50	12	\$ 66.00
110	H98UCH9PW7BN	APX6000	481CTT8480	Oct 2020	\$ 5.50	12	\$ 66.00
111	H98UCH9PW7BN	APX6000	481CTT8481	Oct 2020	\$ 5.50	12	\$ 66.00
112	H98UCH9PW7BN	APX6000	481CTT8482	Oct 2020	\$ 5.50	12	\$ 66.00
113	H98UCH9PW7BN	APX6000	481CTT8483	Oct 2020	\$ 5.50	12	\$ 66.00

114	H98UCH9PW7BN	APX6000	481CTT8484	Oct 2020	\$ 5.50	12	\$ 66.00
115	H98UCH9PW7BN	APX6000	481CTT8485	Oct 2020	\$ 5.50	12	\$ 66.00
116	H98UCH9PW7BN	APX6000	481CTT8486	Oct 2020	\$ 5.50	12	\$ 66.00
117	H98UCH9PW7BN	APX6000	481CTT8487	Oct 2020	\$ 5.50	12	\$ 66.00
118	H98UCH9PW7BN	APX6000	481CTT8488	Oct 2020	\$ 5.50	12	\$ 66.00
119	H98UCH9PW7BN	APX6000	481CTT8489	Oct 2020	\$ 5.50	12	\$ 66.00
120	H98UCH9PW7BN	APX6000	481CTT8490	Oct 2020	\$ 5.50	12	\$ 66.00
121	H98UCH9PW7BN	APX6000	481CTT8491	Oct 2020	\$ 5.50	12	\$ 66.00
122	H98UCH9PW7BN	APX6000	481CTT8492	Oct 2020	\$ 5.50	12	\$ 66.00
123	H98UCH9PW7BN	APX6000	481CTT8493	Oct 2020	\$ 5.50	12	\$ 66.00
124	H98UCH9PW7BN	APX6000	481CTT8494	Oct 2020	\$ 5.50	12	\$ 66.00
125	H98UCH9PW7BN	APX6000	481CTT8495	Oct 2020	\$ 5.50	12	\$ 66.00
126	H98UCH9PW7BN	APX6000	481CTT8496	Oct 2020	\$ 5.50	12	\$ 66.00
127	H98UCH9PW7BN	APX6000	481CTT8497	Oct 2020	\$ 5.50	12	\$ 66.00
128	H98UCH9PW7BN	APX6000	481CTT8498	Oct 2020	\$ 5.50	12	\$ 66.00
129	H98UCH9PW7BN	APX6000	481CTT8499	Oct 2020	\$ 5.50	12	\$ 66.00
130	H98UCH9PW7BN	APX6000	481CTT8500	Oct 2020	\$ 5.50	12	\$ 66.00
131	H98UCH9PW7BN	APX6000	481CTT8501	Oct 2020	\$ 5.50	12	\$ 66.00
132	H98UCH9PW7BN	APX6000	481CTT8502	Oct 2020	\$ 5.50	12	\$ 66.00
133	H98UCH9PW7BN	APX6000	481CTT8503	Oct 2020	\$ 5.50	12	\$ 66.00
134	H98UCH9PW7BN	APX6000	481CTT8504	Oct 2020	\$ 5.50	12	\$ 66.00
135	H98UCH9PW7BN	APX6000	481CTT8505	Oct 2020	\$ 5.50	12	\$ 66.00
136	H98UCH9PW7BN	APX6000	481CTT8506	Oct 2020	\$ 5.50	12	\$ 66.00
137	H98UCH9PW7BN	APX6000	481CTT8507	Oct 2020	\$ 5.50	12	\$ 66.00
138	H98UCH9PW7BN	APX6000	481CTT8508	Oct 2020	\$ 5.50	12	\$ 66.00
139	H98UCH9PW7BN	APX6000	481CTT8509	Oct 2020	\$ 5.50	12	\$ 66.00
140	H98UCH9PW7BN	APX6000	481CTT8510	Oct 2020	\$ 5.50	12	\$ 66.00
141	H98UCH9PW7BN	APX6000	481CTT8511	Oct 2020	\$ 5.50	12	\$ 66.00
142	H98UCH9PW7BN	APX6000	481CTT8512	Oct 2020	\$ 5.50	12	\$ 66.00
143	H98UCH9PW7BN	APX6000	481CTT8513	Oct 2020	\$ 5.50	12	\$ 66.00
144	H98UCH9PW7BN	APX6000	481CTT8514	Oct 2020	\$ 5.50	12	\$ 66.00
145	H98UCH9PW7BN	APX6000	481CTT8515	Oct 2020	\$ 5.50	12	\$ 66.00
146	H98UCH9PW7BN	APX6000	481CTT8516	Oct 2020	\$ 5.50	12	\$ 66.00
147	H98UCH9PW7BN	APX6000	481CTT8517	Oct 2020	\$ 5.50	12	\$ 66.00
148	H98UCH9PW7BN	APX6000	481CTT8518	Oct 2020	\$ 5.50	12	\$ 66.00
149	H98UCH9PW7BN	APX6000	481CTT8519	Oct 2020	\$ 5.50	12	\$ 66.00
150	H98UCH9PW7BN	APX6000	481CTT8520	Oct 2020	\$ 5.50	12	\$ 66.00
151	H98UCH9PW7BN	APX6000	481CTT8521	Oct 2020	\$ 5.50	12	\$ 66.00
152	H98UCH9PW7BN	APX6000	481CTT8522	Oct 2020	\$ 5.50	12	\$ 66.00
153	H98UCH9PW7BN	APX6000	481CTT8523	Oct 2020	\$ 5.50	12	\$ 66.00
154	H98UCH9PW7BN	APX6000	481CTT8524	Oct 2020	\$ 5.50	12	\$ 66.00
155	H98UCH9PW7BN	APX6000	481CTT8525	Oct 2020	\$ 5.50	12	\$ 66.00
156	H98UCH9PW7BN	APX6000	481CTT8526	Oct 2020	\$ 5.50	12	\$ 66.00

157	H98UCH9PW7BN	APX6000	481CTT8527	Oct 2020	\$ 5.50	12	\$ 66.00
158	H98UCH9PW7BN	APX6000	481CTT8528	Oct 2020	\$ 5.50	12	\$ 66.00
159	H98UCH9PW7BN	APX6000	481CTT8529	Oct 2020	\$ 5.50	12	\$ 66.00
160	H98UCH9PW7BN	APX6000	481CTT8530	Oct 2020	\$ 5.50	12	\$ 66.00
161	H98UCH9PW7BN	APX6000	481CTT8531	Oct 2020	\$ 5.50	12	\$ 66.00
162	H98UCH9PW7BN	APX6000	481CTT8532	Oct 2020	\$ 5.50	12	\$ 66.00
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1056	H98UCH9PW7BN	APX6000	481CTM9980	Oct 2020	\$ 5.50	12	\$ 66.00
1057	H98UCH9PW7BN	APX6000	481CTM9981	Oct 2020	\$ 5.50	12	\$ 66.00
1058	H98UCH9PW7BN	APX6000	481CTM9973	Oct 2020	\$ 5.50	12	\$ 66.00
1059	H98UCH9PW7BN	APX6000	481CTMA000	Oct 2020	\$ 5.50	12	\$ 66.00

1060	H98UCH9PW7BN	APX6000	481CTM9978	Oct 2020	\$ 5.50	12	\$ 66.00
1061	H98UCH9PW7BN	APX6000	481CTM9988	Oct 2020	\$ 5.50	12	\$ 66.00
1062	H98UCH9PW7BN	APX6000	481CTM9993	Oct 2020	\$ 5.50	12	\$ 66.00
1063	H98UCH9PW7BN	APX6000	481CTM9969	Oct 2020	\$ 5.50	12	\$ 66.00
1064	H98UCH9PW7BN	APX6000	481CTM9976	Oct 2020	\$ 5.50	12	\$ 66.00
1065	H98UCH9PW7BN	APX6000	481CTM9972	Oct 2020	\$ 5.50	12	\$ 66.00
1066	H98UCH9PW7BN	APX6000	481CTM9997	Oct 2020	\$ 5.50	12	\$ 66.00
1067	H98UCH9PW7BN	APX6000	481CTM9968	Oct 2020	\$ 5.50	12	\$ 66.00
1068	H98UCH9PW7BN	APX6000	481CTM9971	Oct 2020	\$ 5.50	12	\$ 66.00
1069	H98UCH9PW7BN	APX6000	481CTM9987	Oct 2020	\$ 5.50	12	\$ 66.00
1070	H98UCH9PW7BN	APX6000	481CTM9982	Oct 2020	\$ 5.50	12	\$ 66.00
1071	H98UCH9PW7BN	APX6000	481CTM9986	Oct 2020	\$ 5.50	12	\$ 66.00
1072	H98UCH9PW7BN	APX6000	481CTM9977	Oct 2020	\$ 5.50	12	\$ 66.00
1073	H98UCH9PW7BN	APX6000	481CTM8819	Oct 2020	\$ 5.50	12	\$ 66.00
1074	H98UCH9PW7BN	APX6000	481CTM8882	Oct 2020	\$ 5.50	12	\$ 66.00
1075	H98UCH9PW7BN	APX6000	481CTMA007	Oct 2020	\$ 5.50	12	\$ 66.00
1076	H98UCH9PW7BN	APX6000	481CTM9995	Oct 2020	\$ 5.50	12	\$ 66.00
1077	H98UCH9PW7BN	APX6000	481CTM9983	Oct 2020	\$ 5.50	12	\$ 66.00
1078	H98UCH9PW7BN	APX6000	481CTM9991	Oct 2020	\$ 5.50	12	\$ 66.00
1079	H98UCH9PW7BN	APX6000	481CTMA004	Oct 2020	\$ 5.50	12	\$ 66.00
1080	H98UCH9PW7BN	APX6000	481CTM9989	Oct 2020	\$ 5.50	12	\$ 66.00
1081	H98UCH9PW7BN	APX6000	481CTM9975	Oct 2020	\$ 5.50	12	\$ 66.00
1082	H98UCH9PW7BN	APX6000	481CTMA005	Oct 2020	\$ 5.50	12	\$ 66.00
1083	H98UCH9PW7BN	APX6000	481CTM9992	Oct 2020	\$ 5.50	12	\$ 66.00
1084	H98UCH9PW7BN	APX6000	481CTM9984	Oct 2020	\$ 5.50	12	\$ 66.00
1085	H98UCH9PW7BN	APX6000	481CTMA001	Oct 2020	\$ 5.50	12	\$ 66.00
1086	H98UCH9PW7BN	APX6000	481CTM9985	Oct 2020	\$ 5.50	12	\$ 66.00
1087	H98UCH9PW7BN	APX6000	481CTM9994	Oct 2020	\$ 5.50	12	\$ 66.00
1088	H98UCH9PW7BN	APX6000	481CTM9990	Oct 2020	\$ 5.50	12	\$ 66.00
1089	H98UCH9PW7BN	APX6000	481CTM9979	Oct 2020	\$ 5.50	12	\$ 66.00
1090	H98UCH9PW7BN	APX6000	481CTMA003	Oct 2020	\$ 5.50	12	\$ 66.00
1091	H98UCH9PW7BN	APX6000	481CTM9998	Oct 2020	\$ 5.50	12	\$ 66.00
1092	H98UCH9PW7BN	APX6000	481CTM9996	Oct 2020	\$ 5.50	12	\$ 66.00
1093	H98UCH9PW7BN	APX6000	481CTMA002	Oct 2020	\$ 5.50	12	\$ 66.00
1094	H98UCH9PW7BN	APX6000	481CTM9999	Oct 2020	\$ 5.50	12	\$ 66.00

**\$ 72,204.00**

Qty	Model Number	Model Name	Serial Number	Wty Expiration	Monthly Cost	# of Months	Annual Cost
1	H91TGD9PW7AN	APX8000	579CVR1193	Sept 2022	\$ 5.50	12	\$ 66.00
2	H91TGD9PW7AN	APX8000	579CVR1194	Sept 2022	\$ 5.50	12	\$ 66.00
3	H91TGD9PW7AN	APX8000	579CVR1195	Sept 2022	\$ 5.50	12	\$ 66.00
4	H91TGD9PW7AN	APX8000	579CVR1196	Sept 2022	\$ 5.50	12	\$ 66.00
5	H91TGD9PW7AN	APX8000	579CVR1197	Sept 2022	\$ 5.50	12	\$ 66.00

6	H91TGD9PW7AN	APX8000	579CVR1198	Sept 2022	\$ 5.50	12	\$ 66.00
7	H91TGD9PW7AN	APX8000	579CVR1199	Sept 2022	\$ 5.50	12	\$ 66.00
8	H91TGD9PW7AN	APX8000	579CVR1200	Sept 2022	\$ 5.50	12	\$ 66.00
9	H91TGD9PW7AN	APX8000	579CVR1201	Sept 2022	\$ 5.50	12	\$ 66.00
10	H91TGD9PW7AN	APX8000	579CVR1202	Sept 2022	\$ 5.50	12	\$ 66.00
11	H91TGD9PW7AN	APX8000	579CVR1203	Sept 2022	\$ 5.50	12	\$ 66.00
12	H91TGD9PW7AN	APX8000	579CVR1204	Sept 2022	\$ 5.50	12	\$ 66.00
13	H91TGD9PW7AN	APX8000	579CVR1205	Sept 2022	\$ 5.50	12	\$ 66.00
14	H91TGD9PW7AN	APX8000	579CVR1206	Sept 2022	\$ 5.50	12	\$ 66.00
							<b>\$ 924.00</b>

Qty	Model Number	Model Name	Serial Number	Wty Expiration	Monthly Cost	# of Months	Annual Cost
1	M25URS9PW1AN	APX6500	527CRD0599	Feb 2108	\$ 8.40	12	\$ 100.80
2	M25URS9PW1AN	APX6500	527CRD0600	Feb 2018	\$ 8.40	12	\$ 100.80
3	M25URS9PW1AN	APX6500	527CRD0650	Feb 2018	\$ 8.40	12	\$ 100.80
4	M25URS9PW1AN	APX6500	527CSD1183	March 2020	\$ 8.40	12	\$ 100.80
5	M25URS9PW1AN	APX6500	527CSD1184	March 2020	\$ 8.40	12	\$ 100.80
6	M25URS9PW1AN	APX6500	527CSH0471	May 2020	\$ 8.40	12	\$ 100.80
7	M25URS9PW1AN	APX6500	527CUR0118	Oct 2021	\$ 8.40	12	\$ 100.80
8	M25URS9PW1AN	APX6500	527CST0443	Oct 2018	\$ 8.40	12	\$ 100.80
9	M25URS9PW1AN	APX6500	527CST0444	Oct 2018	\$ 8.40	12	\$ 100.80
10	M25URS9PW1AN	APX6500	527CST0445	Oct 2018	\$ 8.40	12	\$ 100.80
11	M25URS9PW1AN	APX6500	527CTT3427	Oct 2020	\$ 8.40	12	\$ 100.80
12	M25URS9PW1AN	APX6500	527CTT3428	Oct 2020	\$ 8.40	12	\$ 100.80
13	M25URS9PW1AN	APX6500	527CTT3429	Oct 2020	\$ 8.40	12	\$ 100.80
14	M25URS9PW1AN	APX6500	527CTT3430	Oct 2020	\$ 8.40	12	\$ 100.80
15	M25URS9PW1AN	APX6500	527CTT3431	Oct 2020	\$ 8.40	12	\$ 100.80
16	M25URS9PW1AN	APX6500	527CTT3432	Oct 2020	\$ 8.40	12	\$ 100.80
17	M25URS9PW1AN	APX6500	527CTT3433	Oct 2020	\$ 8.40	12	\$ 100.80
18	M25URS9PW1AN	APX6500	527CTT3434	Oct 2020	\$ 8.40	12	\$ 100.80
19	M25URS9PW1AN	APX6500	527CTT3435	Oct 2020	\$ 8.40	12	\$ 100.80
20	M25URS9PW1AN	APX6500	527CTT3436	Oct 2020	\$ 8.40	12	\$ 100.80
21	M25URS9PW1AN	APX6500	527CTT3437	Oct 2020	\$ 8.40	12	\$ 100.80
22	M25URS9PW1AN	APX6500	527CTT3438	Oct 2020	\$ 8.40	12	\$ 100.80
23	M25URS9PW1AN	APX6500	527CTT3439	Oct 2020	\$ 8.40	12	\$ 100.80
24	M25URS9PW1AN	APX6500	527CTT3440	Oct 2020	\$ 8.40	12	\$ 100.80
25	M25URS9PW1AN	APX6500	527CTT3441	Oct 2020	\$ 8.40	12	\$ 100.80
26	M25URS9PW1AN	APX6500	527CTT3442	Oct 2020	\$ 8.40	12	\$ 100.80
27	M25URS9PW1AN	APX6500	527CTT3443	Oct 2020	\$ 8.40	12	\$ 100.80
28	M25URS9PW1AN	APX6500	527CTT3444	Oct 2020	\$ 8.40	12	\$ 100.80
29	M25URS9PW1AN	APX6500	527CTT3445	Oct 2020	\$ 8.40	12	\$ 100.80
30	M25URS9PW1AN	APX6500	527CTT3446	Oct 2020	\$ 8.40	12	\$ 100.80
31	M25URS9PW1AN	APX6500	527CTT3447	Oct 2020	\$ 8.40	12	\$ 100.80

32	M25URS9PW1AN	APX6500	527CTT3448	Oct 2020	\$ 8.40	12	\$ 100.80
33	M25URS9PW1AN	APX6500	527CTT3449	Oct 2020	\$ 8.40	12	\$ 100.80
34	M25URS9PW1AN	APX6500	527CTT3450	Oct 2020	\$ 8.40	12	\$ 100.80
35	M25URS9PW1AN	APX6500	527CTT3451	Oct 2020	\$ 8.40	12	\$ 100.80
36	M25URS9PW1AN	APX6500	527CTT3452	Oct 2020	\$ 8.40	12	\$ 100.80
37	M25URS9PW1AN	APX6500	527CTT3453	Oct 2020	\$ 8.40	12	\$ 100.80
38	M25URS9PW1AN	APX6500	527CTT3454	Oct 2020	\$ 8.40	12	\$ 100.80
39	M25URS9PW1AN	APX6500	527CTT3455	Oct 2020	\$ 8.40	12	\$ 100.80
40	M25URS9PW1AN	APX6500	527CTT3456	Oct 2020	\$ 8.40	12	\$ 100.80
41	M25URS9PW1AN	APX6500	527CTT3457	Oct 2020	\$ 8.40	12	\$ 100.80
42	M25URS9PW1AN	APX6500	527CTT3458	Oct 2020	\$ 8.40	12	\$ 100.80
43	M25URS9PW1AN	APX6500	527CTT3459	Oct 2020	\$ 8.40	12	\$ 100.80
44	M25URS9PW1AN	APX6500	527CTT4950	Oct 2020	\$ 8.40	12	\$ 100.80
45	M25URS9PW1AN	APX6500	527CTT4951	Oct 2020	\$ 8.40	12	\$ 100.80
46	M25URS9PW1AN	APX6500	527CTT4952	Oct 2020	\$ 8.40	12	\$ 100.80
47	M25URS9PW1AN	APX6500	527CTT4953	Oct 2020	\$ 8.40	12	\$ 100.80
48	M25URS9PW1AN	APX6500	527CTT4954	Oct 2020	\$ 8.40	12	\$ 100.80
49	M25URS9PW1AN	APX6500	527CTT4955	Oct 2020	\$ 8.40	12	\$ 100.80
50	M25URS9PW1AN	APX6500	527CTT4956	Oct 2020	\$ 8.40	12	\$ 100.80
51	M25URS9PW1AN	APX6500	527CTT4957	Oct 2020	\$ 8.40	12	\$ 100.80
52	M25URS9PW1AN	APX6500	527CTT4958	Oct 2020	\$ 8.40	12	\$ 100.80
53	M25URS9PW1AN	APX6500	527CTT4959	Oct 2020	\$ 8.40	12	\$ 100.80
54	M25URS9PW1AN	APX6500	527CTT4960	Oct 2020	\$ 8.40	12	\$ 100.80
55	M25URS9PW1AN	APX6500	527CTT4961	Oct 2020	\$ 8.40	12	\$ 100.80
56	M25URS9PW1AN	APX6500	527CTT4962	Oct 2020	\$ 8.40	12	\$ 100.80
57	M25URS9PW1AN	APX6500	527CTT4963	Oct 2020	\$ 8.40	12	\$ 100.80
58	M25URS9PW1AN	APX6500	527CTT4964	Oct 2020	\$ 8.40	12	\$ 100.80
59	M25URS9PW1AN	APX6500	527CTT4965	Oct 2020	\$ 8.40	12	\$ 100.80
60	M25URS9PW1AN	APX6500	527CTT4966	Oct 2020	\$ 8.40	12	\$ 100.80
61	M25URS9PW1AN	APX6500	527CTT4967	Oct 2020	\$ 8.40	12	\$ 100.80
62	M25URS9PW1AN	APX6500	527CTT4968	Oct 2020	\$ 8.40	12	\$ 100.80
63	M25URS9PW1AN	APX6500	527CTT4969	Oct 2020	\$ 8.40	12	\$ 100.80
64	M25URS9PW1AN	APX6500	527CTT4970	Oct 2020	\$ 8.40	12	\$ 100.80
65	M25URS9PW1AN	APX6500	527CTT4971	Oct 2020	\$ 8.40	12	\$ 100.80
66	M25URS9PW1AN	APX6500	527CTT4972	Oct 2020	\$ 8.40	12	\$ 100.80
67	M25URS9PW1AN	APX6500	527CTT4973	Oct 2020	\$ 8.40	12	\$ 100.80
68	M25URS9PW1AN	APX6500	527CTT4974	Oct 2020	\$ 8.40	12	\$ 100.80
69	M25URS9PW1AN	APX6500	527CTT4975	Oct 2020	\$ 8.40	12	\$ 100.80
70	M25URS9PW1AN	APX6500	527CTT4976	Oct 2020	\$ 8.40	12	\$ 100.80
71	M25URS9PW1AN	APX6500	527CTT4977	Oct 2020	\$ 8.40	12	\$ 100.80
72	M25URS9PW1AN	APX6500	527CTT4978	Oct 2020	\$ 8.40	12	\$ 100.80
73	M25URS9PW1AN	APX6500	527CTT4979	Oct 2020	\$ 8.40	12	\$ 100.80
74	M25URS9PW1AN	APX6500	527CTT4983	Oct 2020	\$ 8.40	12	\$ 100.80

75	M25URS9PW1AN	APX6500	527CTT4984	Oct 2020	\$ 8.40	12	\$ 100.80
76	M25URS9PW1AN	APX6500	527CTT4985	Oct 2020	\$ 8.40	12	\$ 100.80
77	M25URS9PW1AN	APX6500	527CTT4986	Oct 2020	\$ 8.40	12	\$ 100.80
78	M25URS9PW1AN	APX6500	527CTT4987	Oct 2020	\$ 8.40	12	\$ 100.80
79	M25URS9PW1AN	APX6500	527CTT4988	Oct 2020	\$ 8.40	12	\$ 100.80
80	M25URS9PW1AN	APX6500	527CTT4989	Oct 2020	\$ 8.40	12	\$ 100.80
81	M25URS9PW1AN	APX6500	527CTT4990	Oct 2020	\$ 8.40	12	\$ 100.80
82	M25URS9PW1AN	APX6500	527CTT5021	Oct 2020	\$ 8.40	12	\$ 100.80
83	M25URS9PW1AN	APX6500	527CTT5022	Oct 2020	\$ 8.40	12	\$ 100.80
84	M25URS9PW1AN	APX6500	527CTT5023	Oct 2020	\$ 8.40	12	\$ 100.80
85	M25URS9PW1AN	APX6500	527CTT5024	Oct 2020	\$ 8.40	12	\$ 100.80
86	M25URS9PW1AN	APX6500	527CTT5025	Oct 2020	\$ 8.40	12	\$ 100.80
87	M25URS9PW1AN	APX6500	527CTT5026	Oct 2020	\$ 8.40	12	\$ 100.80
88	M25URS9PW1AN	APX6500	527CTT5027	Oct 2020	\$ 8.40	12	\$ 100.80
89	M25URS9PW1AN	APX6500	527CTT5028	Oct 2020	\$ 8.40	12	\$ 100.80
90	M25URS9PW1AN	APX6500	527CTT5029	Oct 2020	\$ 8.40	12	\$ 100.80
91	M25URS9PW1AN	APX6500	527CTT5030	Oct 2020	\$ 8.40	12	\$ 100.80
92	M25URS9PW1AN	APX6500	527CTT5031	Oct 2020	\$ 8.40	12	\$ 100.80
93	M25URS9PW1AN	APX6500	527CTT5032	Oct 2020	\$ 8.40	12	\$ 100.80
94	M25URS9PW1AN	APX6500	527CTT5033	Oct 2020	\$ 8.40	12	\$ 100.80
95	M25URS9PW1AN	APX6500	527CTT5034	Oct 2020	\$ 8.40	12	\$ 100.80
96	M25URS9PW1AN	APX6500	527CTT5035	Oct 2020	\$ 8.40	12	\$ 100.80
97	M25URS9PW1AN	APX6500	527CTT5036	Oct 2020	\$ 8.40	12	\$ 100.80
98	M25URS9PW1AN	APX6500	527CTT5037	Oct 2020	\$ 8.40	12	\$ 100.80
99	M25URS9PW1AN	APX6500	527CTT5038	Oct 2020	\$ 8.40	12	\$ 100.80
100	M25URS9PW1AN	APX6500	527CTT5039	Oct 2020	\$ 8.40	12	\$ 100.80
101	M25URS9PW1AN	APX6500	527CTT5040	Oct 2020	\$ 8.40	12	\$ 100.80
102	M25URS9PW1AN	APX6500	527CTT5041	Oct 2020	\$ 8.40	12	\$ 100.80
103	M25URS9PW1AN	APX6500	527CTT5042	Oct 2020	\$ 8.40	12	\$ 100.80
104	M25URS9PW1AN	APX6500	527CTT5043	Oct 2020	\$ 8.40	12	\$ 100.80
105	M25URS9PW1AN	APX6500	527CTT5045	Oct 2020	\$ 8.40	12	\$ 100.80
106	M25URS9PW1AN	APX6500	527CTT5046	Oct 2020	\$ 8.40	12	\$ 100.80
107	M25URS9PW1AN	APX6500	527CTT5047	Oct 2020	\$ 8.40	12	\$ 100.80
108	M25URS9PW1AN	APX6500	527CTT5868	Oct 2020	\$ 8.40	12	\$ 100.80
109	M25URS9PW1AN	APX6500	527CTT5869	Oct 2020	\$ 8.40	12	\$ 100.80
110	M25URS9PW1AN	APX6500	527CTT5870	Oct 2020	\$ 8.40	12	\$ 100.80
111	M25URS9PW1AN	APX6500	527CTT5871	Oct 2020	\$ 8.40	12	\$ 100.80
112	M25URS9PW1AN	APX6500	527CTT5872	Oct 2020	\$ 8.40	12	\$ 100.80
113	M25URS9PW1AN	APX6500	527CTT5873	Oct 2020	\$ 8.40	12	\$ 100.80
114	M25URS9PW1AN	APX6500	527CTT5874	Oct 2020	\$ 8.40	12	\$ 100.80
115	M25URS9PW1AN	APX6500	527CTT5875	Oct 2020	\$ 8.40	12	\$ 100.80
116	M25URS9PW1AN	APX6500	527CTT5876	Oct 2020	\$ 8.40	12	\$ 100.80
117	M25URS9PW1AN	APX6500	527CTT5877	Oct 2020	\$ 8.40	12	\$ 100.80



161	M25URS9PW1AN	APX6500	527CTT5921	Oct 2020	\$ 8.40	12	\$ 100.80
162	M25URS9PW1AN	APX6500	527CTT5922	Oct 2020	\$ 8.40	12	\$ 100.80
163	M25URS9PW1AN	APX6500	527CTT5923	Oct 2020	\$ 8.40	12	\$ 100.80
164	M25URS9PW1AN	APX6500	527CTT5924	Oct 2020	\$ 8.40	12	\$ 100.80
165	M25URS9PW1AN	APX6500	527CTT5925	Oct 2020	\$ 8.40	12	\$ 100.80
166	M25URS9PW1AN	APX6500	527CTT5926	Oct 2020	\$ 8.40	12	\$ 100.80
167	M25URS9PW1AN	APX6500	527CTT5927	Oct 2020	\$ 8.40	12	\$ 100.80
168	M25URS9PW1AN	APX6500	527CTT5928	Oct 2020	\$ 8.40	12	\$ 100.80
169	M25URS9PW1AN	APX6500	527CTT5929	Oct 2020	\$ 8.40	12	\$ 100.80
170	M25URS9PW1AN	APX6500	527CTT5930	Oct 2020	\$ 8.40	12	\$ 100.80
171	M25URS9PW1AN	APX6500	527CTT5931	Oct 2020	\$ 8.40	12	\$ 100.80
172	M25URS9PW1AN	APX6500	527CTT5932	Oct 2020	\$ 8.40	12	\$ 100.80
173	M25URS9PW1AN	APX6500	527CTT5933	Oct 2020	\$ 8.40	12	\$ 100.80

**\$ 17,438.40**

Qty	Model Number	Model Name	Serial Number	Wty Expiration	Monthly Cost	# of Months	Annual Cost
1	M30URS9PW1AN	APX7500	656CRK0950	June 2016	\$ 8.40	12	\$ 100.80
2	M30URS9PW1AN	APX7500	656CRK0951	June 2016	\$ 8.40	12	\$ 100.80
3	M30URS9PW1AN	APX7500	656CRK0952	June 2016	\$ 8.40	12	\$ 100.80
4	M30URS9PW1AN	APX7500	656CRK0953	June 2016	\$ 8.40	12	\$ 100.80
5	M30URS9PW1AN	APX7500	656CRK0954	June 2016	\$ 8.40	12	\$ 100.80
6	M30URS9PW1AN	APX7500	656CRK0955	June 2016	\$ 8.40	12	\$ 100.80
7	M30URS9PW1AN	APX7500	656CRK0956	June 2016	\$ 8.40	12	\$ 100.80
8	M30URS9PW1AN	APX7500	656CRK0957	June 2016	\$ 8.40	12	\$ 100.80
9	M30URS9PW1AN	APX7500	656CRK0958	June 2016	\$ 8.40	12	\$ 100.80
10	M30URS9PW1AN	APX7500	656CRK0959	June 2016	\$ 8.40	12	\$ 100.80
11	M30URS9PW1AN	APX7500	656CRK0960	June 2016	\$ 8.40	12	\$ 100.80
12	M30URS9PW1AN	APX7500	656CTT4668	Oct 2020	\$ 8.40	12	\$ 100.80
13	M30URS9PW1AN	APX7500	656CTT4669	Oct 2020	\$ 8.40	12	\$ 100.80
14	M30URS9PW1AN	APX7500	656CTT4670	Oct 2020	\$ 8.40	12	\$ 100.80
15	M30URS9PW1AN	APX7500	656CTT4671	Oct 2020	\$ 8.40	12	\$ 100.80
16	M30URS9PW1AN	APX7500	656CTT4672	Oct 2020	\$ 8.40	12	\$ 100.80

**\$ 1,612.80**

Qty	Model Number	Model Name	Serial Number	Wty Expiration	Monthly Cost	# of Months	Annual Cost
1	M37TSS9PW1AN	APX8500	681CVR2782	Sept 2022	\$ 8.40	12	\$ 100.80
2	M37TSS9PW1AN	APX8500	681CTT1578	Oct 2020	\$ 8.40	12	\$ 100.80
3	M37TSS9PW1AN	APX8500	681CTT1579	Oct 2020	\$ 8.40	12	\$ 100.80
4	M37TSS9PW1AN	APX8500	681CTT1580	Oct 2020	\$ 8.40	12	\$ 100.80
5	M37TSS9PW1AN	APX8500	681CVT2909	Sept 2022	\$ 8.40	12	\$ 100.80

**\$ 504.00**

Qty	Model Number	Model Name	Serial Number	Wty Expiration	Monthly Cost	# of Months	Annual Cost
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1	L30URS9PW1AN	APX7500 Console	761CTT0989	Oct 2020	\$ 8.40	12	\$ 100.80
2	L30URS9PW1AN	APX7500 Console	761CTT0990	Oct 2020	\$ 8.40	12	\$ 100.80
3	L30URS9PW1AN	APX7500 Console	761CTT0991	Oct 2020	\$ 8.40	12	\$ 100.80
4	L30URS9PW1AN	APX7500 Console	761CTT0992	Oct 2020	\$ 8.40	12	\$ 100.80
5	L30URS9PW1AN	APX7500 Console	761CTT0993	Oct 2020	\$ 8.40	12	\$ 100.80
6	L30URS9PW1AN	APX7500 Console	761CTT0994	Oct 2020	\$ 8.40	12	\$ 100.80
7	L30URS9PW1AN	APX7500 Console	761CTT0995	Oct 2020	\$ 8.40	12	\$ 100.80
8	L30URS9PW1AN	APX7500 Console	761CTT0996	Oct 2020	\$ 8.40	12	\$ 100.80
9	L30URS9PW1AN	APX7500 Console	761CTT0997	Oct 2020	\$ 8.40	12	\$ 100.80
10	L30URS9PW1AN	APX7500 Console	761CTT0998	Oct 2020	\$ 8.40	12	\$ 100.80
11	L30URS9PW1AN	APX7500 Console	761CTT0999	Oct 2020	\$ 8.40	12	\$ 100.80
12	L30URS9PW1AN	APX7500 Console	761CTT1000	Oct 2020	\$ 8.40	12	\$ 100.80
13	L30URS9PW1AN	APX7500 Console	761CTT1001	Oct 2020	\$ 8.40	12	\$ 100.80
14	L30URS9PW1AN	APX7500 Console	761CTT1002	Oct 2020	\$ 8.40	12	\$ 100.80
15	L30URS9PW1AN	APX7500 Console	761CTT1003	Oct 2020	\$ 8.40	12	\$ 100.80

**\$ 1,512.00**

**Subscriber Grand Total: \$ 96,536.64**