



SERVICE AGREEMENT

Contract #: USC00000325

Quote #: 1258544

CFL Contract # 12578-817

Date: 24-May-2021

Company Name:	City of Fort Lauderdale
Attn.:	City of Fort Lauderdale
Billing Address:	100 N. Andrews Ave., 6 th Floor
City, State, Zip:	Fort Lauderdale, FL 33301
Customer Contact:	Troy Bailey / Andrew Parker
Phone:	954-828-5790

P.O.#: N/A
 Customer #: 1011657600
 Bill to Tag#: 0001
 Contract Start Date: 01-OCT-2021
 Contract End Date: 30-SEP-2022
 Payment Cycle: MONTHLY
 Currency: USD

QTY	CONTRACT NUMBER	SERVICES DESCRIPTION	MONTHLY EXT	EXTENDED AMOUNT
	USC000003257	**** Recurring Services **** Radio Systems and Subscribers	\$46,325.18	\$555,902.16
	USC000167758	PremierOne CAD Interface	\$208.35	\$2500.20
Sub Total			\$46,533.33	\$541,269.36
Taxes			\$0.00	\$0.00
Grand Total			\$46,533.33	\$558,402.36
SPECIAL INSTRUCTIONS - ATTACH STATEMENT OF WORK FOR PERFORMANCE DESCRIPTIONS 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.

 AUTHORIZED CUSTOMER SIGNATURE TITLE DATE

 CUSTOMER (PRINT NAME)

 MOTOROLA REPRESENTATIVE (SIGNATURE) TITLE DATE

Matt Brenneman
 MOTOROLA REPRESENTATIVE (PRINT NAME) PHONE

Fort Lauderdale SmartZone System

Contract Start: 10/1/2021

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 Inteface (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

- 3.1. 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.
- 3.2. 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.
- 3.3. 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.
- 3.4. 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.
- 3.5. 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.
- 3.6. Customer must specifically identify any Equipment that is labeled intrinsically safe for use in hazardous environments.
- 3.7. 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.
- 3.8. 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 the Contractor at least thirty (30) days prior to the effective date of such cancellation. In the event this Agreement is terminated for convenience, Contractor 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. Contractor acknowledges and agrees that it has received good, valuable and sufficient consideration from City, the receipt and adequacy of which are hereby acknowledged by Contractor, 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 Contractor at least thirty (30) days prior to the effective date of such cancellation. The obligation of the City for payment to a Contractor 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.** Agreement and the rights and duties of the parties will be governed and interpreted in accordance with the laws of the State of Florida. Venue for any lawsuit by one party against the other or otherwise arising out of this Agreement, and for any other legal proceeding, shall be in Broward County, Florida, and in the event of federal jurisdiction, in the Southern District of Florida.
- 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 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, 2022, with renewal options. The City may cancel this service agreement upon providing thirty (30) days written notice to Motorola. The cancelation 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 any time.

18.10 Public Records

All bids will become the property of the City. The Bidder's response to the ITB is a public record pursuant to Florida law, which is subject to disclosure by the City under the State of Florida Public Records Law, Florida Statutes Chapter 119.07 ("Public Records Law"). The City shall permit public access to all documents, papers, letters or other material submitted in connection with this ITB and any resulting Agreement to be executed for this ITB, subject to the provisions of Sec. 119.07, Fla. Stat.. Any language contained in the Bidder's response to the ITB purporting to require confidentiality of any portion of the Bidder's response to the ITB, except to the extent that certain information is in the City's opinion a Trade Secret pursuant to Florida law, shall be void. If a Bidder submits any documents or other information to the City which the Bidder claims is Trade Secret information and exempt from Florida Statutes Chapter 119.07 ("Public Records Laws"), the Bidder shall clearly designate that it is a Trade Secret and that it is asserting that the document or information is exempt. The Bidder must specifically identify the exemption being claimed under Florida Statutes Sec. 119.07. The City shall be the final arbiter of whether any information contained in the Bidder's response to the ITB constitutes a Trade Secret. The City's determination of whether an exemption applies shall be final, and the Bidder agrees to defend, indemnify, and hold harmless the City and the City's officers, employees, and agent, against any loss or damages incurred by any person or entity as a result of the City's treatment of records as public records. In the event of Contract award, all documentation produced as part of the Agreement shall become the exclusive property of the City.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT 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 (2020), 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 19 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 (2020), 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 (2020), 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 (2020), 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 (2020), 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 (2020), as may be amended or revised.

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

ATTEST:

CITY OF FORT LAUDERDALE

Jeffrey A. Modarelli, City Clerk

By: _____
Christopher J. Lagerbloom, ICMA-CM
City Manager

Date: _____

Approved as to form:

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 _____, 2021, by **Matt Brenneman as Regional Service Manager for Motorola Solutions, Inc.**, a Delaware corporation authorized to transact business in the State of Florida.

(SEAL)

Notary Public, State of _____
(Signature of Notary Public)

(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 8:00 am - 5:00 pm 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 8:00 am - 5:00 pm 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 3rd 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
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 failure:</p> <ul style="list-style-type: none"> • 33% of call processing resources impaired • Site Environment alarms: <ul style="list-style-type: none"> ○ Smoke ○ Unauthorized access ○ Temperature ○ Power failure
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 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"> ○ Less than 33% of call processing resources impaired ○ Failure of a single redundant component
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"> ○ Intermittent faults that are infrequent and minor impact to core services ○ Statistical reporting problems

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"> ○ Faults resulting in minor functions or features being unsupported or unreliable in ways that are not noticeable to the user. ○ Faults that have no impact in how the user perceives the system to work. ○ Cosmetic issues. ○ Requests for information
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1.8 Severity Level Response Goals

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

Severity Level	Response Time
Severity 1	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.
Severity 2	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.
Severity 3	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.
Severity 4	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"> ● 33% of call processing resources impaired ● Site Environment alarms: <ul style="list-style-type: none"> ○ Smoke ○ Unauthorized access ○ Temperature ○ Power failure
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"> ● Less than 33% of call processing resources impaired ● Failure of a single redundant component
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"> ● Intermittent faults that are infrequent and minor impact to core services ● Statistical reporting problems
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"> ● Faults resulting in minor functions or features being unsupported or unreliable in ways that are not noticeable to the user. ● Faults that have no impact in how the user perceives the system to work. ● Cosmetic issues. ● Requests for information. ● Preventive Maintenance

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, Microwave¹, Line Boosters, Amplifier, Data Talker Wireless Transmitter, Short haul modems, UPS¹
- 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.

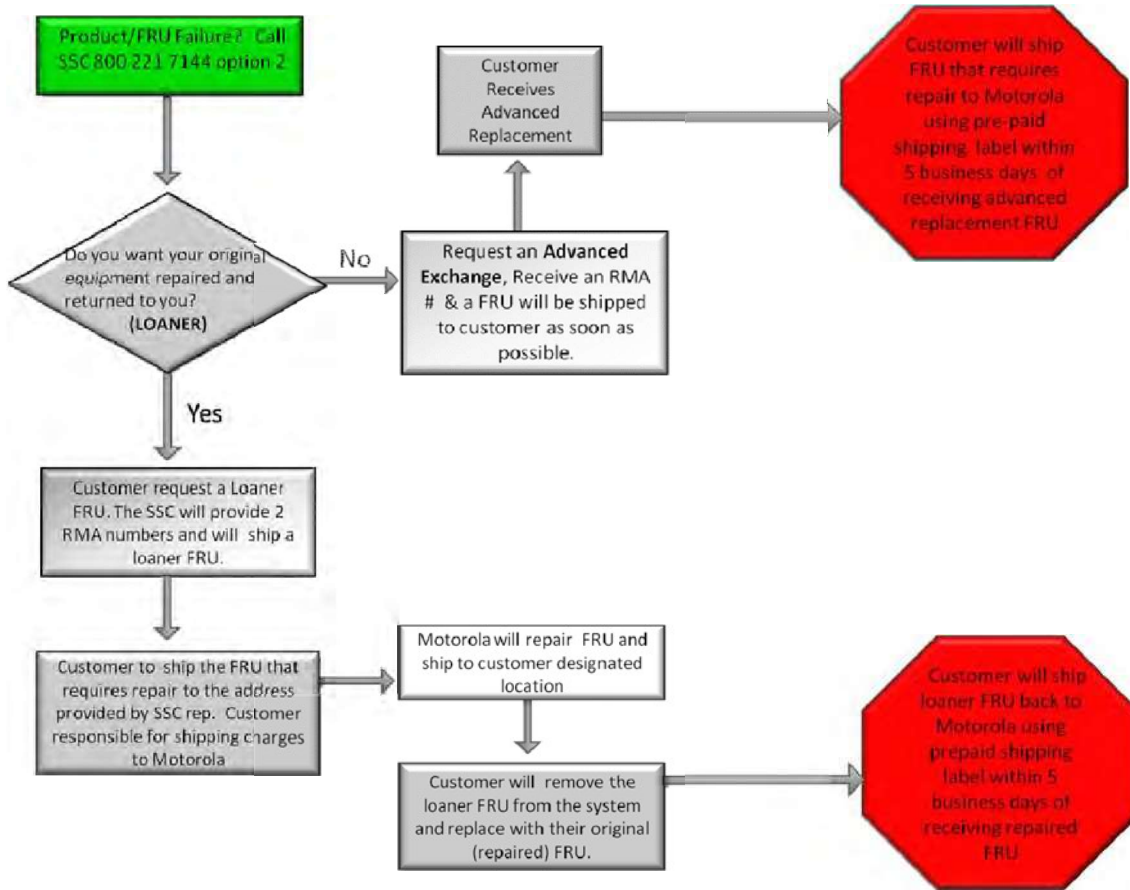
1.5 The Customer has the following responsibilities:

- 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 3rd 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
- ASTROTACComparators
- PSC 9600 SiteControllers
- 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.

1.5 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 is an SOW) unless otherwise agreed in writing by Motorola and included in this SOW.

- 1.6.1. (NOTE: WE ARE USING THIS AGREEMENT AND THIS SOW interchangeable – which is it?) 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 – this SOW?? 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 SOW 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 2ms.
- 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.

CORE	
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
RF SYSTEM	
Voice RF Sites/Simulcast Sites (Including Prime sites)	0
Repeater/Stations (FDMA)	36
Repeater/Stations (TDMA)	0
HPD RF Sites	0
HPD Stations	
DISPATCH CONSOLE SYSTEM	
Dispatch Sites	0
MCC7500 Operator Positions (VPM)	0
Conventional Channel Gateways (CCGW)	0
Conventional Site Controller (GCP 8000)	0
LOGGING SYSTEM	
Number of AIS Servers	0
Number of Voice Logging Recorder	0
Number of Logging Replay Clients	0
NETWORK MANAGEMENT/MOSCAD NFM	
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 Customer upon completion. This service will be performed during normal standard business days/hours (Monday – Friday, 8 am – 5 pm).

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 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"> • 6 Channel 4.1 IR site • 6 Channel 7.6 ASR site 	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 thirty (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 15th of the month will be effective the 1st of the following month. Equipment add-on requests received after the 15th of the month will be effective the 1st 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 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 in 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 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, 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

Customer is provided a webinar review of new features and products to ensure that Customer is up to date on all the latest enhancements and how it can utilize them within Customer's 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.

Exhibit A

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT 19-PS-92434 TERM: 10/01/2021-09/30/2022

CUSTOMER AGENCY	City of Fort Lauderdale	BILLING AGENCY	City of Fort Lauderdale
Address	528 NW 2 nd Street	Address	528 NW 2 nd Street
City, State, Zip	Ft Lauderdale, FL 33301	City, State, Zip	Ft Lauderdale, FL 33301
Contact Name	Fire Chief Stanley	Contact Name	Accounts Payable
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

Product Group	Site Identification Number	Phone Prompt
P1 CAD	PSA10460_(CAD)	4,2,2

Standard Services Include:

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

MOTOROLA SUPPORTED PRODUCTS

Product	Description	Technical Service Level	Qty	Term Fees
P1 CAD	ImageTrend Data Feed IF	24x7	1	\$2,500.00
TOTAL				\$2,500.00

Exhibit A Continued

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT 19-PS-92434 TERM: 10/01/2021-09/30/2022

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

USERS CONFERENCE ADVANCE PURCHASE OPTION					
Users Conference Attendance- WHY IS THIS PART BLANK? If N/A, then it should be N/A	Year		Attendees	Qty	Fees
			Standard Attendance ¹		
			Registration Only		
Standard Attendance Fees Includes the following: <ul style="list-style-type: none"> • 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 allowance² 					

¹ 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

² 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

Service	Description	Qty	Term Fees
Service Level	24x7 Support	1	Included
TOTAL			Included

SUPPORT FEES SUMMARY

Product	Service Level	Term Fees
PremierOne CAD™ Interface	24x7	\$2,500.00
MOTOROLA SUPPORT SUBTOTAL		\$2,500.00
24x7 Technical Support		Included
OPTIONAL SUPPORT SERVICES SUBTOTAL		Included
GRAND TOTAL		\$2,500.00

Exhibit B
CUSTOMER SUPPORT PLAN

MAINTENANCE AND SUPPORT AGREEMENT **19-PS-92434** **TERM:** **10/01/2021-09/30/2022**
CUSTOMER: **City of Fort Lauderdale**

Introduction

Welcome to Motorola Customer Support. We appreciate your business and look forward to serving your needs on your Public Safety Applications (PSA) system.

The Customer Support Plan is designed to provide Motorola customers the details necessary for understanding Motorola overall support processes and policies as a compliment to the Motorola Maintenance and Support Agreement.

The Motorola Maintenance and Support Agreement is the legal and binding contractual terms for which services are provided under. Questions or concerns regarding your support plan can be directed to your Support Manager.

Below are the topics outlined in this Customer Support Plan:

- I. Service Offerings**
- II. Accessing Customer Support**
- III. Severity Levels and Case Management**
- IV. Responsibilities**
- V. Customer Call Flow**
- VI. Contacts**

I. Service Offerings

Motorola Customer Support organization includes a staff of Support Analysts who are managed by Motorola Customer Support Managers and are chartered with the direct front-line support of Motorola Customers. A Support Analyst is a system technologist responsible for providing direct or escalation support. A Support Analyst is sometimes referred to as a Customer Support Analyst (“CSA”) or Technical Support Analyst (“TSA”) or Technical Support Representative.

Motorola Support Organization offers a multi-layered approach to a total service solution. Levels of support are defined as follows:

Service Levels

Level 0	Logging, dispatching and tracking service requests
Level 1	Selected 1 st call support, triage and resolution
Level 2	Telephone and/or on-site support for normal technical requirements
Level 3	High-level technical support prior to Engineering escalation
Level 4	Engineering software code fixes and changes

Motorola provides to customers on an active Maintenance and Support Agreement defined services and Software Releases. Specific support definitions, offerings and customer responsibilities are detailed in Section 3 of the main body of the Maintenance and Support Agreement.

II. Accessing Customer Support

The Motorola Solutions System Support Center Operations

Motorola Public Safety Applications Technical Support personnel in cooperation with Motorola System Support Center (“SSC”) provide the gateway to technical support for all of Motorola Public Safety Application systems. Accessing support through Motorola toll free 800 number, web ticketing or email ticketing ensures accurate case handling and tracking. The goal of the Support team and SSC is to make certain systems are restored and running at peak levels as quickly as possible. This is accomplished by obtaining accurate customer and problem details and by directing requests to the right support team in a timely manner.

The System Support Center offers total call management including:

- Single point of contact for Motorola service requests
- Logging, dispatching and tracking of service requests
- System capabilities to identify pending cases and automatically escalate to management
- Database and customer profile management
- Standard reports with on-demand distribution
- Case notification

Motorola System Support Center operates 24 hours a day, 7 days a week, 365 days a year. That means you can call us anytime. Support Center personnel enter requests for service, technical assistance, or telephone messages into a database system. Every time you call us, we log information about your request into the tracking system so that the information is available for reference and analysis to better serve your future service needs. Another benefit of logging every service request is that Motorola and customers can track the progress from initial contact to final resolution.

There are three options for accessing Support at Motorola:

1. **Motorola System Support Center Toll Free Number**
2. **eCase Management through Motorola Online**
3. **Email Case Ticketing**

Option 1 - Call Motorola Solutions System Support Center

For support and updates on products below, please contact Motorola’s Public Safety Application’s Customer Support: (800) MSI-HELP

Option 4 Software Products/Public Safety Applications:

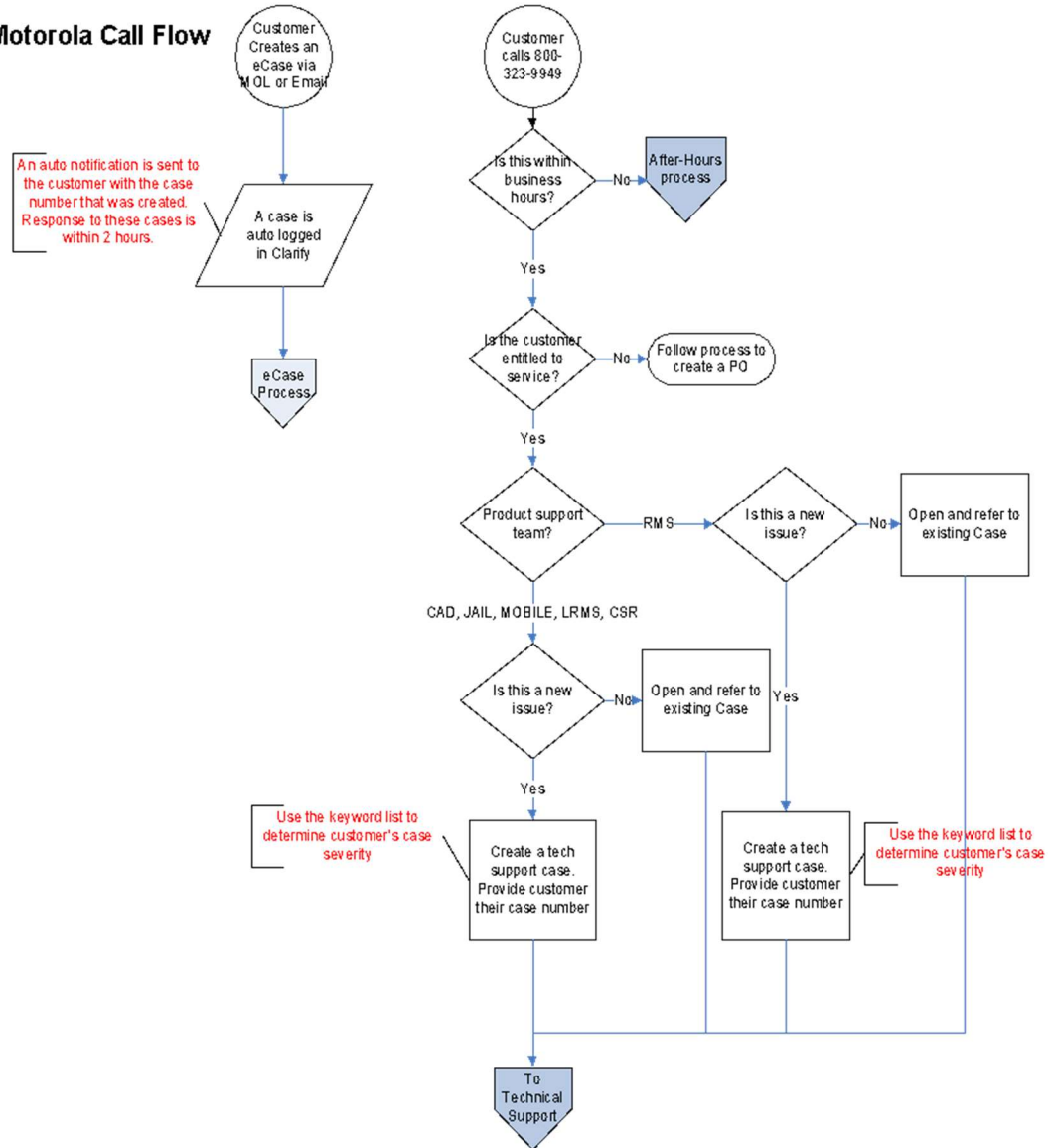
Option 2) Computer Aided Dispatch and Mobile

Option 2) PremierOne, Legacy CAD/Mobile

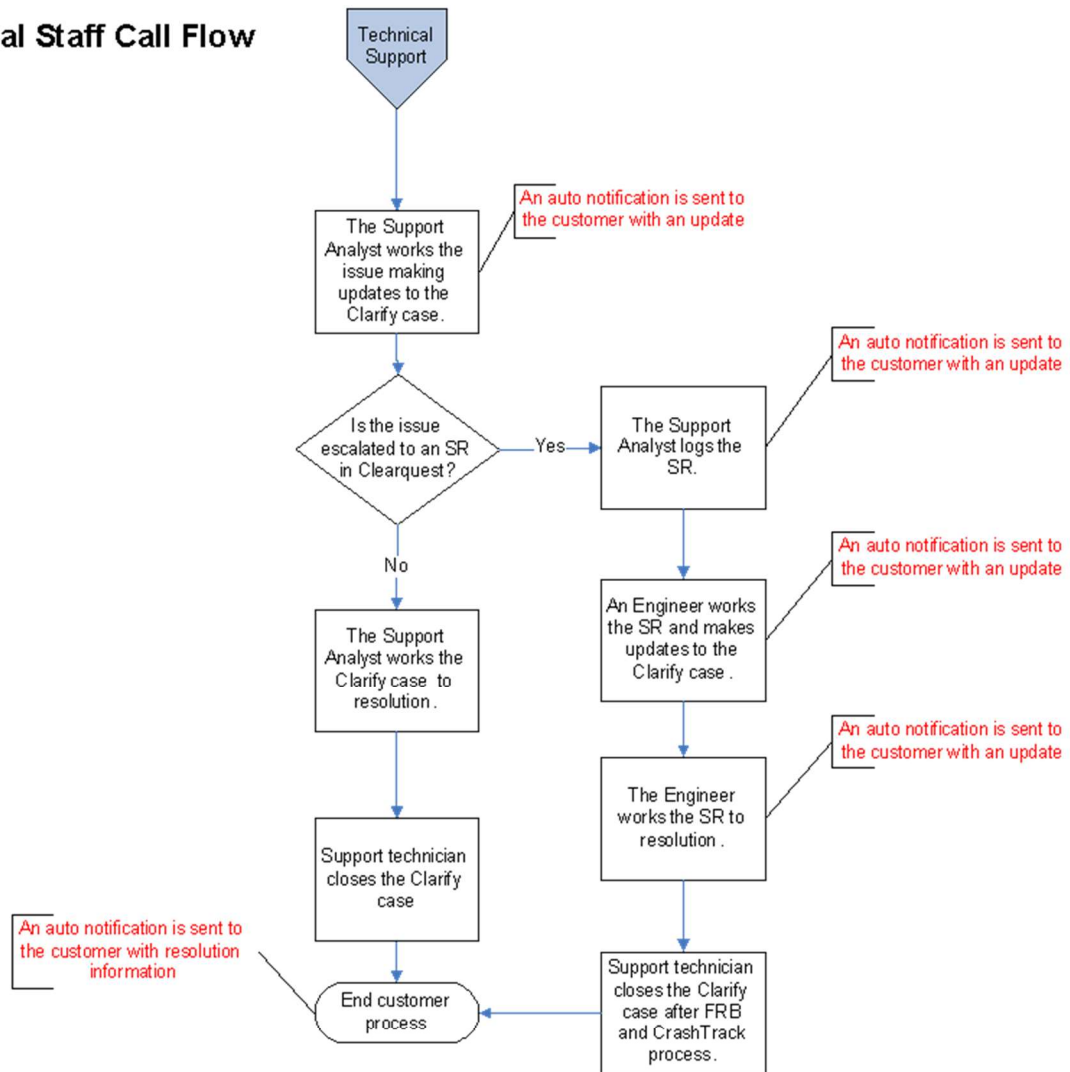
Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification Number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola Technical Support Team Member. A unique tracking number will be provided to your agency for future reference.

Generally, customers calling the toll-free 800 number will access Public Safety Applications technical support directly. For heavy call times or after hours the caller will be directed to Motorola System Support Call Center Operations. Once the logging process is complete customers are transferred directly to a Technical Support Analyst 24/7/365.

Motorola Call Flow



Technical Staff Call Flow



How to Obtain Technical Support for Products

Action / Response	
<p>Step 1. Call the Motorola Solutions System Support Center 1-800-MSI-HELP</p> <p>Step 2. Select option 4 (Software Products/Public Safety Applications)</p> <p>Step 3. Select option 2 (CAD/Mobile) or Select option 4 (Records/Jail)</p> <p>Step 4. Select product specific option</p> <p>Step 5. Provide Site Identification Number (See Covered Products Exhibit for your agency's Site Identification Numbers)</p>	
<p>Step 6. Provide Your Information</p>	<p>Caller Name</p> <p>Contact Phone Number</p> <p>Description of problem</p> <p>Severity of system problem determined at time of call</p> <p>Time available for call back</p> <p>Email address</p>
<p>Step 7. Case Number Generated</p>	<p>Caller will receive a Case number for tracking the service request.</p>
<p>Check Status</p>	<p>The caller may check the status of a Case at any time by calling the System Support Center at 1-800-323-9949 and following steps 2-4 above and providing the case number.</p>
<p>Case Assignment</p>	<p>The Customer Support Representative will determine a course of action and assign the Case to the appropriate group.</p>
<p>Standard Response Time</p>	<p><u>RESPONSE</u> See Section III for Severity Level definitions</p> <p>Severity 1: 1 hour</p> <p>Severity 2: 3 business hours</p> <p>Severity 3: 6 business hours</p> <p>Severity 4: 2 business days</p>
<p>Step 8. Notification of CASE All Activity</p>	<p>Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open, Assigned, Site Arrival, Deferred or Closure.</p> <p>To request case notifications, please contact your Support Manager.</p>
<p>Notification of CASE Open/Close Activity</p>	<p>Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open or Closure.</p> <p>To request case notifications, please contact your Support Manager.</p>

Option 2 - Submit a ticket via eCase Management from Motorola On-Line

Motorola Online eCase Management provides a fast, intuitive, and efficient interface for Technical Case Management that allows customers to open, update, and view the status of their cases on the web.

Setting Up a Motorola Solutions Online Account

To set up a Motorola Solutions On-Line account, please visit <https://businessonline.motorolasolutions.com> and follow the directions on the link for “[Sign Up Now.](#)”

A User ID and Password are not required for setting up your account. After accessing the link above, indicate in the “Additional Information” field you are a **Public Safety** customer seeking access to **eCase Management**. Once you submit your request, you will receive a confirmation email indicating receipt and including additional details about the Motorola Solutions Online account set up. In approximately 4-5 business days an additional email will be sent which includes details about your Online account.

Accessing the Technical Case Management web site


Once you have set up your agency’s Motorola On-Line Account, to access the site simply log onto Motorola at businessonline.motorolasolutions.com with your user ID and password, click on the **Contact Us**  **Open Case**, and select **System Support Issue** from the Issue Type drop-down.

Primary Features of Online Technical Case Management

Motorola customers have three main functions available through Motorola Online to manage their cases:

- A. Open new cases**
- B. Search for existing cases and view details of the existing case**
- C. Update existing cases by adding notes**

A. Open a New Case

1. Log into Motorola Solutions Online
2. Click on the “Case Mgmt”  Open Case



3. Select the Reason Code = **Technical Request** (and the page will automatically reload)

Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the [Motorola Membership Site](#)

Contact Name: PSA Customer WebID

Contact Phone: 8008140601

Contact Email: PT1728@MOTOROLASOLUTIONS.COM

Reason: System Support Issue

Title:

System Support Site: Please Specify

Case Type: Please Specify

Severity: Please Specify

System: Please Specify

Description:

4. Fill in the Case Title (description of request) and choose the applicable Site (which are listed alphabetically)
5. Choose case type **Technical Support**, Severity Level and **Public Safety Applications System**
6. Fill in a detailed description of your issue
7. Click "Create Case"

Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the [Motorola Membership Site](#)

Contact Name: PSA Customer WebID

Contact Phone: 8008140601

Contact Email: PT1728@MOTOROLASOLUTIONS.COM

Reason: System Support Issue

Title:

System Support Site: Please Specify

Case Type: Please Specify

Severity: Please Specify


System: Please Specify

Description:

Create Case

8. eCase Management will give immediate confirmation of case number (new case numbers are 8 digits long), Note: The confirmation screen includes “expand all” and “collapse all” buttons for case notes.

B. Search for an Existing Case

1. Log into Motorola Online
2. Click on the “Case Mgmt”  Search Case
3. Enter the exact case number or enter search criteria to find a range of tickets
4. Click “Got To” or “Search”



Go Directly to Case

Case Number:

(Please enter the exact case number.)

[Go To](#)

Enter Search Criteria

Case Number:

Title:

Type:

Condition:

01 Sep 2002

06 Mar 2012

[Reset](#) | [Search](#)

C. Update an Existing Case

1. You can also add notes after submitting your case, by clicking on the “Add Notes” button

The screenshot displays the 'Details for Case # 20000216' page. At the top, there are navigation links: 'Add Note - Open Case - Search Cases'. The case title is 'TEST'. The page is divided into two columns of metadata. The left column includes: Case Condition: Open; Customer name: TEST CUSTOMER; Case Status: Not Assigned; Issue Type: System Support; Case Source: Web; Contact Name: Test Test WebID; Contact Phone: 847 725-4902; Contact Email: test@test.comtest. The right column includes: System Site ID: MDT1130; System Site Name: Test Site as an example; Case System: IT; Case Type: Network Management. Below the metadata is a table with columns 'Activity', 'Date/Time', and 'Activity Summary'. The table contains two rows: a 'Create' activity from 12/31/2004 3:59:53 PM and a 'Notes' activity from 12/31/2004 3:59:53 PM. At the bottom of the page, there are 'Previous' and 'Add Note' buttons, with an arrow pointing to the 'Add Note' button. A yellow box labeled 'Case Number' points to the case number '20000216'. Another yellow box labeled 'Expand/Collapse Buttons' points to 'Expand All' and 'Collapse All' links. A third yellow box labeled 'Add Notes' points to the 'Add Note' button.

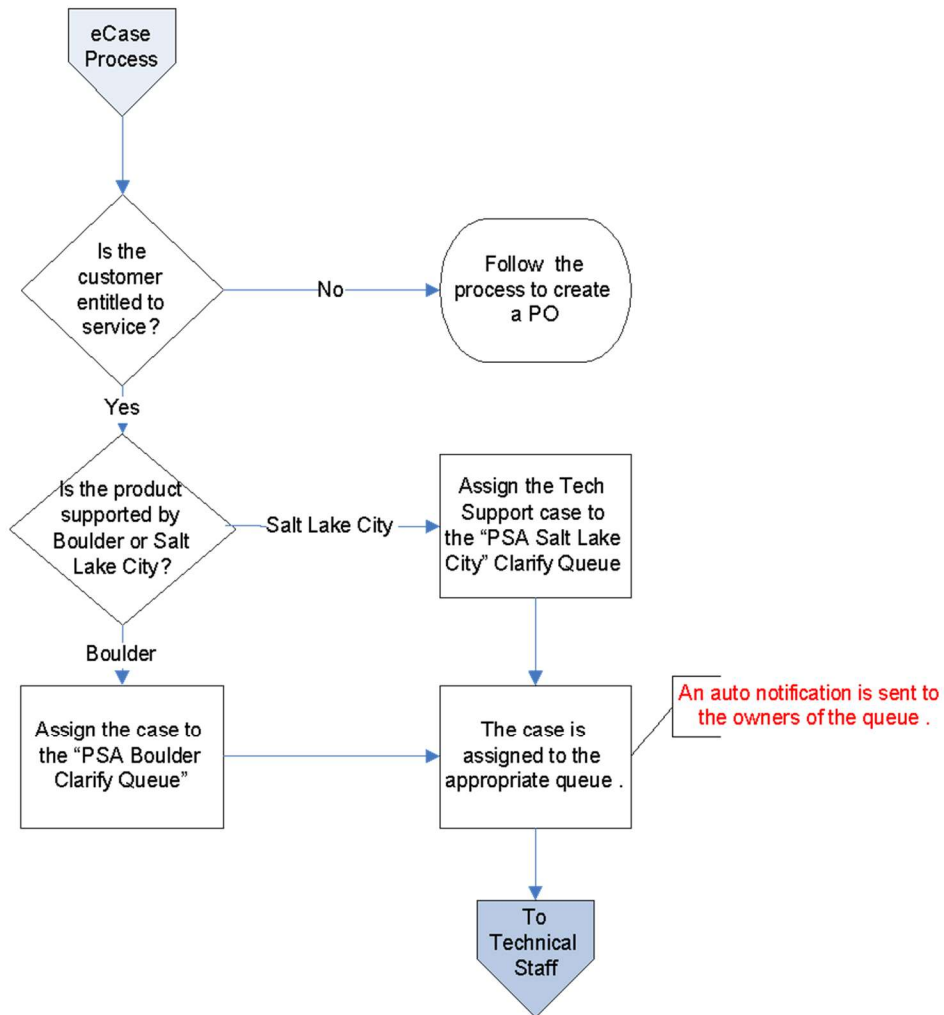
Activity	Date/Time	Activity Summary
Create	12/31/2004 3:59:53 PM	*** Performed by contact: Please Specify, Status = Not Assigned
Notes	12/31/2004 3:59:53 PM	*** Performed by contact

Motorola Solutions On-Line Support

1. Motorola does not recommend using this tool for opening Severity 1 or 2 cases. For any critical issues, customers should contact the System Support Center by calling 800-MSI-HELP and following the appropriate prompts.
2. The same guidelines would apply to updating cases with critical information. Any critical updates should be reported directly to Support by calling 800-MSI-HELP and following the appropriate prompts.
3. When updating case notes, please provide contact information, which includes phone number, email, etc.
4. For questions on Motorola Online eCase Management or Support, please contact the Motorola Online Helpdesk at 800-814-0601.

Requirements for effective usage:
Browser: Internet Explorer 5.0 or greater
Valid MOL user ID and Password

Motorola On-line Flow



Option 3 - Submit a ticket via Email Case Management

An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating cases.

To ensure proper case management and contractual response, email ticketing is only available for severity levels three and four. In order to properly process a ticket via email, the message must be formatted exactly as described below:

1. Address your email to PSACASE@motorolasolutions.com
2. Type **PSA Service Request** and a brief description of the system issue in the Subject line of the e-mail message. This will become the case title
3. Type **Site ID =** followed by the site identification number of the system location
4. Type **Product Type=** followed by the product family type. Choose from the following list:
 - CAD (OR FRIENDS OF CAD, such as AWW, ATM, AVL and UDT)
 - CSR (CUSTOMER SERVICE REQUEST)
 - INFOTRAK, LRMS
 - JAIL MANAGEMENT (OFFENDERTRAK)
 - MOBILE APPLICATIONS (PMDC, AIRMOBILE, TXMESSENGER)
 - NETRMS
5. Type **Contact First Name =** followed by your first name or the name of the person you would like support personnel to contact
6. Type **Contact Last Name =** followed by your last name or the name of the person you would like support personnel to contact.
7. Type **Phone Number =** followed by the area code and phone number where the contact person may be reached
8. Type **Severity Level =** followed by either severity level 3 or 4. All severity level one or two cases must be opened via the toll-free PSA customer support number
9. Type **Problem Description =** followed by a comprehensive description of the problem
10. Send the message to us. You will receive an email with your case number for future reference.

If an email response is not received, or if you need to open a severity level one or two case, please contact the PSA Customer Support by calling 800-MSI-HELP and following the appropriate prompt for further assistance.

SAMPLE Email Ticket Formatting:

Send

To... PSACASE

Cc...

Bcc...

Subject: PSA Service Request: NetRMS Reports Not Functioning

Site ID number: PSA1234_(NetRMS_) (Clarify site identification number)
Product type: NetRMS (Specific product such as LRMS, NetRMS, PremierMDC, etc.)
Contact first name: John
Contact last name: Doe
Phone number: 303-123-4567
Severity level: Level 3 (Email ticketing is available for severity levels three and four only)
Problem description: NetRMS does not allow for the creation of manual-case reports which is affecting the generation of daily reports (Include a comprehensive description of the problem)

III. 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 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 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 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 Customer was notified of and consented to in advance.

Priority Level Response Table

PRIORITY LEVEL	DEFINITION	RESPONSE TIME
1 Critical	<p>An incident is deemed CRITICAL if one or multiple critical functions are unavailable, or severely degraded such that the Customer's core business functions and capabilities are no longer delivered or capable. The resulting critical impact to the Customer's 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
2 High	<p>An incident is deemed HIGH 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

<p>3 Medium</p>	<p>An incident is deemed MEDIUM 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>	<p>Telephone conference within 8 Hours of initial notification during normal business hours</p>
<p>4 Low</p>	<p>A request is deemed LOW 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>	<p>Telephone conference within 2 Business Days of initial notification</p>

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.

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.

ESCALATION CONTACT		
Level 1	Level 2	Level 3
<u>SUPPORT CENTER</u>		
<p>DON JACKSON Manager, Technical Support Mobile: (720) 355-1183 Don.Jackson1@motorolasolutions.com</p>	<p>JOSH HOWELL Senior Manager, Technical Support Mobile: (616) 540-4103 Josh.Howell@motorolasolutions.com</p>	<p>JEREMY SMITH Head of Software Enterprise Centralized Managed & Support Operations Mobile: (951) 216-8827 Jeremy.Smith@motorolasolutions.com</p>
<u>ON-SITE SUPPORT TECHNICIANS</u>		
<p>WILLIAM BROWN Manager, Technical Support Mobile: (801) 413-8150 William.Brown@motorolasolutions.com</p>	<p>JOSH HOWELL Senior Manager, Technical Support Mobile: (616) 540-4103 Josh.Howell@motorolasolutions.com</p>	<p>JEREMY SMITH Head of Software Enterprise Centralized Managed & Support Operations Mobile: (951) 216-8827 Jeremy.Smith@motorolasolutions.com</p>

IV. Key Responsibilities

4.1 Motorola Responsibilities

- 4.1.1 **Support on Motorola Software.** Motorola will provide any required software fixes in the form of either a “patch” or in an On Demand, Cumulative Update, Supplemental or Standard Release.
- 4.1.2 **Motorola Response.** Motorola will provide telephone and on-site response to Central Site, defined as the Customer’s primary data processing facility, and Remote Site, defined as any site outside the Central Site, as shown in the Covered Products, Support Options and Pricing Exhibit.
- 4.1.3 **Remote Installation.** At Customer’s request, Motorola will provide remote installation advice or assistance for Updates.
- 4.1.4 **Software Release Compatibility.** At Customer’s request, Motorola will provide: (a) current list of compatible hardware operating system releases, if applicable; and (b) a list of Motorola Software Cumulative Updates, Supplemental, or Standard Releases.
- 4.1.5 **Customer Notifications.** Motorola will provide access to (a) Field Changes; (b) Customer Alert Bulletins; and (c) Hardware and Firmware Updates, as released and if applicable.
- 4.1.6 **On-Site Software Correction.** Unless otherwise stated herein, all suspected Residual Errors will be investigated and corrected from Motorola facilities. Motorola will decide whether on-site correction of any Residual Error is required and will take appropriate action.
- 4.1.7 **On-site Product Technical Support Services.** Motorola will furnish labor and parts required due to normal wear to restore the Equipment to good operating condition. Customer

will provide on-site hardware service or is responsible for purchasing on-going maintenance for Third Party on-site hardware support.

- 4.1.8 **Principal Period of Maintenance**. At Customer's request, Motorola will provide continuous effort to repair a reported problem beyond the PPM per the customer selected service level, provided Customer gives Motorola access to the Equipment before the end of the PPM, Motorola will extend a two (2) hour grace period beyond PPM at no charge. Following this grace period, any additional support will be invoiced on a time and material basis at Motorola then current rates for Professional Services.
- 4.1.9 **Compliance to Local, County, State and/or Federal Mandated Changes**. (Applies to Software and interfaces to those Products) Unless otherwise stated herein, compliance to local, county, state and/or federally mandated changes, including but not limited to IBR, UCR, NCIC and state interfaces are not part of the covered Services and will be quoted at the time of the request. Federal and State mandated changes for IBR and UCR are included in Motorola's standard maintenance offering.
- 4.1.10 **Anti-virus Software**. At Customer's request, Motorola will make every reasonable effort to test and verify specific anti-virus, anti-worm, or anti-hacker patches against a replication of Customer's application. Motorola will respond to any reported problem as an escalated support call.
- 4.1.11 **Account Reviews**. Upon request, Motorola will provide annual account reviews to include (a) service history of site; (b) downtime analysis; and (c) service trend analysis.
- 4.1.12 **Reports**. Service history reports and notifications are available from the Motorola call tracking system. If you are interested in obtaining access to service history reports and ticketing notifications, inquire with your Technical Support Representative.
- 4.1.13 **Maintenance Contract Administration**. Motorola's Maintenance Contracts Business manages the maintenance agreement following the warranty term that may be included in the purchase of a Motorola system.

Approximately four months prior to the expiration of the warranty period, a Motorola Customer Support Manager will contact you to discuss the options available for your specific site. The terms of the agreement can be customized to your agency's budgetary requirements and cycle. Motorola offers various levels of support to meet an agency's requirements, for example:

- Telephone, VPN support for software fixes
- Varying hours of coverage
- Third party vendor services
- On-site services
- Users Conference
- Professional Services

4.2 **Customer Responsibilities**

- 4.2.1 **Initiate Service Request Cases**. Contact Motorola through authorized tools and processes outlined in the Motorola Maintenance and Support Agreement Customer Support Plan Exhibit to initiate technical support request case.
- 4.2.2 **Assess Severity Level**. Assist in assessing the correct severity level per the severity level definitions found in the Customer Support Plan Exhibit.
- 4.2.3 **Escalate Appropriately**. Contact Motorola to add information or make changes to existing technical support cases, or escalate service requests to Motorola management. Motorola Services management contact information provided in the Customer Support Plan Exhibit.
- 4.2.4 **Support on Hardware**. Customer will provide all on-site hardware service or is responsible for purchasing on-going maintenance for 3rd party on-site hardware support. Third party

support on some system components may be available through Motorola Maintenance and Support Agreement. Customer will contact the appropriate vendor directly for parts and hardware service if not purchased through the Motorola Maintenance and Support Agreement.

- 4.2.5 **VPN connectivity**. Provide VPN connectivity and telephone access to Motorola personnel.
- 4.2.6 **Anti-virus software**. Run installed anti-virus software.
- 4.2.7 **Operating System (“OS”) Upgrades**. Unless otherwise stated herein, Customer is responsible for any OS upgrades to the System, except HP OS upgrades. Before installing OS upgrades, Customer will contact Motorola to verify that a given OS upgrade is appropriate.

V. Customer Call Flow

To Be Provided By Customer

Customer Contacts (to be provided by Customer)

Customer Agency Name:	City of Fort Lauderdale
Address:	100 N. Andrews Ave.
City, State and Zip:	Fort Lauderdale, FL 33301
Billing Contact Name:	Jeanette Sameem
Phone No:	954-828-5791
Email:	acctspayable@fortlauderdale.gov
Backup System Administrator Name:	
Phone No:	
Email:	
Service Escalations Contact Name:	
Title:	
Phone No:	
Email:	

City of Fort Lauderdale Subscribers

Contract Number: USC000003257

Customer Number: 1011657600

Start Date: Oct 1, 2021

Qty	Model Number	Model Name	Serial Number	Wty Expiration	Monthly Cost	# of Months	Annual Cost
1	AAM25SHD9AA2AN	CDM1250	103THY0250	Jan 2009	\$ 4.00	12	\$ 48.00
2	AAM25SHD9AA2AN	CDM1250	103THY0258	Jan 2009	\$ 4.00	12	\$ 48.00
3	AAM25SHD9AA2AN	CDM1250	103TJLJ608	July 2009	\$ 4.00	12	\$ 48.00
4	AAM25SHD9AA2AN	CDM1250	103TJS4081	Oct 2009	\$ 4.00	12	\$ 48.00
5	AAM25SHD9AA2AN	CDM1250	103TKW3397	Dec 2010	\$ 4.00	12	\$ 48.00
6	AAM25SHD9AA2AN	CDM1250	103TKW3401	Dec 2010	\$ 4.00	12	\$ 48.00
7	AAM25SHD9AA2AN	CDM1250	103TKW9521	Dec 2010	\$ 4.00	12	\$ 48.00
8	AAM25SHD9AA2AN	CDM1250	103TKW9528	Dec 2010	\$ 4.00	12	\$ 48.00
9	AAM25SHD9AA2AN	CDM1250	103TKW9601	Dec 2010	\$ 4.00	12	\$ 48.00
10	AAM25SHD9AA2AN	CDM1250	103TKW9602	Dec 2010	\$ 4.00	12	\$ 48.00
11	AAM25SHD9AA2AN	CDM1250	103TKW9603	Dec 2010	\$ 4.00	12	\$ 48.00
12	AAM25SHD9AA2AN	CDM1250	103TKW9605	Dec 2010	\$ 4.00	12	\$ 48.00
13	AAM25SHD9AA2AN	CDM1250	103TKY5445	Jan 2011	\$ 4.00	12	\$ 48.00
14	AAM25SHD9AA2AN	CDM1250	103TKY5450	Jan 2011	\$ 4.00	12	\$ 48.00
15	AAM25SHD9AA2AN	CDM1250	103TKY5451	Jan 2011	\$ 4.00	12	\$ 48.00
16	AAM25SHD9AA2AN	CDM1250	103TKY5452	Jan 2011	\$ 4.00	12	\$ 48.00
							\$ 768.00

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
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725	H98UCH9PW7BN	APX6000	756CTT2330	Oct 2020	\$ 5.50	12	\$ 66.00
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943	H98UCH9PW7BN	APX6000	756CTT2548	Oct 2020	\$ 5.50	12	\$ 66.00
944	H98UCH9PW7BN	APX6000	756CTT2549	Oct 2020	\$ 5.50	12	\$ 66.00
945	H98UCH9PW7BN	APX6000	756CTT2550	Oct 2020	\$ 5.50	12	\$ 66.00
946	H98UCH9PW7BN	APX6000	756CTT2551	Oct 2020	\$ 5.50	12	\$ 66.00
947	H98UCH9PW7BN	APX6000	756CTT2552	Oct 2020	\$ 5.50	12	\$ 66.00
948	H98UCH9PW7BN	APX6000	756CTT2553	Oct 2020	\$ 5.50	12	\$ 66.00
949	H98UCH9PW7BN	APX6000	756CTT2554	Oct 2020	\$ 5.50	12	\$ 66.00
950	H98UCH9PW7BN	APX6000	756CTT2555	Oct 2020	\$ 5.50	12	\$ 66.00
951	H98UCH9PW7BN	APX6000	756CTT2556	Oct 2020	\$ 5.50	12	\$ 66.00
952	H98UCH9PW7BN	APX6000	756CTT2557	Oct 2020	\$ 5.50	12	\$ 66.00
953	H98UCH9PW7BN	APX6000	756CTT2558	Oct 2020	\$ 5.50	12	\$ 66.00
954	H98UCH9PW7BN	APX6000	756CTT2559	Oct 2020	\$ 5.50	12	\$ 66.00
955	H98UCH9PW7BN	APX6000	756CTT2560	Oct 2020	\$ 5.50	12	\$ 66.00
956	H98UCH9PW7BN	APX6000	756CTT2561	Oct 2020	\$ 5.50	12	\$ 66.00
957	H98UCH9PW7BN	APX6000	756CTT2562	Oct 2020	\$ 5.50	12	\$ 66.00
958	H98UCH9PW7BN	APX6000	756CTT2563	Oct 2020	\$ 5.50	12	\$ 66.00
959	H98UCH9PW7BN	APX6000	756CTT2564	Oct 2020	\$ 5.50	12	\$ 66.00
960	H98UCH9PW7BN	APX6000	756CTT2565	Oct 2020	\$ 5.50	12	\$ 66.00
961	H98UCH9PW7BN	APX6000	756CTT2566	Oct 2020	\$ 5.50	12	\$ 66.00
962	H98UCH9PW7BN	APX6000	756CTT2567	Oct 2020	\$ 5.50	12	\$ 66.00
963	H98UCH9PW7BN	APX6000	756CTT2568	Oct 2020	\$ 5.50	12	\$ 66.00
964	H98UCH9PW7BN	APX6000	756CTT2569	Oct 2020	\$ 5.50	12	\$ 66.00
965	H98UCH9PW7BN	APX6000	756CTT2570	Oct 2020	\$ 5.50	12	\$ 66.00
966	H98UCH9PW7BN	APX6000	756CTT2571	Oct 2020	\$ 5.50	12	\$ 66.00
967	H98UCH9PW7BN	APX6000	756CTT2572	Oct 2020	\$ 5.50	12	\$ 66.00
968	H98UCH9PW7BN	APX6000	756CTT2573	Oct 2020	\$ 5.50	12	\$ 66.00
969	H98UCH9PW7BN	APX6000	756CTT2574	Oct 2020	\$ 5.50	12	\$ 66.00
970	H98UCH9PW7BN	APX6000	756CTT2575	Oct 2020	\$ 5.50	12	\$ 66.00
971	H98UCH9PW7BN	APX6000	756CTT2576	Oct 2020	\$ 5.50	12	\$ 66.00
972	H98UCH9PW7BN	APX6000	756CTT2577	Oct 2020	\$ 5.50	12	\$ 66.00
973	H98UCH9PW7BN	APX6000	756CTT2592	Oct 2020	\$ 5.50	12	\$ 66.00

974	H98UCH9PW7BN	APX6000	756CTT2593	Oct 2020	\$ 5.50	12	\$ 66.00
975	H98UCH9PW7BN	APX6000	756CTT2594	Oct 2020	\$ 5.50	12	\$ 66.00
976	H98UCH9PW7BN	APX6000	756CTT2595	Oct 2020	\$ 5.50	12	\$ 66.00
977	H98UCH9PW7BN	APX6000	756CTT2596	Oct 2020	\$ 5.50	12	\$ 66.00
978	H98UCH9PW7BN	APX6000	756CTT2597	Oct 2020	\$ 5.50	12	\$ 66.00
979	H98UCH9PW7BN	APX6000	756CTT2598	Oct 2020	\$ 5.50	12	\$ 66.00
980	H98UCH9PW7BN	APX6000	756CTT2599	Oct 2020	\$ 5.50	12	\$ 66.00
981	H98UCH9PW7BN	APX6000	756CTT2600	Oct 2020	\$ 5.50	12	\$ 66.00
982	H98UCH9PW7BN	APX6000	756CTT2601	Oct 2020	\$ 5.50	12	\$ 66.00
983	H98UCH9PW7BN	APX6000	756CTT2602	Oct 2020	\$ 5.50	12	\$ 66.00
984	H98UCH9PW7BN	APX6000	756CTT2603	Oct 2020	\$ 5.50	12	\$ 66.00
985	H98UCH9PW7BN	APX6000	756CTT2604	Oct 2020	\$ 5.50	12	\$ 66.00
986	H98UCH9PW7BN	APX6000	756CTT2605	Oct 2020	\$ 5.50	12	\$ 66.00
987	H98UCH9PW7BN	APX6000	756CTT2606	Oct 2020	\$ 5.50	12	\$ 66.00
988	H98UCH9PW7BN	APX6000	756CTT2607	Oct 2020	\$ 5.50	12	\$ 66.00
989	H98UCH9PW7BN	APX6000	756CTT2608	Oct 2020	\$ 5.50	12	\$ 66.00
990	H98UCH9PW7BN	APX6000	756CTT2609	Oct 2020	\$ 5.50	12	\$ 66.00
991	H98UCH9PW7BN	APX6000	756CTT2610	Oct 2020	\$ 5.50	12	\$ 66.00
992	H98UCH9PW7BN	APX6000	756CTT2611	Oct 2020	\$ 5.50	12	\$ 66.00
993	H98UCH9PW7BN	APX6000	756CTT2612	Oct 2020	\$ 5.50	12	\$ 66.00
994	H98UCH9PW7BN	APX6000	756CTT2613	Oct 2020	\$ 5.50	12	\$ 66.00
995	H98UCH9PW7BN	APX6000	756CTT2614	Oct 2020	\$ 5.50	12	\$ 66.00
996	H98UCH9PW7BN	APX6000	756CTT2615	Oct 2020	\$ 5.50	12	\$ 66.00
997	H98UCH9PW7BN	APX6000	756CTT2616	Oct 2020	\$ 5.50	12	\$ 66.00
998	H98UCH9PW7BN	APX6000	756CTT2617	Oct 2020	\$ 5.50	12	\$ 66.00
999	H98UCH9PW7BN	APX6000	756CTT2618	Oct 2020	\$ 5.50	12	\$ 66.00
1000	H98UCH9PW7BN	APX6000	756CTT2619	Oct 2020	\$ 5.50	12	\$ 66.00
1001	H98UCH9PW7BN	APX6000	756CTT2620	Oct 2020	\$ 5.50	12	\$ 66.00
1002	H98UCH9PW7BN	APX6000	756CTT2621	Oct 2020	\$ 5.50	12	\$ 66.00
1003	H98UCH9PW7BN	APX6000	756CTT2622	Oct 2020	\$ 5.50	12	\$ 66.00
1004	H98UCH9PW7BN	APX6000	756CTT2623	Oct 2020	\$ 5.50	12	\$ 66.00
1005	H98UCH9PW7BN	APX6000	756CTT2624	Oct 2020	\$ 5.50	12	\$ 66.00
1006	H98UCH9PW7BN	APX6000	756CTT2625	Oct 2020	\$ 5.50	12	\$ 66.00
1007	H98UCH9PW7BN	APX6000	756CTT2626	Oct 2020	\$ 5.50	12	\$ 66.00
1008	H98UCH9PW7BN	APX6000	756CTT2627	Oct 2020	\$ 5.50	12	\$ 66.00
1009	H98UCH9PW7BN	APX6000	756CTT2628	Oct 2020	\$ 5.50	12	\$ 66.00
1010	H98UCH9PW7BN	APX6000	756CTT2629	Oct 2020	\$ 5.50	12	\$ 66.00
1011	H98UCH9PW7BN	APX6000	756CTT2630	Oct 2020	\$ 5.50	12	\$ 66.00
1012	H98UCH9PW7BN	APX6000	756CTT2631	Oct 2020	\$ 5.50	12	\$ 66.00
1013	H98UCH9PW7BN	APX6000	756CTT2632	Oct 2020	\$ 5.50	12	\$ 66.00
1014	H98UCH9PW7BN	APX6000	756CTT2633	Oct 2020	\$ 5.50	12	\$ 66.00
1015	H98UCH9PW7BN	APX6000	756CTT2634	Oct 2020	\$ 5.50	12	\$ 66.00
1016	H98UCH9PW7BN	APX6000	756CTT2635	Oct 2020	\$ 5.50	12	\$ 66.00

1017	H98UCH9PW7BN	APX6000	756CTT2636	Oct 2020	\$ 5.50	12	\$ 66.00
1018	H98UCH9PW7BN	APX6000	756CTT2637	Oct 2020	\$ 5.50	12	\$ 66.00
1019	H98UCH9PW7BN	APX6000	756CTT2638	Oct 2020	\$ 5.50	12	\$ 66.00
1020	H98UCH9PW7BN	APX6000	756CTT2639	Oct 2020	\$ 5.50	12	\$ 66.00
1021	H98UCH9PW7BN	APX6000	756CTT2640	Oct 2020	\$ 5.50	12	\$ 66.00
1022	H98UCH9PW7BN	APX6000	756CTT2641	Oct 2020	\$ 5.50	12	\$ 66.00
1023	H98UCH9PW7BN	APX6000	756CTT2659	Oct 2020	\$ 5.50	12	\$ 66.00
1024	H98UCH9PW7BN	APX6000	756CTT2660	Oct 2020	\$ 5.50	12	\$ 66.00
1025	H98UCH9PW7BN	APX6000	756CTT2661	Oct 2020	\$ 5.50	12	\$ 66.00
1026	H98UCH9PW7BN	APX6000	756CTT2662	Oct 2020	\$ 5.50	12	\$ 66.00
1027	H98UCH9PW7BN	APX6000	756CTT2663	Oct 2020	\$ 5.50	12	\$ 66.00
1028	H98UCH9PW7BN	APX6000	756CTT2664	Oct 2020	\$ 5.50	12	\$ 66.00
1029	H98UCH9PW7BN	APX6000	756CTT2665	Oct 2020	\$ 5.50	12	\$ 66.00
1030	H98UCH9PW7BN	APX6000	756CTT2666	Oct 2020	\$ 5.50	12	\$ 66.00
1031	H98UCH9PW7BN	APX6000	756CTT2667	Oct 2020	\$ 5.50	12	\$ 66.00
1032	H98UCH9PW7BN	APX6000	756CTT2668	Oct 2020	\$ 5.50	12	\$ 66.00
1033	H98QDH9PW7BN	APX6000	756CVD0792	March 2020	\$ 5.50	12	\$ 66.00
1034	H98QDH9PW7BN	APX6000	756CVD0793	March 2020	\$ 5.50	12	\$ 66.00
1035	H98QDH9PW7BN	APX6000	756CVD0794	March 2020	\$ 5.50	12	\$ 66.00
1036	H98QDH9PW7BN	APX6000	756CVD0795	March 2020	\$ 5.50	12	\$ 66.00
1037	H98QDH9PW7BN	APX6000	756CVD0796	March 2020	\$ 5.50	12	\$ 66.00
1038	H98QDH9PW7BN	APX6000	756CVD0797	March 2020	\$ 5.50	12	\$ 66.00
1039	H98UCH9PW7BN	APX6000	756CVF0243	April 2020	\$ 5.50	12	\$ 66.00
1040	H98UCH9PW7BN	APX6000	756CVF0244	April 2020	\$ 5.50	12	\$ 66.00
1041	H98UCH9PW7BN	APX6000	756CVF0245	April 2020	\$ 5.50	12	\$ 66.00
1042	H98UCH9PW7BN	APX6000	756CVF0246	April 2020	\$ 5.50	12	\$ 66.00
1043	H98UCH9PW7BN	APX6000	756CVF0247	April 2020	\$ 5.50	12	\$ 66.00
1044	H98UCH9PW7BN	APX6000	756CVF0248	April 2020	\$ 5.50	12	\$ 66.00
1045	H98UCH9PW7BN	APX6000	756CVF0328	April 2020	\$ 5.50	12	\$ 66.00
1046	H98UCH9PW7BN	APX6000	756CVF0329	April 2020	\$ 5.50	12	\$ 66.00
1047	H98UCH9PW7BN	APX6000	756CVF0330	April 2020	\$ 5.50	12	\$ 66.00
1048	H98QDH9PW7BN	APX6000	481CVD7320	March 2020	\$ 5.50	12	\$ 66.00
1049	H98QDH9PW7BN	APX6000	481CVD7321	March 2020	\$ 5.50	12	\$ 66.00
1050	H98QDH9PW7BN	APX6000	481CVD7322	March 2020	\$ 5.50	12	\$ 66.00
1051	H98QDH9PW7BN	APX6000	481CVD7323	March 2020	\$ 5.50	12	\$ 66.00
1052	H98QDH9PW7BN	APX6000	481CVD7324	March 2020	\$ 5.50	12	\$ 66.00
1053	H98QDH9PW7BN	APX6000	481CVD7325	March 2020	\$ 5.50	12	\$ 66.00
1054	H98QDH9PW7BN	APX6000	481CVD7326	March 2020	\$ 5.50	12	\$ 66.00
1055	H98UCH9PW7BN	APX6000	481CTM9974	Oct 2020	\$ 5.50	12	\$ 66.00
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			
2	H91TGD9PW7AN	APX8000	579CVR1194	Sept 2022			
3	H91TGD9PW7AN	APX8000	579CVR1195	Sept 2022			
4	H91TGD9PW7AN	APX8000	579CVR1196	Sept 2022			
5	H91TGD9PW7AN	APX8000	579CVR1197	Sept 2022			

6	H91TGD9PW7AN	APX8000	579CVR1198	Sept 2022			
7	H91TGD9PW7AN	APX8000	579CVR1199	Sept 2022			
8	H91TGD9PW7AN	APX8000	579CVR1200	Sept 2022			
9	H91TGD9PW7AN	APX8000	579CVR1201	Sept 2022			
10	H91TGD9PW7AN	APX8000	579CVR1202	Sept 2022			
11	H91TGD9PW7AN	APX8000	579CVR1203	Sept 2022			
12	H91TGD9PW7AN	APX8000	579CVR1204	Sept 2022			
13	H91TGD9PW7AN	APX8000	579CVR1205	Sept 2022			
14	H91TGD9PW7AN	APX8000	579CVR1206	Sept 2022			

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	0	\$ -
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	0	\$ -

\$ 302.40

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: \$ 95,349.48