



SERVICE AGREEMENT

1299 E Algonquin Road
 Schaumburg, IL 60196
 (800) 247-2346

Contract Number: USC000004828
 Contract Modifier: R30-JAN-19 21:19:31

Date: 02-FEB-2019

Company Name: Lauderhill, City Of Attn.: Accounts Payables Billing Address: 5581 W Oakland Park Blvd City, State, Zip Code: Lauderhill, FL 33313 Customer Contact: Jeff Levy Phone: 954-347-8116

P.O.#: N/A
 Customer #: 1012492740
 Bill to Tag#: 0006
 Contract Start Date: 01-OCT-2019
 Contract End Date: 30-SEP-2020
 Payment Cycle: MONTHLY
 Currency: USD

QTY	MODEL/OPTION	SERVICES DESCRIPTION	MONTHLY EXT	EXTENDED AMT
	LSV00S00050A	***** Recurring Services ***** LOCAL DEVICE COMBO SVC	\$4,857.20	\$58,286.40
			Sub Total	\$4,857.20
			Taxes	\$0.00
			Grand Total	\$4,857.20
SPECIAL INSTRUCTIONS - ATTACH STATEMENT OF WORK FOR PERFORMANCE DESCRIPTIONS SERVICE AGREEMENT TO COVER DISPATCHING, TECHNICAL SUPPORT, INFRASTRUCTURE REPAIR WITH ADVANCED REPLACEMENT, ON SITE INFRASTRUCTURE REPAIR FOR CONVENTIONAL SYSTEM, BDA RESPONSE AND REPAIR BASED ON COMMERCIALLY REASONABLE EFFORTS DEPENDING ON PARTS AVAILABILITY WITH VENDOR, LOCAL RADIO COMBO AND ANNUAL PM CHECK FOR SUBSCRIBERS. ***The price quoted via this service contract renewal is valid only until the expiration of the current service contract. If the customer does not provide to Motorola a valid, executed service agreement renewal, (with a hard copy Purchase Order if applicable), within 30 days of contract expiration, a onetime administrative fee equal to 5% of the subsequent years annual contract rate will be billed to the customer upon reestablishment of the expired contract Pricing on the 5% Administration fee once delinquent = \$2,379.00***			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

CINDEE MARKES

954-520-8868

MOTOROLA REPRESENTATIVE (PRINT NAME)

PHONE

Company Name : Lauderhill, City Of
Contract Number : USC000004828
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Service Terms and Conditions

Motorola Solutions Inc. ("Motorola") and the customer named in this Agreement ("Customer") hereby agree as follows:

Section 1. APPLICABILITY

These Maintenance Service Terms and Conditions apply to service contracts whereby Motorola will provide to Customer either (1) maintenance, support, or other services under a Motorola Service Agreement, or (2) installation services under a Motorola Installation Agreement.

Section 2. DEFINITIONS AND INTERPRETATION

2.1. "Agreement" means these Maintenance Service Terms and Conditions; the cover page for the Service Agreement or the Installation Agreement, as applicable; and any other attachments, all of which are incorporated herein by this reference. In interpreting this Agreement and resolving any ambiguities, these Maintenance Service Terms and Conditions take precedence over any cover page, and the cover page takes precedence over any attachments, unless the cover page or attachment states otherwise.

2.2. "Equipment" means the equipment that is specified in the attachments or is subsequently added to this Agreement.

2.3. "Services" means those installation, maintenance, support, training, and other services described in this Agreement.

Section 3. ACCEPTANCE

Customer accepts these Maintenance Service Terms and Conditions and agrees to pay the prices set forth in the Agreement. This Agreement becomes binding only when accepted in writing by Motorola. The term of this Agreement begins on the "Start Date" indicated in this Agreement.

Section 4. SCOPE OF SERVICES

4.1. Motorola will provide the Services described in this Agreement or in a more detailed statement of work or other document attached to this Agreement. At Customer's request, Motorola may also provide additional services at Motorola's then-applicable rates for the services.

4.2. If Motorola is providing Services for Equipment, Motorola parts or parts of equal quality will be used; the Equipment will be serviced at levels set forth in the manufacturer's product manuals; and routine service procedures that are prescribed by Motorola will be followed.

4.3. If Customer purchases from Motorola additional equipment that becomes part of the same system as the initial Equipment, the additional equipment may be added to this Agreement and will be billed at the applicable rates after the warranty for that additional equipment expires.

4.4. All Equipment must be in good working order on the Start Date or when additional equipment is added to the Agreement. Upon reasonable request by Motorola, Customer will provide a complete serial and model number list of the Equipment. 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 this Equipment will terminate at the end of the month in which Motorola receives the written notice.

4.5. Customer must specifically identify any Equipment that is labeled intrinsically safe for use in hazardous environments.

4.6. If Equipment cannot, in Motorola's reasonable opinion, be properly or economically serviced for any reason, Motorola may modify the scope of Services related to that Equipment; remove that Equipment from the Agreement; or increase the price to Service that Equipment.

4.7. Customer must promptly notify Motorola 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 5. EXCLUDED SERVICES

5.1. Service excludes the repair or replacement of Equipment that has become defective or damaged from use in other than the normal, customary, intended, and authorized manner; use not in compliance with applicable industry standards;

excessive wear and tear; or accident, liquids, power surges, neglect, acts of God or other force majeure events.

5.2. Unless specifically included in this Agreement, Service excludes items that are consumed in the normal operation of the Equipment, such as batteries or magnetic tapes.; upgrading or reprogramming Equipment; accessories, belt clips, battery chargers, custom or special products, modified units, or software; and repair or maintenance of any transmission line, antenna, microwave equipment, tower or tower lighting, duplexer, combiner, or multicoupler. Motorola has no obligations for any transmission medium, such as telephone lines, computer networks, the internet or the worldwide web, or for Equipment malfunction caused by the transmission medium.

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 will provide Motorola, at no charge, a non-hazardous work environment with adequate shelter, heat, light, and power and with full and free access to the Equipment. Waivers of liability from Motorola 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 so that Motorola may perform its Services. Unless otherwise stated in this Agreement, the hours of Service will be 8:30 a.m. to 4:30 p.m., local time, excluding weekends and holidays. Unless otherwise stated in this Agreement, the price for the Services exclude any charges or expenses associated with helicopter or other unusual access requirements; if these charges or expenses are reasonably incurred by Motorola in rendering the Services, Customer agrees to reimburse Motorola for those charges and expenses.

Section 7. CUSTOMER CONTACT

Customer will provide Motorola with designated points of contact (list of names and phone numbers) that will be available 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. INVOICING AND PAYMENT

8.1 Customer affirms that a purchase order or notice to proceed is not required for the duration of this service contract and will appropriate funds each year through the contract end date. Unless alternative payment terms are stated in this Agreement, Motorola will invoice Customer in advance for each payment period. All other charges will be billed monthly, and Customer must pay each invoice in U.S. dollars within twenty (20) days of the invoice date.

8.2 Customer will reimburse Motorola for all property taxes, sales and use taxes, excise taxes, and other taxes or assessments that are levied as a result of Services rendered under this Agreement (except income, profit, and franchise taxes of Motorola) by any governmental entity. The Customer will pay all invoices as received from Motorola. At the time of execution of this Agreement, the Customer will provide all necessary reference information to include on invoices for payment in accordance with this Agreement.

8.3 At the end of the first year of the Agreement and each year thereafter, a CPI percentage change calculation shall be performed. Should the annual inflation rate increase greater than 5% during the previous year, Motorola shall have the right to increase all future maintenance prices by the CPI increase amount exceeding 5%. The Midwest Region Consumer Price Index (https://www.bls.gov/regions/mountain-plains/news-release/consumerpriceindex_midwest.htm), All items, Not seasonally adjusted shall be used as the measure of CPI for this price adjustment. Measurement will take place once the annual average for the new year has been posted by the Bureau of Labor Statistics

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 from the date the performance of the Services are completed. 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 THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Section 10. DEFAULT/TERMINATION

10.1. If either party defaults in the performance of this Agreement, the other party will give to the non-performing party a written and detailed notice of the default. The non-performing party will have thirty (30) days thereafter to provide a written plan to cure the default that is acceptable to the other party and begin implementing the cure plan immediately after plan approval. If the non-performing party fails to provide or implement the cure plan, then the injured party, in addition to any other rights available to it under law, may immediately terminate this Agreement effective upon giving a written notice of termination to the defaulting party.

10.2. Any termination of this Agreement will not relieve either party of obligations previously incurred pursuant to this Agreement, including payments which may be due and owing at the time of termination. All sums owed by Customer to Motorola will become due and payable immediately upon termination of this Agreement. Upon the effective date of termination, Motorola will have no further obligation to provide Services.

10.3 If the Customer terminates this Agreement before the end of the Term, for any reason other than Motorola default, then the Customer will pay to Motorola an early termination fee equal to the discount applied to the last three (3) years of Service payments for the original Term.

Section 11. LIMITATION OF LIABILITY

Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of twelve (12) months of Service provided under this Agreement. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT OR THE PERFORMANCE OF SERVICES BY MOTOROLA PURSUANT TO THIS AGREEMENT. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account. This limitation of liability will survive the expiration or termination of this Agreement and applies notwithstanding any contrary provision.

Section 12. EXCLUSIVE TERMS AND CONDITIONS

12.1. This Agreement supersedes all prior and concurrent agreements and understandings between the parties, whether written or oral, related to the Services, and there are no agreements or representations concerning the subject matter of this Agreement except for those expressed herein. The Agreement may not be amended or modified except by a written agreement signed by authorized representatives of both parties.

12.2. Customer agrees to reference this Agreement on any purchase order issued in furtherance of this Agreement, however, an omission of the reference to this Agreement will not affect its applicability. In no event will either party be bound by any terms contained in a Customer purchase order, acknowledgement, or other writings unless: the purchase order, acknowledgement, or other writing specifically refers to this Agreement; clearly indicate the intention of both parties to override and modify this Agreement; and the purchase order, acknowledgement, or other writing is signed by authorized representatives of both parties.

Section 13. PROPRIETARY INFORMATION; CONFIDENTIALITY; INTELLECTUAL PROPERTY RIGHTS

13.1. Any information or data in the form of specifications, drawings, reprints, technical information or otherwise furnished to Customer under this Agreement 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 or as required by law, any confidential information or data to any person, or use confidential information or data for any purpose other than performing its obligations under this Agreement. The obligations set forth in this Section survive the expiration or termination of this Agreement.

13.2. Unless otherwise agreed in writing, no commercial or technical information disclosed in any manner or at any time by Customer to Motorola will be deemed secret or confidential. Motorola will have no obligation to provide Customer with access to its confidential and proprietary information, including cost and pricing data.

13.3. 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 Equipment sold or Services performed under this Agreement.

Section 14. 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 governmental agencies. Neither Motorola nor any of its employees is an agent or representative of Customer in any governmental matters.

Section 15. COVENANT NOT TO EMPLOY

During the term of this Agreement and continuing for a period of two (2) years thereafter, Customer will not hire, engage on

contract, solicit the employment of, or recommend employment to any third party of any employee of Motorola or its subcontractors without the prior written authorization of Motorola. This provision applies only to those employees of Motorola or its subcontractors who are responsible for rendering services under this Agreement. If this provision is found to be overly broad under applicable law, it will be modified as necessary to conform to applicable law.

Section 16. 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 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 this property, and return it to Motorola upon request. This property will be held by Customer for Motorola's use without charge and may be removed from Customer's premises by Motorola at any time without restriction.

Section 17. GENERAL TERMS

17.1. If any court renders any portion of this Agreement unenforceable, the remaining terms will continue in full force and effect.

17.2. This Agreement and the rights and duties of the parties will be interpreted in accordance with the laws of the State in which the Services are performed.

17.3. Failure to exercise any right will not operate as a waiver of that right, power, or privilege.

17.4. Neither party is liable for delays or lack of performance resulting from any causes that are beyond that party's reasonable control, such as strikes, material shortages, or acts of God.

17.5. Motorola may subcontract any of the work, but subcontracting will not relieve Motorola of its duties under this Agreement.

17.6. Except as provided herein, neither Party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola separates one or more of its businesses (each a "Separated Business"), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a "Separation Event"), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event.

17.7. THIS AGREEMENT WILL RENEW, FOR AN ADDITIONAL ONE (1) YEAR TERM, ON EVERY ANNIVERSARY OF THE START DATE UNLESS EITHER THE COVER PAGE SPECIFICALLY STATES A TERMINATION DATE OR ONE PARTY NOTIFIES THE OTHER IN WRITING OF ITS INTENTION TO DISCONTINUE THE AGREEMENT NOT LESS THAN THIRTY (30) DAYS OF THAT ANNIVERSARY DATE. At the anniversary date, Motorola may adjust the price of the Services to reflect its current rates.

17.8. If Motorola provides Services after the termination or expiration of this Agreement, the terms and conditions in effect at the time of the termination or expiration will apply to those Services and Customer agrees to pay for those services on a time and materials basis at Motorola's then effective hourly rates.

17.9 This Agreement may be executed in one or more counterparts, all of which shall be considered part of the Agreement. The parties may execute this Agreement in writing, or by electronic signature, and any such electronic signature shall have the same legal effect as a handwritten signature for the purposes of validity, enforceability and admissibility. In addition, an electronic signature, a true and correct facsimile copy or computer image of this Agreement shall be treated as and shall have the same effect as an original signed copy of this document.

Customer: City of Lauderhill

Start Date: 10/1/2019

Contract Number: USC000004828

Site ID #: CV7E24

Qty	Police Department	Montly Cost Each	Extended Monthly	Annual Costs
150	APX6000 Portables	\$ 11.60	\$ 1,740.00	\$ 20,880.00
18	APX6500 Mobiles	\$ 11.50	\$ 207.00	\$ 2,484.00
3	APX6500 Control Stations	\$ 11.50	\$ 34.50	\$ 414.00

Qty	Fire Department	Montly Cost Each	Extended Monthly	Annual Costs
70	APX6000 Portables	\$ 11.60	\$ 812.00	\$ 9,744.00
10	APX7000 XE Portables	\$ 13.90	\$ 139.00	\$ 1,668.00
26	APX6500 Mobiles	\$ 11.50	\$ 299.00	\$ 3,588.00
2	APX7500 Mobiles	\$ 13.70	\$ 27.40	\$ 328.80
8	APX6500 Control Stations	\$ 11.50	\$ 92.00	\$ 1,104.00

Qty	Performing Arts Center	Montly Cost Each	Extended Monthly	Annual Costs
15	XPR3300 UHF	\$ 10.80	\$ 162.00	\$ 1,944.00

Qty	Public Works	Montly Cost Each	Extended Monthly	Annual Costs
29	XPR7580	\$ 10.80	\$ 313.20	\$ 3,758.40

Qty	Utilities	Montly Cost Each	Extended Monthly	Annual Costs
35	XPR7580E	\$ 10.80	\$ 378.00	\$ 4,536.00

Qty	Park Ranger	Montly Cost Each	Extended Monthly	Annual Costs
9	APX4000	\$ 11.40	\$ 102.60	\$ 1,231.20

Subscriber Total: \$ 51,680.40

Qty	Fire Dept	Montly Cost Each	Extended Monthly	Annual Costs
1	BDA	\$ 67.50	\$ 67.50	\$ 810.00
3	MTR3000 Repeaters	\$ 161.00	\$ 483.00	\$ 5,796.00

MTR3000 Serial #s: 512INY0585
512INY0586
512CNZ0339

FNE Total: \$ 6,606.00

Annual Grand Total: \$ 58,286.40

Note 1: BDA repair based on Commercially Reasonable Efforts depending on parts availability from vendor

Note 2: All subscribers include local Pickup & Delivery, and an annual Preventative Maintenance check upon notification by the customer to schedule with the Service Shop.

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standards; excessive wear and tear; or accident, liquids, power surges, neglect, acts of God or other force majeure events.

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Section 9. WARRANTY

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10.2. Any termination of this Agreement will not relieve either party of obligations previously incurred pursuant to this Agreement, including payments which may be due and owing at the time of termination. All sums owed by Customer to Motorola will become due and payable immediately upon termination of this Agreement. Upon the effective date of termination, Motorola will have no further obligation to provide Services.

Section 11. LIMITATION OF LIABILITY

Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of twelve (12) months of Service provided under this Agreement. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED

TO OR ARISING FROM THIS AGREEMENT OR THE PERFORMANCE OF SERVICES BY MOTOROLA PURSUANT TO THIS AGREEMENT. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account. This limitation of liability will survive the expiration or termination of this Agreement and applies notwithstanding any contrary provision.

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13.2. Unless otherwise agreed in writing, no commercial or technical information disclosed in any manner or at any time by Customer to Motorola will be deemed secret or confidential. Motorola will have no obligation to provide Customer with access to its confidential and proprietary information, including cost and pricing data.

13.3. 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 Equipment sold or Services performed under this Agreement.

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in which the Services are performed.

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17.4. Neither party is liable for delays or lack of performance resulting from any causes that are beyond that party's reasonable control, such as strikes, material shortages, or acts of God.

17.5. Motorola may subcontract any of the work, but subcontracting will not relieve Motorola of its duties under this Agreement.

17.6. Except as provided herein, neither Party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola separates one or more of its businesses (each a "Separated Business"), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a "Separation Event"), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event.

17.7. THIS AGREEMENT WILL RENEW, FOR AN ADDITIONAL ONE (1) YEAR TERM, ON EVERY ANNIVERSARY OF THE START DATE UNLESS EITHER THE COVER PAGE SPECIFICALLY STATES A TERMINATION DATE OR ONE PARTY NOTIFIES THE OTHER IN WRITING OF ITS INTENTION TO DISCONTINUE THE AGREEMENT NOT LESS THAN THIRTY (30) DAYS OF THAT ANNIVERSARY DATE. At the anniversary date, Motorola may adjust the price of the Services to reflect its current rates.

17.8. If Motorola provides Services after the termination or expiration of this Agreement, the terms and conditions in effect at the time of the termination or expiration will apply to those Services and Customer agrees to pay for those services on a time and materials basis at Motorolas then effective hourly rates.

17.9 This Agreement may be executed in one or more counterparts, all of which shall be considered part of the Agreement. The parties may execute this Agreement in writing, or by electronic signature, and any such electronic signature shall have the same legal effect as a handwritten signature for the purposes of validity, enforceability and admissibility. In addition, an electronic signature, a true and correct facsimile copy or computer image of this Agreement shall be treated as and shall have the same effect as an original signed copy of this document.

Revised Oct 15, 2015

Statement of Work

OnSite Infrastructure Response and Dispatch Service Overview

Motorolas OnSite Infrastructure Response & Dispatch service provides case management and escalation for onsite technical service requests. The service is delivered by the Motorolas 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 ensure strict compliance to committed response times.

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 Section 4.0 - Severity Level Definitions able and Response times set forth in Section 5.0 - Severity Level Response Time Commitments 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 Infrastructure Response & Dispatch service is available 24 hours a day, 7 days a week in accordance with [Severity Level Definitions](#) and [Severity Level Response Time Commitments](#) listed in sections 4.0 and 5.0 of this document.

1.2 Geographic Availability

OnSite Infrastructure Response and Dispatch is available to customers worldwide where Motorola servicers are present. Response times are based on the customers local time zone.

1.3 Inclusions

Onsite Infrastructure Response and Dispatch Service can be delivered on Motorola-sold infrastructure.

2.0 Motorola has the following responsibilities:

- 2.1. Receive service requests.
 - 2.1.1. Create a case as necessary when service requests are received. Gather information to perform the following:
 - 2.1.2. Characterize the issue.
 - 2.1.3. Determine a plan of action.
 - 2.1.4. Assign and track the case to resolution.
- 2.2. Dispatch a servicer as required by Motorola standard procedures and provide necessary case information collected in 2.2.
- 2.3. Ensure the required personnel have access to customer information as needed.
- 2.4. Servicer will perform the following on-site:
 - 2.4.1. Run diagnostics on the Infrastructure or Field Replacement Units (FRU).
 - 2.4.2. Replace defective Infrastructure or FRU, as supplied by customer.
 - 2.4.3. Provide materials, tools, documentation, physical planning manuals, diagnostic/test equipment and any other requirements necessary to perform the maintenance service.
 - 2.4.4. If a third party vendor is needed to restore the system, the Servicer may accompany that vendor onto the customers premises.
- 2.5. Verify with customer that restoration is complete or system is functional, if required by customers repair verification in the Customer Support Plan required by section 3.2. If verification by customer cannot be completed within 20 minutes of restoration, the case will be closed and the servicer will be released

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 as set forth in paragraph 2.5.2.
- 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 in accordance with section 3.2.
- 3.10. Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide these services.

¹Infrastructure Repair with Advanced Replacement (IRAR) is a service offering that provides repair and replacement of infrastructure equipment. IRAR enhances Onsite and Dispatch Service by enabling a faster response and repair times.

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 include, 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

Response Times Table (Customer's Response Time Classification is designated in the Service Agreement)

Severity Level	Premier Response Time	Restoral	Off Deferral
Severity 1	Within 2 hours from receipt of Notification Continuously	8 hours	Time provided by Servicer *
Severity 2	Within 4 hours from receipt of Notification Standard Business Day	8 hours	Time provided by Servicer *
Severity 3	Within 24 hours from receipt of Notification Standard Business Day	48 hours	Time provided by Servicer *

- Please note these are Standard Commitment times. The commitment times should be based on the Customers Support Plan.
 - Provide update **before** the specific contractual commitments come due.
- * Note: Provide update to System Support Center **before** Deferral time comes due.

*OnSite Infrastructure Response and Dispatch Service
Approved by Motorola Contracts and Compliance 09/13*

Statement of Work

Infrastructure Repair with Advanced Replacement

1.0 Description of Services

Infrastructure Repair is a repair service for Motorola and select third party Infrastructure as set forth in the applicable attached Exhibit(s), all of which are hereby incorporated into this Statement of Work (SOW) by this reference. Customer's System type determines which exhibit is applicable (i.e. SmartZone system exhibit, SmartNet system exhibit). Infrastructure may be repaired down to the Component level, as applicable, at the Motorola 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. If Infrastructure is no longer supported by the original equipment manufacturer or third party vendor, Motorola may replace Infrastructure with similar Infrastructure, when possible.

When available, Motorola will provide Customer with an Advanced Replacement unit(s) or FRU(s) in exchange for Customer's malfunctioning FRU(s). Non-standard configurations, Customer-modified Infrastructure and certain third party Infrastructure are excluded from Advanced Replacement service. Malfunctioning FRU (s) will be evaluated and repaired by IDO and returned to IDO FRU inventory upon completion of repair. In cases where Advanced Replacement is not available or when a Customer requires the exact serial number to be returned, a FRU may be available on a Loaner basis.

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

2.0 Motorola has the following responsibilities:

- 2.1 Use commercially reasonable efforts to maintain an inventory of FRU.
- 2.2 Provide new or reconditioned units as FRU to Customer or Servicer, upon request and subject to availability. The FRU will be of similar kit and version, and will contain like boards and chips, as the Customer's malfunctioning Infrastructure.
- 2.3 Program FRU to original operating parameters based on templates provided by Customer as required in Section 3.5. If Customer template is not provided or is not reasonably usable, a standard default template will be used.
- 2.4 Properly package and ship Advanced Replacement FRU from IDO's FRU inventory to Customer specified address.
 - 2.4.1 During normal operating hours of Monday through Friday 7:00am to 7:00pm CST, excluding holidays, FRU will be sent next day air via Federal Express Priority Overnight or UPS Red, 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 subject to shipping and handling charges.
 - 2.4.2 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 IDO and the Customer will own the Advanced replacement FRU.
 - 2.4.3 When sending a Loaner FRU to Customer, IDO will not provide a return air bill for the malfunctioning Infrastructure. The Customer is responsible to arrange and pay for shipping the malfunctioning Infrastructure to IDO. IDO will repair and return the Customer's Infrastructure and will provide a return air bill for the customer to return IDO's Loaner FRU.
- 2.5 Provide repair return authorization number upon Customer request for Infrastructure that is not classified as an Advanced Replacement or Loaner FRU.
- 2.6 Receive malfunctioning Infrastructure from Customer and document its arrival, repair and return.
- 2.7 Perform the following service on Motorola Infrastructure:
 - 2.7.1 Perform an operational check on the Infrastructure to determine the nature of the problem.
 - 2.7.2 Replace malfunctioning FRU or Components.

- 2.7.3 Verify that Motorola Infrastructure is returned to Motorola manufactured specifications, as applicable
- 2.7.4 Perform a Box Unit Test on all serviced Infrastructure.
- 2.7.5 Perform a System Test on select Infrastructure.
- 2.8 Provide the following service on select third party Infrastructure:
 - 2.8.1 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.
 - 2.8.2 Ship malfunctioning Infrastructure to the original equipment manufacturer or third party vendor for repair service, when applicable.
 - 2.8.3 Track Infrastructure sent to the original equipment manufacturer or third party vendor for service.
 - 2.8.4 Perform a post-test after repair by Motorola, original equipment manufacturer, or third party vendor to confirm malfunctioning Infrastructure has been repaired and functions properly in a Motorola System configuration, when applicable.
- 2.9 Re-program repaired Infrastructure to original operating parameters based on templates provided by Customer as required by Section 3.5. If Customer template is not provided or is not reasonably usable, a standard default template will be used. If IDO determines that the malfunctioning Infrastructure is due to a Software defect, IDO reserves the right to reload Infrastructure with a similar Software version. Enhancement Release(s), if needed, are subject to additional charges to be paid by Customer unless the Customer has a Motorola Software Subscription agreement.
- 2.10 Properly package repaired Infrastructure unless Customer's malfunctioning FRU was exchanged with an IDO FRU. Motorola will return Customer's FRU(s) to IDO's FRU inventory, upon completion of repair.
- 2.11 Ship repaired Infrastructure to the Customer specified address during normal operating hours set forth in 2.4.1. 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 subject to shipping and handling charges.
- 3.0 Customer has the following responsibilities:
 - 3.1 Contact or instruct Servicer to contact the Motorola System Support Center (SSC) and request an Advanced Replacement, or Loaner FRU and a return authorization number (necessary for all non-Advanced Replacement repairs) prior to shipping malfunctioning Infrastructure or third party Infrastructure named in the applicable attached Exhibit.
 - 3.1.1 Provide model description, model number, serial number, type of System and Firmware version, symptom of problem and address of site location for FRU or Infrastructure.
 - 3.1.2 Indicate if Infrastructure or third party Infrastructure being sent in for service was subjected to physical damage or lightning damage.
 - 3.1.3 Follow Motorola instructions regarding inclusion or removal of Firmware and Software applications from Infrastructure being sent in for service.
 - 3.1.4 Provide Customer purchase order number to secure payment for any costs described herein.
 - 3.2 Pay for shipping of Advanced Replacement or Loaner FRU from IDO if Customer requested shipping outside of standard business hours or carrier programs set forth in section 2.4.1.
 - 3.3 Within five (5) days of receipt of the Advanced Replacement FRU from IDO's FRU inventory, properly package Customer's malfunctioning Infrastructure and ship the malfunctioning Infrastructure to IDO for evaluation and repair as set forth in 2.7. Customer must send the return air bill, referenced in 2.4.2 above back to IDO in order to ensure proper tracking of the returned Infrastructure. Customer will be subject to a replacement fee for malfunctioning Infrastructure not properly returned. 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. Customer is responsible for properly packaging the Customer malfunctioning Infrastructure FRU to ensure that the shipped Infrastructure arrives un-damaged and in repairable condition. Clearly print the return authorization number on the outside of the packaging.
 - 3.4 If received, Customer must properly package and ship Loaner FRU back to IDO within five (5) days of receipt of Customer's repaired FRU.
 - 3.5 Maintain templates of Software/applications and Firmware for reloading of Infrastructure as set forth in paragraph 2.3 and 2.9.
 - 3.6 For Digital In-Car Video Infrastructure, remove video from equipment prior to sending Infrastructure in

for repair. Video retrieval is a separate service and is not included as part of this SOW. Additional services and fee applies.

3.7 Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide the Infrastructure Repair with Advanced Replacement services to Customer.

4.0 In addition to any exclusions named in Section 5 of the Service Terms and Conditions or in any other underlying Agreement to which this SOW is attached, the following items are excluded from Infrastructure Repair with Advanced Replacement:

1. All Infrastructure over seven (7) years from product cancellation date.
2. All Broadband/WiNS Infrastructure three (3) years from product cancellation date.
3. Physically damaged Infrastructure.
4. Third party Equipment not shipped by Motorola.
5. Consumable items including, but not limited to batteries, connectors, cables, tone/ink cartridges.
6. Video retrieval from Digital In-Car Video equipment
7. Test equipment.
8. Racks, furniture and cabinets.
9. Firmware and/or Software upgrades.

Conventional System Infrastructure Exhibit	Inclusions, Exclusions, Exceptions and Notes
Antenna Systems	Excludes all Equipment such as bi-directional amplifiers, multicouplers, combiners, tower top pre-amplifiers, antennas, cables, towers, tower lighting, and transmission lines
Base Station(s) and Repeater(s)	Quantar, Quantro, MTR2000, MTR3000, GTR8000 including IPCCGW. Excludes MICOR and MSF5000
Central Electronics Bank(s)	Includes logging recorder interface and network hub Excludes all other technologies see SOW specifically for NICE logging recorders
Channel Bank(s)	Includes Premisys and Telco. Excludes Siemens
Comparator(s)	Includes Spectratrac, Digitac, ASTRO-tac, GMC8000.
Computer(s)	Includes computers (Pentium I, II, III, IV) directly interface with or control the communications System, including Systemwatch II, keyboards, mice and trackballs. Excludes laptop computers and all 286, 386, 486 computers. Excludes defective or phosphor-burned cathode ray tubes CRT(s) and burned-in flat panel display image retention.
Console(s)	Includes Centracom Gold Elite, MCC7500, MCC5500, MIP5000 as part of complete communication System ? including headset jacks, dual footswitches, and gooseneck microphones. Excludes cables and Commandstar mother board CDN6271. Commandstar and Commandstar Lite are also excluded as a

	conventional system operator position but can be covered when services are purchased separately.
Dictaphones, Logging Recorders and Recording Equipment	Excludes all technologies see SOW specifically for NICE logging recorders
Digital Interface Unit(s) (DIU)	Included
Digital Signaling Modem(s)	Included upon modem model availability
Embassy Switch	Includes AEB, AIMI, ZAMBI, AMB
Microwave Equipment.	Excluded from service agreement but may be repaired on an above contract, time and material basis. All equipment must be shipped to IDO. Excludes any on-site services.
Monitor(s)	Includes all Motorola certified monitors connected to computers that directly interface with or control the communications System. Excludes defective or phosphor-burned cathode ray tubes CRT(s) and burned-in flat panel displays image retention as well as monitors not shipped by Motorola and/or cannot be confirmed by a Motorola factory order number.
Moscad	Includes NFM (Network Fault Management), as part of communication System only. Standalone MOSCAD and System Control and Data Acquisition (SCADA) must be quoted separately. Includes FSA4000 Excludes all other fire alarming systems.
Motobridge	Included
Printer(s)	Includes printers that directly interface with the communications System.
Receiver(s)	Includes Quantar , MTR2000, ASTRO-TAC, GPW8000 receivers.
Simulcast Distribution Amplifier(s)	Included
Site Frequency Standard(s)	Includes Rubidium, GPS and Netclocks systems sold with the Motorola System. Excludes MFS -Rubidium Standard Network Time and Frequency devices
Universal Simulcast Controller Interface(s)	Included
UPS Systems.	Excluded from service agreements but may be repaired on an above contract, time and material basis. All UPS Systems must be shipped to IDO for repair. Excludes batteries and any on-site services.

Approved by Contract and Compliance 11/20/09
Motorola Solutions
1303 E. Algonquin Road, Schaumburg, IL 60196 U.S.A.
Version 1.9 1/12/12

Statement of Work

Technical Support Overview

Motorolas Technical Support service provides telephone consultation for technical issues that require a high level of ASTRO network expertise and troubleshooting capabilities. Remote Technical Support is delivered through the Motorola System Support Center (SSC) by a staff of technical support specialists skilled in diagnosis and swift resolution of infrastructure performance and operational issues. Technical Support provides access to a solutions database, as well as access to in house test labs and additional Motorola technical resources

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

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 Technical Support Services

Motorolas System Support Center (SSC) will provide technical support to assist the customers technical resources of the Motorolas currently supported infrastructure. This team of highly skilled professionals 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.

The Technical Support Operations is available 24 hours a day; 7 days per week to support technical requests ([see severity level response time commitments](#)). Calls requiring incidents, problems, or service requests will be logged in Motorolas issue management system. This ensures that technical issues are prioritized, updated, tracked and escalated as necessary, until resolution. The Technical Support Operations shall assign the priority level as in accordance with the agreed [Severity Level Definitions](#) stated in this document.

Motorola will track the progress of each case from initial logging to resolution. Motorola will ensure that the customer is advised of the case progress and informed of tasks that require further investigation and assistance from the customers technical resources

The provision of this service requires that the customer provides a suitably trained technical resource that delivers maintenance and support to the 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.

1.1 Scope

Technical Support service is available 24 hours a day, 7 days a week based on [Severity Level Definitions](#).

1.2 Geographic Availability

Technical Support is available to any customer regardless of their geographic location and timeframes are based on the customer's local time zone.

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 by with SSC working remotely with the local customer technical resource.
- 1.4.2 Third party support for equipment not sold by Motorola as part of the original system.
- 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.
- 1.4.8 Information Assurance.
- 1.4.9 Motorola services not included in this statement of work.
- 1.4.10 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 Motorolas Pre-tested Security Update Service when applicable.

1.5 Motorola has the following responsibilities:

- 1.5.1 Enable customer access to the Motorola Technical Support Center (800-221-7144), 24 hours a day, 7 days per week, to answer, document and respond to requests for support.
- 1.5.2 Respond to requests for Technical Support in accordance with the response times set forth in the [Severity Level Response Time Commitments](#) section of this document and the severity level defined in the [Severity Level Definitions](#) section of this document.
- 1.5.3 Advise caller of procedure for determining any additional requirements, activities or information relating to issue restoration and/or characterization.
- 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 Escalate and manage support issues, including systemic issues, to additional Motorola technical resources, as applicable.
- 1.5.7 Escalate the case to the appropriate party upon expiration of a response time.
- 1.5.8 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 Provide SSC access via the remote connection that has been established through other sold services (e.g. Network Fault Monitoring)
- 1.6.6 Supply suitably skilled and trained on-site presence when requested by the SSC.
- 1.6.7 Validate issue resolution prior to close of the case in a timely manner.
- 1.6.8 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 Commitments](#) section in this document.
- 1.6.9 Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide the Technical Support 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 include, 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. • Preventive Maintenance

2.1 Severity Level Response Time Commitments

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.

Approved by Legal 11-20-09

Statement of Work

Local Radio Combo Package

1.0 Description

Local Radio Combo Package provides operational check and board level repair services for mobile, portable, two-way and mobile data. An operational check is an analysis of the Equipment to identify external or internal defects. Local Radio Combo Package also includes service on standard palm microphones and single mobile controls heads, provided that they are required for normal operation of the two-way mobile and are included at the point of manufacture. Service is only included on Equipment specifically named in the applicable Agreement to which this Statement of Work is attached.

Local Radio Combo Package excludes repairs to: optional accessories; iDEN accessories; iDEN mobile microphones; non-standard mobile microphones, mobile external speakers; optional or additional control heads, single and multiple unit portable chargers; batteries, mobile antennas; mobile power & antenna cables and power supplies.

The following are excluded from Local Radio Combo service unless they are purchased as an option for an additional fee. The options are OnSite, Radio Survey and Analysis, Portable Remote Speaker Microphones, Portable Antenna Replacements Mobile Remote Control Heads.

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

2.0 Motorola has the following responsibilities:

- 2.1 Service to be performed at the Servicer facility during Standard Business Days.
- 2.2 Perform an operational check on the Equipment to determine the nature of the problem.
- 2.3 Remove/reinstall mobile or data Equipment from/to Customer's vehicle as needed for additional servicing.
- 2.4 Test and Restore the Equipment to Motorola factory specifications.
- 2.5 Remove any dust, and/or foreign substances from the Equipment.
- 2.6 Reprogram Equipment necessary to return Equipment to original operating parameters based on the template in the Equipment, if the template information can be retrieved from the Equipment, or from a backup diskette provided by Customer containing the template information. If the Customer template is not provided or not reasonably usable, a generic template utilizing the latest Radio Service Software (RSS) version for that Equipment will be used. The Equipment will require additional programming by the Customer to Restore the original template.
- 2.7 Notify Customer upon completion of repair for pickup of Equipment.

3.0 Customer has the following Responsibilities:

- 3.1 Deliver and pick up Equipment to/from the Servicer facility.
- 3.2 Inform Servicer of description of problem for Equipment brought in for service.
- 3.3 If the Equipment will not power up, or if desired, supply Servicer with a backup diskette with the Software template or programming in order to assist in returning the Equipment to original operating parameters. If applicable, record the current flashcode for each radio.
- 3.4 If Motorola must use a generic template to restore Equipment to operating condition, Customer is responsible for any programming required to Restore Equipment to desired parameters.
- 3.5 Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide the Local Radio Combo Package service to Customer.

Statement of Work

Local Radio Combo Package OnSite Option – Pick up & Delivery

1.0 Description of Service

Equipment will be picked up from and delivered to the Customer's location, within a designated radius of the Servicer facility. Schedule pickups will be mutually agreed upon and outlined in the Customer Support Plan. This Option covers Equipment that is specifically named in the applicable Agreement to which this Statement of Work is attached.

2.0 Motorola has the following responsibilities:

- 2.1 Use reasonable efforts to pickup and deliver Equipment per the mutually agreed upon Customer location, days of week, and preferred time. If a pick up/delivery cannot occur according to the preferred schedule, Customer will be contacted prior to the scheduled pick up/delivery, to arrange a mutually agreeable alternative date and/or time for pick up/delivery.
- 2.2 Generate service receipt and leave with Customer.

3.0 Customer has the following responsibilities:

- 3.1 Designate mutually agreeable location for service pickup and delivery, days of week, and preferred time.
- 3.2 Provide problem description along with unit.

Statement of Work

Subscriber Preventative Maintenance

1.0 Description

Subscriber Preventative Maintenance (PM) provides for an annual operational test to ensure the customer's equipment meets and continues to meet the manufacturer's specification. This service is only provided on subscriber equipment specifically named in the applicable agreement to which this Statement of Work is attached. This service will be provided during standard business days at the Motorola Premier Service Partner facility.

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

2.0 Motorola has the following responsibilities:

2.1 The following service will be provided during the PM process, if applicable:

2.1.1. Physically inspect the equipment.

2.1.2. Remove any dust internally from the equipment.

2.1.3. Replace required seals if applicable, reassemble unit and test.

2.1.4. Measure, record, align and adjust the following applicable equipment parameters outlined by the manufacturer.

2.1.4.1. Receive frequency

2.1.4.2. Transmit frequency

2.1.4.3. Transmit frequency error

2.1.4.4. Deviation

2.1.4.5. Transmit power

2.1.4.6. Receive sensitivity

2.1.4.7. Audio output levels

2.1.4.8. Vacuum test performed on ruggedized radios

2.2 Perform an operational check on the equipment, and restore the equipment to Motorola factory specifications.

2.3 Clean external housing of the equipment. External components of unit will only be replaced when functionality has been diminished.

3.0 Customer has the following Responsibilities:

3.1 Notify Service Center to pick up equipment from customer designated location.

3.2 Coordinate and schedule with the Motorola Premier Service Partner the PM checks for large quantities of radios needing the PM check completed.

3.3 Schedule the PM check on an annual basis with the Motorola Premier Service Partner to ensure the radio continues to meet Motorola manufacturer specifications.

3.4 Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to perform the Preventative Maintenance service to customer.

Statement of Work

SP-Local Repair with OnSite Response (BDA)

1.0 Description of Services

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

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

2.0 Motorola Servicer has the following responsibilities:

- 2.1. Repair BDA unit at the Servicer facility or Customer location as determined by Servicer.
- 2.2. Perform the following:
 - 2.2.1. Perform an operational check to determine the nature of the problem.
 - 2.2.2. Repair unit as determined by Servicer.
- 2.3. Provide the following service:
 - 2.3.1. Perform pre-diagnostic and repair service to confirm malfunction and eliminate sending unit with no trouble found (NTF) to third party vendor for repair, when applicable.
 - 2.3.2. Ship malfunctioning unit 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 unit sent to the original equipment manufacturer or third party vendor for service.
- 2.4. Re-program unit to original operating parameters.
- 2.5. Notify the Customer upon completion of repair or replacement.

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. Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide Local repair with Onsite Response to customer.

Customer Name: City of Lauderhill

Start Date: 10/1/2019

Contract Number: USC00004828

QTY	Serial Number	Model Number	Description	Agency
1	562CQP0163	H49TGD9PW1AN	APX7000XE DIGITAL	Fire Dept
2	562CQP0164	H49TGD9PW1AN	APX7000XE DIGITAL	Fire Dept
3	562CQP0165	H49TGD9PW1AN	APX7000XE DIGITAL	Fire Dept
4	562CQP0166	H49TGD9PW1AN	APX7000XE DIGITAL	Fire Dept
5	562CQP0167	H49TGD9PW1AN	APX7000XE DIGITAL	Fire Dept
6	562CQP0168	H49TGD9PW1AN	APX7000XE DIGITAL	Fire Dept
7	562CQP0169	H49TGD9PW1AN	APX7000XE DIGITAL	Fire Dept
8	562CQP0170	H49TGD9PW1AN	APX7000XE DIGITAL	Fire Dept
9	562CQP0171	H49TGD9PW1AN	APX7000XE DIGITAL	Fire Dept
10	562CQP0172	H49TGD9PW1AN	APX7000XE DIGITAL	Fire Dept

1	756CQM2770	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
2	756CQM2771	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
3	756CQM2772	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
4	756CQM2773	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
5	756CQM2774	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
6	756CQM2775	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
7	756CQM2776	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
8	756CQM2777	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
9	756CQM2778	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
10	756CQM2779	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
11	756CQM2780	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
12	756CQM2781	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
13	756CQM2782	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
14	756CQM2783	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
15	756CQM2784	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
16	756CQM2785	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
17	756CQM2786	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
18	756CQM2787	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
19	756CQM2788	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
20	756CQM2789	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
21	756CQM2790	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
22	756CQM2791	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
23	756CQM2792	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
24	756CQM2793	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
25	756CQM2794	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
26	756CQM2795	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
27	756CQM2796	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
28	756CQM2797	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
29	756CQM2798	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
30	756CQM2799	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
31	756CQM2800	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept

32	756CQM2801	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
33	756CQM2802	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
34	756CQM2803	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
35	756CQM2804	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
36	756CQM2805	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
37	756CQM2806	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
38	756CQM2807	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
39	756CQM2808	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
40	756CQM2809	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
41	756CQM2810	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
42	756CQM2811	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
43	756CQM2812	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
44	756CQM2813	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
45	756CQM2814	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
46	756CQM2815	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
47	756CQM2816	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
48	756CQM2817	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
49	756CQM2818	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
50	756CQM2819	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
51	756CQR0138	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
52	756CQR0139	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
53	756CQR0140	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
54	756CQR0141	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
55	756CQR0142	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
56	756CQR0143	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
57	756CQR0144	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
58	756CQR0145	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
59	756CQR0146	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
60	756CQR0147	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
61	756CQR0148	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
62	756CQR0149	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
63	756CQR0150	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
64	756CQR0151	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
65	756CQR0152	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
66	756CQR0153	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
67	756CQR0154	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
68	756CQR0155	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
69	756CQR0156	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept
70	756CQR0157	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Fire Dept

1	656CQM1735	M03TSS9PW1AN	APX7500 DUAL BAND MID POWER	Fire Dept
2	656CQM1736	M03TSS9PW1AN	APX7500 DUAL BAND MID POWER	Fire Dept

1	527CQM3790	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
2	527CQM3791	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
3	527CQM3792	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
4	527CQM3793	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept

5	527CQM3794	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
6	527CQM3795	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
7	527CQM3811	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
8	527CQM3812	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
9	527CQM3813	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
10	527CQM3814	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
11	527CQM3815	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
12	527CQM3782	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
13	527CQM3783	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
14	527CQM3784	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
15	527CQM3785	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
16	527CQM3786	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
17	527CQM3787	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
18	527CQM3788	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
19	527CQM3789	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
20	527CQM3803	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
21	527CQM3804	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
22	527CQM3805	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
23	527CQM3806	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
24	527CQM3807	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
25	527CQM3808	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
26	527CQM3809	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
27	527CQM3810	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
28	527CQM3796	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
29	527CQM3797	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
30	527CQM3798	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
31	527CQM3799	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
32	527CQM3800	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
33	527CQM3801	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept
34	527CQM3802	M25URS9PW1AN	APX6500 700/800 MID POWER	Fire Dept

QTY	Serial Number	Model Number	Description	Agency
1	756CQM2309	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
2	756CQM2310	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
3	756CQM2311	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
4	756CQM2312	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
5	756CQM2313	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
6	756CQM2314	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
7	756CQM2315	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
8	756CQM2316	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
9	756CQM2318	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
10	756CQM2319	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
11	756CQM2320	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
12	756CQM2321	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
13	756CQM2322	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
14	756CQM2323	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
15	756CQM2325	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept

110	756CQM2483	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
111	756CQM2484	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
112	756CQM2485	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
113	756CQM2486	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
114	756CQM2487	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
115	756CQM2488	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
116	756CQM2489	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
117	756CQM2490	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
118	756CQM2491	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
119	756CQM2492	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
120	756CQM2493	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
121	756CQM2494	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
122	756CQM2495	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
123	756CQM2496	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
124	756CQM2497	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
125	756CQM2498	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
126	756CQM2499	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
127	756CQM2500	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
128	756CQM2501	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
129	756CQM2502	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
130	756CQM2503	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
131	756CQM2504	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
132	756CQM2505	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
133	756CQM2506	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
134	756CQM2507	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
135	756CQM2508	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
136	756CQM2509	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
137	756CQM2510	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
138	756CQM2511	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
139	756CQM2512	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
140	756CQM2513	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
141	756CQM2514	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
142	756CQM2515	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
143	756CQM2516	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
144	756CQM2517	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
145	756CQM2518	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
146	756CQM2519	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
147	756CQM2520	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
148	756CQM2521	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
149	756CQP2028	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept
150	756CQP2029	H98UCH9PW7AN	APX6000 700/800 3.5 MODEL	Police Dept

1	527CQM3085	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
2	527CQM3086	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
3	527CQM3087	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
4	527CQM3088	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
5	527CQM3089	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept

6	527CQM3090	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
7	527CQM3103	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
8	527CQM3104	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
9	527CQM3105	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
10	527CQM3091	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
11	527CQM3092	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
12	527CQM3093	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
13	527CQM3094	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
14	527CQM3095	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
15	527CQM3096	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
16	527CQM3097	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
17	527CQM3098	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
18	527CQM3099	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
19	527CQM3100	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
20	527CQM3101	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept
21	527CQM3102	M25URS9PW1AN	APX6500 700/800 MID POWER	Police Dept

Performing Arts Center

Count	Model Number	Make	Serial Number	Warranty Expires
1	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0272	1/1/2019
2	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0281	1/1/2019
3	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0285	1/1/2019
4	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0287	1/1/2019
5	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0288	1/1/2019
6	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0291	1/1/2019
7	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0292	1/1/2019
8	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0298	1/1/2019
9	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0327	1/1/2019
10	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0343	1/1/2019
11	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0348	1/1/2019
12	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0351	1/1/2019
13	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0353	1/1/2019
14	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0374	1/1/2019
15	AAH02RDC9JA2AN	XPR3300 UHF	446TRV0376	1/1/2019

Public Works

1	AAH56UCN9KB1N	XPR 7580	126TRF8032	7/1/2018
2	AAH56UCN9KB1N	XPR 7580	126TRF7971	7/1/2018
3	AAH56UCN9KB1N	XPR 7580	126TRF8009	7/1/2018
4	AAH56UCN9KB1N	XPR 7580	126TRF7950	7/1/2018
5	AAH56UCN9KB1N	XPR 7580	126TRF8060	7/1/2018
6	AAH56UCN9KB1N	XPR 7580	126TRF7735	7/1/2018
7	AAH56UCN9KB1N	XPR 7580	126TRF8059	7/1/2018
8	AAH56UCN9KB1N	XPR 7580	126TRF7955	7/1/2018
9	AAH56UCN9KB1N	XPR 7580	126TRF7997	7/1/2018
10	AAH56UCN9KB1N	XPR 7580	126TRF8055	7/1/2018
11	AAH56UCN9KB1N	XPR 7580	126TRF7819	7/1/2018
12	AAH56UCN9KB1N	XPR 7580	126TRF7988	7/1/2018
13	AAH56UCN9KB1N	XPR 7580	126TRF8006	7/1/2018
14	AAH56UCN9KB1N	XPR 7580	126TRF7973	7/1/2018
15	AAH56UCN9KB1N	XPR 7580	126TRF8051	7/1/2018
16	AAH56UCN9KB1N	XPR 7580	126TRF7921	7/1/2018
17	AAH56UCN9KB1N	XPR 7580	126TRF7964	7/1/2018
18	AAH56UCN9KB1N	XPR 7580	126TRF7959	7/1/2018
19	AAH56UCN9KB1N	XPR 7580	126TRF8014	7/1/2018
20	AAH56UCN9KB1N	XPR 7580	126TRF7982	7/1/2018
21	AAH56UCN9KB1N	XPR 7580	126TRF7947	7/1/2018
22	AAH56UCN9KB1N	XPR 7580	126TRF7951	7/1/2018
23	AAH56UCN9KB1N	XPR 7580	126TRF7976	7/1/2018
24	AAH56UCN9KB1N	XPR 7580	126TRF8057	7/1/2018
25	AAH56UCN9KB1N	XPR 7580	126TRF8033	7/1/2018
26	AAH56UCN9KB1N	XPR 7580	126TRF8026	7/1/2018
27	AAH56UCN9KB1N	XPR 7580	126TRF8002	7/1/2018
28	AAH56UCN9KB1N	XPR 7580	126TRF8034	7/1/2018
29	AAH56UCN9KB1N	XPR 7580	126TRF7851	7/1/2018

Utilities

1	AAH56UCN9WB1AN	XPR 7580E	126TQX1308	1/1/2019
2	AAH56UCN9WB1AN	XPR 7580E	126TQZ1624	1/1/2019
3	AAH56UCN9WB1AN	XPR 7580E	126TQZ1667	1/1/2019
4	AAH56UCN9WB1AN	XPR 7580E	126TQZ1668	1/1/2019
5	AAH56UCN9WB1AN	XPR 7580E	126TQZ1672	1/1/2019
6	AAH56UCN9WB1AN	XPR 7580E	126TQZ1675	1/1/2019
7	AAH56UCN9WB1AN	XPR 7580E	126TQZ1689	1/1/2019
8	AAH56UCN9WB1AN	XPR 7580E	126TQZ4347	1/1/2019
9	AAH56UCN9WB1AN	XPR 7580E	126TQZ4430	1/1/2019
10	AAH56UCN9WB1AN	XPR 7580E	126TQZ4883	1/1/2019
11	AAH56UCN9WB1AN	XPR 7580E	126TQZ4904	1/1/2019
12	AAH56UCN9WB1AN	XPR 7580E	126TQZ4912	1/1/2019
13	AAH56UCN9WB1AN	XPR 7580E	126TQZ4916	1/1/2019
14	AAH56UCN9WB1AN	XPR 7580E	126TQZA394	1/1/2019
15	AAH56UCN9WB1AN	XPR 7580E	126TQZB205	1/1/2019
16	AAH56UCN9WB1AN	XPR 7580E	126TQZB292	1/1/2019
17	AAH56UCN9WB1AN	XPR 7580E	126TQZB431	1/1/2019
18	AAH56UCN9WB1AN	XPR 7580E	126TQZB489	1/1/2019
19	AAH56UCN9WB1AN	XPR 7580E	126TQZB518	1/1/2019
20	AAH56UCN9WB1AN	XPR 7580E	126TQZB543	1/1/2019
21	AAH56UCN9WB1AN	XPR 7580E	126TQZB568	1/1/2019
22	AAH56UCN9WB1AN	XPR 7580E	126TQZB573	1/1/2019
23	AAH56UCN9WB1AN	XPR 7580E	126TQZB604	1/1/2019
24	AAH56UCN9WB1AN	XPR 7580E	126TQZB608	1/1/2019
25	AAH56UCN9WB1AN	XPR 7580E	126TQZB611	1/1/2019
26	AAH56UCN9WB1AN	XPR 7580E	126TQZB624	1/1/2019
27	AAH56UCN9WB1AN	XPR 7580E	126TQZB650	1/1/2019
28	AAH56UCN9WB1AN	XPR 7580E	126TQZB652	1/1/2019
29	AAH56UCN9WB1AN	XPR 7580E	126TQZB654	1/1/2019
30	AAH56UCN9WB1AN	XPR 7580E	126TQZB660	1/1/2019
31	AAH56UCN9WB1AN	XPR 7580E	126TQZB666	1/1/2019
32	AAH56UCN9WB1AN	XPR 7580E	126TQZB683	1/1/2019
33	AAH56UCN9WB1AN	XPR 7580E	126TQZB684	1/1/2019
34	AAH56UCN9WB1AN	XPR 7580E	126TQZB687	1/1/2019
35	AAH56UCN9WB1AN	XPR 7580E	126TQZB688	1/1/2019

Park Ranger

1	H51UCF9PW6AN	APX 4000	426CTZB580	1/1/2019
2	H51UCF9PW6AN	APX 4000	426CTZB578	1/1/2019
3	H51UCF9PW6AN	APX 4000	426CTZB576	1/1/2019
4	H51UCF9PW6AN	APX 4000	426CTZB577	1/1/2019
5	H51UCF9PW6AN	APX 4000	426CTZB582	1/1/2019
6	H51UCF9PW6AN	APX 4000	426CTZB583	1/1/2019
7	H51UCF9PW6AN	APX 4000	426CTZB584	1/1/2019
8	H51UCF9PW6AN	APX 4000	426CTZB581	1/1/2019
9	H51UCF9PW6AN	APX 4000	426CTZB579	1/1/2019