



QUOTE-2318263
3 Year

Billing Address:
CORONA POLICE DEPT, CITY
OF
730 CORP YARDWAY
CORONA, CA 92880
US

Quote Date:09/06/2023
Expiration Date:12/15/2023
Quote Created By:
Lauren Kirkland
Lauren.Kirkland@
motorolasolutions.com

End Customer:
CORONA POLICE DEPT, CITY OF
Contract: City of San Diego - C1837

Summary:

Any sales transaction resulting from Motorola's quote is based on and subject to the applicable Motorola Standard Terms and Conditions, notwithstanding terms and conditions on purchase orders or other Customer ordering documents. Motorola Standard Terms and Conditions are found at www.motorolasolutions.com/product-terms. Per San Diego Contract C1837, Section 5.5, Other public agencies, as defined by CA Gov't code 6500 can use the terms of the Contract, subject to Motorola's acceptance. PO must reference Contract # C1837.

Contract awarded 12/17/21; City of San Diego RFP #10089713-21-K.

Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
	APX™ NEXT	APX NEXT SINGLE BAND					
1	H45TGT9PW8AN	APX NEXT SINGLE BAND MODEL 4.5 PORTABLE*	171		\$6,641.00	\$3,984.60	\$681,366.60
1a	QA00569AP	ADD: 7/800MHZ BAND	171		\$0.00	\$0.00	\$0.00
1b	H38DA	ADD: SMARTZONE OPERATION	171		\$1,320.00	\$792.00	\$135,432.00
1c	Q806CH	ADD: ASTRO DIGITAL CAI OPERATION	171		\$567.00	\$340.20	\$58,174.20
1d	Q361CD	ADD: P25 9600 BAUD TRUNKING	171		\$330.00	\$198.00	\$33,858.00
1e	QA09028AA	ADD: VIQI VC RADIO OPERATION	171		\$110.00	\$66.00	\$11,286.00
1f	QA00580BA	ADD: TDMA OPERATION	171		\$495.00	\$297.00	\$50,787.00
1g	QA09001AM	ADD: WIFI CAPABILITY	171		\$330.00	\$198.00	\$33,858.00
1h	Q629BD	ENH: AES ENCRYPTION AND ADP	171		\$523.00	\$313.80	\$53,659.80



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Motorola Solutions, Inc.: 500 West Monroe, United States - 60661 ~ #: 36-1115800



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Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
1i	Q498BN	ENH: ASTRO 25 OTAR W/ MULTIKEY	171		\$814.00	\$488.40	\$83,516.40
1j	Q173CA	ADD: SMARTZONE OMNILINK	171		\$0.00	\$0.00	\$0.00
1k	QA09030AA	ADD: MOTOROLA HOSTED RADIOCENTRAL W CPS*	171		\$0.00	\$0.00	\$0.00
1l	H636AB	ADD: APX NEXT APPLICATION BUNDLE PROMO+	171		-\$300.00	-\$300.00	-\$51,300.00
1m	H637AB	ADD: RADIO CENTRAL PROGRAMMING PROMO CARVE OUT+	171		-\$32.04	-\$32.04	-\$5,478.84
1n	QA09016AA	ADD: LTE FOR VERIZON LTE SERVICE*	171		\$0.00	\$0.00	\$0.00
1o	QA09113AA	ADD: BASELINE RELEASE SW	171		\$0.00	\$0.00	\$0.00
2	NNTN9216A	BATTERY PACK,IMPRES GEN2, LIION,IP68, 4400T	100		\$248.05	\$186.04	\$18,604.00
3	SSV01P01407B	SMARTPROGRAMMING PROMO+	171	1 YEAR	\$75.00	\$75.00	\$12,825.00
4	SSV01P01406A	SMARTCONNECT PROMO+	171	1 YEAR	\$75.00	\$75.00	\$12,825.00
5	SSV01P01685B	ELIGIBLE FOR PROMO - CC AWARE STARTER+	171	1 YEAR	\$0.00	\$0.00	\$0.00
6	LSV01S03446A	APX NEXT DMS ESSENTIAL	171	3 YEARS	\$230.76	\$138.46	\$23,676.66
7	LSV01P03092A	RADIOCENTRAL PROGRAMMING PROMO	171	1 YEAR	\$32.04	\$32.04	\$5,478.84
8	LSV01S03082A	RADIOCENTRAL PROGRAMMING	171	2 YEARS	\$64.08	\$64.08	\$10,957.68
9	SSV01S01407A	SMARTPROGRAMMING	171	3 YEAR	\$225.00	\$225.00	\$38,475.00
10	SSV01S01406A	SMARTCONNECT	171	3 YEAR	\$225.00	\$225.00	\$38,475.00
11	SSV01P01476A	SMARTLOCATE PROMO+	171	1 YEAR	\$75.00	\$75.00	\$12,825.00
12	SSV01P01902A	SMARTMAPPING PROMO+	171	1 YEAR	\$75.00	\$75.00	\$12,825.00



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13	SSV01S01476A	SMARTLOCATE	171	3 YEAR	\$225.00	\$225.00	\$38,475.00
14	SSV01S01907A	SMARTMAPPING	171	3 YEAR	\$225.00	\$225.00	\$38,475.00
15	PMPN4591A	CHGR DESKTOP MULTI UNIT IMPRES 2 6 DISPLAYS INT PS US	10		\$1,799.29	\$1,349.47	\$13,494.70
16	NNTN9199A	IMPRES 2 SUC, 3.0A, 120VAC, TYPE A PLUG, NA	7		\$169.56	\$127.17	\$890.19
17	PMMN4135B	ACCESSORY KIT,XVP850 REMOTE SPEAKER MICROPHONE, WITH CHANNEL KNOB	171		\$507.60	\$380.70	\$65,099.70
	APX™ 8000 Series	APX8000					
18	H91TGD9PW7AN	APX 8000 ALL BAND PORTABLE MODEL 3.5	30		\$7,774.00	\$3,887.00	\$116,610.00
18a	Q806CB	ADD: ASTRO DIGITAL CAI OPERATION	30		\$567.00	\$283.50	\$8,505.00
18b	Q361AN	ADD: P25 9600 BAUD TRUNKING	30		\$330.00	\$165.00	\$4,950.00
18c	QA00580AA	ADD: TDMA OPERATION	30		\$495.00	\$247.50	\$7,425.00
18d	Q58AL	ADD: 3Y ESSENTIAL SERVICE	30		\$184.00	\$184.00	\$5,520.00
18e	QA05509AA	DEL: DELETE UHF BAND	30		-\$800.00	-\$400.00	-\$12,000.00
18f	QA09007AA	ADD: OUT OF THE BOX WIFI PROVISIONING	30		\$0.00	\$0.00	\$0.00
18g	QA09001AB	ADD: WIFI CAPABILITY	30		\$330.00	\$165.00	\$4,950.00
18h	Q498AU	ENH: ASTRO 25 OTAR W/ MULTIKEY	30		\$814.00	\$407.00	\$12,210.00
18i	H38BS	ADD: SMARTZONE OPERATION	30		\$1,650.00	\$825.00	\$24,750.00
18j	QA07682AA	ADD: SMARTCONNECT	30		\$0.00	\$0.00	\$0.00
18k	G996AP	ADD: PROGRAMMING OVER P25 (OTAP)	30		\$110.00	\$55.00	\$1,650.00
18l	Q629AH	ENH: AES ENCRYPTION AND ADP	30		\$523.00	\$261.50	\$7,845.00



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Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
18m	QA05508AA	DEL: DELETE VHF BAND	30		-\$800.00	-\$400.00	-\$12,000.00
18n	QA09113AB	ADD: BASELINE RELEASE SW	30		\$0.00	\$0.00	\$0.00
19	PMNN4486A	BATT IMPRES 2 LIION R IP67 3400T	30		\$188.27	\$141.20	\$4,236.00
20	NNTN8860A	CHARGER, SINGLE-UNIT, IMPRES 2, 3A, 115VAC, US/NA	30		\$186.50	\$139.88	\$4,196.40
21	PMMN4099CL	AUDIO ACCESSORY- REMOTE SPEAKER MICROPHONE, IP68 REMOTE SPEAKER MICROPHONE, 3.5MM, UL	30		\$142.56	\$106.92	\$3,207.60
22	PMPN4639B	CHGR VEHICLE IMPRES 2 EXT NA/AU/NZ KIT	35		\$599.00	\$449.25	\$15,723.75

Subtotal \$1,626,339.68

Estimated Tax \$111,002.11

Grand Total \$1,737,341.79(USD)

Notes:

- Additional information is required for one or more items on the quote for an order.
- + Promotional pricing for 1 year Application Service trial.



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
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The Parties hereby enter into this Agreement as of the Effective Date.

Motorola Solutions, Inc.

Customer

By:  _____
DocuSigned by: Jerry Burch
064FC92182A64CE

By:  _____
DocuSigned by: Robert Newman
88A70371CC40511

Name: Jerry Burch

Name: Robert Newman

Title: MSSSI Vice President

Title: Chief of Police

Date: 11/2/2023

Date: 11/2/2023



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MOTOROLA SOLUTIONS
APX NEXT RADIO SOLUTION

 QUOTE-2318263
 3 Year

OVERVIEW

APX NEXT is Motorola Solutions' next-generation P25 platform purpose-built for first responders to access and act on information while maintaining their focus in critical situations. With a natural and accessible touch interface, best-in-class audio optimized for high-noise environments, and extended coverage through broadband connectivity, APX NEXT delivers actionable intelligence to the point of engagement for personnel to stay connected and in control wherever the mission takes them.

Equipped with broadband, LTE, WiFi, Bluetooth 5.0, and GPS capabilities, APX NEXT brings future-ready applications, services, and best-in-class connectivity to the field and control room. The APX NEXT platform's cloud-based provisioning system will allow your agency to quickly procure, provision, and update the APX NEXT fleet, reducing the downtime needed to get devices into the field and saving your support staff valuable time.



Key benefits and advanced capabilities of the APX NEXT device include the following:

- **SmartTouch Experience** – Easier operation with a redefined touch UI, centered around a new 3.6" impact resistant touch display and shallow menu hierarchy that offer more information at a glance and quicker engagement with critical applications. This cleaner and more intuitive visual layout increases the usability of the APX NEXT radio and helps your users find the information they need without pause or distraction.
- **Ruggedized, Ergonomic Design** – Increased personnel safety and efficiency with an improved T-Grip ergonomic design, full-color top display, and tactile knobs for efficient use in emergency situations. Patented touch technology enables for reliable gloved use, while also making the screen immune to false actuations from water, snow, ice, or debris. The APX Next device meets the same MIL standards for ruggedization achieved by our APX platform radios.
- **Interoperability** – Supports all public safety frequency bands (7/800 MHz, VHF, UHF) for full interoperability across radio systems with minimal intervention by the radio user.
- **Easy Fleet Management** – Easier and quicker radio provisioning, remote updates, and streamlined management for support staff, delivering greater awareness of your APX NEXT fleet. Using Motorola Solutions' cloud-based RadioCentral (RC) programming, APX NEXT supports faster provisioning and deployment to get devices in the hands of responders and out into the field.

Across all aspects of the radio experience — deployment, operation, maintenance, and evolution — APX NEXT brings critical advancements to usability and performance. This platform brings streamlined interfaces, accelerated workflows, and mission-critical reliability to your agency's operation, while the focus that responders, dispatchers, and technicians need to stay safe and effective is protected.



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Evolving with Application Services

If proposed, a host of application services will enhance the APX NEXT device's capabilities in the following ways:

- Quick access to immediate, actionable intelligence via intuitive voice control and ViQi—a virtual partner that can run tags and provide detailed information through voice.
- Better coverage through automatic switching between LMR and broadband connectivity via SmartConnect.
- Accurate location data over a broadband network for more informed decision making via SmartLocate.
- Immediate software and security updates in the field using high-speed bandwidth and extended coverage of LTE networks via SmartProgramming.
- Precise and accessible location information for field users on a modernized map interface via SmartMapping.
- Seamless and discrete multimedia communications over a broadband connection via SmartMessaging.

Managing and Provisioning Devices

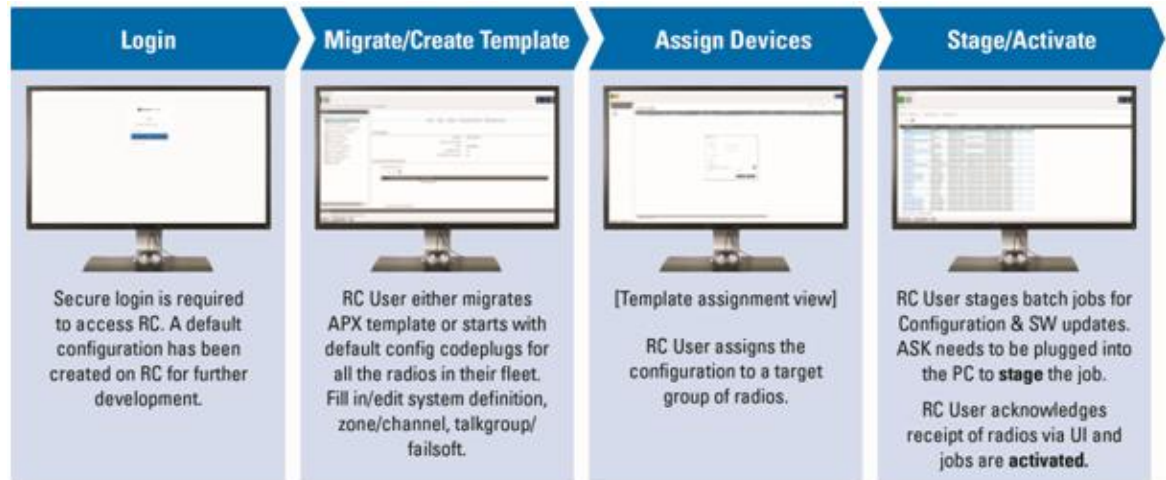
APX NEXT delivers greater awareness and faster management of radio fleets with optimized provisioning, networking, and monitoring tools that transform accurate data into smarter action. These features enable dispatchers and network managers to make more informed operational decisions, keep radios in the field, and, above all, protect first responders' focus and safety.

Device Management Services (DMS) packages provide programming, management, and maintenance services to maximize the effectiveness of this APX NEXT solution, while reducing maintenance risk, workload, and total cost of ownership. The DMS packages are separated into tiers designed for a range of customer needs, whether the solution is self-maintained or managed by Motorola Solutions.

Using Motorola Solutions' cloud-based RadioCentral (RC) programming, APX NEXT supports faster provisioning and deployment to get devices in the hands of responders and out into the field. Parameters such as talk groups, interface options, and security keys can be programmed remotely within minutes. Access to RadioCentral is provided through the Device Management Service package.

The figure below illustrates the expedited RC provisioning process of APX NEXT.





APX NEXT Provisioning Process via RadioCentral

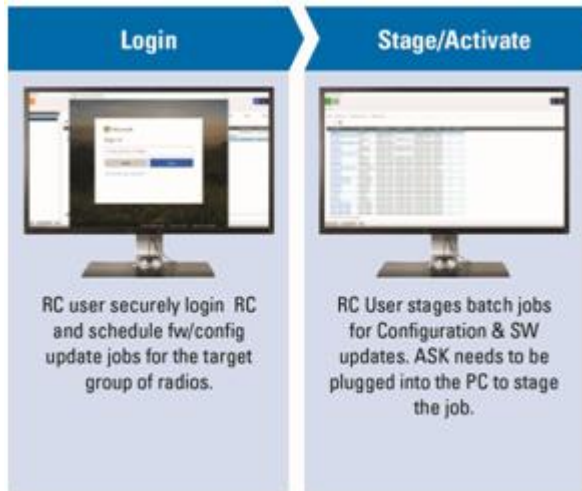
The APX NEXT out-of-the-box experience is streamlined with a few simple steps. Users will power on the device and view a boot-up animation with startup. Status bar icons on the front display indicate when a connection is made and an update download is initiated. If the APX NEXT device is being started for the first time, a “peek-in” device management notification will indicate that the default configuration is detected. When the update download is complete, the device reboots and installs the update. When the install is complete, the device goes back to the full home screen and notifies the user that the update is complete. For Encryption and Authentication users, a KVL needs to be connected to the radio for those services. From power on to provisioning completion takes less than a minute.

Evolving with Updates and Upgrades

APX NEXT is a future-ready platform that will evolve alongside users through updates and upgrades, delivering expanded mission-critical capabilities while keeping personnel in the field where they are needed. To this end, APX NEXT eliminates the extended downtime and shop visits often associated with device upgrades; now, software patches can be automatically installed regardless of geographic location over a broadband connection, or, if proposed, immediately pushed to the field over LTE with Motorola Solutions’ SmartProgramming service.

This streamlined process eliminates bottlenecks in the upgrade process and delivers important new features into users’ hands. Firmware upgrades will also fit more seamlessly into workflows to avoid unnecessary disruptions. The figure below illustrates how feature updates are easily deployed to the entire radio fleet.





Typical Firmware and Configuration Update Process via RadioCentral

If a situation occurs where users do not have the time for an update, those updates can be delayed through a prompt until the next power cycle. This puts personnel directly in control of when updates work best for responders, especially in the chaotic environment of public safety. A snapshot of the APX NEXT device with “Install Update” prompt is shown below.



APX NEXT In-Field Update on the Device

Providing Insight

SmartInsight services provide an end-to-end view into your agency’s APX NEXT device usage. From 24/7 monitoring and data collection to actions pertaining to fleet management, SmartInsight helps administrators collect, analyze, report, and act on diagnostic information



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to optimize your APX NEXT fleet's performance. The application is easy-to-view, with accessible interactive dashboards to gain more visibility into the fleet's health status.

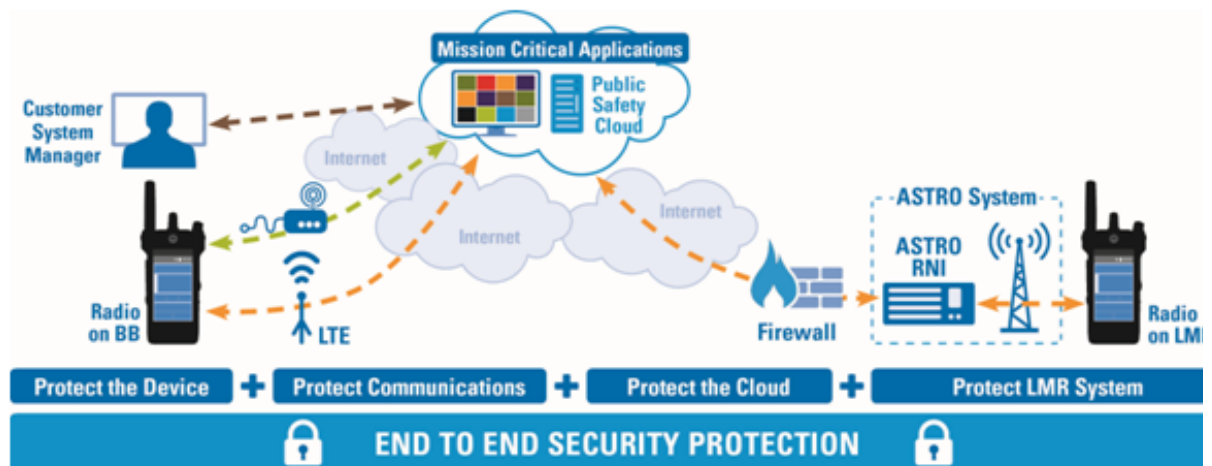
SmartInsight delivers the following capabilities to enhance APX NEXT operations:

- Monitor various device parameters like signal strength, device usage, and inventory data.
- Store collected information securely in the cloud, where data exploration, cleansing, and correlation is performed to extract descriptive, predictive, and prescriptive insights for device management.
- Set up notification alerts and use analytics to take corrective actions and identify potential issues before they occur.

Securing Communications

APX NEXT uses Motorola Solutions' hardened End-to-End security to protect communications and allow only authorized units in the system to listen to transmissions. End-to-End security provides seamless protection from the device and data in transit to the cloud and the LMR system.

This solution ensures each component in the system is designed and validated against ongoing threat assessments to ensure vulnerabilities are detected and remedied, while potential new vulnerabilities will be addressed with seamless security updates. This offers transparent, real-time protection and keeps critical information and infrastructure safe.



Motorola Solutions' End-to-End Security Solution



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SmartProgramming Application Service

Leveraging Device Managed Services (DMS) and RadioCentral provisioning capabilities, the SmartProgramming application allows radios to be updated anywhere within an agency's local LTE network coverage area. APX NEXT devices no longer need to be tied to a computer via USB cable, limited to WiFi network coverage, or gated by Land Mobile Radio (LMR) bandwidth. SmartProgramming allows the APX NEXT device to take advantage of LTE broadband data speeds to pull programming jobs from RadioCentral devices in minutes.

The SmartProgramming Application Service is proposed as a subscription-based model to optimize budget and scale to meet evolving needs.

SmartLocate Application Service

The APX NEXT SmartLocate feature provides dispatchers with accurate location data over a broadband network, enabling better tracking of field personnel and improved situational awareness. By using the broadband network and CommandCentral Aware capabilities, SmartLocate can quickly send GPS coordinate updates and location information from the field to dispatchers to create a more effective operating picture of any situation. This gives dispatchers a greater ability to manage incidents and efficiently dispatch available units with confidence that resources are allocated where necessary.

The use of broadband increases the frequency of location reporting beyond an LMR system, improving location accuracy and allowing for a higher number of users without LMR infrastructure capacity limitations.

The CommandCentral Aware tool set features location triggers that include time, distance, push-to-talk (PTT), emergency, and accelerated cadence during emergency.

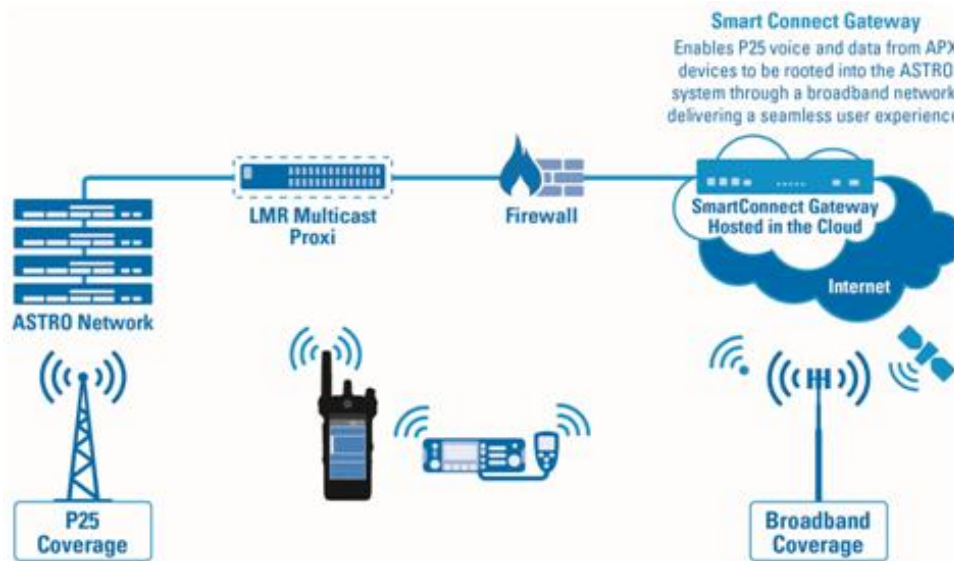
The SmartLocate Application Service is proposed as a subscription-based model that optimizes budget and scales to meet evolving needs. SmartLocate provides enhanced capabilities to existing CommandCentral Aware application investments. Access to CommandCentral Aware is not included with the SmartLocate subscription.



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SMARTCONNECT APPLICATION SERVICE

First responders need to know that they are covered and supported with critical intelligence no matter where the mission takes them. Leveraging APX NEXT and supported devices, SmartConnect keeps users connected and maintains critical LMR features through a broadband connection. By seamlessly switching between P25 LMR and LTE cellular networks, SmartConnect extends reliable PTT communications as radio users roam onto supported broadband networks. Authentication, status, talkgroups, and encryption are all preserved automatically, without interruptions or resets to ensure that end users continue to have access to the critical features they need in emergency situations.



APX NEXT Network Elements of SmartConnect

SmartConnect allows users to retain most P25 radio features when out of range of LMR, including the following:

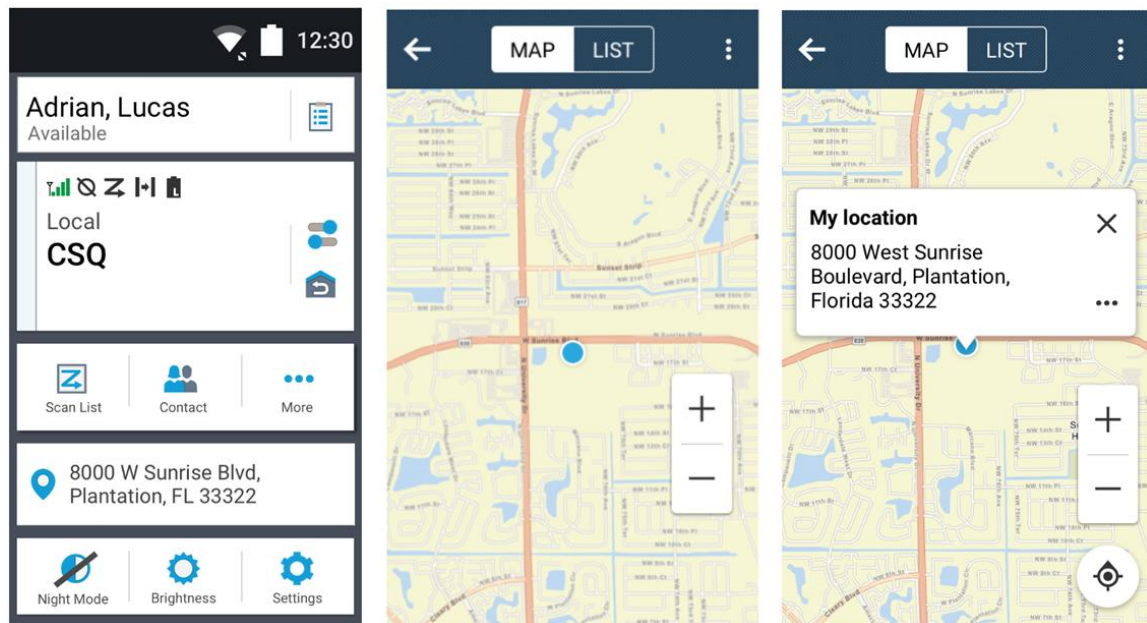
- Agency Groups.
- Dynamic Regrouping.
- Call Alert.
- Emergency Call & Alarm.
- FDMA/TDMA to/from LMR System.
- Group Call Clear/Encrypted.
- Group Regrouping.
- Multigroup.
- PTT ID.
- Priority Monitor Scan.
- Radio Authentication.
- Radio Check.
- Radio Inhibit/Uninhibit.
- Radio Interrupt/Console Takeover.
- Status Update.
- ViQi Virtual Partner via LMR network.

The SmartConnect Application Service is proposed as a subscription-based model to optimize budget and scale to meet evolving needs



SMARTMAPPING APPLICATION SERVICE

The SmartMapping application provides precise and accessible location information for field users on APX NEXT's modernized map interface, improving situational awareness and informing response. Users can see their own location and the location/status of other officers at a glance and immediately tap to communicate with these personnel. SmartMapping streamlines engagement by providing access to the application directly from the APX NEXT home screen to best support users wherever the mission takes them.



SmartMapping Widget, Map View, and Location Pop-Up Display (Left to Right)

SmartMapping also provides the following capabilities for APX NEXT users:

- Search for specific agency users to communicate with by using accessible, on-screen navigation and search tools.
- Select map layers to get a different view of an area, including Street View, Terrain, or Satellite Image.
- Adapt to changing agency needs as new integrations and capabilities are introduced into the SmartMapping application





APX NEXT DEVICE MANAGEMENT SERVICES – ESSENTIAL STATEMENT OF WORK

OVERVIEW

Device Management Services (“DMS”) is a tiered offering that efficiently maintains the Customer’s device fleet while helping to keep devices up-to-date and fully operational in the field.

DMS Essential services provide basic hardware and software support.

This Statement of Work (“SOW”), including all of its subsections and attachments is an integral part of the applicable agreement (“Agreement”) between Motorola Solutions, Inc. (“Motorola Solutions”) and Customer (“Customer”).

In the event of a conflict between the terms and conditions of the Agreement and the terms and conditions of this SOW, this SOW will control as to the inconsistency only. The SOW applies to the device specifically named in the Agreement.

HARDWARE REPAIR

Hardware Repair provides repair coverage for internal and external device components that do not work in accordance with published specifications. Repair services are performed at a Motorola Solutions-operated or supervised facility. The device will be repaired to bring it to compliance with its specifications, as published by Motorola Solutions at the time of delivery of the original device.

For malfunctioning devices that must be replaced, Motorola Solutions will attempt to read the codeplugs from those devices. If successful, Motorola Solutions will load the codeplug to any replacement devices. If not, Motorola Solutions will load a factory codeplug, and the Customer will need to load the previous codeplug.

Motorola Solutions will load factory available firmware to any replacement devices, which may not match the Customer’s firmware version.

Motorola Solutions Responsibilities

- Repair or replace malfunctioning device, as determined by Motorola Solutions.
- Complete repair or replacement with a turnaround time of five business days in-house, provided the device is delivered to the repair center by 9:00 a.m. (local repair center time). Turnaround time represents the time a product spends in the repair process, and does not include time in transit to and from the Customer’s site. Business days do not include US holidays or weekends.
- If applicable, apply periodically-released device updates, in accordance with an Engineering Change Notice.
- Provide two-way air shipping when a supported Motorola Solutions electronic system, such as MyView Portal, is used to initiate a repair. A shipping label will be generated via the electronic system.





Customer Responsibilities

- For non-contiguous renewals, Customer must provide a complete list, preferably in electronic format, of all hardware serial numbers to be covered under the Agreement to Motorola Solutions.
- Initiate device repairs, as needed.
 - When initiating a repair via a supported Motorola Solutions electronic system, label each package correctly with the shipping label and Return Material Authorization (“RMA”) number generated by the electronic system.
 - When initiating a repair via paper Return Material Form (“RMF”), the RMF must be completed for each device, included in the package with the device, and shipped to the Motorola Solutions depot specified on the RMF.
- Remove any data or other information from the device that the Customer wishes to destroy or retain prior to sending the device for repair.
- If a malfunctioning device must be replaced and the Customer has loaded information for that device to Motorola Solutions’ cloud environment, the Customer will need to remove the information for the malfunctioning device and add information for the replacement device to the applicable cloud environment.

Limitations and Exclusions

The Customer will incur additional charges at the prevailing rates for any activities that are not included or are specifically excluded from this service scope, as described below. Motorola Solutions will notify the Customer and provide a quotation of any incremental charges related to such exclusions prior to completing the repair and said repair will be subject to Customer’s acceptance of the quotation.

- Replacement of consumable parts or accessories, as defined by product, including but not limited to batteries, cables, and carrying cases.
- Repair of problems caused by:
 - Natural or manmade disasters, including but not limited to internal or external damage resulting from fire, theft, and floods.
 - Third-party software, accessories, or peripherals not approved in writing by Motorola Solutions for use with the device.
 - Using the device outside of the product’s operational and environmental specifications, including improper handling, carelessness, or reckless use.
 - Unauthorized alterations or attempted repair, or repair by a third party.
- Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training.
- Problem determination and/or work performed to repair or resolve issues with non-covered products. For example, any hardware or software products not specifically listed on the service order form are excluded from service.
- File backup or restoration.
- Completion and test of incomplete application programming or system integration if not performed by Motorola Solutions and specifically listed as covered.
- Accidental damage, chemical or liquid damage, or other damage caused outside of normal device operating specifications, except if optional Accidental Damage Coverage was purchased.
- Cosmetic imperfections that do not affect the functionality of the device.
- Software support for unauthorized modifications or other misuse of the device software is not covered.
- Motorola Solutions is not obligated to provide support for any device that has been subject to the following:





- Repaired, tampered with, altered or modified (including the unauthorized installation of any software) — except by Motorola Solutions authorized service personnel.
- Subjected to unusual physical or electrical stress, abuse, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable product specification.
- If the Customer fails to comply with the obligations contained in the Agreement, the applicable software license agreement, and Motorola Solutions terms and conditions of service.

Accidental Damage (Optional)

An add-on to Hardware Repair, Accidental Damage provides repair coverage for internal and external device components damaged due to accidents or that do not work in accordance with published specifications. Repair services are performed at a Motorola Solutions-operated or supervised facility. Accidental Damage coverage must be purchased together with, or within 90 days of, a qualifying Motorola Solutions hardware purchase. This offer reduces unexpected expenses relating to the repair of the device.

Accidental Damage coverage includes all Hardware Repair services, and expands coverage to include Accidental Damage. Examples of items included under Accidental Damage Coverage are:

- Electrical repair for components that are not working in accordance with published specifications
- Electrical repair for failures caused by accidental water damage.
- Electrical repair for accidental internal damage.
- Replacement of accidentally cracked or broken housings.
- Replacement of accidentally cracked or broken displays.
- Replacement of accidentally cracked or broken or missing keypads/buttons.

For malfunctioning devices that must be replaced, Motorola Solutions will attempt to read the codeplugs from those devices. If successful, Motorola Solutions will load the codeplug to any replacement devices. If not, Motorola Solutions will load a factory codeplug, and the Customer will need to load the previous codeplug.

Motorola Solutions will load factory available firmware to any replacement devices, which may not match the Customer's firmware version. The Customer may need to downgrade the firmware on the replacement device.

Added Motorola Solutions Responsibilities for Accidental Damage

- Repair or replace accidentally damaged device, as determined by Motorola Solutions.

Limitations and Exclusions

In addition to applicable Limitations and Exclusions for Hardware Repair, Accidental Damage limits or excludes the following:

- There is a limit of one device repair per device/per contract year with Accidental Damage coverage. This exclusion does not apply to repairs to malfunctioning components. Motorola Solutions will repair malfunctioning components covered by the standard Hardware Repair service as needed.
- Where ongoing "accidental damage" is deemed by Motorola Solutions to be excessive, systemic or the result of device mishandling, the Customer may be subject to an additional charge. Should the accidental damage continue unabated, the Customer will incur repair charges at Motorola





Solutions' discretion and prevailing charges for devices deemed by Motorola Solutions to have been damaged through improper handling, carelessness, or reckless use.

- Accidental Damage is quoted on a per-unit basis, is prepaid, non-cancellable, and non-refundable for the purchased service term.

DEVICE TECHNICAL SUPPORT

Motorola Solutions' Device Technical Support service provides telephone consultation for device and accessory issues. Support is delivered through the Motorola Solutions Centralized Managed Support Operations ("CMSO") organization by a staff of technical support specialists.

For Device Technical Support, Motorola Solutions will respond to calls within two (2) hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, Customers may contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request in Motorola Solutions Case Management System on the Customer's behalf.

Motorola Solutions Responsibilities

- Provide technical support for devices, assessing and troubleshooting reported issues.
- Receive and log Customer support requests, and assign a technical representative to respond to a Customer incident per the defined timeframes.

Customer Responsibilities

- Use the provided methods to contact Motorola Solutions technical support.
- Provide sufficient information to allow Motorola Solutions technical support agents to diagnose and resolve Customer issues.
- Provide contact information for field service technicians in the event that Motorola Solutions has to follow up.

Limitations and Exclusions

- Device support does not include Land Mobile Radio ("LMR") network, Wi-Fi, and LTE network troubleshooting.

SOFTWARE MAINTENANCE

Motorola Solutions is continually developing new features and functionality for our portfolio of public-safety-grade radios. By purchasing software maintenance, the Customer can take advantage of these firmware releases and future-proof their communications investment.

Motorola Solutions Responsibilities

- Test all firmware releases to minimize software defects.
- Announce new firmware releases and post release notes in a timely manner via MyView Portal.
- Provide firmware updates via the RadioCentral cloud server. Motorola Solutions makes no guarantees as to the frequency or timing of firmware updates.
- Provide upgrade capability through RadioCentral.





- Provide programming and service tools and technical support through the firmware support window.
- Provide documentation via MyView Portal with each release detailing new features, bug fixes, and any known issues.

Customer Responsibilities

- Periodically check MyView Portal for firmware update announcements.
- Keep the radio fleet updated with firmware versions within the support window.

RADIOCENTRAL ACCESS

RadioCentral provides radio provisioning and programming capability with the convenience and security delivered by cloud hosting. Device information will be loaded into the Motorola Solutions-hosted database directly from the factory, and the Customer can use their own computer equipment to configure codeplugs before the device arrives. Software updates and device configuration changes can be set up from anywhere with an Internet connection and pushed out through Wi-Fi or LTE (SmartProgramming) to keep devices up to date and officers in the field.

With DMS Essential, the Customer can program one device at a time using RadioCentral.

Outside of pre-announced maintenance periods, RadioCentral will be available on a best effort 24/7 basis. Broadband network and cloud performance may reduce availability.

Motorola Solutions Responsibilities

- Host the RadioCentral server software in a secure cloud environment.
- Keep the RadioCentral server software up-to-date with all software and security patches.
- Keep the RadioCentral database backed up and restore backups, as needed.
- Populate the RadioCentral database with device serial numbers, model information, feature information, and default codeplugs.
- Provide access information (login information, IP addresses, and port numbers as needed), as well as current RadioCentral Client software downloads via MyView Portal.
- Ensure that RadioCentral is accessible to Wi-Fi and LTE connected devices.
- Provide a link between RadioCentral and MyView Portal.
- Monitor the status of the RadioCentral cloud platform.
- Notify the Customer via Remedy of any scheduled maintenance or other planned outages.
- Notify the Customer through Remedy and MyView Portal of any unplanned outages.
- Provide authorized administrator access to RadioCentral via a third-party identity management system.

Customer Responsibilities

- Provide contact information, including email addresses, for the RadioCentral administrator.
- Provide contact information, including email addresses, for the radio provisioning agency or agencies.
- Administer provisioning agency RadioCentral accounts.
- Provide a Wi-Fi network with Internet access for device programming.
- Provide and maintain the required RadioCentral client computer(s).
- Provide internet access for the RadioCentral client computer.





- Maintain the configuration database.
- Program devices using RadioCentral as needed.

Limitations and Exclusions

- RadioCentral programming is limited to LTE and Wi-Fi programming only. Over-the-air programming (via the LMR system) and Bluetooth programming are not supported.

RADIOCENTRAL TECHNICAL SUPPORT

For RadioCentral Technical Support, Motorola Solutions will respond to calls within two (2) hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, Customers may contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request in Motorola Solutions Case Management System on the Customer's behalf.

Motorola Solutions Responsibilities

- Monitor the status of the RadioCentral cloud platform.
- Notify Customer of any scheduled maintenance or planned outages.
- Provide technical support, security control, and service improvements related to RadioCentral. Customer Data may be accessed by Motorola Solutions employees residing outside of the Customer's country for the sole purpose of providing such support.

Customer Responsibilities

- Use the provided methods to contact Motorola Solutions technical support.
- Provide sufficient information to allow Motorola Solutions technical support agents to diagnose and resolve Customer issues.
- Provide contact information for on-site technicians in the event that Motorola Solutions has to follow up.

Limitations and Exclusions

- Initial fleetmap template creation or consultation required to assemble a fleetmap strategy is excluded.
- Motorola Solutions Technical Support will not accept radio programming assistance calls. Support is limited to the correction of defects with the RadioCentral programming tool.

MYVIEW PORTAL ACCESS

MyView Portal is the single location to track the status of subscriptions and service contracts, including start and end dates. MyView Portal displays the serial number, configuration, and firmware versions of all the APX NEXT devices in the Customer's fleet. This portal includes order, RMA, and technical support ticket status, as well as a consolidated download site for software and documentation.

Outside of pre-announced maintenance periods, MyView Portal will be available on a best effort 24/7 basis. Motorola Solutions cannot guarantee the availability of Internet networks outside of our control.





Motorola Solutions Responsibilities

- Provide a web accessible, secure portal to view the Customer's data.
- Provide the Customer with login credentials for the site.
- Provide end-user training for the site.
- Provide technical support to answer end user questions between the hours of 8 a.m. to 5 p.m. CST Monday through Friday, excluding US holidays.
- Keep the site updated with the latest Customer information.
- Establish and maintain connectivity between RadioCentral and MyView Portal.

Customer Responsibilities

- Provide Motorola Solutions with contact information for administrative users.
- Administer user access.
- Provide Internet access for users to access the site.
- Attend available MyView Portal training.
- Protect login information against unauthorized use.
- Provide Motorola Solutions with updated equipment information, as needed.

DEVICE MANAGEMENT TRAINING (OPTIONAL)

Device Management Training provides detailed instruction for radio technicians on how to use the RadioCentral programming tool and how to manage a fleet of devices and administer access to RadioCentral through MyView portal. Upon completing the training, participants will be able to provision and program their APX NEXT radio fleet with confidence. Training includes access to an online overview course, as well as a two-day instructor led workshop.

Based on purchased option, the instructor-led workshop can be delivered in three different ways:

- Virtually via web conferencing (1 seat).
- In person at a Motorola Solutions facility (1 seat).
- In person at the Customer's site (up to 12 seats).

Motorola Solutions Responsibilities

- Provide access to the online training class.
- Provide training material for class.
- Provide an instructor to lead the training workshop.
- If the Customer purchases training at the Customer's site, cover expenses for instructor to travel to the Customer's site. Motorola Solutions requires a minimum 30-day scheduling lead time for all customer on-site training. Customer site visits will be scheduled based on Motorola Solutions instructor availability.

Customer Responsibilities

- Provide PC and Internet connection to take the online training class.
- If the Customer purchases training at a Motorola Solutions facility, cover expenses for students to travel to a Motorola Solutions facility.





SMARTINSIGHT (OPTIONAL)

For system and radio managers who want to ensure optimal performance for their APX NEXT fleet, SmartInsight is an advanced data analytics application that provides accurate historical and predictive insights to enable timely corrective and preventive actions for radio management.

Customers may subscribe to one or more of the available SmartInsight dashboards:

- Device Diagnostics.
- Device Usage Trends.
- Battery Management.

Outside of pre-announced maintenance periods, SmartInsight will be available on a best effort 24/7 basis. Broadband network and cloud performance may reduce availability.

Motorola Solutions Responsibilities

- Provide an LTE SIM on the supported network per covered device.
- Activate and maintain the LTE SIM account.
- Provide technical support, security control, and service improvements related to SmartInsight. Customer Data may be accessed by Motorola Solution employees residing outside of the Customer's country for the sole purpose of providing such support.
- Maintain, update, and monitor the SmartInsight cloud platform.
- Collect data from the device via the supported LTE network or Wi-Fi (if Wi-Fi is enabled on the device) and store in the cloud platform.
- Continually analyze data and provide access to resulting insights through dashboards on MyView Portal.
- Provide authorized administrator capability to provision users and control access to dashboards in MyView Portal via a third-party identity management system.

Customer Responsibilities

- Order and maintain the SmartInsight subscription for each device.
- Maintain the device in good working order on a supported firmware release.
- Use a supported web browser to access SmartInsight dashboards.
- Notify Motorola Solutions at least 30 days prior to cancelling any SmartInsight subscription.





DMS PRIORITY LEVELS

For RadioCentral and SmartInsight cloud-based elements, the following Priority Levels and response times apply. Initial Technical Response is defined as acknowledgement to the Customer that an incident has occurred.

Description	Initial Technical Response Time
Critical P1	
Product or Software defect which gives rise to:	1 hour
<ul style="list-style-type: none"> - Greater than 25% loss of functionality attributed to cloud resources, excluding local device and ASTRO 25 system connectivity issues. - Functional failures affecting more than 50% of devices. 	24/7
High P2	
Product or Software defect which gives rise to:	4 hours
<ul style="list-style-type: none"> - Greater than 5% loss of functionality attributed to cloud resources, excluding local device and ASTRO 25 system connectivity issues. - Functional failures affecting more than 15% of devices. 	24/7
Medium P3	
Product or Software defect which gives rise to:	24 hours
<ul style="list-style-type: none"> - Between 1-5% loss of functionality attributed to cloud resources, excluding local device and ASTRO 25 system connectivity issues. - Functional failures affecting LESS than 15% of devices. 	8 x 5 business hours
Low P4	
Items include:	7 business days
<ul style="list-style-type: none"> - Documentation questions. - General informational questions. - Other Investigations not marked as a higher priority level. 	
<p>For issues deemed to be Critical P1, High P2, and Medium P3, the Customer will need to ensure contact is made with Motorola Solutions personnel via telephone. Communication via email, SMS or any web chat applications shall not be accepted as proof of notification given the delayed and non-guaranteed nature of the mode of communications. All emailed requests will be treated as Medium P3 incidents. The above Response Goals shall not be applicable during the occurrence of a Force Majeure event (e.g. acts of God, including earthquakes and floods).</p>	





SMARTPROGRAMMING APPLICATION SERVICE STATEMENT OF WORK

SmartProgramming ties a device to the cloud-hosted RadioCentral database through the supported LTE network. After a provisioning, programming, or update job has been scheduled using RadioCentral client, the LTE network will be leveraged for the following series of communications between the device and the RadioCentral server:

- On power down, devices will poll the RadioCentral server for any pending jobs.
- The device will download and store any new firmware and/or configurations from the RadioCentral server.
- The device will notify the RadioCentral server that the download is complete, and give the device user the option to install the updates.
- The device will report back to the RadioCentral server when the update is complete. In the event of a failure, the device will report the failure and cause back to the server.

Outside of pre-announced maintenance periods, Motorola Solutions will provide SmartProgramming on a best effort 24/7 basis. LTE network and cloud performance may reduce availability.

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In the event of a conflict between the terms and conditions of an Agreement and the terms and conditions of this SOW, this SOW will control as to the inconsistency only.

MOTOROLA SOLUTIONS RESPONSIBILITIES

- Provide an LTE SIM on the supported network per covered device.
- Activate and maintain the LTE SIM account.
- Provide technical support related to SmartProgramming.
- Provide device access to the RadioCentral cloud-hosted server via the supported LTE network.
- Display SmartProgramming subscription status per device (including start and end dates) on MyView Portal.
- Provide device software updates for SmartProgramming per Device Management Services ("DMS") Software Maintenance.

CUSTOMER RESPONSIBILITIES

- Order and maintain the SmartProgramming subscription for each device.
- Order and maintain at least a minimum-tiered DMS Essential subscription for each device.
- Maintain the device in good working order on a supported firmware release.
- Install a supported version of the RadioCentral programming client.
- Ensure the device is powered up and in a supported LTE network coverage area for the duration of all SmartProgramming jobs.
- Notify Motorola Solutions at least 30 days prior to cancelling any SmartProgramming subscription.

LIMITATIONS AND EXCLUSIONS

- SmartProgramming does not include initial device fleetmap template creation or consultation required to assemble a fleetmap strategy.





QUOTE-2318263
3 Year

- Technical support of the SmartProgramming application service is limited to connecting the device to the RadioCentral cloud-hosted servers. It does not include programming help, assistance with the RadioCentral client software, or troubleshooting the LMR or LTE networks. Best effort support will be offered on a case-by-case basis to determine the status of the LTE network.

TECHNICAL SUPPORT

SmartProgramming Technical Support will respond to calls within two hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, the Customer may contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request on Motorola Solutions Case Management System on the Customer's behalf.



Any sales transaction following Motorola's quote is based on and subject to the terms and conditions of the valid and executed written contract between Customer and Motorola (the "Underlying Agreement") that authorizes Customer to purchase equipment and/or services or license software (collectively "Products"). If no Underlying Agreement exists between Motorola and Customer, then Motorola's Standard Terms of Use and Motorola's Standard Terms and Conditions of Sales and Supply shall govern the purchase of the Products.



SMARTCONNECT APPLICATION SERVICE STATEMENT OF WORK

SmartConnect ties a configured device to an enabled LMR network through a supported broadband network and cloud hosted gateway. To take advantage of the SmartConnect application service, the Customer must have a SmartConnect-capable ASTRO 25 7.17 or higher LMR network. Some tiers of the APX platform must also have Wi-Fi capability enabled and configured in the device. The work to upgrade and configure the infrastructure and license and configure Wi-Fi to enable the SmartConnect functionality is outside the scope of this offer and document.

Outside of pre-announced maintenance periods, Motorola will provide SmartConnect on a best effort 24/7 basis. Broadband network and cloud performance may reduce availability.

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In the event of a conflict between the terms and conditions of an Agreement and the terms and conditions of this SOW, this SOW will control as to the inconsistency only.

MOTOROLA SOLUTIONS RESPONSIBILITIES

- Provide an LTE SIM on the supported network per covered device (APX NEXT devices only).
- Activate and maintain the LTE SIM account (APX NEXT devices only).
- Provide authorized administrator access to provision devices in the cloud gateway via a third-party identity management system.
- Maintain, update, and monitor the SmartConnect cloud platform.
- Provide technical support, security control, and service improvements related to SmartConnect. Customer Data may be accessed by Motorola Solution employees residing outside of the Customer's country for the sole purpose of providing such support.
- Provide device access to the SmartConnect cloud-hosted gateway via the supported broadband network.
- Display SmartConnect subscription status per device (including start and end dates) on MyView Portal.
- Provide device software updates for SmartConnect per Device Management Services ("DMS") Software Maintenance.

CUSTOMER RESPONSIBILITIES

- Upgrade the LMR system to a supported ASTRO 25 release and enable SmartConnect.
- Order, enable, and configure Wi-Fi capabilities on supported devices if applicable.
- Order and maintain the SmartConnect subscription for each device intended for use with the service.
- Maintain the device in good working order on a supported firmware release.
- Work with Motorola Solutions to initially provision device information in the cloud gateway.
- Ensure the device is powered up and in a supported broadband network coverage area while using SmartConnect.
- Notify Motorola Solutions at least 30 days prior to cancelling any SmartConnect subscription.





LIMITATIONS AND EXCLUSIONS

- SmartConnect does not include initial device fleetmap template creation or consultation required to assemble a fleetmap strategy.
- The SmartConnect offer does not include the cost of the APX Wi-Fi licenses, enablement, or configuration.
- Infrastructure configuration changes including software, security, and anti-virus patches associated with SmartConnect, and network connectivity to the cloud gateway are not covered by the SmartConnect application service.
- Technical support of the SmartConnect application service is limited to connecting the device to the SmartConnect cloud-hosted servers and verifying the status of the cloud-hosted gateway. It does not include programming help, or troubleshooting the LMR or broadband networks. Best effort support will be offered on a case-by-case basis to determine the status of the LTE network.

TECHNICAL SUPPORT AND PRIORITY LEVELS

For cloud-based elements, the following priority level definitions and response times apply. Initial Technical Response is defined as acknowledgement to the Customer that an incident has occurred.

Description	Initial Technical Response Time
Critical P1	
Product or Software defect which gives rise to: <ul style="list-style-type: none"> ▪ Greater than 25% loss of functionality attributed to cloud resources, excluding local device and ASTRO 25 system connectivity issues. ▪ Functional failures affecting more than 50% of devices. 	1 hour 24/7
High P2	
Product or Software defect which gives rise to: <ul style="list-style-type: none"> ▪ Greater than 5% loss of functionality attributed to cloud resources, excluding local device and ASTRO 25 system connectivity issues. ▪ Functional failures affecting more than 15% of devices. 	4 hours 24/7
Medium P3	
Product or Software defect which gives rise to: <ul style="list-style-type: none"> ▪ Between 1-5% loss of functionality attributed to cloud resources, excluding local device and ASTRO 25 system connectivity issues. ▪ Functional failures affecting LESS than 15% of devices. 	24 hours 8 x 5 business hours





Description	Initial Technical Response Time
Low P4	
Items include: <ul style="list-style-type: none"> ▪ Documentation questions. ▪ General informational questions. ▪ Other Investigations not marked as a higher priority level. 	7 business days
<i>For issues deemed to be Critical P1, High P2, and Medium P3, the Customer will need to ensure contact is made with Motorola Solutions personnel via telephone. Communication via email, SMS or any web chat applications shall not be accepted as proof of notification given the delayed and non-guaranteed nature of the mode of communications. All emailed requests will be treated as Medium P3 incidents. The above Response Goals shall not be applicable during the occurrence of a Force Majeure event (e.g. acts of God, including earthquakes and floods).</i>	

For all other issues, Motorola Solutions will respond to calls within two hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, Customers may contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request on Motorola Solutions Case Management System on the Customer's behalf.





SMARTLOCATE APPLICATION SERVICE STATEMENT OF WORK

SmartLocate enables a device to send GPS location information to the CommandCentral cloud platform via a broadband network while simultaneously operating on LMR.

Outside of pre-announced maintenance periods, Motorola Solutions will provide SmartLocate on a best effort 24/7 basis. LTE network and cloud performance may reduce availability.

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In the event of a conflict between the terms and conditions of an Agreement and the terms and conditions of this SOW, this SOW will control as to the inconsistency only.

MOTOROLA SOLUTIONS RESPONSIBILITIES

- Provide an LTE SIM on the supported network per covered device.
- Activate and maintain the LTE SIM account.
- Provide authorized administrator access to provision devices in the CommandCentral cloud platform via a third-party identity management system.
- Provide technical support, security control, and service improvements related to SmartLocate. Customer Data may be accessed by Motorola Solution employees residing outside of the Customer's country for the sole purpose of providing such support.
- Provide device access to the CommandCentral cloud platform via the supported LTE network.
- Display SmartLocate subscription status per device (including start and end dates) on MyView Portal.
- Provide device software updates for SmartLocate per Device Management Services ("DMS") Software Maintenance.

CUSTOMER RESPONSIBILITIES

- Order and maintain the SmartLocate subscription for each device.
- Order and maintain one or more mapping client application subscriptions in order to view SmartLocate data.
- Maintain the device in good working order on a supported firmware release.
- Use the correct version of web browser to access CommandCentral administrative interface.
- Perform ongoing provisioning of devices for SmartLocate in the CommandCentral cloud platform.
- Ensure the device is powered up and in a supported LTE network coverage area while using SmartLocate.
- Notify Motorola Solutions at least 30 days prior to cancelling any SmartLocate subscription.

LIMITATIONS AND EXCLUSIONS

- SmartLocate does not include initial device fleetmap template creation or consultation required to assemble a fleetmap strategy.
- SmartLocate does not include the cost of device Wi-Fi licenses, enablement, or configuration.
- SmartLocate does not include the cost of mapping client subscriptions, enablement, or configuration.
- Technical support of the SmartLocate application service is limited to connecting the device to the CommandCentral cloud-hosted servers. It does not include programming help or troubleshooting





QUOTE-2318263
3 Year

the LMR or LTE networks. Best effort support will be offered on a case-by-case basis to determine the status of the LTE network.

TECHNICAL SUPPORT

SmartLocate Technical Support will respond to calls within two hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, Customers may contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request on Motorola Solutions Case Management System on the Customer's behalf.

REFERENCES

- CommandCentral Documentation: https://www.motorolasolutions.com/en_us/products/command-center-software.html



Any sales transaction following Motorola's quote is based on and subject to the terms and conditions of the valid and executed written contract between Customer and Motorola (the "Underlying Agreement") that authorizes Customer to purchase equipment and/or services or license software (collectively "Products"). If no Underlying Agreement exists between Motorola and Customer, then Motorola's Standard Terms of Use and Motorola's Standard Terms and Conditions of Sales and Supply shall govern the purchase of the Products.



SMARTMAPPING APPLICATION SERVICE STATEMENT OF WORK

SmartMapping provides instant situational awareness and enhanced coordination to field users through a mapping application on the radio.

Outside of pre-announced maintenance periods, Motorola Solutions will provide SmartMapping on a best effort 24/7 basis. LTE network and cloud performance may reduce availability.

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In the event of a conflict between the terms and conditions of an Agreement and the terms and conditions of this SOW, this SOW will control as to the inconsistency only.

MOTOROLA SOLUTIONS RESPONSIBILITIES

- Provide an LTE SIM on the supported network per covered device.
- Activate and maintain the LTE SIM account.
- Provide authorized administrator access to provision devices in the CommandCentral cloud platform via a third-party identity management system.
- Provide technical support, security control, and service improvements related to SmartMapping. Customer Data may be accessed by Motorola Solution employees residing outside of the Customer's country for the sole purpose of providing such support.
- Provide authorized device access to location data stored in the CommandCentral cloud platform via the supported LTE network or Wi-Fi (if Wi-Fi is enabled on the device) and a third-party identity management system.
- Display SmartMapping subscription status per device (including start and end dates) on MyView Portal.
- Provide device software updates for SmartMapping per Device Management Services ("DMS") Software Maintenance.

CUSTOMER RESPONSIBILITIES

- Order and maintain the SmartMapping subscription for each device.
- Maintain the device in good working order on a supported firmware release.
- Enable SmartMapping on the device using a supported programming tool.
- Use a supported web browser to access CommandCentral administrative interface.
- Perform ongoing provisioning of devices for SmartMapping in the CommandCentral cloud platform.
- Ensure devices are provisioned for SmartMapping according to performance criteria recommended in product manuals.
- Ensure CommandCentral cloud platform is populated with location data to be displayed through SmartMapping. Location data is populated through separate Motorola Solution services such as SmartLocate or CommandCentral Aware.
- Ensure the device is powered up and in a supported LTE or Wi-Fi network coverage area while using SmartMapping.
- Notify Motorola Solutions at least 30 days prior to cancelling any SmartMapping subscription.





LIMITATIONS AND EXCLUSIONS

- SmartMapping subscription does not include initial device fleetmap template creation or consultation required to assemble a fleetmap strategy.
- SmartMapping subscription does not include the cost of device Wi-Fi licenses, enablement or configuration.
- SmartMapping subscription does not include any services associated with populating location data in the CommandCentral cloud platform.
- Technical support of the SmartMapping application service is limited to connecting the device to the CommandCentral cloud-hosted servers. It does not include programming help or troubleshooting the LTE or Wi-Fi networks. Best effort support will be offered on a case-by-case basis to determine the status of the LTE network.

TECHNICAL SUPPORT

SmartMapping Technical Support will respond to calls within two hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, Customers may contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request on Motorola Solutions Case Management System on the Customer's behalf.

