



September 16, 2020

Chief Deputy Will Fruehling  
Blaine County Sheriff's Office  
1650 Aviation Drive  
Hailey, ID 83333

**RE: Extension to Maintenance and Support Agreement: 211**  
**Product: PremierMDC™**

Dear Chief Deputy Fruehling:

By means of this letter, Motorola Solutions, Inc. hereby extends Blaine County's maintenance and support agreement as referenced above. Enclosed is one (1) copy of the updated Exhibit A Covered Products, Support Options and Pricing, Exhibit B Customer Support Plan, and Exhibit C Labor Rates for the period **October 1, 2020** through **September 30, 2021**. Pursuant to Section 3.2 of the original agreement as referenced above, all terms and conditions shall remain in full force and effect.

Please indicate acceptance of this extension by signing the acceptance block below and returning one copy to my attention by e-mailing it to [keith.cook@motorolasolutions.com](mailto:keith.cook@motorolasolutions.com) on or before **October 1, 2020**. Failure to submit this agreement on or before **October 1, 2020** will result in a lapse in maintenance, which may be subject to a 10% recertification and reimplementation fee.

If you have any questions or need further clarification, please contact me directly at (509) 467-5852 or by e-mailing me.

Sincerely,

*Keith Cook*

Keith Cook  
Customer Support Manager  
Motorola Solutions, Inc.

**Accepted by:**

**MOTOROLA SOLUTIONS, INC.**

**BLAINE COUNTY**

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: Joe Lunt

Name: \_\_\_\_\_

Title: Sr. VP MSSSI & Director Software Sales

Title: \_\_\_\_\_

Date: September 16, 2020

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

**Exhibit A**

**COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING**

**MAINTENANCE AND SUPPORT AGREEMENT 211 TERM: 10/1/2020-9/30/2021**

<b>CUSTOMER AGENCY</b>	<b>Blaine County</b>	<b>BILLING AGENCY</b>	<b>Blaine County</b>
Address	1650 Aviation Drive	Address	1650 Aviation Drive
City, State, Zip	Hailey, ID 83333	City, State, Zip	Hailey, ID 83333
<b>Contact Name</b>	<b>Will Fruehling</b>	<b>Contact Name</b>	<b>Will Fruehling</b>
Contact Title	Chief Deputy	Contact Title	Chief Deputy
Telephone Number	(208) 788-5551	Telephone Number	(208) 788-5551
Email Address	wfruehling@co.blaine.id.us	Email Address	wfruehling@co.blaine.id.us

**For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) MSI-HELP (800-674-4357) Option 4 Software Products/Public Safety Applications: Option 2) Computer Aided Dispatch and Mobile, Option 2) PremierOne, Legacy CAD/Mobile OR Option 4) Records/Jail Management, Option 2) PremierOne, Legacy Records or Option 5) Offendertrak**

**Site Identification Numbers**

<b>Product Group</b>	<b>Site Identification Number</b>	<b>Phone Prompt</b>
PremierMDC™	PSA0042_(PMDC)	4,2,2

**Standard Services Include:**

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

**MOTOROLA SUPPORTED PRODUCTS**

<b>Product</b>	<b>Description</b>	<b>Technical Service Level</b>	<b>Qty</b>	<b>Term Fees</b>
PremierMDC™	PremierMDC™ Server License (User Level 1-50)	24x7	1	\$30,890.00
	PremierMDC™ In-House Client		1	
	PremierMDC™ Mobile Clients		29	
	Talk Thru/RF Server Software		1	
	Talk Thru/RF Mobile Clients		29	
CAD Interface	Motorola API Only		1	
<b>MOTOROLA SUPPORTED PRODUCTS TOTAL</b>				<b>\$30,890.00</b>

**Exhibit A Continued**

**COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING**

**MAINTENANCE AND SUPPORT AGREEMENT 211**

**TERM: 10/1/2020-9/30/2021**

**Optional Services Available:**

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

\*Require Multi-year Agreement

USERS CONFERENCE ADVANCE PURCHASE OPTION					
Users Conference Attendance	Year	2020	Attendees	Qty	Fees
			Standard Attendance <sup>1</sup>	0	\$0.00
			Registration Only	0	\$0.00
<b>Standard Attendance Fees Includes the following:</b> <ul style="list-style-type: none"> <li>• Registration fee</li> <li>• Round trip travel for event (booked by Motorola)</li> <li>• Hotel accommodations (booked by Customer Agency per Motorola website instructions)</li> <li>• Ground Transportation (booked by Motorola)</li> <li>• Daily meal allowance<sup>2</sup></li> </ul>					

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

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

**OPTIONAL SUPPORT SERVICES**

Service	Description	Qty	Term Fees
24x7 Technical Support	24x7 Technical Support	1	Included
<b>OPTIONAL SUPPORT SERVICES TOTAL</b>			<b>Included</b>

**SUPPORT FEES SUMMARY**

Product	Service Level	Term Fees
PremierMDC™ Software and CAD Interface	24x7	\$30,890.00
<b>MOTOROLA SUPPORT SUBTOTAL</b>		<b>\$30,890.00</b>
24x7 Technical Support Services		Included
<b>OPTIONAL SUPPORT SERVICES SUBTOTAL</b>		<b>Included</b>
<b>GRAND TOTAL</b>		<b>\$30,890.00</b>
<b>MONTHLY PAYMENT</b>		<b>\$2,574.17</b>

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**Exhibit B**  
**CUSTOMER SUPPORT PLAN**

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**MAINTENANCE AND SUPPORT AGREEMENT**    211

**TERM:**    10/1/2020-9/30/2021

**CUSTOMER:**    BLAINE COUNTY

## **Introduction**

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

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

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

Below are the topics outlined in this Customer Support Plan:

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

### ***I. Service Offerings***

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

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

#### **Service Levels**

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

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

## **II. Accessing Customer Support**

### ***The Motorola Solutions System Support Center Operations***

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

The System Support Center offers total call management including:

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

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

There are three options for accessing Support at Motorola:

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

### **Option 1 - Call Motorola Solutions System Support Center**

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

**Option 2) Computer Aided Dispatch and Mobile**

**Option 2) PremierOne, Legacy CAD/Mobile**

**or**

**Option 4) Records/Jail Management**

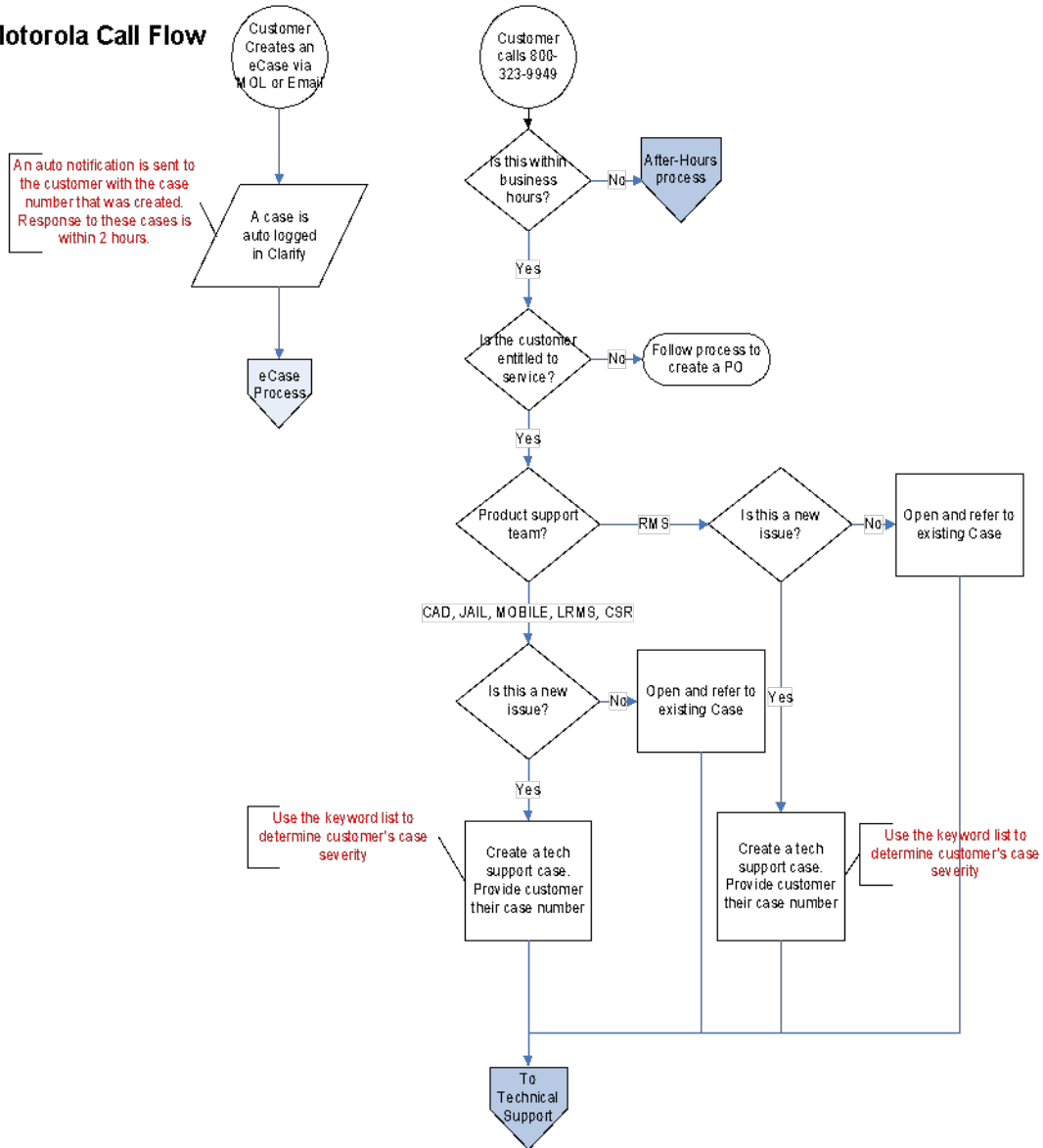
**Option 2) PremierOne, Legacy Records or**

**Option 5) Offendertrak**

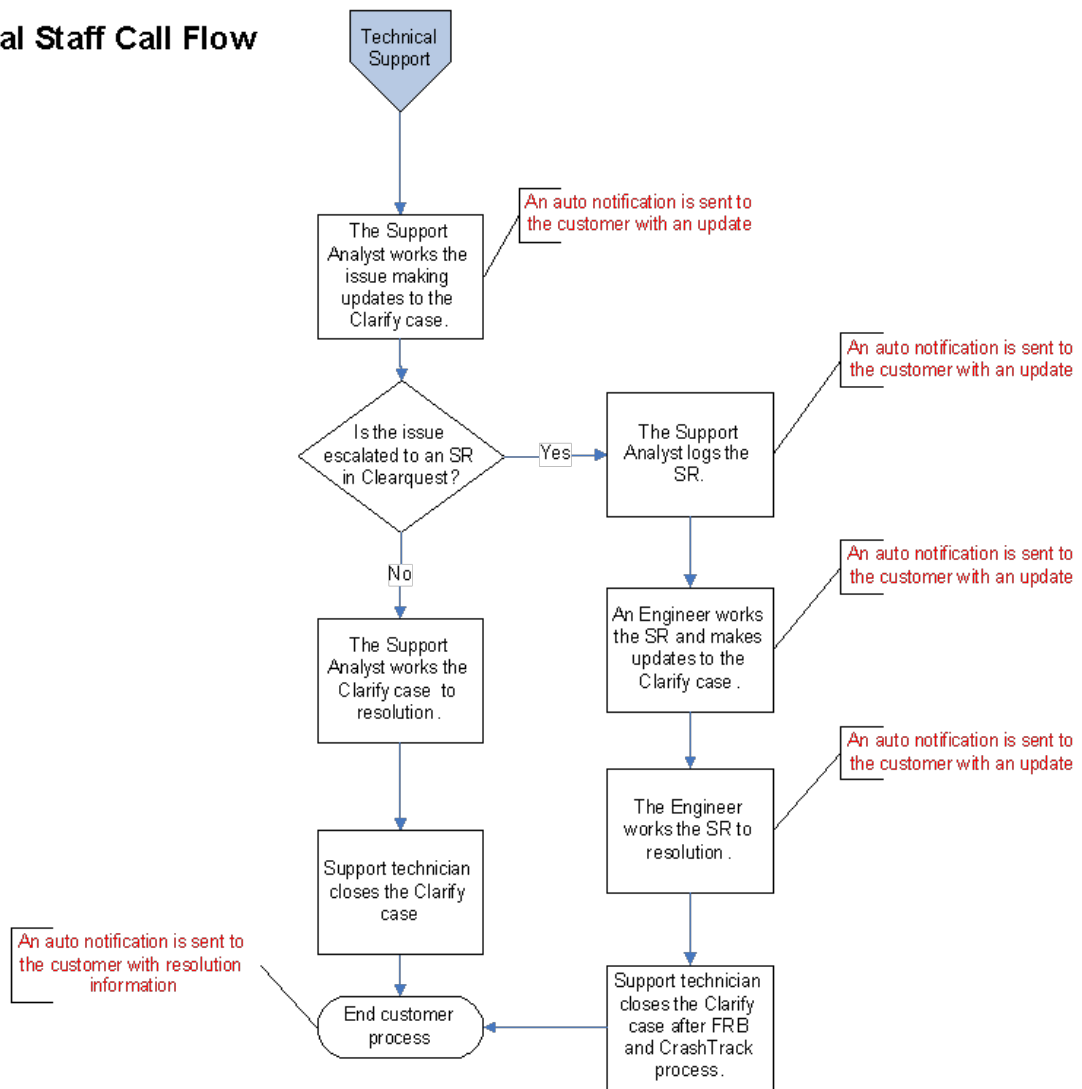
Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification Number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola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

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

### Motorola Call Flow



# Technical Staff Call Flow



## How to Obtain Technical Support for Products

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



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


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

### **Setting Up a Motorola Solutions Online Account**

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

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

### **Accessing the Technical Case Management web site**


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

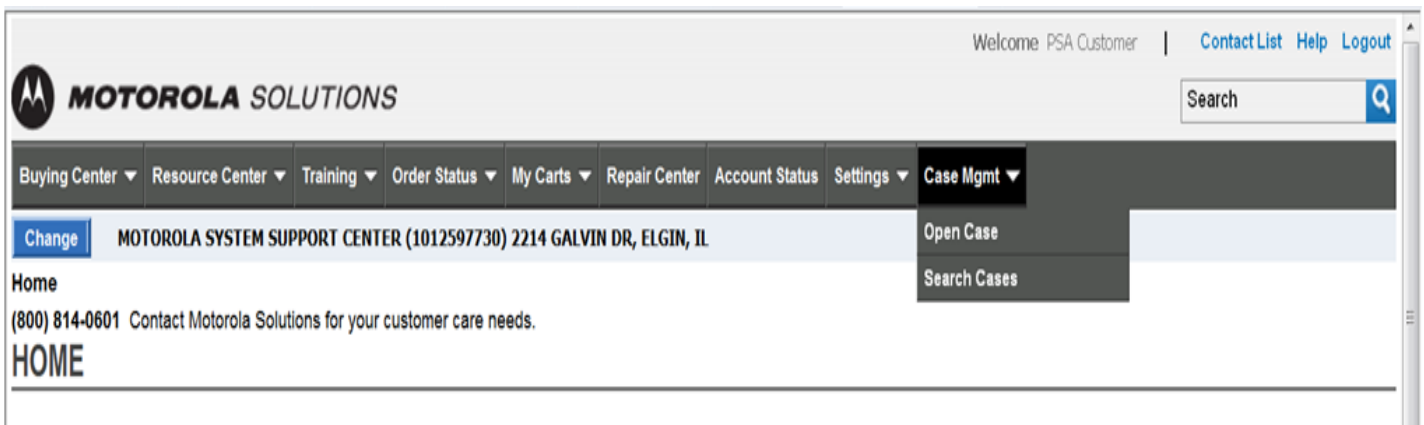
### **Primary Features of Online Technical Case Management**

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

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

#### *A. Open a New Case*

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



The screenshot displays the Motorola Solutions web application interface. At the top right, it says "Welcome PSA Customer" with links for "Contact List", "Help", and "Logout". A search bar is located on the right side. The main navigation bar includes "Buying Center", "Resource Center", "Training", "Order Status", "My Carts", "Repair Center", "Account Status", "Settings", and "Case Mgmt". The "Case Mgmt" dropdown menu is open, showing "Open Case" and "Search Cases". Below the navigation bar, there is a "Change" button and the address "MOTOROLA SYSTEM SUPPORT CENTER (1012597730) 2214 GALVIN DR, ELGIN, IL". The page also features a "Home" link and the phone number "(800) 814-0601" with the text "Contact Motorola Solutions for your customer care needs." and a large "HOME" button.

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

### Open Case

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

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

Contact Name: PSA Customer WebID

Contact Phone: 8008140601

Contact Email: PT1728@MOTOROLASOLUTIONS.COM

Reason: System Support Issue

Title:

System Support Site: Please Specify

Case Type: Please Specify

Severity: Please Specify

System: Please Specify

Description:

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

### Open Case

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

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

Contact Name: PSA Customer WebID

Contact Phone: 8008140601

Contact Email: PT1728@MOTOROLASOLUTIONS.COM

Reason: System Support Issue

Title:

System Support Site: Please Specify

Case Type: Please Specify

Severity: Please Specify


System: Please Specify

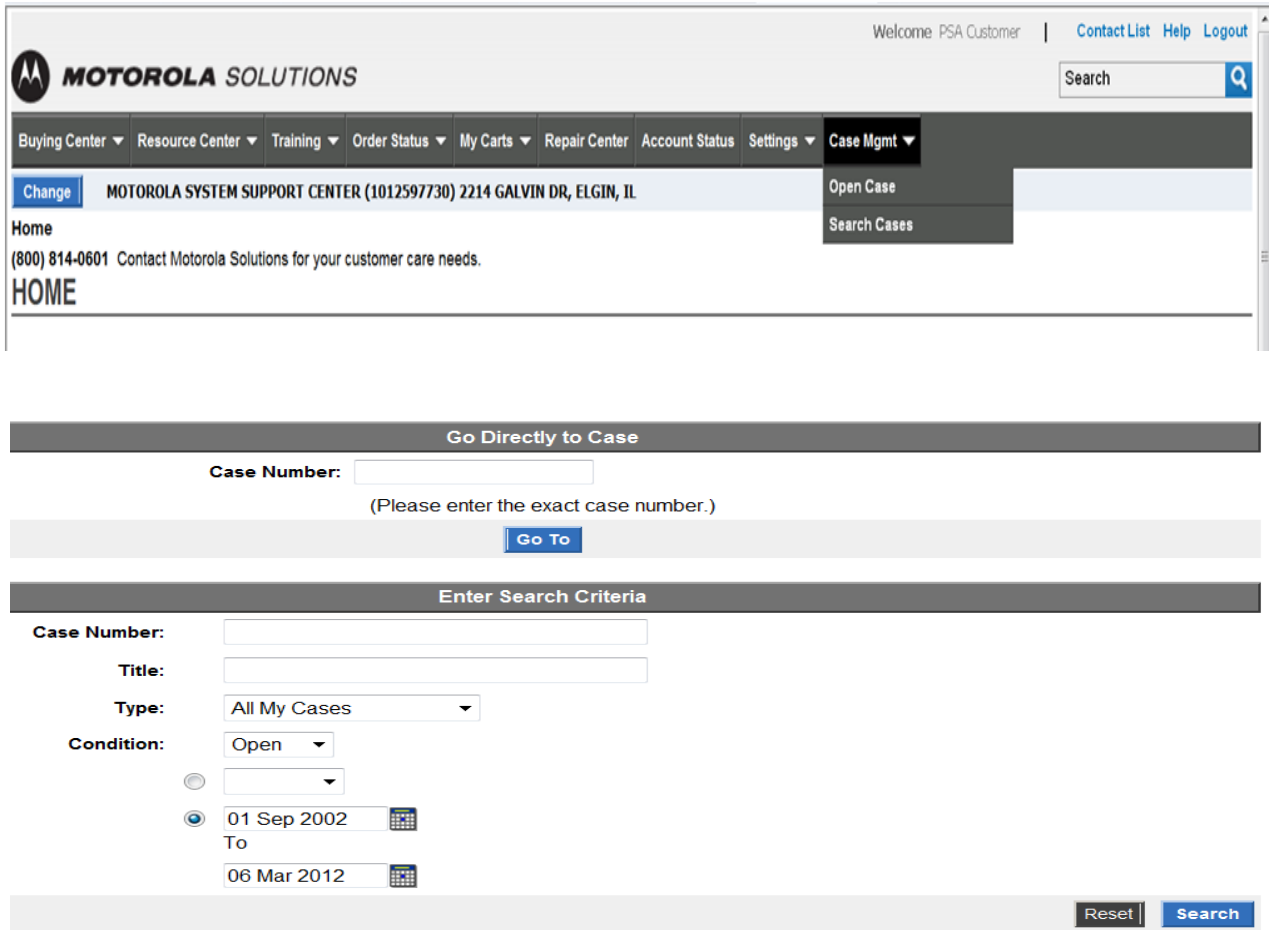
Description:

Create Case

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

**B. Search for an Existing Case**

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



The screenshot shows the Motorola Solutions web interface. At the top, there is a navigation bar with the Motorola logo and 'MOTOROLA SOLUTIONS' text. To the right, it says 'Welcome PSA Customer' and has links for 'Contact List', 'Help', and 'Logout'. Below this is a search bar with the text 'Search' and a magnifying glass icon. A dropdown menu is open under 'Case Mgmt', showing options for 'Open Case' and 'Search Cases'. Below the navigation bar, there is a 'Change' button and a location address: 'MOTOROLA SYSTEM SUPPORT CENTER (1012597730) 2214 GALVIN DR, ELGIN, IL'. Below that is a 'Home' section with the phone number '(800) 814-0601' and the text 'Contact Motorola Solutions for your customer care needs.' Below the home section is a 'HOME' link. The main content area has two sections: 'Go Directly to Case' and 'Enter Search Criteria'. The 'Go Directly to Case' section has a 'Case Number:' label and an input field, with a note '(Please enter the exact case number.)' and a 'Go To' button. The 'Enter Search Criteria' section has several fields: 'Case Number:' with an input field, 'Title:' with an input field, 'Type:' with a dropdown menu set to 'All My Cases', 'Condition:' with a dropdown menu set to 'Open', and a date range selector with radio buttons. The date range is set to '01 Sep 2002' to '06 Mar 2012'. At the bottom right of the search criteria section, there are 'Reset' and 'Search' buttons.

### C. Update an Existing Case

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

The screenshot shows a web interface for case management. At the top, there is a navigation bar with links: [Add Note](#), [Open Case](#), and [Search Cases](#). Below this is a header for "Details for Case # 20000216", with a yellow box labeled "Case Number" pointing to the case ID. The main content area is divided into two columns of case details. The left column includes: Case Condition: Open; Customer name: TEST CUSTOMER; Case Status: Not Assigned; Issue Type: System Support; Case Source: Web; Contact Name: Test Test WebID; Contact Phone: 847 725-4902; Contact Email: test@test.comtest. The right column includes: System Site ID: MDT1130; System Site Name: Test Site as an example; Case System: IT; Case Type: Network Management. Below the details is a table with columns: Activity, Date/Time, and Activity Summary. The table contains two rows: a "Create" activity from 12/31/2004 3:58:53 PM, and a "Note" activity from 12/31/2004 3:59:53 PM. A yellow box labeled "Expand/Collapse Buttons" points to "Expand All" and "Collapse All" links. At the bottom of the table, there are "Previous" and "Add Note" buttons, with a yellow box labeled "Add Notes" pointing to the "Add Note" button.

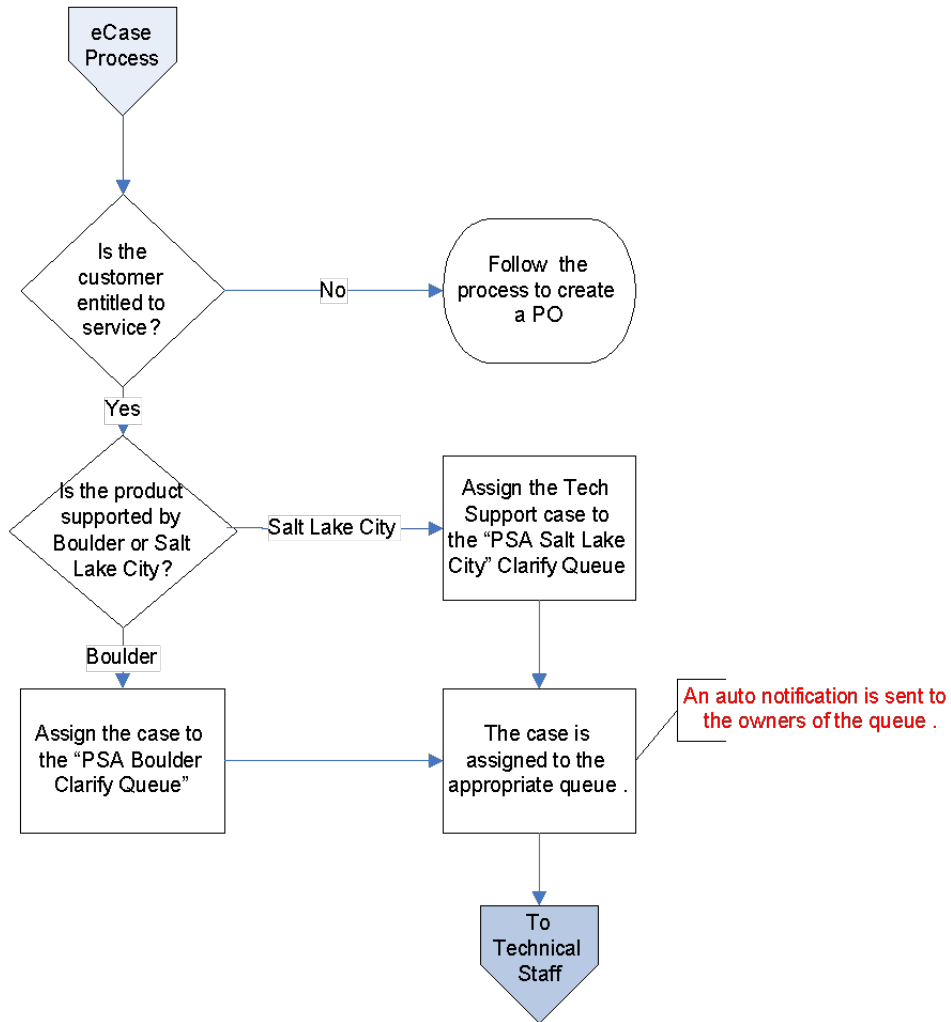
Activity	Date/Time	Activity Summary
Create	12/31/2004 3:58:53 PM	*** Performed by contact: Please Specify, Status = Not Assigned
Note	12/31/2004 3:59:53 PM	*** Performed by contact

### **Motorola Solutions On-Line Support**

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

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

### Motorola On-line Flow



### **Option 3 - Submit a ticket via Email Case Management**

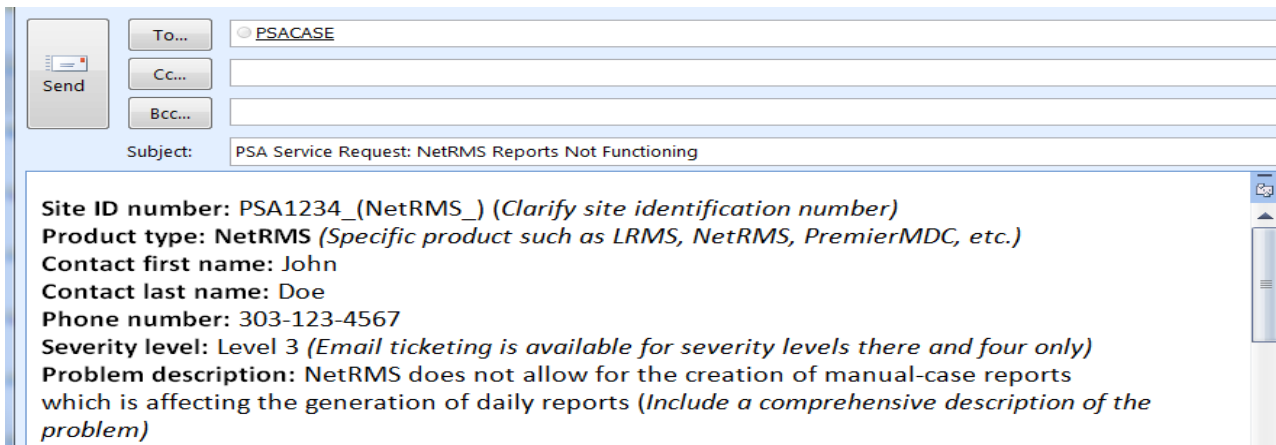
An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating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

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

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

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

#### **SAMPLE Email Ticket Formatting:**



The screenshot shows an email composition window. The 'To' field contains 'PSACASE'. The 'Subject' field contains 'PSA Service Request: NetRMS Reports Not Functioning'. The body of the email is formatted as follows:

**Site ID number:** PSA1234\_(NetRMS\_) (*Clarify site identification number*)  
**Product type:** NetRMS (*Specific product such as LRMS, NetRMS, PremierMDC, etc.*)  
**Contact first name:** John  
**Contact last name:** Doe  
**Phone number:** 303-123-4567  
**Severity level:** Level 3 (*Email ticketing is available for severity levels three and four only*)  
**Problem description:** NetRMS does not allow for the creation of manual-case reports which is affecting the generation of daily reports (*Include a comprehensive description of the problem*)

### III. Severity Levels and Case Management

Motorola services and response times are based on the severity levels of the error a customer is experiencing as defined below. This method of response allows Motorola to prioritize its resources for availability on our customer's more severe service needs. Severity level response time defines the actions that will be taken by Motorola Support and Engineering teams. Due to the urgency involved in some service cases, Motorola will make every reasonable effort to provide a temporary or work around solution (On Demand). When a permanent solution is developed and certified through testing, it will be incorporated into the applicable On Demand, Cumulative Update, Supplemental, or Standard Release.

SEVERITY LEVEL	DEFINITION	RESPONSE TIME
1	<b>Total System Failure</b> - occurs when the System is not functioning and there is no workaround; such as a Central Server is down or when the workflow of an entire agency is not functioning. This level is meant to represent a major issue that results in an unusable System, Subsystem, Product, or critical features. No work around or immediate solution is available.	Telephone conference within <b>1 Hour of initial voice notification</b>
2	<b>Non-Critical Major Failure</b> - Critical process failure occurs when a crucial element in the System that does not prohibit continuance of basic operations is not functioning and there is usually no suitable work-around. Note that this may not be applicable to intermittent problems. This level is meant to represent a moderate issue that limits a Customer's normal use of the System, Subsystem, Product or major non-critical features.	Telephone conference within <b>3 Business Hours of initial voice notification during normal business hours</b>
3	<b>Non-Critical Minor Failure</b> - Non-Critical part or component failure occurs when a System component is not functioning, but the System is still useable for its intended purpose, or there is a reasonable workaround. This level is meant to represent a minor issue that does not preclude use of the System, Subsystem, Product, or critical features.	Telephone conference within <b>6 Business Hours of initial notification during normal business hours</b>
4	<b>Inconvenience</b> - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow. This level is meant to represent very minor issues, such as cosmetic issues, documentation errors, general usage questions, and product or System Update requests.	Telephone conference within <b>2 Standard Business Days of initial notification</b>

*Incoming cases are automatically assigned an initial **Severity Level of 3**, unless otherwise indicated or determined at the time the case is logged. When escalation is required, Motorola adheres to strict policy dictated by the level of problem severity.*

## **Severity Level One Escalation**

Once an issue is escalated to Engineering, the following table is used as an Engineering resolution guideline for standard product problems.

<b>Escalation Policy- Severity Level 1</b>		
<b>CRITICAL</b>	<b>ACTION</b>	<b>RESPONSIBILITY</b>
0 Hours	Initial service request is placed. Support Analyst begins working on problem and verifies / determines severity level.	Support Analyst
2 Hours	If a resolution is not identified within this timeframe, SA escalates to the Customer Support Manager who assigns additional resources. Email notification to Director of Customer Support and Director of System Integration.	Support Analyst Support Manager
4 Hours	If a resolution is not identified within this timeframe, Customer Support Manager escalates to the Director of Customer Support and Director of System Integration to assign additional resources. Email notification to Vice President of System Integration and Vice President Customer Support.	Support Manager Director of Customer Support Director of Systems Integration
8 Hours	If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and Account Team.	Support Manager Director of Customer Support Director of Systems Integration VP of System Integration VP of Customer Support
12 Hours	If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and Account Team, Senior Vice President of Operations, System Integration, Customer Support and Engineering.	Senior Management Support Operations Systems Integration Engineering

All **Severity Level 1** problems will be transferred or dispatched immediately to the assigned Motorola technical support representative, to include notification to Motorola management 24x7. All other severity level problems logged after business hours will be dispatched the next business morning.

- 3.1 **Reporting a Problem.** Customer will assign an initial Severity Level for each error reported, either verbally or in writing, based upon the definitions listed above. Because of the urgency involved, Severity Level 1 or 2 problems must be reported verbally to the Motorola call incoming center. Motorola will notify the Customer if Motorola makes any changes in Severity Level (up or down) of any Customer-reported problem.
- 3.2 Motorola will use best efforts to provide Customer with a resolution for Severity 1 and Severity 2 issues within a reasonable time and in accordance with the assigned Severity Level when Customer allows timely access to the System and Motorola diagnostics indicate that a Residual Error is present in the Software. Should Customer report an error that Motorola cannot reproduce, Motorola may enable a detailed error capture/logging process to monitor the System. If Motorola is unable to correct the reported Residual Error within a reasonable time, Motorola will escalate its procedure and assign such personnel or designee to correct such Residual Error promptly. Should Motorola, in its sole discretion, determine that such Residual Error is not present in its Release, Motorola will verify: (a) the Software operates in conformity to the System Specifications, (b) the Software is being used in a manner for which it was intended or designed, and (c) the Software is used only with approved hardware or software.
- 3.3 **Error Correction Status Report.** Motorola will provide verbal status reports on Severity Level 1 and 2 Residual Errors. Written status reports on outstanding Residual Errors will be provided to System Administrator on a monthly basis.



## **IV. Key Responsibilities**

### **4.1 Motorola Responsibilities**

- 4.1.1 **Support on Motorola Software.** Motorola will provide any required software fixes in the form of either a “patch” or in an On Demand, Cumulative Update, Supplemental or Standard Release.
- 4.1.2 **Motorola Response.** Motorola will provide telephone and on-site response to Central Site, defined as the Customer’s primary data processing facility, and Remote Site, defined as any site outside the Central Site, as shown in the Covered Products, Support Options and Pricing Exhibit.
- 4.1.3 **Remote Installation.** At Customer’s request, Motorola will provide remote installation advice or assistance for Updates.
- 4.1.4 **Software Release Compatibility.** At Customer’s request, Motorola will provide: (a) current list of compatible hardware operating system releases, if applicable; and (b) a list of Motorola Software Cumulative Updates, Supplemental, or Standard Releases.
- 4.1.5 **Customer Notifications.** Motorola will provide access to (a) Field Changes; (b) Customer Alert Bulletins; and (c) Hardware and Firmware Updates, as released and if applicable.
- 4.1.6 **On-Site Software Correction.** Unless otherwise stated herein, all suspected Residual Errors will be investigated and corrected from Motorola facilities. Motorola will decide whether on-site correction of any Residual Error is required and will take appropriate action.
- 4.1.7 **On-site Product Technical Support Services.** Motorola will furnish labor and parts required due to normal wear to restore the Equipment to good operating condition. Customer will provide on-site hardware service or is responsible for purchasing on-going maintenance for Third Party on-site hardware support.
- 4.1.8 **Principal Period of Maintenance.** At Customer’s request, Motorola will provide continuous effort to repair a reported problem beyond the PPM per the customer selected service level, provided Customer gives Motorola access to the Equipment before the end of the PPM, Motorola will extend a two (2) hour grace period beyond PPM at no charge. Following this grace period, any additional support will be invoiced on a time and material basis at Motorola then current rates for Professional Services.
- 4.1.9 **Compliance to Local, County, State and/or Federal Mandated Changes.** (Applies to Software and interfaces to those Products) Unless otherwise stated herein, compliance to local, county, state and/or federally mandated changes, including but not limited to IBR, UCR, NCIC and state interfaces are not part of the covered Services and will be quoted at the time of the request. Federal and State mandated changes for IBR and UCR are included in Motorola’s standard maintenance offering.
- 4.1.10 **Anti-virus Software.** At Customer’s request, Motorola will make every reasonable effort to test and verify specific anti-virus, anti-worm, or anti-hacker patches against a replication of Customer’s application. Motorola will respond to any reported problem as an escalated support call.
- 4.1.11 **Account Reviews.** Upon request, Motorola will provide annual account reviews to include (a) service history of site; (b) downtime analysis; and (c) service trend analysis.
- 4.1.12 **Reports.** Service history reports and notifications are available from the Motorola call tracking system. If you are interested in obtaining access to service history reports and ticketing notifications, inquire with your Technical Support Representative.
- 4.1.13 **Maintenance Contract Administration.** Motorola’s Maintenance Contracts Business manages the maintenance agreement following the warranty term that may be included in the purchase of a Motorola system.

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

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

## **4.2 Customer Responsibilities**

- 4.2.1 **Initiate Service Request Cases.** Contact Motorola through authorized tools and processes outlined in the Motorola Maintenance and Support Agreement Customer Support Plan Exhibit to initiate technical support request case.
- 4.2.2 **Assess Severity Level.** Assist in assessing the correct severity level per the severity level definitions found in the Customer Support Plan Exhibit.
- 4.2.3 **Escalate Appropriately.** Contact Motorola to add information or make changes to existing technical support cases, or escalate service requests to Motorola management. Motorola Services management contact information provided in the Customer Support Plan Exhibit.
- 4.2.4 **Support on Hardware.** Customer will provide all on-site hardware service or is responsible for purchasing on-going maintenance for 3<sup>rd</sup> party on-site hardware support. Third party support on some system components may be available through Motorola Maintenance and Support Agreement. Customer will contact the appropriate vendor directly for parts and hardware service if not purchased through the Motorola Maintenance and Support Agreement.
- 4.2.5 **VPN connectivity.** Provide VPN connectivity and telephone access to Motorola personnel.
- 4.2.6 **Anti-virus software.** Run installed anti-virus software.
- 4.2.7 **Operating System (“OS”) Upgrades.** Unless otherwise stated herein, Customer is responsible for any OS upgrades to the System, except HP OS upgrades. Before installing OS upgrades, Customer will contact Motorola to verify that a given OS upgrade is appropriate.
- 4.2.8 **Trouble Report Form** To better assist us in gathering details for analyzing and repairing your system errors, Motorola has created the Trouble Report Form (page 21). Completion of this form by the customer is voluntary.

The Trouble Report form helps Motorola Technical Support reduce errors by increasing the understanding of the problem description definition. It may also improve repair time by understanding the probability of repeat errors. Additionally, should escalation to Motorola Engineering team be required, information gathered on this form will aid by potentially avoiding the wait associated with error reoccurrence.

Information customers provide on the Trouble Report form will assist Motorola Support team in expediting and troubleshooting the issue. Your assistance in providing the information is appreciated. Once you complete the form, please e-mail or fax this form to the Technical Support Representative assigned to work on the issue reported.

# Trouble Report Form

<b>Agency Name:</b>	<b>Motorola Case Number:</b>
<b>Contact Name:</b>	<b>E-mail Address:</b>
<b>Contact Phone:</b>	<b>Contact Fax:</b>
<b>Severity Level:</b>	<b>CAD Correction#:</b>

**Subject:** \_\_\_\_\_

**Product/Version:** \_\_\_\_\_

**Problem Description:** Please ensure that the description provided is as detailed as possible. Including accurate details, helps Motorola to resolve the issue promptly and successfully. Please be sensitive to the use of verbiage that is specific to your agency or area of the country. Full understanding of the facts on a reported issue increases Motorola probability of locating a root cause and achieving a timely resolution.

**Steps to Duplicate:** Motorola understands that duplication is not always easy. However, if you are able to duplicate the issue, providing us with the detailed keystrokes will greatly improve our ability to correct the issue in question. When unable to duplicate the issue on demand, providing us with detailed steps that preceded the issue reported will greatly help.

Step One: \_\_\_\_\_

Step Two: \_\_\_\_\_

Step Three: \_\_\_\_\_

Step Four: \_\_\_\_\_

Step Five: \_\_\_\_\_

Step Six: \_\_\_\_\_

Step Seven: \_\_\_\_\_

Additional Steps: \_\_\_\_\_

**Expected Results:** \_\_\_\_\_

**Actual Results:** \_\_\_\_\_

**Configuration Checked:** \_\_\_\_\_

## V. Customer Call Flow

To Be Provided By Customer

## VI. Contact Information

### Motorola Contacts

CONTACT	PHONE NUMBER
<b>Motorola Solutions System Support Center</b>	<b>(800) MSI-HELP</b> <b>Option 4 Software Product/Public Safety Apps:</b> <i>Option 2) Computer Aided Dispatch and Mobile; Option 2) PremierOne, Legacy CAD/Mobile</i> <b>or</b> <i>Option 4) Records/Jail Management; Option 2) PremierOne, Legacy Records or Option 5) Offendertrak</i>
Phillip Askey Tier 2 - Technical Support Manager P.Askey@motorolasolutions.com	(720) 565-4764 - office
Jeff Dolph Tier 1 - Technical Support Manager JeffDolph@motorolasolutions.com	(303) 527-4038 - office (303) 319-8935 - mobile
Keith Cook Customer Support Manager keith.cook@motorolasolutions.com	(509) 467-5852 - office
Mark Rector Account Manager Mark.rector@motorolasolutions.com	(801) 910-1725 - office

### Customer Contacts (to be provided by Customer)

<u>Customer Agency Name:</u> Address: City, State and Zip:
<u>Billing Contact Name:</u> Phone No: Email:
<u>Backup System Administrator Name:</u> Phone No: Email:
<u>Service Escalations Contact Name:</u> Title: Phone No: Email:

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**Exhibit C**  
**LABOR RATES**

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**MAINTENANCE AND SUPPORT AGREEMENT**    211

**TERM:**    10/1/2020-9/30/2021

**CUSTOMER:**    BLAINE COUNTY

The following are Motorola's current labor rates, subject to an annual change.

**The following rates apply to Customers with a current, active Maintenance and Support Agreement. Billable rates apply to services provided outside of the scope of the Maintenance and Support Agreement and outside the selected Service Level PPM:**

<b>SERVICE HOURS</b>	<b>LABOR RATES</b>
8 a.m.-5 p.m. M-F (local time)	\$223 per hour, 2 hours minimum
After 5 p.m., Saturday, Sunday, Motorola Holidays	\$334 per hour, 2 hours minimum

**The following rates apply to Customers without a current, active Maintenance and Support Agreement and apply to services available on a Time and Material basis:**

<b>SERVICE HOURS</b>	<b>LABOR RATES</b>
8 a.m.-5 p.m. M-F (local time)	\$446 per hour, 2 hours minimum
After 5 p.m., Saturday, Sunday, Motorola Holidays	\$668 per hour, 2 hours minimum

Above rates reflect labor rate only. Additional fees for on-site travel expenses, third party expenses and /or materials will be quoted at the time of customer request for services.