



MANAGED SERVICES AGREEMENT (MSA)

SERVICES AGREEMENT

THIS SERVICES AGREEMENT (“Service Agreement”) is made and entered into this _____ day of _____, by and between **City of Aurora, an Illinois home rule municipal corporation**, (hereinafter referred to as “Customer”) located at 44 East Downer Place, Aurora, Illinois 60505, and **L3HARRIS TECHNOLOGIES, INC.** (hereinafter referred to as “L3Harris”), a Delaware corporation, acting through its Communication Systems Segment located at 221 Jefferson Ridge Parkway, Lynchburg, VA 24501 (collectively referred to as the “Parties”). This Service Agreement shall begin at the end of the Warranty Period (“Commencement Date”) and shall continue for period of eight (8) years (“Term”).

This Service Agreement, along with its sections and attachments listed below, describes the terms and conditions for purchase of Services by Customer as described in this Service Agreement, or other document(s) attached to and made part of this Service Agreement. In the event of any inconsistencies or conflicts within this Service Agreement, precedence shall be given to the documents in the order in which they are listed:

SECTION I	SCOPE
SECTION II	SERVICES
SECTION III	GENERAL TERMS AND CONDITIONS
SECTION IV	DEFINITIONS
ATTACHMENT A	EQUIPMENT LIST
ATTACHMENT B	SERVICE DESCRIPTIONS
ATTACHMENT C	CRITICAL SPARES LIST
ATTACHMENT D	POINT OF CONTACT AND NOTICE

I. SCOPE

1. This Service Agreement contains the terms and conditions for the Customer’s purchase and L3Harris’ delivery of the Services. L3Harris shall provide the Services described in this Service Agreement, as applicable, including its attachments. L3Harris’ obligations under this Service Agreement may be performed by L3Harris, its agents, representatives, subcontractors, or any combination thereof, at L3Harris’ discretion. In addition to the General Terms and Conditions of Section III herein, the Service Descriptions included in Attachment B may contain terms and conditions specific to that particular Service.
2. At the Customer’s request, and upon L3Harris’ approval, L3Harris may also provide Demand Services for additional support beyond the Services.
3. The Services are defined within this Service Agreement and are limited to only those Services in Section II (“Services”), and further described in Attachment B (“Service Descriptions”), as applicable. All Services provided under this Service Agreement are only applicable to the Equipment identified in Attachment A (“Equipment List”). Any Equipment not identified in the Equipment List is excluded from the Services.

II. SERVICES

Below sets forth the mutually agreed Services purchased by Customer.

SERVICES

MANAGED SERVICES AT-A-GLANCE	INCLUDED
On-Site Corrective Maintenance	✓
Standard Repair Services, Infrastructure	✓
Enhanced Annual Preventative Maintenance	✓
Rapid Response SLA	✓
Software Managed Services (SMS)	✓
SMS Installation	✓
Security Update Management Services (SUMS+)	✓
SUMS+ Installation	✓
Standard Repair Services, Portables	✓
On-Site Radio Programming (RPM2)	✓
Network Operations Center (NOC) Monitoring	✓
Planned Network Upgrades (Year 8)	✓
Premium Technical Support (PTS)	✓
Standard Repair, Mobiles	✓

TERM (Period of Performance)	ANNUAL SUPPORT FEES Year 1
	\$ Warranty
Year 2	\$168,889.88
Year 3	\$794,317.39
Year 3- **Optional System Growth Contingency Allowance	\$80,000.00
Year 4	\$794,317.39
Year 5	\$794,317.39
Year 6	\$794,317.39
Year 7	\$794,317.39
Year 8	\$794,317.39
Year 9	\$794,317.39
Year 10	\$794,317.39
TOTAL ANNUAL SUPPORT FEES (YEARS 2-10)	\$6,523,429.00 (**not included)

Invoicing Interval

Monthly
 Quarterly
 Twice per Year
 Annually

Other: _____

Purchase Order Required Yes* **No**

*If a Purchase Order (“PO”) is required by Customer, Customer must issue L3Harris a PO before the Commencement Date, otherwise L3Harris may invoice Customer without the issuance of a Customer PO.

** This Service Agreement has established a System Growth Contingency Allowance (“Allowance”), with \$80,000 USD to be initially remitted at the beginning of Year 3 by the City, as designated in Section II (“Services”), of which City may increase or decrease its contribution on an annual basis at its sole discretion. The Allowance may be used by the City, throughout the Term, for the purchase of L3Harris terminals, L3Harris terminal accessories and L3Harris infrastructure listed in Attachment A, Equipment List, or other L3Harris Equipment not described herein. Purchases made by funds drawn from the Allowance will be authorized only at the direction of the City, and accepted in writing by L3Harris. Pricing for future purchases with Allowance funds will be based on 26% off list price for purchases of L3Harris Equipment referenced herein.

III. GENERAL TERMS AND CONDITIONS

1. SUPPORT.

- a. Subject to the terms and conditions of this Service Agreement, L3Harris agrees to perform Services during the Term for the Annual Support Fees in Section II herein, as may be amended from time to time in accordance with this Service Agreement. Services shall be provided for the Equipment at the Customer site(s) described in Attachment A (“Equipment List”), and unless agreed otherwise in writing, L3Harris shall not be obligated to provide Services for any products, equipment, hardware, software, site(s), or systems not identified in Attachment A (“Equipment List”).
- b. L3Harris may supply new, used, reconditioned or substitute parts for the performance of Services. L3Harris shall provide Services at levels set forth in the manufacturer's product manuals and follow routine service procedures prescribed by L3Harris.
- c. If Customer purchases additional equipment from L3Harris, then that equipment must be added to the Equipment List by a mutually agreed upon Amendment to this Service Agreement for L3Harris to provide Services for that new equipment. The Amendment must also amend Section II (“Services”) to account for the cost of providing Services for the additional equipment.
- d. If Equipment cannot be properly serviced, in L3Harris’ reasonable opinion, the Parties may enter into a mutually agreed to Amendment to i) remove that Equipment from this Service Agreement, ii) modify the scope of Services related to that Equipment, and/or iii) increase the price of providing Services for that Equipment.
- e. L3Harris may replace Consumable Accessories, at no charge to the City, in the sole discretion of L3Harris service personnel: “Consumable Accessories” include batteries, portable radio antennas, speaker mics and other ancillary accessories. However, if abuse, neglect or intentional end of life is evident upon inspection by L3Harris service personnel, replacement of Consumable accessories shall be purchased with funds drawn from the System Growth Contingency Allowance described in Section II, Services.

2. DEMAND SERVICES.

- a. **Demand Services Fees.** At Customer’s request, and upon L3Harris’ approval, L3Harris may provide Demand Services for an additional fee. L3Harris shall provide a written quote for such Demand Services based upon the circumstances known at the time of the request, and L3Harris shall perform such Demand Services only after the Parties have mutually agreed upon the scope and fees for such Demand Services.

- b. **Writing Required.** Any Demand Services that L3Harris agrees to perform shall be clearly defined in a properly executed Amendment to this Service Agreement, purchase order, or separate agreement between the Parties.
- c. **Emergency on Demand.** L3Harris may provide Demand Services in a manner not consistent with the requirements in this Section in an emergency, on a case-by-case basis, and at L3Harris' sole discretion.
- d. **Excluded Services.** If Customer requests L3Harris to provide any Excluded Services listed in this Service Agreement, such Excluded Services will be considered Demand Services and will only be provided in accordance with this Section.

3. CONDITIONS OF SERVICE.

L3Harris' obligations to perform the Services are conditioned upon the below conditions being met by Customer. Customer shall:

- a. ensure Equipment is in good working order as of the Commencement Date and continues as such during the Term. Customer shall ensure Equipment is maintained per the recommended manuals. In addition to the Annual Support Fees, Customer shall pay for Demand Services for any inspections which Customer requests L3Harris perform to ensure Equipment is in good working order.
- b. work together with L3Harris to establish and maintain an Equipment List which will include serial numbers, if applicable, of all Equipment under this Service Agreement.
- c. notify L3Harris, promptly, of any Equipment failure or when any Equipment is lost, damaged, stolen, or taken out of service. L3Harris will respond to Customer's notification in a manner consistent with the Services of this Service Agreement.
- d. obtain and maintain all necessary permits required by Federal, state, tribal, or local governmental authority related to the Equipment and Services of this Service Agreement and remain in compliance with all such laws, rules, and regulations.
- e. have the opportunity, upon the advice of L3Harris, to purchase any necessary Hardware or upgrades, at Customer's expense, that may be necessary for the Services.
- f. not modify, enhance or otherwise alter any Software Update unless specifically authorized in the user documentation provided by L3harris with such Software Update or unless the prior written consent of L3Harris is obtained.
- g. not create or permit the creation of any derivative work from any Software Update or the reverse engineering or replication of any Software Update.
- h. meet all General Customer Obligations and satisfy all Customer's requirements under this Service Agreement.

4. SITE ACCESS, RESPONSE TIMES.

- a. If applicable, Response Times described in this Service Agreement assume that the Equipment is accessible by normal transportation methods and vehicles. On-site Response Time requirements exclude site locations that may require extensive drive time due to traffic conditions or site locations where specialized vehicles are required.
- b. Waivers of liability from L3Harris or its subcontractors will not be imposed as a site access requirement.

- c. Unless otherwise stated in this Service Agreement, the Annual Support Fees exclude any charges or expenses associated with helicopter, snow vehicle, ATV, boat, or other atypical access requirements; if these charges or expenses are reasonably incurred by L3Harris in rendering the Services, Customer agrees to reimburse L3Harris for those charges and expenses.
- d. Customer will be billed separately, as Demand Services, for time lost or changes in the Services due to any substantial delay caused by Customer's action or inaction.

5. EXCLUDED SERVICES.

Only the Services in Section II, as further described in Attachment B ("Service Descriptions"), shall be provided. The Services shall not include exclusions defined in other parts of this Service Agreement. Unless purchased by Customer and listed as Services under Section II of this Service Agreement, Excluded Services are the following services excluded from the Services of this Service Agreement:

- a. receiving Services for items not set out in Attachment A ("Equipment List") of this Service Agreement; or Equipment that has reached End of Life ("EOL") or End of Support ("EOS") or Equipment for which parts cannot be sourced from L3Harris authorized suppliers.
- b. receiving Services at a location other than the site(s) or location(s) listed in Attachment A ("Equipment List") of this Service Agreement.
- c. correction of faults caused by Customer's failure to meet its obligations outlined throughout this Service Agreement.
- d. correction of faults, defects, or damage caused by any of the following: i) Customer's modification, neglect, or misuse of the Equipment; ii) use other than in the normal, customary, intended, and authorized manner, or use not in compliance with applicable industry standards or OEM specifications ; iii) abuse, vandalism, theft or other criminal activity, disaster, fire, flood, extreme weather or environmental conditions, acts of God; iv) negligent acts or omissions or delays by Customer or Third-Party; v) work performed on Equipment by Customer or Third-Parties who are not authorized by L3Harris to perform such work; or vi) force majeure event not otherwise described within this Section.
- e. correction of faults in any equipment (whether or not supplied by L3Harris) not covered by this Service Agreement.
- f. cleaning, painting, refinishing, or other cosmetic improvement of the Equipment.
- g. relocation or transportation of Equipment, or the rectification of any faults caused by such relocation or transportation, unless where such relocation or transportation of Equipment was performed by L3Harris as a Service under this Service Agreement or other properly executed agreement between the Parties.
- h. receiving any software unless expressly provided for as a Service under this Service Agreement.
- i. implementation of changes to the Equipment or configurations which were not a requirement of the specifications for the Equipment listed in this Service Agreement or otherwise committed to by L3Harris in a properly executed agreement between the Parties.

- j. correction of any fault which would be remedied by a software or routine maintenance or repair which is required by the specifications for the Equipment and which is not otherwise L3Harris' responsibility.
- k. service for accessory items or items that are consumed in the normal operation of the Equipment such as: batteries, uninterruptable power supplies ("UPS"), belt attached objects such as clips and holsters, battery chargers, personal audio interfaces such as footswitches or ear pieces, headsets, keypads, fuses, knobs, lanyards, or labels.
- l. services for custom or special products; modified Equipment or software; upgrading or programming Equipment.
- m. repair or maintenance of any transmission path or transmission medium for voice or data radios including antennas, dishes, masts, tower top amplifiers, transmission lines, tower or tower lighting.
- n. tower climbs or services for i) any Equipment mounted on towers or telephone lines, ii) computer networks, iii) the internet, or iv) Equipment malfunction caused by a transmission medium.
- o. installation of software, Software Updates, or Security Updates unless such installation is L3Harris' responsibility and falls within the defined Services of this Service Agreement. See SUMS+ Installation and/or SMS Installation, if applicable.
- p. receiving system configuration documents or system audit.
- q. hardware upgrades unless such hardware upgrades are L3Harris' responsibility and falls within the defined Services of this Service Agreement. See Planned Network Upgrades and/or Obsolescence Protection, if applicable.
- r. additional services such as data backup, line sweeps, or taking readings or performing services beyond those listed in the Preventive Maintenance L3Harris Table, if applicable, or this Service Agreement.
- s. repairs at the Customer location. See On-Site Corrective Maintenance, if applicable.
- t. software installation on non-L3Harris Equipment unless targeted by the L3Harris Software Update or L3Harris Operating System Patch and as per the SUMS+ Installation, SMS Installation, and/or VIDA Secure Installation Service Descriptions, as applicable.

6. GENERAL CUSTOMER OBLIGATIONS.

Customer acknowledges that receipt of the Services and the amount of the Annual Support Fee(s) described in this Service Agreement are dependent on the prompt and proper performance of the Customer fulfilling the requirements under Conditions of Service and its obligations under this Service Agreement. Obligations require that Customer shall:

- a. ensure that all necessary clearances, escorts, ID cards, network access requirements including custom software or security credentials, or other requirements, will be prepared in advance of a L3Harris' technician(s)' visit, to allow prompt access to any Equipment requiring Services that may be located in a secured or limited access area under Customer's or Third-Party's control.
- b. provide L3Harris, at no charge, full and free access to the Equipment and an appropriate non-hazardous work environment located in the Equipment's physical location which

should include, at a minimum, appropriate access, adequate shelter, heat, light, ventilation, electric current and outlets, and local wireless and telephone access for L3Harris' use proximate to the Equipment's physical location.

- c. provide upon reasonable request all information under Customer's control relevant to L3Harris' Services and/or the Hardware and software elements of any system with which the Equipment is interfacing so that L3Harris may perform its Services.
- d. replace defective Equipment with a Critical Spare where required and promptly ship the defective Equipment to L3Harris in accordance with L3Harris' directions.
- e. ensure that the personnel responsible for carrying out the General Customer Obligations outlined in this Section are suitably qualified, authorized, trained and/or experienced.
- f. maintain a suitable environment for the operation and maintenance of the Equipment (including without limitation power supply, temperature and humidity control) in accordance with normal industry practices, and as set out in the published data sheets, manuals, or other written instructions for the Equipment.
- g. provide L3Harris with all cooperation to facilitate the efficient discharge of L3Harris' Services under this Service Agreement including, without limitation: i) providing the necessary physical and virtual access to the site(s) and the Equipment; ii) ensuring the site(s) comply with all relevant health and safety codes; and iii) omitted.
- h. ensure systems backups (including all programs and data) and Equipment configuration records are kept up to date.
- i. install the Operating System Patches, as applicable under SUMS+, in the order of receipt and release from L3Harris. If Customer purchased SUMS+ Installation as part of the Services of this Service Agreement, L3Harris will install the Operating System Patches in accordance with the SUMS+ Installation Services of this Service Agreement.
- j. install the Software Update, as applicable, in accordance with the L3Harris provided Software Update installation instructions found within the Software Release Notes from L3Harris. If Customer purchased SMS Installation as part of the Services of this Service Agreement, L3Harris will install the L3Harris Software Updates in accordance with the SMS Installation Services of this Service Agreement.
- k. complete the Operating System Patches process on the target devices (e.g. rebooting the target devices) by following the instructions accompanying each Operating System Patches, as applicable under SUMS+.
- l. provide primary power source, PABX and PSTN connections or lines, radio frequency coverage performance after coverage verification test acceptance, suitable inter-site and inter node links, and further installation of the Equipment at the sites.
- m. provide secure and adequate facilities adjacent to or in reasonable proximity to the Equipment for the storage by L3Harris of tools and other items necessary to perform the Services. Customer shall permit L3Harris to have access to such storage facilities at all times.
- n. maintain confidentiality of any logon(s) and password(s) required to access Equipment or Services. Access to Tech-Link is only permitted for current Customer employees or contractors. Customer must manage and remove access rights for departing employees (for example by changing passwords) and L3Harris shall not be liable for any loss or damage incurred by Customer due to Customer's failure to comply with this clause.

- o. reschedule Services, in a reasonable and expedient manner, when L3Harris does not have access to provide the Services, or when L3Harris is unable to provide Services due to Customer's or Third-Party's action or inaction.
- p. provide L3Harris with at least two (2) Points of Contact, as described in Point of Contact Section of this Service Agreement.
- q. require at least one Point of Contact be available twenty-four (24) hours per day, seven (7) days per week with an escalation procedure to enable Customer's personnel to maintain contact, as needed, with L3Harris.
- r. perform and provide proof of performance of all routine and Preventive Maintenance and updates to software and Hardware as recommended in Equipment manuals unless such Preventive Maintenance is L3Harris' responsibility and falls within the defined Services of this Service Agreement.
- s. reproduce any copyright notice and/or proprietary notice appearing on and/or in such Software Update, if Customer makes backup copies of any Software Update, and label all copies with all information, including part numbers and revision levels, provided on the original set of media provided by L3Harris.
- t. not modify, enhance or otherwise alter any Software Update unless specifically authorized in the user documentation provided by L3Harris with such Software Update, or unless the prior written consent of L3Harris is obtained.
- u. not, under any circumstances, create or permit the creation of any derivative work from any Software Update or the reverse engineering or replication of any Software Update.
- v. decide whether to install or not install Software Updates, Operating System Patches, and/or VIDA Secure Sentry, as applicable, based on the risks and benefits involved and waive all L3Harris liability for such decision.
- w. provide L3Harris or L3Harris subcontractor the Software Updates and/or Operating System Patches for installation, if applicable.
- x. comply with the L3Harris schedule for the performance of Services.
- y. keep Equipment current and compliant with all regulatory agencies' and manufacturers' agreements, manuals, and licenses.

7. SERVICE REQUEST PROCEDURE.

Customer shall:

- a. require their users report issues to a designated Customer's Point of Contact.
- b. require its Point of Contact to provide Notice to L3Harris when there is any activity or inactivity that impairs the system, Equipment, or Services including system configuration changes.
- c. provide the software and interface cables or allow L3Harris the time needed to acquire such items, as needed to perform the Services on the Equipment.
- d. compile Equipment into a central location before Services are provided, as reasonably directed by L3Harris.
- e. submit a Service Request as set out in this Section of this Service Agreement with additional descriptions in Attachment B ("Service Descriptions").

- f. immediately after making a Service Request for L3Harris support, provide L3Harris, where possible, with an example of the relevant defect or error.
- g. keep L3Harris fully informed with up to date Equipment, site(s), and configuration details for the Equipment, including without limitation Equipment serial numbers, locations, contact information, and site personnel qualified to submit a Service Request.
- h. have personnel with sufficient Equipment related training to be able to i) carry out basic operating system housekeeping, ii) work through complex procedures with remote guidance provided by L3Harris, and iii) carry out procedures as outlined by L3Harris within a reasonable time after such procedures have been received from L3Harris.
- i. provide a mutually agreed form of communications link for remote diagnostics and promptly grant access rights to L3Harris and its subcontractors when required.
- j. maintain and make available the required type and number of Customer owned and managed Critical Spares in accordance with this Service Agreement.
- k. approve or disapprove additional charges L3Harris estimates are required to perform repairs or replace the Equipment within five (5) business days from the date of the estimate. If Customer disapproves the additional charges, Customer shall pay a Diagnostic Fee., disclosed and agreed upon in advance.

8. FEES AND PAYMENT TERMS.

- a. Customer shall pay the Annual Support Fees for Services, and the Demand Services Fees for Demand Services.
- b. L3Harris reserves the right to increase the Annual Support Fees as Equipment is added, or if Customer requests an increased level of service, or if there is any other variation requested by Customer to this Agreement.
- c. Payment terms shall be net thirty (30) days from the date of invoice. Annual Support Fees will be billed in advance and in accordance with Section II.
- d. All fees payable under this Service Agreement are exclusive of sales, use, value added, goods and services taxes, or any customs, import or export duties, and should any such fees arise, these shall be payable by Customer. Where appropriate, such taxes will be added to the invoice, billed as a separate item, to the extent possible, and paid by Customer unless Customer provides L3Harris with evidence of payment or certificate of exemption.
- e. To the fullest extent permissible by law, Customer waives its right of set-off. No payment is considered received until L3Harris has received cleared funds.
- f. If Customer is overdue with any payment then, without prejudice to any other right or remedy available to L3Harris: i) Customer shall be liable to pay interest on the overdue amount at the rate of one and one-half percent (1.5%) per complete month until L3Harris has received payment of the overdue amount together with interest that has accrued; and

9. TERM AND TERMINATION.

- a. The Term of this Service Agreement shall begin on the Commencement Date and shall continue through the Expiration Date as indicated in this Service Agreement.
- b. In the event of: i) Customer's material breach which continues for thirty (30) or more days after a reasonably detailed notice of such to Customer, L3Harris shall be entitled to avail itself cumulatively of any and all remedies available at law or in equity; and may ii)

terminate this Service Agreement by written notice to Customer if the breach remains uncorrected.

- c. If L3Harris fails to fulfill any of its obligations in a timely and proper manner, or violates any of the provisions of this Service Agreement, Customer shall have the right to terminate this Service Agreement. Customer shall provide L3Harris written notice of its intent to terminate and identify the alleged deficiencies in L3Harris' performance, and shall give L3Harris thirty (30) days to cure such deficiencies prior to termination. Notwithstanding the foregoing, L3Harris shall not be relieved of liability to Customer for damages sustained by Customer by virtue of any breach of the Contract, and Customer shall retain its remedies under law.
- d. Any termination of this Service Agreement will not relieve either Party of obligations previously incurred pursuant to this Service Agreement, including payments which may be due and owing at the time of termination.
- e. Upon termination, L3Harris shall refund to Customer a pro rata share of monies paid for Services not rendered.

10. CRITICAL SPARES.

- a. L3Harris requires Customer to purchase and store at the site (or other location agreed in writing between the Parties) the Critical Spares set out in Attachment C ("Critical Spares List"), of this Service Agreement. From time to time L3Harris will require Customer to purchase and store at the site additional Critical Spares, as L3Harris reasonably considers necessary for effective delivery of the Services.
- b. L3Harris will not be liable for any failure or delay in providing the Services where such failure or delay is the direct or indirect result of the failure of Customer to comply with the previous clause regarding the Critical Spares.

11. SPARE PARTS, SUBSTITUTION, END OF PRODUCTION.

- a. If Spare Parts are required to obtain Services, Customer shall be responsible for the purchase of Spare Parts in addition to the Customer's Critical Spares. L3Harris may, at Customer's request and in L3Harris' sole discretion, assist Customer in determining an inventory of suggested Spare Parts.
- b. L3Harris will generally support provisioning of its Equipment for a period of five (5) years after final production. L3Harris will endeavor to provide six (6) months advance notification of the final production date. Advance notification may be provided by L3Harris through any manner L3Harris deems appropriate. This may include notification through a(n): end-of-life notice, customer mailing, Tech-Link notice, letter, memo, or Amendment. L3Harris will utilize commercially reasonable efforts to assure its Equipment availability and shall not be liable to Customer for Equipment obsolescence or Equipment unavailability under this Service Agreement beyond L3Harris' commercially reasonable efforts. L3Harris may replace or repair Equipment with new or substitute products or parts, at its sole discretion, based on L3Harris' business needs.
- c. Third-Party Equipment and Third-Party Support Agreements (relative to the Third-Party Hardware) will be supported in accordance with the individual manufacturer's provisioning policy. L3Harris will utilize commercially reasonable efforts to assure Third-Party Spare Parts, Third-Party Equipment, and/or Third-Party Support Agreements are available for sale to Customer (at Customer's expense) to support its Services under this Service Agreement. L3Harris shall not be liable to Customer for Third-Party Spare Parts

and Third-Party Equipment obsolescence or Third-Party Spare Parts and Third-Party Equipment and/or Third-Party Support Agreements unavailability under this Service Agreement beyond L3Harris' commercially reasonable efforts.

- d. At Customer's request, L3Harris shall provide to Customer an estimate of all charges for any required Third-Party Support Agreements; replacement parts or replacement equipment of any Spare Part or Equipment that has become obsolete or unavailable.

12. CONFIDENTIALITY.

- a. Except as required by Virginia Public Records Law, nothing in this Service Agreement shall affect any related non-disclosure agreement between the Parties or other contractual obligations of confidentiality, which will continue in full force and effect and will apply to the subject matter of this Service Agreement. Customer shall not disclose Confidential Information to any Third-Party disclosed by L3Harris under or in relation to this Service Agreement.
- b. Except as required by Virginia Public Records Law, each Party undertakes not to (and to procure that its employees and contractors will not) divulge the terms and conditions of this Service Agreement or any information of a confidential nature, including but not limited to Confidential Information, disclosed to it by the other, whether oral or written, and shall not use such information except as contemplated by this Service Agreement.
- c. The Party's obligations within this Section shall cease to apply to information which:
 - i. is or becomes part of the public domain without violation of this Service Agreement;
 - ii. is known and on record at the receiving Party before disclosure by the disclosing Party;
 - iii. is lawfully obtained by the receiving Party from a Third-Party without similar restrictions to those herein contained;
 - iv. is developed by the receiving Party completely independently of any such disclosure by the disclosing Party;
 - v. is required to be disclosed by competent government or regulatory agencies, court or stock exchange provided, however, that the receiving Party shall notify the disclosing Party as soon as lawfully and practically possible of the requirement to make such a disclosure.

13. HEALTH, SAFETY, AND OTHER LAWS/REGULATIONS.

- a. Each Party shall comply with all relevant Health and Safety laws and regulations in all respects in relation to its obligations under this Service Agreement (including without limitation a safe working environment and methods of working), and each Party shall indemnify the other Party in respect of all costs, liabilities, damages or expenses incurred as a result of any failure to do so. In the event a work site or Equipment location is reasonably determined by L3Harris to pose a safety or health threat, L3Harris may cancel or suspend the Services without penalty and until threat no longer exists.
- b. L3Harris will comply with applicable Federal, State, and local laws and regulations as of the date of this Service Agreement which relate to equal employment opportunity (including applicable provisions of Executive Order 11246, as amended), workmen's compensation, Services provided, and the manufacture in L3Harris' facilities of the Equipment delivered hereunder (including applicable provisions of the Fair Labor Standards Act of 1938, as amended). The price and, if necessary, delivery of any

Equipment and Services have been equitably adjusted to compensate L3Harris for the cost of compliance with laws or regulations related to this Service Agreement.

14. EXCLUSIVITY.

- a. Customer shall only permit maintenance, repairs, additions, adjustments, or alterations to Equipment by a Third-Party with the prior written consent of L3Harris.
- b. In the event Customer effects maintenance, repairs, additions, adjustments, or alterations to the Equipment, Customer represents, warrants and agrees to use only L3Harris approved parts and procedures as directed by L3Harris for the operation of the Equipment. Note that the Customer makes such maintenance, repairs, additions, adjustments, or alternations at its own risk and such actions may cause Services to such Equipment to be excluded.

15. SOFTWARE AND INTELLECTUAL PROPERTY RIGHTS.

- a. All patents, trademarks, service marks, or business names, registered designs, copyrights, design rights, utility models, topography rights, applications to register any of the aforementioned rights, trade secrets, specifications, drawings, technical information, know-how and rights of confidence and any other intellectual or industrial property rights of any nature whatsoever in any part of the world ("IPR") arising under this Service Agreement, except to the extent that they comprise or incorporate IPR supplied or created by Customer, shall, as between the Parties, vest in and be owned by L3Harris absolutely and Customer shall acquire no right, title, or interest therein.
- b. Any computer program, firmware, or other software forming part of the Equipment or supplied by L3Harris to Customer pursuant to this Service Agreement shall remain the exclusive property of L3Harris (or its licensee) and such software shall, unless otherwise agreed in writing, be licensed to Customer under the license terms applicable to the Equipment, software, or systems to which they relate.
- c. Unless otherwise indicated, information provided to Customer via Tech-Link is copyrighted by and proprietary to L3Harris and may not be copied, reproduced, transmitted, displayed, performed, distributed, sublicensed, altered, stored for subsequent use, or otherwise used in whole or in part in any manner without L3Harris' prior written consent.
- d. NOTHING IN THIS SERVICE AGREEMENT OR OTHERWISE REQUIRES L3HARRIS EITHER TO DESIGN SOFTWARE UPDATES THAT REMAIN COMPATIBLE WITH DESIGNATED SYSTEMS OR TO PROVIDE ADDITIONAL PLATFORM COMPONENTS, UPGRADES AND UPDATES FOR THE OPERATION OF SOFTWARE UPDATES, AND CUSTOMER WAIVES ANY SUCH DUTY OR OBLIGATION BY L3HARRIS. L3HARRIS SHALL HAVE THE RIGHT TO DISCONTINUE PROVIDING, AT ANY TIME IN L3HARRIS' DISCRETION, SERVICES IN SUPPORT OF ANY SOFTWARE, OR SOFTWARE UPDATES. NOTWITHSTANDING ANY OTHER PROVISION OF THIS SERVICE AGREEMENT
- e. All Software Updates and Security Updates shall be made available to Customer Point of Contact. In addition, each Software Update shall contain at least one (1) set of Software Release Notes. In the event any software media incurs damage while being made available from L3Harris to Customer Point of Contact, then L3Harris shall provide replacements to Customer at no additional charge.
- f. Customer agrees that if it makes any backup copies of any Software Update supplied by L3Harris, Customer will reproduce any copyright notice and/or proprietary notice

appearing on and/or in such Software Update and will label all copies with all information, including part numbers and revision levels, provided on the original set of media provided by L3Harris. Nothing herein grants Customer any right to sublicense any software included in a Designated System or to distribute copies to any other person or entity, and such sublicensing and distribution is expressly prohibited.

- g. Customer agrees not to modify, enhance or otherwise alter any Software Update unless specifically authorized in the user documentation provided by L3Harris with such Software Update or unless the prior written consent of L3Harris is obtained. Under no circumstance shall Customer create or permit the creation of any derivative work from any Software Update or the reverse engineering or replication of any Software Update.
- h. Third-Party Software and Third-Party Support Agreements (relative to the Third-Party Software) will be supported in accordance with the individual manufacturer's provisioning policy. L3Harris will utilize commercially reasonable efforts to assure Third-Party Software and Third-Party Support Agreements are available for sale to Customer (at Customer's expense) to support its Services under this Agreement. L3Harris shall not be liable to Customer for Third-Party Software obsolescence or Third-Party Support Agreements unavailability under this Agreement beyond L3Harris' commercially reasonable efforts. At Customer's request, L3Harris shall provide to Customer an estimate of all charges for any required (and if available) Third-Party Support Agreements or Software of any Software that has become obsolete or unavailable.
- i. Nothing herein grants Customer any right to sublicense any software included as part of the Equipment or to distribute copies to any other person or entity, and such sublicensing and distribution is expressly prohibited.

16. FORCE MAJEURE.

L3Harris shall not be responsible for delays or failures in performance under this Service Agreement that are due to causes beyond its reasonable control including, but not limited to a Force Majeure Event as defined in this Service Agreement. In the event such delays or failures interrupt L3Harris' Services to Customer, L3Harris shall promptly notify Customer of the circumstances and the anticipated delay. Subject to L3Harris promptly notifying Customer in writing of the reason for and likely duration of the delay, the performance of L3Harris' obligations, to the extent affected by the delay, shall be suspended during the period that the cause persists provided that L3Harris shall use all reasonable efforts to avoid the effect of that cause provided that if performance is not resumed within ninety (90) days of that Notice, the Customer may at any time thereafter, but in any event before resumption of obligations by L3Harris, terminate the affected portion of this Service Agreement.

17. INDEPENDENT CONTRACTOR.

Nothing herein contained shall be construed to constitute the Parties hereto as partners or joint ventures or the agent of the other Party in any sense of these terms whatsoever, and no Party may act for or bind another Party in any dealings with a Third-Party.

18. DISPUTES.

The Parties shall attempt to resolve in good faith any disputes arising under or in relation to or in connection with this Service Agreement or its subject matter. If good faith negotiations between the Parties fail to resolve the dispute then, before issuing court proceedings, the Parties shall give

due consideration to the use of mediation or alternative dispute resolution techniques and reference to independent experts.

19. JURISDICTION.

The construction, validity, and performance of this Agreement shall be governed and interpreted by the laws of the Commonwealth of Virginia, excluding its rules pertaining to conflict of laws. Customer consents to the personal jurisdiction of the state and federal courts within the Commonwealth of Virginia. Venue for any legal proceedings shall be in any state or federal court in the Commonwealth of Virginia, and the Parties waive all objections based on venue or forum non conveniens with respect to this Agreement.

20. WAIVER OF JURY.

By entering into this Agreement, L3Harris and Customer hereby expressly waive any rights either Party may have to a trial by jury of any civil litigation related to or arising out of this Agreement.

21. POINT OF CONTACT.

- a. Customer shall appoint two or more individuals to each be a Point of Contact who will interface between the Customer and its employees and L3Harris.
- b. Customer shall ensure each Point of Contact is an individual with sufficient technical expertise to be able to interact knowledgeably with L3Harris' technical support personnel.
- c. Names; contact information; and areas of specialty, if applicable, for each Point of Contact will be provided by Customer and attached as Attachment D ("Point of Contact and Notice"), to this Service Agreement.
- d. Customer shall provide Notice to L3Harris of any changes to Point of Contact information and shall submit a new Attachment D ("Point of Contact and Notice") within ten (10) business days of any significant modifications.

22. NOTICE.

Notices between the Parties may be transmitted in writing by certified mail or nationally recognized overnight courier service to the Parties at the addresses set forth in Attachment D ("Point of Contact and Notice") of this Service Agreement and shall be deemed effective upon receipt by the receiving Party. Either Party may change its address by giving Notice in writing thereof to the other Party.

23. WARRANTY.

- a. Any warranty provided outside this Service Agreement will take precedence for Equipment covered by such a warranty.
- b. **SERVICE WARRANTY. ALL SERVICES PROVIDED THROUGH THIS SERVICE AGREEMENT SHALL BE PERFORMED IN A WORKMANLIKE MANNER. EXCEPT AS SPECIFIED IN THIS SERVICE AGREEMENT, L3HARRIS HEREBY DISCLAIMS ALL IMPLIED AND STATUTORY REPRESENTATIONS, CONDITIONS, AND WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OR CONDITION (A) OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, QUIET ENJOYMENT OR ACCURACY, (B) ARISING FROM ANY COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE IN THE INDUSTRY.**

- c. CUSTOMER REMEDY. CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR BREACH OF WARRANTY UNDER THIS SERVICE AGREEMENT SHALL BE, AT L3HARRIS' OPTION, RE-PERFORMANCE OF THE SERVICES TO THE CUSTOMER'S REASONABLE SATISFACTION, REPLACEMENT OF THE EQUIPMENT AT ISSUE, AS APPLICABLE, CESSATION OR MODIFICATION OF THE APPLICABLE SERVICES AND RETURN OF THE PORTION OF THE SUPPORT FEES PAID TO L3HARRIS BY CUSTOMER FOR SUCH NON-CONFORMING SERVICES.
- d. REPAIR WARRANTY. ANY REPAIRED OR REPLACEMENT EQUIPMENT FURNISHED THROUGH SERVICES OF THIS SERVICE AGREEMENT SHALL BE WARRANTED FOR THE REMAINING AND UNEXPIRED PORTION OF THE ORIGINAL WARRANTY PERIOD FOR THAT PART OR EQUIPMENT, OR NINETY (90) DAYS, WHICHEVER IS GREATER. ANY ORIGINAL WARRANTY PERIOD SHALL NOT BE EXTENDED. WHERE A FAILURE CANNOT BE CORRECTED BY L3HARRIS THROUGH COMMERCIALY REASONABLE EFFORTS, L3HARRIS WILL REFUND TO BUYER THE FEES PAID FOR THE REPAIRED OR REPLACED EQUIPMENT..
- e. L3HARRIS MAY REPLACE OR REPAIR EQUIPMENT WITH NEW OR SUBSTITUTE PRODUCTS OR PARTS, AT ITS SOLE DISCRETION, BASED ON L3HARRIS' BUSINESS NEEDS SO LONG AS L3HARRIS REASONABLY BELIEVES THEY WILL PERFORM TO CUSTOMER'S REASONABLE SATISFACTION.

24. LIMITATION OF LIABILITY.

- a. Nothing in this Agreement shall limit L3Harris' or its suppliers' liability for personal injury or death caused by its negligence.
- b. L3Harris's liability to Customer or to any Third-Party arising out of or in connection with this Agreement or any collateral contract, whether in contract, tort (including, without limitation, negligence) or otherwise shall be limited to the greater of i) amounts paid or payable by Customer to L3Harris for the applicable services during the six (6) months preceding the event or circumstances giving rise to such liability or ii) one hundred thousand (100,000) us dollars. The liability of L3Harris shall be cumulative and not per incident.
- c. Subject to the exceptions set forth in this section, in no event shall L3Harris or its suppliers, agents, subcontractors, representatives be liable for any incidental, special, punitive or consequential damages, lost profits or lost or damaged data, or any indirect damages, whether arising in contract, tort (including negligence) or otherwise even if such losses or damages were foreseen, foreseeable, known or otherwise.

25. COVERAGE, INTERFERENCE, AND THIRD-PARTY FACILITIES.

Radio systems are subject to degradation of service from natural phenomena and other causes beyond the reasonable control of L3Harris such as motor ignition and other electrical noises, and interference from other users assigned to the same or adjacent frequencies. L3Harris cannot be responsible for interference or disruption of Services caused by operation of other radio systems or by natural phenomena or by motor ignition or other interference over which there is no reasonable control. Such interference and noise can be minimized by addition (at Customer's expense) of corrective devices adapted for locations and installations. L3Harris may, at Customer's request and at Demand Services, investigate interference reported by Customer, and

make recommendations as to the use of such devices; however, total freedom from noise and interference cannot be guaranteed. In the event Customer utilizes facilities or services supplied by others such as common carrier services or shared services, L3Harris shall have no responsibility for the availability or adequacy of any such facilities or services.

26. INSURANCE.

L3Harris shall obtain and at all times during the Term of this Agreement keep in full force and effect comprehensive general liability and auto liability insurance policies issued by a company or companies authorized to do business in the State(s) in which Customer's facilities are located, with liability coverage provided for therein in the amounts of at least \$1,000,000.00 CSL (Combined Single Limits). Coverage afforded shall apply as primary and evidenced by a Certificate of Insurance ("COI"), upon Customer's request.

27. SUBCONTRACTORS.

- a. L3Harris may subcontract Services in whole or in part. Should any subcontractor fail to perform, or their work otherwise proves unsatisfactory by L3Harris, L3Harris will arrange for continuing Services or Demand Services by qualified technicians for the duration of this Service Agreement.

28. GENERAL.

- a. The failure of either Party to enforce any provision of this Service Agreement does not constitute a waiver of such provision and shall in no way affect the right later to enforce the terms and conditions. All waivers must be provided in writing by the Party waiving their rights under this Service Agreement.
- b. This Service Agreement cannot be amended, modified or any provisions waived orally. The Parties must execute an Amendment for any changes, amendments, or modifications to be effective.
- c. If any part or parts of this Service Agreement are held illegal, invalid, or unenforceable by any court or administrative body of competent jurisdiction, such determination shall not affect the legality, validity, or enforceability of the remaining parts of this Service Agreement which shall remain in full force and effect. Where available, the Parties shall use commercially reasonable efforts to agree upon a new stipulation resembling the invalid one in commercial purpose and effect.
- d. This Service Agreement may not be assigned by either Party without the consent of the other Party, which consent shall not be unreasonably withheld.

29. MERGER/ENTIRE AGREEMENT.

This Service Agreement is the complete agreement between the Parties concerning the subject matter of this Service Agreement and replaces any prior implied, oral, or written communications between the Parties.

IV. DEFINITIONS

1. **AMENDMENT.** Means a written order, signed by both Parties, that amends, modifies, or waives any terms and conditions and/or Services of this Service Agreement.
2. **BUSINESS HOURS.** Means the hours of 8:00 a.m. to 5:00 p.m. local time, Monday through Friday excluding, national, state, and local holidays. Local time and local holidays are based on where the Customer's site(s) are located.

3. **COMMENCEMENT DATE.** Means the date on which the Term of this Service Agreement begins as outlined in this Service Agreement.
4. **CONFIDENTIAL INFORMATION.** Means all pricing, software, technical, and IPR, commercial, financial, proprietary, trade secret, or other information and materials concerning the business and affairs of L3Harris.
5. **CRITICAL SPARES.** Means the Spare Parts a Customer is required to have on site at all times, as described in this Service Agreement and listed in Attachment C (“Critical Spares List”).
6. **DEMAND SERVICES.** Means service requests beyond the scope of this Service Agreement. Demand Services may be performed for an additional cost, as agreed upon by the Parties. The installation, maintenance, repair, removal, reinstallation, and/or replacement of equipment not associated with the Services as defined in this Service Agreement shall be considered Demand Services. L3Harris has the right to reasonably refuse to provide Demand Services. Work performed outside of Business Hours may be considered Demand Services. Time lost or changes in the Services due to any delay caused by Customer’s negligent action or inaction may be considered Demand Services.
7. **DESIGNATED SYSTEM(S).** Means the L3Harris system(s) purchased by Customer and identified in Equipment List. The Designated System does not include excluded products or other systems to which the Designated System may be linked.
8. **DIAGNOSTIC FEE.** Means the fee that is charged if Customer disapproves charges to repair and/or replace Equipment upon L3Harris’ determination for repair or replacement of Equipment, as per applicable service in Attachment B (“Service Description”). L3Harris will charge Customer a Diagnostic Fee, disclosed to Customer in advance, based on the repair facility used and return the unrepaired Equipment to Customer.
9. **EMERGENCY CALLS.** Means calls received by L3Harris from Customer for Priority Technical Support (PTS) or Preferred Technical Support, as applicable, because of the Designated System being partially or completely off the air.
10. **EQUIPMENT.** Means the Hardware, Platform, software, and Designated System(s), for which Services are to be provided under this Service Agreement as identified exclusively and expressly outlined in the Equipment List attached to this Service Agreement as Attachment A (“Equipment List”).
11. **EXCLUDED SERVICES.** Means the services specifically excluded in this Service Agreement as outlined within the Excluded Services of this Service Agreement, or other exclusions defined additionally in other parts of this Service Agreement.
12. **FORCE MAJEURE EVENT.** Means any event or circumstance or combination of events or circumstances that: i) is beyond the reasonable control of the affected Party; ii) could not have been mitigated, avoided, or prevented through the exercise of reasonable care and precautions; and iii) materially and adversely affects the performance by such Party of all or a part of its obligations under or pursuant to this Service Agreement. Force Majeure Events include but are not limited to acts of God, acts of government, war (declared or undeclared), insurrection, acts of terrorism, fires, severe weather, floods, earthquakes, epidemics, pandemics (including but not limited to COVID-19), quarantines, strikes, labor disputes, blackouts, embargoes, natural disaster, emergency conditions incompatible with safety or good quality workmanship, invasion, armed conflict or act of foreign enemy, blockade, revolution, rebellion, riot, civil commotion, sabotage; radioactive contamination or ionizing radiation; labor or material shortages that could not have been reasonably foreseen; any changes in law, including changes in tax laws; any lightning, hurricane,

drought, tsunami, monsoon, tempest, storm, cyclone, volcano, mudslide, typhoon, tornado, or other unusually severe weather or act of nature; explosion or chemical contamination; any blight, famine, plague; any transportation accidents; suspension of flight operations due to inclement weather; delays of suppliers at any tier arising from unforeseeable causes beyond the control and without the fault or negligence of both L3Harris and its supplier, or any similar unforeseen event that renders performance commercially implausible.

13. **HARDWARE.** Means, collectively, the Terminals and Infrastructure Hardware.
14. **INFORMATION ASSURANCE VULNERABILITY MANAGEMENT (IAVM) ASSESSMENT.** Means an assessment made by an L3Harris security technician on the Equipment to determine if applicable IAVMs have been applied.
15. **INFRASTRUCTURE.** Means the i) Radio Frequency (RF) site (consisting of only a duplexer, combiner, multicoupler, channels, Internet Protocol (IP) channel routers with interface cards, Network Sentry, Unified Audio Card (UAC), and Mini-Mobility Exchange (MME); ii) the dispatch site (consisting of only IP consoles, IP console switches, IP console routers, IP console internal interface cards, and IP console power supplies; or iii) VIDA Core equipment (consisting of only the VIDA Core IP server, storage array, IP router, backup device, firewall, fault management data collection device, and network management pc interface). Infrastructure and respective quantities are specifically itemized in the Equipment List.
16. **INFRASTRUCTURE HARDWARE.** Means the equipment, goods, and materials for the Infrastructure.
17. **L3HARRIS LICENSED PROGRAMS.** Means all L3Harris software programs and associated documentation nonexclusively licensed to Customer by L3Harris for use solely with the Designated System(s).
18. **NON-L3HARRIS INFRASTRUCTURE.** Non L3Harris Infrastructure may comprise of the following: microwave or data transport system components (such as microwave, fiber, multiplexors, and routers), logging recorders, timing receiving or generation systems, towers, tower top amplifiers, shelters, fences, landscaping, dehydrators, fuel tanks, alternating or direct current power systems (uninterruptible power supply (UPS), bi-directional amplifiers (BDAs), monitors, inverters, converters, generators, or feeds), heating ventilation air conditioning (HVAC), fire suppression, and/or other environmental monitoring or affecting systems. Non-L3Harris Infrastructure and respective quantities for which Services will be provided are specifically itemized in the Equipment List.
19. **ON-SITE CORRECTIVE MAINTENANCE.** Means investigation of a Customer-reported problem at Customer's location after remote diagnostics are made and repair or replacement of Equipment, if necessary, using Customer purchased Spare Parts.
20. **OPERATING SYSTEM PATCHES.** Means modifications made by vendors of Third-Party Software Products to address issues or provide Security Updates.
21. **OPERATING SYSTEM PATCH DISTRIBUTION.** Means providing Operating System Patches to which the Customer is entitled under this Service Agreement for the Security Update Management Service (SUMS+), if applicable.
22. **PLATFORM.** Means the Infrastructure Hardware in combination with the operating system.
23. **POINT OF CONTACT.** Means the person(s) identified in this Service Agreement., as designated by the Customer. The Point of Contact will be the primary interface between Customer's employees and L3Harris.

24. **PREVENTIVE MAINTENANCE.** Means tests, checks, and alignment on Customer's Equipment to ensure that the Equipment meets the specifications of each Equipment's manual.
25. **RESPONSE TIMES.** Means the expected timeframe for L3Harris to respond to an unscheduled system problem or outage event as described in the applicable Attachment B ("Service Descriptions").
26. **SECURITY TECHNICAL IMPLEMENTATION GUIDE (STIG).** Means a methodology for standardized secure installation and maintenance of computer software and hardware.
27. **SECURITY UPDATES.** Means updates to software meant to mitigate, address and/or resolve product security vulnerabilities in system components offered by L3Harris. These updates include Vendor Patches and/or Vendor Work-Arounds. Third-Party Software Product remediations and security policy updates provided by VIDA Secure Sentry, as applicable.
28. **SECURITY UPDATE DISTRIBUTION.** Means providing Security Updates to which the Customer is entitled under this Service Agreement and the VIDA Secure Sentry Installation, as applicable.
29. **SERVICE(S).** Means Services to be provided by L3Harris, as identified and limited in the Section I ("Scope"), Section II ("Services"), and more specifically described in Attachment B ("Service Descriptions"), to be performed on Equipment identified on the Equipment List, as applicable.
30. **SOFTWARE RELEASE NOTES.** Means a set of notes provided by L3Harris detailing the contents of the Software Update or Operating System Patches, as applicable, and providing installation instructions, as applicable.
31. **SOFTWARE UPDATES.** Means L3Harris provided Software Updates for L3Harris Licensed Programs available for corrections, modifications, or minor enhancements to software for Equipment under this Service Agreement, including enhancements and/or corrections to existing features for the Equipment.
32. **SPARE PART(S).** Means additional parts required to complete repairs of the Equipment.
33. **SUMMARY REPORT.** Means communication to indicate action taken in a report to be provided to Customer within the frequency and intervals, and as exemplified under the applicable Attachment B ("Service Descriptions") for Services, or in another format as determined by L3Harris.
34. **ANNUAL SUPPORT FEES.** Means the amounts listed in Section II ("Services") in USD.
35. **SYSTEM ADMINISTRATION.** Means maintaining the Unified Administration System (UAS) database of radio terminals authorized to operate on Customer's system by adding, deleting, and/or modifying radio terminals from UAS and initiate radio terminal Disable/Enable commands as necessary, and as requested by Customer.
36. **SYSTEM RELEASE.** Means a specific combination of Platform, software, and operating system.
37. **TAC.** Means the L3Harris Technical Assistance Center.
38. **TECH-LINK.** Means the technical information section of L3Harris' web site. Access is restricted to authorized subscribers via a user ID and password login.
39. **TERMINALS.** Means mobile radios, portable radios, control stations, vehicle repeaters, or back up dispatch radios that consist of mobile or portable radios as their prime radio transmitter. Terminals and respective quantities are specifically itemized in the Equipment List.

- 40. **THIRD-PARTY(IES).** Means any entity other than L3Harris that provides products or services to Customer, whether managed by or processed through L3Harris.
- 41. **THIRD-PARTY SOFTWARE PRODUCTS.** Means software owned by a party other than L3Harris excluding Original Equipment Manufacturer software licensed by L3Harris to Customer as part of the software.
- 42. **THIRD-PARTY SUPPORT AGREEMENT(S).** Means Third-Party agreements provided by Third-Party to provide technical support for their Third-Party products whether hardware or software. These Third-Party Support Agreements allow for installation of Operating System Patches within the Designated System and are required in order for Customer to receive SUMS+, SMS, and VIDA Secure Sentry services, as applicable.
- 43. **VENDOR PATCHES.** Means software patches provided by Third-Party software vendors that mitigate, address and/or resolve issues with their provided software.
- 44. **VENDOR WORK-AROUNDS.** Means configuration and/or procedural changes provided by Third-Party software vendors that mitigate, address and/or resolve issues with their provided software.

Intending to be bound hereby, the Parties hereto have caused this Service Agreement to be executed, as of the latest date below, by the Parties' duly authorized representatives.

L3HARRIS TECHNOLOGIES, INC.

CITY OF AURORA

By: 

By: _____

Name: Tim Nalepka

Name: _____

Title: Contracts Manager

Title: _____

Date: December 12, 2023

Date: _____

ATTACHMENT A EQUIPMENT LIST

The Services will apply for the following Equipment:

INFRASTRUCTURE

QTY	DESCRIPTION

Where applicable, the Designated System will be defined as the following L3Harris Infrastructure:

DESIGNATED SYSTEM

SYSTEM NAME	SYSTEM CLASSIFICATION

SITE LOCATIONS

QTY	DESCRIPTION

TERMINALS

QTY	DESCRIPTION

ATTACHMENT B SERVICE DESCRIPTIONS

MANAGED SERVICES AT-A-GLANCE	INCLUDED
On-Site Corrective Maintenance	✓
Standard Repair Services, Infrastructure	✓
Enhanced Annual Preventative Maintenance	✓
Rapid Response SLA	✓
Software Managed Services (SMS)	✓
SMS Installation	✓
Security Update Management Services (SUMS+)	✓
SUMS+ Installation	✓
Standard Repair Services, Portables	✓
On-Site Radio Programming (RPM2)	✓
Network Operations Center (NOC) Monitoring	✓
Planned Network Upgrades (Year 8)	✓
Premium Technical Support (PTS)	✓
Standard Repair, Mobiles	✓

I. **PREMIUM TECHNICAL SUPPORT (PTS)** (Terminals and Infrastructure, as applicable)

1. **Service Description.** Provides technical assistance to answer questions and help resolve issues. Provides support renewals for Third-Party software licenses as needed to provide the Services, and support renewals for server and networking equipment used in the Designated System.
2. **Service Request.** Customer's Point of Contact shall follow Section III.7 ("Service Request Procedure"), and specifically call L3Harris' Technical Assistance Center (TAC) at 1-800-528-7711 or email PSPC_TAC@L3Harris.com.
3. **Levels of Technical Assistance Support:**
 - a. **Level 1 First Line Support.** Means telephone helpdesk or answer center receiving Customer's inbound Service Requests via phone, web forms, or email. L3Harris service representatives log, categorize, prioritize, and route incidents reported by Customers and can implement basic, documented break-fix tasks.
 - b. **Level 2 Second Line Support.** Means troubleshooting of Service Requests via L3Harris documented processes and workflows and maintaining a Run-Book which is used to record Service Requests, resolutions, and assists in collaborating with any other support or dependency groups in case the incident has linkage to other support personnel or outside vendors.
 - c. **Level 3 Third Line Support.** Means detailed troubleshooting of Service Requests by L3Harris technical experts who resolve issues that are typically difficult or subtle; participate in management, prioritization, minor enhancements, break fix activities, problem management, stability analysis; subject matter experts in technology platforms. If a fix involves a major

enhancement or a development, the problem is transferred to L3Harris engineering. L3Harris engineers may require root or administrator access to the Designated System.

- d. Level 4 Product and Vendor Support. Means direct support by L3Harris or vendor product architects, engineers, software developers, or hardware designers. The Service Request escalation process may involve product bugs, detailed configuration requirements, or other expert level guidance. Level 4 support is subject to the limitations of Third-Party Support Agreements and as indicated under the General Terms and Conditions section of this Service Agreement.
4. L3Harris Responsibilities:
- a. Provide Customer with 24x7x365 Level 1 First Line Support through Level 4 Product and Vendor Support for resolving issues with the Equipment.
 - b. Respond to non-Emergency Calls within two (2) hours from the time of Service Request
 - c. Respond to Emergency Calls within one (1) hour from the time of Service Request.
 - d. Provide Customer with access to Tech-Link.
 - e. Manage Third-Party Equipment and software subscription services and licenses to ensure Customer can receive, as applicable, Security Updates, Operating System Patches, Level 3 Third Line Support, and Level 4 Product and Vendor Support for Third-Party Equipment and its software as included in the Equipment List. Subject to the limitations of Third-Party Support Agreements and as indicated under the General Terms and Conditions section of this Service Agreement, this includes the purchase of Third-Party software subscription renewals and software licenses when necessary to provide the Services. Additionally, this includes the purchase of support renewals for server and networking equipment used in the Designated System.
 - f. Provides new versions of Third-Party software applications as part of Premium Technical Support (PTS) when installation of Software Updates requires a new version of Third-Party software application.
 - g. Coordination with On-site support services, as necessary. On-site support services are not included in Premium Technical Support but may be purchased by the Customer as Demand Services.

II. SECURITY UPDATE MANAGEMENT SERVICES (SUMS+) (Infrastructure Only, as applicable)

1. Service Description. Provides periodic Operating System Patches, as available, and as described below to mitigate identified software vulnerabilities.
2. Service Request. No Service Request is needed. L3Harris shall notify Customer when Operating System Patches are available. For additional SUMS+ related Services, Customer's Point of Contact may contact TAC by calling 1-800-528-7711.
3. L3Harris Responsibilities:
 - a. Provide periodic Operating System Patches, as available, and as described below to mitigate identified software vulnerabilities. Operating System Patches will contain at least one (1) set of Software Release Notes. Operating System Patches will include patches for the Third-Party operating systems used in the Infrastructure.
 - i. Operating System Patches Upon Enrollment. As determined by a system configuration baseline and documentation audit performed by L3Harris, L3Harris shall provide to Customer the Operating System Patches required, if any, to bring the L3Harris Operating System Patches within the Designated System(s) up to L3Harris current levels. This excludes updates to new versions of Third-Party Software Products. New versions of Third-Party Software Products are included as part of PTS Service Description. Customer will be required to have current license, services, and/or support agreement(s) with Third-Party vendor(s) which allow for installation of Operating

System Patches within the Designated System. L3Harris shall assist Customer in obtaining necessary Third-Party Support Agreements through PTS. Any additional cost to secure these Third-Party Support Agreements is the sole responsibility of the Customer.

- ii. Subsequent Operating System Patches. During the Term, L3Harris shall provide Operating System Patches to Customer for Third-Party operating system software included in the Designated System.
- b. Monitoring. L3Harris uses reasonable efforts to monitor pertinent governmental, vendor, independent sources, and open source information databases to identify vulnerabilities and subsequent resolutions applicable to Third-Party operating systems used by the Designated System(s). L3Harris shall identify and document latest known system vulnerabilities and compliance issues discovered and provide a status and recommendations report via Tech-Link.
- c. Operating System Patches Pretest. Operating System Patches are tested on dedicated security verification test systems to ensure proper system operation prior to general release.
- d. Delivery. Operating System Patches shall be provided to the Customer Point of Contact.
 - i. Operating System Patches are electronically distributed to target devices via a client-server application running within the Designated System(s). This application provides the full scheduling capabilities should an application restart or server reboot be necessary to complete the update process.
 - ii. Telephone support is available through TAC, with respect to the installation of Operating System Patches.
 - iii. On-site support for installation is not included in SUMS+ but may be purchased by the Customer. See SUMS+ Installation.
- 4. Limitations. Operating System Patches provided by L3Harris are limited to L3Harris' current and current minus one System Release levels, therefore, Customer may be required to purchase and install, at Customer's expense, additional or upgraded Hardware or software in order to take full advantage of Operating System Patches. **NOTHING IN THIS AGREEMENT OR OTHERWISE REQUIRES L3HARRIS TO PROVIDE OPERATING SYSTEM PATCHES THAT REMAIN COMPATIBLE WITH DESIGNATED SYSTEM HARDWARE OR TO PROVIDE ADDITIONAL HARDWARE UNDER THIS AGREEMENT.**

III. SUMS+ INSTALLATION (Infrastructure Only, as applicable)

- 1. Service Description. Manages the installation of SUMS+ Operating System Patches on a periodic basis.
- 2. Service Request. To initiate this Service, Customer's Point of Contact shall follow Section III.7. ("Service Request Procedure"), and specifically call their Regional Service Manager listed in Attachment D ("Point of Contact and Notice").
- 3. L3Harris Responsibilities:
 - a. Install the Operating System Patches.
 - b. Provide Customer with a Business Hours installation schedule and approximate Equipment out of service periods (if any).
 - c. Provide labor (during Business Hours) to install SUMS+ Operating System Patches.
 - d. Provide Customer with a Summary Report in the format shown below, or another format as determined by L3Harris:

WO No.	Date	Task	Description	Completion Date
123456	7/4/2021	Operating System Patches received.	Loaded new Operating System Patches per release notes.	7/4/2021

4. Exclusions:
 - a. This SUMS+ Installation Service does not include upgrade or update efforts requiring network engineering, design engineering, configuration engineering, system engineering, program management, or full software installation or software implementation or major system upgrades requiring component or hardware updates or upgrade. Not included in Operating System Patches are system updates from any previously released Operating System Patches. Upon request for these updates, software installation services, or any services requiring network engineering, design engineering, configuration engineering, system engineering, or program management services, L3Harris will provide a detailed quote for Customer to purchase separately.

IV. SOFTWARE MANAGED SERVICES (SMS) (Terminals and Infrastructure, as applicable)

1. Service Description. Provides periodic Software Updates to L3Harris Licensed Programs.
2. Service Request. No Service Request is needed. L3Harris shall notify Customer when SMS are available. For additional SMS related Services, Customer's Point of Contact may contact TAC by calling 1-800-528-7711.
3. L3Harris Responsibilities:
 - a. Deliver Software Updates electronically to Customer's Point of Contact and make available for download by Customer unless Customer requests and it is mutually agreed to provide the Software Update in another format. Hardware purchases or upgrades, at Customer's expense, may be necessary for Customer to fully implement the Software Updates.
 - b. Provide at least one (1) set of Software Release Notes.
 - c. Provide replacements to Customer at no additional charge, for any software media that incurs damage during shipment.
 - d. Make available system level release documentation, prior to the general release of a major System Release by L3Harris for L3Harris Licensed Programs, announcing the impending release, and detailing its contents and impact, if any, on any other L3Harris Hardware or software components.
4. Compatibility with Hardware. Customer acknowledges that Software Updates may not operate on older hardware. **NOTHING IN THIS AGREEMENT OR OTHERWISE REQUIRES L3HARRIS EITHER TO DESIGN UPDATES THAT REMAIN COMPATIBLE WITH DESIGNATED SYSTEM HARDWARE OR TO PROVIDE ADDITIONAL HARDWARE UNDER THIS AGREEMENT.**
5. System Configuration Baseline and Documentation Update. As part of the initial enrollment process, L3Harris may deem it necessary to conduct a system audit of the Designated System(s) to be covered under this Service Agreement. If said audit is required, audit will be conducted and used to verify Customer's first-year SMS fee and to determine the System Release levels for L3 Harris Licensed Programs contained within the Designated System at the time of enrollment, together with any Hardware updates necessary to accommodate Software Updates. Customer may incur additional costs for modifications or updates required to initiate the SMS.
6. Installation Phone Support. Customer may use TAC telephone support with respect to the installation of Software Updates.
7. Tech-Link. Customer, through the Customer Point of Contact, will have access to Tech-Link via a user ID and password authorization to access release documentation and downloadable distribution media.
8. Services Not Included. Unless Obsolescence Protection and/or Planned Network Upgrade, as applicable, are purchased by Customer (See Section II. Services, of this Service Agreement), Hardware upgrades, are not included within the scope of this Service Agreement.
 - a. If a Software Update requires a corresponding Hardware change, Customer will be required to separately purchase the compatible Hardware to fully install and utilize the Software

Update. L3Harris will endeavor to notify Customer in advance of any Hardware changes needed to implement a Software Update, via the system-level release documentation or other reasonable method of communication from L3Harris.

- b. The installation of Software Updates may require a new version of one or more Third-Party software applications which new versions of Third-Party software applications are not included as part of SMS.

V. SMS INSTALLATION (Terminals and Infrastructure, as applicable)

1. Service Description. Manages the installation of SMS Software Updates on a biennial basis.
2. Service Request. To initiate this Service, Customer’s Point of Contact shall follow Section III.7. (“Service Request Procedure”), and specifically call their Regional Service Manager, identified in Attachment D (“Point of Contact and Notice”).
3. L3Harris Responsibilities:
 - a. Install the L3Harris Software Updates once every twenty-four (24) months during the Term of this Service Agreement.
 - b. Provide Customer with a Business Hours installation schedule and approximate Equipment out of service periods (if any).
 - c. Provide labor (during Business Hours) for SMS installation per L3Harris Licensed Software Update installation process.
 - d. Provide Customer with a Summary Report as part of the installation of SMS Software Updates as exemplified below, or another format as determined by L3Harris:

WO No.	Date	Task	Description of Software Package	Completion Date
123456	7/4/2021	Software Update received.	Loaded new software per release notes.	7/4/2021

4. Exclusions:
 - a. This SMS Installation Service does not include upgrade or update efforts requiring network engineering, design engineering, configuration engineering, system engineering, program management, or full software installation or software implementation or major system upgrades requiring component or hardware updates or upgrade. Not included in Software Updates are system updates from any previously released software update. Upon request for these updates, software installation services, or any services requiring network engineering, design engineering, configuration engineering, system engineering, or program management services, L3Harris will provide a detailed quote for Customer to purchase separately.

VI. STANDARD REPAIR SERVICES (Terminals and Infrastructure, as applicable)

1. Service Description. Provides factory/depot repair services for the Equipment. *For Expedited Repair Services- Depot (Terminals Only), standard repair completion is in approximately five (5) business days.
2. Service Request.
 - a. Customer’s Point of Contact shall initiate a Return Material Authorization (“RMA”) request for repair services through the online portal at L3Harris.com or by calling L3Harris at 1-800-368-3277.
 - b. A Return Material Authorization (“RMA”) will be provided to Customer within two (2) business days from the date of receipt of Customer’s RMA request.
 - c. Customer shall follow the instructions listed on the RMA. Customer shall ship, at Customer expense, the Equipment to the address specified in the RMA. Customer shall include a copy

- of the RMA form inside the box, and clearly display the RMA number on the outside of the box containing the Equipment.
- d. Customer shall pack Equipment adequately to prevent damages during transit and bear the risk of damage during transit. Equipment damaged during transit will be returned to Customer un-repaired and may incur a Diagnostic Fee. If Customer wants multiple items listed on a single RMA to be returned together, Customer must specifically request a complete shipment from L3Harris.
3. Schedule for Standard Repairs.
 - a. Standard repairs will be completed in approximately ten (10)* business days for L3Harris Equipment, and approximately thirty (30) business days for Third-Party Equipment from the date of receipt of the Equipment.
 - b. If Customer wants the Equipment repaired sooner than the estimated dates within this Section, the Customer must contact L3Harris for additional options which may result in additional charges.
 4. L3Harris Responsibilities:
 - a. Notify Customer if any Equipment, received from Customer, appears damaged during shipment or is missing.
 - b. Verify the Equipment received against Customer submitted RMA.
 - c. Perform a visual inspection and operational check on Equipment to determine nature of the problem and repairs required.
 - d. Make the required repairs and test the functionality of the repaired Equipment or manage the repair through the Third-Party manufacturer, if applicable.
 - e. Package, ship, and return the repaired Equipment to Customer, at L3Harris' expense, as the Equipment is repaired.
 - f. Provide a Summary Report similar to the example below, or another format as determined by L3Harris:

WO No.	Date	Problem	Resolution	Resolution Date
123456	7/4/2021	No card communication.	Corrupt software. Reloaded. Passed communication tests.	7/4/2021

- g. Ship multiple Equipment listed on a single RMA together only if Customer specifically requests complete shipment.
 - h. Pack outbound shipments properly and bear the responsibility for damage that occurs prior to delivery to Customer.
5. Customer Verification. At Customer's expense, Customer shall reinstall and validate operation of repaired Equipment.
 6. Non-Standard Repair.
 - a. L3Harris may determine, in its sole discretion that the repair of Equipment is not within the scope of Services of this Service Agreement. This may be due to the unavailability of parts, equipment or part obsolescence; or because the services needed are Excluded Services, as described in Section III. 5 ("Excluded Services");
 - b. If L3Harris determines, for the reasons set forth above, that Equipment is not within the scope of this Service Agreement, L3Harris shall determine and provide to Customer an estimate of additional time required and either i) all additional charges required to perform repairs or ii) the cost to replace the Equipment.
 - c. If Customer approves the additional charges, the repaired or replacement Equipment shall be shipped to Customer. If Customer disapproves the additional charges, L3Harris will charge a Diagnostic Fee and return the unrepaired Equipment to Customer.

VII. ANNUAL PREVENTIVE MAINTENANCE (Terminals and Infrastructure, as applicable)



1. Service Description. Includes regularly scheduled tests, checks, and routine alignments of the Infrastructure Equipment. Inspect, clean, and tune-up L3Harris portable and mobile Terminals to FCC specifications.
2. Service Request. To initiate this Service, Customer's Point of Contact shall follow Section III.7
3. ("Service Request Procedure"), and specifically call their Regional Service Manager listed in Attachment D ("Point of Contact and Notice").
4. L3Harris Responsibilities:
 - a. Provide Customer with a Preventive Maintenance Business Hours schedule and approximate Equipment outage times (if any).
 - b. Perform Preventive Maintenance on the Equipment based on L3Harris' best practices and in accordance with the Preventive Maintenance Table(s).
 - c. Provide Customer with a Summary Report in the format shown in the Table(s) below, or another format as determined by L3Harris.

INFRASTRUCTURE PREVENTIVE MAINTENANCE TABLE

Technician _____

Date _____

	PREVENTIVE MAINTENANCE (IF APPLICABLE & AS NECESSARY)	PERIOD	PASS FAIL	
GENERAL	Check RF, data and audio cable condition	Annual		
	Check general alarm status, troubleshoot and investigate any found alarm conditions	Annual		
	Check condition of punch blocks	Annual		
	Perform a general talkgroup test	Annual		
	Perform a multisite test	Annual		
	Perform an individual call test	Annual		
MASTR V and Two47 BASE STATION (Manual MM-017079-001)	Check simulcast timing, adjust	Annual		
	Check transmitter RF power output doesn't exceed station authorization	Annual		
	Check transmitter frequency stability is within correct ppm of specification	Annual		
	Check modulation deviation is within correct kHz of specification	Annual		
	Check Receiver BER	Annual		
	Verify alarm functionality	Annual		
	Check call processing, each channel	Annual		
	Clean physical filters	Annual		
	Inspect RF lines	Annual		
	Inspect audio and data cables for snug connection	Annual		
	Verify control channel operation and rolling	Annual		
	Perform power supply voltage checks	Annual		
MASTR III BASE STATION (Manual MM102554V1)	Check simulcast timing, adjust	Annual		
	Check transmitter RF power output doesn't exceed station authorization	Annual		
	Check transmitter frequency stability is within correct ppm of specification	Annual		

	PREVENTIVE MAINTENANCE (IF APPLICABLE & AS NECESSARY)	PERIOD	PASS FAIL	
	Check modulation deviation is within correct kHz of specification	Annual		
	Check receiver sensitivity	Annual		
	Verify alarm functionality	Annual		
	Check basic call processing, each channel	Annual		
	Clean physical filters	Annual		
	Inspect RF lines	Annual		
	Inspect audio and data cables for snug connection	Annual		
	Verify control channel operation and rolling	Annual		
	Perform power supply voltage checks	Annual		
GPS RECEIVERS	Verify GPS sync	Annual		
	Verify alarm functionality	Annual		
	Verify battery functionality	Annual		
	Check power supply voltage	Annual		
NETWORK	Check and verify RNM alarms	Annual		
	Inspect Ethernet cables	Annual		
	Check MPLS router voltage	Annual		
	Check MPLS router cables	Annual		
	Check MPLS router alarms	Annual		
	Check dual CPU operation	Annual		
	Check servers for dust	Annual		
CONSOLES	Check console link to VNIC	Annual		
	Check RF, data and audio cable condition	Annual		
	Verify operation of touch screen monitor	Annual		
	Check and clean keyboard	Annual		
	Verify CD drive functional	Annual		
	Verify console basic call functionality	Annual		
	Check select and unselect speaker audio output for clarity	Annual		
CONSOLE ACCESSORIES	Check microphone, headset jacks, foot switches for condition and functionality	Annual		
PAGING UNIT	Check functionality	Annual		

	PREVENTIVE MAINTENANCE (IF APPLICABLE & AS NECESSARY)	PERIOD	PASS FAIL	
CALL DIRECTOR	Check functionality	Annual		
ISSI	Check functionality	Annual		
	Check for alarms	Annual		
NSS	Verify high availability (HA) functionality	Annual		
	Check for alarms	Annual		
	Check servers for dust	Annual		
	Check servers are operating on most current software revision	Annual		
	Check BeOn functionality	Annual		
FIBER RING	Verify fiber ring switching functionality	Annual		
	Check condition of fiber cables	Annual		
	Check fiber connection unit for alarms	Annual		
VIP CONSOLES	Check for system connectivity	Annual		
	Verify cd drive functional	Annual		
	Verify console basic call functionality	Annual		
	Check select and unselect speaker audio output for clarity	Annual		
	Check microphone, headset jacks, foot switches for condition and functionality	Annual		
VOTER	Check audio input and output levels	Annual		
	Check voting operation	Annual		
	Check power supply voltage	Annual		
	ENHANCED ANNUAL PREVENTIVE MAINTENANCE* (IF APPLICABLE & AS NECESSARY.	PERIOD	PASS FAIL	NOTES/ RECOMMENDED ACTIONS
ADDITIONAL PM	Validate system redundancy by switching cores while in operation	Annual		
	Perform simulcast Distributed Control Point failover testing	Annual		
	Tune and align analog and paging system base stations	Annual		
	Archive Activity Warehouse data to Customer provided off-line storage	Annual		
	Archive logging recorder call records to Customer provided off-line storage	Annual		
	Perform Sy inspection			

TERMINAL PREVENTIVE MAINTENANCE TABLE

Technician _____

Date _____

	PREVENTIVE MAINTENANCE (IF APPLICABLE & AS NECESSARY)	PERIOD	PASS FAIL	
PORTABLE RADIOS XL-185/200 Manual 14221- 1100-5100 or the model equivalent	Check knobs (volume-on/off and group/channel select) for cracks, fractures, wear, contaminants	Annual		
	Check switches (volume-on/off and group/channel select) for loose switches and erratic performance	Annual		
	Check buttons (PTT, emergency, option, clear / monitor) for wear, actuation force, tactile feel, and erratic performance	Annual		
	Check keypad for wear, tears, and erratic performance	Annual		
	Check display and display lens for cracks, fractures, scratches, contrast, missing segments, and obstructions	Annual		
	Check battery pogo pins for wear, spring action, stuck pins, and contaminants	Annual		
	Check battery gasket for wear, cracks, scratches, obstructions, and leakage discoloration	Annual		
	Check microphone hole and gasket for contaminants, obstruction, gasket tears and scratches	Annual		
	Check LED Lens for cracks, fractures, scratches, and obstructions.	Annual		
	Check UDC for wear, plating, cracks, scratches, fractures, contaminants, corrosion, and erratic accessory operation.	Annual		
	Check case, chassis, and battery integrity for cracks, scratches, fractures, wear, contaminants, and corrosion.	Annual		
	Check screws for tightness, corrosion, and clean o-rings /seals.	Annual		
	Check battery connection for loose battery fit and erratic power cycling.	Annual		
	Check accessory connection for erratic accessory operation.	Annual		

	Check antenna for loose fit, cracks, fractures, cuts, bends, twists, and wear.	Annual		
	Test Reference Oscillator (TCXO) : Manual suggests immediately, if unit was in storage for at least two (2) months; and Six (6) months after first deployment; then, Annually	Service includes once/12 months		
	Test Transmit Power	Annual		
	Test Receive Sensitivity	Annual		
	Test Receive Squelch	Annual		
MOBILE RADIOS and CONTROL STATIONS XG-75M Manual 14221-1100- 5780 or the model equivalent	Inspect visible mobile radio and control head hardware to verify it is in place and securely tight. Any missing or loose hardware will be replaced and/or tightened as necessary.	Annual		
	Inspect visible mobile radio cabling to verify it is not damaged, it is securely tied-and-stowed, and all related cable connectors are tight.	Annual		
	Check the mobile radio's DC power source (vehicle battery or DC power supply).	Annual		
	Test Reference Oscillator (TCXO): Manual suggests immediately, if unit was in storage for at least two (2) months; and Six (6) months after first deployment; then, Annually	Service includes once/12 months		
	Test Transmit Power	Annual		
	Test Transmit Deviation	Annual		
	Test Audio Output and Distortion	Annual		
	Test Receive Sensitivity	Annual		
	Test Receive Squelch	Annual		

VIII. RAPID RESPONSE SERVICE LEVEL AGREEMENT (SLA) (Infrastructure Only, as applicable)

1. Service Description. Provides enhanced on-site response 24x7x365 to On-Site Corrective Maintenance as defined within this Service Agreement.
2. Service Request.
 - a. System Notification: Equipment may directly, or through an alarm monitoring system, determine there is an active alarm that requires immediate attention and notifies a L3Harris technician. L3Harris technician will self-dispatch or will notify the on-call technician of the issue. L3Harris technician will notify Customer's Point of Contact of the issue and will advise time of call initiation and estimated next steps.
 - b. Self-Notification: L3Harris technician aware of an issue through use or other activities related to the Equipment will self-dispatch or will notify the on-call technician of the issue. L3Harris technician will notify Customer's Point of Contact of the issue and will advise time of call initiation and estimated next steps.
 - c. Customer Notification: Customer's Point of Contact will contact L3Harris to initiate a Service Request per the Escalation Plan and Response Matrix.
 - d. Customer shall provide the following information when initiating a Service Request:
 - i. Severity Level as per the Response Matrix.
 - ii. Problem description and site location.
 - iii. Information regarding Group ID, Unit ID and functionality impacted.
 - iv. Provide contact information and location of user reporting issue, and time experienced.
 - v. Other pertinent information requested by L3Harris.
3. L3Harris Responsibilities:
 - a. Provide 24x7x365 on-call system technicians that are trained, experienced and qualified and who will respond based on the Response Matrix shown below.
 - b. On-call technician will receive notification of system issues by one of the following: System Notification, Self-Notification, or Customer Notification.
4. Escalation Plan:
 - a. Step 1
 - i. Technician: Customer's Point of Contact will notify L3Harris on-call technician by placing a call to the Designated Personnel, identified in Attachment D ("Point of Contact and Notice").
 - ii. If after the Response Time listed in the Response Matrix the L3Harris on-call technician has not responded to the Customer's call, Customer will re-initiate the call to the Step 1 number again.
 - iii. If after five (5) more minutes the L3Harris on-call technician has not responded to the Customer's call, Customer will proceed to Step 2.
 - b. Step 2
 - i. Supervisor: Customer will call the Supervisor, identified in Attachment D ("Point of Contact and Notice").
 - ii. If after fifteen (15) minutes the Supervisor has not responded to the Customer's call, Customer will proceed to Step 3.
 - c. Step 3
 - i. Regional Service Manager: Customer will call their Regional Service Manager, identified in Attachment D ("Point of Contact and Notice").
 - ii. If after fifteen (15) minutes the Regional Service Manager has not responded to Customer's call, Customer will proceed to Step 4.
 - d. Step 4

- i. Director of Field Services: Customer will call the Director of Field Services, identified in Attachment D (“Point of Contact and Notice”).

5. 24x7x365 Response Matrix:

SEVERITY LEVEL	TYPE OF EQUIPMENT	RESPONSE TIME
Severity Level 1 (Major Failures)	<ul style="list-style-type: none"> ➤ Any site inoperable. ➤ 25% of system switches inoperable. ➤ 25% of site channels inoperable. ➤ 25% of dispatching capability is inoperable. ➤ Any major alarm that is leading to an inoperable state of 25%. 	Within one (1) hour 24x7x365 to remotely respond to the problem. Arrive on site, if necessary, within eight (8) hours.
Severity Level 2 (Moderate Failures)	<ul style="list-style-type: none"> ➤ Significant System Impairment greater than 5% of system down and not to exceed 25% of system down. ➤ System problems presently being monitored. ➤ This level is meant to represent a moderate issue that limits by greater than 5% a Customer's normal use of the system, sub-system, product, or major non-critical features. 	Within two (2) hours of the next business day remotely respond to the problem. Travel on site if necessary.
Severity Level 3 (Non-Emergency)	<ul style="list-style-type: none"> ➤ Minor alarms that do not prevent or prohibit use of Equipment. ➤ Operational, parts, and configuration questions. ➤ Site environmental alarms. ➤ Intermittent problems being reviewed or monitored that are not resulting in a Severity Level 1 or Level 2 issue. ➤ Scheduled or routine maintenance. ➤ Administrative issues. ➤ Preventive maintenance protocol or questions. 	<u>Next Business Day</u> Within the next business day, begin to remotely interrogate the problem and arrive on site, if necessary.

6. Technician efforts to repair, maintain, replace, or modify Customer equipment or functionality are part of and defined in On-Site Corrective Maintenance.

IX. ON-SITE CORRECTIVE MAINTENANCE (Infrastructure Only, as applicable)

1. Service Description: Provides labor, during Business Hours, to troubleshoot, repair, and if necessary, remove and replace defective Equipment.
2. Service Request. To initiate this Service, Customer’s Point of Contact shall follow Section II “Service Request Procedure,” and specifically call their Regional Service Manager, identified in attachment D (“Point of Contact and Notice”).
3. L3Harris Responsibilities:
 - a. On-Site Troubleshooting:

- i. Dispatch personnel to investigate problem at Customer’s location after remote diagnostics are made.
- ii. Perform pre-diagnostics to confirm malfunction.
- b. Repair or replace of failed Equipment per L3Harris determination:
 - i. Repair, if repairable, and perform testing to verify proper operation.
 - ii. Replace, if replaceable, with Customer purchased Spare Part and perform testing to verify proper operation.
- c. Ship failed Equipment to L3Harris or Third-Party Standard Repair Services (“Depot”) for repair:
 - i. Obtain a Return Material Authorization (“RMA”)
 - ii. Ship (at Harris’ expense) Equipment to the Depot.
 - iii. Manage and track repair status through the Depot process.
 - iv. Receive and bench diagnose (where possible) repaired Equipment to meet original specifications.
- d. Return repaired Equipment:
 - i. Return repaired Equipment to original Customer location, install, and perform testing to verify proper operation.
 - ii. Return the repaired Equipment to the Spare Parts inventory, if a Spare Part was used.
- e. Purchase the replacement of the failed Equipment when not repairable.

X. PLANNED NETWORK UPGRADES (Infrastructure Only, as applicable)

1. Service Description: Provide, at set intervals, new Infrastructure Hardware required to update the Platform and bring the Equipment up to date and compatible with the current System Release.
2. Service Request. To initiate this Service, Customer’s Point of Contact shall follow Section III.7. (“Service Request Procedure”), and specifically call their Regional Service Manager listed in Attachment D (“Point of Contact and Notice”).
3. L3Harris Responsibilities:
 - a. Perform a system audit to determine if any system modifications have been made that impact L3Harris’ ability to perform the Planned Network Upgrade. Customer accepts that the L3Harris labor quoted may be increased if system modifications are found during the system audit. L3Harris will provide the Customer a written report of the audit findings and any changes to the Planned Network Upgrades labor quotes within fifteen (15) working days of the completion of the system audit.
 - b. Provide Hardware Updates for replacement for the following Equipment only, as necessary to maintain compatibility with the latest System Release. Equipment not listed below can be replaced but is not included in the Planned Network Upgrade and will be the basis of a change order addressing the scope and price needed to implement the proposed modifications to the Planned Network Upgrade:

Part #	Description	Quantity

- c. Provide the following during Business Hours:
 - i. Create a plan for the Planned Network Upgrade that details schedule, technical procedure, service impacts, resources required, and Customer support and coordination responsibilities.
 - ii. Identify, to the extent possible, and make recommendations for any Equipment that is incompatible with the software versions being installed, and any known impacts to Third-Party equipment or applications installed by Customer.
 - iii. Identify additional equipment or services outside the scope of the Planned Network Upgrade and provide quote to the Customer, if applicable.
 - iv. Provide project management support to manage the Service of the Planned Network Upgrades.
 - v. Provide engineering labor to design, review, and implement the Planned Network Upgrades.
 - vi. Provide the required staging labor from the L3Harris factory and shipping to the Customer to perform the Planned Network Upgrades.
 - vii. Provide the required field installation technician labor to perform the Planned Network Upgrades.
- 4. Customer Responsibilities:
 - a. Comply with the L3Harris schedule to perform the Planned Network Upgrades.
 - b. Provide L3Harris with a Point of Contact that will coordinate with all impacted agencies for the Planned Network Upgrades, will Notify L3Harris when there is any activity that impacts the Equipment or Services.
 - c. Provide a system audit within six (6) months of the performance of the Planned Network Upgrades.
 - d. Receive and accept all Equipment upon shipment by L3Harris, store properly, and make available for use during the Planned Network Upgrades. Return all replaced Equipment to the L3Harris Lynchburg, VA facility, at Customer's expense, within one hundred eighty (180) days after the Planned Network Upgrades Equipment is shipped to the Customer.
 - e. Perform all backups to be used by L3Harris during the Planned Network Upgrades.
 - f. Procure additional resources, at Customer's expense, should the Planned Network Upgrades require resources other than those listed in or to provide functionality to devices beyond Planned Network Upgrades.
- 5. Additional Conditions and Exclusions:
 - a. Planned Network Upgrades only includes Services needed for L3Harris Equipment compatibility to the L3Harris Software Managed Services (SMS) Infrastructure within the 10X platform for the Equipment on the Equipment List that are one release from the current release, and does not include Services for defects not corrected by the SMS update, or virus prevention or attacks, or configuration changes not required by the change in Equipment, or improper or custom system configurations, use, hardware, software, or features. Additional hardware, software, permissions, coverage testing, as-builts or other change documentation, licenses, subscriptions, system features or functionality, or services required by or beyond this Planned Network Upgrades will be procured by the Customer, at Customer's expense.
 - b. Planned Network Upgrades does not include system expansions, frequency or configuration changes, changes from industry standards or certification bodies (such as P25, LTE, ISO, UL, 3GPP, etc.), or the addition of features or functionality that are not part of the base equipment upgrade as determined and delivered by L3Harris within the 10X Platform. Upon discontinuance of Planned Network Upgrades, no additional Hardware will be provided and Customer will not be billed for any future years of Planned Network Upgrades.

- c. Only the Equipment listed on the Equipment List is covered by the Planned Network Upgrades Services, to avoid any doubt, the following items are expressly excluded from the Planned Network Upgrades: Terminals, Non L3Harris Infrastructure, civil equipment such as towers and shelters, RF equipment such as base stations, combiners, antennas, power equipment such as generators and UPS, console ancillary equipment such as furniture, speakers, headsets, monitors, footswitches and keyboards, NetClock telephone equipment, connectivity equipment such as microwave or fiber routers and switches, logging recorder server, logging SAN, and associated logging devices, and any batteries.

XI. OBSOLESCENCE PROTECTION (Infrastructure Only, as applicable)

1. Service Description. Provides, for these additional products (hardware updates), replacements for the following Equipment on the Equipment List, as purchased by Customer and as necessary:
 - a. VIDA Core Servers
 - b. VIDA Core Networking Equipment
 - c. Network based timing equipment
 - d. RF Site Networking Equipment
 - e. Network Sentry
 - f. Interoperability Gateways
 - g. EDACS Migration Gateway Server
 - h. Symphony Console hardware or computers
 - i. L3Harris supplied Storage Array Network (SAN)
 - j. Third Party Console hardware or computers
1. Service Request. To initiate this Service, Customer's Point of Contact shall follow Section III.7. ("Service Request Procedure"), and specifically call their Regional Service Manager listed in Attachment D ("Point of Contact and Notice").
2. L3Harris Responsibilities:
 - a. Provide the following during Business Hours:
 - i. Review SMS update, release notes, and system data as needed to discuss with Customer.
 - ii. Complete an Obsolescence Protection plan, including software and Third-Party device impacts, Equipment requirements, replacement or modification plan of Equipment, L3Harris and Customer resources needed, installation plan, and potential impacts to the Designated System and its users.
 - iii. Identify additional equipment or services outside the scope of Obsolescence Protection and provide quote to the Customer, if applicable.
 - iv. Provide project management support to manage the Obsolescence Protection.
 - v. Provide engineering labor to design, review, and implement the Obsolescence Protection.
 - vi. Provide the required staging labor from the L3Harris factory and shipping to the Customer to perform the Obsolescence Protection.
 - vii. Provide the required field installation technician labor to perform the Obsolescence Protection.
 - viii. Determine when a SMS update is incapable of successfully operating on existing Customer Equipment, and when and how Equipment will be modified or replaced.
3. Customer Responsibilities:
 - a. Provide a system audit within six (6) months of the performance of the Obsolescence Protection.
 - b. Receive title of all Equipment upon shipment by L3Harris, store properly, and make available for use during the Obsolescence Protection.

- c. Return all replaced equipment to the L3Harris Lynchburg facility, at Customer's expense, within one hundred eighty (180) days after the Obsolescence Protection Equipment is shipped to the Customer.
 - d. Perform all backups to be used by L3Harris during the Obsolescence Protection.
 - e. Procure additional resources, at Customer's expense, should the Obsolescence Protection require resources other than those listed herein or to provide functionality to devices beyond this Obsolescence Protection.
4. Additional Conditions and Exclusions:
- a. Obsolescence Protection Service only includes Services needed for L3Harris Equipment compatibility to the SMS update within the 10X platform for the Equipment listed above and on the Equipment List that are one release from the current release, and does not include Services for defects not corrected by the SMS update, or virus prevention or attacks, or configuration changes not required by the change in Equipment, or improper or custom system configurations, use, hardware, software, or features. Additional hardware, software, permissions, coverage testing, as-builts or other change documentation, licenses, subscriptions, system features or functionality, or services required by or beyond this Obsolescence Protection will be procured by the Customer, at Customer's expense.
 - b. Obsolescence Protection does not include system expansions, frequency or configuration changes, changes from industry standards or certification bodies (such as P25, LTE, ISO, UL, 3GPP, etc.), or the addition of features or functionality that are not part of the base equipment upgrade as determined and delivered by L3Harris within the 10X platform. This Obsolescence Protection Service will automatically terminate if L3Harris no longer supports the Equipment or discontinues the Planned Network Upgrades program.
 - c. Excluded Equipment from this Obsolescence Protection are Equipment not specifically listed in this Obsolescence Protection section, Terminals, Non L3Harris Infrastructure, civil equipment such as towers and shelters, RF equipment such as base stations, combiners, antennas, power equipment such as generators and UPS, console ancillary equipment such as furniture, speakers, headsets, monitors, footswitches and keyboards, NetClock telephone equipment, connectivity equipment such as microwave or fiber routers and switches, logging recorder server, logging SAN, and associated logging devices, and any battery.

XII. NETWORK OPERATIONS CENTER (NOC) MONITORING (Infrastructure Only, as applicable)

- 1. Service Description. Provides real-time 24x7x365 observation of the Equipment. NOC provides quick identification of network issue and services to work with Customer to create a corrective action plan.
- 2. Service Request. No Service Request is needed. L3Harris will notify Customer's Point of Contact to coordinate and specifically contact the NOC as listed in Attachment D ("Point of Contact and Notice").
- 3. L3Harris Responsibilities:
 - a. Monitor L3Harris Equipment alarms connected to the Regional Network Manager ("RNM") on a 24x7x365 basis as follows:
 - i. L3Harris LMR Components
 - ii. RF, Multisite, Simulcast, Dispatch Equipment
 - iii. Consoles, Gateways, NSS Equipment Servers
 - iv. Network Infrastructure provided with the Designated System(s), all as listed on the Equipment List.
 - b. Support up to sixteen (16) Business Hours for initial setup up of a network interface from the Customer System to the NOC via a secure connection.

- c. Initiate a work order number, upon detection of a system alarm condition per the NOC Response Matrix, and notify Customer's Point of Contact to coordinate initiation of dispatch of a local technician who will provide alarm status and escalation per the mutually approved notification, dispatch, and escalation plan, and document RNM alarm activity, date/time of alarm, actions taken, and results of those actions using Advanced Management Maintenance System incident logging that provides:
 - i. Accurately documented data pertaining to the current issue
 - ii. Comparison of current incident against past occurrences to assist with troubleshooting
 - iii. Real time email notifications to appropriate personnel customized to specific equipment
 - iv. Real time web access to view work order status
 - d. Provide Customer with a Summary Report as part of the reporting cycle in a format determined by L3Harris.
4. Customer Responsibilities:
- a. Provide IT support and meet technical specifications for Generic Routing Encapsulation Tunnel termination at Routers and Firewalls, as required.
 - b. Provide a virtual private network or alternative network interface connections meeting L3Harris requirements of speed, throughput, latency, and reliability of connection for all systems.
 - c. Provide all necessary licensing and software for Equipment to connect to the RNM and be monitored by the L3Harris NOC.
 - d. Provide L3Harris with Customer information before commencing NOC Services, which includes but are not limited to: i) issue notification preferences and procedure; ii) repair process and procedure; iii) L3Harris approved notification process and procedure documentation; iv) L3Harris approved RNM and ENM alarm mapping and reporting requirement information for entire system.

XIII. ENHANCED ANNUAL PREVENTIVE MAINTENANCE (Infrastructure Only, as applicable)

- 1. Service Description. Provide the below additional Preventive Maintenance included and made part of the Preventive Maintenance Table listed under the Preventive Maintenance section of this Service Agreement.
 - a. Validate system redundancy by switching cores while in operation
 - b. Perform simulcast Distributed Control Point failover testing
 - c. Tune and align analog and paging system base stations
 - d. Archive Activity Warehouse data to Customer provided off-line storage
 - e. Archive logging recorder call records to Customer provided off-line storage
 - f. Perform Symphony console hardware inspection and disk clean-up

XIV. CYBERSECURITY ASSESSMENTS (Infrastructure Only, as applicable)

- 1. Service Description. Provides an annual on-site assessment/evaluation of the Customer's system by a member of the L3Harris cybersecurity team to check for vulnerabilities and compliance with L3Harris security best practices. A Cybersecurity Report will be delivered to the Customer, which can be used to guide system security enhancements.
- 2. Service Request. Service request is not necessary because this is an annual service.
- 3. L3Harris Responsibilities:
 - a. Audit software and related Hardware within the Equipment.
 - b. Perform Resultant Set of Policy audits on Microsoft Windows devices.
 - c. Perform system-wide cybersecurity vulnerability scan and SCAP Compliance Checker

- d. automated audits using current STIG baselines.
- 4. Customer Responsibilities:
 - a. Provide L3Harris cybersecurity team members unrestricted access to all system components for the duration of the Cybersecurity Assessment.
 - b. Ensure that L3Harris is familiar with the facility and safety and health related requirements.
 - c. Receive Cybersecurity Report as acknowledgement of L3Harris' findings and recommendations within the report, constituting L3Harris' completion of task.
- 5. Cybersecurity Report.
 - a. Provide a written Cybersecurity Report on findings which may contain:
 - i. Identification of System hardware and software versions
 - ii. Resultant Set of Policy audit results
 - iii. System-wide vulnerability scan results and recommended remediations
 - iv. SCAP Compliance Checker audit results and recommended remediations
 - v. An architecture review and recommendations for bringing the current LMR system up to currently supported hardware and software versions
 - b. Deliver Cybersecurity Report within thirty (30) days from the completion of Cybersecurity Assessment. The exact delivery schedule shall be coordinated with L3Harris and the Customer.

XV. SYSTEM ADMINISTRATION (Infrastructure Only, as applicable)

- 1. Service Description. Provides for changes to the VIDA System database when required as mutually determined by L3Harris and the Customer.
- 2. Service Request. To initiate this service, Customer's Point of Contact shall follow the Service Request Procedure, and specifically call their Regional Service Manager listed in Attachment D ("Point of Contact and Notice").
- 3. L3Harris Responsibilities:
 - a. Maintain Unified Administration Database (UAS) of radio terminals authorized to operate on Equipment by adding, deleting, and/or modifying radio terminals from UAS and initiate radio terminal Disable/Enable commands as requested, up to once monthly.
 - b. Provide, upon Customer request, a list of terminals configured and authorized on Equipment and provide the following sample reports, up to once monthly as mutually determined:
 - i. Busy Hour
 - ii. Call Activity
 - iii. Channel and System Profiled Statistics
 - iv. Group Utilization
 - v. Group Affiliation
 - vi. User Login

XVI. VIDA SECURE SENTRY (Infrastructure Only, as applicable)

- 1. Service Description. Provides quarterly network cybersecurity technical guidelines (publicly available STIGs), policy, and software updates for those Third-Party Software Products previously provided by L3Harris to Customer and included in the Equipment in Customer's
- 2. Designated System, as identified in the Equipment List.
- 3. Service Request. Service Request is not necessary because this is a quarterly service.
- 4. L3Harris Responsibilities:
 - a. Obtain Vulnerability Management Program Alerts and Bulletins issued by the Department of Defense Computer Emergency Response Center (DoD-CERT).
 - b. Use the information in the DoD-CERT Vulnerability Management Program Alerts and Bulletins to determine applicable remediation efforts to be included in the quarterly release.

- c. Maintain a Plan of Action and Milestones (POA&M) for any outstanding Information Assurance Vulnerability Management (IAVM) Alerts, Bulletins and corresponding updates not yet included in the release.
 - d. Schedule IAVM Assessments, as determined by L3Harris and coordinated with Customer.
 - e. Obtain relevant Third-Party Software Product Security Updates when made available from Third-Party Software Product vendors. L3Harris does not control when these updates release, but current release schedules are listed below for reference purposes only. These may include:
 - i. McAfee Antivirus definitions – Every 60 days (SUMS+)
 - ii. Workstation and Server OS patches – Every 60 days (SUMS+)
 - iii. DoD Public Use Security Technical Information Guides (STIGs) – Quarterly (VIDA Secure Sentry)
 - iv. DoD Certificate Store – Quarterly (VIDA Secure Sentry)
 - v. VMware hypervisor patches – Every 60 days (SUMS+)
 - vi. CISCO patches – Quarterly (VIDA Secure Sentry)
 - vii. Other Third-Party Software Products – Quarterly (VIDA Secure Sentry)
 - f. Test security updates to determine whether they degrade or compromise system functionality on a dedicated VIDA test system within standard supported configurations.
 - g. Address issues identified during testing to support functionality under the procedures specified above by working with L3Harris selected commercial suppliers and/or L3Harris product development teams.
 - h. Test STIG-recommended security policy updates, when applicable.
 - i. Release tested updates to Tech-Link.
 - j. Include documentation for installation, recommended configuration changes, identified issues, and remediation for each update release.
 - k. Notify Customer of update on Tech-Link.
5. Customer Responsibilities:
- a. Complete an L3Harris Service package review and ensure pre-requisites for VIDA Secure Sentry are in place (reference pre-requisites below).
 - b. Provide means for accessing Tech-link.
 - c. Make the Designated System available during Business Hours. If this is not possible, exceptions will need to be agreed upon by both parties.
 - d. Implement recommended VIDA Secure Sentry remediation(s) on Customer Designated System as determined necessary by Customer. Lapses in VIDA Secure Sentry implementation may limit the ongoing ability to update the Customer Designated System.
 - e. Upgrade Designated System to a supported hardware and Software Update revision as necessary for VIDA Secure Sentry.
 - f. Adhere to the pre-requisites for VIDA Secure Sentry. This includes the following services that must be maintained by Customer via an agreement with L3Harris:
 - i. Premium Technical Support (PTS). This allows Third-Party Support Agreements to stay current.
 - ii. Security Update Management Services (SUMS+). L3Harris will specify the tested and supported SUMS release with each VIDA Secure Sentry release.
 - iii. Software Maintenance Service. This allows for Software Updates such that VIDA Secure Sentry updates can be installed on the Designated System.
 - iv. L3Harris Managed Services Agreement which includes Planned Network Upgrades to keep the Designated System compatible with the VIDA Secure Sentry.
 - v. Upgrade Designated System with new products (software and hardware) necessary for the VIDA Secure Sentry.
6. Exclusions and Disclaimer:

- a. VIDA Secure Sentry does not include new products for the Designated System (software and/or hardware). In cases where new policy implementation or threat remediation requires new products, software, and/or hardware, Customer is responsible for purchasing, at Customer’s expense, the system upgrade with new products and any other software and/or hardware required.
- b. **DISCLAIMER:** L3Harris disclaims any and all warranties with respect to pre-tested antivirus definitions, database security updates, hypervisor patches, operating system software patches, intrusion detection sensor signature files, or other third party product files, express or implied, including the implied warranties of merchantability, fitness for a particular purpose, and non-infringement. Further, L3Harris disclaims any warranty concerning the Third-Party Software Products and does not guarantee that Customer’s system will be error-free or immune to security breaches as a result of the VIDA Secure Sentry services. this disclaimer applies to both VIDA Secure Sentry service and VIDA Secure Sentry installation.

XVII. VIDA SECURE SENTRY INSTALLATION (Infrastructure Only, as applicable)

- 1. Service Description. Provides installation services for VIDA Secure Sentry.
- 2. Service Request. To initiate this Service on a one time or ongoing basis, Customer’s Point of Contact shall follow Section III.7 (“Service Request Procedure”), and specifically call their Regional Service Manager listed in Attachment D (“Point of Contact and Notice”) for a quote including planned hours for performing the recurring VIDA Secure Sentry installation. Note Exclusions below and the separate quote needed for the Excluded Services.
- 3. L3Harris Responsibilities:
 - a. Install the VIDA Secure Sentry updates.
 - b. Conduct a vulnerability scan after the VIDA Secure Sentry release is installed by L3Harris to verify VIDA Secure Sentry implementation.
 - c. Provide Customer with a Business Hours installation schedule and approximate Designated System or Equipment out of service periods (if any).
 - d. Provide agreed upon hours of labor per quarter (during Business Hours) to install VIDA Secure Sentry updates.
 - e. Provide Customer with a Summary Report in the format shown below, or another format as determined by L3Harris:

fseverity	Date	Action	Resolution	Resolution Date
123456	7/4/2021	SUMS Defender updates received	Loaded new SUMS Defender updates per release notes.	7/4/2021

- 4. Customer Responsibilities:
 - a. Coordinate with L3Harris or a designated L3Harris subcontractor the Customer support needed for the L3Harris VIDA Secure Sentry Installation.
- 5. Exclusions and Disclaimer:
 - a. Except as specifically enumerated and set forth in this Service Agreement, the VIDA Secure Sentry Installation do not include services for Designated System upgrades or updates requiring network engineering, design engineering, configuration engineering, system engineering, program management, or full software installation or software implementation or major system upgrades requiring component or hardware updates or upgrades.

- b. Not included in the VIDA Secure Sentry Installation is work required to install or complete the installation of any previously released VIDA Secure Sentry.
- c. Upon request by Customer for any work set forth in this Section that has not been covered by a quote previously provided by L3Harris to Customer, L3Harris will provide a detailed Demand Services quote to Customer.
- d. **DISCLAIMER:** See the applicable Disclaimer in VIDA Secure Sentry set forth above.

XVIII. L3HARRIS TRAINING UNIVERSITY (Terminals Only, as applicable)

- 1. Service Description. Provide, as selected by Customer, one of two training delivery options to maintain and enhance the knowledge and skills of the appropriate Customer personnel.
- 2. Service Request. To initiate this Service, Customer's Point of Contact shall follow Service Request Procedure Section, and specifically call their Regional Service Manager listed in Attachment D ("Point of Contact and Notice").
- 3. L3Harris Responsibilities:
 - a. Provide once during the Term of this Service Agreement one of the two Customer selected training deliveries as follows:
 - (1.) Standard Open-Enrollment Training (SOET): L3Harris will provide tuition for two (2) seats in SOET courses regularly scheduled for delivery at the Technical Training Center in Lynchburg, Virginia. Customer is responsible for all travel and lodging expenses. The two (2) seats can be used by the same individual to attend two different courses or shared between two individuals for each one to attend one course as follows:
 - i. RF Test & Troubleshooting
 - ii. XL-200P Radio Programming & Operation
 - iii. XL-200P Radio Maintenance
 - iv. OMAP Portable Radio Maintenance
 - v. OMAP Mobile Radio Maintenance
 - vi. A future developed Terminal Hardware maintenance course (e.g., XL-200M)
 - (2.) Virtual Classroom Training (VCT): L3Harris will deliver two (2), four (4)-hour, VCT sessions (for a total of 8 training hours) delivered on consecutive days, for a maximum of twelve (12) participants per session. The customized subject matter, delivery method, and schedule will be mutually agreed upon between the Customer and L3Harris, and may include:
 - i. viewing assorted media such as PowerPoint presentations, videos, or radio system applications such as Radio Personality Manager 2 (RPM2),
 - ii. instructor and student interactions using notes, Q&A, chat, polling, or virtual whiteboard, streaming audio, video, or other instructor and student interactions.

XIX. ON-SITE TRAINING (Terminals Only, as applicable)

- 1. Service Description. Provide customized training at the Customer's provided facility ("on-site") to maintain and enhance the knowledge and skills of the appropriate Customer's personnel.
- 2. Service Request. To initiate this Service, Customer's Point of Contact shall follow the Service Request Procedure Section, and specifically call their Regional Service Manager listed in Attachment D ("Point of Contact and Notice").
- 3. L3Harris Responsibilities:
 - a. Provide Customer with three (3) consecutive days of customized training on-site for a

maximum of ten (10) participants. The scope of the training will be mutually agreed upon between Customer and L3Harris and will be limited to Terminal Equipment operation, programming, and/or maintenance topics. The training will be conducted on mutually agreed upon dates and times for up to ten (10) participants.

4. Customer Responsibilities:

- a. Provide the facility, tools, and equipment to support the hands-on portion of the training. As applicable, L3Harris will provide the details of what tools and equipment are necessary once the scope of training is agreed upon.

XX. FLEET DATABASE UPDATES for NEW TERMINALS (UAS) (Terminals Only, as applicable)

1. Service Description. Allows new users to be added in the System Administration system.
2. Service Request. To initiate this Service, Customer's Point of Contact shall follow Service Request Procedure, and specifically call their Regional Service Manager listed in Attachment D ("Point of Contact and Notice").
3. L3Harris Responsibilities:
 - a. update remotely the administration system once annually during Business Hours with Customer-defined information for:
 - i. New Agencies and their policies
 - ii. Talkgroup Profiles and Personalities
 - iii. Talkgroup Property and Priority Classes
 - iv. Coverage for both Units and Groups
 - v. Unit and Group Records
 - vi. Entering Defined Unit Privileges
4. Customer Responsibilities:
 - a. Provide remote access to the Administration application.
 - b. Provide in csv format the current system records.
 - c. Provide in csv format the information to be updated.
 - d. Define the fleet structure and Unit IDs.
 - e. Provide training and pertinent information to stakeholders.

XXI. ON-SITE RADIO PROGRAMMING (RPM2) (Terminals Only, as applicable)

1. Service Description: Programming of the Terminal Equipment.
2. Service Request. To initiate this Service, Customer's Point of Contact shall follow the Service Request Procedure, and specifically call their Regional Service Manager listed in Attachment D ("Point of Contact and Notice").
3. L3Harris Responsibilities:
 - a. L3Harris will, once annually, program a single Customer provided Equipment personality into Equipment.
 - b. travel to a single Customer location to program all Equipment in one consecutive effort when Equipment to be programmed is equal to or greater than 50% of the Customer's contracted Equipment.
 - c. work with the Customer for a mutually agreeable method to provide programming when Equipment to be programmed is less than 50% of the Customer's contracted Equipment. In this case, the RPM2 service will either be by:
 - i. programming at the Customer location while L3Harris is also installing or programming Software Updates, or
 - ii. Customer bringing the Equipment to a L3Harris facility, or
 - iii. Customer shipping, at their expense, to a L3Harris facility.
 - d. Provide Customer with a Summary Report as part of a monthly reporting cycle as exemplified

below, or another format as determined by L3Harris:

Repair Order	Date	Problem	Resolution	Resolution Date
123456	7/4/2020	Software update received.	Loaded new software per release notes.	7/4/2020

4. Customer Responsibilities:

- a. Decide whether to install or not install the Equipment personality based on the risks and benefits involved and waive all L3Harris liability for such decision.
- b. Provide L3Harris or L3Harris subcontractor the Equipment personality for installation, with a complete list of Equipment for which it should be used.
- c. Manage the aggregation of Equipment, training of uses, and distribution of pertinent communications with stakeholders.
- d. Use the Demand Services process to add license or feature additions which are separate from the personality file to the Equipment.

ATTACHMENT C
CRITICAL SPARES LIST

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ATTACHMENT D
POINT OF CONTACT AND NOTICE

NOTICE TO L3HARRIS:

Name Rodney Philgren
Title Regional Services Manager
Phone 331-234-0696

NOTICE TO CUSTOMER:

Name _____
Title _____
Phone _____

L3HARRIS POINT OF CONTACT:

Name Rodney Philgren
Title Regional Services Manager
Phone 331-234-0696

CUSTOMER POINT OF CONTACT:

Name _____
Title _____
Phone _____

Name Andy Danielson
Title Senior Field Services
Technician
Phone 331-223-1157

Name _____
Title _____
Phone _____

ESCALATION PLAN NUMBERS FOR L3HARRIS CONTACTS PER STEPS 1-4 (as applicable if Customer purchased Rapid Response Service Level Agreement):

Step 1- Designated Personnel: Andy Danielson
 331-223-1157

Step 2- Regional Service Manager: Rodney Philgren
 331-234-0696

Step 3- Director of Field Services: Lance Hays
 434-851-9245