

Overview

Constant Technologies will support the client with the Service Level Agreement outlined below and described in detail in the sections that follow:

- Unlimited 24-hour support
 - Provide product-knowledgeable engineers and/or technicians to respond to service issues reported by on-site staff
 - Unlimited on-site visits for Level-1 emergencies, after initial troubleshooting
 - Forty-eight (48) hour response time to be on-site after initial troubleshooting of a Level-1 emergency warrants necessity
- One (1) preventative maintenance and re-training visit per year
- Optional service pool of on-site critical spare parts (see the attached list if applicable)
 - *Included on install quote
- Management and logistics of manufacturer warranties for all supported equipment
- Maintenance of records for faults and service visits
- Full functional test of all replacement equipment
- GuardianCare – CineMassive support

Unlimited 24-Hour Support

Constant Technologies will provide unlimited telephone and email support to the client concerning all supported equipment. Telephone support is available 24 hrs per day, 365 days per year, with a dedicated support line for the client.

Constant Technologies will make technicians and/or engineers available to troubleshoot any issues that arise with the supported equipment. Our technicians have an intimate knowledge of the system designs and equipment built into the client's system, as well as insight into issues that may occur throughout a system's life.

The client will be responsible for having on-site team member(s) to troubleshoot, under Constant Technologies' direction, prior to deployment of engineers for service visits.

Emergency On-site Visits

If necessary, Constant Technologies will provide unlimited site visits after initial phone/email troubleshooting has been completed with the client team members, within the agreed and specified response time.

Constant Technologies will request site access for any service visits on the client premises prior to the deployment of engineers.

Please note that all faults must be reported to the support team via the process in the "Instructions for Trouble Reporting or Service Requests" section.

Forty-Eight (48) Hour Response Time

After initial remote troubleshooting for a Level-1 emergency has determined that a situation can not be remedied remotely, Constant Technologies commits to having a technician on-site within forty-eight (48) hours.

Preventative Maintenance Visits

Constant Technologies believes that a Preventative Maintenance schedule is vital for the continued operation of your system, designed to care for the equipment and reduce the requirement for additional service and maintenance attention. A well-managed Preventative Maintenance program extends the life of the equipment and helps to mitigate downtime.

All annual preventative maintenance visits shall be performed by qualified Constant Technologies engineers and/or technicians.

The visits will identify potential problems and rectify where necessary. All equipment is cleaned and configured to ensure that the systems perform to the highest possible standard. This includes checks to ensure the equipment is performing optimally and will identify issues that have occurred, or may occur in the future.

A report with the findings will be sent to the client contact directly after each visit. The report will include recommendations as to the best practice as well as detailing any faults found and a schedule for their rectification.

If necessary, preventative maintenance visit(s) can be completed out of normal business hours, at agreed-upon times, to limit any downtime and interruption.

Annual preventative maintenance visits are inclusive of (but not limited to):

- Full system check: Verify the functionality of all equipment, software, and control systems provided by Constant Technologies.
- Video wall processor software updates (assuming processor is within warranty)
 - Please note that some software updates have proven to disrupt the AV system. This is why we suggest a Constant Technologies technician perform the updates and specify which updates to install.
 - Once the manufacturer warranty period expires, updates to the video processor may not be made available by the manufacturer.
 - Constant Technologies will provide necessary and recommended software updates, current to the date of the scheduled preventative maintenance site visit.
- Control system software updates
- Assistance with video wall layout creation and/or editing
- Synchronize layouts between video wall processors and backup video wall processors (if present)
- Test video wall processor failover modes, and power redundancy (if present)

- Video wall processor back-up
 - Constant Technologies will keep an off-site copy of backups for redundancy.
- Video wall alignment and color balancing
- Control system updates (if applicable)
 - Bug fixes
 - Name changes
 - Constant Technologies must be notified of the requested name changes **60** days before the scheduled site visit.
- Clean all displays and check all connections
- Clean/dust all Constant Technologies supplied equipment located in equipment rack(s)
- General user training – Two (2) 4-Hour Sessions, with 6 or fewer people per session
 - System Overview
 - Control System
 - Audio System
 - Conference Room Training
 - Video Conferencing
 - Audio Conferencing
 - Presentation
 - Cable TV
- Administrative training – Two (2) 4-Hour Sessions, with 6 or fewer people per session
 - Rack anatomy
 - Video wall display systems
 - Video processor
 - Control software
 - Failover mode (if available)
 - Digital matrix switching overview
 - Cable TV
 - System maintenance
 - Troubleshooting tips
- Constant Technologies will clear out any fault logs where issues have been resolved and maintain the logs such that it is easier to identify new problems.

Preventative maintenance visits do not include:

- Procurement of new equipment under a new scope of work.
- Installation and integration of new equipment under a new scope of work.
- Maintenance for equipment not listed in the work order or not supplied by Constant Technologies, Inc.

The process for annual preventative maintenance visits is inclusive of:

- Schedule, 60 days in advance, a convenient time based on daily operations.
- Provide a site visit maintenance plan to the client for approval prior to the scheduled visit.
- Keep display walls up and running as much as possible by working on only (1) Processor at a time during maintenance.
- Receive permission before shutting down any piece of equipment, or system, that will cause significant disruption to operations.
- Notify users within the control room of any temporary system outages while maintenance is ongoing.
- Provide a log of all updates, revisions, etc., to the client after all service visits.

Management & Logistics of Manufacturer Warranties

Should equipment need to be removed from the client's site for repair, Constant Technologies will work to coordinate the equipment's repair quickly and without delay. If the equipment is covered under a manufacturer warranty, Constant Technologies will manage the RMA process through the manufacturer. Constant Technologies will also arrange manufacturer advance replacements, or loan equipment, if included within the warranty.

CineMassive GuardianCare

A pass-through CineMassive GuardianCare contract will be maintained through this ConstantUptime service level agreement. The GuardianCare contract ensures access to replacement hardware, as well as access to software updates, firmware updates, and bug fixes. Active GuardianCare also provides priority 24-hour direct manufacturer support, so if necessary, Constant Technologies and CineMassive can work hand-in-hand to maintain functionality for the backbone of an integrated system that includes CineMassive control and video processing equipment.

Instructions for Trouble Reporting or Service Requests

- 1) Please telephone +1-888-XXX-XXXX to report a support case (Dedicated 24-hour phone number to be provided at the start of contract).

- If for any reason this number does not work, please use the following escalation path:

- Telephone +1-401-294-7171 (Constant Technologies HQ Support Line)
- Telephone +1-401-374-9099 (Dan Kment, Account Manager)

NOTE: This phone number is a support line for Constant Technologies. Your call will be answered and you will be asked to provide the following information:

- Person reporting the issue
 - Installation location (please choose the location listed above)
 - Person to contact (if different than the person reporting the issue)
 - Phone # of person to contact
 - Email address of the person to contact
 - Specific Room # or Name that is having a problem
 - Is this the first time reporting this issue?
 - If not, do you have a service ticket #? Or do you know the name of the technician you were working with?
 - Please describe the technical issue you are experiencing
 - Are you able to provide the make, model, and serial number of the equipment that is having the issue?
 - Any additional things we should note?
- 2) The *Constant Technologies Service Team* will be notified of the issue immediately following the phone call and will return a call to the designated contact person. This call will acknowledge and confirm the priority of the fault being reported. The Service Team will also provide remote triage and a resolution plan of action if possible. The *Constant Technologies Service Team* will validate the Severity Level during this phone call.
 - 3) If required, a site visit shall be coordinated to resolve the issue.
 - 4) In addition to calling the phone number listed in red above, you may also email the information to SUPPORT@CONSTANTTECH.COM. This will reach the same *Constant Technologies Service Team* for resolution; however, it is the phone call that opens up the case and not the email.

Severity Level and Response Times

Problem Severity Level	Response Time Service Level	Resolution Time Service Level
Level 1: Product is not working, a significant function of the Product is not properly working, or a significant number of the client's users are unable to access or use some functionality. There is currently, or is likely to soon be, a significant impact upon the client's business if not remedied.	Supplier will respond to, and Supplier's senior engineers will commence efforts to fix, Level 1 problems within [4_] hours after the client reports such a problem, or Supplier's detection of such a problem, whichever is earlier.	Supplier will use best and continuous efforts, twenty-four (24) hours per day, seven (7) days per week to resolve or provide the client with an acceptable workaround for the level 1 problem within [48_] hours, and will provide a permanent fix no later than [7_] days after the client reports such problem or Supplier's detection of such problem, whichever is earlier.
Level 2: The functionality of Product is impaired or some the client's users are unable to access or use some functionality. There is some impact upon the client's business.	Supplier will respond to and Supplier's senior engineers will commence efforts to fix level 2 problems no later than [8_] hours after the client reports such problem or Supplier's detection of such problem, whichever is earlier.	Supplier will use reasonable and continuous efforts, during normal business hours to resolve or provide the client with an acceptable workaround for the level 2 problem within [7_] days, and will provide a permanent fix no later than [14_] days after the client reports such problem or Supplier's detection of such problem, whichever is earlier.
Level 3: Low impact to the client's users of the Product.	Supplier will respond to level 3 problems no later than [24_] hours after the client reports such problem or Supplier's detection of such problem, whichever is earlier, during the client's normal business hours (or on the next business day, if the problem is reported outside of the client's normal business hours).	Supplier will resolve or provide the client with an acceptable workaround for the level 3 problem within [14_] days after the client reports such a problem or Supplier's detection of such a problem, whichever is earlier. Supplier will provide a permanent fix in the next upgrade.

Severity Level Examples

Problem Description	Severity Level	Severity Examples	Possible Mitigation
Product is not working, a significant function of the product is not properly working, or a significant number of users are unable to access, or use, some functionality. If the problem is not promptly remedied there is likely to be a significant impact upon business.	Level 1	Transfer switch failure within the technology rack.	Replace the transfer switch with the critical on-site spare as required.
		Failure of both primary and redundant display wall processors.	Utilize switched inputs and point to point cabling to display wall equipment.
		Entire display wall is down and not responsive or working.	Identify power issue. Replace video wall power supply equipment if necessary.
Functionality of the Product is impaired, or some users are unable to access, or use, some functionality. There is some impact upon business.	Level 2	Multiple displays or Quad Controller failure.	Replace Quad Controller, power supply, or display(s) with on-site spares as required.
		Matrix switch failure	Replace cards as required with on-site spares. Utilize video wall processor for web-based content during the interim.
		Failure of control system	Utilize direct control of the video wall processor to display information. Replace the master controller with on-site spare.
		KVM failure at workstation	Replace KVM with on-site spare.
		Video conference system not functioning	Utilize video conference system in situation room while identifying and implementing the remedy.
		Audio system not functioning	Utilize local workstation and/or local phones as required during the interim.
Low impact to users of the product. The inconvenience will not cause a substantial impact upon business.	Level 3	Single Display Failure	Move content as necessary on the display wall.
		Single touch panel failure	Replace with spare touch panel. Move existing touch panels as required.
		Single microphone failure	Utilize other console microphones until repaired.
		Display failure in the Situation Room	Utilize a single display until resolved.
		Workstation video source routing to display wall not functioning	Replace the input card with spare as required. Utilize other video inputs as required.
		Laptop input to display wall not functioning	Utilize other video inputs as required until repaired.
		CATV feed not working	Utilize one of the other CATV feeds until the feed is repaired.

General Assumptions, Exclusions & other considerations

- Software provided by the client remains the responsibility of the client. Software supported by Constant Technologies is limited to software specific to the video processor provided by the manufacturer, and the control system, as allowed for by manufacturer or hardware limitations. Constant Technologies is not responsible for providing operating system maintenance or upgrades.
- Constant Technologies assumes that reasonable access to the site is granted.
- Coverage under this SLA does not include maintenance or repairs necessitated by anything other than fair wear and tear. Examples of exclusions include, but are not limited to, misuse, neglect, failure of electronic power, incorrect environmental conditions, flooding, and other acts of God.
- Severity Level and Response times will be based on the table set out in the *Severity Level and Response Times* section.
- If Constant Technologies, Inc. fails to comply with any of the Service Levels defined in the *Severity Level and Response Times* section, the client, at the client's option, will be entitled to (a) promptly receive a credit of the pro-rata portion of the maintenance fees for the month of such non-compliance, or (b) terminate maintenance Services and receive a refund of the pro-rated portion of any prepaid, unearned maintenance fees.
- Any parts put into use from the client's spare parts are to be replenished at the client's expense. Maintaining spare parts inventory is required to guarantee compliance with response times defined in the *Severity Level and Response Times* section. Constant Technologies is not to be held accountable for delays for the repair of hardware lacking from the client's spare parts inventory. Constant Technologies will make best efforts to minimize the impact upon business during such delays.
- Procurement of items listed on *Spare Parts Quote* provided to the client by Constant Technologies Inc. is required to guarantee compliance with response times defined in the *Severity Level and Response Times* section.

Pricing & Acceptance

Aurora Police Department – Police Dispatch Center		
Coverage Duration	Cost Per Year	Total Cost
5 Years	\$15,700.00	\$78,500.00

Signed for and accepted by:

Company: Aurora Police Department
Aurora, IL
Police Dispatch Center

Company: Constant Technologies, Inc.

Sign: _____

Sign: _____

Print: _____

Print: _____

Title: _____

Title: _____

Date: _____

Date: _____