MARBLE FALLS
Independent School District

Meeting Date: 11/16/2026 **Date Submitted:** 11/9/2026

Meeting Type: Regular Meeting **Agenda Placement:** Presentation/Discussion Items

Subject:

Purchase of APX NEXT Radio with SVX Video Remote Speaker Microphone

Executive Summary:

Marble Falls ISD is constantly looking for ways to improve our student's and staff's safety and security. Currently, our SROs radios are not as reliable as we would want them to be. Due to the steel and concrete in areas, radio signals can not work.

This potential purchase would address the SRO radio system that would have multiple connectivity options. The APX NEXT Radio switches between radio tower networks, 4G LTE cellular data, and Wi-Fi to maintain connectivity. Additionally, these radios have GPS location tracking which allows dispatch to see the officer's real-time location. The SVX Video Remote Speaker Microphone is cordless and hands-free, built-in body camera, AI-Powered ViQi Assistant, real-time language translation in 50+ languages, and automatic evidence uploads.

By MFISD purchasing this equipment, it will be utilized by our MFPD SROs but owned by MFISD long term. Each radio purchase includes programming and all necessary hardware. The total for 1 radio is $13,813.04. The total for 6 radios is $82,878.22.

Fiscal Impact:	Funding Source:	Fiscal Year:	Amendment Required?
One-Time	Bond Funds	26-27	

How will you present this item to the Board?

Summary Sheet & Supporting Documents

Does this item require any documents to be signed by the Board?

No

Administration's Recommendation:

Approve the purchase of six (6) APX NEXT Radio with SVX Video Remote Speaker Microphone from Motorola Solutions, Inc. in the amount of $82,878.22

Submitted By:

Dr. Jeff Gasaway

Presenter:

Dr. Jeff Gasaway

Board Approval Required: YES

MOTOROLA SOLUTIONS

QUOTE-3867087
(6) NEXT (6) SVX

Billing Address:
MARBLE FALLS POLICE DEPT
1800 Colt Circle
Marble Falls, TX 78654
US

Shipping Address:
Marble Falls ISD
1800 Colt Circle
Marble Falls, TX 78654
US

Quote Date:10/19/2026
Expiration Date:12/21/2026
Quote Created By:
Joseph Skrypkun
Joseph.Skrypkun@
motorolasolutions.com

End Customer:
MARBLE FALLS POLICE DEPT

Contract: 39000 - DIR-CPO-5433

Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
	APX™ NEXT	APX NEXT ENHANCED					
1	H55TGT9PW8BN	PORTABLE RADIO APX NEXT; ALL-BAND MODEL 4.5	6		$13,374.42	$9,578.33	$57,469.98
1a	QA09001AM	ADD: WIFI CAPABILITY	6				
1b	H499KC	ENH: SUBMERSIBLE (DELTA T)	6				
1c	H797DW	SOFTWARE LICENSE ENH: DVP-XL ENCRYPTION AND ADP	6				
1d	Q498BN	SOFTWARE LICENSE ENH: ASTRO 25 OTAR W/ MULTIKEY	6				
1e	QA01648AA	ADD: HW KEY SUPPLEMENTAL DATA	6				
1f	Q15AU	ADD: AES/DES-XL/DES-OFB ENCRYPTION AND ADP	6				
1g	BD00010AB	ADD: SECURITY BUNDLE	6				
1h	QA07680AA	ADD: MULTI SYSTEM OTAR	6				
1i	QA09113AA	ADD: BASELINE RELEASE SW	6				
1j	Q387CB	ADD: MULTICAST VOTING SCAN	6				
1k	QA01767BL	ADD: P25 LINK LAYER AUTHENTICATION	6				
1l	QA03399AK	ADD: ENHANCED DATA	6				

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

Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
1m	BD00001AA	ADD: CORE BUNDLE	6				
1n	QA09028AA	ADD: VIQI VC RADIO OPERATION	6				
1o	Q806CH	ADD: ASTRO DIGITAL CAI OPERATION	6				
1p	QA00580BA	ADD: TDMA OPERATION	6				
1q	Q361CD	ADD: P25 9600 BAUD TRUNKING	6				
1r	H38DA	ADD: SMARTZONE OPERATION	6				
1s	QA09030AB	ADD: MOTOROLA APX HOSTED RADIOCENTRAL*	6				
1t	QA10116AA	ADD: AT&T US ACTIVE PSIM*	6				
2	NNTN9216B	BATTERY PACK,PORTABLE RADIO BATTERY IMPRES 2 LI-ION IP68 4400T	6		$248.05	$186.04	$1,116.24
3	LSV01S03082A	RADIOCENTRAL PROGRAMMING	6	5 YEARS	$168.00	$168.00	$1,008.00
4	PSV01S02944A	PROVISIONING SUPPORT*	1		$0.00	$0.00	$0.00
5	LSV01S03446A	APX NEXT DMS ESSENTIAL	6	5 YEARS	$403.80	$403.80	$2,422.80
6	SSV01S01406A	SMARTCONNECT	6	5 YEARS	$375.00	$375.00	$2,250.00
7	SSV01S01476A	SMARTLOCATE	6	5 YEARS	$375.00	$375.00	$2,250.00
8	SSV01S01907A	SMARTMAPPING	6	5 YEARS	$375.00	$375.00	$2,250.00
9	SSV01S01407A	SMARTPROGRAMMING	6	5 YEARS	$375.00	$375.00	$2,250.00
10	PMPN4604B	CHARGER, DESKTOP SINGLE UNIT IMPRES 2 FAST, US/NA	6		$221.65	$177.32	$1,063.92
		SVX Video Remote Speaker Microphone					
11	PMPN5022A	SVX CHARGE AND UPLOAD SMARTDOCK, 10 SLOT, US/NA	1		$1,499.00	$1,199.20	$1,199.20
12	PMLN8708B	EARPIECE, SVX, RECEIVE ONLY TRANS TUBE, UL, 3.5MM	6		$70.00	$56.00	$336.00
13	LSV07S05094A	5Y ESSENTIAL SUPPORT, ACCIDENTAL DAMAGE,	6	5 YEARS	$912.60	$730.08	$4,380.48

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

Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
		ADVANCED REPLACEMENT - SVX					
14	LSV07S05139A	HARDWARE REPAIR - TRANSFER STATION / SMARTDOCK	1	5 YEARS	$810.00	$648.00	$648.00
15	SSV00S05534A	COMMANDCENTRAL DEMS SERVICE - DEVICE MANAGEMENT ONLY*	1	5 YEAR	$0.00	$0.00	$0.00
16	PSV00S05316A	SMART DOCK CONFIGURATION SERVICE	1		$0.00	$0.00	$0.00
17	PMPN5064A	MAGNETIC CHARGER CABLE AND VPA KIT	6		$52.00	$41.60	$249.60
18	PMMN8202BTAA	SVX VIDEO REMOTE SPEAKER MIC TAA WITH JACKET MAGNETIC MOUN	6		$1,098.00	$664.00	$3,984.00

Subtotal	$110,600.12
Total Discount Amount	$27,721.90
Grand Total	$82,878.22(USD)

Notes:

- The Pricing Summary is a breakdown of costs and does not reflect the frequency at which you will be invoiced.

- Additional information is required for one or more items on the quote for an order.

Motorola's quote (Quote Number: _____ Dated: _____) is based on and subject to the terms and conditions of the valid and executed written contract between Customer and Motorola (the "Underlying Agreement") that authorizes Customer to purchase equipment and/or services or license software (collectively "Products"). If no Underlying Agreement exists between Motorola and Customer, then the following Motorola's Standard Terms of use and Purchase Terms and Conditions govern the purchase of the Products which is found at http://www.motorolasolutions.com/product-terms.

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

Motorola Solutions, Inc.	Customer
By: _____	By: _____
Name: _____	Name: _____
Title: _____	Title: _____
Date: _____	Date: _____

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

APX NEXT Radio with SVX Video Remote Speaker Microphone

APX NEXT Radio – Key Features

- **5-Year Warranty** – Provides five years of warranty coverage.
- **Multiple Connectivity Options** – Switches between radio tower networks, 4G LTE cellular data, and Wi-Fi to maintain connectivity.
- **GPS Location Tracking** – Allows dispatch to see the officer's real-time location.
- **Dispatch Messaging** – Enables officers and dispatch to send and receive messages directly through the radio.

SVX Remote Speaker Microphone – Key Features

- **Wireless Radio Pairing** – Pairs with the APX NEXT radio for convenient communication.
- **Cordless, Hands-Free Design** – Attaches securely to an officer's uniform using the included strong magnetic mount.
- **Built-In Body Camera** – Captures video and audio during officer interactions.
- **AI-Powered ViQi Assistant** – Uses AI to help officers access information and communicate with ViQi.
- **Real-Time Language Translation** – Supports translation across 50+ languages to help officers communicate with people who speak different languages.
- **Automatic Evidence Uploads** – Uploads video and data to Motorola CommandCentral DEMS, the digital evidence management system used by the Marble Falls Police Department.

Data Sheet

APX NEXT

In public safety, focus is your greatest resource. Make sure it's protected with APX NEXT®



MOTOROLA SOLUTIONS



A massive advance in mission-critical voice and data

Your radio is your lifeline. APX NEXT is our next step in advancing it. It's designed to military standards for extreme ruggedness. The gorilla glass touchscreen works with or without gloves—in rain, dirt, and dust. High dynamic microphones and a high-power speaker deliver high quality audio, while SmartConnect keeps you connected even beyond your P25 system. The result is a radio that works when you need it, without pause, distraction or doubt.

Effortless is always within reach

APX NEXT is designed for effortless usability when everything is on the line. Intuitive knobs and buttons are easily distinguished by touch. A mission-critical touchscreen makes it fast and easy to operate your radio. ViQi understands a range of natural language voice commands, so you can operate the radio with eyes-up awareness. Every interaction is simple, fast and logical. You stay focused on what matters—your mission and your safety.

Bring new intelligence to the point of engagement

APX NEXT smart applications bring new intelligence to the field. ViQi enables natural language database queries, rapidly giving vital information, and letting dispatchers stay focused on critical situations. And as part of our unique, end-to-end public safety ecosystem, APX NEXT data and operations are secure, and new capabilities can be seamlessly added as your needs evolve.

Update your fleet in minutes, not months

APX NEXT gives you back time with a cloud based provisioning system that prepares radios before they arrive. Remote updating keeps radios in the field, with zero touch and zero downtime. CustomerHub provides direct access to subscriptions, warranties and licenses, and a range of services helps you manage your operation. With APX NEXT, your ownership experience is streamlined, so your valuable resources stay focused and ready.

Mission-critical design





Dimensions above are with a standard battery

Features

OPERATION MODES
Digital Trunking: 9600 Baud APCO P25 Phase 1 FDMA and Phase 2 TDMA
Digital Conventional: APCO 25
Analog Trunking: 3600 Baud SmartNet®, SmartZone®, Omnilink®
Analog Conventional: MDC 1200
ASTRO® 25 integrated voice and data
SmartConnect multi-net connectivity*

FREQUENCY BANDS
All-band: simultaneous operation in VHF, UHF Range 1, UHF Range 2, 700 and 800 MHz Bands
Available in multi-band and single-band configurations
Up to 3000 channels
Up to 125 zones

ADDITIONAL CONNECTIVITY	
Bluetooth®	**AN model:** 5.0
	BN model: 5.2
NFC (near-field communications)	
WiFi	**AN model:** 2.4 and 5 GHz bands 802.11a/b/g/n/ac
	BN model: 6E (2.4, 5 and 6 GHz bands) 802.11 a/b/g/n/ac/ax
4G LTE	**AN model:** FirstNet, Verizon and Bell Mobility certified
	BN model: FirstNet, Verizon, T-Mobile and Bell Mobility certified
5G SA	**AN model:** n/a
	BN model: FirstNet, Verizon, T-Mobile and Bell Mobility certified
eSIM	**AN model:** n/a
	BN model: Verizon
Dual SIM	**AN model:** n/a
	BN model: SR2026.2 and higher
LEO (Low Earth Orbit) satellite connectivity	**AN model:** n/a
	BN model: T-Mobile certified

*Optional feature **Hardware-ready ***Included with OTAR

AUDIO FEATURES
3 W speaker with adaptive equalization
2 Internal digital microphones
Adaptive dual-sided operation
Adaptive noise suppression intensity
Adaptive gain control
Adaptive windporting
IMPRES™ audio accessory compatibility
Intelligent noise reduction

MANAGEMENT
RadioCentral™*
SmartProgramming*
Radio management*

LOCATION-TRACKING
Built-in GNSS (GPS, Galileo, GLONASS) and A-GPS
SmartLocate and Indoor Positioning*
Mission-critical Geofence**
SmartMapping*

SECURITY
256-bit AES*
Single-key ADP encryption*
Software key
P25 Authentication*
Multikey for 128 keys and multi-algorithm*
Over-the-air keyloading***
Over-the-air rekeying (OTAR)*

INGRESS PROTECTION
IP6x dust
IPx8 submersion (2 m, 4 hr)
MIL-STD Delta-T, 512.X Procedure 1

MESSAGING

Text messaging
Freeform or canned messages
SmartMessaging*

USER INTERFACE

3.6" Mission-critical touchscreen: 800x480 TFT 24-bit full color transflective display, 1 mm Corning® Gorilla® Glass lens
Capacitive touch technology: usable with gloves up to 4 mm thick, resistant to false actuation from fresh or salt water, snow, ice, dirt or grease
High velocity user interface: large touch targets, shallow menu hierarchy, home screen information at a glance, integrated applications
1.2" Top display: 200x112 TFT 18-bit color transflective screen, 1 line of icons, 2 lines of text, 14 characters per line, 2 mm Corning® Gorilla® Glass lens
PTT button: 1.32 x 0.54 in (33.5 x 13.8 mm)
16-position channel selector
Angled power/volume knob
Large orange emergency button
3 Programmable side buttons (1-dot, 2-dot, purple)
Concentric 2-position switch
ABC zone switch
ViQi button (3-dot)
Display on/off/home button

VIQI VOICE INTERACTION

Customizable voice announcements
ViQi: radio operation with intuitive commands*
SmartQuery*
SmartTranslate*

*Optional Feature

IMPRES™ 2 BATTERIES

	NOTE	PART NO	CAPACITY	AVAILABILITY
Standard	7	NNTN9216	4400 mAh	Included
Standard HazLoc	7	NNTN9217	4400 mAh	Optional
Hi-Cap		PMNN4895	5550 mAh	Optional
Hi-Cap HazLoc		PMNN4896	5550 mAh	Optional

SENSORS

Ambient light
Two accelerometers (Display Orientation, Man Down / Fall Alert)
Magnetometer (eCompass)

OTHER FEATURES

Radio profiles
Enhanced data*
Multicast voting scan*
Man Down / Fall Alert*
DVRS PSU*
Digital tone signaling*

DIMENSIONS

APX NEXT radio with standard battery, no antenna	Height: 5.4 in (138mm) Width: 2.5 in (63 mm) Depth: 1.7 in (43 mm) Weight **(AN)**: 18.5 oz (525 g) **(BN)**: 18.9 oz (536 g)
APX NEXT with Hi-cap battery, no antenna	Height: 6.0 in (153 mm) Width: 2.5 in (63 mm) Depth: 1.7 in (43 mm) Weight **(AN)**: 19.6 oz (556 g) **(BN)**: 20.0 oz (567 g)



AN radio performance

TRANSMITTER

	NOTE	VHF	UHF RANGE 1	UHF RANGE 2	700 MHZ	800 MHZ
Frequency range / bandsplits	-	136-174 MHz	380-470 MHz	450-520 MHz	762-776, 792-806 MHz	806-825, 851-870 MHz
Channel spacing	1	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz
Maximum frequency separation	-	Full bandsplit	Full bandsplit	Full bandsplit	Full bandsplit	Full bandsplit
Rated RF output power (adjustable)	2	1-6 W	1-5 W	1-5 W	1-2.5 W	1-3 W
Frequency stability (-30 °C to +60 °C; +25 °C Ref.)	2	±1.0 ppm	±1.0 ppm	±1.0 ppm	±1.0 ppm	±1.0 ppm
Modulation limiting (12.5 / 20 / 25 kHz channel)	2	±2.5 / ±4 / ±5 kHz	±2.5 / ±4 / ±5 kHz	±2.5 / ±4 / ±5 kHz	±2.5 / ±4 / ±5 kHz	±2.5 / ±4 / ±5 kHz
Emissions (conducted and radiated)	2	-75 dBc	-75 dBc	-75 dBc	-75 dBc	-75 dBc
Audio response	2	+1, -3 dB	+1, -3 dB	+1, -3 dB	+1, -3 dB	+1, -3 dB
FM hum and noise (12.5 / 25 kHz channel)	2	-53 / -55 dB	-52 / -54 dB	-51 / -54 dB	-50 / -55 dB	-49 / -53 dB
Audio distortion (12.5 / 25 kHz channel)	2	0.75% / 0.75%	0.75% / 0.75%	0.75% / 0.75%	0.85% / 0.85%	0.85% / 0.85%

RECEIVER

	NOTE	VHF	UHF RANGE 1	UHF RANGE 2	700 MHZ	800 MHZ
Frequency range / bandsplits	-	136-174 MHz	380-470 MHz	450-520 MHz	762-776, 799-806 MHz	851-870 MHz
Channel spacing	1	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz
Maximum frequency separation	-	Full bandsplit	Full bandsplit	Full bandsplit	Full bandsplit	Full bandsplit
Frequency stability (-30 °C to +60 °C; +25 °C Ref.)	2	±1.0 ppm	±1.0 ppm	±1.0 ppm	±1.0 ppm	±1.0 ppm
Analog sensitivity (12 dB SINAD)	2	0.178 µV (-122.0 dBm)	0.211 µV (-120.5 dBm)	0.211 µV (-120.5 dBm)	0.224 µV (-120.0 dBm)	0.237 µV (-119.5 dBm)
Digital sensitivity (1% BER)	3	0.266 µV (-118.5 dBm)	0.298 µV (-117.5 dBm)	0.298 uV (-117.5 dBm)	0.335 µV (-116.5 dBm)	0.335 µV (-116.5 dBm)
Digital sensitivity (5% BER)	3	0.158 µV (-123.0 dBm)	0.178 µV (-122.0 dBm)	0.178 µV (-122.0 dBm)	0.224 µV (-120.0 dBm)	0.224 µV (-120.0 dBm)
Selectivity (12.5 / 25 kHz channel) (one-tone)	2	77 / 84 dB	74 / 81 dB	74 / 81 dB	72 / 80 dB	72 / 79 dB
Selectivity (12.5/25 kHz channel) (two-tone)	2	62/84 dB	61/81 dB	61/81 dB	60/80 dB	60/79 dB
Intermodulation rejection	2	82 dB	80 dB	80 dB	80 dB	80 dB
Spurious rejection	2	98 dB	95 dB	95 dB	98 dB	98 dB
FM hum and noise (12.5 / 25 kHz channel)	2	55 / 59 dB	54 / 58 dB	54 / 58 dB	53 / 57 dB	52 / 56 dB
Audio distortion	2	0.90%	0.90%	0.90%	0.90%	0.90%

BN radio performance

TRANSMITTER

	NOTE	VHF	UHF RANGE 1	UHF RANGE 2	700 MHZ	800 MHZ
Frequency range / bandsplits	-	136-174 MHz	380-470 MHz	450-520 MHz	762-776, 792-806 MHz	806-825, 851-870 MHz
Channel spacing	1	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz
Maximum frequency separation	-	Full bandsplit	Full bandsplit	Full bandsplit	Full bandsplit	Full bandsplit
Rated RF output power (adjustable)	2	1-6 W	1-5 W	1-5 W	1-2.5 W	1-3 W
Frequency stability (-30 °C to +60 °C; +25 °C Ref.)	2	±1.0 ppm	±1.0 ppm	±1.0 ppm	±1.0 ppm	±1.0 ppm
Modulation limiting (12.5 / 20 / 25 kHz channel)	2	±2.5 / ±4 / ±5 kHz	±2.5 / ±4 / ±5 kHz	±2.5 / ±4 / ±5 kHz	±2.5 / ±4 / ±5 kHz	±2.5 / ±4 / ±5 kHz
Emissions (conducted and radiated)	2	-75 dBc	-75 dBc	-75 dBc	-75 dBc	-75 dBc
Audio response	2	+1, -3 dB	+1, -3 dB	+1, -3 dB	+1, -3 dB	+1, -3 dB
FM hum and noise (12.5 / 25 kHz channel)	2	-56 / -57 dB	-53 / -56 dB	-52 / -56 dB	-52 / -54 dB	-49 / -54 dB
Audio distortion (12.5 / 25 kHz channel)	2	0.75% / 0.75%	0.75% / 0.75%	0.75% / 0.75%	0.85% / 0.85%	0.85% / 0.85%

RECEIVER

	NOTE	VHF	UHF RANGE 1	UHF RANGE 2	700 MHZ	800 MHZ
Frequency range / bandsplits	-	136-174 MHz	380-470 MHz	450-520 MHz	762-776, 799-806 MHz	851-870 MHz
Channel spacing	1	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz	12.5 / 20 / 25 kHz
Maximum frequency separation	-	Full bandsplit	Full bandsplit	Full bandsplit	Full bandsplit	Full bandsplit
Frequency stability (-30 °C to +60 °C; +25 °C Ref.)	2	±1.0 ppm	±1.0 ppm	±1.0 ppm	±1.0 ppm	±1.0 ppm
Analog sensitivity (12 dB SINAD)	2	0.178 µV (-122.0 dBm)	0.211 µV (-120.5 dBm)	0.211 µV (-120.5 dBm)	0.224 µV (-120.0 dBm)	0.237 µV (-119.5 dBm)
Digital sensitivity (1% BER)	3	0.266 µV (-118.5 dBm)	0.298 µV (-117.5 dBm)	0.298 uV (-117.5 dBm)	0.335 µV (-116.5 dBm)	0.335 µV (-116.5 dBm)
Digital sensitivity (5% BER)	3	0.158 µV (-123.0 dBm)	0.178 µV (-122.0 dBm)	0.178 µV (-122.0 dBm)	0.224 µV (-120.0 dBm)	0.224 µV (-120.0 dBm)
Selectivity (12.5/25 kHz channel) (two-tone)	2	62/84 dB	62/81 dB	62/81 dB	61/80 dB	61/79 dB
Intermodulation rejection	2	82 dB	80 dB	80 dB	82 dB	82 dB
Spurious rejection	2	98 dB	95 dB	95 dB	98 dB	98 dB
FM hum and noise (12.5 / 25 kHz channel)	2	59 / 64 dB	55 / 60 dB	55 / 60 dB	53 / 58 dB	53 / 58 dB
Audio distortion	2	0.90%	0.90%	0.90%	0.90%	0.90%

ENCRYPTION	
Supported encryption algorithms	ADP, 256-bit AES, DES, DES-XL, DES-OFB, DVP-XL, Localized Algorithm
Encryption algorithm capacity	8
Encryption keys per radio	1024 Keys, Programmable for 128 Common Key References (CKR) or 16 Physical Identifiers (PID)
Encryption keying	Local Key Loader and Over-the-Air Rekeying (OTAR)
Synchronization	XL - Counter Addressing, OFB - Output Feedback
Vector generator	NIST-Approved Random Number Generator
Encryption type	Digital and SecureNet, TLS1.2, SRTP
Key storage	Tamper-protected volatile or non-volatile memory
Key erasure	Keyboard command and tamper detection
Standards	FIPS 140-3 Level 1 and Level 3, FIPS 197
Device certificates	x.509v3 ECC-P384, x.509v3 RSA-2048
Cipher suites FIPS 140-2 Level 1	ECDHE_ECDSA_WITH_AES256_GCM_SHA384 TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384 TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA TLS_RSA_WITH_AES_256_GCM_SHA384 SRTP_AEAD_AES_256_GCM1

COLOR	
Standard color	Black/gray

AUDIO	
Audio output power at rated	3 W
Audio output power at max	5 W
Audio response (EIA)	+1, -3 dB
Speech loudness at 12 in (300 mm)	105 Phon
Audio features	Adaptive equalization Adaptive dual-sided operation Adaptive noise suppression intensity Adaptive gain control Adaptive windporting IMPRES audio Intelligent noise reduction

WIRELESS	
MOBILE BROADBAND	**NOTE**
Bands supported	**AN model:** B2, B4, B12, B13, B14, B17 B5 (hardware ready)
	BN model: B2, B4, B5, B12, B13, B14, B17, B25, B66, B71 5G: (SA Only): n2, n5, n25, n41, n66, n71, n77, n78
Device category	4
Certifications	**AN model:** 4G LTE with FirstNet, Verizon and Bell Mobility certified.
	BN model: 4G LTE with FirstNet, Verizon, T-Priority and Bell Mobility certified 5G SA with FirstNet, Verizon, T-Mobile and Bell Mobility certified.
WIFI	
Standards supported	**AN model:** 802.11a/b/g/n/ac
	BN model: 802.11 a/b/g/n/ac/ax
Frequency range	**AN model:** 2400-2472, 5180-5825 MHz
	BN model: 2400-2472, 5180-5825, 5925-7125 MHz
Security	Supports WPA-2, WPA, WEP
Capacity	Up to 20 SSIDs
BLUETOOTH	
Version	**AN model:** 5.0
	BN model: 5.2
Frequency range	2402 - 2480 MHz
Security	128-bit AES-CCM Encryption

LOCATION-TRACKING		
	NOTE	
Constellations	-	GPS, Galileo, GLONASS, A-GPS
Tracking sensitivity	-	-159 dBm
Accuracy	6	<5m (95%)
Cold start	6	<60 seconds (95%)
Hot start	6	<5 seconds (95%)
Mode	-	Autonomous (assisted only with LTE service)

Environmental and Regulatory

MIL-STD 810

	MIL-STD 810C		MIL-STD 810D		MIL-STD 810E		MIL-STD 810F		MIL-STD 810G/H	
	Method	Proc./Cat.	Method	Proc./Cat.	Method	Proc./Cat.	Method	Proc./Cat.	Method	Proc./Cat.
Low pressure	500.1	I	500.2	II	500.3	II	500.4	II	500.5	II
High temperature	501.1	I, II	501.2	I/A1, II/A1	501.3	I/A1, II/A1	501.4	I/Hot, II/Hot	501.5	I/A1, II/A1
Low temperature	502.1	I	502.2	I/C3, II/C1	502.3	I/C3, II/C1	502.4	I/C3, II/C1	502.5	I/C3, II/C1
Temperature shock	503.1	I	503.2	I/A1, C3	503.3	I/A1, C3	503.4	I	503.5	I/C
Solar radiation	505.1	II	505.2	I	505.3	I	505.4	I	505.5	I/A1
Rain	506.1	I, II	506.2	I, II	506.3	I, II	506.4	I, III	506.5	I, III
Humidity	507.1	II	507.2	II	507.3	II	507.4	1 Proc	507.5	II/Aggravated
Salt fog	509.1	I	509.2	I	509.3	I	509.4	1 Proc	509.5	1 Proc
Blowing dust	510.1	I	510.2	I	510.3	I	510.4	I	510.5	I
Blowing sand	1 Proc	1 Proc	510.2	II	510.3	II	510.4	II	510.5	II
Submersion	512.1	I	512.2	I	512.3	I	512.4	I	512.5	I
Vibration	514.2	VIII/F, Curve-W	514.3	I/10, II/3	514.4	I/10, II/3	514.5	I/24	514.6	I/24
Shock	516.2	I, III, V	516.3	I, V, VI	516.4	I, V, VI	516.5	I, V, VI	516.6	I, V, VI
Shock (drop)	516.2	II	516.3	IV	516.4	IV	516.5	IV	516.6	IV

ENVIRONMENTAL

	NOTE	
Operating temperature	7	-30 to +60 °C (-22 to +140 °F)
Storage temperature	7	-40 to +85 °C (-40 to +185 °F)
Humidity	-	Per MIL-STD 810
ESD	-	IEC 61000-4-2
Dust resistance	-	IP6X
Water resistance (Submersion)	-	IPX8 (2 meters, 4 hours) MIL-STD Delta-T, 512.X Procedure 1

REGULATORY

FCC ID	**AN model:** AZ489FT7119
	BN model: AZ489FT7184
IC ID	**AN model:** 109U-89FT7119
	BN model: 109U-89FT7184
LMR	8K10F1D, 8K10F1E, 8K10F1W, 11K0F3E, 16K0F3E, 20K0F1E
Bluetooth	1M18G1D, 1M1F1D, 2M1F1D
WiFi	12M9G1D, 16M7D1D, 17M9D1D, 36M2D1D, 17M5D1D, 18M4D1D, 36M8D1D, 76M1D1D
All-band model number	**AN model:** H55TGT9PW8AN
	BN model: H55TGT9PW8BN

[1] Please refer to local regulations for available channel bandwidths.

[2] Measured conductively in analog mode per TIA / EIA 603 under nominal conditions, and at 1 W Rated Audio for Rx. Selectivity was measured using the TIA-603 single-tone and TIA-603 2.1.6 two-tone ACR methodology for the AN radio model. Selectivity was measured using the TIA-603 2.1.6 two-tone ACR methodology for the BN radio model..

[3] Measured conductively in digital mode per TIA / EIA IS 102.

[4] Listed by UL to non-incendive standards: UL 121201 and CAN/CSA C22.2 No. 213-17 as safe for use in Class I, Division 2, Groups A,B,C,D; Class II, Division 2, Groups F,G; Class III Hazardous Locations.

[5] SIM cards for the listed carriers can be pre-installed at the Motorola Solutions factory or supplied by the end user via Bring Your Own SIM (BYOS) for certified carriers.

[6] Measured conductively with >6 satellites visible at a nominal -130 dBm signal strength. Specs provided are 95th percentile values.

[7] LMR only. Front display, LTE, WiFi, Bluetooth and GPS not available when radio internal temperature is below -20 °C (-4 °F). Standard capacity (NNTN9216B or NNTN9217B) battery required for operation between -20 °C (-4 °F) and -30 °C (-22 °F). Batteries should be charged at 0 to +45 °C (+32 to +113 °F) and stored at +20 to +25 °C (+68 to +77 °F). Reference **motorolasolutions.com/batterycare**

All specifications shown are typical. Specifications are subject to change without notice. For full details consult product service manual, document no. MN005643A01.

The APX NEXT AN hardware does not support field upgrades to T-Mobile, 5G, eSIM/Dual SIM or LEO satellite connectivity.

Managed and support services

Achieve mission critical performance

Rely on us to help you achieve your performance targets with the right service level you need for systems, devices and applications. Each package provides a higher level of support, transferring the risk and responsibility to Motorola Solutions.

Motorola Solutions provides a range of service capabilities, including:

Customer Hub

A web-based platform that gives you a transparent, single source view of fleet status and service delivery information to help make smarter, faster and more proactive decisions.

Technical support

Industry certified technical engineers can troubleshoot and provide prompt resolution to any technical issues, whether on-site dispatch or remote.

Hardware repair and software maintenance

Ensure continuous security, performance and enhanced functionality of your two-way radios by getting access to APX NEXT certified and tested release software updates and upgrades and protect your radios from normal wear and tear.

Accidental damage

Radios are protected from accidental breakage or liquid spills and physical damage. With state-of-the-art diagnostic equipment all of your agency's radio components are protected in the event of an unexpected failure and are back in operation as soon as possible.

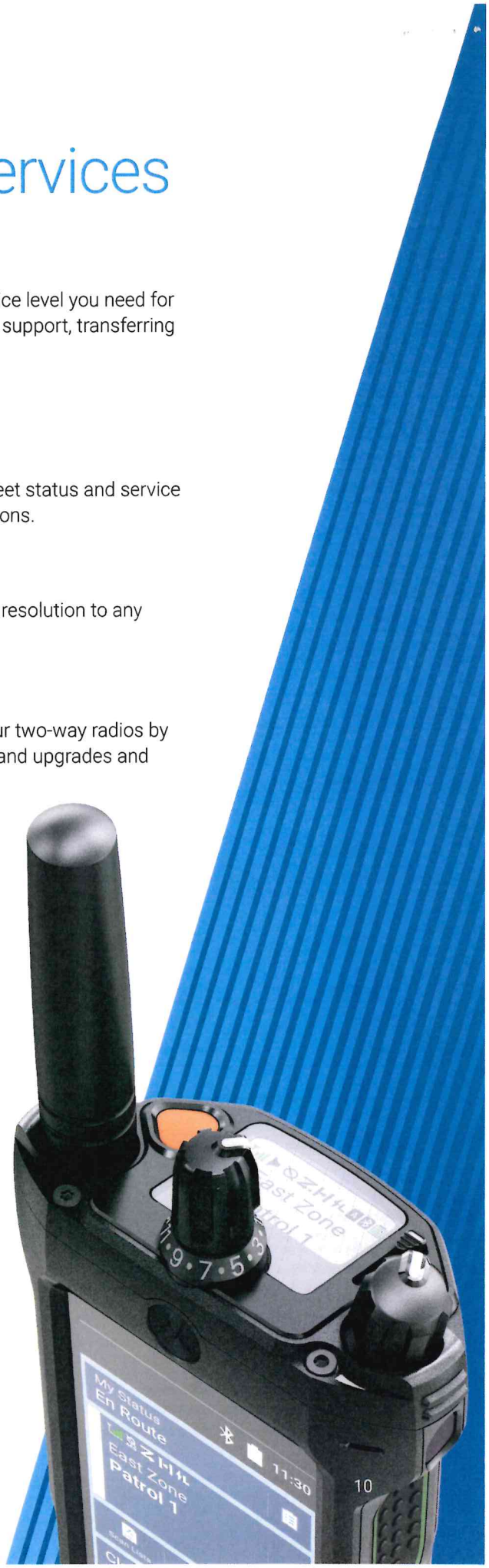
Device programming

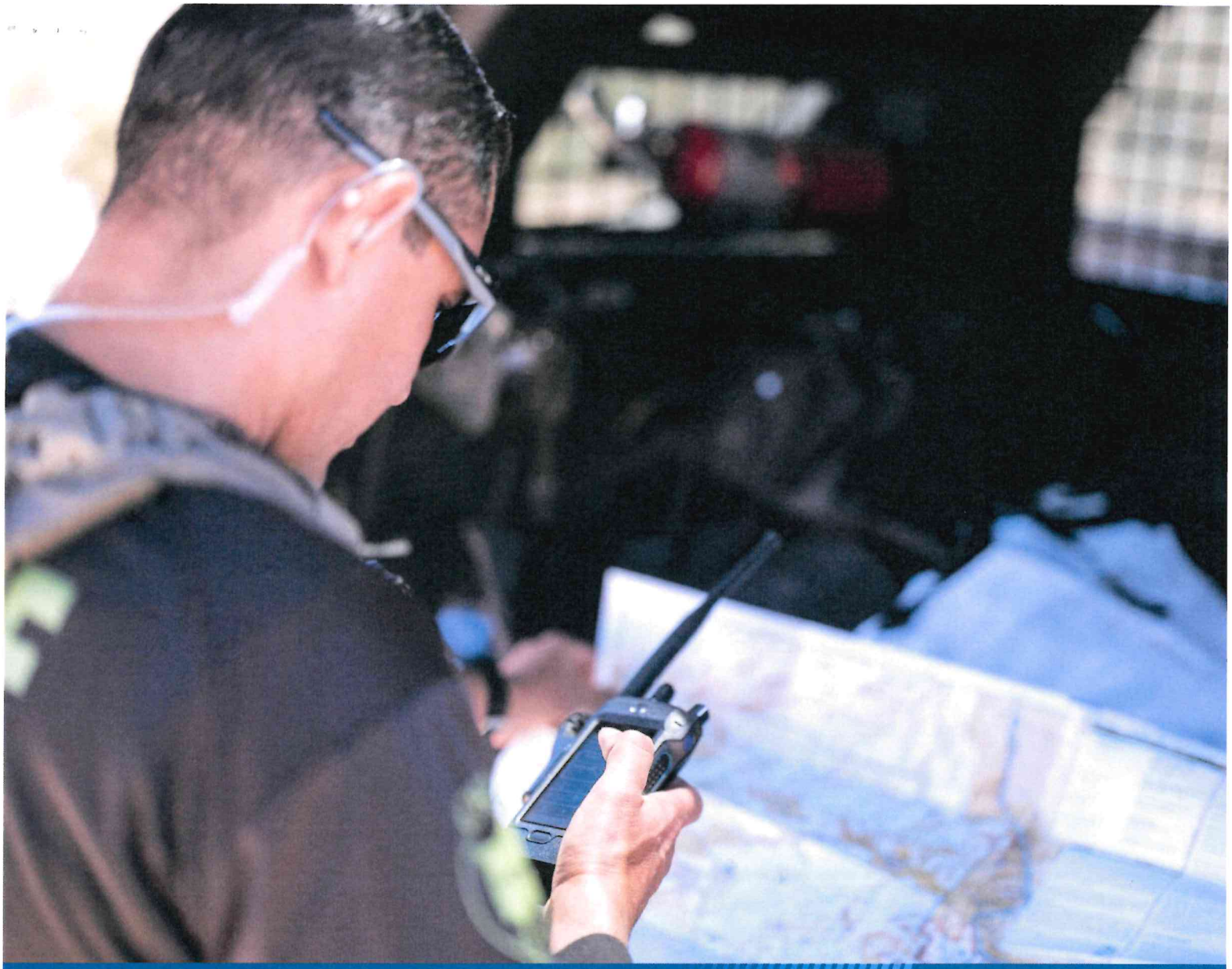
APX NEXT includes Customer Programming Software (CPS) for one-at-a-time programming. We can enable batch programming for radios with centralized management with RadioCentral to dramatically reduce the time and resources needed to provision and update your radio fleet.

As an add-on service, our technical teams can help you provision and program your fleet of radios on-site and train your staff on the radio fleet commissioning and management.

Preventive maintenance

Our certified technicians conduct annual maintenance checks to help extend the useful life of your radios, reducing repair and replacement costs.





To learn more, visit:
www.motorolasolutions.com/apxnext

MOTOROLA SOLUTIONS

Motorola Solutions, Inc. 500 West Monroe Street, Chicago, IL 60661 U.S.A. **motorolasolutions.com**

This device is only available in North America and APAC regions.

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SOLUTION DESCRIPTION — SVX VIDEO REMOTE SPEAKER MICROPHONE

The SVX Video Remote Speaker Microphones leverages the capabilities of APX NEXT and N70 radios - from clarity of audio to mission-critical ergonomics and virtual partner ViQi - and adds the ability to capture powerful evidential footage in challenging conditions. By converging our industry-leading voice and trusted video technology, we've transformed what it means to be on the front line. Now, law enforcement agencies can get the best of both worlds, without sacrificing ergonomics or usability.



The SVX can help every member of an agency, regardless of their role. Officers experience fewer distractions in the field, and are secure in the knowledge that they'll always hear, and be heard - whether they're in the middle of an evolving incident or reviewing a suspect's confession back at the station. Evidence technicians can build a stronger case more easily, with evidential audio and radio communications captured on one device in a single video; and, because these videos are categorized automatically, technicians can also find the relevant information quickly. IT technicians now have half the number of devices, docks, and accessories they need to secure and maintain, while senior officers know that they're augmenting the power of their APX radio investment and improving the safety of their officers.

MISSION-CRITICAL VOICE FUNCTIONALITY AND ERGONOMICS

- **Secure and reliable wireless connectivity** – out of the box, the SVX operates as a Wireless Remote Speaker Microphone, freeing officers from the constraints of cords and cables via a secure, reliable Bluetooth connection to their APX NEXT or N70 radio. It enables officers to move effortlessly while still staying focused on the task at hand.
- **Intuitive design** – The large, recessed push-to-talk and emergency buttons are easy to use and designed to prevent accidental activation. Officers can also query the device status via voice commands, to reduce interaction with the device during high-stress situations.
- **Clear audio** – The SVX can be positioned anywhere on the front of an officer's uniform or tactical vest, due to its 102 Phon speech loudness, High Dynamic Range (HDR) microphones, advanced windporting technology and intelligent noise suppression technology. This provides the best possible field of view for both evidential video capture and clear radio communications.
- **Secure NFC pairing** – Via "touch" pairing, an officer can quickly associate their SVX with their corresponding APX NEXT or N70 for the first time, even when many other wireless devices are present in the area.
- **Removable battery** – The SVX's detachable battery enables officers to switch from a depleted battery to a fully-charged battery in the field, which accommodates unexpected overtime or heavy usage. Batteries can be charged independently from the SVX itself, so officers can keep a replacement battery on-hand and ready to use.
- **Programmable buttons** – Use four configurable buttons to accommodate radio shortcuts or video operation functionality.
- **ViQi** - for SVX devices paired with APX NEXT and APX N70 radios, ViQi provides the following voice interaction capabilities when available or subscribed to on a per-agency basis:
  - **Real-time translation**, a broadband-enabled service supporting conversation between English and Spanish, Portuguese, Mandarin, and numerous other languages.
  - **Assist Chat**, a broadband-enabled service providing a Large Language Model (LLM) platform designed for public safety users.

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- **Voice Control**, a local service supporting officers tagging video footage and performing other basic device controls through voice commands. ViQi Voice Control now includes enhanced capabilities, sending unrecognized voice commands to the cloud for intent recognition and response.

PLEASE NOTE: Product(s) purchased may include an AI Feature that utilizes smart technology (such as a chat bot or voice activated AI), designed to process user queries and retrieve information from our Products. The AI Feature's responses ("AI Outputs") are generated using artificial intelligence and data from our Products.

Customer assumes sole responsibility for reviewing, evaluating, and independently verifying the accuracy, appropriateness, and suitability of any AI Outputs before relying upon them or taking any action based thereon. THE AI FEATURE AND AI OUTPUTS ARE PROVIDED "AS IS". MOTOROLA SOLUTIONS, INC. DISCLAIMS ALL WARRANTIES REGARDING THE ACCURACY, COMPLETENESS, OR RELIABILITY OF AI OUTPUTS. Motorola Solutions shall have no liability for any decisions made or actions taken (or not taken) by Customer or its users in reliance on AI Outputs. Customer shall ensure its users are appropriately informed about the nature of the AI Feature and the necessity for independent verification.

EVIDENTIARY VIDEO FUNCTIONALITY (REQUIRES VIDEOMANAGER EL OR COMMANDCENTRAL DEMS)

- **Dual audio streams** – revolutionary audio technology enables officers to capture both clear radio communications and environmental audio simultaneously; this provides mission-critical communications in the field, while also adding more context of how and when an officer responded in the evidentiary video.
- **Natural field of view** – The SVX eliminates the fisheye effect from wide-angle lenses that warps video footage. Distortion correction enables a clear and complete evidence review process. The SVX's high quality, low light sensor captures an accurate depiction of recorded events, even in challenging lighting conditions.
- **Data encryption** – The SVX uses FIPS-140-2 compliant encryption at-rest and in-transit. This prevents bad actors from gaining unauthorized access to confidential and sensitive data.
- **Record-After-the-Fact®** – Our patented Record-After-the-Fact® technology captures footage even when the recording function is not engaged. An officer or supervisor can request video footage from a specific point in the past to be uploaded to the evidence management system, hours or even days after the event occurred.
- **Voice-activated tagging** – Leveraging the ViQi Voice Control capabilities of the paired APX NEXT or N70 radio, officers can now easily apply an event category to a recording video by simply uttering a voice command (e.g., "tag video as 'arrest'"). This eliminates scrolling through a long list of events, either on a small body camera screen or back at the station after a shift.
- **Bluetooth recording triggers** – The SVX accommodates a variety of Bluetooth recording triggers, so officers can focus on the task at hand instead of needing to manually start recording. Emergency button: the SVX is triggered to start recording immediately when the APX NEXT or N70 emergency mode button is pressed, or the "Fall Alert" feature is activated. M500 in-car video systems collaboration and Holster sensors will be available in upcoming software upgrades.
- **Wireless uploading** – Recordings made by the SVX are uploaded to the agency's evidence management system via Wi-Fi. This enables easy transfer of critical recordings from a vehicle to headquarters for immediate review or long-term storage.
- **Real-time location and video streaming** – leveraging a Wi-Fi connection, the SVX can send location updates and stream live video to CommandCentral Aware in a dispatch center or Real Time Crime Center (RTCC), giving the agency a complete and accurate view of their officers for better coordination and quicker response times.
- **SmartControl Application** – To maximize efficiency in the field, the Motorola Solutions SmartControl app enables SVX users to preview video recordings, add or edit tags, change camera settings and view live video from the camera. The app is available for both iOS and Android phones.

CHARGERS AND UPLOAD STATIONS

The SVX has three charging options:

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SmartDock – charge up to ten SVX devices and their attached batteries simultaneously. When the SVX is used as an RSM only, a LAN-connected SmartDock enables the devices to check for new firmware and automatically apply these updates without manual intervention. When the SVX is used as a video RSM, the SmartDock enables the automatic offload of video recordings from the devices to the evidence management platform via an integrated gigabit switch. It also facilitates comprehensive device management capabilities, including device configuration and checkout.
Battery-only charger – charge up to 12 spare batteries at once. Quickly understand which batteries are ready to take for a shift via a status LED on each slot. A convenient mounting bracket allows the charger to be placed on a desk or mounted on a wall.
USB-C charger – charge a single SVX device or battery by connecting a commercially-available USB-C cable to a 1.5amp wall adapter, car port or battery backup bank, for additional charging flexibility on the go.

EARPIECE SOLUTIONS





The **receive-only earpiece** connects to the 3.5mm side connector on the SVX and is a great option for private communication when the device is mounted at chest level on the officer's uniform. The SVX serves as the wireless microphone to speak, and the earpiece to listen.
The **two-wire surveillance style earpiece** is an ideal choice for unobtrusive communication when the SVX is mounted below chest level. The discreet microphone piece can be attached on a shirt collar or outer carrier shoulder strap. To transmit, the officer can press the PTT button on the microphone piece, the SVX or radio itself. The programmable button on the front of the mic piece mirrors the function of the 3-dot button on the SVX.

MOUNTING SOLUTIONS

The SVX is compatible with the entire portfolio of existing V300 / V700 mounting solutions, depicted below:

WGP02798	WGA00669	WGA00668	WGP02697	WGP03088	WGP03085
					
Magnetic Center Shirt Mount	Tek-Lok Belt Mount	Molle Locking Mount	Shirt Clip	Heavy Jacket Clip	Heavy Jacket Magnetic Mount

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SVX REMOTE SPEAKER MICROPHONE STATEMENT OF WORK

OVERVIEW

This Statement of Work (SOW) outlines the responsibilities of Motorola Solutions, Inc. (Motorola) and the Customer for the implementation of the SVX remote speaker microphone and your digital evidence management solution. For the purpose of this SOW, the term "Motorola" may refer to our affiliates, subcontractors, or certified third-party partners.

This SOW addresses the responsibilities of Motorola and the Customer that are relevant to the implementation of the hardware and software components listed in the Solution Description. Any changes or deviations from this SOW must be mutually agreed upon by Motorola and the Customer and will be addressed in accordance with the change provisions of the Contract. The Customer acknowledges any changes or deviations from this SOW may incur additional cost.

Motorola and the Customer will work to complete their respective responsibilities in accordance with the Project Schedule. Any changes to the Project Schedule must be mutually agreed upon by both parties in accordance with the change provisions of the Contract.

Unless specifically stated, Motorola will perform the work remotely. The Customer will provide Motorola personnel with access to their network and facilities so Motorola is able to fulfill its obligations. All work will be performed during normal business hours based on the Customer's time zone (Monday through Friday from 8:00 a.m. to 5:00 p.m.).

The number and type of software subscription licenses, products, or services provided by Motorola are specifically listed in the Contract and referenced in the SOW. Services & Products provided under this SOW are governed by the mutually executed Contract between the parties, or Motorola's Master Customer Agreement and applicable addenda ("Contract").

AWARD, ADMINISTRATION, AND PROJECT INITIATION

Project Initiation and Planning will begin following the execution of the Contract between Motorola and the Customer. At the conclusion of Project Planning, Motorola's Project Manager (PM) will begin status meetings and provide status reports on a regular cadence with the Customer's PM. The status report will provide a summary of activities completed, activities planned, progress against the project schedule, items of concern requiring attention, as well as, potential project risks and agreed upon mitigation actions.

Motorola utilizes Google Meet as its teleconference tool. If the Customer desires to use an alternative teleconferencing tool, any costs incurred from the use of this alternate teleconferencing tool will be the responsibility of the Customer.

FBI-CJIS SECURITY POLICY – CRIMINAL JUSTICE INFORMATION

CJIS Security Policy Compliance

Motorola does not believe our solution requires compliance with the FBI-CJIS Security Policy (CJISSECPOL) based on the definition in Section 4 of CJISSECPOL and how the FBI-CJIS defines Criminal Justice Information. However, Motorola does design its products with the CJISSECPOL security controls as a guide. Motorola's

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design and features support best practice security controls and policy compliance. In the event of a CJIS technical audit request, Motorola will support the Customer throughout this process.

Personnel Security – Background Screening

Motorola will assist the Customer with completing the CJIS Security Policy Section Personnel Security related to authorized personnel background screening when requested to do so by the Customer. Based on the Personnel Security section of the CJISSECPOL, a Motorola employee is defined as someone who is required to be on the Customer's property with unescorted access to unencrypted CJI. Motorola employees will also have access to the Customer's network(s) and stored information and Motorola has remote access tools to support virtual escorted access to on-premises customer assets.

Additionally, Motorola performs independent criminal background investigations including name based background checks, credential and educational vetting, credit checks, U.S. citizen and authorized worker identity verification on its employees.

Motorola will support the Customer in the event of a CJIS audit request to validate employees assigned to the project requiring CJISSECPOL Personnel Security screening and determine whether this list is up to date and accurate. Motorola will notify the Customer within 24 hours or next business day of a personnel status change.

Security Awareness Training

Motorola requires all employees who will support the Customer to undergo Level 3 Security Awareness Training provided by Peak Performance and their CJIS online training platform. If the Customer does not have access to these records, Motorola can facilitate proof of completion. If the Customer requires additional and/or separate training, Motorola will work with the Customer to accommodate this request at an additional cost.

CJIS Security Addendum

Motorola requires all employees directly supporting the Customer to sign the CJIS Security Addendum if required to do so by the Customer.

Third Party Installer

The Motorola-certified third-party installer (if applicable) will work independently with the Customer to complete the CJISSECPOL Personnel Security checks, complete Security Awareness Training and execute the CJIS Security Addendum.

Completion Criteria

The project is considered complete once Motorola has completed all responsibilities listed in this SOW. The Customer's task completion will occur based on the Project Schedule to ensure Motorola is able to complete all tasks without delays. Motorola will not be held liable for project delays due to incomplete Customer tasks.

The Customer must provide Motorola with written notification if they do not accept the completion of Motorola responsibilities. Written notification must be provided to Motorola within ten (10) business days of task completion. The project will be deemed accepted if no written notification is received within ten (10) business days.

In the absence of written notification for non-acceptance, beneficial use will occur thirty (30) days after functional demonstration of the system.

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SUBSCRIPTION SERVICE PERIOD

If the contracted system includes a subscription, the subscription service period will begin upon the Customer's receipt of credentials for access or for hardware, upon shipment of the hardware. The provision and use of the subscription service is governed by the Contract.

PROJECT ROLES AND RESPONSIBILITIES OVERVIEW

Motorola Project Roles and Responsibilities

The Motorola Project Team will be assigned to the project under the direction of the Motorola Project Manager. Each team member will be engaged in different phases of the project as necessary. Some team members will be multi-disciplinary and may fulfill more than one role.

In order to maximize effectiveness, the Motorola Project Team will provide various services remotely by teleconference, web-conference, or other remote method in order to fulfill our commitments as outlined in this SOW.

Our experience has shown customers who take an active role in the operational and educational process of their system realize user adoption sooner and achieve higher levels of success with system operation. The subsections below provide an overview of each Motorola Project Team Member.

Project Manager (PM)

The PM will be the principal business representative and point of contact for Motorola. The PM's responsibilities may include but are not limited to:

- Manage Motorola responsibilities related to the delivery of the project.
- Maintain the Project Schedule, and manage assigned Motorola personnel, subcontractors, and suppliers as applicable.
- Coordinate schedules of assigned Motorola personnel, subcontractors, and suppliers as applicable.
- Conduct equipment inventory.
- Discovery validation
- Maintain project communications with the Customer.
- Identify and manage project risks.
- Coordinate collaboration of Customer resources to minimize project delays.
- Evaluate project status against Project Schedule.
- Conduct status meetings on mutually agreed upon dates to discuss project status.
- Provide timely responses to Customer inquiries and issues related to project progress.
- Conduct daily status calls with the Customer during Go-Live.

Post Sales Engineer

The Post Sales Engineer will work with the Customer's Project Team on:

- System provisioning.
- Data Migration
- Contracted data migration between two disparate digital evidence management systems (if applicable, additional fees may apply).

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Field Engineer (FE)

The FE will work with the Customer's Project Team on:

- Inspect installation and configure hardware devices.
- Provide instructions to the Customer on how to configure the hardware.
- Review Deployment Checklist with the Customer.
- Develop and submit a Trip Report.
- Update Customer IP Map.

Professional Services Engineer (if applicable)

The Professional Services Engineer is engaged on projects that include integration between Motorola's digital evidence management system and the Customer's third-party software application. Their responsibilities include:

- Delivery of the interface between Motorola's digital evidence management system and the Customer's third-party software (e.g. CAD).

Technical Trainer / Instructor

The Technical Trainer / Instructor provides training on-site or remote depending on the training topic and deployment services purchased.

- Deliver provisioning education and guidance to the Customer for operating and maintaining their system.
- Provide product education as defined by this SOW and described in the Education Plan.

Customer Support Services Team

The Customer Support Services Team will provide on-going support to the Customer following Go-Live and final acceptance of the project.

Customer Project Roles and Responsibilities

Motorola has defined key resources that are critical to this project and must participate in all the activities defined in this SOW. During the Project Planning phase, the Customer will be required to provide names and contact information for the roles listed below. It is critical that these resources are empowered to make decisions based on the Customer's operational and administration needs. The Customer Project Team will be engaged from Project Initiation through Beneficial Use of the system. In the event the Customer is unable to provide the resources identified in this section, Motorola may be able to supplement these resources at an additional cost.

Project Manager

The PM will act as the primary point of contact for the duration of the project. In the event the project involves multiple locations, Motorola will work exclusively with the Customer's primary PM. The PM's responsibilities will include, but are not limited to:

- Communicate and coordinate with other project participants.
- Manage the Customer Project Team including subcontractors and third-party vendors. This includes timely facilitation of tasks and activities.
- Maintain project communications with the Motorola PM.
- Identify tasks required of Customer staff that are outlined in this SOW and the Project Schedule.
- Consolidate all project inquiries from Customer staff to present to Motorola PM.

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- Approve a deployment date offered by Motorola.
- Review Project Schedule with the Motorola PM and finalize tasks, dates, and responsibilities.
- Measure and evaluate progress against the Project Schedule.
- Monitor Project to ensure resources are available as required.
- Attend status meetings.
- Provide timely responses to issues related to project progress.
- Liaise and coordinate with other agencies, Customer vendors, contractors, and common carriers.
- Review and administer change control procedures, hardware and software certification, and all related project tasks required to meet the deployment date.
- Ensure Customer vendors' readiness ahead of the deployment date.
- Assign one or more personnel to work with Motorola staff as needed for the duration of the project, including one or more representatives from the IT department.
- Identify a resource with authority to formally acknowledge and approve milestone recognition certificates, as well as, approve and release payments in a timely manner.
- Provide Motorola personnel with access to all Customer facilities where system equipment is to be installed. Temporary identification cards are to be issued to Motorola personnel, if required for access.
- Ensure remote network connectivity and access for Motorola resources.
- Assume responsibility for all fees pertaining to licenses, inspections and any delays associated with inspections due to required permits as applicable to this project.
- Provide reasonable care to prevent equipment exposure from contaminants that may cause damage to the equipment or interruption of service.
- Ensure a safe working environment for Motorola personnel.
- Identify and manage project risks.
- Provide signature(s) of Motorola-provided milestone recognition certificate(s) within ten (10) business days of receipt.

IT Support

IT Support manages the technical efforts and ongoing activities of the Customer's system. IT Support will be responsible for managing Customer provisioning and providing Motorola with the required information for LAN, WAN and client infrastructure.

The IT Support Team responsibilities include but are not limited to:

- Participate in delivery and training activities to understand the software and functionality of the system.
- Participate with Customer Subject Matter Experts (SMEs) during the provisioning process and associated training.
- Authorize global provisioning decisions and be the Point of Contact (POC) for reporting and verifying problems.
- Maintain provisioning.
- Implement changes to Customer infrastructure in support of the proposed system.

Video Management Point of Contact (POC) (if applicable)

If CommandCentral DEMS Standard, CommandCentral DEMS Plus, or VideoManager EL Cloud device license(s) are included in the contract, the Video Manager POC will educate users on digital media policy, participate in Discovery tasks, and complete the Video Management Administration training. The Customer is responsible for its

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own creation and enforcement of media protection policies and procedures for any digital media created, extracted, or downloaded from the digital evidence management system.

Subject Matter Experts (SMEs)

SMEs are a core group of users involved with the analysis, training and provisioning process, including making decisions on global provisioning. The SMEs should be experienced users in their own respective field (evidence, dispatch, patrol, etc.) and should be empowered by the Customer to make decisions based on provisioning, workflows, and department policies related to the proposed system.

Training POC

The Training POC will act as the course facilitator and is considered the Customer's educational monitor. The Training POC will work with Motorola when policy and procedural questions arise. They will be responsible for developing any agency specific training material(s) and configuring new users on the Motorola Learning eXperience Portal (LXP) system. This role will serve as the first line of support during Go-Live for the Customer's end users.

General Customer Responsibilities

In addition to the Customer responsibilities listed above, the Customer is responsible for the following:

- All Customer-provided equipment, including third-party hardware and software needed for the proposed system but not listed as a Motorola deliverable. Examples include end user workstations, network equipment, connectivity etc.
- Configure, test, and maintain third-party system(s) that will interface with the proposed system.
- Establish an Application Programming Interface (API) for applicable third-party system(s) and provide documentation that describes the integration to the Motorola system.
- Coordinate and facilitate communication between Motorola and Customer third-party vendor(s) as required.
- Mitigate the impact of upgrading Customer third-party system(s) that will integrate with the proposed system. Motorola strongly recommends working with the Motorola Project Team to understand the impact of such upgrades prior to taking action.
- Upgrades to Customer's existing system(s) in order to support the proposed system.
- Providing a facility with the required computer and audio-visual equipment for training and work sessions.
- Ability to participate in remote project meetings using Google Meet or a mutually agreed upon Customer-provided remote conferencing tool.

Motorola is not responsible for any delays that arise from Customer's failure to perform the responsibilities outlined in this SOW or delays caused by Customer's third-party vendor(s) or subcontractor(s).

NETWORK AND HARDWARE REQUIREMENTS

The following requirements must be met by the Customer prior to Motorola installing the proposed system:

- Provide network connectivity for the transfer and exchange of data for the proposed system.
- Provide devices such as workstations, tablets, and smartphones with Internet access for system usage. Chrome is the recommended browser for optimal performance.
- Provide and install antivirus software for workstation(s).
- Provide Motorola with administrative rights to Active Directory for the purpose of installation, configuration, and support.

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- Provide all environmental conditions such as power, uninterruptible power sources (UPS), HVAC, firewall and network requirements.
- Ensure required traffic is routed through Customer's firewall.

Motorola is not responsible for any costs or delays that arise from Customer's failure to meet network and hardware requirements.

PROJECT PLANNING

A clear understanding of the needs and expectations of Motorola and the Customer is critical to fostering a collaborative environment of trust and mutual respect. Project Planning requires the gathering of specific information to set clear project expectations and guidelines, as well as lay the foundation for a successful implementation.

PROJECT PLANNING SESSION

A Project Planning Session will occur after the Contract has been executed. The Project Planning Session is an opportunity for the Motorola and Customer PM to meet before the Project Kickoff Meeting and review key elements of the project and expectations. Depending on the items purchased, the agenda will typically include:

- A high-level review of the following project elements:
- Quoting/ordering documents
- A summary of contracted applications and hardware as purchased.
- Customer's involvement in project activities to confirm understanding of scope and required time commitments.
- Data Migration questionnaire if migration is included in the Solution
- The Business Process Review (BPR), used to document system configuration, agency recording, and retention policies
- A high-level Project Schedule with milestones and dates.
- Confirm CJIS background investigations and fingerprint requirements for Motorola employees and/or subcontractors.
- Determine Customer location for Motorola to ship their equipment for installation.

Motorola Responsibilities

- Contact the customer to complete the Project Planning Session.
- Request the assignment of Customer Project Team and any additional Customer resources that are instrumental to the project's success.
- Baseline the Project Schedule, if applicable.
- Document mutually agreed upon Project Kickoff Meeting Agenda.

Customer Responsibilities

- Identify Customer Project Team and any additional Customer resources that are instrumental to the project's success.
- Acknowledge the mutually agreed upon Project Kickoff Meeting Agenda.
- Provide approval to proceed with the Project Kickoff Meeting.

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Motorola Deliverables

- Project Kickoff Meeting Agenda.
- Data Migration Questionnaire (if applicable)
- BPR Workbook

PROJECT KICKOFF

Motorola will work with the Customer to understand the impact of introducing a new solution and the preparedness needed for a successful implementation.

Note – The IT Questionnaire is completed during the pre-sales process and prior to Contract award. The IT Questionnaire is given to Motorola at the time of offer acceptance. A delay in completing the IT Questionnaire may delay the shipment of equipment. Motorola will not be responsible for any delays associated with or related to the completion of the IT Questionnaire.

Motorola Responsibilities

- Review Contract documents including project delivery requirements as described in this SOW.
- Discuss the deployment start date and deliver the Deployment Checklist.
- Discuss the equipment inventory process
- Discuss project team participants and their role(s) in the project with fulfilling the obligations of this SOW.
- Review resource requirements.
- Provide the initial Project Schedule
- Discuss Motorola remote system access requirements.
- Review the BPR.
- Complete all necessary documentation (i.e. fingerprints, background checks, card keys, etc.) required for Motorola resources to gain access to Customer facilities.
- Review the LXP training portal.
- Request user information required to establish the Customer in LXP.
- Review and agree on completion criteria and the process for transitioning to support.

Customer Responsibilities

- Provide feedback and approval on project delivery requirements and schedule.
- Review the Deployment Checklist.
- Review the roles of project participants to identify decision-making authority.
- Validate non-disclosure agreements, approvals, and other related items are complete (if applicable).
- Complete the BPR Workbook within 5 business days after the conclusion of the Project Kickoff for review during the Discovery Teleconference
- Provide all documentation (i.e. fingerprints, background checks, card keys, etc.) required for Motorola resources to gain access to Customer facilities.
- Provide Motorola with names and contact information of the designated LXP Administrator(s).

Motorola Deliverables

- Project Kickoff Meeting Minutes.
- Deployment Checklist.

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DISCOVERY TELECONFERENCE

During the Discovery Teleconference, Motorola will meet with the Customer to review information documented in the BPRWorkbook. The Data Migration Questionnaire will also be reviewed if migration is part of the Solution.

Motorola Responsibilities

- Facilitate Discovery Teleconference.
- Confirm Customer-provided configuration inputs.

Customer Responsibilities

- Gather and review the information required to complete the BPR Workbook.
- Schedule Customer Project Team and SMEs to attend the Discovery Teleconference. SMEs should be present to weigh in on hardware, software, and network components. Customer attendees should be empowered to convey policies and make modifications to policies as necessary.

Motorola Deliverables

- Completed BPR Workbook.

PROJECT EXECUTION

HARDWARE PROCUREMENT AND INSTALLATION

Motorola will procure contracted hardware as part of the ordering process. The hardware will be configured with a basic profile in line with the information provided by the IT Questionnaire or Discovery Teleconference for installation and configuration of the system. The Customer is responsible for providing an installation environment that meets manufacturer's specifications for the hardware, which includes but is not limited to:

- Power
- Heating and Cooling
- Network Connectivity
- Access and Security
- Conduit and Cabling

Motorola Responsibilities

- Procure contracted equipment and ship to the Customer's designated location.
- Inventory equipment after arrival at Customer location
- Conduct a power-on test to validate that the installed hardware is ready for configuration.
- Verify remote connection to hardware.
- Verifying the SVX Smart Dock(s) are connected to Motorola's Cloud Evidence Management System through the Customer's network. The Customer is responsible for ensuring Motorola has the correct IP address(es) for configuring the Smart Dock(s), and the Customer's network is operational.
- Complete Deployment Checklist which outlines the activities completed during configuration and testing of system hardware.

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Customer Responsibilities

- Procure Customer-provided equipment and make it available at the installation location.
- Confirm the installation room complies with environmental requirements (i.e. power, uninterruptible power, surge protection, heating/cooling, etc.).
- Provide, install, and maintain antivirus software workstation(s).
- Enable outgoing network connection (external firewall) to Motorola's Cloud Evidence Management System by utilizing the Customer's Internet connection.
- Confirm access to Motorola's Cloud Evidence Management System cloud on Customer-provided workstation(s).
- The Customer will verify whether the Smart Docks(s) are connected to their network.

Motorola Deliverables

- Contracted Equipment.
- Equipment Inventory

SVX Configuration as a Remote Speaker Microphone

The Smart Dock(s) will be utilized to manage firmware updates on each SVX In order for this process to be successfully completed, each Smart Dock must be connected to Motorola's Cloud Evidence Management Solution through the Customer's internet connection.

Motorola Responsibilities

- Configure Smart Dock(s) for connectivity to Motorola's Cloud Evidence Management System.
- Verify the Smart Dock(s) is configured properly and connected to the network.
- Verify all slots in each Smark Dock are functional.
- Provide documentation on how to pair the SVX(s) to Motorola APX NEXT and/or APX N70 radio(s) using Secure Near-Field Communications (NFC).

Customer Responsibilities

- Select physical location(s) for Smart Dock(s).
- Enable Bluetooth, Bluetooth Tones, and Secure NFC Touch Pairing on Motorola APX NEXT and/or APX N70 radio(s).
- Motorola recommends "Power Down Standby Mode (hrs) = 1" to allow the SVX Bluetooth connection to quickly reconnect after power up within the 1-hour timeframe.
- Pair the SVX(s) to Motorola APX NEXT and/or APX N70 radio(s) using Secure NFC.
- Validate functionality of components and solution utilizing the Deployment Checklist.
- Provide Motorola remote connection information and necessary credentials.

SVX Configuration as a Body Camera (if applicable)

If CommandCentral DEMS Standard, CommandCentral DEMS Plus, or VideoManager EL Cloud device license(s) are included in the contract, the Smart Dock(s) will be utilized to configure each SVX as a body camera.

Motorola Responsibilities

- Configure SVX(s) within Motorola's Cloud Evidence Management System.

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- Check out SVX(s) and create a test recording.
- Verify video and audio upload to Motorola's Cloud Evidence Management System for up to 25% of purchased SVX(s).
- Provide a demonstration of client software.

Customer Responsibilities

- Validate functionality of components and solution utilizing the Deployment Checklist.
- Provide Motorola remote connection information and necessary credentials.
- Verify video and audio upload to Motorola's Cloud Evidence Management System for the remainder of purchased SVX(s).

SOFTWARE AND CONFIGURATION

CommandCentral DEMS (if applicable)

CommandCentral DEMS software is a cloud solution that does not require an onsite server and supports the SVX as a remote speaker microphone and a body camera. Section 3.2 does not apply to existing Motorola customers using VideoManager EL Cloud

Motorola Responsibilities

- Use information provided in BPR Workbook to configure CommandCentral DEMS software.
- Based on Customer feedback, perform the following activities:
- Create users, groups, and setup permissions.
- Create event categories when SVX is used as a body camera.
- Set retention policies when SVX is used as a body camera.
- Test software using applicable portions of the Functional Validation Plan.
- Use the CommandCentral Admin Portal to provision users, groups, and rules based on Customer Active Directory data.
- Guide the Customer in the configuration of CommandCentral DEMS.
- Ensure training POC can access the system.

Customer Responsibilities

- Supply access and credentials to Customer's Active Directory for the purpose of Motorola conducting CommandCentral DEMS provisioning.
- Respond to Motorola's inquiries regarding users, groups, and agency mapping to CommandCentral DEMS.
- Provision policies, procedures, and user permissions.
- Configure evidence as directed by Motorola.
- Verify traffic can be routed through Customer's firewall and reaches end-user workstations.

DATA MIGRATION SERVICES (IF APPLICABLE*)

The Customer is responsible for partitioning data to be converted from Motorola on-premises digital evidence management system, or Customer's Non-Motorola Digital Evidence Management System to Motorola's cloud solution as part of this offer. The Customer will have ten (10) business days to provide feedback after Motorola validates the migrated data. If feedback is not received on or before ten (10) business days, Motorola will assume the migration is complete. *Data Migration Services may be subject to additional fees.

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Motorola Responsibilities

- Receive access to Customer video data.
- Perform contracted data migration and validation.

Customer Responsibilities

- Provide 24/7 remote access to partitioned data to be migrated.
- Customer hardware or virtualization environment will be the sole responsibility of the Customer to troubleshoot and resolve issues.
- Validate migrated dataset and provide Motorola with feedback within ten (10) business days.

Completion Criteria

- A migrated dataset as defined in the Contract.

Motorola On-Premise Evidence Management System (if applicable)

Motorola supports data migration of digital assets and associated metadata from our on-premise evidence management systems, Evidence Library 4 and VideoManager EL On-Prem (formally known as Evidence Library 5), to Motorola's cloud solution.

Motorola Responsibilities

- Verify compatible platform(s) and upgrade if applicable

Customer Responsibilities

- Provide internet connectivity from on-premise server to destination resources

Non-Motorola Evidence Management System (if applicable)

Motorola will perform data migration of digital assets and associated metadata from the Customer's Non-Motorola Evidence Management system to the new Motorola Cloud Evidence Management System.

Motorola Responsibilities

- Facilitate the method of obtaining and consuming the data
- Review data in the Motorola systems with the customer

Customer Responsibilities

- Act as liaison between Motorola and third-party vendor(s) as required to establish connectivity to the Non-Motorola digital evidence management system.
- Provide internet connectivity from on-premise server to destination resources, if applicable.
- Provide API connection to the source, if applicable
- Provide data and metadata information in a readable and consumable format
- Assist with mapping metadata information into Motorola system

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INTEGRATIONS AND THIRD-PARTY INTERFACES (IF APPLICABLE)

The integration between Motorola's Cloud Evidence Management System and the Customer's third-party system may consist of an iterative series of activities depending on the complexity of accessing the third-party system. Interfaces will be installed and configured in accordance with the Project Schedule. The Customer is responsible for engaging third-party vendors as required to facilitate connectivity and testing of the interface(s).

Motorola Responsibilities

- Develop and configure interface(s) to support the functionality described in the Solution Description.
- Establish and validate connectivity between Motorola and third-party systems.
- Perform functional demonstration to confirm the interface(s) can transmit and receive data to the Customer's digital evidence management system.

Customer Responsibilities

- Act as liaison between Motorola and third-party vendor(s) as required to establish connectivity to the third-party system.
- Provide personnel authorized to make changes to the network and third-party systems to support Motorola's integration efforts.
- Provide network connectivity between digital evidence management system and the third-party system(s).
- Provide hardware to run any required interface components for on-prem interfaces when required.
- Provide sample data and information on API, SDKs, data scheme, and any documentation necessary to establish interfaces with all local and remote systems. This information should be provided to the Motorola PM within ten (10) business days of the Interface Engagement Meeting.

NOTE - At the time of initial design, unknown circumstances, requirements or anomalies may present difficulties with interfacing Motorola products to a third-party application. These difficulties could result in a poorly performing or non-functional interface. Providing Motorola with this information early in the deployment process, will potentially allow us to mitigate these issues. If the resolution requires additional third-party integration, application upgrades, APIs, and/or additional software licenses, the Customer is responsible for addressing these issues at their cost. Motorola is not responsible for any delays or costs associated with third-party applications or Customer-provided third-party hardware or software.

SYSTEM TRAINING

The objective of this section is to prepare for and deliver training. Motorola training consists of computer-based (online) and instructor-led (on-site or remote) depending on what is purchased. Our training delivery methods will vary depending on course content. Training will be delivered in accordance with the Education Plan. As part of our training delivery, Motorola will provide user guides and training materials in an electronic format.

ONLINE TRAINING

Online training is made available to the Customer through LXP. This subscription service provides customers with unlimited access to our online training content and provides users with the flexibility of learning the content at their own pace. Training content is added and updated on a regular basis to keep information current.

Through LXP, a list of available online training courses, Motorola User Guides, and Training Material are accessible in electronic format.

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Motorola Responsibilities

- Designate a LXP Administrator to work with the Customer.
- Establish an accessible instance of LXP for the Customer.
- Configure a Customer-specific portal view.
- Organize content to align with Customer's selected technologies.
- Create initial Customer user accounts and a single Primary Administrator account.
- During onboarding, assist the Customer with LXP usage.
- Provide technical support for user account and access issues, LXP functionality, and Motorola managed content.
- Provide instruction to Customer LXP Administrator on building groups.

Customer Responsibilities

- Provide user information for the initial creation of accounts.
- Complete LXP Administrator training.
- Ensure network and Internet connectivity for Customer access to LXP.
- Customer's primary LXP Administrator is required to complete the following self-paced training: LXP Introduction (LXP0001), LXP Primary Site Administrator Overview (LXP0002), and LXP Group Administrator Overview (LXP0003).
- Advise users on the availability of training through LXP.
- Ensure users complete LXP training in accordance with the Project Schedule.
- Build groups as needed.

ON-SITE TRAINING

Instructor-led courses are based on products purchased and the Customer's Education Plan. On-site instructor-led classes will utilize the Customer's hardware and software in order to provide the best training environment. This will allow the Customer to engage in an environment that has been configured and deployed in alignment with this SOW.

Motorola Responsibilities

- Deliver User Guides and training materials in an electronic format.
- Perform training in accordance with the Education Plan.
- Provide the Customer with training attendance rosters and summarize any pertinent information that may impact end user training.

Customer Responsibilities

- Supply classroom(s) based on the requirements listed in the Education Plan.
- Designate training representatives who will work with the Motorola trainer(s) to deliver the training content.
- Facilitate training of all Customer end users in accordance with the Customer's Education Plan.

Motorola Deliverables

- Electronic versions of User Guides and training materials.
- Attendance rosters.

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PROJECT GO-LIVE, CLOSURE, AND HANDOVER TO SUPPORT

Motorola will utilize the Deployment Checklist throughout the deployment process to verify features and functionality are in line with installation and configuration requirements. The Customer will witness the assigned Motorola Resource demonstrating the Deployment Checklist and provide feedback as features and functionality are demonstrated. The Customer is considered Live on the system after the equipment has been installed, configured, and made available for use, and training has been delivered or made available to the Customer.

Upon the conclusion of Go-Live, the project is prepared for closure. Project closure is defined as the completion of tasks and the Customer's receipt of contracted components. The Deployment Checklist serves as the artifact that memorializes a project closure. A System Acceptance Certificate will be provided to the Customer for signature to formally close out the project. The Customer has ten (10) business days to provide Motorola with a signed System Acceptance Certificate. If the Customer does not sign off on this document or provide Motorola written notification rejecting project closure, the project will be deemed closed. Upon project closure, the Customer will engage with Technical Support for on-going needs in accordance with the Customer's specific terms and conditions of support.

Motorola Responsibilities

- Provide the Customer with Motorola Technical Support engagement process and contact information.
- Provide Technical Support with the contact information of Customer users who are authorized to engage Technical Support.
- Ensure Deployment Checklist is complete.
- Obtain Customer signature on the System Acceptance Certificate.

Customer Responsibilities

- Within ten (10) business days of receiving the System Acceptance Certificate, provide signatory approval signifying project closure.
- Provide Motorola with the contact information of users who are authorized to engage Motorola's Technical Support.
- Engage Technical Support as needed.

Motorola Completion Criteria

Provide Customer with survey upon closure of the project.

ASSUMPTIONS

This SOW is based on the following list of assumptions:

- Motorola's Cloud Evidence Management System must be connected to the Microsoft Entra ID (formally known as Microsoft Azure Active Directory) for user authentication to the application. Microsoft Entra ID can be synchronized with the Customer's on-premises Active Directory using Azure AD Connect. If the Customer is using Microsoft Office 365, Motorola will be able to integrate with this Microsoft Entra ID.
- If Microsoft Entra ID is not utilized by the Customer, Motorola will provide a free version of Entra ID for user authentication to the application.
- Must be 2003 or later for Microsoft Entra ID integration.

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- Upload Speed Requirements for SVX when used as a body camera:
- 5 Mbps + 3 Mbps per additional device.
- This assumes it will take 8 hours to upload 5 GB of video on a device.
- 40-50 Mbps per concurrent uploading device.
- This assumes video is required to upload within 30-40 minutes with approximately 5 GB to upload.

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ESSENTIAL SERVICE FOR SVX VIDEO REMOTE SPEAKER MICROPHONE DEVICE

This Statement of Work (SOW) is subject to the terms and conditions of the Motorola Solutions Customer Agreement or other applicable agreement in effect between the parties (Agreement). The terms of this SOW are an integral part of an Agreement with the Customer to which this SOW is appended and is made a part thereof by this reference. In the event of a conflict between the terms and conditions of an Agreement and the terms and conditions of this SOW, this SOW will control the inconsistency only. This SOW applies to the Device(s) specifically named in the Agreement.

DESCRIPTION OF SERVICES AND OBLIGATIONS

The term "Customer" refers to any end-user who has a purchase agreement with Motorola Solutions. Essential Service provides either three (3) or five (5) years of coverage, as selected and purchased by the Customer, and includes:

- Remote Technical Support
- Software Maintenance
- Hardware Repair for manufacturing defects

Every SVX device is covered by one (1) year of standard product warranty. Motorola Solutions offers three (3) and five (5) years of Essential Service options for SVX devices, with optional service upgrades to extend and/or provide additional coverage for the device described in Section 7 of this SOW.

ESSENTIAL SERVICE

Remote Technical Support

Remote Technical Support is provided for device issues related to software and/or hardware that require troubleshooting expertise. Motorola Solutions' System Support Center (SSC) and Technical Support Operations (TSO) center are staffed with highly trained technologists who specialize in the diagnosis and resolution of product issues. Motorola Solutions' SSC and TSO are continuously monitored against industry recognized incident and problem management processes.

Motorola Solutions will respond to calls, e-mails, and web portal submissions during normal support hours, five (5) business days per week, excluding holidays, and weekends. In addition, Customers may contact the Motorola Service Desk and a Motorola Solutions representative will log a technical request on Motorola Solutions' Case Management System.

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Technical Problem Isolation, Analysis and Resolution

A Motorola Solutions representative or technologists will:

- Work to isolate the problem/issue
- Analyze and determine the cause of the problem/issue
- Work to achieve problem/issue resolution

Software Maintenance

Software maintenance is important for ensuring device performance and operation. Essential Service provides the Customer with access to the latest available SVX device operating system (OS) software, device firmware, and application software. Device software releases maintain the device software performance such that the Device operates in accordance with its specifications and documented functionality, and is aligned with the applicable Motorola Solutions infrastructure platform lifecycle. Each release may include bug fixes, security patches, and/or new feature activation enablements.

Configuration of the SVX device is made possible through the use of the CommandCentral DEMS or VideoManager EL solution.

Access to software updates will remain available until the expiration of the initial term of the Essential Service Package. Upon expiration of the initial Essential Service term, availability of software updates will terminate, unless the Customer renews Essential Service. Only Customers with three (3) year service term durations are eligible for a two (2) year renewal for a total of (5) years of services.

Device Hardware Repair

Essential Service provides the Customer with repair services at a Motorola Solutions owned and operated, supervised, or certified Repair Center that employs the latest test equipment and original or certified replacement components used in the manufacturing of the SVX device. Device Hardware Repair provides the Customer with repair services for internal and external device components that are damaged as a result of manufacturing defects and operational defects due to normal wear and tear. With this Service, the device is repaired to ensure compliance with its specifications, as published by Motorola Solutions at the time of delivery of the original device via:

- Repairs, adjustments and restorations, if appropriate, of any device that malfunctions while being used within the operational and environmental parameters specified by Motorola Solutions.
- Device updates, if applicable, as may be released, from time to time, by Motorola Solutions in accordance with an Engineering Change Notice.

At the discretion of Motorola Solutions, if the device is considered “un-repairable”, for technical or economic reasons, Motorola will replace the device with a new or refurbished device.

Standard Product Warranty

The Customer is automatically entitled to one (1) year of technical support and one (1) year of hardware repair against manufacturing defects, as covered by the standard product warranty. Exclusions apply, per the Agreement.

A three (3) year optional Service is available for the Docking Station. Scope includes Technical Support and Hardware Repair as described in sections 1.2.1 and 1.2.3.

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Scope of Products or Services Included

Essential Service, and optional Service upgrades, are currently available for all SVX Video Remote Speaker Microphone devices. Check with your Motorola Solutions' Sales representative if you have a question about the eligibility of your device.

Optional and purchasable Services are available for the Docking Station.

MOTOROLA SOLUTIONS RESPONSIBILITIES

Software Release Availability

Motorola Solutions will provide access to the latest SVX device software and firmware releases via the CommandCentral DEMS VideoManager EL On-Premises, or VideoManager EL Cloud, solution. For customers using the CommandCentral DEMS or VideoManager EL Cloud, software and firmware upgrades will occur automatically when the Video Remote Speaker MicrophoneBody Worn Camera device connects to the agency's CommandCentral DEMS or VideoManager EL Cloud instance.

Software Release Notes

Motorola Solutions may, from time to time, provide release notes for the SVX Device software release. Information regarding training material will be posted on the Learning Experience Portal (LXP) at https://learning.motorolasolutions.com

Hardware Repair

Motorola Solutions will provide repair or replacement of a device, at its option, with a five (5) business day in-house turnaround time, provided the device is delivered to the repair center by 9:00 a.m. (local repair center time), and replacement parts, components, and/or devices are available. Business days do not include holidays or weekends. Repair may include the replacement of parts, or boards with new parts or complete boards or, at Motorola Solutions' option, with functionally equivalent, reconditioned parts, boards, or with a new or refurbished replacement device. All replaced parts, boards or devices will become the property of Motorola Solutions. Turnaround time represents the time a product spends in the repair process; it does not include time in transit, including customs clearance.

Shipping

For devices repaired under Essential Service, Motorola Solutions will provide one-way shipping, from an Authorized Motorola Repair Center to the Customer. The Customer is responsible for the shipping method and any shipping costs incurred when returning the faulty device to an Authorized Motorola Solutions repair center. Based on the country of purchase, Motorola Solutions may also cover, or include, two-way shipping for the damaged or defective device. Eligibility for two-way shipping will be confirmed during the repair submission process.

CUSTOMER RESPONSIBILITIES

Serial Numbers

If device orders are submitted via Motorola Solutions' Customer Hub, OCC, or CPQ ordering systems, the hardware serial number(s) for three (3) year Essential Service and Essential Software, as well as five (5) year

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Essential Service, and three (3) and five (5) year Essential Service with Accidental Damage and Advanced Replacement, will be automatically captured and included in the Service Agreement.

If five (5) year Essential Service or three (3) and five (5) year Essential Service with Accidental Damage and Advanced Replacement is purchased within 90 days of device shipment, the Customer must provide a complete list, preferably in electronic format, or by completing a Service Order Form (SOF), of all hardware serial numbers to be covered under the Agreement.

Initiating Repair

When initiating a repair, the Customer must contact Motorola Solutions to obtain a Return Material Authorization (RMA) number for each faulty SVX device. The Customer can submit a repair, and request an RMA, via the Customer Hub Portal, or by contacting the Motorola Solutions' Service Desk. If two-way shipping is included, the customer can generate a shipping label via Customer Hub, or by contacting the Motorola Solutions Service Desk. The Return Material Authorization (RMA) must be included with the device when shipped to the Authorized Motorola Repair Center.

- Only the SVX device should be returned for repair. The battery must be removed before shipping the device to a Motorola Solutions Repair Center.
- Device accessories should not be included when returning a device to a Motorola Solutions Repair Center for repair. Accessories include batteries, chargers or charging stations, cables, mounts, and clips.

Motorola Solutions is not responsible for any accessories, or device batteries, that are shipped with the device for repair.

Device Software Releases

The Customer will be responsible for updating each eligible SVX device with the latest available software and/or firmware, and of advising users of any operational changes that may have been introduced as a result of the new software or firmware.

WiFi Connectivity

The Customer is responsible for providing all WiFi connectivity to the device.

Removing Customer Data

The Customer is responsible for removing, from the device, any data, video, or other information that the Customer wishes to retain or destroy, prior to sending the device to a Motorola Solutions Repair Center for repair.

Motorola Solutions may provide a Video Evidence Recovery Service for the SVX device, as an additional charge. Video Evidence Recovery is a best effort service that is dependent on the condition of the device. This service, if applicable, will have a separated Agreement, with Terms and Conditions, outside the scope of this Statement of Work (SOW). Please contact your Motorola Solutions Representative for more information regarding the Video Evidence Recovery Service.

ESSENTIAL SERVICE LIMITATIONS AND RESTRICTIONS

- Customer will incur additional charges at the prevailing rates for any of the following activities, which are not covered under this Agreement:

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

- Replacement of consumable parts or accessories, as defined by product, including but not limited to batteries, cables, mounts, or clips.
- Repair of problems caused by natural or manmade disasters, including but not limited to fire, theft and floods that would cause internal or external component damage or destruction.
- Repair of problems caused by third parties' Software, accessories or peripherals not approved in writing by Motorola Solutions for use with the device.
- Repair of problems caused by using the device outside of the product's operational and environmental specifications, including improper handling, carelessness or reckless use, or repaired by a third party.
- Repair of problems caused by unauthorized alterations or attempted repair.
- Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training.
- Problem determination and/or work performed to repair or resolve issues with non-covered products; for example, any hardware or software products not specifically listed on the service order form.
- Any file or video backup or restoration.
- Completion and test of incomplete application programming or system integration if not performed by Motorola Solutions and specifically listed as covered.
- Use of Software or Firmware releases, except as provided for under the responsibilities outlined in this document.
- Accidental damage, chemical or liquid damage, or other damage caused outside of normal device operating specifications, unless the Customer has purchased the optional Essential Service with Accidental Damage and Advanced Replacement package.
- Cosmetic imperfections that do not affect the functionality of the device.

- Where a Video Remote Speaker Microphone device is submitted for repair that is outside the scope of Service, such repair may be quoted by Motorola Solutions for additional cost in accordance with Motorola Solutions' standard Time and Materials (T&M) rates and terms and conditions. Motorola Solutions will notify the Customer of any incremental charges related to the aforementioned exclusions prior to completing the repair and said repair will be subject to acceptance of the quotation by the Customer.
- Software support for unauthorized modifications, or other misuse of the device software, is not covered under this Agreement.
- Access to the software and firmware releases for updating the device under this SOW is available only for the device named in the Agreement. Software updates to any additional devices are expressly excluded and prohibited. Notwithstanding the foregoing, Motorola Solutions may, at its sole discretion, include coverage for other devices.
- Any implementation tools not required to support the device software and firmware updates are excluded from coverage.

MOTOROLA SOLUTIONS IS NOT OBLIGATED TO PROVIDE SUPPORT FOR ANY DEVICE:

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

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OPTIONAL ADD-ONS: ESSENTIAL SERVICE WITH ACCIDENTAL DAMAGE REPAIR AND ADVANCED REPLACEMENT

Description of Services and Obligations

Accidental Damage coverage is an optional, prepaid service that adds coverage for accidentally damaged SVX devices. Accidental Damage coverage must be purchased together with, or within 90 days of, a qualifying Motorola Solutions device purchase. This three (3) or five (5) year service offer (as selected by the Customer) reduces unexpected expenses related to the repair of the device. Accidental Damage and Advanced Replacement coverage includes all services provided under Essential Service, plus additional coverage for Accidental Damage and Advanced Replacement of the damaged device.

Examples of repairs covered under Accidental Damage include:

- Electrical repair for failures caused by accidental water or chemical damage
- Electrical repair for accidental internal damage
- Replacement of accidentally cracked or broken housings.
- Replacement of accidentally cracked or broken camera lens or displays.
- Replacement of accidentally cracked or broken or missing buttons, knobs, or keypads

Repair or Replacement

Motorola Solutions will provide repair or replacement of a SVX device, at its option, with a five (5) business day in-house turnaround time, excluding weekends and holidays, provided the device is delivered to the repair center by 9:00 a.m. (local repair center time), and replacement parts, components, and/or devices are available. Repair may include the replacement of parts, or boards with new parts or complete boards or, at Motorola Solutions option, with functionally equivalent, reconditioned parts, boards, or with a new replacement or refurbished device. All replaced parts, boards or devices will become the property of Motorola Solutions. Turnaround time represents the time a product spends in the repair process; it does not include time in transit, including customs clearance.

Serial Numbers

If the Accidental Damage Service is purchased with the device, in the same order, using Motorola Solutions' Customer Hub Portal, OCc, or CPQ when ordering, the hardware serial number(s) are automatically captured and included in the Service Agreement. If Accidental Damage Service is purchased within 90 days of device shipment, the Customer must provide a complete list, preferably in electronic format, or by completing a Service Order Form (SOF), of all hardware serial numbers to be covered under the Agreement.

Initiating Repair

When initiating a repair, the Customer must contact Motorola Solutions to obtain a Return Material Authorization (RMA) number for each faulty SVX device. The Customer can submit a repair, and request an RMA, via the Customer Hub Portal, or by contacting the Motorola Solutions' Service Desk. If two-way shipping is included, the customer can generate a shipping label via Customer Hub, or by contacting the Motorola Solutions Service Desk. The Return Material Authorization (RMA) must be included with the device when shipped to the Authorized Motorola Repair Center.

- Only the SVX device should be returned for repair. The battery must be removed before shipping the device to a Motorola Solutions Repair Center.

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- Device accessories should not be included when returning a device to a Motorola Solutions Repair Center for repair. Accessories include batteries, chargers or charging stations, cables, mounts, and clips.

Motorola Solutions is not responsible for any accessories, or device batteries, that are shipped with the device for repair.

Advanced Replacement

Under Accidental Damage and Advanced Replacement Service, Motorola Solutions will provide Advanced Replacement for the damaged device. Motorola Solutions will ship a new or refurbished replacement device to the Customer within two (2) business days of receiving the Customer repair request, subject to availability of replacement devices. Business days do not include weekends or holidays.

The Customer must return the defective or damaged device to a Motorola Solutions Repair Center within 60 days after receiving the replacement device. Failure to return the damaged device to Motorola Solutions will result in an additional Customer charge for the replacement device.

When returning a device for Advanced Replacement, device accessories should not be included. Accessories include batteries, chargers or charging stations, cables, mounts, and clips.

Motorola Solutions is not responsible for any accessories that are shipped with the device.

ACCIDENTAL DAMAGE AND ADVANCED REPLACEMENT LIMITATIONS AND RESTRICTIONS

- Customer will incur additional charges at the prevailing rates for any of the following activities, which are not covered under this Agreement:
  - Replacement of consumable parts or accessories, as defined by product, including but not limited to batteries, chargers, charging stations, mounts, and clips.
  - Repair of problems caused by natural or manmade disasters, including but not limited to fire, theft and floods that would cause internal or external component damage or destruction.
  - Repair of problems caused by third parties' Software, accessories or peripherals not approved in writing by Motorola Solutions for use with the device.
  - Repair of problems caused by using the device outside of the product's operational and environmental specifications, including improper handling, carelessness or reckless use, or repair by a third party.
  - Repair of problems caused by unauthorized alterations or attempted repair.
  - Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training.
  - Problem determination and/or work performed to repair or resolve issues with non-covered products; for example, any hardware or software products not specifically listed on the service order form.
  - Any file or video backup or restoration.
  - Completion and test of incomplete application programming or system integration if not performed by Motorola Solutions and specifically listed as covered.
  - Use of Software or Firmware releases except as provided for under the responsibilities outlined in this document.
- There is a maximum limit of one (1) SVX Video Remote Speaker Microphone device repair, per contract year, for Essential Service with Accidental Damage and Advanced Replacement.
- Where ongoing "Accidental Damage" repair is deemed by Motorola Solutions to be excessive, systemic, or the result of device mishandling, the Customer may be subject to an additional charge. Should the accidental damage continue unabated, the Customer will incur repair charges at Motorola Solutions' discretion and

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

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