

Billing Address:
MANOR INDEPENDENT
SCHOOL DISTRICT
312 W MURRAY AVE
Manor, TX 78653
US

Quote Date:09/27/2023
Expiration Date:12/26/2023
Quote Created By:
Daniel Howard
Dan.Howard1@
motorolasolutions.com

End Customer:
MANOR INDEPENDENT SCHOOL
DISTRICT

Contract: 22918 - TX DIR TSO-4101

Summary:

Any sales transaction resulting from Motorola's quote is based on and subject to the applicable Motorola Standard Terms and Conditions, notwithstanding terms and conditions on purchase orders or other Customer ordering documents. Motorola Standard Terms and Conditions are found at www.motorolasolutions.com/product-terms.

Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
	APX™ 6500 / Enh Series	ENHANCEDAPX6500					
1	M25URS9PW1BN	APX6500 ENHANCED 7/800 MHZ MOBILE	10		\$3,383.12	\$2,469.68	\$24,696.80
1a	GA09008AA	ADD: GROUP SERVICES	10		\$165.00	\$120.45	\$1,204.50
1b	QA01648AA	ADD: HW KEY SUPPLEMENTAL DATA	10		\$6.00	\$4.38	\$43.80
1c	G851AG	ADD: AES/DES-XL/DES-OFB ENCRYPT APX AND ADP	10		\$879.00	\$641.67	\$6,416.70
1d	GA00318AF	ENH: 5 YEAR ESSENTIAL SVC	10		\$480.00	\$480.00	\$4,800.00
1e	G996AS	ENH: OVER THE AIR PROVISIONING	10		\$110.00	\$80.30	\$803.00
1f	GA00580AA	ADD: TDMA OPERATION	10		\$495.00	\$361.35	\$3,613.50
1g	G51AU	ENH: SMARTZONE OPERATION APX6500	10		\$1,320.00	\$963.60	\$9,636.00
1h	G67DT	ADD: REMOTE MOUNT E5 APXM	10		\$327.00	\$238.71	\$2,387.10



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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
1i	GA01606AA	ADD: NO BLUETOOTH/ WIFI/GPS ANTENNA NEEDED	10		\$0.00	\$0.00	\$0.00
1j	GA09001AA	ADD: WI-FI CAPABILITY	10		\$330.00	\$240.90	\$2,409.00
1k	G298AS	ENH: ASTRO 25 OTAR W/ MULTIKEY	10		\$814.00	\$594.22	\$5,942.20
1l	B18CR	ADD: AUXILIARY SPKR 7.5 WATT APX	10		\$66.00	\$48.18	\$481.80
1m	G444AH	ADD: APX CONTROL HEAD SOFTWARE	10		\$0.00	\$0.00	\$0.00
1n	G806BL	ENH: ASTRO DIGITAL CAI OP APX	10		\$567.00	\$413.91	\$4,139.10
1o	GA01767AG	ADD: RADIO AUTHENTICATION	10		\$110.00	\$80.30	\$803.00
1p	GA01670AA	ADD: APX E5 CONTROL HEAD	10		\$717.00	\$523.41	\$5,234.10
1q	W22BA	ADD: STD PALM MICROPHONE APX	10		\$79.00	\$57.67	\$576.70
1r	QA09113AB	ADD: BASELINE RELEASE SW	10		\$0.00	\$0.00	\$0.00
1s	GA01630AA	ADD: SMARTCONNECT	10		\$0.00	\$0.00	\$0.00
1t	G174AD	ADD: ANT 3DB LOW- PROFILE 762-870	10		\$47.00	\$34.31	\$343.10
1u	G361AH	ENH: P25 TRUNKING SOFTWARE APX	10		\$330.00	\$240.90	\$2,409.00
	APX™ Radio Management	RADIO MANAGEMENT					
2	T7914A	RADIO MANAGEMENT ONLINE	1		\$0.00	\$0.00	\$0.00
2a	UA00049AA	ADD: RADIO MANAGEMENT LICENSES ONLINE	20		\$110.00	\$80.30	\$1,606.00
	APX™ N70	APX N70					
3	H35UCT9PW8AN	APX N70 7/800 MODEL 4.5 PORTABLE	10		\$5,014.00	\$3,660.22	\$36,602.20



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3a	QA09017AA	ADD: LTE WITH ACTIVE SERVICE AT&T US*	10		\$0.00	\$0.00	\$0.00
3b	QA09030AA	ADD: MOTOROLA HOSTED RADIOCENTRAL W CPS*	10		\$0.00	\$0.00	\$0.00
3c	QA01767BL	ADD: P25 LINK LAYER AUTHENTICATION	10		\$0.00	\$0.00	\$0.00
3d	QA03399AK	ADD: ENHANCED DATA	10		\$0.00	\$0.00	\$0.00
3e	H38DA	ADD: SMARTZONE OPERATION	10		\$0.00	\$0.00	\$0.00
3f	Q806CH	ADD: ASTRO DIGITAL CAI OPERATION	10		\$0.00	\$0.00	\$0.00
3g	QA00580BA	ADD: TDMA OPERATION	10		\$0.00	\$0.00	\$0.00
3h	QA01648AA	ADD: HW KEY SUPPLEMENTAL DATA	10		\$6.00	\$4.38	\$43.80
3i	H637AB	ADD: RADIO CENTRAL PROGRAMMING PROMO CARVE OUT+	10		-\$32.04	-\$32.04	-\$320.40
3j	QA09113AA	ADD: BASELINE RELEASE SW	10		\$0.00	\$0.00	\$0.00
3k	H636AA	ADD: APX N70 APPLICATION BUNDLE PROMO+	10		-\$300.00	-\$300.00	-\$3,000.00
3l	BD00001AA	ADD: CORE BUNDLE	10		\$3,106.00	\$2,267.38	\$22,673.80
3m	H499KC	ENH: SUBMERSIBLE (DELTA T)	10		\$0.00	\$0.00	\$0.00
3n	Q361CD	ADD: P25 9600 BAUD TRUNKING	10		\$0.00	\$0.00	\$0.00
3o	QA09001AM	ADD: WIFI CAPABILITY	10		\$0.00	\$0.00	\$0.00
3p	Q387CB	ADD: MULTICAST VOTING SCAN	10		\$0.00	\$0.00	\$0.00
3q	QA09028AA	ADD: VIQI VC RADIO OPERATION	10		\$0.00	\$0.00	\$0.00
3r	BD00015AA	ADD: OPERATIONAL BUNDLE	10		\$207.00	\$151.11	\$1,511.10



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3s	QA01843AR	ADD: MANDOWN OPERATION	10		\$0.00	\$0.00	\$0.00
3t	QA00631AL	ADD: DVRS PSU ACTIVATION	10		\$0.00	\$0.00	\$0.00
3u	BD00010AA	ADD: SECURITY BUNDLE	10		\$1,023.00	\$746.79	\$7,467.90
3v	H797DW	ENH: DVP-XL ENCRYPTION AND ADP	10		\$0.00	\$0.00	\$0.00
3w	Q15AK	ADD: AES/DES-XL/DES-OFB ENCRYPTION AND ADP	10		\$0.00	\$0.00	\$0.00
3x	Q498BN	ENH: ASTRO 25 OTAR W/ MULTIKEY	10		\$0.00	\$0.00	\$0.00
3y	BD00037AA	ADD: AUDIO BUNDLE	10		\$268.00	\$195.64	\$1,956.40
3z	QA09006AA	ADD: ADAPTIVE NOISE SUPPRESSION	10		\$0.00	\$0.00	\$0.00
3aa	QA01833AH	ADD: EXTREME 1-SIDED NOISE REDUCTION	10		\$0.00	\$0.00	\$0.00
3ab	QA08676AA	ADD: ADAPTIVE SPEAKER VOLUME	10		\$0.00	\$0.00	\$0.00
4	LSV01S03060A	APX N70 DMS ESSENTIAL	10	5 YEARS	\$343.20	\$343.20	\$3,432.00
5	SSV01P01685B	ELIGIBLE FOR PROMO - CC AWARE STARTER+	10	1 YEAR	\$0.00	\$0.00	\$0.00
6	SSV01P01407B	SMARTPROGRAMMING PROMO+	10	1 YEAR	\$75.00	\$75.00	\$750.00
7	SSV01P01406A	SMARTCONNECT PROMO+	10	1 YEAR	\$75.00	\$75.00	\$750.00
8	SSV01P01476A	SMARTLOCATE PROMO+	10	1 YEAR	\$75.00	\$75.00	\$750.00
9	SSV01P01902A	SMARTMAPPING PROMO+	10	1 YEAR	\$75.00	\$75.00	\$750.00
10	LSV01P03092A	RADIOCENTRAL PROGRAMMING PROMO	10	1 YEAR	\$32.04	\$32.04	\$320.40
11	LSV01S03082A	RADIOCENTRAL PROGRAMMING	10	2 YEARS	\$64.08	\$64.08	\$640.80



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Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
12	PMMN4142A	XVP730 REMOTE SPEAKER MICROPHONE NO CHANNEL KNOB, FOR APX N RADIOS	10		\$486.00	\$364.50	\$3,645.00
13	PMPN4604A	CHARGER,CHGR DESKTOP SINGLE UNIT IMPRES 2 EXT US	10		\$207.14	\$155.36	\$1,553.60

Grand Total **\$157,072.00(USD)**

Pricing Summary

	List Price	Sale Price
Upfront Costs for Hardware, Accessories and Implementation (if applicable), plus Subscription Fee	\$208,309.00	\$153,685.60
Year 2 Subscription Fee	\$1,006.80	\$1,006.80
Year 3 Subscription Fee	\$1,006.80	\$1,006.80
Year 4 Subscription Fee	\$686.40	\$686.40
Year 5 Subscription Fee	\$686.40	\$686.40
Grand Total System Price	\$211,695.40	\$157,072.00

Notes:

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

+ Promotional pricing for 1 year Application Service trial.



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

Motorola Solutions, Inc.

Customer

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

- Unless otherwise noted, this quote excludes sales tax or other applicable taxes (such as Goods and Services Tax, sales tax, Value Added Tax and other taxes of a similar nature). Any tax the customer is subject to will be added to invoices.



APX N70 PORTABLE RADIO SOLUTION DESCRIPTION

OVERVIEW

The APX N70 offers affordable, next generation communications for without compromising P25 interoperability or voice and data quality. It offers a durable design with “pick-up-and-go” functionality, optimizing ease-of-use and focused communications in almost all environments.

DURABLE AND EASY TO USE

The APX N70 enhances operations with a full color transfective glass display with touch technology for easy operation with gloves on. The touchscreen includes a high velocity user interface with large touch targets, shallow menu hierarchy, home screen information at a glance, and access to integrated apps. Additionally, the N70 offers extended battery life, a shorter antenna, and Bluetooth compatibility with audio accessories, promoting efficient communications between first responders.

Mission-Critical Audio

For first responders in mission-critical situations, the APX N70 offers high dynamic range microphones and an adaptive sound engine that minimizes background noise and promotes clarity, amplifying intelligible voice communication between first responders.

ESSENTIAL AND SECURE P25 COMMUNICATIONS

The APX N70 is certified compliant with P25 standards and supports digital and analog trunking, FDMA and TDMA, and Integrated Voice and Data. P25 communications over the N70 are safe and secure—it offers software and hardware encryption, single- and multi key encryption, and P25 Authentication, protecting communications during daily operations.

Reliable Connectivity

Using the APX N70 lets first responders stay connected across disparate networks. It can be equipped with LTE, Wi-Fi®, Bluetooth®, and GPS features, bringing future-ready applications, services, and best-in-class connectivity to everyday users. APX N70 radios support 7/800 MHz frequency bands across radio systems with minimal intervention by the radio user.

Managing and Provisioning Devices

APN N70 provides users greater awareness and faster radio management through Customer Programming Software (“CPS”), Radio Management (“RM”), or the Radio Central programming. These tools transform accurate data into smarter action by enabling dispatchers and network managers to keep radios in the field, make informed operational decisions, and, above all, protect first responders' focus and safety.

Customer Programming Service



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CPS is a proprietary, Windows-based application used to configure APX subscriber radios in offline situations. The CPS application offers drag-and-drop, clone-wizard, and basic import/export functions that allow for the addition of new software and feature enhancements. APX N radios can be programmed one-at-a-time on a local PC, via secure USB port connection, with TLS-PSK based encryption. Once loaded, subscriber radios are read, and edited, and codeplugs and templates can be saved and duplicated to program other fleet radios.

Radio Management

Batch Programming is available through the RM software for simultaneous programming and upgrading throughout the radio fleet. With Batch Programming, up to 16 radios can be programmed at once over a Wi-Fi connection. This reduces programming time and ensures that the radio fleet is always up-to-date and ready-to-use in the field.

Device Management Services

Device Management Services (“DMS”) packages provide programming, management, and maintenance services to maximize the effectiveness of this APX N70 solution, while reducing maintenance risk, workload, and total cost of ownership. DMS tackles a range of customer needs, whether the solution is self-maintained or managed by Motorola Solutions.

Using Motorola Solutions’ cloud-based Radio Central Programming, APX N70 supports faster provisioning and deployment to get devices in the hands of first responders and out into the field. Parameters such as talk groups, interface options, and security keys can be programmed remotely within minutes. The DMS package provides access to batch programming with Radio Central Programming or one-at-a-time basic programming with Customer Programming Service, described below.

Radio Central

Radio Central Programming streamlines the APX N70 out-of-the-box experience with a few simple steps. Users will power on the device and view a boot-up animation. Status bar icons on the front display indicate when a connection is made and an update download is initiated. If the APN N70 device is being started for the first time, a “peek-in” device management notification will indicate that the default configuration is detected. When the update download is complete, the device reboots and installs the update. When the install is complete, the device goes back to the full home screen and notifies the user that the update is complete. From power on to provisioning, the process takes less than a minute. For Encryption and Authentication users, a KVL needs to be connected to the radio to use those services.

APX N70 also features Touchless Key Provisioning (“TKP”), leveraging Radio Central and Key Management Facility to add encryption keys remotely. This streamlined, one-time process reduces the time and effort spent enabling encryption. TKP delivers the initial encryption keys to APN N70 radios. Users can provision encryption on one radio or on batches of radios, further speeding up the encryption process for radio fleets.

The figure below illustrates APX N70’s faster provisioning process.



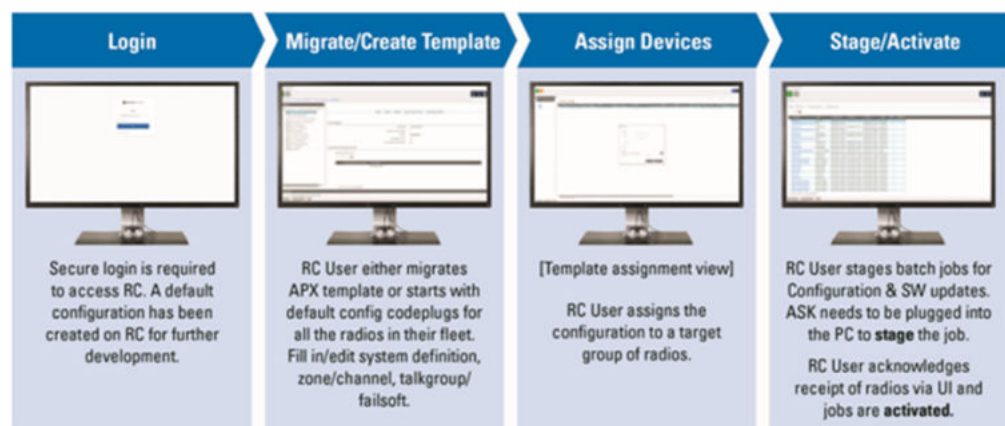


Figure 1: APX N70 Provisioning via Radio Central

EVOLVING WITH APPLICATION SERVICES

APX N70 gives first responders access to mobile features through the following application services described below.

SMARTCONNECT APPLICATION SERVICES

SmartConnect allows first responders to access critical intelligence no matter where the mission takes them. It keeps first responders connected and maintains critical LMR features through a broadband connection. By seamlessly switching between P25 LMR and LTE cellular networks, SmartConnect extends reliable Push-to-talk ("PTT") communications as users roam onto supported broadband networks. Authentication, status, talkgroups, and encryption are all preserved automatically, without interruptions or resets to ensure that first responders continue to have access to the critical features they need in dangerous situations.



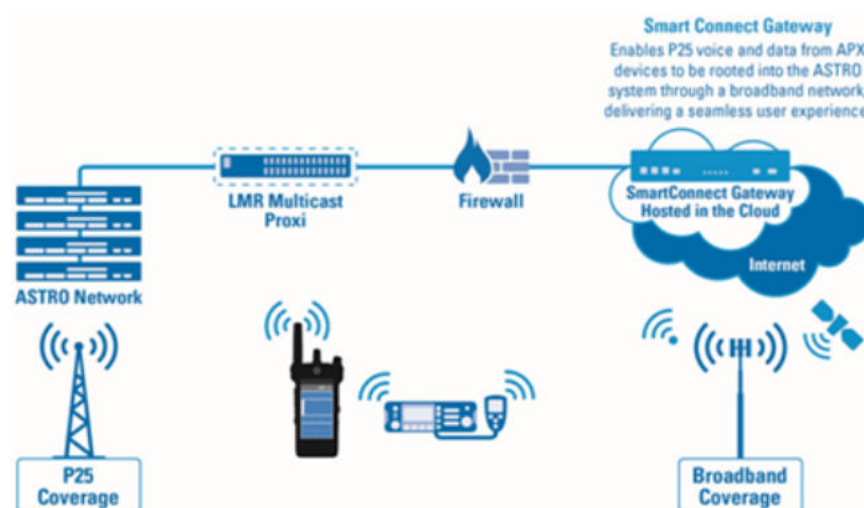


Figure 3: APX N70 SmartConnect Network Elements

SMARTLOCATE APPLICATION SERVICES

The SmartLocate application sends GPS location information of first responders over a broadband network. This enables dispatchers to track field units more frequently and improve resource deployment. With Dynamic Mode, SmartLocate can dynamically switch from LTE to P25 to continue sending location reports, without requiring the user to change inputs. This fallback capability provides an extra layer of reliability and enhances location tracking to build an effective operating picture as situations evolve. The use of broadband increases the frequency of location reporting beyond an LMR system to allow for a higher number of users without LMR infrastructure capacity limitations.

SmartLocate also enhances location information accuracy using nearby cell-towers and Wi-Fi access points. This leads to more accurate device tracking and improved location performance when a user moves indoors or enters marginal conditions (such as deep street canyons or forested areas).

SmartLocate integrates with CommandCentral Aware to provide location triggers such as time, distance, PTT, emergency, and accelerated cadence during emergency.

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

Note - Dynamic Mode requires IMW and a cloud connector on the P25 system.

SMARTPROGRAMMING APPLICATION SERVICES

Leveraging DMS and Radio Central provisioning capabilities, the SmartProgramming application allows radios to be updated anywhere within an agency's local LTE network coverage area. APX N70 devices do not need to be tied to a computer via USB cable, limited to Wi-Fi network coverage, or gated by LMR bandwidth. SmartProgramming allows the APX N70 device to take advantage of LTE broadband data speeds to pull programming jobs from Radio Central Programming devices in minutes.



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

SMARTMAPPING APPLICATION SERVICES

The SmartMapping application provides precise and accessible location information of field units to inform response and improve situational awareness. The application displays this data on the APX N70's modernized map interface. Users can see their own location and the location/status of other crew members at a glance and immediately tap to communicate with them. Users can access SmartMapping directly from the APX N70 home screen, making it easier to leverage the map display in fast-paced situations.

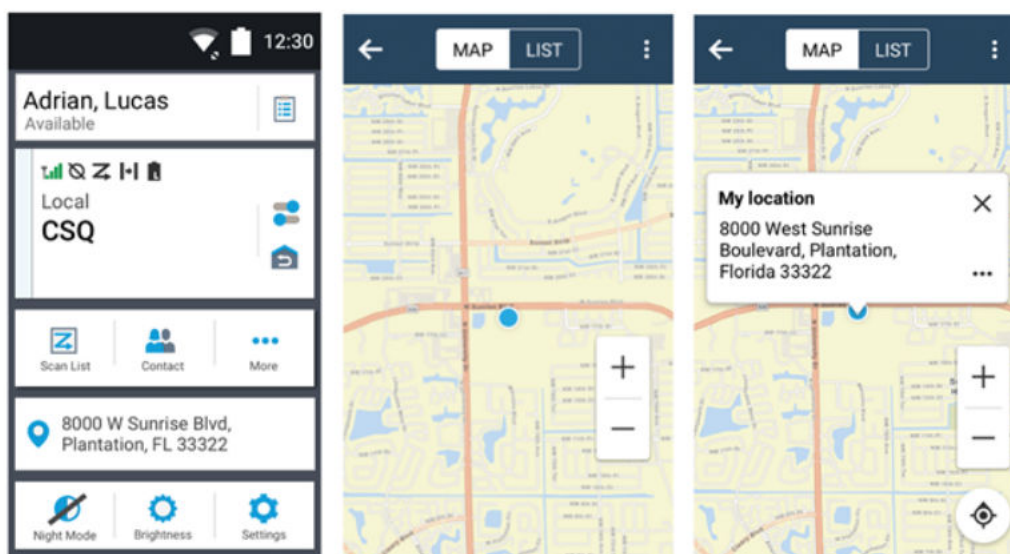


Figure 4: SmartMapping Widget, Map View, and Location Pop-Up Display (Left to Right)

SmartMapping also provides the following capabilities for APX N70 first responders:

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



APX N-SERIES DEVICE MANAGEMENT SERVICES - ESSENTIAL STATEMENT OF WORK

OVERVIEW

Device Management Services ("DMS") efficiently maintains the Customer's device fleet while helping to keep devices up-to-date and fully operational in the field.

DMS Essential services provide basic hardware and software support.

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

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

HARDWARE REPAIR

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

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

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

MOTOROLA SOLUTIONS RESPONSIBILITIES

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

CUSTOMER RESPONSIBILITIES

- For non-contiguous renewals, Customer must provide a complete list, preferably in electronic format, of all hardware serial numbers to be covered under the Agreement to Motorola Solutions.
- Initiate device repairs, as needed.
 - When initiating a repair via a supported Motorola Solutions electronic system, label each package correctly with the shipping label and Return Material Authorization ("RMA") number generated by the electronic system.
 - When initiating a repair via paper Return Material Form ("RMF"), the RMF must be completed for each device, included in the package with the device, and shipped to the Motorola Solutions depot specified on the RMF.



- Remove any data or other information from the device that the Customer wishes to destroy or retain prior to sending the device for repair.
- If a malfunctioning device must be replaced and the Customer has loaded information for that device to Motorola Solutions' cloud environment, the Customer will need to remove the information for the malfunctioning device and add information for the replacement device to the applicable cloud environment.

LIMITATIONS AND EXCLUSIONS

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

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

Motorola Solutions is not obligated to provide support for any device that has been subject to the following:

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

DEVICE TECHNICAL SUPPORT

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

For Device Technical Support, Motorola Solutions will respond to calls within two (2) hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, Customers may



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contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request in Motorola Solutions Case Management System on the Customer's behalf.

MOTOROLA SOLUTIONS RESPONSIBILITIES

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

CUSTOMER RESPONSIBILITIES

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

LIMITATIONS AND EXCLUSIONS

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

Software Maintenance

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

MOTOROLA SOLUTIONS RESPONSIBILITIES

- Test all firmware releases to minimize software defects.
- Announce new firmware releases and post release notes in a timely manner via MyView Portal.
- Provide firmware updates. Motorola Solutions makes no guarantees as to the frequency or timing of firmware updates.
- Provide upgrade capability through supported Programming Tools.
- Provide programming and service tools and technical support through the firmware support window.
- Provide documentation via MyView Portal with each release detailing new features, bug fixes, and any known issues.

CUSTOMER RESPONSIBILITIES

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

MyView Portal Access

MyView Portal is the single location to track the status of subscriptions and service contracts, including start and end dates. This portal includes order, RMA, and technical support ticket status, as well as a consolidated download site for software and documentation.

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



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.

MOTOROLA SOLUTIONS RESPONSIBILITIES

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

CUSTOMER RESPONSIBILITIES

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

