

CONTRACT MODIFICATION # 18

CONTRACT MODIFICATION #5 OPTION B REPLACEMENT SECTION 4 – MOTOBRIDGE IP WARRANTY AND SUPPORT PLAN

Overview

The following Sections of Motorola Warranty and Support Plan, contained in Section 15 of the Contract, are modified as set forth below for this MOTOBRIDGE IP Interoperability Solution Contract Modification #5. All other terms and conditions of Section 15, except those modified below, shall apply to this Contract Modification.

4.1 Overview

This Warranty and Support Plan is comprised of the following service products that are later described in detail:

- Dispatch Service
- Network Monitoring Service
- Preventive Maintenance
- Infrastructure Software Installation
- System Audit
- Asset Management
- Network Planning
- Remote Technical Support
- On-Site Infrastructure Response
- Infrastructure Board Repair
- Configuration Management
- Software Subscription Agreement
- Network Management

4.2 Network Security (Contract Section 15.13) – Does not apply to MOTOBRIDGE IP



4.2.1 Network Security Services (Contract Section 15.13.1.1) – Does not apply to MOTOBRIDGE IP

4.2.1.1 Pre-tested Anti-Virus Subscription (Contract Section 15.13.1.2) – Does not apply to MOTOBRIDGE IP

4.2.1.2 Anti-Virus Management (Contract Section 15.13.1.3) – Does not apply to MOTOBRIDGE IP

4.2.1.3 Network Barrier Management (Contract Section 15.13.1.4) – Does not apply to MOTOBRIDGE IP

4.3 Commonwealth and/or Localities Post Warranty Maintenance Responsibilities for MOTOBRIDGE IP

4.3.1 Sites and Facilities Maintenance for MOTOBRIDGE IP

The respective Division 1 cities and counties will be responsible for the maintenance of their locality or STARS provided control stations and all ancillary equipment that make up the MOTOBRIDGE IP interoperability solution remote site equipment for Division 1.

Tables and Exhibits

Table 4-4 – MOTOBRIDGE IP Severity Definitions

| Severity Level | Problem Types |
|----------------|---|
| Severity 1 | <ul style="list-style-type: none">• MotoBridge Servers at the Master Site (NOC) Down• Loss of functionality of entire site• Loss ability to receive alarms related to MotoBridge from all sites• Loss of multi-site controls or networking |
| Severity 2 | <ul style="list-style-type: none">• Significant STARS MOTOBRIDGE IP Impairment• SW or HW subsystem failure for a non-critical function |
| Severity 3 | <ul style="list-style-type: none">• Parts Questions• Upgrades• Intermittent problems that have a non-system affect• STARS Cases presently being monitored• Operational and informational questions• Configuration Change Support and Work Flow procedure Questions |