



CITY OF COSTA MESA

CALIFORNIA 92628-1200

P.O. BOX 1200

FROM THE OFFICE OF THE CITY CLERK

December 23, 2013

Motorola Solutions, Inc.
7237 Church Ranch Blvd. Ste. 406
Westminster, CO 80021

To Whom It May Concern:

RE: Maintenance and Support Agreement SA #185

Enclosed, for your records, is a fully executed copy of the agreement between the City of Costa Mesa and Motorola Solutions, Inc., to provide maintenance support services.

Sincerely,


Brenda Green
City Clerk

Enclosure (1)



MOTOROLA SOLUTIONS

December 9, 2013

Steven Ely
City of Costa Mesa
77 Fair Drive
Costa Mesa, CA 92628

RE: Maintenance and Support Agreement SA #185
Equipment Type: PremierCAD™, PMDC™, LRMS™

Dear Mr. Ely:

Enclosed is the Motorola Solutions' ("Seller") Maintenance and Support Agreement as referenced above. This Agreement will provide City of Costa Mesa ("Customer/Buyer") maintenance support services for a period from 1/1/14 to 6/30/14 pursuant to the offer, terms and conditions as specified herein the Maintenance and Support Agreement (hereinafter "Agreement").

Please return one (1) fully executed copy to my attention at CindyMarnin@motorolasolutions.com on or before 1/1/14. Failure to submit this agreement on or before 1/1/14 will result in a lapse in maintenance, which may be subject to a 10% recertification and reimplementation fee.

Purchase Orders or payments submitted without an executed Agreement, or with additional terms, conditions or counter-offers from Buyer shall not apply and are rejected pursuant the counter-offer applied by Seller's Order Acknowledgment letter. Motorola Solutions' receipt of an executed Agreement or issuance of a Purchase Order shall constitute Customer acceptance and agreement to this offer, as specified herein and in accordance with the Agreement.

This order becomes the exclusive agreement between the parties for maintenance services, subject to the terms and conditions hereof, when accepted by acknowledgement or payment made by buyer per Seller's invoice for services or upon the acceptance of services or commencement of performance by Seller. Additional or different terms proposed by Buyer shall not apply, unless accepted in writing by Seller. No change in, modification of, or revision to this order shall be valid unless in writing and signed by Seller.

Notwithstanding anything to the contrary, the attached Agreement for Maintenance Services shall govern this offer and no subsequent terms and conditions shall apply.

If services are required outside the principle period of maintenance, a Purchase Order will be required. If you would like to establish a Purchase Order for the term of the Maintenance and Service agreement, please contact me.

Motorola Solutions appreciates your continued support. If you have any questions or need further clarification, please contact me directly at 515-758-3021 or e-mail CindyMarnin@motorolasolutions.com.

Sincerely,

Cindy Marnin
Customer Service Manager
Motorola Solutions, Inc.

Enclosure

Maintenance and Support Agreement

Motorola Solutions, Inc., a Delaware corporation ("Motorola Solutions" or "Seller") having a place of business located at 7237 Church Ranch Blvd, Suite 406 Westminster, CO 80021 and City of Costa Mesa ("Customer"), having a place of business located at 77 Fair Drive, Costa Mesa, CA 92628 enter into this Maintenance and Support Agreement ("Agreement"), pursuant to which Customer will purchase and Seller will sell the maintenance and support services as described below and in the attached exhibits. Seller and Customer may be referred to individually as "party" and collectively as "parties."

For good and valuable consideration, the parties agree as follows.

Section 1 EXHIBITS

The Exhibits listed below are incorporated into and made a part of this Agreement. In interpreting this Agreement and resolving any ambiguities, the main body of this Agreement will take precedence over the Exhibits and any inconsistency between the Exhibits will be resolved in the order in which they are listed below.

Exhibit A	"Description of Covered Products"
Exhibit B	"Support Plan"
Exhibit C	"Support Plan Options and Pricing Worksheet"
Exhibit D	"Billable Rates"

Section 2 DEFINITIONS

"CSR" means Motorola Solutions Customer Service Request System

"Equipment" means the physical hardware purchased by Customer from Seller pursuant to a separate System Agreement, Products Agreement, or other form of agreement.

"Motorola Solutions" means Motorola Solutions, Inc., a Delaware corporation.

"Motorola Solutions Software" means Software that Motorola Solutions owns. The term includes Product Releases, Standard Releases, and Supplemental Releases.

"Non-Motorola Solutions Software" means Software that a party other than Motorola Solutions owns.

"Optional Technical Support Services" means fee-based technical support services that are not covered as part of the standard Technical Support Services.

"Patch" means a specific change to the Software that does not require a Release.

"Principal Period of Maintenance" or "PPM" means the specified days, and times during the days, that maintenance and support services will be provided under this Agreement. The PPM selected by Customer is indicated in the Support Plan Options and Pricing Worksheet.

"Products" means the Equipment (if applicable as indicated in the Description of Covered Products) and Software provided by Seller.

"Releases" means an Update or Upgrade to the Motorola Solutions Software and are characterized as "Supplemental Releases," "Standard Releases," or "Product Releases." A "Supplemental Release" is defined as a release of Motorola Solutions Software that contains primarily error corrections to an existing Standard Release and may contain limited improvements that do not affect the overall structure of the Motorola Solutions Software. Depending on Customer's specific configuration, a Supplemental Release might not be applicable. Supplemental Releases are identified by the third digit of the three-digit release

number, shown here as underlined: "1.2.3". A "Standard Release" is defined as a release of Motorola Solutions Software that contains product enhancements and improvements, such as new databases, modifications to databases, or new servers. A Standard Release may involve file and database conversions, System configuration changes, hardware changes, additional training, on-site installation, and System downtime. Standard Releases are identified by the second digit of the three-digit release number, shown here as underlined: "1.2.3". A "Product Release" is defined as a release of Motorola Solutions Software considered to be the next generation of an existing product or a new product offering. Product Releases are identified by the first digit of the three-digit release number, shown here as underlined: "1.2.3". If a question arises as to whether a Product offering is a Standard Release or a Product Release, Motorola Solutions opinion will prevail, provided that Motorola Solutions treats the Product offering as a new Product or feature for its end user customers generally.

"Residual Error" means a software malfunction or a programming, coding, or syntax error that causes the Software to fail to conform to the Specifications.

"Services" means those maintenance and support services described in the Support Plan and provided under this Agreement.

"Software" means the Motorola Solutions Software and Non-Motorola Solutions Software that is furnished with the System or Equipment.

"Specifications" means the design, form, functionality, or performance requirements described in published descriptions of the Software, and if also applicable, in any modifications to the published specifications as expressly agreed to in writing by the parties.

"Standard Business Day" means Monday through Friday, 8:00 a.m. to 5:00 p.m. local time, excluding established Motorola Solutions holidays.

"Standard Business Hour" means a sixty (60) minute period of time within a Standard Business Day(s).

"Start Date" means the date upon which this Agreement begins. The Start Date is specified in the Support Plan Options and Pricing Worksheet.

"System" means the Products and services provided by Seller as a system as more fully described in the Technical and Implementation Documents attached as exhibits to a System Agreement between Customer and Seller (or Motorola Solutions).

"Technical Support Services" means the remote telephonic support provided by Seller on a standard and centralized basis concerning the Products, including diagnostic services and troubleshooting to assist Customer in ascertaining the nature of a problem being experienced by the Customer, minor assistance concerning the use of the Software (including advising or assisting the Customer in attempting data/database recovery, database set up, client-server advice), and minor assistance or advice on installation of Releases provided under this Agreement.

"Update" means a Supplemental Release or a Standard Release.

"Upgrade" means a Product Release.

Section 3 SCOPE AND TERM OF SERVICES

3.1. In accordance with the provisions of this Agreement and in consideration of the payment by Customer of the price for the Services, Seller will provide to Customer the Services as indicated in the Support Plan Options and Pricing Worksheet, and Services will apply only to the Products described in the Description of Covered Products.

3.2. Unless the Support Plan Options and Pricing Worksheet expressly provides to the contrary, the term of this Agreement is one (1) year, beginning on the Start Date. This annual maintenance and support period will automatically renew upon the anniversary date for successive one (1) year periods unless either party notifies the other of its intention to not renew the Agreement (in whole or part) not less than thirty (30) days before the anniversary date or this Agreement is terminated for default by a party.

3.3. This Agreement covers all copies of the specified Software listed in the Description of Covered Products that are licensed by Seller to Customer. If the price for Services is based upon a per unit fee, such price will be calculated on the total number of units of the Software that are licensed to Customer as of the beginning of the annual maintenance and support period. If, during an annual maintenance and support period, Customer acquires additional units of the Software that is covered by this Agreement, the price for maintenance and support services for those additional units will be calculated and added to the total price either (1) if and when the annual maintenance and support period is renewed or (2) immediately when Customer acquires the additional units, as Motorola Solutions determines. Seller may adjust the price of the maintenance and support services effective as of a renewal if it provides to Customer notice of the price adjustment at least forty-five (45) days before the expiration of the annual maintenance and support period. If Customer notifies Seller of its intention not to renew this Agreement as permitted by Section 3.2 and later wishes to reinstate this Agreement, it may do so with Seller's consent provided (a) Customer pays to Seller the amount that it would have paid if Customer had kept this Agreement current, (b) Customer ensures that all applicable Equipment is in good operating conditions at the time of reinstatement, and (c) all copies of the specified Software listed in the Description of Covered Products are covered.

3.4. When Seller performs Services at the location of installed Products, Customer agrees to provide to Seller, at no charge, a non-hazardous environment for work with shelter, heat, light, and power, and with full and free access to the covered Products. Customer will provide all information pertaining to the hardware and software with which the Products are interfacing to enable Seller to perform its obligations under this Agreement.

3.5. All Customer requests for covered Services will be made initially with the call intake center identified in the Support Plan Options and Pricing Worksheet.

3.6. Seller will provide to Customer Technical Support Services and Releases as follows:

3.6.1. Seller will provide Technical Support Services and correction of Residual Errors during the PPM in accordance with the exhibits. The level of Technical Support depends upon the Customer's selection as indicated in the Support Plan Options and Pricing Worksheet. Any Technical Support Services that are performed by Seller outside the contracted PPM and any Residual Error corrections that are outside the scope will be billed at the then current hourly rates. Technical Support Services will be to investigate specifics about the functioning of covered Products to determine whether there is a defect in the Product and will not be used in lieu of training on the covered Products.

3.6.2. Unless the Support Plan Options and Pricing Worksheet expressly provides to the contrary, Seller will provide to Customer without additional license fees an available Supplemental or Standard Release for Seller's PremierOne Applications after receipt of a request from Customer, but Customer must pay for any installation or other services and any necessary Equipment or third party software or training provided by Seller in connection with such Supplemental or Standard Release. Any services will be performed in accordance with a mutually agreed schedule.

3.6.3. Unless the Support Plan Options and Pricing Worksheet expressly provides to the contrary, Seller will provide to Customer without additional license fees an available Supplemental or Standard Release for Seller's Premier Applications after receipt of a request from Customer. In addition, Seller will provide to Customer, remote and/or onsite Services to implement Premier Applications Standard and Supplemental Releases as part of the Maintenance Services. The decision as to whether a Release will be implemented remotely or onsite will be at the Seller's sole discretion. In such instances when by Seller's determination implementation requires customization above standard implementation or

when training is required in connection with a Premier Supplemental or Standard Release, Seller will determine the fees associated with the customization or training and provide a quote for Services at the time of Customer request. Customer must pay for any necessary Equipment or third party Software associated with third party implementation provided by Seller in connection with such Supplemental or Standard Release. Seller will provide onsite resources to implement third party Equipment as a part of the Maintenance Services when the third party Equipment is purchased as a part of the requested Upgrade. Additionally, Seller will provide Services to implement Upgrades for components of CAD (Including but not limited to UDT, OQ, AWW, ATM) systems at no additional charge when these components are either part of a CAD Standard or Supplemental Release Upgrade or the components can be implemented remotely by Seller's standards. Customer must pay for onsite implementation fees associated with CAD component Upgrades that are independent of a Standard or Supplemental CAD Release. Seller will provide a quote for CAD component onsite implementation upon Customer's request. Any Services will be performed in accordance with a mutually agreed schedule. This paragraph expressly excludes Product Release versions, such as Seller's PremierOne Product, as stated in section 3.6.3 of this Agreement. Some upgrades will require additional fee based products, services or training as part of an Upgrade.

3.6.4. Seller will provide to Customer an available Product Release after receipt of a request from Customer, but Customer must pay for all additional license fees, any installation or other services, and any necessary Equipment provided by Seller in connection with such Product Release. Any services will be performed in accordance with a mutually agreed schedule. Seller's duty as described in this paragraph is contingent upon Customer's then-current installation at the time of Customer's request being within two (2) Standard Release versions of the new Standard Release available for general release. Any services will be performed in accordance with a mutually agreed schedule.

3.6.5. Seller does not warrant that a Release will meet Customer's particular requirement, operate in the combinations that Customer will select for use, be uninterrupted or error-free, be backward compatible, or that all errors will be corrected. Full compatibility of a Release with the capabilities and functions of earlier versions of the Software may not be technically feasible. If it is technically feasible, services to integrate these capabilities and functions to the updated or upgraded version of the Software may be purchased at Customer's request on a time and materials basis at Seller's then current rates for professional services.

3.6.6. Except as provided in Section 3.6.6, Seller's responsibilities under this Agreement to provide Technical Support Services will be limited to the current Standard Release plus the two (2) prior Standard Releases (collectively referred to in this section as "Covered Standard Releases."). Notwithstanding the preceding sentence, Seller will provide Technical Support Services for a Severity Level 1 or 2 error concerning a Standard Release that precedes the Covered Standard Releases unless such error has been corrected by a Covered Standard Release (in which case Customer will install the Standard Release that fixes the reported error or terminate this Agreement as to the applicable Software).

3.6.7. Seller's responsibilities under this Agreement to provide Technical Support Services will be limited to the current Standard Release concerning the following Software: Customer Service Request, Case Management, Integration Framework, and Integration Framework Express.

3.7. The maintenance and support Services described in this Agreement are the only covered services. Unless Optional Technical Support Services are purchased, these Services specifically exclude and Seller will not be responsible for:

3.7.1. Any service work required due to incorrect or faulty operational conditions, including but not limited to Equipment not connected directly to an electric surge protector, or not properly maintained in accordance with the manufacturer's guidelines.

3.7.2. The repair or replacement of Products or parts resulting from failure of the Customer's facilities, Customer's personal property and/or devices connected to the System (or interconnected to devices) whether or not installed by Seller's representatives.

3.7.3. The repair or replacement of Equipment that has become defective or damaged due to physical or chemical misuse or abuse, Customer's negligence, or from causes such as lightning, power surges, or liquids.

3.7.4. Any transmission medium, such as telephone lines, computer networks, or the worldwide web, or for Equipment malfunction caused by such transmission medium.

3.7.5. Accessories, custom or Special Products; modified units; or modified Software.

3.7.6. The repair or replacement of parts resulting from the tampering by persons unauthorized by Seller or the failure of the System due to extraordinary uses.

3.7.7. Operation and/or functionality of Customer's personal property, equipment, and/or peripherals and any application software not provided by Seller.

3.7.8. Services for any replacement of Products or parts directly related to the removal, relocation, or reinstallation of the System or any System component.

3.7.9. Services to diagnose technical issues caused by the installation of unauthorized components or misuse of the System.

3.7.10. Services to diagnose malfunctions or inoperability of the Software caused by changes, additions, enhancements, or modifications in the Customer's platform or in the Software.

3.7.11. Services to correct errors found to be caused by Customer-supplied data, machines, or operator failure.

3.7.12. Operational supplies, including but not limited to, printer paper, printer ribbons, toner, photographic paper, magnetic tapes and any supplies in addition to that delivered with the System; battery replacement for uninterruptible power supply (UPS); office furniture including chairs or workstations.

3.7.13. Third-party software unless specifically listed on the Description of Covered Products.

3.7.14. Support of any interface(s) beyond Seller-provided port or cable, or any services that are necessary because third party hardware, software or supplies fail to conform to the specifications concerning the Products.

3.7.15. Services related to customer's failure to back up its data or failure to use an UPS system to protect against power interruptions.

3.7.16. Any design consultation such as, but not limited to, configuration analysis, consultation with Customer's third-party provider(s), and System analysis for modifications or Upgrades or Updates which are not directly related to a Residual Error report.

3.8. The Customer hereby agrees to:

3.8.1. Maintain any and all electrical and physical environments in accordance with the System manufacturer's specifications.

3.8.2. Provide standard industry precautions (e.g. back-up files) ensuring database security, per Seller's recommended backup procedures.

3.8.3. Ensure System accessibility, which includes physical access to buildings as well as remote electronic access. Remote access can be stipulated and scheduled with customer; however,

remote access is required and will not be substituted with on-site visits if access is not allowed or available.

3.8.4. Appoint one or more qualified employees to perform System Administration duties, including acting as a primary point of contact to Seller's Customer Support organization for reporting and verifying problems, and performing System backup. At least one member of the System Administrators group must have completed Seller's End-User training and System Administrator training (if available). The combined skills of this System Administrators group includes proficiency with: the Products, the system platform upon which the Products operate, the operating system, database administration, network capabilities such as backing up, updating, adding, and deleting System and user information, and the client, server and stand alone personal computer hardware. The System Administrator will follow the Residual Error reporting process described herein and make all reasonable efforts to duplicate and verify problems and assign a Severity Level according to definitions provided herein. Customer agrees to use reasonable efforts to ensure that all problems are reported and verified by the System Administrator before reporting them to Seller. Customer will assist Seller in determining that errors are not the product of the operation of an external system, data links between system, or network administration issues. If a Severity Level 1 or 2 Residual Error occurs, any Customer representative may contact Seller's Customer Support Center by telephone, but the System Administrator must follow up with Seller's Customer Support as soon as practical thereafter.

3.9. In performing repairs under this Agreement, Seller may use parts that are not newly manufactured but which are warranted to be equivalent to new in performance. Parts replaced by Seller will become Seller's property.

3.10 Customer will permit and cooperate with Seller so that Seller may periodically conduct audits of Customer's records and operations pertinent to the Services, Products, and usage of application and data base management software. If the results of any such audit indicate that price has been understated, Seller may correct the price and immediately invoice Customer for the difference (as well as any unpaid but owing license fees).

3.11. If Customer replaces, upgrades, or modifies equipment, or replaces, upgrades, or modifies hardware or software that interfaces with the covered Products, Seller will have the right to adjust the price for the Services to the appropriate current price for the new configuration.

3.12 Customer agrees not to attempt or apply any update(s), alteration(s), or change(s) to the database software without the prior approval of the Seller.

Section 4. RIGHT TO SUBCONTRACT AND ASSIGN

Except as provided herein, neither party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola Solutions may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola Solutions separates one or more of its businesses (each a "Separated Business"), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a "Separation Event"), Motorola Solutions may, without the prior written consent of the other Party and at no additional cost to Motorola Solutions, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola Solutions and its affiliates, to the extent applicable) following the Separation Event. Motorola Solutions may subcontract any of the work, but subcontracting will not relieve Motorola Solutions of its duties under this Agreement.

Section 5. PRICING, PAYMENT AND TERMS

5.1 Prices in United States dollars are shown in the Support Plan Options and Pricing Worksheet. Unless this exhibit expressly provides to the contrary, the price is payable annually in advance. Seller will provide to Customer an invoice, and Customer will make payments to Seller within twenty (20) days after the date of each invoice. During the term of this Agreement, Customer will make payments when due in the form of a check, cashier's check, or wire transfer drawn on a United States financial institution. Motorola Solutions annual maintenance and support pricing, for Motorola Solutions products, increases each year at 5% over the previous year. Third-party products will increase annually based on a current vendor supplied maintenance and support quote.

5.2. Overdue invoices will bear simple interest at the rate of ten percent (10%) per annum, unless such rate exceeds the maximum allowed by law, in which case it will be reduced to the maximum allowable rate.

5.3 If Customer requests, Seller may provide services outside the scope of this Agreement or after the termination or expiration of this Agreement and Customer agrees to pay for those services. These terms and conditions and the prices in effect at the time such services are rendered will apply to those services.

5.4 Price(s) are exclusive of any taxes, duties, export or customs fees, including Value Added Tax or any other similar assessments imposed upon Seller. If such charges are imposed upon Seller, Customer will reimburse Seller upon receipt of proper documentation of such assessments.

Section 6. LIMITATION OF LIABILITY

Except for personal injury or death, Motorola Solutions total liability, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of twelve (12) months of Service provided under this Agreement. **ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA SOLUTIONS WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT OR THE PERFORMANCE OF SERVICES BY MOTOROLA SOLUTIONS PURSUANT TO THIS AGREEMENT.** No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account. This limitation of liability will survive the expiration or termination of this Agreement and applies notwithstanding any contrary provision.

Section 7. DEFAULT/TERMINATION

7.1. If Motorola Solutions breaches a material obligation under this Agreement (unless Customer or a Force Majeure causes such failure of performance); Customer may consider Motorola Solutions to be in default. If Customer asserts a default, it will give Motorola Solutions written and detailed notice of the default. Motorola Solutions will have thirty (30) days thereafter either to dispute the assertion or provide a written plan to cure the default that is acceptable to Customer. If Motorola Solutions provides a cure plan, it will begin implementing the cure plan immediately after receipt of Customer's approval of the plan.

7.2. If Customer breaches a material obligation under this Agreement (unless Motorola Solutions or a Force Majeure causes such failure of performance); if Customer breaches a material obligation under the Software License Agreement that governs the Software covered by this Agreement; or if Customer fails to pay any amount when due under this Agreement, indicates that it is unable to pay any amount when due, indicates it is unable to pay its debts generally as they become due, files a voluntary petition under

bankruptcy law, or fails to have dismissed within ninety (90) days any involuntary petition under bankruptcy law, Motorola Solutions may consider Customer to be in default. If Motorola Solutions asserts a default, it will give Customer written and detailed notice of the default and Customer will have thirty (30) days thereafter to (i) dispute the assertion, (ii) cure any monetary default (including interest), or (iii) provide a written plan to cure the default that is acceptable to Motorola Solutions. If Customer provides a cure plan, it will begin implementing the cure plan immediately after receipt of Motorola Solutions approval of the plan.

7.3. If a defaulting party fails to cure the default as provided above in Sections 7.1 or 7.2, unless otherwise agreed in writing, the non-defaulting party may terminate any unfulfilled portion of this Agreement and may pursue any legal or equitable remedies available to it subject to the provisions of Section 6 above.

7.4. Upon the expiration or earlier termination of this Agreement, Customer and Seller will immediately deliver to the other Party, as the disclosing Party, all Confidential Information of the other, including all copies thereof, which the other Party previously provided to it in furtherance of this Agreement. Confidential Information includes: (a) proprietary materials and information regarding technical plans; (b) any and all other information, of whatever type and in whatever medium including data, developments, trade secrets and improvements, that is disclosed by Seller to Customer in connection with this Agreement; (c) all geographic information system, address, telephone, or like records and data provided by Customer to Seller in connection with this Agreement that is required by law to be held confidential.

Section 8. GENERAL TERMS AND CONDITIONS

8.1. Notices required under this Agreement to be given by one party to the other must be in writing and either delivered in person or sent to the address shown below by certified mail, return receipt requested and postage prepaid (or by a recognized courier service), or by facsimile with correct answerback received, and will be effective upon receipt.

Customer:
Steven Ely
City of Costa Mesa
77 Fair Drive
Costa Mesa, CA 92628

Motorola Solutions:
Motorola Solutions, Inc.
Attn: Law Dept.
1301 E. Algonquin Road
Schaumburg, IL 60196

8.2. Neither party will be liable for its non-performance or delayed performance if caused by an event, circumstance, or act of a third party that is beyond such party's reasonable control.

8.3. Failure or delay by either party to exercise any right or power under this Agreement will not operate as a waiver of such right or power. For a waiver to be effective, it must be in writing signed by the waiving party. An effective waiver of a right or power will not be construed as either a future or continuing waiver of that same right or power, or the waiver of any other right or power.

8.4. Customer may not assign any of its rights under this Agreement without Motorola Solutions prior written consent.

8.5. This Agreement, including the exhibits, constitutes the entire agreement of the parties regarding the covered maintenance and support services and supersedes all prior and concurrent agreements and understandings, whether written or oral, related to the services performed. Neither this Agreement nor

the Exhibits may be altered, amended, or modified except by a written agreement signed by authorized representatives of both parties. Customer agrees to reference this Agreement on all purchase orders issued in furtherance of this Agreement. Neither party will be bound by any terms contained in Customer's purchase orders, acknowledgements, or other writings (even if attached to this Agreement).

8.6. This Agreement will be governed by the laws of the United States to the extent that they apply and otherwise by the laws of the State to which the Products are shipped if Licensee is a sovereign government entity or the laws of the State of Illinois if Licensee is not a sovereign government entity.

Section 9. CERTIFICATION DISCLAIMER

Seller specifically disclaims all certifications regarding the manner in which Seller conducts its business or performs its obligations under this Agreement, unless such certifications have been expressly accepted and signed by an authorized signatory of Seller.

Section 10. COMPLIANCE WITH APPLICABLE LAWS

The Parties will at all times comply with all applicable regulations, licenses and orders of their respective countries relating to or in any way affecting this Agreement and the performance by the Parties of this Agreement. Each Party, at its own expense, will obtain any approval or permit required in the performance of its obligations. Neither Seller nor any of its employees is an agent or representative of Customer.

IN WITNESS WHEREOF, the Parties have caused this Agreement to be duly executed as of the day and year first written above.

MOTOROLA SOLUTIONS, INC.

CITY OF COSTA MESA

By: _____

[Redacted Signature]

By: _____

[Redacted Signature]

[Handwritten Signature]

Name: Shelley Rhoads

Name: _____

Title: Sr. Manager, Services Business Operations

Title: _____

City CEO

Date: December 9, 2013

Date: _____

12/23/13

Exhibit A

DESCRIPTION OF COVERED PRODUCTS

MAINTENANCE AND SUPPORT AGREEMENT 185

TERM: 1/1/14 – 6/30/14

CUSTOMER: City of Costa Mesa

Site Identification Numbers

Product	Site Identification Numbers
LRMS™	PSA234600_(LRMS)
PremierCAD™	PSA234600_(CAD)
PremierMDC™	PSA234600_(PMDC)

The following table lists the Products under maintenance coverage:

Product	Description	Service Level	Qty	Term Fees
PremierCAD™	PremierCAD Server License	24x7	1	\$26,601.00
	GGM Server License		1	
	CAD/AWW License		20	
	CAD DSS Server License		1	
	Open Query Server License (over 50 Wkstations)		1	
	Open Query Client License (over 50)		80	
	ATM Server License		1	
	ATM Client License		15	
	MOSCAD Software Removed effective 1/1/14		4	
	Add On Open Query Licenses		15	\$402.00
LRMS™	RMS Server License	1	\$7,673.00	
	RMS Query Only Client Access License (IIQ)	129		
	RMS Administrator Client Access License	50		
	RMS DSS License	1		
PremierMDC™	PMDC Server License	1	\$16,881.00	
	PMDC Client License	111		
	PMDC In-House Client	5		
	Add on PMDC Licenses	23		\$339.00
TOTAL PremierCAD™ MAINTENANCE				\$27,003.00
TOTAL LRMS™ MAINTENANCE				\$7,673.00
TOTAL PremierMDC™ MAINTENANCE				\$17,220.00

Exhibit A
DESCRIPTION OF COVERED PRODUCTS

MAINTENANCE AND SUPPORT AGREEMENT 185 **TERM:** 1/1/14 – 6/30/14
CUSTOMER: City of Costa Mesa

The following table lists the Products under maintenance coverage:

Product	Description	Service Level	Qty	Term Fees
Interfaces	Mobile Applications – Motorola PMDC	24x7	1	Included
	E-911 to Plant Vista with MAARS controller		1	
	Netclock		1	
	Open Query to CAD and PMDC for State access through the County		1	
	MOSCAD		1	
	UDT		1	
	Metronet CAD		1	
	OCATS (for county/state queries) via PMDC		1	
	PMDC to CAD		1	
	PMDC to State (via County Switch)		1	
	PMDC to Infotrak LRMS		1	
TOTAL INTERFACE MAINTENANCE				Included
TOTAL MOTOROLA SOFTWARE MAINTENANCE				\$51,896.00

Exhibit A

DESCRIPTION OF COVERED PRODUCTS

MAINTENANCE AND SUPPORT AGREEMENT 185 TERM: 1/1/14 – 6/30/14
 CUSTOMER: City of Costa Mesa

The following table lists the Third Party Products under maintenance coverage:

Open Text Software – ~~Removed effective 12/31/13~~

Product	Description	Service Level	Qty	Term Fees
BI-SW	BI Query AdminUser 32B Eng 10Pk/S- BI32I251010E	24x7	2	Removed
	BI Server Concurrent Ports NT/S-BINTI2620000		20	
	BI Server SEnc NT Eng/S-BINTI260101E		1	

Note: Open Text removed per previous notification from Motorola.

HP Software – System 51866

Product	Description	Service Level	Qty	Term Fees
HP	HP Software Only See Equipment List below	24x7	1	See Below

Exhibit A

DESCRIPTION OF COVERED PRODUCTS

MAINTENANCE AND SUPPORT AGREEMENT 185

TERM: 1/1/14 – 6/30/14

CUSTOMER: City of Costa Mesa

HP NonStop™ System #51866 Hardware/Software – Hardware Removed effective 12/31/13 HP End of Support. HP Software supported 1/1/14 – 6/30/14

Product	Description	Service Level	Qty	Term Fees
Hardware				
1961-B	S7600-PROCESSOR WITH 1 GB MEMORY	24x7	2	Removed
3861	SERVERNET-ETHERNET CONTROLLER CRD		2	
3880	SERVERNET WIDE AREA NET CONCENTRATOR		4	
4619	18GB 15K RPM DISK DRIVE FOR S-SERIES		12	
5142	4MM DAT,DDS-3 DSKTP NO ACL S-SERIES		4	
7280	S76X/86X ENCLOSURE (SINGLE W/BASE)		4	
7360	S-SERIES POWER SHELF		4	
S7X-IPAQ	S-SERIES SYS CONSOLE,IPAQ & FLAT PNL		2	
Software				
9190	NETBATCH	24x7	1	\$9,000.00
9640	VIEWPOINT		1	
SA30	PERFORMANCE MGMT BNDL (HOST)		1	
SA31V3	PERFORMANCE MANAGEMENT BUNDLE		1	
SA57	EXPAND		1	
SB71	NATIVE COBOL RUNTIME - S SERIES		1	
SB81	COBOL85 RUNTIME - S SERIES		1	
SD70	TCP/IP LAN PRINT SPOOLER		1	
SE17	ENFORM PLUS		1	
SM58V1	RSC/MP HOST		1	
SM67V1	RSC/MP WIN32 WINDOWS CLIENT		1	
SN73	STANDARD S-SERIES OS PACKAGE		1	
SR53	PATHWAY W/ TS/MP (PER CPU 1-4)		2	
TOTAL THIRD PARTY MAINTENANCE				

Exhibit A			
DESCRIPTION OF COVERED PRODUCTS			
MAINTENANCE AND SUPPORT AGREEMENT	185	TERM:	1/1/14 – 6/30/14
CUSTOMER:	City of Costa Mesa		

MAINTENANCE SUMMARY TERM 1/1/14 – 6/30/14

Product	Term Fees 1/1/14 – 6/30/14
PremierCAD Software	\$26,601.00
(15) Add'l Open Query Licenses	\$402.00
MOSCAD Software	Removed
PremierCAD Subtotal	\$27,003.00
BiQuery	Removed
HP NonStop S-Series HW	Removed
HP NonStop S-Series SW	9,000.00
Third Party Subtotal	\$9,000.00
LRMS Software	\$7,673.00
LRMS Subtotal	\$7,673.00
PremierMDC Application	\$16,881.00
(23) Add'l PMDC Licenses	\$339.00
PMDC Subtotal	\$17,220.00
Motorola Software Maintenance Fee Subtotal	\$51,896.00
Multi-System Discount – 5% (Based on three Motorola sub-systems)	(\$2,595.00)
Third Party Maintenance Total	\$9,000.00
Maintenance Grand Total	\$58,301.00
Monthly Maintenance	\$9,717.00

**NOTE: THIS IS A ONE TIME SIX MONTH CONTRACT OFFER.
FUTURE RENEWALS WILL BE ONE YEAR MINIMUM TERM.**

Exhibit B

CUSTOMER SUPPORT PLANMAINTENANCE AND SUPPORT AGREEMENT 185TERM: 1/1/14 – 6/30/14CUSTOMER: City of Costa Mesa**Introduction**

Welcome to Motorola Solutions Customer Support. We appreciate your business and look forward to serving your needs on your Public Safety Applications system.

The Customer Support Plan is designed to provide Motorola Solutions customers the details necessary for understanding Motorola Solutions overall support processes and policies as a compliment to the Motorola Solutions Maintenance and Support Agreement.

The Motorola Solutions Maintenance and Support Agreement is the legal and binding contractual terms for which services are provided under. Questions or concerns regarding your support plan can be directed to your Support Manager.

Below are the topics outlined in this Customer Support Plan:

- I. **Service Offerings**
- II. **Accessing Customer Support**
- III. **Severity Levels and Case Management**
- IV. **Responsibilities**
- V. **Customer Call Flow**
- VI. **Contacts**

I. Service Offerings

Motorola Solutions Customer Support organization includes a staff of Support Analysts whom are managed by Motorola Solutions Customer Support Managers and are chartered with the direct front-line support of our customers. A Support Analyst is a system technologist responsible for providing direct or escalation support. A Support Analyst is sometimes referred to as a Customer Support Analyst ("CSA") or Technical Support Analyst ("TSA") or Technical Support Representative.

Motorola Solutions Support Organization offers a multi-layered approach to a total service solution. Levels of support are defined as follows:

Service Levels

Level 0	Logging, dispatching and tracking service requests
Level 1	Selected 1 st call support, triage and resolution
Level 2	Telephone and/or on-site support for normal technical requirements
Level 3	High-level technical support prior to Engineering escalation
Level 4	Engineering software code fixes and changes

Motorola Solutions provides to customers on an active maintenance and support agreement defined services and Software Releases. Specific support definitions, offerings and customer responsibilities are detailed in section 3 of the main body of the maintenance and support agreement.

II. Accessing Customer Support

The Motorola Solutions System Support Center Operations

Motorola Solutions Public Safety Applications Technical Support personnel in cooperation with Motorola Solutions System Support Center ("SSC") provide the gateway to technical support for all of Motorola Solutions Public Safety Application systems. Accessing support through Motorola Solutions toll free 800 number, web ticketing or email ticketing ensures accurate case handling and tracking. The goal of the Support team and SSC is to make certain systems are restored and running at peak levels as quickly as possible. This is accomplished by obtaining accurate customer and problem details and by directing your requests to the right support team in a timely manner.

The System Support Center offers total call management including:

- Single point of contact for Motorola Solutions service requests
- Logging, dispatching and tracking of service requests
- System capabilities to identify pending cases and automatically escalate to management
- Database and customer profile management
- Standard reports with on-demand distribution
- Case notification

Motorola Solutions System Support Center operates 24 hours a day, 7 days a week, 365 days a year. That means you can call us anytime. Support Center personnel enter requests for service, technical assistance, or telephone messages into a database system. Every time you call us, we log information about your request into the tracking system so that the information is available for reference and analysis to better serve your future service needs. Another benefit of logging every service request is that Motorola Solutions and customers can track the progress from initial contact to final resolution.

There are three options for accessing Support at Motorola Solutions:

1. **Motorola Solutions System Support Center Toll Free Number**
2. **eCase Management through Motorola Solutions On-Line**
3. **Email Case Ticketing**

Option 1 - Call Motorola Solutions System Support Center

Call Motorola Solutions Toll free 800-323-9949

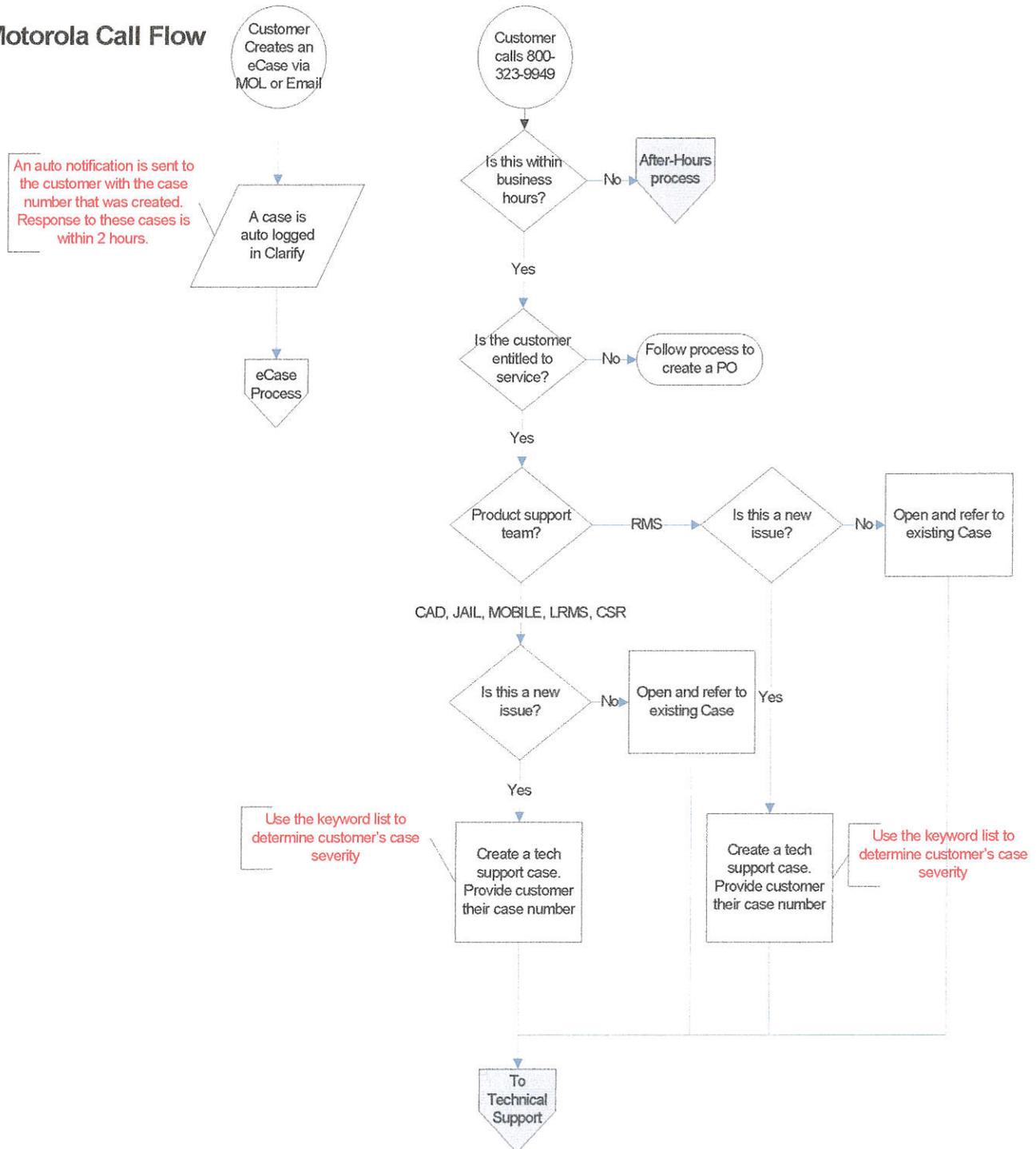
- Select from the auto attendant as follows:
 - **Option 2** – Technical Support of Infrastructure Products
 - Then select **Option 6** – Public Safety Applications
 - Next select the appropriate system type option
 1. CAD
 2. RMS, Records
 3. Mobile Applications
 4. Jail Management Systems
 5. Law Records (LRMS)
 6. Customer Service Request System (CSR)
 0. All Other Applications

Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola

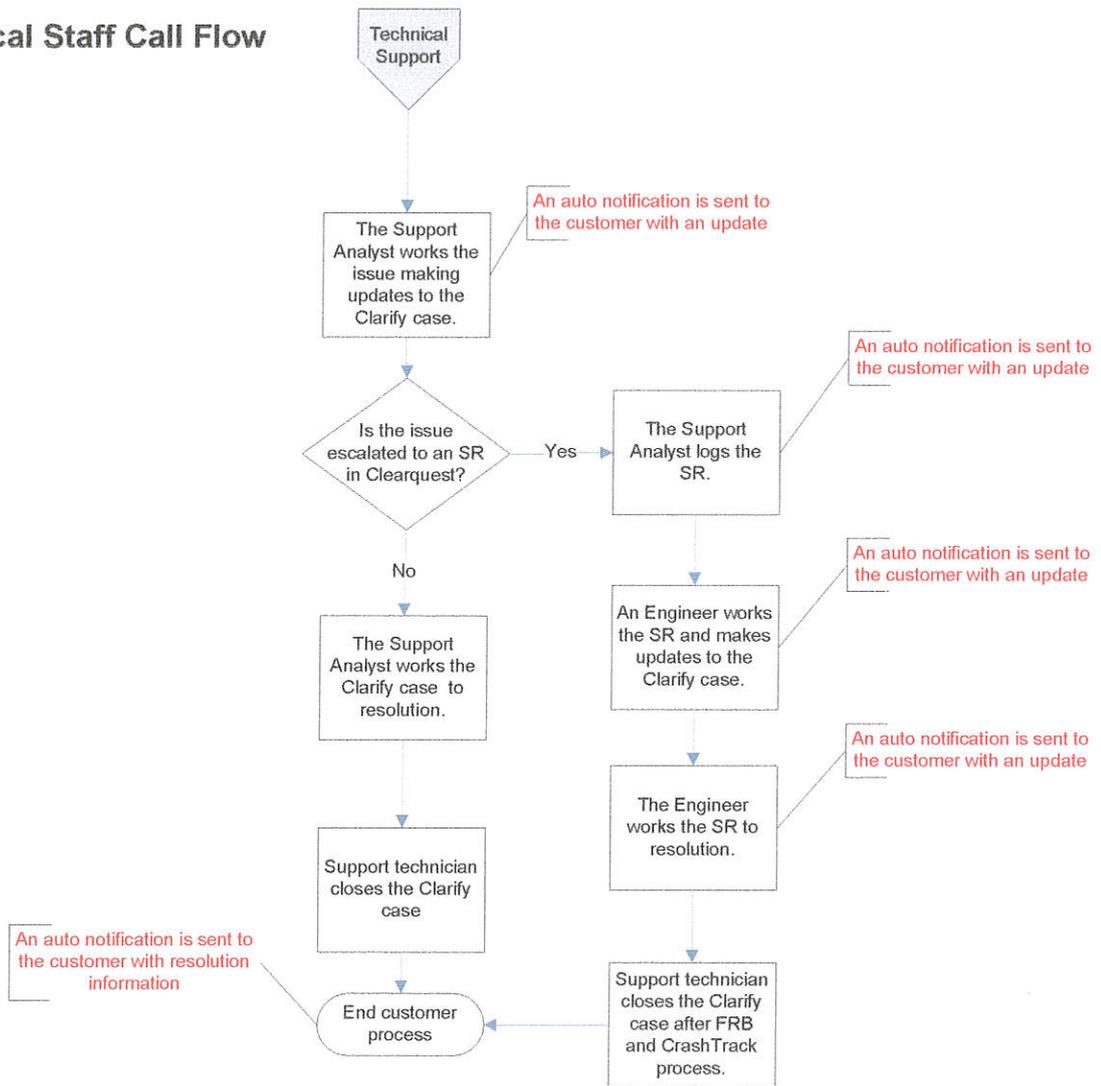
Solutions technical support team member. A unique tracking number will be provided to your agency for future reference.

Generally customers calling the toll-free 800 number will access Public Safety Applications technical support directly. For heavy call times or after hours the caller will be directed to Motorola Solutions System Support Call Center Operations. Once the logging process is complete customers are transferred directly to a Technical Support Analyst during Technical Support Operation Hours (6:00 a.m. to 6:00 p.m. Mountain Time, Monday to Friday). After support operation hours (6:00 p.m. to 6:00 a.m. Mountain Time, Weekends and Motorola Solutions Holidays) customers will be contacted within the contractually specified period of time by a Technical Support Analyst.

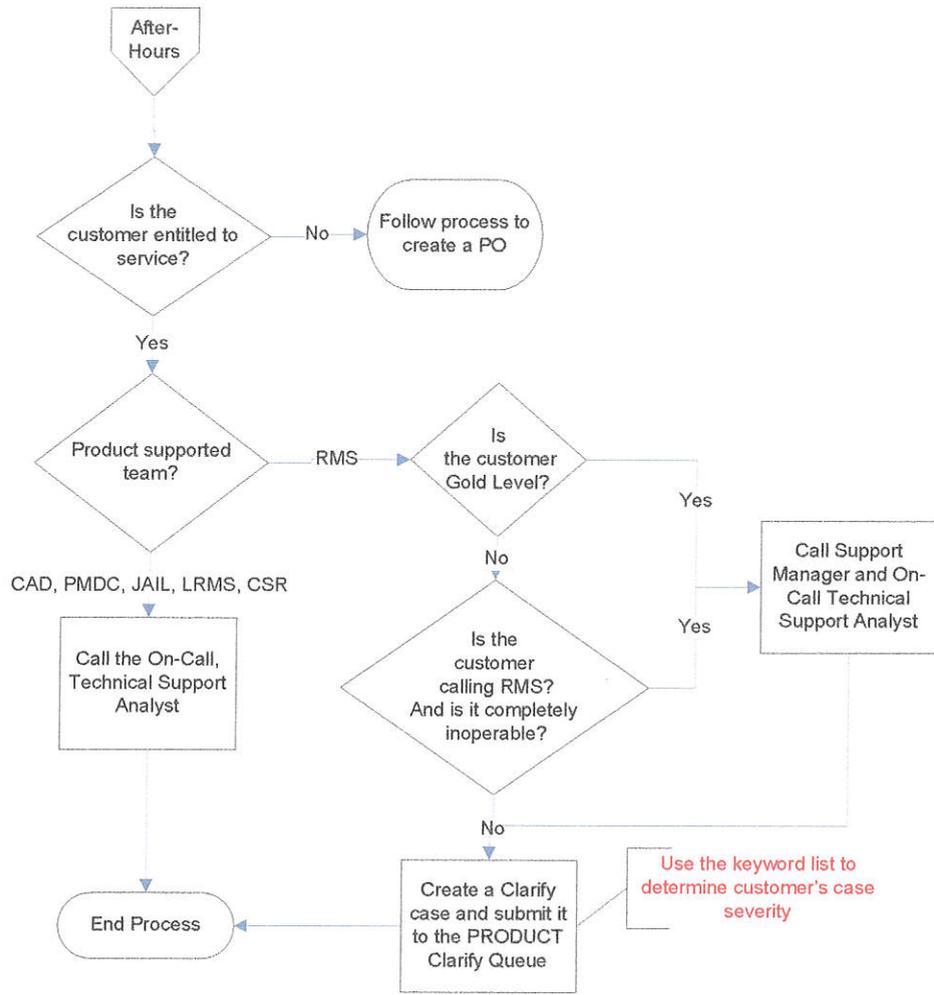
Motorola Call Flow



Technical Staff Call Flow



Call Flow After-Hours



How to Obtain Technical Support for Products

Action / Response									
<p>Step 1. Call the Motorola Solutions System Support Center 1-800-323-9949</p> <p>Step 2. Select option 2 (Technical Support)</p> <p>Step 3. Select option 6 (Public Safety Applications)</p> <p>Step 4. Select product specific option</p> <p>Step 5. Provide Site Identification Number (See Exhibit A-Description of Covered Products for your agency's Site Identification Numbers)</p>									
<p>Step 6. Provide Your Information</p>	<p>Caller Name</p> <p>Contact Phone Number</p> <p>Description of problem</p> <p>Severity of system problem determined at time of call</p> <p>Time available for call back</p> <p>Email address</p>								
<p>Step 7. Case Number Generated</p>	<p>Caller will receive a Case number for tracking the service request.</p>								
<p>Check Status</p>	<p>The caller may check the status of a Case at any time by calling the System Support Center at 1-800-323-9949 and following steps 2-4 above and providing the case number.</p>								
<p>Case Assignment</p>	<p>The Customer Support Representative will determine a course of action and assign the Case to the appropriate group.</p>								
<p>Standard Response Time</p>	<p>RESPONSE See Section III for Severity Level definitions</p> <table border="0"> <tr> <td>Severity 1:</td> <td>1 hour</td> </tr> <tr> <td>Severity 2:</td> <td>3 business hours</td> </tr> <tr> <td>Severity 3:</td> <td>6 business hours</td> </tr> <tr> <td>Severity 4:</td> <td>2 business days</td> </tr> </table>	Severity 1:	1 hour	Severity 2:	3 business hours	Severity 3:	6 business hours	Severity 4:	2 business days
Severity 1:	1 hour								
Severity 2:	3 business hours								
Severity 3:	6 business hours								
Severity 4:	2 business days								
<p>Step 8. Notification of CASE All Activity</p>	<p>Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open, Assigned, Site Arrival, Deferred or Closure.</p> <p>To request case notifications, please contact your Support Manager.</p>								
<p>Notification of CASE Open/Close Activity</p>	<p>Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open or Closure.</p> <p>To request case notifications, please contact your Support Manager.</p>								

Option 2 - Submit a ticket via eCase Management from Motorola Solutions On-Line

Motorola Solutions On-Line eCase Management provides a fast, intuitive, and efficient interface for Technical Case Management that allows customers to open, update, and view the status of their cases on the web.

Setting Up a Motorola Solutions On-Line Account

To set up a Motorola Solutions On-Line account, please visit <https://businessonline.motorola.com> and follow the directions on the link for "Sign Up Now."

A User ID and Password are not required for setting up your account. After accessing the link above, indicate in the "Additional Information" field you are a **Public Safety** customer seeking access to **eCase Management**. Once you submit your request, you will receive a confirmation email indicating receipt and including additional details about the Motorola Solutions On-Line account set up. In approximately 4-5 business days an additional email will be sent which includes details about your On-Line account.

Accessing the Technical Case Management web site

Once you have set up your agency's Motorola Solutions On-Line Account, to access the site simply log onto Motorola Solutions at businessonline.motorola.com with your user ID and password, click on the **Contact Us** → **Open Case**, and select **System Support Issue** from the Issue Type drop-down.

Primary Features of On-Line Technical Case Management

Motorola Solutions customers have three main functions available through Motorola Solutions On-Line to manage their cases:

- A. Open new cases**
- B. Search for existing cases and view details of the existing case**
- C. Update existing cases by adding notes**

A. Open a New Case

1. Log into Motorola Solutions On-Line
2. Click on the "Case Mgmt" → Open Case

The screenshot displays the Motorola Solutions On-Line user interface. At the top right, it says "Welcome, PSA Customer" with links for "Contact List", "Help", and "Logout". Below this is a search bar with a magnifying glass icon. The main navigation bar includes links for "Buying Center", "Resource Center", "Training", "Order Status", "My Carts", "Repair Center", "Account Status", "Settings", and "Case Mgmt". A red arrow points to the "Case Mgmt" dropdown menu, which is open and shows two options: "Open Case" and "Search Cases". Below the navigation bar, there is a "Change" button and the text "MOTOROLA SYSTEM SUPPORT CENTER (1012597730) 2214 GALVIN DR, ELGIN, IL". At the bottom left, there is a "Home" link and the phone number "(800) 814-0601" with the text "Contact Motorola Solutions for your customer care needs." and a large "HOME" button.

3. Then select the Reason Code = **System Support Issue** (and the page will automatically reload)

Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the [Motorola Membership Site](#)

Contact Name: PSA Customer WebID
Contact Phone: 8008140601
Contact Email: PT1728@MOTOROLASOLUTIONS.COM

Reason: System Support Issue ▼ 

Title: _____

System Support Site: Please Specify ▼

Case Type: Please Specify ▼

Severity: Please Specify ▼

System: Please Specify ▼

Description: _____

Fill in the Case Title (description of request) and choose the applicable Site (which are listed alphabetically)

4. Choose case type **Technical Support**, Severity Level and **Public Safety Applications** System
5. Fill in a detailed description of your issue
6. Click "Create Case"

Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the [Motorola Membership Site](#)

Contact Name: PSA Customer WebID
Contact Phone: 8008140601
Contact Email: PT1728@MOTOROLASOLUTIONS.COM

Reason: System Support Issue ▼

Title: _____

System Support Site: Please Specify ▼

Case Type: Please Specify ▼

Severity: Please Specify ▼

System: Please Specify ▼

Description: _____

 **Create Case**

7. eCase Management will give immediate confirmation of case number (new case numbers are 8 digits long)
8. The confirmation screen includes "expand all" and "collapse all" buttons for case notes

B. Search for a Case

1. Log into Motorola Solutions On-Line
2. Click on the "Case Mgmt" → Search Case
3. Enter the exact case number or enter search criteria to find a range of tickets
4. Click "Go To" or "Search"

The screenshot shows the top navigation bar of the Motorola Solutions website. On the left is the Motorola logo and the text "MOTOROLA SOLUTIONS". On the right, there is a search bar with the text "Search" and a magnifying glass icon. Below the search bar is a horizontal menu with several items: "Buying Center", "Resource Center", "Training", "Order Status", "My Carts", "Repair Center", "Account Status", "Settings", and "Case Mgmt". The "Case Mgmt" item is highlighted, and a dropdown menu is visible below it with two options: "Open Case" and "Search Cases". A red arrow points to the "Search Cases" option. Below the navigation bar, there is a "Change" button and the text "MOTOROLA SYSTEM SUPPORT CENTER (1012597730) 2214 GALVIN DR, ELGIN, IL". Below that is a "Home" link and the text "(800) 814-0601 Contact Motorola Solutions for your customer care needs." At the bottom left of this section is the word "HOME" in large, bold letters.

Go Directly to Case

Case Number:

(Please enter the exact case number.)

Go To

Enter Search Criteria

Case Number:

Title:

Type: All My Cases

Condition: Open

01 Sep 2002

To

06 Mar 2012

Reset

Search

C. Add Notes to an Existing Case

1. You can also add notes after submitting your case, by clicking on the "Add Notes" button

The screenshot shows a web interface for case management. At the top, there are navigation links: "Add Note", "Open Case", and "Search Cases". Below this is a header for "Details for Case # 20000216", with "Case Number" highlighted by a yellow box and an arrow pointing to the case number. The case details are organized into two columns. The left column contains: Case Condition: Open; Customer name: TEST CUSTOMER; Case Status: Not Assigned; Issue Type: System Support; Case Source: Web; Contact Name: Test Test Ward; Contact Phone: 847 725 4932; Contact Email: test@test.comtest. The right column contains: System Site ID: MDT1130; System Site Name: Test Site as an example; Case System: IT; Case Type: Network Management. Below the details is a table with three columns: Activity, Date/Time, and Activity Summary. The first row is "Create" on 1/20/2004 at 3:59:53 PM, with a summary "Not Assigned by contact. Please Specify, Status = Not Assigned". The second row is "Notes" on 1/20/2004 at 3:59:53 PM, with a summary "Not Assigned by contact". To the right of the table is a yellow box labeled "Expand/Collapse Buttons" with an arrow pointing to the table. At the bottom of the table are buttons for "Previous", "Add Note", and "Add Notes", with "Add Notes" highlighted by a yellow box and an arrow.

Case Condition: Open
Customer name: TEST CUSTOMER
Case Status: Not Assigned
Issue Type: System Support
Case Source: Web
Contact Name: Test Test Ward
Contact Phone: 847 725 4932
Contact Email: test@test.comtest

System Site ID: MDT1130
System Site Name: Test Site as an example
Case System: IT
Case Type: Network Management

Activity	Date/Time	Activity Summary
Create	1/20/2004 3:59:53 PM	Not Assigned by contact. Please Specify, Status = Not Assigned
Notes	1/20/2004 3:59:53 PM	Not Assigned by contact

Expand/Collapse Buttons

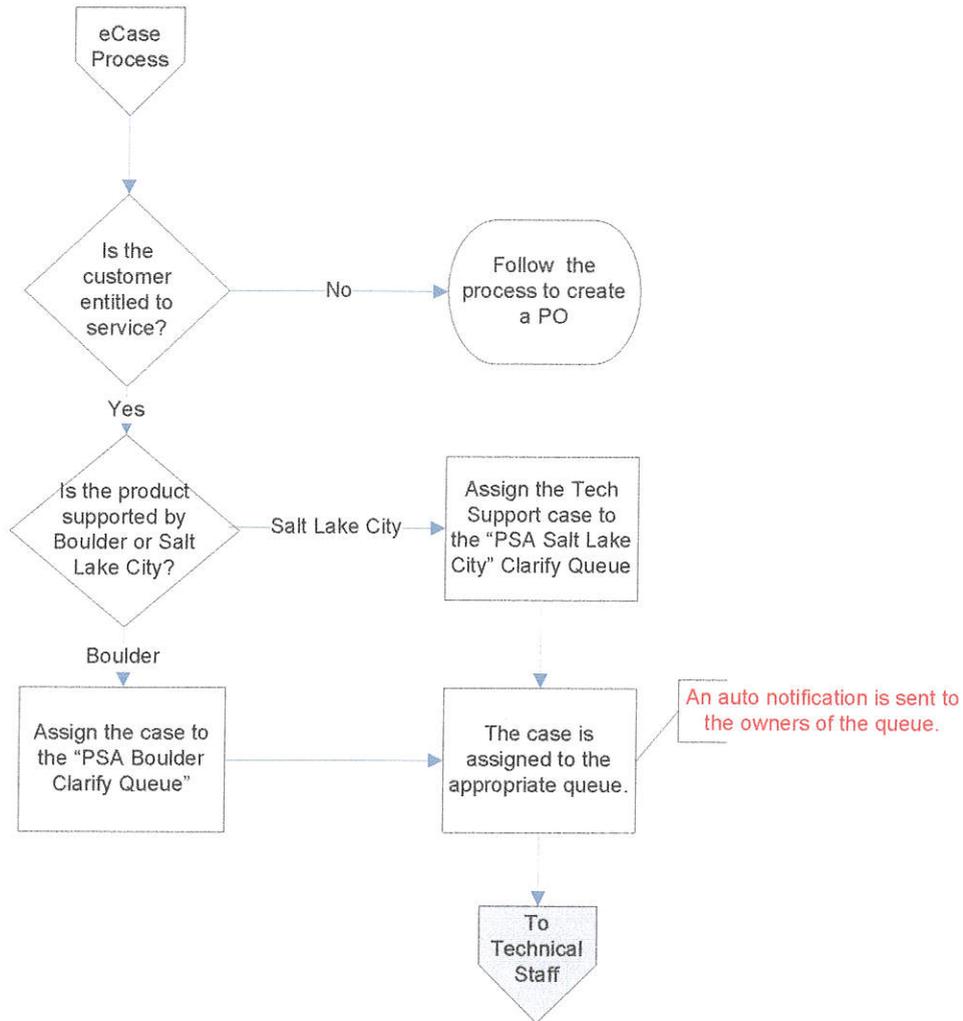
Previous Add Note Add Notes

Motorola Solutions On-Line Support

1. Motorola Solutions does not recommend using this tool for opening Severity 1 or 2 cases. For any critical issues, customers should contact the System Support Center by calling 800-323-9949 and following the appropriate prompts.
2. The same guidelines would apply to updating cases with critical information. Any critical updates should be reported directly to Support at 800-323-9949.
3. When updating case notes, please provide contact information, which includes phone number, email, etc.
4. For questions on Motorola Solutions On-Line eCase Management or administrative support, please contact the Motorola Solutions Online Helpdesk at 800-814-0601.

Requirements for effective usage:
Browser: Internet Explorer 5.0 or greater
Valid MOL user ID and Password

Motorola On-line Flow



Option 3 - Submit a ticket via Email Case Management

An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Solutions Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating cases.

To ensure proper case management and contractual response, email ticketing is only available for severity levels three and four. In order to properly process a ticket via email, the message must be formatted exactly as described below: Instructions are also located under "Resources" at: <https://motonline.mot.com>

1. Address your email to PSACASE@motorolasolutions.com
2. Type **PSA Service Request** and a brief description of the system issue in the Subject line of the e-mail message. This will become the case title
3. Type **Site ID** = followed by the site identification number of the system location
4. Type **Product Type**= followed by the product family type. Choose from the following list:
 - CAD (OR FRIENDS OF CAD, such as AWW, ATM, AVL and UDT)
 - CSR (CUSTOMER SERVICE REQUEST)
 - INFOTRAK, LRMS
 - JAIL MANAGEMENT (OFFENDERTRAK)
 - MOBILE APPLICATIONS (PMDc, AIRMOBILE, TXMESSENGER)
 - NETRMS
5. Type **Contact First Name** = followed by your first name or the name of the person you would like support personnel to contact
6. Type **Contact Last Name** = followed by your last name or the name of the person you would like support personnel to contact.
7. Type **Phone Number** = followed by the area code and phone number where the contact person may be reached
8. Type **Severity Level** = followed by either severity level 3 or 4. All severity level one or two cases must be opened via the toll-free PSA customer support number
9. Type **Problem Description** = followed by a comprehensive description of the problem
10. Send the message to us. You will receive an email with your case number for future reference.

If an email response is not received, or if you need to open a severity level one or two case, please contact the PSA customer support at 1 800-323-9949 for further assistance.

SAMPLE Email Ticket Formatting:

The screenshot shows an email composition window. On the left is a 'Send' button. The 'To...' field contains 'PSACASE'. The 'Cc...' and 'Bcc...' fields are empty. The 'Subject:' field contains 'PSA Service Request: NetRMS Reports Not Functioning'. The main body of the email contains the following text:

Site ID number: PSA1234_(NetRMS_) (*Clarify site identification number*)
Product type: NetRMS (*Specific product such as LRMS, NetRMS, PremierMDC, etc.*)
Contact first name: John
Contact last name: Doe
Phone number: 303-123-4567
Severity level: Level 3 (*Email ticketing is available for severity levels three and four only*)
Problem description: NetRMS does not allow for the creation of manual-case reports which is affecting the generation of daily reports (*Include a comprehensive description of the problem*)