

Billing Address:  
HALLANDALE BEACH POLICE  
DEPT,CITY OF  
400 S FEDERAL HWY  
HALLANDALE, FL 33009  
US

Quote Date:06/21/2026  
Expiration Date:08/21/2026  
Quote Created By:  
Mike Costa  
mcosta@emciwireless.com

End Customer:  
HALLANDALE BEACH POLICE DEPT,CITY  
OF  
Raul Rivera  
rrivera@hallandalebeachfl.gov  
9546057872

Contract: 37705 - NASPO PIGGYBACK  
BROWARD SHERIFF'S OFFICE  
AGREEMENT: STATE OF FLORIDA

## 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](http://www.motorolasolutions.com/product-terms).

| Line # | Item Number  | Description                                  | Qty | Term | List Price | Sale Price | Ext. Sale Price |
|--------|--------------|----------------------------------------------|-----|------|------------|------------|-----------------|
|        | APX™ N70     | APX N70XE                                    |     |      |            |            |                 |
| 1      | H35UCT9PW8AN | PORTABLE RADIO APX N70 7/800 MODEL 4.5       | 8   |      | \$5,365.00 | \$5,365.00 | \$42,920.00     |
| 1a     | BD00001AA    | ADD: CORE BUNDLE                             | 8   |      | \$3,323.00 | \$3,323.00 | \$26,584.00     |
| 1b     | QA02006AG    | ADD: APX N70 XE M4.5 RUGGED RADIO            | 8   |      | \$824.00   | \$824.00   | \$6,592.00      |
| 1c     | H499KC       | ENH: SUBMERSIBLE (DELTA T)                   | 8   |      | \$0.00     | \$0.00     | \$0.00          |
| 1d     | H38DA        | ADD: SMARTZONE OPERATION                     | 8   |      | \$0.00     | \$0.00     | \$0.00          |
| 1e     | Q361CD       | ADD: P25 9600 BAUD TRUNKING                  | 8   |      | \$0.00     | \$0.00     | \$0.00          |
| 1f     | Q806CH       | ADD: ASTRO DIGITAL CAI OPERATION             | 8   |      | \$0.00     | \$0.00     | \$0.00          |
| 1g     | QA00580BA    | ADD: TDMA OPERATION                          | 8   |      | \$0.00     | \$0.00     | \$0.00          |
| 1h     | Q629BD       | SOFTWARE LICENSE ENH: AES ENCRYPTION AND ADP | 8   |      | \$0.00     | \$0.00     | \$0.00          |



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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     | QA09001AM    | ADD: WIFI CAPABILITY                                | 8   |         | \$0.00     | \$0.00     | \$0.00          |
| 1j     | QA03399AK    | ADD: ENHANCED DATA                                  | 8   |         | \$0.00     | \$0.00     | \$0.00          |
| 1k     | Q387CB       | ADD: MULTICAST VOTING SCAN                          | 8   |         | \$0.00     | \$0.00     | \$0.00          |
| 1l     | QA09030AB    | ADD: MOTOROLA APX HOSTED RADIOCENTRAL*              | 8   |         | \$0.00     | \$0.00     | \$0.00          |
| 1m     | QA09016AA    | ADD: LTE FOR VERIZON LTE SERVICE                    | 8   |         | \$0.00     | \$0.00     | \$0.00          |
| 1n     | QA09028AA    | ADD: VIQI VC RADIO OPERATION                        | 8   |         | \$0.00     | \$0.00     | \$0.00          |
| 1o     | QA01427AM    | ALT: APX N70 XE HOUSING GREEN                       | 8   |         | \$30.00    | \$30.00    | \$240.00        |
| 1p     | QA01648AA    | ADD: HW KEY SUPPLEMENTAL DATA                       | 8   |         | \$6.42     | \$6.42     | \$51.36         |
| 2      | LSV01S03082A | RADIOCENTRAL PROGRAMMING                            | 8   | 7 YEARS | \$224.28   | \$224.28   | \$1,794.24      |
| 3      | SSV01S01407A | SMARTPROGRAMMING                                    | 8   | 1 YEAR  | \$144.00   | \$144.00   | \$1,152.00      |
| 4      | LSV01S03061A | APX N70 DMS ESSENTIAL W ACC DMG                     | 8   | 7 YEARS | \$837.65   | \$837.65   | \$6,701.20      |
| 5      | PMNN4818A    | BATT IMPRES 2 LIION TIA4950 IP68 3650T              | 8   |         | \$270.00   | \$197.10   | \$1,576.80      |
| 6      | PMPN4591B    | CHARGER, DESKTOP MULTI UNIT IMPRES 2, 6 DISPLAY, US | 1   |         | \$1,925.24 | \$1,405.43 | \$1,405.43      |
| 7      | PSV01S02944A | PROVISIONING SUPPORT                                | 1   |         | \$0.00     | \$0.00     | \$0.00          |
|        | APX™ 8500    |                                                     |     |         |            |            |                 |
| 8      | M37TSS9PW1CN | APX8500 ALL BAND MP MOBILE                          | 1   |         | \$6,558.00 | \$4,787.34 | \$4,787.34      |
| 8a     | GA09008AA    | ADD: GROUP SERVICES                                 | 1   |         | \$177.00   | \$129.21   | \$129.21        |
| 8b     | QA01648AA    | ADD: HW KEY SUPPLEMENTAL DATA                       | 1   |         | \$6.42     | \$4.69     | \$4.69          |
| 8c     | GA09007AA    | ADD: OUT OF THE BOX WIFI PROVISIONING               | 1   |         | \$0.00     | \$0.00     | \$0.00          |
| 8d     | W665BF       | ADD: BASE STATION OP APX                            | 1   |         | \$82.00    | \$59.86    | \$59.86         |
| 8e     | G91AF        | ADD: CNTRL STATION PWR SUPPLY                       | 1   |         | \$317.00   | \$231.41   | \$231.41        |
| 8f     | GA01579AB    | ADD: BLUETOOTH/WIFI GLASSMOUNT 2.4/5GHZ             | 1   |         | \$82.00    | \$59.86    | \$59.86         |



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|------------------|-------------|----------------------------------------------------------|-----|------|------------|------------|-----------------|
| 8g               | GA00235AA   | ADD: NO GPS ANTENNA<br>NEEDED APX                        | 1   |      | \$0.00     | \$0.00     | \$0.00          |
| 8h               | GA00580AA   | ADD: TDMA OPERATION                                      | 1   |      | \$530.00   | \$386.90   | \$386.90        |
| 8i               | GA01513AB   | ADD: ALL BAND MOBILE<br>ANTENNA (7/8/V/U)                | 1   |      | \$112.00   | \$81.76    | \$81.76         |
| 8j               | G66BN       | ADD: DASH MOUNT E5                                       | 1   |      | \$148.00   | \$108.04   | \$108.04        |
| 8k               | G51AT       | SOFTWARE LICENSE<br>ENH:SMARTZONE                        | 1   |      | \$1,766.00 | \$1,289.18 | \$1,289.18      |
| 8l               | G142AD      | ADD: NO SPEAKER APX                                      | 1   |      | \$0.00     | \$0.00     | \$0.00          |
| 8m               | G78AT       | ENH: 3 YEAR ESSENTIAL<br>SVC                             | 1   |      | \$288.00   | \$288.00   | \$288.00        |
| 8n               | GA05508AA   | DEL: DELETE VHF BAND                                     | 1   |      | -\$800.00  | -\$584.00  | -\$584.00       |
| 8o               | GA09001AA   | ADD: WI-FI CAPABILITY                                    | 1   |      | \$353.00   | \$257.69   | \$257.69        |
| 8p               | G444AH      | ADD: APX CONTROL HEAD<br>SOFTWARE                        | 1   |      | \$0.00     | \$0.00     | \$0.00          |
| 8q               | QA03399AA   | ADD: ENHANCED DATA<br>APX                                | 1   |      | \$177.00   | \$129.21   | \$129.21        |
| 8r               | GA01517AA   | DEL: NO J600 ADAPTER<br>CABLE NEEDED                     | 1   |      | \$0.00     | \$0.00     | \$0.00          |
| 8s               | QA05751AA   | ADD: NO ENCRYPTION,<br>CLEAR RADIO (NO ADP)<br>(US ONLY) | 1   |      | \$0.00     | \$0.00     | \$0.00          |
| 8t               | G806BL      | SOFTWARE LICENSE ENH:<br>ASTRO DIGITAL CAI OP<br>APX     | 1   |      | \$607.00   | \$443.11   | \$443.11        |
| 8u               | GA01767AG   | ADD: RADIO<br>AUTHENTICATION                             | 1   |      | \$118.00   | \$86.14    | \$86.14         |
| 8v               | GA01670AA   | ADD: APX E5 CONTROL<br>HEAD                              | 1   |      | \$767.00   | \$559.91   | \$559.91        |
| 8w               | QA09113AB   | ADD: BASELINE RELEASE<br>SW                              | 1   |      | \$0.00     | \$0.00     | \$0.00          |
| 8x               | GA01630AA   | ADD: SMARTCONNECT                                        | 1   |      | \$0.00     | \$0.00     | \$0.00          |
| 8y               | W382AM      | ADD: CONTROL STATION<br>DESK GCAI MIC                    | 1   |      | \$199.00   | \$145.27   | \$145.27        |
| 8z               | G361AH      | SOFTWARE LICENSE ENH:<br>P25 TRUNKING SOFTWARE<br>APX    | 1   |      | \$353.00   | \$257.69   | \$257.69        |
| Product Services |             |                                                          |     |      |            |            |                 |



| Line # | Item Number  | Description                                        | Qty | Term | List Price | Sale Price | Ext. Sale Price |
|--------|--------------|----------------------------------------------------|-----|------|------------|------------|-----------------|
| 9      | LSV01Q00387A | EMCI<br>PROGRAMMING &<br>CONFIGURATION<br>SERVICES | 9   |      | \$185.00   | \$185.00   | \$1,665.00      |

Product Services

|    |              |                    |   |  |              |              |              |
|----|--------------|--------------------|---|--|--------------|--------------|--------------|
| 10 | LSV01Q00387A | PURCHASE INCENTIVE | 1 |  | (\$1,152.00) | (\$1,152.00) | (\$1,152.00) |
|----|--------------|--------------------|---|--|--------------|--------------|--------------|

|             |                  |
|-------------|------------------|
| Grand Total | \$98,251.30(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: \_\_\_\_\_

- 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.



| Line # | Item Number  | Parametric Data                                                       |
|--------|--------------|-----------------------------------------------------------------------|
| 1l     | QA09030AB    | Incomplete                                                            |
| 1m     | QA09016AA    | ENDUSERT = EMERGENCY MANAGEMENT SERVICES                              |
| 1p     | QA01648AA    | ASKHOMID = 0997                                                       |
| 7      | PSV01S02944A | TEMAILAR = rriviera@hallandalebeachfl.gov,CUSTNAME = „SYSTEMID = 0997 |
| 8b     | QA01648AA    | ASKHOMID = 0997                                                       |



## 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.

### 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

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 copdeplugs 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.



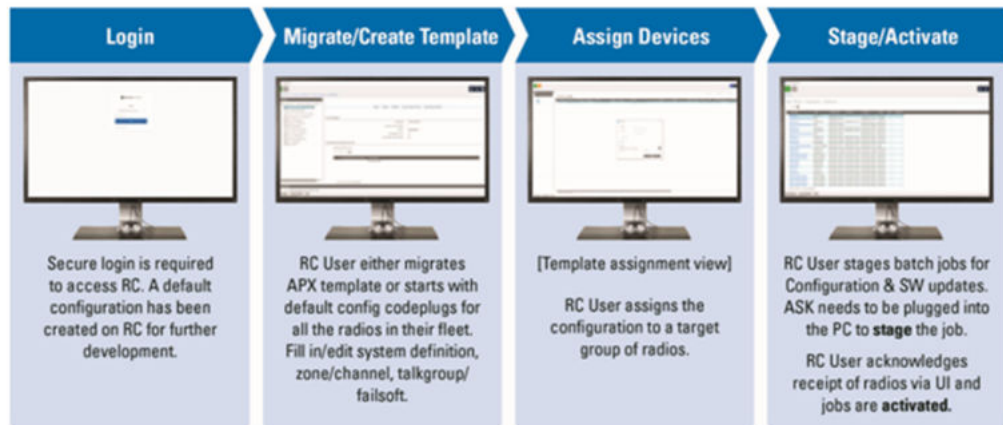


Figure 1: APX N70 Provisioning via Radio Central

## 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.

#### ACCIDENTAL DAMAGE (OPTIONAL)

An add-on to Hardware Repair, Accidental Damage provides repair coverage for internal and external device components damaged due to accidents or that do not work in accordance with published specifications. Repair services are performed at a Motorola Solutions-operated or supervised facility. Accidental Damage coverage must be purchased together with, or within 90 days of, a qualifying Motorola Solutions hardware purchase. This offer reduces unexpected expenses relating to the repair of the device.

Accidental Damage coverage includes all Hardware Repair services, and expands coverage to include Accidental Damage. Examples of items included under Accidental Damage Coverage are:

- Electrical repair for components that are not working in accordance with published specifications
- Electrical repair for failures caused by accidental water damage.
- Electrical repair for accidental internal damage.
- Replacement of accidentally cracked or broken housings.
- Replacement of accidentally cracked or broken displays.



- Replacement of accidentally cracked or broken or missing keypads/buttons.

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. The Customer may need to downgrade the firmware on the replacement device.

### **Added Motorola Solutions Responsibilities for Accidental Damage**

- Repair or replace accidentally damaged device, as determined by Motorola Solutions.

### **Limitations and Exclusions**

In addition to applicable Limitations and Exclusions for Hardware Repair, Accidental Damage limits or excludes the following:

- There is a limit of one device repair per device/per contract year with Accidental Damage coverage. This exclusion does not apply to repairs to malfunctioning components. Motorola Solutions will repair malfunctioning components covered by the standard Hardware Repair service as needed.
- Where ongoing "accidental damage" 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 prevailing charges for devices deemed by Motorola Solutions to have been damaged through improper handling, carelessness, or reckless use.
- Accidental Damage is quoted on a per-unit basis, is prepaid, non-cancellable, and non-refundable for the purchased service term.

## **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 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.

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- 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.

### 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.



## Purchase Order Checklist NA OM

Marked as PO/ Contract/ Notice to Proceed on Company Letterhead  
(PO will not be processed without this)

PO Number/ Contract Number

PO Date

Vendor = Motorola Solutions, Inc.

Payment (Billing) Terms/ State Contract Number

Bill-To Name on PO must be equal to the *Legal* Bill-To Name

Bill-To Address

Ship-To Address (If we are shipping to a MR location, it must be documented on PO)

Ultimate Address (If the Ship-To address is the MR location then the Ultimate Destination address must be documented on PO )

PO Amount must be equal to or greater than Order Total

Non-Editable Format (Word/ Excel templates cannot be accepted)

Tax Exemption Status

Signatures (As required)

**NOTE:** When an email order is submitted a confirmation is sent from Motorola AutoNotify referencing a **case number**.

Once checklist is complete, order still must go through **Order Validation/Credit Approval**