SECTION 4 – MOTOBRIDGE IP WARRANTY AND SUPPORT PLAN

Overview

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

15.1 Overview

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

- Dispatch Service
- Network Monitoring Service
- Preventive Maintenance
- Infrastructure Software Installation
- System Audit
- Asset Management
- Network Planning

- Remote Technical Support
- On-Site Infrastructure Response
- Infrastructure Board Repair
- Configuration Management
- Software Subscription Agreement
- Network Management

15.13   Network Security – Does not apply to MOTOBRIDGE IP

15.13.1   Network Security Services – Does not apply to MOTOBRIDGE IP

15.13.1.1   Pre-tested Anti-Virus Subscription – Does not apply to MOTOBRIDGE IP

15.13.1.2   Anti-Virus Management – Does not apply to MOTOBRIDGE IP

15.13.1.3   Network Barrier Management – Does not apply to MOTOBRIDGE IP

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

15.14.1 Sites and Facilities Maintenance for MOTOBRIDGE IP

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

Tables and Exhibits

Table 15-4 – MOTOBRIDGE IP Severity Definitions

Severity Level	Problem Types
Severity 1	• Master Site (NOC) Down • Loss of functionality of entire site • Loss of ability to report critical alarms at any site • Loss of multi-site controls or networking
Severity 2	• Significant STARS MOTOBRIDGE IP Impairment • SW or HW subsystem failure for a non-critical function
Severity 3	• Parts Questions • Upgrades • Intermittent problems that have a non-system affect • STARS Cases presently being monitored • Operational and informational questions • Configuration Change Support and Work Flow procedure questions