



L3HARRIS™

20189

**AMENDMENT NO. 1
SERVICES AGREEMENT**

FILED FOR RECORD at <u>2:00</u> o'clock <u>P</u> -M JUL 14 2026 BECKY LANNRIM County Clerk, Hunt County, Tex. by

THIS AMENDMENT NO. 1 (the "Amendment") is entered into as of April 8, 2026 (the "Effective Date"), by and between **HUNT COUNTY, TEXAS**, (hereinafter referred to as "Customer") located at 2507 Lee St., Greenville, TX 75401 and **L3HARRIS TECHNOLOGIES, INC.** (hereinafter referred to as "L3Harris"), a Delaware corporation, acting through its Communication & Spectrum Dominance Segment located at 221 Jefferson Ridge Parkway, Lynchburg, VA 24501 (collectively referred to as the "Parties").

RECITALS

WHEREAS, the original Services Agreement, dated March 28, 2023 (the "Agreement"), was entered into by and among Customer and L3Harris; and

WHEREAS, the Parties desire to amend the Agreement to:

- (i) update the total site count from 4 to 5;
- (ii) Update the DC Plant count from 4 to 5;
- (iii) add an additional Symphony Console with Advanced Backup Radio and a spare Symphony console to the Equipment List
- (iv) add specifications for the Aviat microwave system and Interop system (Pathway+/Bridges);
- (v) remove certain excluded services and customer obligations; and
- (vi) update the Service Descriptions;
- (vii) update the Critical Spares List.
- (viii) Adjust the Terminal Equipment list to meet purchased amounts.

Except as expressly modified herein, all terms and conditions of the Agreement shall remain in full force and effect.; and

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties agree as follows:

1. **Definitions.** Capitalized terms used but not otherwise defined in this Amendment shall have the meanings assigned to them in the Agreement.
2. **Term of the Agreement.** For the avoidance of doubt, this Amendment does not extend the Term of the Agreement, which shall continue in accordance with the terms set forth in the original Agreement.
3. Section II. Services. The pricing table in Section II is hereby deleted in its entirety and replaced with the below to be invoiced annually:



TERM (Period of Performance)	ANNUAL SUPPORT FEES
Year 1 System Purchase Warranty/ Maintenance	Warranty
Year 2 System Purchase Warranty/ Maintenance	Warranty
Year 3 System Purchase Warranty/ Maintenance	Warranty
Year 4 Maintenance	\$ 366,381.81
Year 5 Maintenance	\$ 366,381.81
Year 6 Maintenance	\$ 366,381.81
Year 7 Maintenance	\$ 366,381.81
Year 8 Maintenance	\$ 366,381.81
Year 9 Maintenance	\$ 366,381.81
Year 10 Maintenance	\$ 366,381.81
Year 11 Maintenance	\$ 349,949.69
Year 12 Maintenance	\$ 349,949.69
Year 13 Maintenance	\$ 349,949.69
Year 14 Maintenance	\$ 245,488.05
Year 15 Maintenance	\$ 245,488.05
TOTAL ANNUAL SUPPORT FEES	\$ 4,105,497.84

4. **Section 3. Conditions of Service.** Section 3.a. is hereby deleted in its entirety and replaced with the following:
 - a. ensure Equipment is in good working order as of the Commencement Date and continues as such during the Term. Customer shall ensure Equipment is maintained per the recommended manuals. In addition to the Support Fees.
5. **Section 5. Excluded Services.** Section 5.u is hereby deleted in its entirety. Section 5.v is hereby re-designated as Section 5.u.
6. **Section 6. General Customer Obligations.** Section 6.c is hereby omitted. Section 6.l is hereby deleted in its entirety and replaced with the following:
 - a. provide primary power source, suitable inter-site and inter node links, and further installation of the Equipment at the sites.
7. **Attachment A: Equipment List.** Attachment A is hereby deleted in its entirety and replaced with Attachment A attached hereto and incorporated herein by reference.
8. **Attachment B: Service Descriptions.** Attachment B is hereby deleted in its entirety and replaced with Attachment B attached hereto and incorporated herein by reference.
9. **Attachment D: Point of Contact and Notice.** Attachment D is hereby deleted in its entirety and replaced with Attachment D attached hereto and incorporated herein by reference.
10. **Full Force and Effect.** Except as expressly modified by this Amendment, all terms and conditions of the Agreement shall remain in full force and effect and are hereby ratified and affirmed by the Parties.

IN WITNESS WHEREOF, the Parties have executed this Amendment as of the Effective Date by their duly authorized representatives.

L3HARRIS TECHNOLOGIES, INC.
ACTING THROUGH ITS
COMMUNICATION & SPECTRUM

HUNT COUNTY, TEXAS



L3HARRIS™

DOMINANCE SEGMENT

By: _____

Name: Kimberly Witte _____

Title: Lead, Contract _____

Date: _____

By: _____

Name: Bobby W Stovall _____

Title: County Judge _____

Date: July 14, 2020 _____



ATTACHMENT A
EQUIPMENT LIST

The Services will apply for the following Equipment:

INFRASTRUCTURE

QTY	DESCRIPTION
5	Simulcast Sites, 4 Channels each
5	Symphony Consoles at Dispatch
4	Advanced Back-up Radios at for Symphony Consoles
Lot	Zetron Pathway+ Interop Gateways (4 encrypted and 8 unencrypted talkpaths), XLBridges with 5 radios

THIRD-PARTY EQUIPMENT COVERED UNDER OEM SUPPORT AGREEMENTS

QTY	DESCRIPTION
5	DC Plants
1	Aviat Microwave Network (Quinlan (1 hop), Tillman (3 hop), Celeste (2 hop), Commerce (2 hop), HSCO (2 hop))

Where applicable, the Designated System will be defined as the following L3Harris Infrastructure:

DESIGNATED SYSTEM

SYSTEM NAME	SYSTEM CLASSIFICATION
VIDA	Unite Geo-Redundant P25 Trunking System

SITE LOCATIONS

QTY	DESCRIPTION
#1	SBA Commerce
#2	Quinlan Tower (f/k/a Watertank)
#3	SBA Celeste
#4	Caddo Mills Tillman (f/k/a Crown Castle)
#5	Hunt County Sheriff's Office

TERMINALS

QTY	DESCRIPTION
435	XL-Family Portable Radios
234	XL-Family Mobile Radios



ATTACHMENT B SERVICE DESCRIPTIONS

I. PREMIUM TECHNICAL SUPPORT (PTS)

1. **Service Description.** Provides technical assistance to answer questions and help resolve issues. Provides support renewals for Third-Party software licenses as needed to provide the Services, and support renewals for server and networking equipment used in the Designated System.
2. **Service Request.** Customer's Point of Contact shall follow Section III.7 ("Service Request Procedure"), and specifically call L3Harris' Technical Assistance Center (TAC) at 1-800-528-7711 or email PSPC_TAC@L3Harris.com.
3. **Levels of Technical Assistance Support:**
 - a. **Level 1 First Line Support.** Means telephone helpdesk or answer center receiving Customer's inbound Service Requests via phone, web forms, or email. L3Harris service representatives log, categorize, prioritize, and route incidents reported by Customers and can implement basic, documented break-fix tasks.
 - b. **Level 2 Second Line Support.** Means troubleshooting of Service Requests via L3Harris documented processes and workflows and maintaining a Run-Book which is used to record Service Requests, resolutions, and assists in collaborating with any other support or dependency groups in case the incident has linkage to other support personnel or outside vendors.
 - c. **Level 3 Third Line Support.** Means detailed troubleshooting of Service Requests by L3Harris technical experts who resolve issues that are typically difficult or subtle; participate in management, prioritization, minor enhancements, break fix activities, problem management, stability analysis; subject matter experts in technology platforms. If a fix involves a major enhancement or a development, the problem is transferred to L3Harris engineering. L3Harris engineers may require root or administrator access to the Designated System.
 - d. **Level 4 Product and Vendor Support.** Means direct support by L3Harris or vendor product architects, engineers, software developers, or hardware designers. The Service Request escalation process may involve product bugs, detailed configuration requirements, or other expert level guidance. Level 4 support is subject to the limitations of Third-Party Support Agreements and as indicated under the General Terms and Conditions section of this Agreement.
4. **L3Harris Responsibilities:**
 - a. Provide Customer with 24x7x365 Level 1 First Line Support through Level 4 Product and Vendor Support for resolving issues with the Equipment.
 - b. Respond to non-Emergency Calls within two (2) hours from the time of Service Request
 - c. Respond to Emergency Calls within one (1) hour from the time of Service Request.
 - d. Provide Customer with access to Tech-Link.
 - e. Manage Third-Party Equipment and software subscription services and licenses to ensure Customer can receive, as applicable, Security Updates, Operating System Patches, Level 3 Third Line Support, and Level 4 Product and Vendor Support for Third-Party Equipment and its software as included in the Equipment List. Subject to the limitations of Third-Party Support Agreements and as indicated under the General Terms and Conditions section of this Agreement, this includes the purchase of Third-Party software subscription renewals and software licenses when necessary to provide the Services. Additionally, this includes the purchase of support renewals for server and networking equipment used in the Designated System.



- f. Provides new versions of Third-Party software applications as part of Premium Technical Support (PTS) when installation of Software Updates requires a new version of Third-Party software application.
- g. Coordination with On-site support services, as necessary. On-site support services are not included in Premium Technical Support but may be purchased by the Customer as Demand Services.

II. ON-SITE CORRECTIVE MAINTENANCE (Infrastructure Only)

- 1. Service Description: Provides labor, during Business Hours, to troubleshoot, repair, and if necessary, remove and replace defective Equipment.
- 2. Service Request. To initiate this Service, Customer's Point of Contact shall follow Section II "Service Request Procedure," and specifically call their Regional Service Manager, identified in attachment D ("Point of Contact and Notice").
- 3. L3Harris Responsibilities:
 - a. On-Site Troubleshooting:
 - i. Dispatch personnel to investigate problem at Customer's location after remote diagnostics are made.
 - ii. Perform pre-diagnostics to confirm malfunction.
 - b. Repair or replace of failed Equipment per L3Harris determination:
 - i. Repair, if repairable, and perform testing to verify proper operation.
 - ii. Replace, if replaceable, with Customer purchased Spare Part and perform testing to verify proper operation.
 - c. Ship failed Equipment to L3Harris or Third-Party Standard Repair Services ("Depot") for repair:
 - i. Obtain a Return Material Authorization ("RMA")
 - ii. Ship (at Harris' expense) Equipment to the Depot.
 - iii. Manage and track repair status through the Depot process.
 - iv. Receive and bench diagnose (where possible) repaired Equipment to meet original specifications.
 - d. Return repaired Equipment:
 - i. Return repaired Equipment to original Customer location, install, and perform testing to verify proper operation.
 - ii. Return the repaired Equipment to the Spare Parts inventory, if a Spare Part was used.
 - e. Purchase the replacement of the failed Equipment when not repairable.
- a. associated logging devices, and any batteries.

III. STANDARD REPAIR SERVICES (Terminals and Infrastructure, as applicable)

- 1. Service Description. Provides factory/depot repair services for the Equipment. *For Expedited Repair Services- Depot (Terminals Only), standard repair completion is in approximately five (5) business days.
- 2. Service Request.
 - a. Customer's Point of Contact shall initiate a Return Material Authorization ("RMA") request for repair services through the online portal at L3Harris.com or by calling L3Harris at 1-800-368-3277.
 - b. A Return Material Authorization ("RMA") will be provided to Customer within two (2) business days from the date of receipt of Customer's RMA request.
 - c. Customer shall follow the instructions listed on the RMA. Customer shall ship, at Customer expense, the Equipment to the address specified in the RMA. Customer shall include a copy of the RMA form inside the box, and clearly display the RMA number on the outside of the box containing the Equipment.



- d. Customer shall pack Equipment adequately to prevent damages during transit and bear the risk of damage during transit. Equipment damaged during transit will be returned to Customer un-repaired and may incur a Diagnostic Fee. If Customer wants multiple items listed on a single RMA to be returned together, Customer must specifically request a complete shipment from L3Harris.
3. Schedule for Standard Repairs.
 - a. Standard repairs will be completed in approximately ten (10)* business days for L3Harris Equipment, and approximately thirty (30) business days for Third-Party Equipment from the date of receipt of the Equipment.
 - b. If Customer wants the Equipment repaired sooner than the estimated dates within this Section, the Customer must contact L3Harris for additional options which may result in additional charges.
4. L3Harris Responsibilities:
 - a. Notify Customer if any Equipment, received from Customer, appears damaged during shipment or is missing.
 - b. Verify the Equipment received against Customer submitted RMA.
 - c. Perform a visual inspection and operational check on Equipment to determine nature of the problem and repairs required.
 - d. Make the required repairs and test the functionality of the repaired Equipment or manage the repair through the Third-Party manufacturer, if applicable.
 - e. Package, ship, and return the repaired Equipment to Customer, at L3Harris' expense, as the Equipment is repaired.
 - f. Provide a Summary Report similar to the example below, or another format as determined by L3Harris:

WO No.	Date	Problem	Resolution	Resolution Date
123456	7/4/2021	No card communication.	Corrupt software. Reloaded. Passed communication tests.	7/4/2021

- g. Ship multiple Equipment listed on a single RMA together only if Customer specifically requests complete shipment.
- h. Pack outbound shipments properly and bear the responsibility for damage that occurs prior to delivery to Customer.
5. Customer Verification. At Customer's expense, Customer shall reinstall and validate operation of repaired Equipment.
6. Non-Standard Repair.
 - a. L3Harris may determine, in its sole discretion that the repair of Equipment is not within the scope of Services of this Agreement. This may be due to the unavailability of parts, equipment or part obsolescence; or because the services needed are Excluded Services, as described in Section III. 5 ("Excluded Services");
 - b. If L3Harris determines, for the reasons set forth above, that Equipment is not within the scope of this Agreement, L3Harris shall determine and provide to Customer an estimate of additional time required and either i) all additional charges required to perform repairs or ii) the cost to replace the Equipment.
 - c. If Customer approves the additional charges, the repaired or replacement Equipment shall be shipped to Customer. If Customer disapproves the additional charges, L3Harris will charge a Diagnostic Fee and return the unrepaired Equipment to Customer.

IV. SOFTWARE MANAGED SERVICES (SMS) (Terminals and Infrastructure, as applicable)

1. Service Description. Provides periodic Software Updates to L3Harris Licensed Programs.



2. Service Request. No Service Request is needed. L3Harris shall notify Customer when SMS are available. For additional SMS related Services, Customer's Point of Contact may contact TAC by calling 1-800-528-7711.
3. L3Harris Responsibilities:
 - a. Deliver Software Updates electronically to Customer's Point of Contact and make available for download by Customer unless Customer requests and it is mutually agreed to provide the Software Update in another format. Hardware purchases or upgrades, at Customer's expense, may be necessary for Customer to fully implement the Software Updates.
 - b. Provide at least one (1) set of Software Release Notes.
 - c. Provide replacements to Customer at no additional charge, for any software media that incurs damage during shipment.
 - d. Make available system level release documentation, prior to the general release of a major System Release by L3Harris for L3Harris Licensed Programs, announcing the impending release, and detailing its contents and impact, if any, on any other L3Harris Hardware or software components.
4. Compatibility with Hardware. Customer acknowledges that Software Updates may not operate on older hardware. NOTHING IN THIS AGREEMENT OR OTHERWISE REQUIRES L3HARRIS EITHER TO DESIGN UPDATES THAT REMAIN COMPATIBLE WITH DESIGNATED SYSTEM HARDWARE OR TO PROVIDE ADDITIONAL HARDWARE UNDER THIS AGREEMENT.
5. System Configuration Baseline and Documentation Update. As part of the initial enrollment process, L3Harris may deem it necessary to conduct a system audit of the Designated System(s) to be covered under this Agreement. If said audit is required, audit will be conducted and used to verify Customer's first-year SMS fee and to determine the System Release levels for L3 Harris Licensed Programs contained within the Designated System at the time of enrollment, together with any Hardware updates necessary to accommodate Software Updates. Customer may incur additional costs for modifications or updates required to initiate the SMS.
6. Installation Phone Support. Customer may use TAC telephone support with respect to the installation of Software Updates.
7. Tech-Link. Customer, through the Customer Point of Contact, will have access to Tech-Link via a user ID and password authorization to access release documentation and downloadable distribution media.
8. Services Not Included. Unless Obsolescence Protection and/or Planned Network Upgrade, as applicable, are purchased by Customer (See Section II. Services, of this Agreement), Hardware upgrades, are not included within the scope of this Agreement.
 - a. If a Software Update requires a corresponding Hardware change, Customer will be required to separately purchase the compatible Hardware to fully install and utilize the Software Update. L3Harris will endeavor to notify Customer in advance of any Hardware changes needed to implement a Software Update, via the system-level release documentation or other reasonable method of communication from L3Harris.
 - b. The installation of Software Updates may require a new version of one or more Third-Party software applications which new versions of Third-Party software applications are not included as part of SMS.

V. SMS INSTALLATION (Terminals and Infrastructure, as applicable)

1. Service Description. Manages the installation of SMS Software Updates on a biennial basis.
2. Service Request. To initiate this Service, Customer's Point of Contact shall follow Section III.7. ("Service Request Procedure"), and specifically call their Regional Service Manager, identified in Attachment D ("Point of Contact and Notice").
3. L3Harris Responsibilities:



- a. Install the L3Harris Software Updates once every twenty-four (24) months during the Term of this Agreement.
- b. Provide Customer with a Business Hours installation schedule and approximate Equipment out of service periods (if any).
- c. Provide labor (during Business Hours) for SMS installation per L3Harris Licensed Software Update installation process.
- d. Provide Customer with a Summary Report as part of the installation of SMS Software Updates as exemplified below, or another format as determined by L3Harris:

WO No.	Date	Task	Description of Software Package	Completion Date
123456	7/4/2021	Software Update received.	Loaded new software per release notes.	7/4/2021

4. Exclusions:

- a. This SMS Installation Service does not include upgrade or update efforts requiring network engineering, design engineering, configuration engineering, system engineering, program management, or full software installation or software implementation or major system upgrades requiring component or hardware updates or upgrade. Not included in Software Updates are system updates from any previously released software update. Upon request for these updates, software installation services, or any services requiring network engineering, design engineering, configuration engineering, system engineering, or program management services, L3Harris will provide a detailed quote for Customer to purchase separately.

VI. SECURITY UPDATE MANAGEMENT SERVICES (SUMS+)

1. Service Description. Provides periodic Operating System Patches, as available, and as described below to mitigate identified software vulnerabilities.
2. Service Request. No Service Request is needed. L3Harris shall notify Customer when Operating System Patches are available. For additional SUMS+ related Services, Customer's Point of Contact may contact TAC by calling 1-800-528-7711.
3. L3Harris Responsibilities:
 - a. Provide periodic Operating System Patches, as available, and as described below to mitigate identified software vulnerabilities. Operating System Patches will contain at least one (1) set of Software Release Notes. Operating System Patches will include patches for the Third-Party operating systems used in the Infrastructure.
 - i. Operating System Patches Upon Enrollment. As determined by a system configuration baseline and documentation audit performed by L3Harris, L3Harris shall provide to Customer the Operating System Patches required, if any, to bring the L3Harris Operating System Patches within the Designated System(s) up to L3Harris current levels. This excludes updates to new versions of Third-Party Software Products. New versions of Third-Party Software Products are included as part of PTS Service Description. Customer will be required to have current license, services, and/or support agreement(s) with Third-Party vendor(s) which allow for installation of Operating System Patches within the Designated System. L3Harris shall assist Customer in obtaining necessary Third-Party Support Agreements through PTS. Any additional cost to secure these Third-Party Support Agreements is the sole responsibility of the Customer.
 - ii. Subsequent Operating System Patches. During the Term, L3Harris shall provide Operating System Patches to Customer for Third-Party operating system software included in the Designated System.



- b. **Monitoring.** L3Harris uses reasonable efforts to monitor pertinent governmental, vendor, independent sources, and open source information databases to identify vulnerabilities and subsequent resolutions applicable to Third-Party operating systems used by the Designated System(s). L3Harris shall identify and document latest known system vulnerabilities and compliance issues discovered and provide a status and recommendations report via Tech-Link.
- c. **Operating System Patches Pretest.** Operating System Patches are tested on dedicated security verification test systems to ensure proper system operation prior to general release.
- d. **Delivery.** Operating System Patches shall be provided to the Customer Point of Contact.
 - i. Operating System Patches are electronically distributed to target devices via a client-server application running within the Designated System(s). This application provides the full scheduling capabilities should an application restart or server reboot be necessary to complete the update process.
 - ii. Telephone support is available through TAC, with respect to the installation of Operating System Patches.
 - iii. On-site support for installation is not included in SUMS+ but may be purchased by the Customer. See SUMS+ Installation.
4. **Limitations.** Operating System Patches provided by L3Harris are limited to L3Harris' current and current minus one System Release levels, therefore, Customer may be required to purchase and install, at Customer's expense, additional or upgraded Hardware or software in order to take full advantage of Operating System Patches. NOTHING IN THIS AGREEMENT OR OTHERWISE REQUIRES L3HARRIS TO PROVIDE OPERATING SYSTEM PATCHES THAT REMAIN COMPATIBLE WITH DESIGNATED SYSTEM HARDWARE OR TO PROVIDE ADDITIONAL HARDWARE UNDER THIS AGREEMENT.
5. **Customer Delegation.** Customer hereby delegates, grants, and assigns to L3Harris, acting as the Customer's agent, all approval rights relating to the selection of Operating System Patches. All approvals given to Third-Party vendors by L3Harris shall be deemed as being granted by the Customer.

VII. SUMS+ INSTALLATION

1. **Service Description.** Manages the installation of SUMS+ Operating System Patches on a periodic basis.
2. **Service Request.** To initiate this Service, Customer's Point of Contact shall follow Section III.7. ("Service Request Procedure"), and specifically call their Regional Service Manager listed in Attachment D ("Point of Contact and Notice").
3. **L3Harris Responsibilities:**
 - a. Install the Operating System Patches.
 - b. Provide Customer with a Business Hours installation schedule and approximate Equipment out of service periods (if any).
 - c. Provide labor (during Business Hours) to install SUMS+ Operating System Patches.
 - d. Provide Customer with a Summary Report in the format shown below, or another format as determined by L3Harris:

WO No.	Date	Task	Description	Completion Date
123456	7/4/2023	Operating System Patches received.	Loaded new Operating System Patches per release notes.	7/4/2023

4. **Exclusions:**
 - a. This SUMS+ Installation Service does not include upgrade or update efforts requiring network engineering, design engineering, configuration engineering, system engineering,



program management, or full software installation or software implementation or major system upgrades requiring component or hardware updates or upgrade. Not included in Operating System Patches are system updates from any previously released Operating System Patches. Upon request for these updates, software installation services, or any services requiring network engineering, design engineering, configuration engineering, system engineering, or program management services, L3Harris will provide a detailed quote for Customer to purchase separately.

VIII. RAPID RESPONSE SERVICE LEVEL AGREEMENT (SLA) (Infrastructure Only)

1. Service Description. Provides enhanced on-site response 24x7x365 to On-Site Corrective Maintenance as defined within this Agreement.
2. Service Request.
 - a. System Notification: Equipment may directly, or through an alarm monitoring system, determine there is an active alarm that requires immediate attention and notifies a L3Harris technician. L3Harris technician will self-dispatch or will notify the on-call technician of the issue. L3Harris technician will notify Customer's Point of Contact of the issue and will advise time of call initiation and estimated next steps.
 - b. Self-Notification: L3Harris technician aware of an issue through use or other activities related to the Equipment will self-dispatch or will notify the on-call technician of the issue. L3Harris technician will notify Customer's Point of Contact of the issue and will advise time of call initiation and estimated next steps.
 - c. Customer Notification: Customer's Point of Contact will contact L3Harris to initiate a Service Request per the Escalation Plan and Response Matrix.
 - d. Customer shall provide the following information when initiating a Service Request:
 - i. Severity Level as per the Response Matrix.
 - ii. Problem description and site location.
 - iii. Information regarding Group ID, Unit ID and functionality impacted.
 - iv. Provide contact information and location of user reporting issue, and time experienced.
 - v. Other pertinent information requested by L3Harris.
3. L3Harris Responsibilities:
 - a. Provide 24x7x365 on-call system technicians that are trained, experienced and qualified and who will respond based on the Response Matrix shown below.
 - b. On-call technician will receive notification of system issues by one of the following: System Notification, Self-Notification, or Customer Notification.
4. Escalation Plan:
 - a. Step 1
 - i. Technician: Customer's Point of Contact will notify L3Harris on-call technician by placing a call to the Designated Personnel, identified in Attachment D ("Point of Contact and Notice").
 - ii. If after the Response Time listed in the Response Matrix the L3Harris on-call technician has not responded to the Customer's call, Customer will re-initiate the call to the Step 1 number again.
 - iii. If after five (5) more minutes the L3Harris on-call technician has not responded to the Customer's call, Customer will proceed to Step 2.
 - b. Step 2
 - i. Supervisor: Customer will call the Supervisor, identified in Attachment D ("Point of Contact and Notice").
 - ii. If after fifteen (15) minutes the Supervisor has not responded to the Customer's call, Customer will proceed to Step 3.
 - c. Step 3



- i. Regional Service Manager: Customer will call their Regional Service Manager, identified in Attachment D (“Point of Contact and Notice”).
- ii. If after fifteen (15) minutes the Regional Service Manager has not responded to Customer’s call, Customer will proceed to Step 4.
- d. Step 4
 - i. Director of Field Services: Customer will call the Director of Field Services, identified in Attachment D (“Point of Contact and Notice”).

5. 24x7x365 Response Matrix:

SEVERITY LEVEL	TYPE OF EQUIPMENT	RESPONSE TIME
Severity Level 1 (Major Failures)	➤ Any site inoperable. ➤ 25% of system switches inoperable. ➤ 25% of site channels inoperable. ➤ 25% of dispatching capability is inoperable. ➤ Any major alarm that is leading to an inoperable state of 25%.	Within one (1) hour 24x7x365 to remotely respond to the problem. Arrive on site, if necessary, within eight (8) hours.
Severity Level 2 (Moderate Failures)	➤ Significant System Impairment greater than 5% of system down and not to exceed 25% of system down. ➤ System problems presently being monitored. ➤ This level is meant to represent a moderate issue that limits by greater than 5% a Customer's normal use of the system, sub-system, product, or major non-critical features.	Within two (2) hours of the next business day remotely respond to the problem. Travel on site if necessary.
Severity Level 3 (Non-Emergency)	➤ Minor alarms that do not prevent or prohibit use of Equipment. ➤ Operational, parts, and configuration questions. ➤ Site environmental alarms. ➤ Intermittent problems being reviewed or monitored that are not resulting in a Severity Level 1 or Level 2 issue. ➤ Scheduled or routine maintenance. ➤ Administrative issues. ➤ Preventive maintenance protocol or questions.	<u>Next Business Day</u> Within the next business day, begin to remotely interrogate the problem and arrive on site, if necessary.

6. Technician efforts to repair, maintain, replace, or modify Customer equipment or functionality are part of and defined in On-Site Corrective Maintenance.



IX. ANNUAL PREVENTIVE MAINTENANCE (Terminals and Infrastructure, as applicable)

1. Service Description. Includes regularly scheduled tests, checks, and routine alignments of the Infrastructure Equipment. Inspect, clean, and tune-up L3Harris portable and mobile Terminals to FCC specifications.
2. Service Request. To initiate this Service, Customer's Point of Contact shall follow Section III.7
3. ("Service Request Procedure"), and specifically call their Regional Service Manager listed in Attachment D ("Point of Contact and Notice").
4. L3Harris Responsibilities:
 - a. Provide Customer with a Preventive Maintenance Business Hours schedule and approximate Equipment outage times (if any).
 - b. Perform Preventive Maintenance on the Equipment based on L3Harris' best practices and in accordance with the Preventive Maintenance Table(s).
 - c. Provide Customer with a Summary Report in the format shown in the Table(s) below, or another format as determined by L3Harris.

**INFRASTRUCTURE PREVENTIVE MAINTENANCE TABLE**

Technician _____

Date _____

	PREVENTIVE MAINTENANCE (IF APPLICABLE & AS NECESSARY)	PERIOD	PASS FAIL	
GENERAL	Check RF, data and audio cable condition	Annual		
	Check general alarm status, troubleshoot and investigate any found alarm conditions	Annual		
	Check condition of punch blocks	Annual		
	Perform a general talkgroup test	Annual		
	Perform a multisite test	Annual		
	Perform an individual call test	Annual		
Two47 BASE STATION (Manual MM-017079-001)	Check simulcast timing, adjust	Annual		
	Check transmitter RF power output doesn't exceed station authorization	Annual		
	Check transmitter frequency stability is within correct ppm of specification	Annual		
	Check modulation deviation is within correct kHz of specification	Annual		
	Check Receiver BER	Annual		
	Verify alarm functionality	Annual		
	Check call processing, each channel	Annual		
	Clean physical filters	Annual		
	Inspect RF lines	Annual		
	Inspect audio and data cables for snug connection	Annual		
	Verify control channel operation and rolling	Annual		
	Perform power supply voltage checks	Annual		



	PREVENTIVE MAINTENANCE (IF APPLICABLE & AS NECESSARY)	PERIOD	PASS FAIL	
GPS RECEIVERS	Verify GPS sync	Annual		
	Verify alarm functionality	Annual		
	Verify battery functionality	Annual		
	Check power supply voltage	Annual		
NETWORK	Check and verify RNM alarms	Annual		
	Inspect Ethernet cables	Annual		
	Check MPLS router voltage	Annual		
	Check MPLS router cables	Annual		
	Check MPLS router alarms	Annual		
	Check dual CPU operation	Annual		
	Check servers for dust	Annual		
CONSOLES	Check console link to VNIC	Annual		
	Check RF, data and audio cable condition	Annual		
	Verify operation of touch screen monitor	Annual		
	Check and clean keyboard	Annual		
	Verify CD drive functional	Annual		
	Verify console basic call functionality	Annual		
	Check select and unselect speaker audio output for clarity	Annual		
CONSOLE ACCESSORIES	Check microphone, headset jacks, foot switches for condition and functionality	Annual		
PAGING UNIT	Check functionality	Annual		
CALL DIRECTOR	Check functionality	Annual		
ISSI	Check functionality	Annual		
	Check for alarms	Annual		
NSS	Verify high availability (HA) functionality	Annual		
	Check for alarms	Annual		
	Check servers for dust	Annual		



	PREVENTIVE MAINTENANCE (IF APPLICABLE & AS NECESSARY)	PERIOD	PASS FAIL	
	Check servers are operating on most current software revision	Annual		
	Check BeOn functionality	Annual		
FIBER RING	Verify fiber ring switching functionality	Annual		
	Check condition of fiber cables	Annual		
	Check fiber connection unit for alarms	Annual		
VIP CONSOLES	Check for system connectivity	Annual		
	Verify cd drive functional	Annual		
	Verify console basic call functionality	Annual		
	Check select and unselect speaker audio output for clarity	Annual		
	Check microphone, headset jacks, foot switches for condition and functionality	Annual		
VOTER	Check audio input and output levels	Annual		
	Check voting operation	Annual		
	Check power supply voltage	Annual		
	ENHANCED ANNUAL PREVENTIVE MAINTENANCE* (IF APPLICABLE & AS NECESSARY)	PERIOD	PASS FAIL	NOTES/ RECOMMENDED ACTIONS
ADDITIONAL PM	Validate system redundancy by switching cores while in operation	Annual		
	Perform simulcast Distributed Control Point failover testing	Annual		
	Tune and align analog and paging system base stations	Annual		
	Archive Activity Warehouse data to Customer provided off-line storage	Annual		
	Archive logging recorder call records to Customer provided off-line storage	Annual		
	Perform Symphony console hardware inspection and disk clean-up	Annual		

TERMINAL PREVENTIVE MAINTENANCE TABLE

Technician _____

Date _____

	PREVENTIVE MAINTENANCE (IF APPLICABLE & AS NECESSARY)	PERIOD	PASS FAIL	
PORTABLE RADIOS XL-Coverage Manual 14221- 1800-5000 or the model	Check knobs (volume-on/off and group/channel select) for cracks, fractures, wear, contaminants	Annual		
	Check switches (volume-on/off and group/channel select) for loose switches and erratic performance	Annual		



equivalent	Check buttons (PTT, emergency, option, clear / monitor) for wear, actuation force, tactile feel, and erratic performance	Annual		
	Check keypad for wear, tears, and erratic performance	Annual		
	Check display and display lens for cracks, fractures, scratches, contrast, missing segments, and obstructions	Annual		
	Check battery pogo pins for wear, spring action, stuck pins, and contaminants	Annual		
	Check battery gasket for wear, cracks, scratches, obstructions, and leakage discoloration	Annual		
	Check microphone hole and gasket for contaminants, obstruction, gasket tears and scratches	Annual		
	Check LED Lens for cracks, fractures, scratches, and obstructions.	Annual		
	Check UDC for wear, plating, cracks, scratches, fractures, contaminants, corrosion, and erratic accessory operation.	Annual		
	Check case, chassis, and battery integrity for cracks, scratches, fractures, wear, contaminants, and corrosion.	Annual		
	Check screws for tightness, corrosion, and clean o-rings /seals.	Annual		
	Check battery connection for loose battery fit and erratic power cycling.	Annual		
	Check accessory connection for erratic accessory operation.	Annual		
	Check antenna for loose fit, cracks, fractures, cuts, bends, twists, and wear.	Annual		
	Test Reference Oscillator (TCXO) : Manual suggests immediately, if unit was in storage for at least two (2) months; and Six (6) months after first deployment; then, Annually	Service includes once/12 months		
	Test Transmit Power	Annual		
	Test Receive Sensitivity	Annual		
	Test Receive Squelch	Annual		
MOBILE RADIOS and CONTROL STATIONS	Inspect visible mobile radio and control head hardware to verify it is in place and securely tight. Any missing or loose hardware will be replaced and/or	Annual		



XL Series Mobiles Manual 14221-1850- 5000 or the model equivalent	tightened as necessary.			
	Inspect visible mobile radio cabling to verify it is not damaged, it is securely tied-and-stowed, and all related cable connectors are tight.	Annual		
	Check the mobile radio's DC power source (vehicle battery or DC power supply).	Annual		
	Test Reference Oscillator (TCXO): Manual suggests immediately, if unit was in storage for at least two (2) months; and Six (6) months after first deployment; then, Annually	Service includes once/12 months		
	Test Transmit Power	Annual		
	Test Transmit Deviation	Annual		
	Test Audio Output and Distortion	Annual		
	Test Receive Sensitivity	Annual		
	Test Receive Squelch	Annual		



X. PLANNED NETWORK UPGRADES

1. Service Description: Provide, at approximately years seven (7) and fourteen (14) of the Service Agreement, new Infrastructure Hardware required to update the Platform and bring the Equipment up to date and compatible with the current System Release.
2. Service Request. To initiate this Service, Customer's Point of Contact shall follow Section III.7. ("Service Request Procedure"), and specifically call their Regional Service Manager listed in Attachment D ("Point of Contact and Notice").
3. L3Harris Responsibilities:
 - a. Perform a system audit to determine if any system modifications have been made that impact L3Harris' ability to perform the Planned Network Upgrade. Customer accepts that the L3Harris labor quoted may be increased if system modifications are found during the system audit. L3Harris will provide the Customer a written report of the audit findings and any changes to the Planned Network Upgrades labor quotes within fifteen (15) working days of the completion of the system audit.
 - b. Provide Hardware Updates for replacement for the following Equipment only, as necessary to maintain compatibility with the latest System Release. Equipment not listed below can be replaced but is not included in the Planned Network Upgrade and will be the basis of a change order addressing the scope and price needed to implement the proposed modifications to the Planned Network Upgrade:

Part Number	Description	Quantity
UD-ZM1E	CONSOLE,BUNDLE,PREMIER,WIN10	5
NS-SJ4D	LICENSE,PATHWAY APPLICATION	1
VS-CU7Z	MODULE,NIM 4PORT LAYER2 GE	5
VS-CU7Y	MODULE,SFP GBIC	20
SAMD8R	POWER SUPPLY, DC, VIDA EDGE	3
VS-PS3W	POWER SUPPLY,AC, PATHWAY	4
VS-CJ2W	POWER SUPPLY,DC,100W,C1111,C1000,ISR4221	12
VS-CR1Y	ROUTER,ISR,C1111-4P,SEC	2
VS-CR1G	ROUTER,ISR4221-SEC/K9	5
VS-CR1H	ROUTER,NOKIA,7705,SAR-8	1
VS-CR2U	ROUTER,NOKIA,7705,SAR-8,DC	5
SAMD8E	SITE MANAGER, VIDA EDGE	3
VS-CU8Z	SWITCH,SMARTNET,C1000-16T-E-2G-L	7
VS-CU9A	SWITCH,SMARTNET,C1000FE-24T-4G-L	3

- c. Provide the following during Business Hours:
 - i. Create a plan for the Planned Network Upgrade that details schedule, technical procedure, service impacts, resources required, and Customer support and coordination responsibilities.
 - ii. Identify, to the extent possible, and make recommendations for any Equipment that is incompatible with the software versions being installed, and any known impacts to Third-Party equipment or applications installed by Customer.
 - iii. Identify additional equipment or services outside the scope of the Planned Network Upgrade and provide quote to the Customer, if applicable.



- iv. Provide project management support to manage the Service of the Planned Network Upgrades.
 - v. Provide engineering labor to design, review, and implement the Planned Network Upgrades.
 - vi. Provide the required staging labor from the L3Harris factory and shipping to the Customer to perform the Planned Network Upgrades.
 - vii. Provide the required field installation technician labor to perform the Planned Network Upgrades.
4. Customer Responsibilities:
- a. Comply with the L3Harris schedule to perform the Planned Network Upgrades.
 - b. Provide L3Harris with a Point of Contact that will coordinate with all impacted agencies for the Planned Network Upgrades, will Notify L3Harris when there is any activity that impacts the Equipment or Services.
 - c. Provide a system audit within six (6) months of the performance of the Planned Network Upgrades.
 - d. Receive and accept all Equipment upon shipment by L3Harris, store properly, and make available for use during the Planned Network Upgrades. Return all replaced Equipment to the L3Harris Lynchburg, VA facility, at Customer's expense, within one hundred eighty (180) days after the Planned Network Upgrades Equipment is shipped to the Customer.
 - e. Perform all backups to be used by L3Harris during the Planned Network Upgrades.
 - f. Procure additional resources, at Customer's expense, should the Planned Network Upgrades require resources other than those listed in or to provide functionality to devices beyond Planned Network Upgrades.
5. Additional Conditions and Exclusions:
- b. Planned Network Upgrades only includes Services needed for L3Harris Equipment compatibility to the L3Harris Software Managed Services (SMS) Infrastructure within the 10X platform for the Equipment on the Equipment List that are one release from the current release, and does not include Services for defects not corrected by the SMS update, or virus prevention or attacks, or configuration changes not required by the change in Equipment, or improper or custom system configurations, use, hardware, software, or features. Additional hardware, software, permissions, coverage testing, as-builts or other change documentation, licenses, subscriptions, system features or functionality, or services required by or beyond this Planned Network Upgrades will be procured by the Customer, at Customer's expense.
 - c. Planned Network Upgrades does not include system expansions, frequency or configuration changes, changes from industry standards or certification bodies (such as P25, LTE, ISO, UL, 3GPP, etc.), or the addition of features or functionality that are not part of the base equipment upgrade as determined and delivered by L3Harris within the 10X Platform. Upon discontinuance of Planned Network Upgrades, no additional Hardware will be provided, and Customer will not be billed for any future years of Planned Network Upgrades.
 - d. Only the Equipment listed on the Equipment List is covered by the Planned Network Upgrades Services, to avoid any doubt, the following items are expressly excluded from the Planned Network Upgrades: Terminals, Non L3Harris Infrastructure, civil equipment such as towers and shelters, RF equipment such as base stations, combiners, antennas, power equipment such as generators and UPS, console ancillary equipment such as furniture, speakers, headsets, monitors, footswitches and keyboards, NetClock telephone equipment, connectivity equipment such as microwave or fiber routers and switches, logging recorder server, logging SAN, and associated logging devices, and any batteries.



XI. Aviat Microwave Network OEM Support

Covers repair or replacement of covered FRU's based on customer sparing the microwave equipment beyond the manufacturer standard equipment warranty period. Provides Advance replacement of an FRU prior to receiving the defective FRU at one of our customer support centers for repair. Standard Advanced replacement – 5 business days. Remote Technical Support 24/7. Service requests, remote technical support, and troubleshooting support, material dispatch service and general customer help desk.

XII. DC Plant Preventive Maintenance

Annual PMA on Alpha E3 DC Plant, this includes checking Rectifier Loads, Voltages, Temp, and all Loads going out of DC Plant, verify no alarms are in and all inverters are working correctly.

Annual PMA on EnerSys SBS-190FT, 48V Strings, this includes voltages, Amps, Strap Resistance, and Inter-Resistance, PM will follow IEEE requirements as required.



ATTACHMENT C
CRITICAL SPARES

1	A30-1154-003	MODULE, TP4100 BASE UNIT WITH RUBIDIUM
1	A30-1448-020	THUNDERBOLT(R) PTP GM200 GRANDMASTER CLOCK
1	VSVS01	VS PROD GRP, CONFIGURED MODEL NUMBER
1	VS-CR1Y	ROUTER,ISR,C111-4P,SEC
1	VS-CU8Z	SWITCH, SMARTNET, C1000-16T-E-2G-L
1	VS-CU7Y	MODULE, SFP GBIC
1	VS-CR2U	CR2U-ROUTER,NOKIA,7705,SAR-8,DC
1	VS-CU9U	MODULE,NOKIA,89 GE SFP CARD
1	VS-CU8P	ALCATEL,COPPER ETHERNET SFP, 100M
1	SAMD8K	MODULE,DIVITAL IN(8) & OUT SOURCE (8)
1	SAMD98	MODULE,DIGITAL INPUT (16) ACTIVE LOW
1	SA-KRE1011217/02	ANTENNA, 1574-1606 MHZ WITH MOUNT
1	SN-CG2K	MULTICOUPLER,7/800 MHZ 6MHZ,8 PORT
1	VS-CU8N	ALCATEL,SX,MULTIMODE,LC,SFP,FIBR,550M
1	VS-CUSH	CISCO MODULE,SX MULTIMODE, FIBR
1	VS-CU9A	SWITCH,SMARTNET,C1000FE-24T-4G-L
1	SN-7TXMX-S	STATION,TWO47,700MHZ
1	CON-SNT-C11114P	SNTC-8X5XNBD ISR 1100 DUAL GE ETHERNET
1	CON-SNT-C10E2L16	SNTC-8XNDB CATALYST 1000 16PORT GE ETHERNET
1	3HE05610AB	SNTC-8X5XNBD CATALYST 1000 24PORT FE
1	CON-SNT-C100024T	SWITCH, SMARTNET,C100FE-24T-4G-L



ATTACHMENT D POINT OF CONTACT AND NOTICE

NOTICE TO L3HARRIS:

Name Kimberly Witte
Title Lead, Contracts
Address 221 Jefferson Ridge
Address Parkway
Lynchburg, VA 24501

NOTICE TO CUSTOMER:

Name Virginia Phillips
Title Communications Director
Address 2801 Stuart St
Address Greenville TX 75401

L3HARRIS POINT OF CONTACT:

Name Mike Boyet
Title Regional Service Manager
Phone 985-774-7604
Expertise Field Services

CUSTOMER POINT OF CONTACT:

Name Virginia Phillips
Title Communications Director
Phone 903-919-1723
Expertise End User

Name Dylan Schumacher
Title Associate RSM
Phone 540-816-1072
Expertise Field Services

Name Ronnie Gold
Title Communications Admin
Phone 972-571-1221
Expertise End User

ESCALATION PLAN NUMBERS FOR L3HARRIS CONTACTS PER STEPS 1-4:

Step 1- Designated Personnel: _____
Step 2- Supervisor: 214-693-7626
Step 3- Regional Service Manager: 985-774-7604
Step 4- Director of Field Services: 434-851-9245

NETWORK OPERATING CENTER (NOC) CONTACT:

Name Steve Crouch
Title NOC, Manager
Phone 407-851-1075
Expertise Network Controller