

Department of Information Resources
Appendix D to DIR Contract Number DIR-TSO-3368



Maintenance and Support Services Agreement

WOLFCOM ENTERPRISES (Wolfcom, we, us, or our) and you or the entity you represent (Customer, Agency or you) agree to all terms of this Agreement effective on the date you first agreed to this Agreement or first received the products.

Wolfcom strives to provide the highest level of support possible and to respond to each of our customer's support inquiries in a very timely manner. We understand that our system is 'mission critical' and high level of service is required. Therefore, we have goals to provide two hour response times during normal business hours Monday through Friday. Our goal is to respond to all critical after-hours matters within four hours.

Wolfcom Technical Support technicians are located in Los Angeles, California. Technical support is based on remote support (telephone/email). Response time is usually same business day. On-site service is also available for issues that require it.

Normal phone support is available toll-free at 1 (800) 282-1351, Monday through Friday from 8am – 5pm PST. For camera issues, technicians will investigate and troubleshoot hardware difficulties and, if necessary, will escalate their issue if a camera requires servicing, repair or replacement. For software and backend issues, technicians sometimes require remote access to the system in order to diagnose and resolve the issue. The vast majority of support issues can be resolved remotely.

If the issue requires on-site support, a technician will be dispatched to resolve it. During all phases of implementation and deployment on-site technicians will be available to handle any issues that may come up during this process. If a technician is needed on-site when there is not one present (such as after full system testing and acceptance) one will be flown out and will arrive within 24 hours. Some issues may require the assistance of Customer department IT if it relates NYPD systems (e.g. network issue). Travel expenses must be pre-approved in writing by the Customer. Travel expense reimbursement will be handled in accordance with Appendix A, Standard Terms and Conditions, Section 8.F of DIR Contract Number DIR-TSO-3368.

After Hours/Emergency Telephone Support is available 24 hours a day, year round for urgent issues affecting the normal operation of the system. Those calling after hours should leave a message detailing the situation and, if it needs an immediate response, we return the call as soon as possible.

Our support escalation process is as follows:

Level 1 Support

- Receives and responds to all support inquiries, for both hardware and software matters
- Investigates and troubleshoots to resolve issues
- Escalates issue to Level 2 for issues requiring more technical investigation
- Communicates status and resolutions to customers

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Level 2 Support

- Investigates escalated support inquiries
- Dispatches On-Site Support Technician for issues requiring a local presence
- Coordinates bug fixes with development team

Warranty Service

All Wolfcom cameras come with a One Year Manufacturer's Warranty. We certify that the cameras you receive will be free from manufacturer's defects for one year from date of purchase. Request for repair or replacement of a camera or camera accessory can be done over the phone or via email. Response time is usually same business day.

A technician will first troubleshoot the unit with the person calling and try to resolve the issue over the phone. If the technician cannot resolve the issue, a Return Merchandise Authorization (RMA) number will be issued and we will email instructions on how to return the unit.

Turnaround time is usually one week from when we receive the unit.

System Maintenance and Updates

You will have a lifetime license to the software and maintenance is included in the first year. Annual software maintenance includes access to bug fixes, patches, and version upgrades.

By signing this agreement, you agree that you have read and understand this Agreement and you accept and agree to these terms and conditions.

Customer/Agency: _____

Signature: _____

Print Name: _____

Title: _____

Date: _____

WOLFCOM Enterprises

Signature: _____

Print Name: _____

Title: _____

Date: _____