

Retail Sales Agreement



Reference Number: 1410376
Date: November 25, 2025

Boardroom Microphone Upgrade D-Cerno R2

Prepared By: Thomas Burns
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FORTÉ
703 West Algonquin Road, Arlington Heights, IL 60005
Phone: (630)477-2300
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COMPANY

Crest Hill, City Of
20600 City Center Blvd
Crest Hill, IL 60403

Contact: Blaine Wing
Phone: 815-741-5108
Email: bwing@cityofcresthill.com
Account Number: CHC0016

PROJECT SITE

Crest Hill, City Of
20600 City Center Blvd
Crest Hill, IL 60403

Contact: Blaine Wing
Phone: 815-741-5108
Email: bwing@cityofcresthill.com
Account Number: CHC0016

INVOICE TO

Crest Hill, City Of
20600 City Center Blvd
Crest Hill, IL 60403

Contact: Invoice Submission
Phone: (815)741-5100
Email: ggehrke@cityofcresthill.com
Account Number: CHC0016

COMMENTS

PRODUCTS AND SERVICES SUMMARY

Equipment	\$37,736.00
Integration	\$38,112.00
PRO Support	\$5,000.00
Shipping & Handling	\$600.00
Tax	\$0.00
Grand Total	\$81,448.00

Unless otherwise specified. The prices quoted reflect a discount for a cash payment (i.e., check, wire transfer) made by Customer in full within the time stated for payment on each invoice. Discount only applies to new items included on the invoice, and only applies if the balance on the invoice is paid in full.

All returned equipment is subject to a restocking charge. The prices are valid for 15 days and may be locked in by signing this Retail Sales Agreement.

FORTÉ's prices/rates provided in this quote and/or agreement do not reflect any applicable tariffs imposed by foreign or domestic governmental authorities. FORTÉ's prices are subject to change should applicable tariffs result in any price increase to the equipment purchased under this agreement.

Overdue balances are subject to a finance charge of 1.5% per month, or interest at the highest rate permitted by applicable law. In the event FORTÉ must pursue collection of unpaid invoices, Customer agrees to pay all of FORTÉ's costs of collection, including its attorneys' fees.

INVOICING AND PAYMENT TERMS

Customer and FORTÉ have agreed on the payment method of CHECK. Payment must be remitted by stated method. To the extent Customer seeks the use of any payment methods other than stated, and that payment method results in an increased transaction cost to FORTÉ, the new payment must be approved in writing. The Customer shall be responsible for paying the increased transaction cost to FORTÉ associated with the change in payment method. Payments shall be made 30 days from invoice date. So long as the invoice has been sent and the Customer's payment is made within the terms work will continue.

FORTÉ uses progress billing, and invoices for equipment and services allocated to the contract on a monthly basis. Unless otherwise specified, all items quoted (goods and services) as well as applicable out of pocket expenses (permits, licenses, shipping, etc.) are invoiced in summary (including applicable sales taxes due for each category of invoiced items).

Customer is to make payments to the following "Remit to" address:

FORTÉ
PO Box 842607
Kansas City, MO 64184-2607

If Payment Method is ACH: Customer must make all payments in the form of bank wire transfers or electronic funds transfers through an automated clearinghouse with electronic remittance detail, in accordance with the payment instructions FORTÉ provides on its invoice to Customer.

A monthly summary of detailed equipment received is available upon request. Equipment received may be different than equipment billed based on agreed billing method.

TAXES AND DELIVERY

Unless stated otherwise in the Products and Services Summary above, FORTÉ will add and include all applicable taxes, permit fees, license fees, and delivery charges to the amount of each invoice. Taxes will be calculated according to the state law(s) in which the product(s) and/or service(s) are provided. Unless Customer provides a valid tax exemption certificate for any tax exemption(s) claimed, FORTÉ shall invoice for and collect all applicable taxes in accordance with state law(s), and Customer will be responsible for seeking a tax credit/refund from the applicable taxing authority.

AGREEMENT TO QUOTE AND DOCUMENTS CONSTITUTING YOUR CONTRACT WITH FORTÉ

Customer hereby accepts the above quote for goods and/or services from FORTÉ. When duly executed and returned to FORTÉ, FORTÉ's Credit Department will check Customer's credit and approve the terms. After approval by FORTÉ's Credit Department and signature by FORTÉ, this Retail Sales Agreement will, together with the FORTÉ General Terms & Conditions (which can be found at <https://www.ourforte.com/terms-and-conditions>) form a binding agreement between Customer and FORTÉ. This Retail Sales Agreement and the FORTÉ General Terms & Conditions of Sale (the T&Cs) are referred to collectively as the Agreement. If not defined in this Agreement, all capitalized terms shall have the meaning given to them in the T&Cs. Should FORTÉ's Credit Department determine at any point prior to FORTÉ commencing work that Customer's credit is not adequate, or should it otherwise disapprove of the commercial terms, FORTÉ reserves the right to terminate the Agreement without cause and without penalty to FORTÉ.

AGREED AND ACCEPTED BY

FORTÉ

Company

Signature

Printed Name

Date

Company

Signature

Printed Name

Date

CONFIDENTIAL INFORMATION

The company listed in the "Prepared For" line has requested this confidential price quotation, and shall be deemed "Confidential Information" as that term is defined in the T&Cs. This information and document is confidential and is intended solely for the private use of the customer identified above. Customer agrees it will not disseminate copies of this quote to any third party without the prior written consent of FORTÉ. Sharing a copy of this quote, or any portion of the Agreement with any competitor of FORTÉ is a violation of this confidentiality provision. If you are not the intended recipient of this quote (i.e., the customer), you are not properly in possession of this document and you should immediately destroy all copies of it.

PRODUCTS AND SERVICES DETAIL

PRODUCTS:

<u>Mfg</u>	<u>Description</u>	<u>Qty</u>	<u>Price</u>	<u>Extended</u>
	Tariff Surcharge Adjustment	1	\$0.00	\$0.00
Sub-Total:				\$0.00
Boardroom Microphones				

TELEVIC	D-Cerno AE	1	\$1,945.00	\$1,945.00
TELEVIC	1x D-Cerno C SL Digital Delegate Discussion unit+2x D-Cerno D SL Digital Delegate Discussion unit	1	\$1,630.00	\$1,630.00
TELEVIC	3x D-Cerno D SL Digital Delegate Discussion unit	5	\$1,543.00	\$7,715.00
TELEVIC	D-Cerno D SL - Digital Delegate Discussion unit with removable microphone	1	\$355.00	\$355.00
TELEVIC	D-Mic 40SL - GSM immune gooseneck microphone of 40 cm with screwlock.	1	\$160.00	\$160.00
TELEVIC	D-Cerno Advanced License	1	\$1,821.00	\$1,821.00
TELEVIC	TELEVIC CONFIDEA WAP G4	1	\$4,036.00	\$4,036.00
TELEVIC	CONFIDEA WAP PS G4	1	\$100.00	\$100.00
TELEVIC	ADL BATTERY PACKS FOR 24H TALK TIME	5	\$186.00	\$930.00
TELEVIC	CHARGING STATION FOR 10 BATTERIES	1	\$1,357.00	\$1,357.00
TELEVIC	Confidea FLEX GO G4	5	\$1,085.00	\$5,425.00
TELEVIC	MIKE PLM401F-GSM immune gooseneck microphone of 40 cm with push & lock mechanism	5	\$217.00	\$1,085.00
TELEVIC	Complimentary 1hr online project review by a Televic Representative. To be scheduled before system	1	\$0.00	\$0.00
TELEVIC	1-Year Service Level Agreement	1	\$1,500.00	\$1,500.00
	TELEVIC MISC Discount	1	(\$1,128.00)	(\$1,128.00)

Sub-Total: Boardroom Microphones **\$26,931.00**

Audio Processor

QSC	Q-SYS X-Class Server Core for AV&C processing built on enterprise-grade IT server hardware	1	\$6,330.00	\$6,330.00
QSC	Q-SYS Software-based Dante 64x64 Channel (32x32 Flows) License, Perpetual	1	\$1,398.00	\$1,398.00
QSC	Q-SYS peripheral providing 4 mic/line inputs. Up to 4 devices daisy-chainable. 1U-1/4W, powered over Ethernet or +24 VDC. Surface mountable, rack kit sold separately.	1	\$573.00	\$573.00
QSC	Q-SYS peripheral providing 4 line outputs. Up to 4 devices daisy-chainable. 1U-1/4W, powered over Ethernet or +24 VDC. Surface mountable, rack kit sold separately.	2	\$440.00	\$880.00
QSC	Power Supply Accessory to support up to 4 QIO units with external power.	1	\$145.00	\$145.00
QSC	Rack mount tray and blanking panels to mount up to four QIO units in a 1U 19" standard rack format.	1	\$145.00	\$145.00
AVI SYSTEMS	Cable-Connector-Mounting Hardware	1	\$1,334.00	\$1,334.00

Sub-Total: Audio Processor **\$10,805.00**

AV Rack

OWNER	Existing Presonus 32RMai Mxer (REUSE)	1	\$0.00	\$0.00
OWNER	Existing AMX DVX-3266-4K Presentation Switcher (REUSE)	1	\$0.00	\$0.00
OWNER	Existing Biamp TesiraForte DAN VT (REMOVE)	1	\$0.00	\$0.00
OWNER	Existing LEA Connect 352 Network Amplifier (REUSE)	1	\$0.00	\$0.00
OWNER	Owner Furnished Equipment	1	\$0.00	\$0.00

Sub-Total: AV Rack **\$0.00**

Lectern

OWNER	Existing AMX DX-TX-4K60 Transmitter (REUSE)	1	\$0.00	\$0.00
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Sub-Total: Lectern **\$0.00**

Installation Labor & Programming

Project Management
In Shop Fabrication
On Site Integration
Training
Travel Expense
Engineering & Drawings

Programming
Professional Services
Testing & Acceptance
Integration Allowance
Integration Cables & Connectors

Sub-Total: Installation Labor & Programming

\$38,112.00

Total:

\$75,848.00

PRO SUPPORT:

Model #	Mfg	Description	Qty	Price	Extended
AVISSACUSTOM	AVI SYSTEMS	1 Year System Support Agreement	1	\$5,000.00	\$5,000.00

Refer to Page 1 for the Grand Total that includes Taxes, and Shipping & Handling.

SERVICES TO BE PROVIDED

INTEGRATION SCOPE OF WORK

A. SUMMARY:

B. SYSTEM DESCRIPTION: The City of Crest Hill would like to replace the microphones utilized in their boardroom. The Dias microphones are wired Shure units and the staff tables utilize Clearone wireless units. The Clearone microphones do not pick up audio from the seated members adequately and cannot be heard in the amplified speaker system within the room. FORTE is suggesting a wired/wireless microphone discussion platform from Televic. The platform microphones incorporate a gooseneck microphone attached to a base. In addition, the platform incorporates a voting feature that can tie back to the villages meeting data base and recorded agenda and also can record the audio mix within the audio processor for later archive and publishing. Additionally, the city would like the existing AMX HDMI transmitter located at the lectern to be tested and if needed, configured to pass signal to their AMX router.

- Functionality Description: FORTE proposes to replace the microphones on the boardroom Dais and the side staff tables with the Televic wired/wireless discussion microphones and an associated signal processor. The microphones will enhance the user experience with superior audio pickup from the extended gooseneck microphone and voice lift to each user station through the built in speaker. In addition, the Televic platform can provide optional features such as voting and audio recordings. FORTE will install the system processor within the AV IDF and run cabling through the existing conduit to the Dais and extend wiring to each microphone station. As cable pathway will need to be provided by the City from the Dais to the side staff tables.

CUSTOMER RESPONSIBILITIES:

- Provide site access during standard business hours (Monday-Friday, 7:00AM-6:00PM) as well as concurrent access to all spaces defined in this RSA.
- Provide on premises parking at no expense for the duration of the project.
- Provide electrical services as detailed below per room and device.
- Provide network connectivity, potentially Power over Ethernet, as detailed below per room and device.
- Provide low voltage infrastructure wiring as detailed below per room and device.

- Provide cooling capabilities as detailed below per the Equipment Location requirements.
- Provide to FORTE a current version of the AMX code that is loaded to the processor in the idf. This will allow FORTE to modify and update the controls for the new equipment.

CUSTOMER SITE REQUIREMENTS: All on-site employees will:

- Be escorted by a customer representative while on-site.
- Be paid based upon prevailing wage labor rates published in the county.

Project initiation and completion dates are based on date of PO receipt. Material lead times, non-expedited, are typically 4-12 weeks, labor subsequently scheduled based on verified arrival date of all material.

Microphone – (19) wired Gooseneck Discussion Stations

- (19) wired desk mounted 40 cm gooseneck discussion stations are designed for pickup of individual board members with optimal performance, based on manufacturer specifications, up to 3 feet. Microphone pickup beyond this range will provide lower speech intelligibility and quality.
- The Confidea FLEX is a touch enabled tabletop conference unit including: - Multifunctional button for delegate, chairman and dual use - Screw lock microphone connector - Loudspeaker – 5.2" capacitive touch screen - Tactile reference - Haptic feedback - Anti-fingerprint coating - NFC card reader - 2 x Headphone connector
- Planned installation location(s) will be desk mounted at each of the Dais seated positions, staff tables, and lectern. Pickup coverage of the seated area. Improper usage and positioning of the microphone may cause degradation of audio quality and coverage. Final location to be defined in project deliverables/drawings approved by customer during project initiation (i.e. post PO).



Microphone – (5) wireless Gooseneck Discussion Stations

- (5) wired desk mounted 40 cm gooseneck discussion stations are designed for pickup of individual board members with optimal performance, based on manufacturer specifications, up to 3 feet. Microphone pickup beyond this range will provide lower speech intelligibility and quality.
- The Confidea FLEX is a touch enabled tabletop conference unit including: - Multifunctional button for delegate, chairman and dual use - Screw lock microphone connector - Loudspeaker – 5.2" capacitive touch screen - Tactile reference - Haptic feedback - Anti-fingerprint coating - NFC card reader - 2 x Headphone connector
- Planned installation location(s) will be desk mounted at two staff tables facing the Dais and the presentation lectern. Pickup coverage of the seated area. Improper usage and positioning of the microphone may cause degradation of audio quality and coverage. Final location to be defined in project deliverables/drawings approved by customer during project initiation (i.e. post PO).

Audio Processing

- An audio DSP will be installed to provide per microphone acoustic echo cancelling and allow for program and conferencing volume controls. The DPS will intake all Dais microphones, wireless microphones, and lectern gooseneck and process out to room amplifiers and conferencing codecs.



Product Descriptions

Televic Plixus AE-R + Dante

- The Televic Plixus AE-R + Dante is a versatile audio engine that supports up to 240 conference units and integrates with Dante audio networking.
- It offers high-quality audio processing, advanced voting and interpretation features, and seamless integration with third-party devices and software.
- It can be controlled via a web interface, a touchscreen, or the Televic CoCon software.
- It supports up to 32 audio channels, 8 analog inputs and outputs, and 64 Dante inputs and outputs.
- It has a compact and robust design, with a fanless cooling system and a redundant power supply.

Televic Confidea Flex

- The Televic Confidea Flex is a modular and flexible conference system that adapts to any meeting scenario.
- It consists of a base unit, a microphone unit, and a touchscreen unit, which can be combined in various configurations to suit different needs and preferences.
- It offers crystal-clear audio quality, intuitive operation, and wireless connectivity via Wi-Fi or Bluetooth.
- It supports up to 4 audio channels, 2 voting buttons, and 2 headphone outputs.
- It has a sleek and elegant design, with a low-profile microphone and a high-resolution touchscreen.

C. EXCLUSIONS: The following work is **not included** in our Scope of Work: All conduits, high voltage, wiring panels, breakers, relays, boxes, receptacles, etc.

- Concrete saw cutting and/or core drilling
- Fire wall, ceiling, roof and floor penetration
- Necessary gypsum board replacement and/or repair
- Necessary ceiling tile or T-bar modifications, replacements and/or repair
- Structural support of equipment *FORTE Systems not responsible for building related vibrations

- Installation of ceiling mounted projection screen
- All millwork (moldings, trim, cut outs, etc.)
- Patching and Painting
- Permits (unless specifically provided for and identified within the contract)
- Unless specifically noted lifts, scaffolding and exterior building hoists are not included

D. CONSTRUCTION CONSIDERATIONS:

In order to accomplish the outlined goals of this project, the Customer will be responsible for contracting with an outside entity to make the necessary modifications to the space as directed by FORTE Systems. The costs associated with these modifications are not included in this proposal.

E. NOTICE: THIS SCOPE OF WORK IS DELIVERED ON THE BASIS OF THE FOLLOWING ASSUMPTIONS: The room(s) match(es) the drawings provided.

- Site preparation by the Customer and their contractors includes electrical and data placement per FORTE Systems specification.
- Site preparation will be verified by FORTE Systems project manager or representative before scheduling of the installation. All work areas should be clean and dust free prior to the beginning of on-site integration of electronic equipment.
- Customer communication of readiness will be considered accurate and executable by FORTE Systems project manager.
- In the event of any arrival to site that FORTE Systems is not able to execute work efficiently and definably progress, the Customer will be charged a fee to reimburse FORTE Systems for all lost time and inefficiencies. At this time, the Customer will be presented a Contract Change Order and will/may halt work until acceptance by the Customer and rescheduling of the integration effort is agreed upon.
- Rescheduling and redeployment of FORTE Systems technicians due to unacceptable site preparation may cause scheduling delays of up to 10 business days.
- There is ready access to the building / facility and the room(s) for equipment and materials.
- There is secure storage for equipment during a multi-day integration.
- If Customer furnished equipment and existing cabling is to be used, FORTE Systems assumes that these items are in good working condition at this time and will integrate into the designed solution. Any repair, replacement and/or configuration of these items that may be necessary will be made at an additional cost.
- All Network configurations including IP addresses are to be provided, operational and functional before FORTE Systems integration begins. FORTE Systems will not be responsible for testing the LAN connections.
- Cable or Satellite drops must be in place with converter boxes operational before the completion of integration. Any delay resulting in extra work caused by late arrival of these items will result in a change order for time and materials.
- Document review / feedback on drawings / correspondence will be completed by the Customer within two business days (unless otherwise noted).
- The documented Change Control process will be used to the maximum extent possible – the Customer will have an assigned person with the authority to communicate/approve project Field Directed Change Orders and Contract Change Orders (see Appendix).
- In developing a comprehensive proposal for equipment and integration services FORTE Systems' Sales Representatives and Engineering teams must make some assumptions regarding the physical construction of your facility, the availability of technical infrastructure and site conditions for installation. If any of the conditions we have indicated in the site survey form are incorrect or have changed for your particular project or project site, please let your Sales representative know as soon as possible. Conditions of the site found during integration effort which are different from those documented may have an effect on the price of the system

solution, integration or services. To ensure that you have an accurate proposal based on your facility and specific to the conditions of your project, please review all project documentation carefully.

F. INTEGRATION PROJECT MANAGEMENT PROCESSES

FORTE Systems will follow a foundational project management process which may include the following actions/deliverables (based on the size/complexity/duration of the integration project):

- Site Survey – performed prior to Retail Sales Agreement and attached
- Project Welcome Notice – emailed upon receipt of Purchase Order
- Project Kick-Off meeting with Customer Representative(s) – either by phone or in-person
- Project Status reviews – informal or formal – either by phone or in-person (based on the size/complexity/duration of the project)
- Project Change Control – comprised of Field Directed Change Order and/or Contract Change Order submittals (see Appendix)
- Notice of Substantial Completion (see Appendix) – at Customer walk-through – prior to Service transition

G. KNOWLEDGE TRANSFER (TRAINING)

This is geared specifically towards the end-user / operator. The purpose of this knowledge transfer is to provide operators with the necessary knowledge to confidently and comfortably operate all aspects of the integrated system. Areas covered include the following:

- Equipment and system overview
- Equipment operation and function
- Equipment start up, stop, and shut down
- Equipment automatic and manual operation
- Discussion and documentation relating to control system operation
- Discussion and documentation relating to system processor and its control applications
- Powering up, powering down AV system via control system
- Manual operation of display systems, audio system and all other related components
- Use/operation of patch panels, when and where to be used
- Who to call when help is required

H. FORTE SYSTEMS INTEGRATION SERVICES RESPONSIBILITIES

FORTE Systems will provide services/work for the project as described above in the Scope of Work or per the attached separate Scope of Work document detailing the scope of work to be performed.

- Provide equipment, materials and service items per the contract products and services detail.
- Provide systems equipment integration and supervisory responsibility of the equipment integration.
- Provide systems configuration, checkout and testing.
- Provide project timeline schedules.
- Provide necessary information, as requested, to the owner or other parties involved with this project to ensure that proper AC electrical power and cableways and/or conduits are provided to properly integrate the equipment within the facilities.
- Provide manufacturer supplied equipment documentation.
- Provide final documentation and “as built” system drawings (CAD) - if purchased.
- Provide system training following integration to the designated project leader or team.

I. CUSTOMER INTEGRATION SERVICES RESPONSIBILITIES

- Provide for the construction or modification of the facilities for soundproofing, lighting, electrical, HVAC, structural support of equipment, and decorating as appropriate. Includes installation of ceiling mounted projection screen.

- Provide for the ordering, provisioning, installation, wiring and verification of any Data Network (LAN, WAN, T1, ISDN, etc.) and Telephone Line (Analog or Digital) equipment and services prior to on-site integration.
- Provide all necessary cableways and/or conduits required to facilitate AV systems wiring.
- Provide all necessary conduit, wiring and devices for technical power to the AV systems equipment.
- Provide reasonable accesses of FORTE Systems personnel to the facilities during periods of integration, testing and training, including off hours and weekends.
- Provide a secure area to house all integration materials and equipment.
- Provide a project leader who will be available for consultation and meetings.
- Provide timely review and approval of all documentation (Technical Reports, Drawings, Contracts, etc.).

SYSTEM SUPPORT

CUSTOMER CARE

CUSTOMER CARE SERVICES TO BE PROVIDED

Customer Care is the ongoing care and maintenance services delivered to keep your System(s) functioning as originally designed and installed. FORTE Systems will perform the services below, as further described in Definitions, for covered Systems.

Customer Care Entitlement Matrix					
Entitlement	Definition	System Support	Unified Communications	Digital Media	Service Level
Incident Management	FORTE Systems provides Priority Support to troubleshoot, remediate, and escalate all Incidents through to resolution.	Included	Included	Included	Remote initiation within two (2) business hours, Monday through Friday during standard hours (8am-5pm local time, excluding holidays)
Remote Support	FORTE Systems provides remote Priority Support for supported systems to diagnose and resolve incidents.	Included	Included	Included	Remote response within (8) business hours, Monday through Friday during standard hours (8am-5pm local time, excluding holidays)
Onsite Support	FORTE Systems provides Priority Support for technician dispatch to the client location to diagnose and resolve an Incident.	Included	Not Included	Not Included	Onsite response within eight (8) business hours, Monday through Friday during standard hours (8am-5pm local time, excluding holidays)
Advanced Parts Replacement	FORTE Systems provides advanced replacement of failed hardware components. Does not include consumables or obsolete equipment.	Included	Included	Included	Repair and/or replacement is manufacturer dependent. Loaner Equipment on Best Effort basis
Software Update Assistance	FORTE Systems provides labor to implement updates of existing software to correct	Included	Included	Included	

	software errors and/or resolve incidents				
System Training	FORTE Systems conducts user training to cover operation of the system and how to contact FORTE Systems for support. Technical, Administrative, or Product Specific training is available separate from this agreement.	Included	Not Included	Not Included	Remote user training, scheduled at least one (1) week in advance
System Health Checks	FORTE Systems personnel perform preventative maintenance. Includes cleaning, adjustments, functional tests, and replacement of parts to keep the system equipment in efficient operating condition.	Included	Not Included	Not Included	One (1) System Health Checks per year, each scheduled at least one (1) week in advance
Asset Management	FORTE Systems tracks asset information for Systems.	Included	Included	Included	

CUSTOMER CARE DEFINITIONS

System – Defined as the items listed in the Products and Services Detail section of this Agreement or listed on an attached Equipment List with the exception of Consumables, Owner Furnished Equipment, and Obsolete Equipment.

Priority Support – Means all work under FORTE Systems support agreements with Customers is scheduled ahead of any other on-demand work.

Remote Support – Means a service whereby remote calls made to communications and terminal equipment via Customer provided IP connection to determine failures and remedies. Only available where equipment is capable and configured by FORTE Systems to provide same.

Onsite Support - Service level response assumes client location is within 60 miles of an FORTE Systems Service Center. Additional travel costs may apply if the client location is beyond 60 miles of an FORTE Systems Service Center.

Consumables – Means parts such as recording media, batteries, projection lamps and bulbs, etc. Consumables are parts that are not included under this Agreement.

Obsolete Equipment – Defined as items (though possibly still in use) that are outdated with no manufacturer support or parts availability, or products with formal end of life as defined by their manufacturer. Obsolete Equipment are parts that are not included under this Agreement.

Loaner Equipment – Defined as table top LCD projectors and flat screen monitors under 50". Table top projectors are not integrated into a system. Flat screen monitors will be installed onto a wall if reasonably possible.

Best Effort – Means FORTE Systems strives to provide the Service or repair any Incident in an appropriate and generally accepted manner using the resources available but makes no promise in this reference.

Advanced Parts Replacement - Provides for recycling of equipment covered in a system or consumables with no additional fees. Includes coverage for shipping to/from manufacturer for equipment sent to for warranty diagnosis, repair or exchange

Software Update Assistance – Defined as revisions of existing software which provide maintenance to correct software errors. Assumes software is provided at no charge by the manufacturer or covered under a valid manufacturer maintenance contract. Cascading software dependencies may impact ability to issue updates. Software and features which require additional licensing are not included under this Agreement. Changes to custom templates or scripts after initial deployment are available separate from this agreement.

CUSTOMER CARE – LOCAL BRANCH SUPPORT

Remote-Onsite Technical Support

- Help Desk phone number: 855-521-0012
- Help Desk email: support@fortesystems.com

SYSTEM SUPPORT TERMS

Coverage Dates – Unless otherwise stated, the service coverage date will be effective as of substantial completion or System Support Agreement invoice date; whichever is applicable. Coverage will extend for the duration specified by the corresponding line item description found in the Product and Services Detail section of this Agreement. FORTE Systems reserves the right to withhold services until the invoice is paid in full.

Exclusions – For situations where FORTE Systems is providing service or support under this Agreement, no cost service, maintenance or repair shall not apply to the Equipment if any person other than an FORTE Systems technician or other person authorized by FORTE Systems, without FORTE Systems prior written consent, improperly wires, integrates, repairs, modifies or adjusts the Equipment or performs any maintenance service on it during the term of this Agreement. Furthermore, any Equipment service, maintenance or repair shall not apply if FORTE Systems determines, in its sole discretion, that the problems with the Equipment were caused by (a) Customer's negligence; or (b) theft, abuse, fire, flood, wind, lighting, unreasonable power line surges or brownouts, or acts of God or public enemy; or (c) use of any equipment for other than the ordinary use for which such equipment was designed or the purpose for which such equipment was intended, or (d) operation of equipment within an unsuitable operating environment, or (e) failure to provide a suitable operating environment as prescribed by equipment manufacturer specifications, including, without limitation, with respect to electrical power, air conditioning and humidity control. Existing equipment provided by client will not be warranted by FORTE under this agreement. Requests for service related to older existing equipment as part of an FORTE integration shall be treated on a time & material basis.

Systems Support Terms are in addition to FORTE Systems' General Terms and Conditions of Sale.