

MAINTENANCE & SUPPORT AGREEMENT

Introduction

This agreement describes the levels of maintenance, support and warranty service that the Madison Police Department ("client") will receive from Applied Digital Solutions ("ADS").

Purpose

The client depends on hardware, software and services (together: "the Recording System") that are provided, maintained and supported by ADS. Some of these items are of critical importance to the business. This agreement sets out what levels of availability and support the client is to receive from ADS for the Recording System. This agreement forms an important part of the relationship between the client and the ADS. It aims to enable the two parties to work together effectively.

Initial Term of Agreement: Service Period 9/1/2026 thru 8/31/2027

Service Level: Enhanced

Amount of Initial Term: \$3,500.00

Equipment Covered: See Exhibit A

Payment

Payment for the Initial Term of Agreement is due to ADS on or before the Start Date. Payment for each year thereafter is due to ADS on or before the first day of the subsequent 12-month period of the Term. No refunds shall be given if Customer cancels or terminates this Agreement during the Term. This Agreement shall automatically renew for a one year Term after each prior Term unless either party provides the other party with written notice at least 60 days prior to the end of the current Term. The fee for a one year renewal of this Agreement will be invoiced upon the automatic renewal of this Agreement for the upcoming successive contract year at ADS's then current annual rates.

Scope of Services

This agreement covers only the hardware, software and services in the attached Exhibit A. This list may be updated at any time, with agreement from both the client and ADS.

ADS will support, maintain and repair covered components of the Recording System on a best efforts basis according to the service level selected. Additional support services include,

- Annual on-site preventive maintenance check;
- Access to 8x5 help desk support for end-users;
- No additional cost for covered parts, travel, or labor; and
- End-user training.

Service Levels:

	Standard	Enhanced
Cost of Service	Annual Fee	Annual Fee
Remote Support Coverage	8:00am-5:00pm, Monday-Friday (excl. major U.S. holidays)	24/7, 365 days
On-Site Support	8:00am-5:00pm, Monday-Friday (excl. major U.S. holidays)	24x7, 365 after remote efforts are unsuccessful. For recorder down service only.
Software Updates (within version) & Bug Fixes	Included	Included
Covered Parts, Travel & Labor	Included	Included

Response Times:

	Severity 1: Critical	Severity 2: High	Severity 3: Medium	Severity 4: Low
Call Back Response Time	60 minutes	120 minutes	24 hours	24 hours
On-Site Response Time	24 hours from time remote troubleshooting capabilities are exhausted	48 hours from time remote troubleshooting capabilities are exhausted	5 business days from time remote troubleshooting capabilities are exhausted	By schedule

Definitions:

Severity 1: Critical - In a 100% recording environment, any failure of equipment, vendor software, or communications to the products which results in loss of recording channels or data, or if allowed to persist would result in such recording loss.

Severity 2: High – Any problem resulting in loss of the ability to retrieve audio or the loss of replay functionality for two or more workstations.

Severity 3: Medium – Any problem affecting one or more workstations which does not result in a loss of recording or replay but nevertheless results in diminished product response or performance.

Severity 4: Low – Planned intervention or request for information.

Services to be performed by ADS do not include, and ADS shall have no obligation to perform, any of the following:

- Installation or maintenance of wiring, circuits, electrical conduits or devices external to the covered products;
- Relocation or removal of the system;

- Configuration changes, upgrades or damage repair due to external hardware changes, e.g. new phone system, new radio system, additional peripherals
- Data recovery or other services related to virus infection;
- Provision of new equipment or upgrades to existing equipment or operating systems, software or other tools or utilities that may be required in connection with a manufacturer's major software upgrade;
- Support in resolving network, workstation, database, or other errors not directly related to the hardware and software listed in this agreement;
- Repair or replace any hardware, software, or other parts not included in Exhibit A, parts damaged by force majeure events or other causes external to the Covered Products; parts damaged from failure to provide and continually maintain industry accepted/acceptable electrical power, air conditioning and humidity controls in accordance with the product specifications; and
- Service required to repair or restore Covered Products due to alterations or modifications performed by persons other than authorized ADS service representatives.

Staffing and Availability

ADS will be staffed by personnel who: (a) have technical expertise, training, and experience working with the products and protocols; (b) provide prompt and professional technical support, regardless of the severity of the problem; and (c) resolve technical problems in a timely manner. Customer acknowledges that services (including but not limited to collection of necessary technical information, troubleshooting and error analysis) will be performed primarily by remote access. In the event that remote access is not available or remote troubleshooting capabilities are exhausted, ADS may choose to dispatch qualified technical resources to help facilitate the troubleshooting efforts. This may result in a charge to Customer for such resources if the problems are determined not to have been caused by Covered Products. These rates will be quoted prior to deployment of ADS resources.

Signatures:

Applied Digital Solutions, Inc.

Madison Police Department

Martyn Gallus

PRINTED NAME



SIGNATURE

PRINTED NAME

SIGNATURE

7/23/2026

DATE

DATE

EXHIBIT A

Serial Number	Product Name	Quantity
	Virtual VM Application	1
	VALT Perpetual License (LE & CAC; per device)	5
B8A44F455E4B, B8A44FEB33B6, B8A44F5FE96B	Dome Camera, 1080, 2MP Video Surveillance Network Camera	3
B8A44F61B05F & B8A44F7E0E90	Axis FA54 Camera, Main Unit	2
	Axis FA1105 Sensor Unit for FA54 Main Unit	2
	Mounting Bracket for FA1105 Sensor Camera	2
	In-Wall mount kit for F1015 Varifocal Camera Sensor, Almond Plate, Gray Lens	2
	30W PoE Splitter 12/24 V DC	2
	Covert Light Switch Microphone (Omnidirectional, PZM, Zone)	3
	12VDC 500ma Regulated Power Supply for Crown Microphone	3
	Red Start/Stop Recording Button & Mount Kit	2
	LED Recording Sign & Mount Kit	2
	16-Port Gigabit Ethernet Unmanaged PoE Switch with 16 x PoE+ @ 183W, Desktop, Wall Mount or Rackmount	1
	CyberPower LCD UPS System, 1000VA/600W, 9 Outlets, AVR, Mini-Tower	1