

# STANDARD WARRANTY

## Warranty Support

L3Harris warrants that hardware and installation services furnished by L3Harris will be free from defect in material and workmanship for a period of one-year (12 months) that will commence upon the acceptance date. During the warranty period, if any component of the hardware or portion of the installation services fails, L3Harris shall examine the failure and remedy by:

1. Repairing any defective component of the hardware;
2. Furnishing any necessary repaired or replacement parts;
3. Correcting the faulty installation at no additional cost to the City of Stephenville (the City).

L3Harris shall perform, at its discretion, all warranty labor at a L3Harris location. Where L3Harris has determined it is not feasible to ship fixed equipment for repair, L3Harris shall repair on premise. Standard warranty response times are standard business days, 8:00 a.m. to 5:00 p.m. Eastern. For additional levels of support, premium services are available.

## THIRD-PARTY WARRANTIES

Third-party original equipment manufacturer (OEM) equipment and services are covered as described in the System Purchase Agreement. Throughout the entire warranty and contracted maintenance periods, L3Harris shall act on behalf of the City to coordinate and settle warranty issues with third-party equipment and software companies. As part of the final acceptance, any remainder of warranty from a third-party vendor transfer to the City. If any third-party manufacturer warranty period is greater than one-year, we shall recognize that OEM warranty for the specified equipment.

## DEPOT REPAIR AND RETURN

The Depot Repair and Return service covers the cost to fix covered equipment at L3Harris or other third-party manufacturer's factories. This service is part of our standard warranty and is a premium service during the maintenance periods. The L3Harris Depot Repair and Return facility is ISO 9001:2015, UL, and Factory Mutual certified. Master technicians using state-of-the-art test equipment verify that all repairs meet or exceed prescribed specifications.

## WARRANTY RETURNS

The following procedure describes the returns process for equipment under warranty:

1. L3Harris creates a support case number, verifies product part numbers, serial numbers, reasons for return and then forwards the approved request for processing.
2. L3Harris reviews the request and provides a return merchandise authorization number (RMA) to the City, along with instructions for return of the equipment.
3. The equipment is shipped back to L3Harris Depot Repair and Return.
4. L3Harris repairs or replaces any equipment free of charge unless there is evidence of abuse or damage beyond the terms of the service

5. L3Harris ships the repaired or replacement unit back to the City.
6. L3Harris closes the RMA and updates the tracking database.

Requests for repairs out of warranty shall require a purchase order unless a service agreement exists. Any repairs out of warranty are subject to a flat rate, per-unit fee, regardless of fault found with the equipment. If the item for repair does not have a flat rate fee listed, a time and material charge apply. The turn-around time for equipment repair or replacement is typically ten business days.

## DEMAND SERVICES

Demand services are available when an unexpected event or situation occurs outside the scope of work and requires repairs from L3Harris, its agents, or partners. For demand services, Stephenville will receive an invoice on a time and materials basis. Examples may include the following:

- > Installation, updating, upgrading, maintaining, or removing software, hardware, or non-L3Harris infrastructure after initial installation.
- > Repair of equipment damaged by vandalism, abuse, neglect, or noncompliance to L3Harris recommended practices, to the extent such equipment damage is not caused by L3Harris or any of its agents.
- > Damages due to acts of God or other uncontrollable events
- > Any other repair or service not outlined in the Scope of Work

## Premium Warranty

L3Harris includes the following services that shall commence upon the acceptance date, through the one-year warranty period.

- > Premium Technical Support
  - 24/7/365 telephone support
  - License and support renewals
- > Security Update Management Services+ (SUMS+)
- > SUMS+ infrastructure installation
- > Software Managed Services (SMS)
- > SMS infrastructure installation
- > Standard repair services
- > Annual preventive system maintenance on L3Harris infrastructure
- > Corrective maintenance on L3Harris infrastructure

## PREMIUM TECHNICAL SUPPORT

Premium Technical Support (PTS) provides comprehensive telephone technical support 24/7, 365 days a year. PTS subscribers have toll-free phone access to L3Harris' Technical Assistance Center (TAC) that recognizes your call as a priority. Support Engineers shall endeavor to provide a response within two hours if a technician is not readily available to answer the call. For emergency system off-air calls, we guarantee a one-hour response time.

PTS shall provide:

- > Toll-free telephone access to TAC for year-round support
- > 24/7/365 Level 1 and Level 2 helpdesk support

- > 24/7/365 Level 3 and Level 4 technical support on L3Harris products
- > L3Harris management of 3rd party Level 4 technical support and account maintenance
- > Priority technical assistance on systems and terminal equipment
- > One-hour guaranteed callback window for emergency off-air calls and guaranteed two-hour callback window for non-emergency calls
- > All-access subscription to the online L3Harris Tech-Link website, a complete library of technical resources and product information
- > TAC coordination with on-site service personnel when necessary.
- > License and maintenance renewals of third-party software and hardware used in the L3Harris system infrastructure.

## SECURITY UPDATE MANAGEMENT SERVICE+

Security Update Management Services+ provides periodic security updates plus a dedicated delivery server platform.

SUMS+ shall provide:

- > Automatic management of patches for multiple operating systems and applications across thousands of endpoints on the system network.
- > Reduction of security and compliance risks by slashing installation times from weeks to days or hours
- > Greater visibility into patch compliance with flexible, real-time status monitoring and reporting
- > Up-to-date visibility and control from a single management console
- > Each security update delivery includes Software Release Notes. These technical documents detail:
  - Installation instructions
  - Software and hardware compatibility information, where applicable
  - Product Vulnerability Alert (PVA) resolution or mitigation information
- > SUMS+ releases are thoroughly tested with L3Harris System Releases to ensure the third-party software patches are compatible with the Core applications.

## SUMS+ INSTALLATION

L3Harris shall provide for trained L3Harris personnel to be brought on-site to expertly install and validate the third-party software patches have been properly completed.

SUMS+ Installation shall provide:

- > Ensure that your equipment continues to function at peak performance by installing the SUMS+ updates
- > Provide an installation schedule and approximate equipment outage times (if any)
- > Provide a summary report of actions upon request

## SOFTWARE MANAGED SERVICE (SMS)

Software Managed Service (SMS) provides new releases of system software tailored to the Stephenville system. These releases contain improvements and enhancements for current generation system software, as well as occasional new product capability and the ability to enable licensed features.

SMS shall provide:

- > Periodic software releases for system and programming software components
- > Software release notes and features summary with each release
- > A System configuration audit is performed with initial subscription
- > Current release as supported by Stephenville's hardware at enrollment
- > Software installation support from the PTS service
- > Software replacement services if media becomes corrupt or damaged
- > Enhancements for existing features
- > New features built upon earlier generations of software capability to enable new licensed features

## SMS INSTALLATION

L3Harris technicians shall manage the installation of Software Managed Service updates for improved performance.

SMS Installation shall provide:

- > Ensure that your equipment continues to function at peak performance by installing the Software Managed Service updates
- > Provide an installation schedule and approximate equipment outage times (if any)
- > Provide a summary report of actions

## STANDARD REPAIR SERVICES

The L3Harris Factory Repair and Return Depot provides repair services for all L3Harris-branded system components such as infrastructure, dispatch, and site equipment. Pricing applies to equipment that is defective through normal wear and usage. If covered L3Harris equipment fails through normal usage and wear, this service shall repair the equipment at no additional cost. Labor to remove the defective equipment from the system, replace it with a spare, or re-install it after the equipment is returned from the L3Harris Depot facility is excluded.

## ANNUAL PREVENTIVE SYSTEM MAINTENANCE

Annual Preventive maintenance includes scheduled tests, checks, and alignment on Stephenville's equipment to ensure the equipment meets specifications.

Annual Preventive System Maintenance shall provide:

- > Calibrated test equipment for a consistent baseline

- > Tune and align system RF base stations to optimize performance
- > Verify all System Core software revision levels are installed and operating properly.
- > Verify System anti-virus software is installed and operating properly.
- > Perform preventive maintenance during hours that will have the least amount of impact on users and the system
- > Share the preventive work hours schedule in advance of the maintenance window and shows the approximate outage times (if applicable)
- > Summarize completed work in a written report

## CORRECTIVE MAINTENANCE

On-Site Corrective Maintenance provides labor to troubleshoot, repair and if necessary, remove and replace defective infrastructure equipment as agreed upon between Stephenville and L3Harris. L3Harris personnel shall remotely troubleshoot the reported issue and dispatch a technician to a Stephenville location to perform the corrective maintenance.

Corrective Maintenance shall provide:

- > L3Harris technician(s) shall replace the defective equipment using spares purchased separately by Stephenville.
- > Arrange for the original item to be sent to a certified L3Harris repair facility.
- > All corrective maintenance actions will be documented in a report and Stephenville shall be informed of the status of all repairs in progress.
- > On-Site Corrective Maintenance is performed 8x5 Monday – Friday
- > 24x7x365 on-site Corrective Maintenance is available if the Rapid Response Service Level Agreement is purchased.

## ON DEMAND SERVICES

L3Harris and Stephenville will collaborate to decide the right level of service for each system's specific needs. However, a situation may arise where needed service is not a part of the original scope of work. Known as Demand Services, L3Harris' experienced personnel will quickly assess the need and provide Stephenville a quote for services on a time and material basis.

As an example, Demand Services may include:

- > Installation or removal of mobile radio equipment after the initial installation
- > Repair of equipment damaged by vandalism
- > Repair of equipment damaged through abuse or physical neglect
- > Damages due to extreme conditions or events outside of L3Harris reasonable control