



July 9, 2019

Mr. Felix Klein
Lamb County
100 6th Drive
Littlefield, Texas 79339

RE: BIS Digital Technical Support Agreement Renewal

Annual Full Support Agreement	
Effective Date	9/18/2019
Account Number	LAM701
Contract Number	20-09-A-67491-M-50011358
Contract Amount	\$3,974.92

Mr. Klein,

Attached is your Full Support Agreement and invoice.

To continue your technical support without disruption or unnecessary fees, please sign this electronic renewal form. Per our agreement, this invoice is due upon receipt.

Without a signed support agreement, you will be charged hourly for technical support in accordance with our on-demand technical support fees.

Thank you for the opportunity to serve your audio and video technology needs. If you have any questions, please feel free to contact me at 800-834-7674, ext.4523 or dianne.corzo@bisdigital.com.

Best regards,

Dianne Corzo

Dianne Corzo
Contracts Manager



Full Support Agreement

Between:

BIS Digital, Inc.

1350 NE 56th Street, Suite 300
Fort Lauderdale, FL 33334-6142
Phone: (800) 834-7674
Fax: (877) 858-5611
Email: support@bisdigital.com

And:

Lamb County

100 6th Drive
Littlefield, Texas 79339
Phone: (806) 385-4222
Contract #: 20-09-A-67491-M-50011358

BIS Digital, Inc. or its appointed service representative agrees to provide system support for the software and hardware listed below, in accordance with the terms and conditions of this agreement.

1. **TERMS AND CONDITIONS**

- A. The term of this agreement is for a period of twelve (12) months from the effective date. Upon expiration of the term, this agreement shall automatically renew for successive periods of twelve (12) months unless one party provides written notice to the other party of its intent to terminate this agreement in which case it shall terminate sixty (60) days from the date of the notice. In the event of early termination of service agreement, BIS Digital, Inc. will refund monies based upon contract amount prepaid by customer less actual cost of service provided during abbreviated term, or pro-rated amount based upon time remaining in contract term rounded to end of month of termination, whichever is less.
- B. The agreement entitles the user to 24 hours per day, 7 days per week telephone support and on-site support Monday- Friday (8am – 5pm ET) on covered items.
- C. User training: This agreement covers all users training at the user's site during the term of agreement at mutually agreed upon times.
- D. This support agreement is for the user's integrated system. Any changes or enhancements will be billed for additionally.
- E. Charges for maintenance and support for reasons outside of BIS Digital control, arising from neglect, negligence, misuse, acts of god or modifications to, or failures of systems software and/or hardware not covered under this contract shall be billed at BIS Digital published rates. Please note that BIS Digital has an archived copy of your initial configuration so at no time will you ever be billed for software configuration.
- F. BIS Digital agrees to provide customer with no less than ninety (90) days notice in the event of any price increases.

Initials:

DS
SC

BIS Digital

Customer



2. COVERAGES

- A. DCR Software (all BIS Digital supplied licenses) will receive annual upgrades as they become available. BIS Digital will provide on-line user training as well as on-line diagnosis and repair (web connection required).
- B. Hardware (all BIS supplied Tower PC's, Servers and Video and Telco Interface Boards). BIS will provide replacement or repair. BIS Digital will repair or replace system critical parts at customer site. Customer will be responsible for shipping defective part to BIS Digital. CPU and Motherboards on computers over forty-eight (48) months old may no longer be available causing the computer to be obsolete. In this event, BIS Digital will provide a \$300 computer replacement credit.
- C. Hardware Accessories (Digital Mixers, PA components, Microphones, Hearing Impaired Devices, USB Foot Controls). BIS Digital will provide replacement or repair. Customer will be responsible for shipping defective unit to BIS Digital. BIS Digital will replace or repair and ship back to customer.
- D. Excluded Hardware (desktop and laptop computers, tablets, display monitors, projectors and headsets.) BIS Digital will handle repairs via manufacturer warranties, e.g., Dell, NEC, Toshiba, but will offer no extended warranties directly.
- E. On-site BIS Digital Technical Support. BIS Digital will provide on-site technicians for emergency service during normal working hours at no charge. Emergency is defined to be a complete system down.

3. CUSTOMER RESPONSIBILITY

- A. A proper backup of all data on a regular interval.
- B. A user-appointed systems administrator to act as a liaison with the support department.

4. CONFIDENTIALITY

- A. BIS Digital, Inc. agrees that all data that may be entered into the system is strictly confidential and shall remain the property of the user. BIS Digital shall not, without prior written consent, disclose to any third party any such data acquired in connection with this agreement or any other services.

5. PAYMENT

- A. Invoices shall be sent once per year and payment shall be due in full upon receipt.
- B. At BIS Digital's option, support coverage may be halted for non-payment of any invoice greater than sixty (60) days beyond the due date.

6. LIABILITY

- A. In no event shall BIS Digital, Inc. be liable for any direct or indirect losses or damages, or any other claims arising in connection with this agreement to the user, including loss of data or earnings due to equipment down time.
- B. BIS Digital's sole responsibility with respect to the maintenance and support shall be limited to those outlined in this agreement.
- C. The laws of the State of Florida shall govern this agreement and any litigation shall occur in Broward County, Florida.

Initials:

BIS Digital

Customer



This contract covers the following equipment

Purchased on Invoice# 67491

Installed on 9/18/14

- DCR 4 Channel Digital Audio/Video Recording Software & w/Software Assurance (1)
- USB Mixer {s/n:18C1027} (1)
- 2nd Video Channel for DCR Products (1)
- 3rd Video Channel for DCR Products (1)
- Digital Presentation Scaler/Switcher (10in /3 out) (1)
- Digital Audio/Video PC {S/N: CB71J02} (1)
- IP Indoor Dome Camera for Drop Ceiling {s/n: ACCC8E10FEA5; ACCC8E10FEA6} (2)
- IP Video Encoder {s/n: ACCC8E07BCE0} (1)
- HDMI over Cat5 Distribution Amp (1in/7out) (1)
- HDMI over Cat5 Receiver for BIS-HDMI-DA1/7 (4)
- PA Interface Splitter 8in/16out {s/n: 515046} (1)
- P5544-Pro Boundary Microphone with BE Stand (2)
- P5545w-Hanging Microneck Condenser Microphone (White) (2)
- U55891R- Unidirectional Microphone w/Mute & LED (3)
- BIS Boundary Effect Mic Stand (3)
- 8" Drop Tile Ceiling Speakers - White (Pair) (3)
- Mixer Amplifier 120W (6in/2out) (1)
- Network Switch w/PoE (8-Port) (1)
- Microphone Wire (Plenum) - 1,000ft Roll (0.25)
- CAT5e Cable (Plenum) - 1,000ft Roll (0.5)
- Speaker Wire (Plenum) - 1,000ft Roll (0.5)
- Hardware Control Server Lite- Showmaster XS {s/n: 22100001} (1)

Purchased on Invoice# 69310

9/26/14

- MicroVault System 13 Rack (incl. Power Supply & Casters) (1)

Initials:

DS
SC

BIS Digital

Customer



The terms and conditions stated herein form the complete agreement between the parties. Any additions to this agreement (new systems) will be prorated to coincide with this contract.

Effective Date: 9/18/2019

Contract #: 20-09-A-67491-M-50011358

Annual Contract Amount: \$3,974.92

Accepted By:

BIS Digital, Inc.

Lamb County

DocuSigned by:

Steve Coldren

03095F027436430

By Steve Coldren

By

President

Title

Title

July 9, 2019

Date

Date

Initials:

SC

BIS Digital

Customer