

Statement of Work

Local Radio Support

1.0 Description of Service

Local Radio Support provides an operational check of Equipment that is specifically named in the applicable Agreement to which this Statement of Work is attached. An operational check is an analysis of the Equipment to identify external or internal defects.

If the Equipment has an external defect, or can be Restored without opening the radio case, the Equipment will be Restored and returned to Customer. If the Equipment has an internal defect, or is not serviceable without opening the radio case, then the Equipment will require additional service provided by the Servicer and not described in this Statement of Work.

Local Radio Support includes service on standard palm microphones and single mobile control heads, provided that they are required for normal operation of the two-way mobile and are included at the point of manufacture. Local Radio Support excludes repairs to: optional accessories; iDEN accessories; iDEN mobile microphones; non-standard mobile microphones, mobile external speakers; optional or additional control heads, single and multiple unit portable chargers; batteries, mobile antennas; mobile power & antenna cables and power supplies.

The following are excluded from Local Radio Support service unless they are purchased as an option for an additional fee. The options are OnSite, Radio Survey and Analysis, Portable Remote Speaker Microphones, Portable Antenna Replacements Mobile Remote Control Heads.

The terms and conditions of this SOW are an integral part of Motorola's Service Terms and Conditions or other applicable agreement to which it is attached and made a part thereof by this reference.

2.0 Motorola has the following responsibilities:

- 2.1 Service to be performed at the Servicer facility during Standard Business Days.
- 2.2 Perform an operational check on Equipment to determine the nature of the problem.
- 2.3 Remove/reinstall mobile or data Equipment from/to vehicle as needed for servicing.

3.0 Customer has the following responsibilities:

- 3.1 Deliver and pick up Equipment to/from the Servicer facility.
- 3.2 Inform Servicer of description of problem for Equipment brought in for service.
- 3.3 Cooperate with Motorola and perform all acts that are reasonable or necessary to enable Motorola to provide the Local Radio Support service to Customer.

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Local Radio Support OnSite Option - Pick & Delivery

1.0 Description of Service

For the OnSite Option (“Option”), equipment will be picked up from and delivered to the Customer’s location, within a designated radius of the Servicer facility. Schedule pickups will be mutually agreed upon and outlined in the Customer Support Plan.

The OnSite Option of Local Radio Support SOW covers Equipment that is specifically named in the applicable Agreement to which this Statement of Work is attached.

2.0 Motorola has the following responsibilities:

- 2.1. Use reasonable efforts to pickup and deliver Equipment per the mutually agreed upon Customer location, days of week, and preferred time. If a pick up/delivery cannot occur according to the preferred schedule, Customer will be contacted prior to the scheduled pick up/delivery, to arrange a mutually agreeable alternative date and/or time for pick up/delivery.
- 2.2. Generate service receipt and leave with Customer.

3.0 Customer has the following responsibilities:

- 3.1. Designate mutually agreeable location for service pickup and delivery, days of week, and preferred time.
- 3.2. Provide problem description along with Equipment.

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Local Radio Support Radio Survey and Analysis Option

1.0 Description of Service

The Radio Survey and Analysis Option (“Option”) is a one annual operation test to ensure Customer’s Equipment meets manufacturer’s specifications. This Option will be provided during Standard Business Days at the Servicer facility.

The Radio Survey and Analysis Option of Local Radio Support SOW covers Equipment that is specifically named in the applicable Agreement to which this Statement of Work is attached.

2.0 Motorola has the following responsibilities:

- 2.1. Physically inspect the Equipment.
- 2.2. Remove any dust, and/or foreign substances from the Equipment.
- 2.3. Measure (original measurements and the adjusted measurements), record, align and adjust the following applicable Equipment parameters, to the frequency and modulation outlined in the Rules and Regulations of the Federal Communications Commission (FCC):
 - 2.3.1. Receive frequency
 - 2.3.2. Transmit frequency
 - 2.3.3. Deviation
 - 2.3.4. Transmitter power
 - 2.3.5. Reflected power in antenna line (mobile antennas only)
 - 2.3.6. Receive sensitivity
 - 2.3.7. Audit output levels

3.0 Customer has the following responsibilities:

- 3.1. Provide preferred schedule for Radio Survey and Analysis to Motorola.
- 3.2. Contact the Servicer prior to Equipment being brought in for service.

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Local Radio Support Antenna Replacement Option for Portables

1.0 Description of Service

The Antenna Replacement Option for Portables (“Option”) provides for an operational check and Restoration of the antenna. Due to the nature of this Option, Customer’s entire inventory of portables must be covered by this Option. This Option covers Equipment that is specifically named in the applicable Agreement to which this Statement of Work is attached.

2.0 Motorola has the following responsibilities:

2.1. Check and replace antenna as needed.

3.0 Customer has the following responsibilities:

3.1. No additional responsibilities.



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Local Radio Support

Remote Speaker Microphone Option for Portables

1.0 Description of Service

The Remote Speaker Microphone Option for Portables ("Option") provides for the Restoration and/or replacement of remote speaker microphones that have become defective through normal wear and usage. This Option includes service to the remote speaker microphone cord that attaches it to the portable. Due to the nature of this option, Customer's entire inventory of portables must be covered by this Option. This Option covers Equipment that is specifically named in the applicable Agreement to which this Statement of Work is attached.

2.0 Motorola has the following responsibilities:

2.1. Restore and/or replace remote speaker microphone as needed.

3.0 Customer has the following responsibilities:

3.1. No additional responsibilities.



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Local Radio Support Remote Control Head Option for Mobiles

1.0 Description of Service

The Remote Control Head Option for Mobiles provides for the Restoration of additional remote control heads, extended control heads, and Direct Entry Keypad (DEK) Plus that have become defective through normal wear and usage. Due to the nature of this Option, Customer's entire inventory of mobiles must be covered by this Option.

This Option covers Equipment that is specifically named in the applicable Agreement to which this Statement of Work is attached.

2.0 Motorola has the following responsibilities:

2.1. Restore remote control heads, extended control heads, and Direct Entry Keypad (DEK) Plus as needed.

3.0 Customer has the following responsibilities:

3.1. No additional responsibilities.