

**EXTENDED WARRANTY PLAN
FOR VOICE LOGGING RECORDER
SILVER+ (Software Only / Remote 7X365)**

7165 East University Drive, #180
Mesa, AZ 85207
480.964.8911; 800.285.0108
ROC302489



For technical support: tech.support@goserco.com

Goserco, Inc. offers the following contract and conditions for extended warranty protection for, and covered services performed on, the listed equipment* installed at **REDONDO BEACH POLICE DEPARTMENT**. All parties agree to abide by the terms specified by this contract.

CONTRACT PERIOD

Coverage under this contract begins at 12:01 am **June 8, 2021**, and terminates at 11:59 pm **June 7, 2022**. City may extend this Warranty Plan for two (2) additional one (1) year terms upon thirty (30) days written notice prior to the termination of the term.

THIS CONTRACT PROVIDES FOR THE FOLLOWING

1. Support via e-mail (tech.support@goserco.com), telephone support, remote access, 24 hours a day, 365 days per year. Only calls or voicemails left on the on-call technical support personnel phone will be considered an emergency. Emails or voicemails left on the main GOSERCO service line are NOT considered to be an emergency and will be responded to the next business day. Emergency calls are defined as a degraded recorder server (not including workstations), with 2 or more channels that are not recording or an inability to play back valid recordings.
2. Response to requests for technical support or service received between 8:00am - 5:00pm (local time) Monday through Friday, excluding holidays. Response to emergency calls (as defined above) 24-hours per day, 365 days per year. Calls for technical support or service received during appropriate hours will be handled via telephone and/or remote access. Onsite service is available if required at Time & Materials rates.
3. Manufacturer recommended or required recording application updates (service packs, hotfixes, etc.). In general, recording application updates will be performed via remote access. If updates require upgrading clients, this service is to be performed by the customer. In the event that a manufacturer releases a no-cost version upgrade of recording application software, such upgrades will be delivered (for the customer to install or performed remotely).
4. This contract provides coverage for the voice logging recorder only. Peripherals (i.e. reproducer workstations, label printers, UPS equipment, Client workstations, etc.) are not covered, unless specified and agreed upon by both parties, and specifically listed on the following page.
5. "Refresher", or system training for new personnel, via remote access, provided up to twice annually (1 hr. each), if requested.

TERMS AND CONDITIONS OF THIS CONTRACT

1. This is an annual contract. This contract is to be billed and prepaid on or before the date of commencement, and billed each subsequent year until cancellation by either party.
2. All requests for technical support or service must include direct call back contact information. Customers must indicate, in writing, the person(s) authorized to call for service, and person(s) authorized to receive administrative system passwords, if such security is desired. Otherwise, by signing this agreement, customer agrees and authorizes that any calling party from their facility may receive such services or information.
3. Voice logging recorder **must be connected to** appropriate power from an **Uninterruptible Power Supply (UPS) at all times**.
4. Remote access to voice logging recorder is required. This can be via dial-up, or Internet (VPN or web service). While it is not required that remote access is available 100% of the time (although this is recommended), emergency responses may require immediate remote access to the system for proper diagnostics and verification of system status. Goserco is not responsible for any delay due to holdup in establishing remote access to the system. The customer is responsible for providing all remote access site-specific details and any special remote access client software (when required). In the event that remote access is only granted on a case-by-case, or temporary basis, the customer is responsible for establishing the readiness (connecting phone line, enabling remote access, etc.).
5. Customer is responsible for maintaining equipment in an adequately-cooled and relatively dust-free environment.

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6. Customer is responsible for providing the services of relevant I.T. personnel that may be required during repairs, updates, troubleshooting, etc. in a timely manner.

THIS CONTRACT DOES NOT PROVIDE FOR

1. Service requests for non-emergency services (i.e. scheduled upgrades, client software issues, minor repairs, adjustments, training, etc.) outside of 8:00am - 5:00pm (Arizona time) Monday through Friday – after hours, weekends, or Goserco-observed holidays are outside the scope of this contract.
2. Connection or repair of any telephone adapters (logger patches) and associated wiring, or feed source wiring.
3. Relocating, adding record channels, and/or moving of recorder equipment or installation of additional clients.
4. Repairs due to any power problem, or acts of Nature (i.e., power surge, fire, floods, lighting strikes, etc.) - all service requests that result from any power problem, or an act of nature, will be billable at applicable rates.
5. Problems resulting from any unauthorized changes or modifications to the operating system, including any malicious acts from external sources including but not limited to viruses, spyware, hacking attempts, etc.
6. Any internal networking configuration, problems, or modifications that may affect the recording system (such as restrictive domain policies), or the ability of remote clients to connect properly to the voice logging recorder.
7. Windows Updates and virus protection – these are the responsibility of customers with Windows-based systems. Both require manufacturer approval (and specific exclusions in some cases) via Goserco, Inc. prior to application.
8. Hardware repairs or upgrades, or release-level software version upgrades in recording application software.

***LISTED EQUIPMENT**

MAKE	DESCRIPTION	SERIAL NUMBER	COMMENTS	AMOUNT
EVENTIDE	NEXLOG 740 24ch	740001015		3,154.55
SYNOLOGY	4TB NAS		(included in above pricing)	
			Includes pro-rated EWP for software installed in September, 2019	
TAX				
TOTAL				3,154.55

Goserco, Inc. Today's Date Authorized Signature	Kit Ricci January 22, 2021	Customer Today's Date Authorized Signature	CITY OF REDONDO BEACH WILLIAM C. BRAND, MAYOR
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APPROVED AS TO FORM

By: _____
Michael W. Webb, City Attorney

ATTEST:

By: _____
Eleanor Manzano, City Clerk