

**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

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 June 02, 2021 	Customer Today's Date Authorized Signature	REDONDO BEACH POLICE DEPARTMENT
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