



HigherGround®

Quote Date: April 20, 2017

Client: Indian River County EOC

MAINTENANCE QUOTE SUMMARY

Coverage Dates: October 1, 2017 – September 30, 2018

Equipment Description:

Software – Instant Retrieval, Real-Time Monitor, Control Tower and Report Commander

Hardware – NG Capture 911 Voice Recording Server

Maintenance Description:

Remote Software & Hardware 24/7 Support & Maintenance

Total Maintenance Cost: \$9,746.69

Print Name

Signature

Title



HigherGround®

SUPPORT AND MAINTENANCE

HigherGround offers different maintenance plans to fit the needs of our clients. Our standard maintenance plan states that our contractual obligation is a one hour remote response time during normal business hours (8am - 6pm) and a 4 hour remote response time after normal business hours which includes weekends and holidays for software issues. However, we can usually respond remotely within minutes of the proper notification and approximately 95% of the issues can be handled remotely.

- **Alarm monitoring.** Your system automatically identifies hard-to-detect, suspicious activity or system outages that threaten uptime and sends alerts to you or HigherGround. It's your choice. Over 300 software and hardware alarm items are monitored to detect problems with outages, phone networks, hardware and/or software.
- **I'm Alive notification service.** This unique feature calls HigherGround nightly to say "I'm Alive." If your system doesn't call, we call into your system, contact the designated onsite manager, or send out a technician, and in most cases, we fix the problem before you know there is one.
- **Voice support** with access to our certified technicians for troubleshooting and consultation on telephone systems, software systems, and integration issues. HigherGround is committed to helping you achieve the highest efficiencies from your telecommunications investment. And, if necessary, HigherGround will make our own program engineers available to answer any questions you have. Our mission is to keep you up, running and efficient.
- **Software Remote Access:** During the contracted hours (Business Day or 24 Hour), HigherGround will respond to alarms, missed "I'm Alive" notifications and trouble reports opened via phone or e-mail. We will respond by either connecting to your system remotely or speaking with you as appropriate. We will perform routine software maintenance and scheduled software updates during the Business Day. We will perform emergency software maintenance or repair during the contracted hours. We require that you provide remote access to your system using a modem or the internet and that you enable the delivery of alarms to HigherGround via modem or e-mail in order to facilitate software support.
- **Hardware Advanced Replacement**
HigherGround will provide advanced RMA replacement of defective or failed hardware from your original recording system or subsequent upgrade to your system. We will ship replacement hardware within 1 business day of determining the original hardware is defective. We will work with you remotely during the contracted hours to install and configure the replacement hardware. You will be responsible for returning defective hardware within 10 days to avoid being billed for the replacement.
- **Reporting Trouble**
The customer shall contact HigherGround by calling (818) 456-1600 or emailing support@highergroundinc.com to open a service ticket.



HigherGround®

Quote Date: April 20, 2017

Client: Indian River County Sebastian PD

MAINTENANCE QUOTE SUMMARY

Coverage Dates: October 1, 2017 – September 30, 2018

Equipment Description:

Software – Instant Retrieval, Real-Time Monitor, Control Tower and Report Commander

Hardware – NG Capture 911 Voice Recording Server

Maintenance Description:

Remote Software & Hardware 24/7 Support & Maintenance

Total Maintenance Cost: \$8,433.27

Print Name

Signature

Title



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HigherGround®

Quote Date: April 20, 2017

Client: Indian River County Sheriffs Dept

MAINTENANCE QUOTE SUMMARY

Coverage Dates: October 1, 2017 – September 30, 2018

Equipment Description:

Software – Instant Retrieval, Real-Time Monitor, Control Tower and Report Commander

Hardware – NG Capture 911 Voice Recording Server

Maintenance Description:

Remote Software & Hardware 24/7 Support & Maintenance

Total Maintenance Cost: \$11,108.98

Print Name

Signature

Title



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HigherGround®

Quote Date: April 20, 2017

Client: Indian River County Vero

MAINTENANCE QUOTE SUMMARY

Coverage Dates: October 1, 2017 – September 30, 2018

Equipment Description:

Software – Instant Retrieval, Real-Time Monitor, Control Tower and Report Commander

Hardware – NG Capture 911 Voice Recording Server

Maintenance Description:

Remote Software & Hardware 24/7 Support & Maintenance

Total Maintenance Cost: \$7,849.69

Print Name

Signature

Title



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