

## Section 1

# SmartLocate Application Service Statement of Work

SmartLocate enables a device to send GPS location information to the CommandCentral cloud platform via a broadband network while simultaneously operating on LMR.

Outside of pre-announced maintenance periods, Motorola Solutions will provide SmartLocate on a best effort 24/7 basis. LTE network and cloud performance may reduce availability.

This Statement of Work ("SOW"), including all of its subsections and attachments is an integral part of the applicable agreement ("Agreement") between Motorola Solutions, Inc. ("Motorola Solutions") and Customer ("Customer").

In the event of a conflict between the terms and conditions of an Agreement and the terms and conditions of this SOW, this SOW will control as to the inconsistency only.

## 1.1 Motorola Solutions Responsibilities

- For subscriptions that include a Motorola managed data plan, provide an LTE SIM on the certified wireless carrier per covered device.
- For subscriptions that include a Motorola managed data plan, activate and maintain the LTE SIM account.
- Provide authorized administrator access to provision devices in the CommandCentral cloud platform via a third-party identity management system.
- Provide technical support, security control, and service improvements related to SmartLocate. Customer Data may be accessed by Motorola Solution employees residing outside of the Customer's country for the sole purpose of providing such support.
- Provide device access to the CommandCentral cloud platform via the certified LTE network.
- Display SmartLocate subscription status per device (including start and end dates) on MyView Portal.
- Provide device software updates for SmartLocate per Device Management Services ("DMS") Software Maintenance.

## 1.2 Customer Responsibilities

- For subscriptions that do not include a Motorola managed data plan, procure and manage an LTE data service.
- Order and maintain the SmartLocate subscription for each device.

- Order and maintain one or more mapping client application subscriptions in order to view SmartLocate data.
- Maintain the device in good working order on a supported firmware release.
- Use the correct version of web browser to access CommandCentral administrative interface.
- Perform ongoing provisioning of devices for SmartLocate in the CommandCentral cloud platform.
- Ensure the device is powered up and in a supported LTE network coverage area while using SmartLocate.
- Notify Motorola Solutions at least 30 days prior to canceling any SmartLocate subscription.

## 1.1 Limitations and Exclusions

- SmartLocate does not include initial device fleetmap template creation or consultation required to assemble a fleetmap strategy.
- SmartLocate does not include the cost of device Wi-Fi licenses, enablement, or configuration.
- SmartLocate does not include the cost of mapping client subscriptions, enablement, or configuration.
- Technical support of the SmartLocate application service is limited to connecting the device to the CommandCentral cloud-hosted servers. It does not include programming help or troubleshooting the LMR or LTE networks. Best effort support will be offered on a case-by-case basis to determine the status of the LTE network.
- Motorola will not provide LTE support for devices using LTE service from a non-certified wireless carrier.

## 1.2 Technical Support

SmartLocate Technical Support will respond to calls within two hours during the support days. Support hours are 7 a.m. to 7 p.m. CST Monday through Friday, excluding US holidays. In addition, Customers may contact the Call Management Center (800-MSI-HELP) at any time (24 hours a day, seven days a week) and a Motorola Solutions representative will log a technical request on Motorola Solutions Case Management System on the Customer's behalf.

## 1.3 References

CommandCentral Documentation: [https://www.motorolasolutions.com/en\\_us/products/command-center-software.html](https://www.motorolasolutions.com/en_us/products/command-center-software.html)