

Section 1

SmartMapping Application Service Statement of Work

SmartMapping provides instant situational awareness and enhanced coordination to field users through a mapping application on the radio.

Outside of pre-announced maintenance periods, Motorola Solutions will provide SmartMapping 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 network 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 SmartMapping. 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 authorized device access to location data stored in the CommandCentral cloud platform via the certified LTE network or Wi-Fi (if Wi-Fi is enabled on the device) and a third-party identity management system.
- Display SmartMapping subscription status per device (including start and end dates) on MyView Portal.
- Provide device software updates for SmartMapping 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 SmartMapping subscription for each device.
- Maintain the device in good working order on a supported firmware release.
- Enable SmartMapping on the device using a supported programming tool.
- Use a supported web browser to access CommandCentral administrative interface.
- Perform ongoing provisioning of devices for SmartMapping in the CommandCentral cloud platform.
- Ensure devices are provisioned for SmartMapping according to performance criteria recommended in product manuals.
- Ensure CommandCentral cloud platform is populated with location data to be displayed through SmartMapping. Location data is populated through separate Motorola Solution services such as SmartLocate or CommandCentral Aware.
- Ensure the device is powered up and in a supported LTE or Wi-Fi network coverage area while using SmartMapping.
- Notify Motorola Solutions at least 30 days prior to cancelling any SmartMapping subscription.

1.3 Limitations and Exclusions

- SmartMapping subscription does not include initial device fleetmap template creation or consultation required to assemble a fleetmap strategy.
- SmartMapping subscription does not include the cost of device Wi-Fi licenses, enablement or configuration.
- SmartMapping subscription does not include any services associated with populating location data in the CommandCentral cloud platform.
- Technical support of the SmartMapping application service is limited to connecting the device to the CommandCentral cloud-hosted servers. It does not include programming help or troubleshooting the LTE or Wi-Fi 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.

1.4 Technical Support

SmartMapping 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.