VIQI Virtual Partner Application Service Statement of Work

1.1 Overview

The ViQi Virtual Partner Application Service enables the ViQi Virtual Partner feature in the supported devices, enables the LTE network (APX NEXT and APX N70 devices only), maintains the ViQi Virtual Partner cloud platform, and enables provisioning of users and devices in the cloud-hosted service. To take advantage of the ViQi Virtual Partner Application Service, on-premises infrastructure components may be required to establish connectivity to the state and local database.

Outside of pre-announced maintenance periods, Motorola Solutions will provide ViQi Virtual Partner on a best effort 24/7 basis. Broadband 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.

1.2 Motorola Solutions Responsibilities

- For subscriptions that include a Motorola managed data plan, provide an LTE SIM, as needed, on the certified network per covered device (APX NEXT and APX N70 devices only).
- For subscriptions that include a Motorola managed data plan, activate and maintain the LTE SIM account, as needed (APX NEXT and APX N70 devices only).
- Provide authorized administrator access to provision users and devices in the ViQi Virtual Partner cloud platform via a third party identity management system.
- Maintain, update, and monitor the ViQi Virtual Partner cloud platform.
- Provide technical support, security control, and service improvements related to ViQi Virtual Partner. 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 user access to the ViQi Virtual Partner cloud-hosted service via the supported LMR or broadband networks and a third-party identity management system.
- Display ViQi Virtual Partner subscription status per device (including start and end dates) on MyView Portal.
- Provide device software updates for ViQi Virtual Partner per Device Management Services (DMS) Software Maintenance.

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1.3   Customer Responsibilities

- For subscriptions that do not include a Motorola managed data plan, procure and manage an LTE data service.
- For subscriptions that do not include a Motorola managed data plan, the customer managed SIM needs to be physically inserted into the SIM card slot in each device.
- Obtain any required state certification or approval of ViQi Virtual Partner.
- Deploy and maintain any required infrastructure to establish connectivity to the state and local database.
- Upgrade the LMR system to a supported ASTRO 25 release (if leveraging LMR network to initiate queries) and enable ViQi Virtual Partner.
- Order and maintain the ViQi Virtual Partner subscription for each device intended for use with the service.
- Maintain the device in good working order on a supported firmware release.
- Work with Motorola Solutions to initially provision user and device information in the ViQi Virtual Partner cloud-hosted service.
- Ensure the device is powered up and in a supported LMR or broadband network coverage area while using ViQi Virtual Partner.
- Notify Motorola Solutions at least 30 days prior to cancelling any ViQi Virtual Partner subscription.

1.4   Limitations and Exclusions

- ViQi Virtual Partner does not include initial device fleetmap template creation or consultation required to assemble a fleetmap strategy.
- Infrastructure configuration changes or upgrades associated with ViQi Virtual Partner, including software upgrades, and security or antivirus patches, are not covered by the ViQi Virtual Partner application service.
- Technical support of the ViQi Virtual Partner application service is limited to connecting the device to the ViQi Virtual Partner cloud-hosted servers and verifying the status of the cloud-hosted gateway. It does not include programming help, or troubleshooting the LMR or broadband networks. Best effort support will be offered on a case-by-case basis to determine the status of the LTE network if applicable.
- Motorola will not provide LTE support for devices using LTE service from a non-certified wireless carrier.

1.5   Technical Support and Priority Levels

For problems with cloud-based elements, the following priority level definitions and response times apply. Initial Technical Response is defined as acknowledgement to the Customer that an incident has occurred.

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Description	Initial Technical Response Time
Critical P1	
Product or Software defect which gives rise to: Greater than 25% loss of functionality attributed to cloud resources, excluding local device and ASTRO 25 system connectivity issues. Functional failures affecting more than 50% of devices.	1 hour 24/7
High P2	
Product or Software defect which gives rise to: • Greater than 5% loss of functionality attributed to cloud resources, excluding local device and ASTRO 25 system connectivity issues. • Functional failures affecting more than 15% of devices.	4 hours 24/7
Medium P3	
Product or Software defect which gives rise to: • Between 1-5% loss of functionality attributed to cloud resources, excluding local device and ASTRO 25 system connectivity issues. • Functional failures affecting LESS than 15% of devices.	24 hours 8 x 5 business hours
Low P4	
Items include: • Documentation questions. • General informational questions. • Other Investigations not marked as a higher priority level.	7 business days
For issues deemed to be Critical P1, High P2, and Medium P3, the Customer will need to ensure contact is made with Motorola Solutions personnel via telephone. Communication via email, SMS or any web chat applications shall not be accepted as proof of notification given the delayed and non-guaranteed nature of the mode of communications. All emailed requests will be treated as Medium P3 incidents. The above Response Goals shall not be applicable during the occurrence of a Force Majeure event (e.g. acts of God, including earthquakes and floods).	

For all other issues, ViQi Virtual Partner 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, the Customer 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.

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