



- Maintenance Agreement Services to coincide with purchasing the Motorola Service from the Start Lite program for new Motorola APX subscribers
- ERS-OCI Wireless will be responsible for sending all subscribers in to the Motorola repair depot for service for customer radio repairs as provided for by the Motorola Service From the Start lite coverage. ERS-OCI Wireless will track all radio subscribers repairs and notify Monroe County 911/Monroe County Fire Departments of any physical damages not covered by the extended warranty (SFS Lite) and the costs to proceed with these repairs. ERS-OCI Wireless will return all portable and mobile APX radios to the customer at the completion of the repairs.
- All portable APX subscribers shall be delivered to the ERS-OCI Wireless office location in Bloomington or shipped to the Indianapolis ERS-OCI Wireless repair processing center to begin repair processing.
- All mobile APX subscribers can be dropped off to the ERS-OCI Wireless office in Bloomington or an appointment can be made to have the radio un-installed from the customer's vehicle by ERS-OCI staff in Monroe County. Re-installation of the repaired mobile radio is included according to the customer request and scheduling the re-installation.
- Programming changes, re-programming of radios and any template change requests would not be covered under this maintenance agreement.
- The combined Motorola extended warranty (SFS Lite) and the ERS-OCI Wireless maintenance program will provide for no out of pocket costs for Monroe County 911 or Monroe County Fire Departments unless physical or chemical damage has occurred to the radio for the duration of the Motorola SFS Lite and ERS-OCI Wireless concurrent maintenance agreements.



- Costs: Portable APX Subscribers will be covered by ERS-OCI Wireless for \$2.00 per unit per month.
 - 5 Year Program for 132 APX Portable Subscribers will total \$15,840
 - 10 Year Program for 132 APX Portable Subscribers will total \$31,860

- Costs: Mobile APX Subscribers will be covered by ERS-OCI Wireless for \$4.50 per unit per month.
 - 5 Year Program for 10 APX Mobile Subscribers will total \$2,700
 - 10 Year Program for 132 APX Mobile Subscribers will total \$5,400