



Sound Communications, Inc.

P.O. Box 1148, Grove City, OH 43123

Phone: 800-556-8556 Fax: 614-875-8179

www.soundcommunications.com

Sound Communications, Inc., is pleased to provide this renewal of Maintenance & Support Coverage on your Verint v15 Recording system at the level shown below. To maintain your coverage with no lapses, we must receive your Renewal via fax, email, or standard mail, by no later than midnight of the date shown. In addition, Payment must be received by no later than 10 days after the renewal date, or coverage may lapse. If you would like to discuss other coverage options, or are considering a change to service on a time and materials basis please contact us at the number shown above. Our current support rates are shown below. Please be aware that customers covered by an Annual Maintenance & Support plan always receive priority queuing for support requests. In addition, guaranteed response times are only offered in conjunction with maintenance and support agreements. Please refer to the accompanying current Terms & Conditions document for more information.

Customer Name:	Columbus Dept. of Public Safety	Phone:	614-724-7047
Billing Contact Name:	William Griffith	E-Mail:	wgriffith@columbus.gov
Billing Address:	4211 Groves Road Columbus, Ohio 43232		
System Location (if different):			
Coverage Dates:	10/01/2025 to 9/30/2026	System Identifier:	Verint 15.2 PS Platform

Plan Level: Premier Plus w/ TMS

Plan Cost: \$134,857.38

This Offer extended on behalf of Sound Communications, Inc., by:

James W. Jacobs

James W. Jacobs, Controller

By my signature below, I affirm that I am authorized to accept, and do accept, this Offer on behalf of my organization. We agree to the payment terms as outlined in the Terms & Conditions.

Signature: _____

Date: _____

(if different from Billing Contact above, please provide new information below)

PO#: _____

	Billing Contact (if different)	System Supervisor	SCI Hourly Support Rates as of: 1/1/2020			
Name:				Business	After-hours	Weekend & Holiday
Phone:			Phone	\$105.00	\$145.00	\$230.00
Fax:			Remote Access	\$125.00	\$175.00	\$260.00
Email:			In-House	\$115.00	\$160.00	\$245.00
Cell (optional):			Onsite	\$185.00	\$265.00	\$350.00
			Trip Charge	\$150.00	\$200.00	\$250.00



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Premier Plus w/ TMS

Annual Maintenance & Support Coverage: Premier Plus w/TMS Plan

Item	Description	Price
Primary Communication Center	Five Verint Media Recorder 7000 Series Servers	
	One Verint 7000 Series Database Server	
	Two Verint 7000 Series Application Servers	
	One v15 Platform Speech Transcription Server for L2 / L3 Deployment	
	One v15 Platform NAS Storage Server for L2 / L3 Deployment	
	Five Add on Media Storage 3x960GB SSD, SanDisk (RAID5, SSD-SD3R5)	
	One 13 Slot PCI Expansion Chassis	
	Seven Intel Remote Management Module for 7000 Series Servers	
	One AudioCodes DP Card (PCI-e) Dual Port E1/T1 Passive Card	
	Two AudioCodes LD Card (PCI-e) 24 Port Analog	
	Five 7000 Series Intel Ethernet Network Connection Mezzanine Cards	
	291 seats Verint Public Safety Call Recording License	
	600 seats Verint Public Safety Named Radio Talkgroup License	
	102 seats Verint Public Safety Quality Management License	
	102 seats Verint Public Safety Screen Recording License	
	2 Verint Recording Public Safety Integration Package	
	1 Motorola Radio P25 IP Console Integration Enabler	
Arlingate	One Verint Media Recorder 7000 Series Platform Consolidated Server	
	One Add on Media Storage 3x960GB SSD, SanDisk (RAID5, SSD-SD3R5)	
	One Intel Remote Management Module for 7000 Series Servers	
	7000 Series Intel Ethernet Network Connection Mezzanine Card	
	24 seats Verint Public Safety Call Recording License	
	1 Verint Recording Public Safety Integration Package	
	Ohio MARCS 2024.1 Upgrade	

Annual Premier Maintenance & Support Total

\$134,857.38

Premier Plus w/TMS Plan : provides for repair or replacement of covered system Hardware; standard service pack releases, emergency software patches and software upgrades (all services to deploy upgrades are included); phone/remote/ onsite support on a 24/7/365 basis; one annual training session (web-delivery or at Sound Communications) upon request; and one annual remote system inspection and maintenance check upon request. SCI shall use its best efforts to initiate response within (1) hour for Emergency Issues and within (4) hours for Non-Emergency Issues reported during Regular Business Hours. SCI shall use its best efforts to initiate response within (2) hours for Emergency Issues and by the next business day for Non-Emergency Issues reported outside of Regular Business Hours. Customer also receives SCI's discounted labor rates and trip charge waiver for moves, adds, changes and service subject to coverage limitations. For complete service contract provisions, refer to the "Maintenance & Support Agreement: Terms & Conditions, Service and Support Guide and Priority & Response Times.

+ TMS (Technical Managed Services) includes: Installation and testing of the Verint Security and Third-Party Update Kits, Installation and testing of Microsoft Cumulative Updates, Install & Maintain Antivirus and Malware Protection, System Configuration Backup, Release Management, End User Training, Solution Audits. See Maintenance & Support Agreement Terms for Additional Details.