



October 15, 2025

Madison County Chancery Court-ADA
Board of Supervisors
PO Box 608
Canton, MS 39046

RE: BIS Digital Technical Support Agreement

Annual Full Support Agreement with Hardware Replacement without SAS	
Effective Date	01/01/2026
Account Number	MADADA859
Contract Number	26-01-A-102920/M-50027136
Contract Amount	\$1,275.00

Hello,

Attached is your Full Support Agreement. Please sign the electronic document.

Please note that without a signed support agreement, you will be charged hourly for technical support.

Thank you for the opportunity to serve your audio and video technology needs. If you have any questions, please do not hesitate to contact me at 800-834-7674, ext. 4511 or email me at BIScontracts@bisdigital.com.

Best regards,

Maria-Virginia A. Gonzalez

Maria-Virginia A. Gonzalez
Senior Contract Manager



6600 Park of Commerce Boulevard
Boca Raton, FL 33487



Sales: (800) 834-7674
Support: (800) 715-1234



Email: info@bisdigital.com
Web: www.bisdigital.com



FULL SUPPORT AGREEMENT

Between:

BIS Digital, Inc.
6600 Park of Commerce Boulevard
Boca Raton, FL 33487
Phone: (800) 834-7674
Fax: (877) 858-5611
Email: BIScontracts@bisdigital.com

And:

Madison County Chancery Court-ADA
Board of Supervisors
PO Box 608
Canton, MS 39046
Phone: 601-859-4365
Contract #:26-01-A-102920/M-50027136

BIS Digital, Inc., agrees to provide system support for the software and hardware listed below, in accordance with the terms and conditions of this agreement.

1. **TERMS AND CONDITIONS**

- A. The term of this agreement is for an initial period of twelve (12) months from the effective date. Upon expiration of the initial term, this agreement shall automatically renew for successive periods of twelve (12) months. Written notice of the intent to terminate must be provided and shall be effective sixty (60) days from the date of notice. If cancelled mid-month, the effective date of cancellation will be the first day of the following month following the 60-day notification.
- B. The agreement entitles the user to telephone and on-site support Monday - Friday (8AM - 5PM ET) on covered items.
- C. User training is included for the term of agreement.
- D. This support agreement is for the installed BIS Digital integrated system. Any changes or enhancements may incur additional coverage costs.
- E. Charges for service and support for reasons outside of BIS Digital's control, arising from neglect, negligence, misuse, acts of God, modifications to, or failures of systems software and/or hardware not covered under this agreement shall be billed separately.
- F. Due to the many components that comprise a BIS Digital integrated system, certain components may be discontinued or reach end of life (EOL) by the manufacturer. If a component reaches EOL and a replacement from the manufacturer is not available, BIS Digital will provide a quotation for replacement with a comparable product.
- G. BIS Digital may increase service contract fees associated with hardware replacement if the price of the covered hardware replacement costs 30% or more than the original price.
- H. BIS Digital agrees to provide customer thirty (30) days' notice in the event of a price increase.

2. **COVERAGES**

- A. DCR Software (all BIS Digital supplied licenses): This support agreement is for the user's installed DCR Software version. DCR Software Assurance, which provides for all new feature and function upgrades is not included.
- B. Hardware Accessories: Digital Mixers, PA Components, Microphones, Hearing Impaired Devices, and USB Foot Controls. Customer will be responsible for shipping defective unit(s) to BIS Digital. BIS Digital will replace or repair and ship back to the customer.
- C. Excluded Items: Furniture, Personal Computers (PCs), Laptop Computers, Servers, Racks and Rack Accessories, Tablets, Monitors, TVs, Equipment Mounts, Projectors and Headsets. BIS Digital will handle repairs via manufacturer's warranty only.
- D. Re-wiring required for structural, or design changes, remodeling, or renovations is not covered. BIS Digital can provide a quotation based on client needs.

Initials:

S.C. / _____
BIS Digital Customer



3. **CUSTOMER RESPONSIBILITY**
 - A. Maintain a current backup of all data.
 - B. Designate a systems administrator to act as a liaison with BIS Digital technical support.
4. **CONFIDENTIALITY**
 - A. BIS Digital, Inc., agrees that all customer data is strictly confidential. BIS Digital shall not, without prior written consent, disclose to any third party any such data acquired in connection with this agreement or any other services.
5. **PAYMENT**
 - A. Invoices shall be sent once per year and payment shall be due in full upon receipt.
 - B. Support coverage may be discontinued for non-payment of any invoice greater than thirty (30) days.
6. **LIABILITY**
 - A. In no event shall BIS Digital, Inc. be liable for any direct or indirect losses or damages, or any other claims arising in connection with this agreement to the user, including loss of data, productivity, or earnings due to equipment down time.
 - B. BIS Digital's sole responsibility with respect to the service and support shall be limited to those outlined in this agreement.
 - C. The laws of the State of Florida shall govern this agreement and any litigation shall occur in Palm Beach County, Florida.

This contract covers the following equipment

From Infoware inv. #102907

Dated 03/02/2023

Judge Brewer, Judge Clark, and Judge Walker

*ADA Compliant Assisted Hearing Solution,
includes one transmitter, 3 receiver, 3 headsets, and 2 neckloops

Initials:

S.C. / _____
BIS Digital Customer



The terms and conditions stated herein form the complete agreement between the parties. Any additions to this agreement (new systems) will be prorated to coincide with this contract.

Effective Date: 01/01/2025

Contract #: 26-01-A-102920/M-50027136

Annual Contract Amount: \$1,275.00

Accepted By:

BIS Digital, Inc.

Madison County Chancery Court-ADA

Steve Coldren

By Steve Coldren

By

President

Title

Title

October 15, 2025

Date

Date

Initials:

S.C. / _____
BIS Digital Customer

CERTIFICATE *of* SIGNATURE

REF. NUMBER
8NVQW-ZPN8B-F8QWX-GGVJF

DOCUMENT COMPLETED BY ALL PARTIES ON
15 OCT 2025 15:22:35
UTC

SIGNER

EMAIL
BISCONTRACTS@BISDIGITAL.COM

TIMESTAMP

SENT
15 OCT 2025 15:22:35
SIGNED
15 OCT 2025 15:22:35

SIGNATURE

Steve Coldren

IP ADDRESS
73.42.70.174

LOCATION
ORLANDO, UNITED STATES



BUSINESS INFORMATION SYSTEMS, INC.

6600 Park of Commerce Blvd.
Boca Raton, FL 33487-8224
+18008347674
ap@bisdigital.com
www.bisdigital.com

**BILL TO**

Madison Chancery-ADA
Madison County Board of
Supervisors
Attn.: Accounts Payable
PO Box 608
Canton, MS 39046

SHIP TO

Madison Chancery-ADA
Madison County Board of
Supervisors
Attn.: Accounts Payable
PO Box 608
Canton, MS 39046

INVOICE 104301**DATE** 01/01/2026 **TERMS** Due on receipt**DUE DATE** 01/01/2026**SHIP VIA**
MNT**TRACKING NO.**
MADADA859/M-
50027136**START DATE**
01/01/2026**END DATE**
12/31/2026

QTY	ITEM CODE	DESCRIPTION	PRICE EACH	AMOUNT
1	MNT_INF_FTR ON-SITE	#26-01-A-102920/M-50027136 On-Site Service & Support Renewal Contract. (Remote Support Included. Hardware Replacement Not Included)	1,260.00	1,260.00T
1	MNT_INF_CLOUD ANNUAL	Annual Cloud Backups.	315.00	315.00T
1	Discount-MNT	State of Mississippi, County and State Courts - Volume Maintenance Discount 25%	-300.00	-300.00T

[Pay invoice](#)

SUBTOTAL 1,275.00
TAX (0%) 0.00
TOTAL 1,275.00

TOTAL DUE \$1,275.00