

April 24, 2026

Madison County Chancery Court
Sub District Two
Attn.: Judge Cynthia Brewer
PO Box 1626
Canton, MS 39046

RE: BIS Digital Technical Support Agreement

Annual Full Support Agreement with Hardware Replacement without SAS	
Effective Date	07/01/2026
Account Number	MCC859
Contract Number	27-07-A-102789 (Courtroom 1-Judge Brewer)/M-50027058
Contract Amount	\$1,323.00

Hello,

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

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
Sub District Two
Attn.: Judge Cynthia Brewer
PO Box 1626
Canton, MS 39046
Phone: 601-855-5502
Contract #:27-07-A-102789 (Courtroom 1-Judge Brewer)/M-50027058

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 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 the 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. FTR Software: This support agreement is for the user's installed FTR Software version. FTR 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. #102789
Dated 05/04/2022

Courtroom 1-Judge Brewer

*FTR Touch S/N NHA1410051
*DMX88 S/N 249300001762

From Mississippi OSAA Audit (attached)
Received from Terry Henson on 01/12/2024

Courtroom 1 (Staff Table 1)

*Microphone Shure MX393/0 (4)
*Clock FTR CC186-499/U (1)

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: 07/01/2026
Contract #: 27-07-A-102789 (Courtroom 1-Judge Brewer)/M-50027058
Annual Contract Amount: \$1,323.00

Accepted By:

BIS Digital, Inc.

Madison County Chancery Court

Steve Coldren

By Steve Coldren

By _____

President

Title

Title

April 24, 2026

Date

Date

Initials: S.C. / _____
BIS Digital Customer

CERTIFICATE *of* SIGNATURE

REF. NUMBER
WFXZX-VAVZY-VRCPU-QU7N4

DOCUMENT COMPLETED BY ALL PARTIES ON
24 APR 2026 19:11:40
UTC

SIGNER

EMAIL
BISCONTRACTS@BISDIGITAL.COM

TIMESTAMP

SENT
24 APR 2026 19:11:39
SIGNED
24 APR 2026 19:11:40

SIGNATURE

Steve Coldren

IP ADDRESS
73.42.70.174

LOCATION
ORLANDO, UNITED STATES

