

Madison County Sheriff Department
(41007641)

05/04/2026

Re Service Agreement:

The below amounts are the breakdown for the service agreement on the different technologies that Vector Security provides for your organization.

\$40.00 /m Access Control

This comes to a total of **\$40.00** a month for the service agreement. This does cover all access control devices that are currently installed and in use at 2941 Highway 51, Canton, MS 39046. The service agreement is good for as long as the entity pays for the coverage. If any changes are made to the system in the future, it may impact the price of the agreement, i.e., more access doors will increase the amount, as removing a door will decrease the amount. I have included not only a simple breakdown of coverages, but also the legal language in the master contract as well regarding service agreements on the next page.

Covered Incidents

- Improper Installation
- Equipment Failure due to Normal Wear & Tear
- Defective Equipment

Billable Incidents

- Customer/Vendor Damage
- Force Majeure
- Lightning/Weather
- User Error
- Equipment Adds, Moves, or Changes
- Actual Break-In
- Actual Fire
- Consumables
- Batteries
- Equipment not installed by a Vector Certified Technician

If anything is needed, please feel free to reach out to your technician, Stacy, or to me directly.

Thank you,

Eric Shirley
Vector Security
Branch Manager – Madison, MS
M: 601-317-8145

Intelligent security tailored for you.SM

Service Plan:

If Customer purchased the "Service Plan," Company will repair or, at its option, replace any part of the System due to ordinary wear and tear or malfunction of the System, but not due to any Exclusion below. The Service Plan and the related billing will commence on the date the System is installed or on the date the Service Plan is purchased.

Exclusions:

The following are excluded from the New Installation Warranty and Service Plan: (i) damage from accidents, vandalism, negligence, Acts of God, natural disasters, war, terrorism, civil strife, water and moisture, lightning, electrical surge, fire, alteration, abuse, or misuse; (ii) Customer's failure to properly close or secure a door, window or other point protected by an alarm device; (iii) Customer's failure to follow Company's and manufacturer's guidelines, instructions, and recommendations; (iv) trouble in telephone line, use of non-traditional telephone line or service (including, but not limited to, DSL, Asymmetric Digital Subscriber Line ("ADSL"), VOIP, etc.), radio frequency interference or due to any service interruption; (v) changes to the System necessitated by a change in telephone service provider, area code or dialing changes; (vi) addition or removal of an answering machine, fax, modem, DSL, T-1, Integrated Services Digital Network ("ISDN"), call waiting or other calling features; (vii) repairs needed to security screens, exterior mounted devices or Programmable Read Only Memory ("PROM") ; (viii) alterations to the Premises; (ix) alterations to the System made at Customer's request, required by a change to the Premises or technology made by cellular, internet, and radio frequency service providers and their related cellular service networks (e.g. converting 3G network to 5G) ;(x) unauthorized repair or service; (xi) manufacturer recalls or advisory notices. (xii) replacement batteries and related labor; and (xiii) for any other cause beyond Company's control.

Time & Material and Emergency Service:

For any services not covered by the New Installation Warranty or a Service Plan, Customer shall pay Company on a time and material basis at Company's then prevailing rates for any service call. If any services are requested outside of Company's normal working hours, Customer will be required to pay a surcharge at Company's then applicable rates. Service Hours. Company will not perform any service unless requested by Customer. Upon such request, all service will be done as soon as reasonably possible during Company's normal working hours. Company assumes no responsibility for any delay in performing any service, or any event (burglar, fire or otherwise) or loss (property damage, personal injury or otherwise) which occurs before or during any service. Company may, in its sole discretion, use new or used parts for any replacement services from the original or other manufacturers.

Intelligent security *tailored for you.*SM