



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

PO Box 404

Canton, MS 39046

Phone: 601-859-1177

Contract #:27-12-A-102896 INF (Judge Walker Courtroom)/M-50027038

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 & Hardware Accessories: Repair and/or replacements of defective hardware is not covered under this agreement. Customer may ship defective hardware to BIS Digital, Inc. for repair at BIS published service rates. If defective hardware sent to BIS Digital, Inc. is deemed un-repairable, the customer will be responsible for replacement at their expense.
- C. 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



September 4, 2026

Madison County Chancery Court
PO Box 404
Canton, MS 39046

RE: BIS Digital Technical Support Agreement

Annual Full Support Agreement without Hardware Replacement without SAS	
Effective Date	12/01/2026
Account Number	MCC859
Contract Number	27-12-A-102896 INF (Judge Walker Courtroom)/M-50027038
Contract Amount	\$992.25

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



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

Effective Date: 12/01/2026

Contract #: 26-12-A-102896 INF (Judge Walker Courtroom)/M-50027038

Annual Contract Amount: \$992.25

Accepted By:

BIS Digital, Inc.

Madison County Chancery Court

Steve Coldren

By Steve Coldren

Lena Permenter

By

President

Title

Chief Deputy Chancery Clerk

Title

September 4, 2026

Date

9/9/2026

Date

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. #102896
Dated 10/27/2022

Judge Walker Courtroom

*FTR Touch S/N NTF1760020
*DMX88 Audio Controller S/N 249300001825

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

Courtroom 2 (Staff Table 1)

*Microphone Boundary Shure MX393/0 (4)
*Clock FTR CC186-499/U (1)
*Assisted Listening System Williams AV IR T2 (1)

Initials:

S.C. / _____
BIS Digital Customer

CERTIFICATE *of* SIGNATURE

REF. NUMBER
CDQWS-NPGOG-WXU5H-ETQE4

DOCUMENT COMPLETED BY ALL PARTIES ON
04 SEP 2026 19:00:42
UTC

SIGNER

EMAIL
BISCONTRACTS@BISDIGITAL.COM

TIMESTAMP

SENT
04 SEP 2026 19:00:41
SIGNED
04 SEP 2026 19:00:42

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 County Chancery Court
Sub District Three
Attn.: Judge James. C. Walker
PO Box 404
Canton, MS 39046

INVOICE 107008

DATE 12/01/2026 **TERMS** Due on receipt

DUE DATE 12/01/2026

SHIP VIA
MNT

TRACKING NO.
MCC859/M-50027038

START DATE
12/01/2026

END DATE
11/30/2027

QTY	ITEM CODE	DESCRIPTION	PRICE EACH	AMOUNT
1	MNT_INF_FTR ON-SITE	#27-12-A-102896/M-50027038 On-Site Service & Support Renewal Contract. (Remote Support Included. Hardware Replacement Not Included)	992.25	992.25T

Ways to pay



[View and pay](#)

SUBTOTAL 992.25
TAX (0%) 0.00
TOTAL 992.25

TOTAL DUE \$992.25

A. Berner