



July 8, 2026

Madison County Chancery Court (MS)
PO Box 404
Canton, MS 39046

RE: BIS Digital Technical Support Agreement

Annual Full Support Agreement with Hardware Replacement without SAS	
Effective Date	10/10/2026
Account Number	MCC859
Contract Number	27-10-A-96259 (Courtroom 1, Judge Brewer)/M-50029052
Contract Amount	\$1,050.00

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 (MS)

PO Box 404

Canton, MS 39046

Phone: 601-859-1177

Contract #:26-10-A-96259 (Courtroom 1, Judge Brewer)/M-50029052

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. / G.P.
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

Purchased on Invoice #96259
Installed on 10/10/2023

Courtroom 1, Judge Brewer

*Wireless BYOD Device (Mini) (1)

Initials:

S.C. / G.P.
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: 10/10/2026

Contract #: 27-10-A-96259 (Courtroom 1, Judge Brewer)/M-50029052

Annual Contract Amount: \$1,050.00

Accepted By:

BIS Digital, Inc.

Madison County Chancery Court (MS)

Steve Coldren

By Steve Coldren

Gena Permenter

By

President

Title

Chief Deputy Clerk

Title

July 8, 2026

Date

07 / 08 / 2026

Date

Initials:

S.C. / G.P.

BIS Digital

Customer

CERTIFICATE of SIGNATURE

REF. NUMBER
GKXTF-K9TJF-RFHP8-SUHOY

DOCUMENT COMPLETED BY ALL PARTIES ON
08 JUL 2026 16:55:13
UTC

SIGNER	TIMESTAMP	SIGNATURE
EMAIL BISCONTRACTS@BISDIGITAL.COM	SENT 08 JUL 2026 16:22:15 SIGNED 08 JUL 2026 16:22:15	Steve Coldren IP ADDRESS 35.148.129.15 LOCATION SANFORD, UNITED STATES

GENA PERMENTER EMAIL GENA.PERMENTER@MADISON-CO.COM	SENT 08 JUL 2026 16:22:15 VIEWED 08 JUL 2026 16:53:03 SIGNED 08 JUL 2026 16:55:13	Gena Permenter IP ADDRESS 136.239.34.115 LOCATION MADISON, UNITED STATES
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RECIPIENT VERIFICATION

EMAIL VERIFIED
08 JUL 2026 16:53:03



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

Attn.: Gena Permenter

PO Box 608

Canton, MS 39046

INVOICE 106491**DATE** 10/10/2026 **TERMS** Due on receipt**DUE DATE** 10/10/2026**SHIP VIA**

MNT

TRACKING NO.

MCC859/M-50029052

START DATE

10/10/2026

END DATE

10/09/2027

QTY	ITEM CODE	DESCRIPTION	PRICE EACH	AMOUNT
1	MNT-R-DCR	#27-10-A-96259/M-50029052	1,050.00	1,050.00T
		Madison County Chancery Court		
		On-Site Service & Support Renewal Contract BIS Digital Recording System.		
		(Remote Support & Hardware Replacement Included)		

Ways to pay[View and pay](#)

SUBTOTAL	1,050.00
TAX (0%)	0.00
TOTAL	1,050.00

TOTAL DUE \$1,050.00