



427 Hayden Station Road (800) 972-3469 CT & RI  
Windsor, Connecticut 06095 (800) 666-5290 MA



Premier Service Partner

Account # 1113-000  
Contact: Chief Arciero  
Phone #: 860-693-0221  
E-mail: carciero@cantonpd.org  
Contract # 110-1061

CUSTOMER NAME: CANTON POLICE DEPARTMENT  
ATTN: CHIEF CHRIS ARCIERO  
BILLING ADDRESS: 45 RIVER ROAD  
CITY, STATE, ZIP: CANTON, CT 06019

PLEASE VISIT OUR WEBSITE:

[www.necommsys.com](http://www.necommsys.com)

THANK YOU FOR YOUR BUSINESS

CONTRACT START DATE: July 1 2013 AUTO RENEWAL: NO

EXPIRATION DATE: JUNE 30, 2014

New England Communication Systems is an authorized Motorola Premier Service Partner providing factory approved two way radio service in CT, Mass & RI. NECS is approved by Motorola to perform two way radio system service and installations.

QTY	MODEL & SERIAL NUMBER DESCRIPTION		Per Unit	EXTENDED
1	Motorola Elite console - 2 position	24/7	\$ 60.00	\$ 60.00
4	MDS system 2-Tx & 2 Rx radios	24/7	\$ 15.00	\$ 60.00
1	CDM1250 mobile (RAFS)		\$ 5.00	\$ 5.00
1	JPS Comparator s/n 16419 (8/05)	24/7	\$ 10.00	\$ 10.00
2	MC1000 Tone Remotes 124CCH0438 / 0484		\$ 1.00	\$ 2.00
1	CDM750 base SP Hot Line	24/7	\$ 5.00	\$ 5.00
2	Motorola MTR2000 Repeaters (Town Hall / East Hill)	24/7	\$ 15.00	\$ 30.00
11	CDM1250 mobile		\$ 3.50	\$ 38.50
12	Motorola HT1250 portable w/ chgr and remote mic.		\$ 3.50	\$ 42.00
2	HT1250 portable w/ chgr and remote mic. s/n:749TMJB103, 749TMJB113		\$ 3.50	\$ 7.00
2	CDM1250 & GM300 radios - Fire control station		\$ 5.00	\$ 10.00
1	RADIUS M1225 MOBILE 869FBJ6065		\$ 3.50	\$ 3.50
1	CDM 1250 MOBILE lowband		\$ 5.00	\$ 5.00
1	Motorola Max-Trac Mobile		\$ 5.00	\$ 5.00
1	MTR 2000 Receiver @ Kohl's		\$ 5.00	\$ 5.00
1	BDA @ Kohl's		\$ 5.00	\$ 5.00

OFFICE BUSINESS HOURS: 8:00 AM-4:30 PM MONDAY THROUGH FRIDAY

PAYMENT CYCLE:

ANNUALLY - SEMI-ANNUAL - QUARTERLY - MONTHLY - OTHER

TAX EXEMPT - YES (ATTACH CERTIFICATE) NO P.O. #

Month taxes	\$ 293.00
Annual Total	\$ 3,516.00

**TERMS & CONDITIONS**

WHEN THIS AGREEMENT IS ACCEPTED BY NECS. THE EQUIPMENT LISTED ON THIS AGREEMENT WILL BE SERVICED BY NECS IN ACCORDANCE WITH THE TERMS & CONDITIONS OF THIS AGREEMENT. THIS AGREEMENT DOES NOT INCLUDE REPLACEMENT OF ANTENNAS, BATTERIES, SERVICE OF ANY TRANSMISSION LINES, ANTENNA TOWER OR TOWER LIGHTING, CALLS AS A RESULT OF FAILED TELEPHONE LINES UNLESS DESCRIBED ABOVE, MICROPHONES, UPS, EXTERNAL SPEAKERS, MONITORS, SOFTWARE, PC, CABLES & CONNECTORS or REPLACEMENT EQUIPMENT, ABUSE, PHYSICAL DAMAGE, WATER DAMAGE, ACTS OF GOD. NECS RESERVES THE RIGHT TO DISCONTINUE SERVICE ON ANY EQUIPMENT ON THIS AGREEMENT AS IT DEEMS NECESSARY. NECS WILL MAKE THEIR BEST EFFORT TO REPAIR ALL EQUIPMENT BASED UPON MANUFACTURES SUPPORT OF THOSE PRODUCTS & OEM PARTS. ANNUAL MAINTENANCE CHECKS ON ALL FIXED EQUIPMENT WILL BE PERFORMED UPON A WRITTEN REQUEST BY CUSTOMER. A WRITTEN REPORT WILL BE COMPLETED AND ANY RECOMMENDATIONS FOR IMPROVEMENT OR UPGRADES WILL BE PROVIDED. NO SHIPPING OR HANDLING FEES.

PICK UP & DELIVERY OF REPAIRS AVAILABLE OR UPS DELIVERY

ABOVE CONTRACT RATE: \$95.00 PER HOUR, T&M RATE. \$142.50 AFTER HOURS, \$190.00 SUNDAYS & HOLIDAYS

Authorized Customer Signature:

Date: 6-26-13

*Collette Trazinski*  
NECS Representative Signature Telephone Number: (860) 640-6600 X 100

[colette.trazinski@necommsys.com](mailto:colette.trazinski@necommsys.com)  
e-mail address:

## NECS SERVICE CONTRACT BENEFITS

- RECEIVE PREFERRED CUSTOMER STATUS** Your repairs are taken before non-contract customers for faster turnaround time.
  
- FREE SHIPPING TO FACTORY DEPOT** Any radios requiring depot warranty repair are shipped to and from depot at no additional expense. Normally warranty repairs require customer to pay for inbound shipping.
- ALLOWS YOU TO BUDGET YOUR RADIO REPAIRS** This will allow you to have a radio repair budget that you can spread out over the year. Aside from misuse or neglect, you will not have spikes in your repair costs from month to month.
- FREE ANNUAL FCC CHECK ON BASE STATIONS & REPEATERS** We will perform a comprehensive FCC check once per year upon written request by customer.
- KEEP YOUR RADIOS IN PEAK CONDITION AT ALL TIMES** With a service agreement, you will not have to hold off on necessary repairs until you have the money.
- FREE PICK UP AND DELIVERY FROM YOUR LOCATION OR UPS SHIPPING AVAILABLE.** If you choose, we will factor in customer courier service to enhance the return of repairs or we will provide shipping labels per your request.
- RECEIVE DISCOUNT OFF PARTS & ACCESSORIES** We will provided this as a courtesy to our contract customers for any repairs not covered under the service agreement.
- RECEIVE DISCOUNTED LABOR RATES** For any service call related repairs that are not covered under your agreement.
- 24 HOUR SERVICE AVAILABLE** For critical communications needs, we can have our technicians dispatched to get your system back in operation.

### PORTABLE RADIOS

The types of portable radio repairs that **will be covered** under our conventional service agreement are:

<i>Replacement of internal controls</i>	<i>Microprocessors</i>
<i>Factory Depot shipping</i>	<i>Internal speakers</i>
<i>Replacement of internal circuit boards</i>	<i>Tuning and alignment</i>

The types of portable radio repairs that **will not be covered** under our conventional service agreement are:

<i>Batteries/Antennas</i>	<i>Physical Damage</i>
<i>Belt clips</i>	<i>Missing Components</i>
<i>Liquid damage</i>	<i>Remote microphones</i>

### MOBILE RADIOS

The types of mobile radio repairs that **will be covered** under our conventional service agreement are:

<i>Replacement of internal circuit boards</i>	<i>Microprocessors</i>
<i>Factory Depot shipping</i>	<i>Internal speakers</i>
<i>Tuning and alignment</i>	<i>Flex circuits</i>

The types of mobile radio repairs that **will not be covered** under our conventional service agreement are:

<i>Microphones</i>	<i>Antennas</i>	<i>Cable connectors</i>
<i>External Speakers</i>	<i>Liquid damage</i>	<i>Relays for horns or lights</i>
<i>Antenna cable</i>	<i>Misuse/Neglect</i>	<i>External switches</i>

### BASE STATION REPEATERS & CONSOLES

Base station, console and repeater repairs that **will be covered** under our conventional service agreement are:

<i>Circuit boards</i>	<i>Tuning &amp; Alignment</i>	<i>Popple replacement</i>
<i>Internal controls</i>	<i>Annual FCC check</i>	<i>Foot switches</i>
<i>Control cards</i>	<i>Factory Depot shipping</i>	<i>Fixed microphones</i>
<i>Internal modules</i>	<i>Internal switches</i>	

Base station, console, repeater repairs that **will not be covered** under our conventional service agreement are:

<i>Telephone line problems</i>	<i>Microphones</i>
<i>Damage resulting from liquid damage</i>	<i>Antennas</i>
<i>Utility electrical power failure</i>	<i>Transmission lines</i>
<i>Acts of God</i>	<i>Rodent &amp; infestations</i>

**\*We can customize a service plan for any of your radio equipment service needs\***



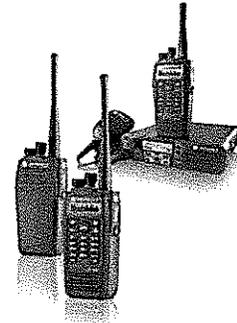
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## Services and Support

### The NECS Difference:

- Consultative Team Approach for Sales, Service and Engineering
- On-going Technical Support and Services
- On-site Support and Installation
- Certified and Fully Trained Technicians
- Nationwide Fleet Installation and Maintenance



NECS is a recognized leader in Wireless System Technology for the Public and Private Sectors throughout New England. With our highly trained staff of system design, service and installation professionals, our customers can expect solutions that exceed expectations.

### Installation Services

NECS has developed a well established reputation of Customer Satisfaction with our Installation Services of Voice and Data Wireless Communications Systems. Whether a standard system or the most complex, NECS takes pride in providing our customers the very best-in-class installation services backed up by certified installers that are trained in fixed systems, mobile systems and wireless networks.

### Certified Service Center – Mark of Excellence

Certified Service Centers carry the mark of excellence. They have proven that they have what it takes to be listed among the best service centers. An approved CSC has undergone an extensive review of their management and customer service policies, dress code, adherence to federal and local regulations, insurance coverage and technician qualifications to assure that you, the customer, experience the best quality of service on your product that is available today.

### Benefits From Doing Business with a Certified Service Center

- Nationally Certified Technicians
- Nationally Certified Service Manager
- Written Warranty and Customer Service Policies
- Industry Approved Equipment
- Insurance Coverage

### Maintenance/System Management Programs

As a Motorola Premier Service Partner and Certified Service Center, NECS provides our customers with an array of maintenance plans from standard to customized offerings that suit their specific needs. Our technicians are ETA and FCC certified and trained in specific product applications to ensure our customers that every product they purchase from NECS is covered by an appropriate plan. Maintenance programs range from 8 am to 5 pm, Monday through Friday, to emergency response 24/7. Our commitment to our customer's satisfaction is evidenced by the level of service programs we have to offer and high caliber test equipment that we invest in.

A do-it-yourself system management strategy doesn't always make sense when you're trying to balance the many demands on your time, budget and people. You can arrange for us to handle the lifecycle management and maintenance of your system. We have the engineering knowledge you need to design, build, upgrade, expand, and maintain mission-critical networks. You can rely on our state-of-the-art equipment, repair facility, help desks and field support. Make our Support Centers part of your team.



**MOTOROLA SOLUTIONS**

Premier Service Partner

# Competencies in Wireless Communications

## Repair and Warranty

- In-shop or Field Service available
- Large Staff of Factory Trained and Certified Technicians
- Large Inventory of Test Equipment
- Fully Equipped Service Vehicles
- Flat Rate Price Options
- Original Factory Parts
- Factory Depot Repair Programs
- Fast Turn-Around
- Maintenance Contracts
- Onsite Maintenance – standard and 24/7

## Technical Services

- Bench Repair Services
- Portable
- Mobile

## Fixed Equipment

- Maintenance Contracts
- Fixed Rate Repair

## Equipment Installation

- Motorola R56 Standards
- In-shop or field

## Field Technical Repairs

- Emergency Services 24/7
- Extensive Parts Inventory

## Certified Technicians

- FCC General Class License
- Motorola Broadband Field Service/Engineering Certification
- PCIA (NABER)

- Panasonic Certified Technicians
- Zetron Certified Technicians
- Radar Calibration Certification
- NAIS Certified Service Facility (US Coast Guard system)
- Cisco Certified Network Administration
- ETA Certified Service Center
- Fiber Optic Installation Certified

## Radio Frequency Engineering Services

- Coverage Enhancements
- Interference Remediation

## Project Management

- Large System Implementation Expertise

## Propagation Studies

- Coverage Analysis Tools

## Technical CAD Documentations

- System Documentation

## Equipment Rentals

- Short/Long Term
- Special Events

## System Design and Sales

- Radio System Design
- System Engineering
- Budgetary Design
- Customized Solutions

## Dispatch Center Design

- Application Engineering
- Console Furniture

## In-building Coverage Enhancements

- Radio Systems
- Cellular
- Public Safety

## Grant Funding Services

- Consulting and Application

## Subscriber Equipment Sales

- Radios
- Fixed Equipment

## Representing Leading Manufacturers

- Motorola Factory Representatives
- Alcatel Lucent
- Air Link
- Vertex Standard
- GEMDS
- Firetide
- Zetron
- Panasonic

## Spectrum Acquisition and Licensing

- Acquire and Licensing of Spectrum
- FCC Processing

## Broadband Systems

- Wireless Video Networks
- Data Networks
- Motorola Canopy and Orthogon
- Mesh Networks
- Microwave Networks



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Contact us today and see what a difference we can make for your business!

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