Classic Coverage Extended Warranty, Preventative Maintenance and Support Agreement

This Extended Warranty, Preventative Maintenance, and Support Agreement "Agreement" is entered into by and between **Justice AV Solutions** "JAVS" and **Freestone County Courts** "Customer" located in **Fairfield, TX** for the period of **March 1, 2026,** extending through **February 28, 2027.**

WHEREAS, Customer is in possession of the JAVS recording system(s) more particularly identified in Attachment A "System":

WHEREAS, JAVS will provide the following Extended Warranty Coverage, Preventative Maintenance, Support, and Services so as to maximize the reliability of Customer's systems(s) "Services;"

NOW, THEREFORE, in consideration of the promises and mutual covenants contained herein, the parties hereby agree as follows:

A. DEFINITIONS

- *CODEC*-Technically known as the video conferencing unit (VCU), the codec compresses and decompresses data for video signals.
- *Extended Warranty*-Coverage of JAVS provided equipment to include repair or replacement for a specified period after the expiration of the original warranty.
- *Preventative Maintenance (PM)*-The scheduled cleaning and adjustment of JAVS provided systems as outlined in the respective agreement.
- *Service*-The provision for onsite technical support, user training, and servicing JAVS provided equipment as defined by the contract.
- *Standard Travel*-Travel within the contiguous 48 states and within a 150-mile radius (300 miles round trip) of closest stationed JAVS service technician.
- *Support*-Remote phone and online troubleshooting and diagnostics.
- *Travel Premium*-Travel within the contiguous 48 states more than the 150-mile radius (300 miles round trip) from the closest stationed JAVS service technician calculated as a round-trip distance less standard 300 miles divided by 70 MPH times the applicable hourly rate.
- *Warranty*-Coverage of JAVS provided equipment to include repair or replacement for a period of 1 year from the date of install.

B. SERVICES

1. Help Desk Support. In the event of a System(s) malfunction or questions about system operation, the Customer is encouraged to contact the JAVS help desk by phone at 877-528-7457 or via email at helpdesk@javs.com Monday-Friday 8:00 am to 9:30 pm EST. Calls after 9:30 pm local time will normally go to voicemail and be addressed at the beginning of the next business day. JAVS trained help desk staff to provide immediate troubleshooting, training, and diagnostics on common issues that can be resolved quickly. JAVS also provides online PC support and training through your internet connection. If the issue requires an on-site technician, our help desk will gather the necessary contact information including the: contact's name, phone number, city, system identification number, and detailed description

of the issue. The contact information is used by JAVS to log/track issues properly, assign priority levels based on contract status, and dispatch the appropriate technician to the Customer's location.

2. Response Times. In the event that a component from Attachment A requires an on-site repair to address a reported issue, JAVS will schedule a visit during regular business hours. The response time is conditional to the Customer's approved room and equipment availability and the severity of the issue, which is measured in four priority levels: Urgent, High, Normal, and Supportive. Any variation from the timeframes referenced below will be discussed and mutually agreed upon by the Customer and JAVS. For clarification, the priority levels are described in Attachment B.

3. Extended Warranty. **Extended warranty is available on JAVS provided and installed equipment less than 5 years old, based on the date of installation**.
JAVS will provide and provision a prolonged warranty on JAVS supplied equipment, both of JAVS manufacture and third party, outside of the manufacturer's standard warranty. JAVS will attempt to repair the faulty equipment dependent upon parts and courtroom availability. If the equipment is not repairable in the field, JAVS at its discretion, will either provide a temporary unit until the original equipment is repaired and reinstalled, or a permanent exchange will be put in service. If the covered equipment requiring repair is no longer available or deemed non-repairable, JAVS will be responsible for the replacement product and all costs associated with its replacement.

Non-warranted equipment:

JAVS provided and installed equipment older than 5 years old, based on the date of installation.

JAVS will attempt to repair the faulty equipment, dependent upon courtroom availability. For non-warranted equipment, the Customer is responsible for the cost of all repair parts, including shipping. From time to time, non-warranted equipment may be deemed non-repairable. If the non-warranted equipment is not repairable in the field, the Customer is responsible for the cost of the replacement product(s). JAVS recorders older than 5 years old, are not eligible for repair involving part(s) replacement and require the purchase of a new recorder at client expense.
For replacement items purchased from JAVS, JAVS will provide labor at no charge.

Components of the Polycom Video Conferencing Codecs are included in this agreement. Please note that the Codec unit itself has optional coverage available directly through HP/Polycom, which is separate from this agreement.

JAVS service technicians will perform necessary software updates for the HP/Polycom Codec as required. However, feature updates can only be provided for HP/Polycom systems that maintain an active HP/Polycom Certificate of Coverage. After the expiration of the initial warranty, additional support coverage can be obtained directly from HP/Polycom. If the court would like to renew the warranty, please contact megan.york@javs.com to request a quote.

4. On-site Warranty Support. JAVS will provide on-site warranty services, which include removing equipment and forwarding to the manufacturer for repair, installing loaner and/or new equipment as deemed necessary by JAVS, and re-installing repaired equipment; on all products listed in Attachment A.

5. Preventative Maintenance. JAVS will perform a bi-annual inspection, review, and operational test of the System and make adjustments as deemed necessary by JAVS. Preventative Maintenance includes updating any System software and firmware as required. All Preventative Maintenance will be coordinated and scheduled with a customer-appointed representative to occur during regular business hours. JAVS will provide documentation to the Customer via a Preventative Maintenance form detailing the status of each system which includes key system information and hard drive capacity of the System. JAVS will document and test each function/mode of the entire System(s) which includes the automatic audio and video mixer/switcher, control boxes, microphones, cameras, time and date generator, monitors, streaming servers, recorders, PA processors, and speakers, private mode feed muting, playback/presentation, assisted listening devices and audio/video conferencing to ensure proper creation of the audio/video record and system operation.

C. EXCLUSIONS

Notwithstanding anything to the contrary elsewhere in this Agreement, JAVS shall have no responsibility and/or liability regarding the following:

1. All video conferencing equipment, bandwidth, network stability, and call quality issues are the responsibility of the court. *
2. Normal wear and tear items such as backup UPS batteries and projector lamps. *
3. Consumable items such as batteries, CDs, DVDs, printer paper, and print cartridges. *
4. Services, software, hardware, and Operating Systems that are no longer supported by a third party. *
5. Upgrades of Systems that would transition from analog camera systems to digital, or major software version upgrades, such as AutoLog 7 to AutoLog 8.
6. Vandalism (including inmate abuse), deliberate tampering with the System, intentional or unintentional damage caused by other contractors/staff, attempted repair and/or maintenance by any personnel not employed by JAVS. *
7. Repair or replacement of any equipment in the event of damage due to negligence or other claims covered by Customer's insurance. *
8. Customer-provided or non-JAVS certified equipment, hardware, and software. *
9. Moving of equipment. *
10. Customer requested on-site advanced training. *
11. Repairs and/or service that requires reconfiguring JAVS equipment due to changes made by Customer's third-party hardware, network, anti-virus settings, or any local IP provider connection (i.e. change of IP address or network configuration, video conferencing connection issues) *
12. Lost records or data recovery due to equipment failure, computer viruses, or Customer user error.
13. Migration of Customer recordings for archival, retention, and restoration. *
14. Shipping delays for repair, loaner, or replacement parts and equipment.

*Customer approval required to perform services for the indicated Exclusions, which will be billed at current labor rates plus parts and expenses if applicable.

FEES/PAYMENTS for exclusions

A fee of $185.00 per hour (1-hour minimum) plus *Travel and expenses, will apply for each request for on-site service for services not covered by this agreement. Travel time is defined as a portal to portal.

D. TERMS

1. Effective Date. The Agreement begins **March 1, 2026,** and will continue until **February 28, 2027.**
2. Fees; Payments. In consideration of JAVS providing the Services, the Customer agrees to pay a fixed fee of **$3,762.00** (the "Fee"), plus any applicable state taxes. **Payment of the Fee is due within 30 days of the invoice date. If the Fee is not paid within this 30-day period, services will be suspended until payment is received.** Unless otherwise stated, all fees and charges listed in this Agreement are exclusive of applicable sales, use, excise, or other taxes. Taxes will be calculated and applied at the time of invoicing, based on the jurisdiction in which the services are provided or billed. The Customer is responsible for any such taxes, which will be reflected separately on each invoice.

MAC-00535

Contract Period: March 1, 2026 - February 28, 2027

	Courtroom Number/Location	SID#	System Description	Maintenance Fee
1	Circuit Court	SID-89876	Centro AO Recording System	$ 2,907.00
2	Recorder Deck	SID-89875	Recorder Deck	$ 855.00
			Total	$ 3,762.00

Note: A. JAVS reserves the right to review and recalculate fees associated with the service agreement and adjust accordingly for the next contract period. Changes in the price of fees reflect added coverage for new equipment and/or services not previously covered under the service agreement and/or the removal of equipment that is no longer covered. This review is performed prior to the delivery of the subsequent agreement and can affect your agreement fees for that period.

3. Billing of Excluded Services. A fee of **$185.00** per hour (one-hour minimum) plus expenses will be charged for any excluded services (Includes Video Conferencing Systems, see Section C.) requested by the Customer for on-site support.
4. Refunds. Refunds of Fees payable hereunder will be limited to a pro-rated portion calculated per business day of the total amount paid for the Agreement in the event that the agreed response time is not met. The pro-rated portion of the Agreement Fees payable to Customer as a refund shall be limited to the number of days required to respond that are in excess of the agreed response period. No refund shall be payable for days that JAVS does not have access to the covered equipment. No refund shall exceed the value of the Agreement. A request for a pro-rated refund payable to the Customer for a decommissioned System(s) must be received in writing.

E. NO WAIVER

WHETHER BY CHOICE OR NEGLECT JAVS FAILURE TO ENFORCE ANY TERM, EXCLUSION, OR LIMITATION HEREIN SHALL NOT BE CONSTRUED OR INTERPRETED AS A WAIVER OF JAVS RIGHT TO ENFORCE ANY TERM, EXCLUSION, OR LIMITATION CONTAINED IN THIS AGREEMENT.

F. LIMITATION OF LIABILITY

JAVS DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH IN THIS AGREEMENT OR ANY LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION ANY LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE OR FOR LOST DATA OR SOFTWARE. SOME STATES (OR JURISDICTIONS) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

G. DISPUTE RESOLUTION

ANY CLAIM, DISPUTE, OR CONTROVERSY, WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PRE-EXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, COMMON LAW, INTENTIONAL TORT, AND EQUITABLE CLAIMS AGAINST JAVS arising from or relating to this Agreement, its interpretation, performance, or the breach, termination or validity thereof, the relationships which result from this Agreement, including, to the full extent permitted by applicable law, limitations of liability, indemnity, and relationships with third parties, JAVS advertising, or any related purchase or service SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF) under its Code of Procedure then in effect (available via the Internet at http://www.arb-forum.com/, or via telephone at 800-474-2371).

ACCEPTED BY CUSTOMER
Freestone County Courts

Signature _____
Name Lloyd Lane
Title County Judge
Date 1-7-26
Phone # 903-389-3335
Email fSCJ@co.freestone.tx.us

ACCEPTED BY JAVS
Justice AV Solutions

Megan York

Signature _____
Name Megan York
Title Contract Specialist
Date October 15, 2025
Phone # 502.489.5118
Email Megan.York@javs.com

ACCEPTED BY CUSTOMER

Additional Court Representative (if required by court)

Signature _____
Name _____
Title _____
Date _____

Customer contact for scheduling of maintenance/repair

Name _____
Title _____
Phone _____
Email _____

COMMISSIONERS COURT
FREESTONE COUNTY, TEXAS

FILED FOR RECORD
At 9 o'clock A M
JAN 07 2026
GREGORY
Cl Freestone County, Texas
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JAVS JUSTICE AV SOLUTIONS

CLASSIC COVERAGE EXTENDED WARRANTY, PREVENTATIVE MAINTENANCE AND SUPPORT AGREEMENT

Freestone County Courts
Fairfield, TX

Account	SID#	Quantity	Item #	Description	Install Date
Courtroom 201				**AO Recording System**	
80085	SID-89876	1	JAV-BE550G	APC Back-UPS BE600M1, 600VA, 120V,1 USB charging port	2/22/2023
80085	SID-89876	1	JAV-MS-12CE	Low-Profile Mic Stand 34"- 62" Height Adjustable Ebony Tube & Base	2/22/2023
80085	SID-89876	1	JAV-ATW-1302	Wireless Microphone Bundle with 1 Handheld Microphone. Includes: ATW-RC13 Rack-mount receiver chassis ATW-RU13 receiver unit ATW-T1002 handheld dynamic microphone/transmitter.	2/22/2023
80085	SID-89876	8	JAV-27153N	C2G 10ft Cat6 550 MHz Snagless (UTP) Patch Cable - Black	2/22/2023
80085	SID-89876	1	JAV-AFS2	Dual Channel Advanced Feedback Suppression Processor	2/22/2023
80085	SID-89876	2	JAV-SLA-MICRO-BLK-70V	Innovox Shaded Line Array - 25 degree vertical x 120 degree horizontal pattern with internal 10W Transformer	2/22/2023
80085	SID-89876	1	JAV-CENTRO-ALA	Centro Assistive Listening Adapter	2/22/2023
80085	SID-89876	1	JAV-CENTRO-AO	JAVS Centro AO Ethernet Controlled Audio Processor - Base Unit with Centro AO software	2/22/2023
80085	SID-89876	5	JAV-JM14	JAVS FlexMic with Multicolor LED and Touch Button	2/22/2023
80085	SID-89876	4	JAV-MPA-PHX	Microphone Pre-Amp Adapter with 3-Pos Phoenix connector for adding non-FlexMics to the JAVS Processor	2/22/2023
80085	SID-89876	5	JAV-PLX-CB	FlexMic Plexiglass - C Bend	2/22/2023
80085	SID-89876	1	JAV-REC8-AO-M	JAVS Recorder 8 with multichannel audio capture card via MARC(no video capture)	2/22/2023
80085	SID-89876	1	JAV-SRMK	Single Rack Mount Kit	2/22/2023
80085	SID-89876	1	JAV-SW-AL8S	AutoLog 8 Session Logging and Control Software	2/22/2023
80085	SID-89876	1	JAV-SW-P8S	Publisher 8 Session Publishing Software	2/22/2023
80085	SID-89876	1	JAV-SW-V8S	Viewer 8 Session Viewing Software for Transcription	2/22/2023
80085	SID-89876	1	JAV-CSA2120Z	2 x 120W DriveCore Amplifier, 4ohm/8ohm/70V/100V, 1U Half-Rack, Mounting kit	2/22/2023
80085	SID-89876	1	JAV-JG9	JAVS Slim Line Power Strip and Conditioner	2/22/2023
80085	SID-89876	1	JAV-5-RS18	DTRK Series EQ Rack Slides 18" Depth Rack	2/22/2023
80085	SID-89876	1	JAV-DT-RAP14	Solid Rear Access Door for 14 RU DTRK Cabinet	2/22/2023
80085	SID-89876	1	JAV-DTRK-1418	14 RU Desktop Cabinet 18" Deep (No Doors)	2/22/2023
80085	SID-89876	1	JAV-DT-VFD-14	Vented Front Door for 14 RU DTRK Cabinet	2/22/2023
80085	SID-89876	1	JAV-LL-DTRK	Leverlock Kit Bracket Cable Management System for DTRK Series Racks	2/22/2023
80085	SID-89876	1	JAV-LL-VC21	Leverlock Channels for Cable Management for DTRK Series Racks	2/22/2023
80085	SID-89876	1	JAV-UTR1-MP	Half Depth, single Rack space shelf	2/22/2023
80085	SID-89876	1	JAV-PE108	8-port Gigabit Ethernet Switch with 4 POE ports	2/22/2023
80085	SID-89876	1	JAV-ED1000RTXL2U	1000 VA On-Line UPS 8 Outlets	2/22/2023
80085	SID-89876	1	JAV-WIR-SYS-6	JAVS Assisted Listening Courtroom Body-Pack Package - Includes: - 1 WIRTX90 Combination Modulator & Emitter - 4 WIRRX22-4N Body-Pack 4 Channel IR Receiver - 2 BAT KT6 - 2 Bay Chargers & Rechargeable Batteries - 2 NKL001 Neckloops - 4 HED021 Headphones	2/22/2023
80085	SID-89876	1	JAV-MISC	Misc. Hardware for Installation (Examples - Wall Plates, Wiremold, Floor Boxes)	2/22/2023
80085	SID-89876	1	JAV-A3-RJ45	Stereo Input to Balanced output adapter (Auxiliary Audio input - RJ45 Connector)	2/22/2023
				Recorder Deck	
80085	SID-89875	1	JAV-REC8-RDK	JAV-REC8-RDK JAVS Recorder Deck Base Unit Kit, Includes: - 4 JAV-JM14 FlexMics - 4 JAV-PLX-CB Plexi Stands - JAVS AutoLog 8 Software	8/24/2022

ATTACHMENT B

Priority Level	Example	Initial Response*	On-Site Response**
Urgent	Non-Recording System; inability to record audio; inability to record judge, witness, or attorney microphone(s)	1 Business Hour	2 Business Days
High	Faulty monitor, camera, microphone (other than Urgent Level examples), or system mode not critical to recording; publishing; secondary recorder;	2 Business Hours	3 Business Days
Normal	System adjustments to microphone or PA levels, camera views, and user settings;	4 Business Hours	4 Business Days
Supportive	Operational training or minor/preferred hardware or software user adjustments, video conference	8 Business Hours	Next scheduled Preventative Maintenance or other higher-level repair visits

*An "Initial Response" for the purposes of this Agreement is when a service ticket is opened and acknowledged by JAVS help desk or JAVS Safeguard Technician.

**An "On-Site Response" for the purposes of this Agreement is the time from when JAVS help desk or JAVS Safeguard Technician logs the ticket and when the JAVS Safeguard Technician arrives at the Customer's agreed-upon appointment for the initial on-site repair.