



Commercial Electronics Corp

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San Antonio, Texas 78207
(210) 736-3119
(800) 933-4077
FID 74-1504166

Maintenance Quote

Estimate# QT-2282

Bill To:

Panola Co. SO - TX
314 W. Wellington
Carthage, TX 75633

Ship To:

Panola Co. SO - TX
314 W. Wellington
Carthage, 75633 TX

Estimate Date : 15 Jul 2026

Expiry Date : 13 Oct 2026

Sales person : Wes Burns

Created for: John DePresca

Indicate which coverage tier below is being selected and return via email to wburns@comelectronics.com.

#	Item & Description	Rate
1	Tier I - Software Only Support, Annual Maintenance Charges 24-hour remote maintenance and software update.	1,537.50

Approved by Commissioners' Court

JUL 28 2026

Notes

We are looking forward to your business.

Pricing above does not include any taxes that may apply - please provide appropriate certification if claiming tax-exempt status.

Payment in-full for the selected Tier above must be arranged with CEC prior to performance of any covered service action. If a lapse in coverage occurs, CEC reserves the right to inspect the system to ensure proper working condition prior to final acceptance of the Maintenance Agreement. Additional charges may apply to correct any malfunction should a lapse in maintenance coverage occur.

Multi-year terms for the selected tier of coverage may be purchased at a discount: 2nd year discount is 3%; 3rd year is 6%, and 4th year discount is 9%.

**Commercial Electronics Corp. Recording Systems
Offered Post-warranty Services Summary**

Tier I - The Software Only option is a remote maintenance and software update plan. Most problems can be corrected quickly through remote access into the voice logging server. The system will also automatically report any malfunction directly to HigherGround and Commercial Electronics technical personnel who will then correct the problem perhaps even before it becomes evident to you. As new software features come available, they will be automatically downloaded to the system. (Approx. 15% of list price of the system recording software and licensing or \$1,450.00 minimum)

Tier II - Exchange service includes the software maintenance above and defective board / module exchange of otherwise warrantable parts. Parts identified by the customer as defective will be pre-shipped by Commercial Electronics for immediate replacement. **On-site labor required to replace parts is provided by the customer.** (Approx. 15% of list price of the entire recording system or \$1,800.00 minimum)

Tier III† - Standard service continues the same service as that provided during the warranty period; i.e. 24-hour monitoring*, remote* software updates and covers all system hardware as well. Most malfunctions are typically not hard equipment failures, and can be corrected by re-initializing programs remotely. However, should an otherwise warrantable failure occur to the hardware, this plan covers all parts, labor and mileage during normal business hours. On-Site service does not apply to peripheral equipment, including keyboard, monitor, mouse, UPS or other easily replaceable external modules. (Approx. 20% of list price of the recording system or \$2,200.00 minimum). Should after-hours service be required, the customer would be responsible for additional labor charges of \$127.50 per hour.

Tier IV† - 24-Hour service option (NOT AVAILABLE IN ALL AREAS) extends the standard service to full 24-hour response for equipment failures or other situations requiring an on-site technical presence. Standard repair service is provided from 8:00 a.m. to 4:30 p.m., Monday through Friday. 24-hour service covers repair actions necessary to restore primary operation after normal business hours. (\$750 + 25% of list price of the recording system or \$3,400.00 minimum).

* Hi-speed remote access is required for all Maintenance Agreements.

†CEC may use a third-party service provider for certain on-site services under Tier III.

If no pre-paid maintenance coverage is chosen, Commercial Electronics will continue to provide service on a Time-and-Materials basis. Our current labor rate is \$255.00 per hour plus parts; applicable mileage for on-site service is \$1.75 per mile round-trip, from point of departure; after-hours service is billed at time and one half, \$387.50.

Customers under maintenance coverage receive a 10% discount on all out-of-warranty service parts and accessories.