



SPOTLIGHT

Service Agreement

The following is a breakdown of how the Spotlight service agreement is structured:

- Includes full multi-carrier support.(AT&T, Verizon, FirstNet) Additional carriers will come on as requested and made available.
- Full analytics support for the length of time under agreement with Spotlight.
- Lifetime Warranty on all units under service agreement
- Full premium app(Q2 2021) and Portal support is included.(App and API can be customized upon request.)
- Dedicated Full integration Support
- Any listed replacement parts damaged or lost can be purchased at wholesale cost from ISC:
 - Connector Covers, Bezel, BatteryTray, BatteryCap, BatteryDoor Gasket, IR Shield, FresnelLens
- Damaged or stolen devices may be replaced for 50% of contracted amount.
- Service plan is billed XX/month per unit. Can be billed annually up front on a one-time fee or billed monthly.

(Additional app features, analytics and carriers are upgraded on a revolving basis and made available at no extra charge)

