



9701 Taylorsville Road
Louisville, KY 40299

502.267.7436
Fax: 502.267.9070

Jay/Jason,

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The following is a revised IED Platinum Assurance Plan (PAP) for MSN. This plan is the only comprehensive service, maintenance, and warranty support plan for IED systems supporting MSN, and is based on/assumes the following:

- A three-year (3) term
- Most of the IED equipment supporting MSN is out of warranty, thus extended warranty is needed (see the content of the “BOM for MSN” which lists the expiration date of IED components supporting MSN and their expiration dates [three years from shipment]). This “BOM for MSN” was used in the compilation of this proposal
- The commencement date of this plan will be upon the receipt of a PO from MSN, but assumes 01/01/22 as the commencement date
- WIN7 to WIN10 migration is desired in year one of this plan
- The owner and/or manager of the network on which the referenced AtlasIED system resides, is responsible for that network and for any/all changes/modifications made thereto. Changes /modifications could create PAS abnormalities. If that happens, the network owner/manager is responsible for any/all diagnostics necessary to bring about stability of the PAS. AtlasIED will assist with these diagnostics as prescribed by either/or the prevailing IED OEM Limited Warranty if in effect, and/or the proposed IED Platinum Assurance Plan (Please see “STATEMENT OF END USER NETWORK RESPONSIBILITY”)
- All installed IED components will be in working order as of the commencement of this proposed plan. This plan is not designed to absorb any outstanding service issues of installed phases

As a plan member MSN will receive the following features NOT available via the IED OEM Limited warranty:

- Extended (the content of the “BOM for MSN” lists the expiration date of IED components at MSN and their expiration dates [three years from shipment]) maintenance service for the IED components supporting the IED systems at MSN
- Firmware and software updates, upgrades, and annual licensing for the agreement term
- 24/7/365 one (1) hour remote technical response
- Semi -annual (years one and three) onsite System Health Checks with post visit reports
- Access to the IED PRDP message library updates. No custom recordings are included in this plan (no additional charge for this feature)
- Priority (overnight if necessary, as determined by IED and Pentegra) advance replacement (no additional charge for this feature)
- Fixed cost for the term of the agreement

TERM: We propose a three (3) year term

ADDITIONALLY: The following pricing is for the IED GLOBALCOM systems currently serving MSN. Should MSN add IED systems and /or upgrades in the future , these systems/upgrades, after the initial 3-year IED OEM Warranty period, after a “Systems Health Check”, and after an approval of a revised IED PAP/MAP by MSN, will be included in this plan

The cost of the PAP for of the IED GLOBALCOM Systems that support MSN is:

- Year one... (01/01/2022-12/31/2022) ...*\$17,831
- Year two... (01/01/2023-12/31/2023) ...*\$13,855
- Year three... (01/01/2024-01/31/2024) ...*\$18,006

NOTE:

1. * Year one and three fees reflect System Health Check in those years only

We trust this is the information you need for your consideration. A required IED Platinum Assurance Plan Agreement is attached for your review and will be completed following your approval of this summary proposal.

Thanks for your consideration of this proposal, and for the chance to continue to serve MSN.

Cordially,



Dick Snider
IEDSS General Manager (office) 1-502-267-7374 X1629(cell) 1-502-542-6014 (fax) 1-502-267-9070 dick.snider@atlasied.com