

Requisition
SHERIFF'S LAW ENFORMENT FACILITY

Req # 00197452

PO #

Date: 06/14/11

Bill To: x
x

Vendor : 294292
METROPOLIS TECHNOLOGIES, INC.
6278 N FEDERAL HIGHWAY #413
FORT LAUDERDALE FL 33308

Ship To: SHERIFF'S LAW ENFORMENT FACILITY
711 EL CIBOLO RD.
EDINBURG TX 78539

Contact: MYRA MONTOYA
956-393-6024

Contract No:

Special Instructions:

QUANTITY	UOM	DESCRIPTION	UNIT PRICE	AMOUNT
1.00	YEAR	DO NOT DUPLICATE ORDER CALL ACCOUNTING SUPPORT SUBSCRIPTION (12 MONTHS) (INCLUDES 24/7 SUPPORT, SOFTWARE UPDATES, QUARTERLY AREA CODE UPDATES, QUARTERLY PREFIX UPDATES AND QUARTERLY RATE TABLE UPDATES.) Account No _____ 1-1100-421-00-280-001-0-336 REPORT ROAD HAZARDS 1-866-HCR-SAFE OR 1-866-427-7233	795.00	795.00
			Encumbrance	
			795.00	
			Freight	.00
			Total	795.00

Authorized By: _____

Metropolis Technologies, Inc.
Support Renewal Dept
6278 N. Federal Highway #413
Ft. Lauderdale, FL 33308

Hidalgo County Sheriff's Dept
Michael Garza Accounts Payable/Telecom Dept
711 El Cibolo Rd
Edinburg, TX 78539

Support Expiration Pending

06/07/11

Dear Hidalgo County Sheriff's Dept. Edinburg, TX:

Our records indicate that your support subscription for your OfficeWatch Call Accounting software will soon expire. A support subscription entitles you to 24-hour support 7 days a week, quarterly rate table updates, area code updates, prefix table updates, and updates to the most recent version of your software (available on-demand from the Metropolis website). We pride ourselves on our excellent customer service and software which is why the great majority of our clients renew their support subscription every year.

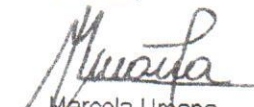
To renew your support subscription, please sign the enclosed service agreement and remit payment as indicated on the enclosed Courtesy Invoice.

Please note: If you do not have a support subscription and you experience any problems with your system, including revenue generation issues, our technical support staff will be unable to assist you or your vendor until your support subscription payment arrives by mail.

If you choose to not renew your support subscription, you may disregard this notice and your support service will automatically expire. If your subscription expires, you may rejoin for a \$250 processing fee in addition to the price listed on the Courtesy Invoice.

We at Metropolis Technologies thank you for your purchase and we will strive to provide the highest quality of service and software.

Sincerely,



Marcela Umana
954-414-2900 x801 / renewals@metropolis.com

Courtesy Invoice

Metropolis Technologies, Inc
6278 N. Federal Highway #413
Fort Lauderdale, FL 33308

BILL TO:

Hidalgo County Sheriff's Dept
Michael Garza Accounts Payable/Telecom Dept
711 El Cibolo Rd
Edinburg, TX 78539

P.O. Number	Invoice #	Date	Terms
	416058-0811	06/07/11	Due on receipt

Item #	Description	Cost
OWS500	Call Accounting Support Subscription (12 months) (includes 24/7 support, software updates, quarterly area code updates, quarterly prefix updates and quarterly rate table updates.)	\$795

Total \$795

To ensure uninterrupted service of your system and to avoid a \$250 reactivation fee, please remit payment within 30 days of the invoice date listed above.

Questions? Please call our Support Renewals department at 954-414-2900 x801 (renewals@metropolis.com)

Metropolis Technologies, Inc.

Tel 954-414-2900

Fax 954-301-0819

6278 N. Federal Highway #413

Ft. Lauderdale, FL 33308

Service Agreement

Customer: Hidalgo County Sheriff's Dept

Date: 06/07/11

Address: 711 El Cibolo Rd

City: Edinburg State: TX Zip: 78539

This agreement covers: OfficeWatch-Extension 500 Call Accounting Software distributed by Metropolis Technologies, Inc.

Metropolis Technologies, Inc. agrees to provide service for the system above, effective 08/01/11 for a period of 12 (twelve) months for the price of US\$795.

This is a legal Agreement between Hidalgo County Sheriff's Dept (the "Customer") and Metropolis Technologies, Inc. ("MTI") covering the provision of standard product support services by MTI to the Customer. As long as the Customer maintains this service agreement current, MTI will supply the services as described herein. This Agreement will terminate automatically if the user uses or permits the use of the Software in any manner not permitted by this Agreement. The Customer will not: (a) disassemble, reverse engineer, decompile, or otherwise attempt to discover the source code of the Software; (b) translate, modify, or create any derivative work of the Software; (c) disclose, publish, sublicense, sell, lend, rent, lease, or transfer the Software; (d) copy or reproduce the Software, except to produce sufficient copies of the Software for safe usage; (e) operate the Software on more than one computer at a time, unless specified as a network version.

Services Provided: The services provided under this Agreement include support services 24 hours a day, 7 days a week. MTI will also provide four (4) data file updates per year and the latest version of the Software, to be downloaded via the Internet. This Agreement does not cover equipment relocation, system reconfiguration, program changes or equipment failure due to physical abuse, misuse, water, lightning, fire, theft or acts of nature. This agreement does not cover service or maintenance on any equipment not specifically mentioned above.

Payment Terms: Payment is due prior to commencement of this agreement.

Assignment and Subcontracting: Neither party shall assign this Agreement or any right granted or to be granted under it without the prior written consent of the other.

Liabilities and Responsibilities: Excluding a breach of MTI's intellectual property rights or indemnification obligations herein, in no event shall MTI be liable for any indirect, incidental special, exemplary, punitive or consequential damages, or damages for loss of profits, revenue, data, or use, incurred by either party or any third party, whether in an action in contract, tort, statutory or otherwise (any legal theory), even if the other party or any other person has been advised of the possibility of such damages, shall be limited to the amount which has been actually paid to MTI in consideration of this contract.



Why you Should Love your Metropolis Call Accounting Software!



911 Triple Alert

Users are alerted about emergency 911 calls via Audible/visual alarms, SMS and Email



Trunk Analysis

Minute-by-minute trunk details, summary and usage



ProActive Reporting

Over 200 report options, which can be delivered automatically. Email, print or save the reports you find important.



Fraud Alerts

Email triggers VoIP alerting, build a custom "watch list" for numbers attempting to abuse your system.

Why Renew your Support with Metropolis?

Rate Table and Area Codes	End User Training	Technical Support	Software Updates
Access to quarterly rate table and area code updates. Available at Metropolis update website	Metropolis offers trainings via Webex on multiple occasions per month. Learn how to maximize the use of your telemanagement software on a step-by-step tour. Register online at www.metropolis.com/trreg	Live 24/7/365 Technical Support to address problems over the telephone or by using remote access repair services.	Access to periodic software upgrades to ensure you have the latest and greatest version (available at Metropolis update website)



Contact **Matthew Rotchas** renewals@metropolis.com (954) 414 2900 x801 www.metropolis.com