

Annual Service Plan

Your Annual Service Plan provides you with technical support for Total Response and access to PowerPhone's full portfolio of online training programs. Your Annual Service plan begins 30 days after signing this Implementation & Service Agreement or upon installation of the Total Response software, whichever occurs first. Once started, your Annual Service plan will be in effect on an annual basis. It will be renewed automatically each year to provide continuity in the use of the Total Response software, training, and technical support.

Software Requirements

Lowndes County 911 agrees to purchase any necessary software licenses for components that are required to host Total Response. Lowndes County 911 also agrees to purchase any computer hardware necessary for hosting Total Response. If existing servers or workstations are deemed serviceable at Lowndes County 911, PowerPhone will install Total Response on the existing hardware after reviewing it for fitness.

General requirements for Total Response may be viewed here: <https://powerphone.com/tr-requirements/>