



An SGH Company

June 25, 2024

TARRANT COUNTY  
100 E. WEATHERFORD STREET, SUITE 303  
FORT WORTH, TX  
ATTN: CHRISTOPHER SIMEONE

Stratus is the only provider of the following critical services in support of your Stratus system(s) and its production application to ensure continuous availability in your computing operations:

- Provide both hardware and software comprehensive support including collaborative support with our operating system partners.
- Provide 24 x 7 telephone access and online portal to the nearest Stratus Customer Assistance Center (CAC) for technical service. Provide access to suite of contemporary knowledge base articles and videos.
- Provide constant, automatic, and online system monitoring, diagnostics, and problem notification via the high-speed Remote Service Network (RSN) modem.
- Provide 24 x 7 same-day onsite service for declared Critical Remedial Service events. Provide 12 x 6 (8AM to 8PM, Monday through Saturday) scheduled onsite Remedial Service events.
- Provide continuous 24 x 7 remedial effort to resolve declared Critical Remedial Service events until normal system operation is restored.
- Provide root cause analysis of issues related to the hardware, software or operating environment preventing problem recurrence.
- Provide shipment of replacement parts delivered next day or next business day.
- Provide distribution of all required Update and Upgrade media and Software Products supplied to Stratus.
- Provide a technical support team to provide around-the-clock local service coverage that is individualized, consistent, and proactive. Provide a local Customer Engineer and/or Technical Account Manager who will coordinate all service activities.

Customers choose Stratus for our quality, reliable continuous computing, and user-friendly advantage. With the investment they have made, we too have invested in a comprehensive way to provide service to our valued customers – we have dedicated ourselves to be the most trusted provider of mission critical computing solutions for over forty years.

Sincerely,  
Don Lin  
Director, FP&A  
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