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**GILA COUNTY**  
[www.gilacountyaz.gov](http://www.gilacountyaz.gov)

**Don E. McDaniel Jr., County Manager,**  
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**LIBERTY RECORDER  
for  
GILA COUNTY SUPERIOR COURT**

**AMENDMENT NO. 1**

**Effective June 28, 2011, Gila County and JCG Technologies, entered into an agreement whereby JCG Technologies would provide equipment and support service for the Liberty Recorder system. The JCG Support Services Package is renewed yearly for all JCG software products installed at the site and registered with JCG. The support services package contains the following:**

- *Free software updates, and upgrades, during the twelve month package renewal period.*
- *Unlimited calls (operational and technical) from 8 AM to 5 PM AZ MST, excluding JCG holidays and weekends (please direct calls to Peter Chave, JCG Manager of Customer Support, Direct Line: (480) 396-8278.*
- *Electronic logging of issues and questions (email & Web) 24 hours per day.*
- *On-line access to all released Technical Support memos.*
- *On-line access to product documentation.*
- *Software fixes via electronic download.*
- *Any replacement hardware needed is sold at a discount price.*

The JCG Support Services Package is a support services package. All JCG supplied software products installed at the site are eligible for technical support.

**Amendment No. 1 will extend the Support Services Package from August 1, 2012 to July 31, 2014, for an amount not to exceed \$4,318.00, without prior written agreement of the County.**

All terms, conditions and provisions of the original Contract, dated October 16, 2010 and signed on June 28, 2011, shall remain the same and apply during the length of the renewal period from August 1, 2012 to July 31, 2014.

IN WITNESS WHEREOF, two (2) identical counterparts of this amendment, each which shall include original signatures and for all purposes be deemed an original thereof, have been duly executed by the parties hereinabove named, on this 09th day of JULY, 2013.

**GILA COUNTY:**

  
Don E. McDaniel, Jr., County Manager

**JCG TECHNOLOGIES**

  
Representative Authorized to Sign

STEVEN R SCHMENK  
Print Name



## JCG Support Services Package – Renewal

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The JCG Support Services Package Renewal is a 12-month renewal of the JCG Technical Support Package that you purchased at the time of your initial installation and training.

The JCG Support Services Package Renewal includes the following:

- Free software updates and upgrades during your 12-month package renewal time.
- Unlimited calls (operational and technical) from 8am to 5pm AZ MST, excluding JCG holidays and weekends. (Please direct calls to Peter Chave, JCG Manager of Customer Support, Direct Line: (480) 396-8278)
- Electronic logging of issues and questions (email & Web) 24 hours per day.
- On-line access to all released Technical Support memos.
- On-line access to product documentation.
- Software fixes via electronic download.
- Any replacement hardware needed is sold at a discounted price.

The JCG Support Services Package is a support services package. All JCG supplied software products installed at the site are eligible for technical support.

All products must be registered with JCG to be eligible for support.

Please do not hesitate to contact me if you have any questions or require any additional information.

Best Regards,

*Mary Jo Schmenk*

Mary Jo Schmenk  
Vice-President  
Direct Line: 480 391-1706  
E-mail: [mjschmenk@jcgtechnologies.com](mailto:mjschmenk@jcgtechnologies.com)

