

**"EXHIBIT F" TO AGREEMENT****DATE OF THIS "EXHIBIT F": September 10, 2013**

This "Exhibit E" is a part of the Agreement between CalTech and Client and is incorporated into the Agreement ~~replacing the original Exhibit "A"~~.

**I.****SERVICE PLANS**

**HelpDeskPLUS** contracts will provide Client with credits for Service per Quarter. Service under this option is provided by a support (helpdesk) technician.

**NetworkPLUS** contracts will provide Client with a specified number of credits per period (month, quarter, or year). Service under this option is provided by a Systems Engineer or an Account Manager.

**Technology Markups** provide Client with high end technical services from an advanced network specialist engineer. Market rates for these professionals exceed our normal NetworkPLUS contract rates. All specialist engineers require (3) years experience and a professional level certification in the technology specialization. A specialist engineer that performs work in the technologies designated below as Technology Markup are billed at the markup rate multiplied by Client's NetworkPLUS contract rate plus any applicable overtime charges.

**Priority 1 (P1) - ONE-HOUR RESPONSE TIME:** CalTech will initiate service within one (1) hour of Client's requesting a (P1) one-hour response. CalTech will perform Services at Client's location 24 hours a day/7 days a week/365 days a year. "Response Time" or "Respond" is the amount of time between the Client's initial telephone call to CalTech's main number 325-223-6100 and the time that CalTech initiates Service, exclusive of Travel Time.

**Patch Management (Windows Update Services):** CalTech will test and validate patches and service packs distributed on Microsoft's Windows Server Software Update Service system. Client's update server will download approved updates from CalTech's server and distribute the updates to network workstations. CalTech does not guarantee updates will prevent system malfunctions nor that updates are compatible with all software applications on Client's systems.

**Quarterly Network Checklist (QNC):** CalTech will perform a check of network components that are defined in CalTech's current QNC document. Items listed in the QNC document are common causes to unnecessary network downtime unless they are checked on a regular basis. Client may perform part of all of the QNC. Each calendar quarter, CalTech will automatically create a ticket to perform the QNC. You may decline to have the QNC performed at any time.

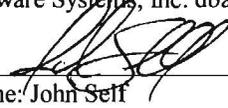
**Disaster Recovery Services:** CalTech will participate in Client's disaster recovery plan on "Exhibit C". If Client changes their disaster recovery plan at any time, CalTech must approve such changes unless such changes do not affect CalTech's participation in Client's disaster recovery plan. CalTech's Response Time to Client's disaster is limited to the Response Time Option selected on "Exhibit A." Service performed during Client's disaster falls under the terms of this contract.

**CALTECH WILL PROVIDE CLIENT WITH THE FOLLOWING SERVICES:**

75 credits for service to be performed in September 2013

**Total Cost** **\$8,250**

CalTech Software Systems, Inc. dba CalTech

By:   
Name: John Self  
Position: Account Manager

Tom Green County

By:   
Name: Mike Brown  
Position: Tom Green County Judge