

**AMENDMENT NO. 1**

To Maintenance Services Agreement between NICE Systems, Inc., and the County of Monterey

THIS AMENDMENT NO. 1 to the Agreement by and between NICE Systems, Inc., a Delaware Corporation, having its principal offices at 301 Route 17 North, 10<sup>th</sup> floor, Rutherford, NJ 07070 ("NICE") and the County of Monterey ("Customer"), is hereby entered into by and between the parties effective January 5, 2008.

**RECITALS:**

WHEREAS, the parties entered into a Maintenance Services Agreement ("Agreement") for the period September 20, 2006 to September 19, 2007, which provided for the purchase and installation of specified goods, services, and equipment; and

WHEREAS, the parties desire to continue maintenance of the NICE voice recording system for the period January 5, 2008 to and including January 4, 2009, on the same terms and conditions as set forth in the Agreement.

NOW THEREFORE, the parties agree as follows:

1. NICE Systems, Inc. shall maintain the voice recording system installed pursuant to the Agreement for the period January 5, 2008 to and including January 4, 2009 on the same terms and conditions as set forth in the Agreement.
2. This agreement will be automatically extended for additional periods of twelve (12) months (each a "Renewal Term") unless, at least ninety (90) days prior to the conclusion of the Initial Term or the then current Renewal Term, either party furnishes the other with a written notice of termination, which notice shall be effective at the conclusion of the then-current term.
3. The fee for maintenance of the voice recording system for the term of this agreement and subsequent two annual terms is set forth in Exhibit A.
4. Except as provided herein, all terms and conditions of the Maintenance Services Agreement shall remain unchanged and in full force and effect.
5. A copy of the Amendment #1 shall be attached to the Maintenance Services Agreement dated September 20, 2006.

IN WITNESS WHEREOF, the parties have caused this Amendment No. 1 to be executed by their duly authorized representatives.

MONTEREY COUNTY

By 

Title CONTRACTS/PURCHASING OFFICER  
COUNTY OF MONTEREY

4-308

NICE SYSTEMS, INC.

By 

Title Service Sales Director

3/25/08