

## Agreement for Services, Software, and Equipment (Government Customers)

This Agreement for Services, Software, and Equipment is between Intrado Life & Safety Solutions Corp. (“Intrado”) and the customer signing below (“Customer”), dated as of the latest signature date (“Effective Date”). The parties may enter into orders, quotes, or statements of work referencing this agreement (each, an “Order”) describing the Intrado services (“Services”), software object code and accompanying documentation (“Software”), and/or hardware or other equipment (“Equipment”) that Intrado agrees to provide to Customer. “Agreement” means this Agreement for Services and all Orders. “Affiliate” has the meaning in Rule 405 of the U.S. Securities Act of 1933, as amended. Notwithstanding the foregoing, in no event shall any company or entity owned or controlled by Apollo Global Management, LLC, other than Intrado Corporation and its subsidiaries, be deemed an Intrado “Affiliate” for purposes of this Agreement.

### 1. Term and Initial Order

This Agreement begins on the Effective Date and will continue for an initial term of ten years (unless earlier terminated as permitted herein).

By signing this Agreement, Customer hereby agrees to purchase the Software, Equipment and Services described in Quote #54034v.1 attached hereto for an amount of \$2,455,310.

### 2. Confidentiality

Exhibit A: Confidentiality and FOIA applies to disclosure and use of Confidential Information (as defined in Exhibit A) exchanged under this Agreement and disclosures required by applicable freedom of information or public records laws.

### 3. Software

#### 3.1. License Grant

Subject to this Agreement, Intrado grants to Customer a personal, nonexclusive, nontransferable, non-sublicensable license to use Software at the location (“Site”) and on the number of servers, workstations, and users or other applicable metric set forth in the Order, solely for Customer’s internal purposes, to copy Software onto a storage device, and to make one copy solely for backup and disaster recovery purposes.

#### 3.2. Restrictions

Customer will not itself, or through any Affiliate, agent, or other third party: (a) sell, lease, sublicense, or otherwise transfer Software; (b) decompile, disassemble, reverse engineer, or otherwise attempt to derive source code from Software; (c) modify or enhance Software, or write or develop any derivative software, or any other functionally compatible, substantially similar, or competitive products; (d) network Software or use Software to provide processing services to third parties, commercial timesharing, rental, or sharing arrangements, or otherwise use Software on a service bureau basis; (f) provide, disclose, divulge, or make available to, or permit use of Software by any third party without Intrado’s prior written consent; or (g) use or copy Software except as permitted hereunder.

#### 3.3. Audit

On 45 days’ written notice, Intrado may audit Customer’s use of Software. Customer agrees to cooperate with Intrado’s audit and provide reasonable assistance and access to information. Any such audit will not unreasonably interfere with Customer’s normal business operations. Customer agrees to pay within 30 days of written notification any fees applicable to Customer’s use of the programs in excess of Customer’s license rights. If Customer does not pay, Intrado can end Customer’s maintenance and support, licenses, and this Agreement. Customer agrees that Intrado will not be responsible for any of Customer’s costs incurred in cooperating with the audit.

### 4. Maintenance and Support Services

To the extent that an Order provides for maintenance and support Services for Equipment and Software, such Services will be provided in accordance with Intrado’s then-current Maintenance and Support Services terms located at <https://www.west.com/legal-privacy/terms/#call-handling>.

### 5. Limited Warranty

#### 5.1. Software and Equipment Limited Warranty

Intrado warrants that the Intrado Software and Equipment will perform substantially in accordance with Intrado’s specifications for 12 months from Acceptance Date (see Section 13 below). Intrado will, at its sole discretion and as Customer’s sole remedy, repair or replace the problem Software and Equipment, provided that the problem can be reproduced on either Intrado’s or Customer’s systems. Replacement parts are warranted to be free from defects in material and workmanship for 90 days, or for the remainder of the limited warranty period of the Intrado Equipment they are replacing, whichever is longer. The limited warranty includes remote support services (help desk) during the warranty period. Freight costs to ship defective Equipment to Intrado are borne by Customer, with return at Intrado’s expense. Intrado will pass through to Customer any third party manufacturer warranties for products supplied by Intrado. Customer’s access to and use of third party Equipment and Software will be and remain subject to all terms, conditions and licenses imposed by the manufacturers and/or third party licensors of such third party Equipment or Software.

#### 5.2. Services Limited Warranty

Intrado warrants that Services will be provided in a workmanlike manner, in accordance with industry standards and by individuals with suitable skills and abilities.

#### 5.3. Disclaimer

Intrado will not be obligated to repair or replace any Software or Equipment which (i) has been repaired by others; (ii) has been abused or improperly handled, stored, altered, or used with third party material or equipment; (iii) has been subject to power failures or surges, lightning, fire, flood, or accident; or (iv) has not been installed by Intrado or an Intrado authorized technician. EXCEPT AS STATED IN THIS SECTION, INTRADO DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, DATA ACCURACY, CONDITION OF DATA, OR LOSS OF DATA, NETWORK CONNECTIVITY, INTEROPERABILITY, OR THAT SOFTWARE, EQUIPMENT, SERVICES, OR RELATED SYSTEMS WILL BE UNINTERRUPTED OR ERROR-FREE.

## 6. Customer Materials

Customer will provide information reasonably requested by Intrado to perform Services, including as applicable: telecommunication or cell site specifications; Customer or third party databases; network architectures and diagrams; performance statistics; interfaces and access to Customer systems, including third party systems; routing and network addresses and configurations ("Customer Materials"). Customer warrants that (a) Customer is solely responsible for the content and rights to Customer Materials; (b) Customer Materials will be accurate; and (c) Intrado's use of Customer Materials will not violate the rights of any third party. Customer will retain ownership of all Customer Materials.

## 7. Limitation of Liability

### 7.1. Limitation

NEITHER PARTY WILL BE LIABLE FOR ANY INDIRECT, EXEMPLARY, SPECIAL, PUNITIVE, CONSEQUENTIAL, OR INCIDENTAL DAMAGES OR LOSS OF GOODWILL, DATA, OR PROFITS, OR COST OF COVER. THE TOTAL LIABILITY OF INTRADO FOR ANY REASON WILL BE LIMITED TO THE AMOUNT PAID BY CUSTOMER UNDER THE RELEVANT ORDER IN THE SIX MONTHS PRIOR TO THE CLAIM. THESE LIMITS ON LIABILITY APPLY WHETHER THE CLAIM ARISES OUT OF BREACH OF WARRANTY, CONTRACT, TORT, OR STRICT LIABILITY, AND EVEN IF THE DAMAGES ARE POSSIBLE OR FORESEEABLE.

### 7.2. Time Limit

ANY SUIT MUST BE FILED WITHIN TWO YEARS AFTER THE CAUSE OF ACTION ACCRUES.

## 8. Indemnification

### 8.1. Intrado Indemnity

Intrado will indemnify, defend, and hold harmless Customer and its elected officials, employees, and agents, from third-party claims, actions, suits, proceedings, costs, expenses, damages, and liabilities, including reasonable attorney fees and expenses (collectively, "Claims") for physical injury or death or tangible property damage to the extent caused by Intrado's gross negligence or willful misconduct.

### 8.2. Procedures

The indemnified party will (a) notify the other party of any Claim; (b) relinquish control of the defense and settlement; and (c) assist the indemnifying party as reasonably requested. The indemnifying party may settle any Claim without the indemnified party's consent if the settlement does not affect the rights of the indemnified party. The indemnified party may participate in the defense at its expense.

## 9. Termination

If either party fails to cure a material default within ten days for late payments, or 30 days for other default, after notice specifying the default, the non-defaulting party may terminate the Agreement or applicable Order, and pursue any other available remedies at law or equity. The cure period will extend for 30 more days if either party uses good faith efforts to cure. Software licenses will remain in force until terminated, if at all, due to an uncured material default. On termination of a Software license, Customer will, to the extent applicable, (a) cease using Software, and (b) certify to Intrado within one

month after termination that Customer has destroyed or has returned to Intrado the Software and all copies. This requirement applies to copies in all forms, partial and complete, in all types of media and computer memory, and whether or not modified or merged into other materials.

## 9.1. Non-Appropriation

Notwithstanding any other provision in this Quote or any related terms, if the Customer is required to obtain specific financial appropriation for the Services from its governing body, and such specific appropriation is later cancelled or not renewed, then the Customer may terminate the Services without penalty or termination fees on 60 days written notice, effective through the date such appropriation ceases.

## 10. Intellectual Property

Intrado retains full and exclusive ownership of and all rights in, to and under its trademarks, service marks, tradenames and logos, and any design, data, specification, know-how, software, device, technique, algorithm, method, discovery or invention, whether or not reduced to practice, relating to Services, Software, and Equipment, and any development, enhancement, improvement or derivative works thereto, except for Customer Materials (collectively, including all intellectual property rights, "Intrado IP"). Customer receives no other right, title, or interest in, to, or under Intrado IP. Intrado IP is Intrado's Confidential Information (as defined in Exhibit A hereto). Customer will cooperate to take such actions reasonably requested to vest ownership of Intrado IP in Intrado.

Customer will not disclose or allow access to Intrado IP, including without limitation, software and systems, by anyone other than Customer's employees and subcontractors who have a need to access Intrado IP and who are bound by law or written agreement to comply with Customer's duties under this Agreement. Neither party will reverse engineer, decompile, disassemble, or translate the other party's intellectual property or confidential information. Each party reserves all rights to its intellectual property and confidential information.

## 11. Delivery

Equipment will be shipped FCA point of origin (Incoterms 2000) on completion of the manufacturing process, and Software will either be shipped using the above method, or made available for download from a site designated by Intrado. All shipping and handling charges will be prepaid by Intrado and charged to Customer. For RMA requests or other returns, Intrado's Defective Equipment Return Policy, Project, and Spares Equipment Return Policy will apply.

## 12. On-Site Services

### 12.1. Intrado Obligations

If Intrado performs Services at Customer's premises, such as installation ("Installation"), site survey, project management, training, or cutover services (as applicable, "On-Site Services"), Intrado will:

- If Installation is purchased, install and perform acceptance testing on Software and Equipment at the Site in accordance with Intrado's normal installation and testing practices.
- If training is purchased, perform training as specified in the Order.

- Designate a project manager with authority, competence, and responsibility to communicate information to Intrado and to act as liaison between Intrado and Customer.

Intrado technicians will be responsible for removing all provided Intrado equipment upon expiration or termination of the Agreement.

## 12.2. Customer Obligations

If On-Site Services are ordered, Customer will, at its expense:

- Designate a general project coordinator, with authority, competence, and responsibility to communicate information to Intrado and to act as liaison between Customer and Intrado.
- Ensure that staff: (i) are available during nonstandard work times as necessary (early, late, and weekends); (ii) monitor acceptance testing; and (iii) are on-site for technical training, if applicable.
- Provide unobstructed access for Installation and testing of Software, Equipment and cabling, including obtaining any necessary consents from the landlord, building owner, or others.
- Ensure that any Customer equipment meets Intrado's specifications.
- Provide, within the Site, suitable and easily accessible secure storage of tools, test sets, lockers and employees' personal effects.
- Ensure that the Site will meet all temperature, humidity controlled, air-conditioned, and other environmental requirements set forth in the applicable specifications, and will be dry and free from dust.
- Provide all patching, painting, openings, conduits, floor reinforcements, or other furniture or mechanical modifications pertinent to Installation.
- Provide ample electric current of proper voltage for any necessary purpose suitably terminated in a room where it is required, including properly grounded copper cold water pipe before meter ground as specified by Intrado.
- Provide an exclusive VPN tunnel to allow for remote diagnostics and a modem for establishing the remote access by Intrado.
- Dispose of all Equipment packing material.
- Maintain, at all times, a procedure, external to Software and Equipment, for the reconstruction of lost or altered files, data, or programs deemed necessary by Customer.
- Ensure that Intrado is promptly informed of any problems with Software or Equipment.
- Use reasonable efforts to ensure Customer's third party vendors collaborate with Intrado in a reasonable and timely manner.

## 12.3. Exclusions, Changes

If On-Site Services are prevented or delayed due to Customer's failure to meet its obligations stated above, Customer will be responsible for already-incurred travel and lodging costs, charges at Intrado's standard hourly rates for the time during which such On-Site Services were prevented, interrupted or delayed, any other direct costs incurred by Intrado, and Intrado then-current rescheduling fees (currently \$300.00 per person, per day, of time scheduled to be On-Site).

Neither party will be deemed to be in default nor be held responsible for any delays or failures resulting from an event of Force Majeure. Intrado will not be considered in default for any delays resulting from Customer or any of Customer's third party vendors or from Customer's obligations stated above. Changes to the design or installation plan by Customer after the original Order will be considered a request for a change order. On receipt of a request for a change order, Intrado will, within ten business days, either accept or refuse the request for a change order, and will issue a new quote to cover any costs, if applicable, associated with the change order.

## 13. Acceptance

If Intrado is not performing Installation, Software and Equipment will be deemed accepted when Intrado has completed its shipping obligations. If Intrado is performing Installation, then Customer will provide Intrado with a written notice of acceptance or rejection, based on a Severity Level 1 or 2 failure (as defined in the Maintenance and Support terms), within ten calendar days after Intrado's notice of System Cutover ("Notification Date"), which acceptance will not be unreasonably withheld or conditioned. If Customer does not accept Software and Equipment, it will notify Intrado in writing within ten calendar days of the Notification Date, and will specify the Severity Level 1 or 2 failure. Intrado will use commercially reasonable efforts to promptly diagnose and correct all identified failures, and the acceptance process will be repeated until acceptance occurs. If Customer fails to provide written notice of rejection as stated above within the time stated above, acceptance will be deemed to have occurred. "System Cutover" will mean the first date that Software and Equipment is used for live call-taking or dispatching. If Software and/or Equipment are being installed at multiple Sites, the above acceptance process will apply to each Site. The date of acceptance of the first Site will be referred to as the "Acceptance Date." Services will be deemed accepted when performed.

## 14. Payment

### 14.1. Payment Terms

If Installation is not purchased, then all fees will be invoiced on shipment. If Installation is purchased, Customer will be invoiced according to the following terms:

- 30% on acceptance of Customer's Order
- 30% on shipment
- 30% on System Cutover
- 10% on Acceptance Date

Maintenance and Support Services will be payable as stated in the Order, either (i) in advance according to the above percentage breakdown, or (ii) annually in equal payments, which payments will be due on each anniversary of Acceptance Date. Other Services will be invoiced when performed. Dedicated On-Site Services will be invoiced when the on-site personnel are first made available to Customer.

### 14.2. Payment Method

Customer will pay all invoices in accordance with the terms of the Illinois Local Government Prompt Payment Act (50 ILCS 505/1, et. seq.) Intrado will apply payments to the oldest outstanding invoice.

### 14.3. Taxes

Customer will bear all applicable taxes, duties, and other government charges relating to Services (including applicable interest and penalties), except taxes based on Intrado's income. Any tax exemption must be supported by appropriate documentation.

### 14.4. Late Payments

Interest may be assessed on any late payments in accordance with the terms of the Illinois Local Government Prompt Payment Act (50 ILCS 505/1 et. seq.).

### 14.5. Cancellation Fees

Cancellation of any element of an Order before shipment or performance of Services will result in cancellation charges equal to 25% of the price of the cancelled item. Anything that has been specifically developed for Customer, including any special order or custom Software or Equipment, is not cancellable. Cancellation or rescheduling is not permissible after shipment. Delays by Customer to delivery, Installation Services, or acceptance testing that in the aggregate exceed six months may, in Intrado's discretion, be treated as a cancellation of the Order, and be subject to the greater of the above fees, or Intrado's total expenses allocated to the project through such date.

### 14.6. Payments Final

All amounts paid are final and nonrefundable. Equipment and Software may be returned only pursuant to a valid warranty claim or as permitted as part of Maintenance and Support Services.

## 15. Insurance

Each party will maintain: (a) Workers' Compensation insurance required by law; (b) employer's liability insurance with limits of at least \$500,000 for each claim; (c) comprehensive automobile liability insurance if the use of motor vehicles is required, with limits of at least \$1,000,000 combined single limit for bodily injury and property damage for each claim; (d) Commercial General Liability insurance, including Blanket Contractual Liability and Broad Form Property Damage, with limits of at least \$1,000,000 combined single limit for bodily injury and property damage for each claim; (e) Professional Liability or Errors and Omissions insurance of at least \$1,000,000 for each claim; and (f) excess or umbrella liability at a limit of at least \$5,000,000 per claim. The CGL, excess or umbrella liability and automobile liability policies will designate the other as an Additional Insured. On request, the other party will furnish certificates evidencing the foregoing insurance. Each party will strive to notify the other at least 30 days before any cancellation or termination of its policy.

## 16. Miscellaneous

### 16.1. Governmental Agencies

Use of Intrado Services or products by the United States Government or other governmental agencies will be as "restricted computer software" or "limited rights data" as set forth in 48 CFR 52.227-14, or as "commercial computer software" or "commercial computer software documentation" under DFARS 252.227-7202, or under such other similar applicable terms and conditions to prevent the transfer of rights in and to the technology to the government or such agency other than under normal commercial licensing terms and

conditions. Contractor/manufacturer is Intrado Corporation or its affiliates, 11808 Miracle Hills Dr., Omaha NE 68154.

### 16.2. Force Majeure

Neither party is liable for delays or defaults in its performance hereunder due to causes beyond its reasonable control, including: acts of God or government; war, terrorism, fire, or explosion; flood; extreme weather; epidemic; riots; embargoes; viruses; technology attacks; labor disturbances; failure or unavailability of the Internet, telecommunications, transportation, utilities, or suppliers.

### 16.3. Independent Contractors, Beneficiaries

The parties are independent contractors. No agency, joint venture, or partnership is created under this Agreement. This Agreement benefits Customer and Intrado only; there are no third party beneficiaries.

### 16.4. Interpretation, Conflict, Severability

"Including" means including, without limitation. "Days" means calendar days. If any terms of this Agreement and an Order conflict, the Order will govern for that Order only. No preprinted purchase order or other Customer form terms will apply. Any provision held unenforceable by a court will be enforced to the fullest extent permitted by law and will not affect the other provisions. No course of dealing or failure to exercise any right or obligation is an amendment or waiver. This Agreement may be modified or amended only in a writing signed by the parties.

### 16.5. Assignment

This Agreement will be binding on the permitted successors and assigns. Neither party may transfer or assign this Agreement without the prior written consent of the other, not to be unreasonably withheld, except that Intrado may assign this Agreement to an Affiliate or to an acquirer of all or part of its business or assets without consent.

### 16.6. Applicable Law and Remedies

This Agreement is governed by Illinois law, without regard to choice of law principles, and venue for any legal disputes shall be proper only in the Circuit Court of Kane County, Illinois injunctive relief will apply to any breach of Sections 2 or 10 above. All rights and remedies are in addition to any other rights or remedies at law or in equity, unless designated as an exclusive remedy in this Agreement. Each party will be entitled to the same governmental or other immunity or other protections afforded by any law, rule, or regulation to the other party, and neither party will object to or interfere with the other party's application of this sentence.

### 16.7. Compliance with Laws

Each party has or will timely obtain all consents, licenses, permits, and certificates required to perform under this Agreement. Each party will comply with laws, rules, regulations, and court orders applicable to it or Services. Intrado may cease or modify Services or these terms as reasonably required to comply with changes in law. Customer recognizes and agrees to comply with Intrado's Code of Ethical Business Conduct located at <https://www.west.com/legal-privacy/code-of-ethics/>.

### 16.8. Advertising and Publicity

Neither party will use the other party's name or marks in any press release, advertisement, promotion, speech, or publicity,

without the other party's prior written consent, except as necessary by Customer in discussion and/or approval of this agreement in an open meeting, and except that Intrado may use Customer's name and marks in its customer lists, sales or promotional materials without consent.

**16.9. Affiliates, Changes**

Services may be provided, in whole or part, by Intrado or its Affiliates. Intrado Life & Safety Communications Inc. may provide regulated portions of Services.

**16.10. Notices, Entire Agreement, Survival, Signature**

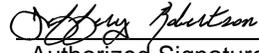
All notices must be in writing and delivered to the address below. Notices are effective on receipt when sent by certified

IN WITNESS WHEREOF, The parties hereby execute and authorize this Agreement as of the Effective Date.

**CITY OF AURORA, IL**

**INTRADO LIFE & SAFETY SOLUTIONS CORP.**

\_\_\_\_\_  
Authorized Signature

DocuSigned by:  
  
\_\_\_\_\_  
Authorized Signature  
Jeffery Robertson

\_\_\_\_\_  
Name Typed or Printed

\_\_\_\_\_  
Name Typed or Printed

Title Date signed

President Jun-30-2020

**Address for Notices:**

44 E Downer Place  
Aurora, IL 60505  
Attn:  
Fax:

**Address for Notices:**

1601 Dry Creek Dr.  
Longmont, CO 80503  
Attn: Legal Department, copy Attn: VP Finance  
Fax: 720-494-6600

## Exhibit A: Confidentiality and FOIA

Except to the extent disclosures are required under applicable freedom of information or public records laws or regulations, the terms of this Exhibit A-Confidentiality and FOIA will apply to information disclosed under this Agreement. Customer may disclose the Intrado's Confidential Information only to the extent required by applicable law or regulation. Customer will give sufficient notice to Intrado to allow Intrado to claim applicable exemptions, make applicable objections, or seek appropriate limits or restrictions on use and disclosure of its Confidential Information.

### 1. Definitions

"Confidential Information" means all information disclosed by or on behalf of either party ("Discloser") to the other party ("Recipient") that is marked as confidential or proprietary or that by its nature or context constitutes information that a reasonable businessperson would treat as proprietary, confidential, or private, even if not so marked. Confidential Information includes, but is not limited to, a party's financial, business, technical, marketing, sales, customer, product, pricing, strategy, personnel, software, systems, methods, processes, practices, intellectual property, trade secrets, software, data, contract terms, or other business information.

### 2. Exclusions

Confidential Information does not include any information that: (a) was or becomes generally available to the public through no breach of this Exhibit; (b) was previously known by Recipient or is disclosed to Recipient by a third party without any obligation of confidentiality; (c) is independently developed by Recipient without use of Discloser's Confidential Information or (d) constitutes a "public record" as defined by Illinois law.

### 3. Use and Disclosure

Recipient and its employees, Affiliates, agents, and contractors will: (a) use Confidential Information only for the Agreement; (b) disclose Confidential Information only to its employees, Affiliates, agents, and contractors with a "need to know" for the Agreement; (d) use the same standard of care to protect Discloser's Confidential Information as Recipient uses to protect its own similar confidential or proprietary information, but not less than reasonable care appropriate to the type of information; (e) reproduce Discloser's confidentiality or proprietary notices, legends, or markings on all copies or extracts of Confidential Information; and (f) use and disclose Confidential Information as authorized in writing by Discloser. Recipient is responsible for compliance with this Exhibit by its employees, Affiliates, agents, and contractors.

### 4. Required Disclosure

If required to disclose any Confidential Information by law or court order, Recipient will promptly notify the Discloser (unless prohibited by law) and cooperate with Discloser, at Discloser's expense, to seek protective orders or appropriate restrictions on use and disclosure. Confidential Information disclosed under this Section will continue to be subject to all terms of this Exhibit for all other purposes.

### 5. Return or Destruction

Within 30 days after termination of the Agreement or written request of Discloser, Recipient will return or destroy Discloser's Confidential Information. Recipient will certify return or destruction if requested by Discloser. Recipient may retain Discloser's Confidential Information to the extent required by law. This Exhibit A will survive and continue to apply to Discloser's Confidential Information that is not reasonable to

return or destroy (for example, retained in archive or backup systems) as long as it is retained by or for Recipient.

**Quote #54034v.1**

**ATTACHED**



**VaaS**

*for*

**Aurora, IL**

**(Direct Sale)**

**Quote Number: 54034**

**Version: 1**

**May 13, 2020**

The terms and conditions available at <https://www.intrado.com/legal-privacy/terms/call-handling> as of the date of this Quote will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information of Intrado, and such information may not be used or disclosed without prior written consent.

## VIPER as a Service (VaaS)

### VIPER as a Service NRE for Base System

912990/S	VaaS One-Time Fee per PSAP	2	\$10,000.00	\$20,000.00
912990/S	VaaS One-Time Fee per Position	18	\$1,495.00	\$26,910.00
			<b>Subtotal</b>	<b>\$46,910.00</b>

### VIPER as a Service Monthly Recurring Charge for Base System

	Per Position, Per Month	18	\$1,115.00	\$20,070.00
			<b>Subtotal</b>	<b>\$20,070.00</b>

### VIPER as a Service over 120 Months – for Base System

	Total monthly charges over 120 months	120	\$20,070.00	\$2,311,200.00
			<b>Subtotal</b>	<b>\$2,408,400.00</b>

**Total Subscription Cost for Base System over 120 months: \$2,455,310.00**

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## Configuration Parameters - Node A Years 1-5

### Site Configuration

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Total Positions	12
Total Number of E9-1-1 CAMA Trunks	0
Total Number of FXO Lines	16
Total Number of ISDN-PRI channels (T1)	0
SIP	Not Included
ECCP	Included
PowerOPS	1
VIPER ACD	12
Add-on for Radio Recorder	Included

Model#	Description	Qty	List Price	Selling Price	Total
<b>VIPER</b>					
912817/BB	7 Foot Cabinet Prebuilt Building Block	1			
912871/BB	Mediant 1000B Prebuilt Building Block	2			
912890/BB	Media Kit Prebuilt Building Block	1			
912870/1T1	Mediant 1000 Voice Module Single Span	2			
912870/CT1	GW Access Lic CAMA over T1 (per chassis)	2			
912920	ECCP Workstation License	12			
912850	VIPER Integrated ACD (Per Position)	12			
912800	VIPER Gateway Shelf	2			
912811	Application Server License	14			
912812	PBX Access License	12			
912814	Admin Interface Module (AIM)	4			
P10008	Lic to Connect Non-Intrado Recording Device	1			
E10642	PowerOps Client Access License	1			
P10035	PowerOps Software Media	1			
C10036	Power Cord Cable with A/C twist lock	3			
912716/48	Cisco C2960X-48TS-L 48 port switch	2			

**Power Stations**

914121/1	IWS Workstation - Software and Configuration	12			
P10084	Monitor, Touchscreen, 22"	12			
P10097	24" LED Backlit Monitor	12			
911801	A9C G3, Desk Mounting Kit	12			
911809	A9C G3, Call Handling Accessories	12			
911810-1	A9C G3 : Bundle	12			
911808	A9C G3, Second Screen Kit	12			
911785	Position Image - Power Station Gen3	1			

**Power 911**

913100	Power 911 Client Access License (CAL)	12			
913152	Power 911 Add-On Recorder for Radio	12			
913202	Power 911 Server Access License	12			
913152/CD	ITRR Media Kit	1			

**Power Metrics Setup Fees**

P10195/1	Power Metrics Advanced - Data Collector: single RDDM-Server Class	1			
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**MapFlex Software**

MF-SRV-20	MapFlex Server License (11-20 positions)	1
MF-DMSD-20	MapFlex 9-1-1 Client License DS (11-20 Positions)	12
MF-DP-NEW	MapFlex GIS Data Prep - New System or Major Version Upgrade	1

**Sentry**

915100/CD	Sentry Software	1
915101	Sentry Server Console Kit	1
915137/1	Setup Fees	1
P10232	ELM Class 1	5
P10233	ELM Class 2	21

**TXT29-1-1 Setup Fees**

ITXTOTF6	TXT29-1-1 P911 Integrated One-time-fee per PSAP (11+ seats)	1
P10063	ITS Equipment	1

**Power 911 Hardware**

914961	IWS Server RACK Bundle - Type B	1
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**MapFlex Hardware**

MF-HW	MapFlex Server Hardware	1
MF-HWBU	MapFlex Backup Server Hardware	1

**Object Server Hardware**

914962	IWS Server RACK - Type A	1
914121/3	IWS Object Server - Underlying Software	1

**Sentry Hardware**

914960	IWS Server RACK Bundle - Type A	1
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**Common Hardware**

914956	1U Keyboard/LCD/Trackball/8-Port KVM	1
P10114/R	Backup Disk Solution for Windows Server	1

**PowerOps Hardware**

914102/BB	IWS Workstation Prebuilt Building Block	1
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**Peripheral Hardware**

914514	Color Laser Printer	1
915109/P	Alarm Panel (Includes Power Supply)	1
600150	Punch Blocks	2
207-990000-046	Cable Cheat - 25PR, 25', MF	2
960103	Network Cabling	39
914840/1	Modem DSU/CSU (Digital)- 2 units	1

**Network Equipment**

914148	Firewall Appliance	1
914148/CD	Call Handling Firewall - Media Set	1

**Staging**

950852	Front Room Equipment Staging - Per Position	12
950853	Back Room Equipment Staging - Per Cabinet	1

**Project Survey**

950100	Project Survey (per Site)	1
960575	Living Expense per Day per Person	3
960580	Travel Fee per Person	1

**Installation**

950104	Professional Services (per Day)	12
960575	Living Expense per Day per Person	16
960580	Travel Fee per Person	2
P10121	Remote MapFlex Configuration	1

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**Onsite Maintenance Training**

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960840	Self Maintenance Training (on Site)	1
960575	Living Expense per Day per Person	7
960580	Travel Fee per Person	1

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**Engineering Services**

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950520	Engineering Professional Services	1
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**Call Taker and Admin Training**

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960780	Power 911 Administrator Training	1
960801	Power 911 User Training	3
P10090	MapFlex 9-1-1 Administrator Training	1
960575	Living Expense per Day per Person	7
960580	Travel Fee per Person	1

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**CCS Training**

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P10088	ACD CCS Training	3
960575	Living Expense per Day per Person	5
960580	Travel Fee per Person	1

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**Project Management Services**

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950510	Project Management Services	1
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**Freight Charges**

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FREIGHT	Freight Charges	1
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**TXT29-1-1 Recurring Services**

P10062	ITS Service (Annual) Year 1	1
ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 1	1
P10062	ITS Service (Annual) Year 2	1
ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 2	1
P10062	ITS Service (Annual) Year 3	1
ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 3	1
P10062	ITS Service (Annual) Year 4	1
ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 4	1
P10062	ITS Service (Annual) Year 5	1
ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 5	1

**Power Metrics Recurring Services**

P10208	Power Metrics Advanced - 10-19 pos. annual service per PSAP Year 1	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 1	1
P10208	Power Metrics Advanced - 10-19 pos. annual service per PSAP Year 2	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 2	1
P10208	Power Metrics Advanced - 10-19 pos. annual service per PSAP Year 3	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 3	1
P10208	Power Metrics Advanced - 10-19 pos. annual service per PSAP Year 4	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 4	1
P10208	Power Metrics Advanced - 10-19 pos. annual service per PSAP Year 5	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 5	1

**Software Subscription**

950999/SUB1	Software Subscription Service - 1 Year/Position Year 1	12
950999/SUB1	Software Subscription Service - 1 Year/Position Year 2	12
950999/SUB1	Software Subscription Service - 1 Year/Position Year 3	12
950999/SUB1	Software Subscription Service - 1 Year/Position Year 4	12
950999/SUB1	Software Subscription Service - 1 Year/Position Year 5	12

**Software Protection and Remote Tech Support**

950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 2	12
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 3	12
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 4	12
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 5	12

**On-Site Maintenance**

950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 1	12
950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 2	12
950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 3	12
950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 4	12
950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 5	12

**MapFlex Maintenance Services**

MF-DMS-REN20	MapFlex Client License Renewal (11-20 pos) Year 2	12
MF-SRV-SUP20	MapFlex Server Support and Maintenance (11-20 pos) Year 2	1
MF-DMS-REN20	MapFlex Client License Renewal (11-20 pos) Year 3	12
MF-SRV-SUP20	MapFlex Server Support and Maintenance (11-20 pos) Year 3	1
MF-DMS-REN20	MapFlex Client License Renewal (11-20 pos) Year 4	12
MF-SRV-SUP20	MapFlex Server Support and Maintenance (11-20 pos) Year 4	1
MF-DMS-REN20	MapFlex Client License Renewal (11-20 pos) Year 5	12
MF-SRV-SUP20	MapFlex Server Support and Maintenance (11-20 pos) Year 5	1

**Hardware Protection**

950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 2	1
950999/HPMN1	Hardware Protection Multi-Node System - 1 Year/Position Year 2	12
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 3	1
950999/HPMN1	Hardware Protection Multi-Node System - 1 Year/Position Year 3	12
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 4	1
950999/HPMN1	Hardware Protection Multi-Node System - 1 Year/Position Year 4	12
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 5	1
950999/HPMN1	Hardware Protection Multi-Node System - 1 Year/Position Year 5	12

**Antivirus Recurring Fees**

914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 1	22
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 2	22
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 3	22
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 4	22
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 5	22

**Sentry Monitoring Service**

915137	Sentry Monitoring per Node per Year Year 1	26
915137	Sentry Monitoring per Node per Year Year 2	26
915137	Sentry Monitoring per Node per Year Year 3	26
915137	Sentry Monitoring per Node per Year Year 4	26
915137	Sentry Monitoring per Node per Year Year 5	26

**PowerOps Maint Services**

E10643	PowerOps Maintenance Year 1	1
E10648	PowerOps Renewal Year 3rd Party Year 2	1
E10648	PowerOps Renewal Year 3rd Party Year 3	1
E10648	PowerOps Renewal Year 3rd Party Year 4	1
E10648	PowerOps Renewal Year 3rd Party Year 5	1

**DISCOUNT**

DISCOUNT MNTC	Maintenance Discount	1
DISCOUNT SVC	Service Discount	1
DISCOUNT SYST	System Discount	1
DISCOUNT REC SVC	Recurring Services Discount	1

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## Configuration Parameters - Node A Years 6-10

### Site Configuration

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Total Positions	12
Total Number of E9-1-1 CAMA Trunks	0
Total Number of FXO Lines	16
Total Number of ISDN-PRI channels (T1)	0
SIP	Not Included
ECCP	Included
PowerOPS	1
VIPER ACD	12
Add-on for Radio Recorder	Included

Model#	Description	Qty	List Price	Selling Price	Total
<b>VIPER</b>					
912817/BB	7 Foot Cabinet Prebuilt Building Block	1			
912871/BB	Mediant 1000B Prebuilt Building Block	1			
912890/BB	Media Kit Prebuilt Building Block	1			
912870/1T1	Mediant 1000 Voice Module Single Span	2			
912870/CT1	GW Access Lic CAMA over T1 (per chassis)	2			
912920/U	ECCP Workstation License Upgrade	12			
912800	VIPER Gateway Shelf	2			
912811/U	Application Server Access License Upgrade	14			
912812/U	PBX Access License Upgrade	12			
912814	Admin Interface Module (AIM)	4			
P10008	Lic to Connect Non-Intrado Recording Device	1			
P10035	PowerOps Software Media	1			
912850/U	VIPER Integrated ACD (Per Position) Upgrade	12			
C10036	Power Cord Cable with A/C twist lock	3			
912716/48	Cisco C2960X-48TS-L 48 port switch	2			
E10823	PowerOps Client Access License - UPGRADE from Power Monitor-Wallboard to PowerOps	1			

**Power Stations**

914121/1	IWS Workstation - Software and Configuration	12			
P10084	Monitor, Touchscreen, 22"	12			
P10097	24" LED Backlit Monitor	12			
911801	A9C G3, Desk Mounting Kit	12			
911809	A9C G3, Call Handling Accessories	12			
911810-1	A9C G3 : Bundle	12			
911808	A9C G3, Second Screen Kit	12			
911785	Position Image - Power Station Gen3	1			

**Power 911**

913100/U	Power 911 Client Access License Upgrade	12			
913152/U	Power 911 Add-on Recorder for Radio Upgrade	12			
913202/U	Power 911 Server Access License Upgrade	12			
913152/CD	ITRR Media Kit	1			

**Power Metrics Setup Fees**

P10195/1	Power Metrics Advanced - Data Collector: single RDDM-Server Class	1			
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**MapFlex Software**

MF-SRV-20/U	MapFlex Server License Upgrade (11-20 Positions)	1
MF-DMSD-20/U	MapFlex 9-1-1 Client License Upgrade DS (11-20 Positions)	12
MF-DP-NEW	MapFlex GIS Data Prep - New System or Major Version Upgrade	1

**Sentry**

915100/CD	Sentry Software	1
915101	Sentry Server Console Kit	1
P10234	ELM Class 1 Upgrade	5
P10235	ELM Class 2 Upgrade	21

**TXT29-1-1 Setup Fees**

P10063	ITS Equipment	1
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**Power 911 Hardware**

914961	IWS Server RACK Bundle - Type B	1
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**MapFlex Hardware**

MF-HW	MapFlex Server Hardware	1
MF-HWBU	MapFlex Backup Server Hardware	1

**Object Server Hardware**

914962	IWS Server RACK - Type A	1
914121/3	IWS Object Server - Underlying Software	1

**Sentry Hardware**

914960	IWS Server RACK Bundle - Type A	1
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**Common Hardware**

914956	1U Keyboard/LCD/Trackball/8-Port KVM	1
P10114/R	Backup Disk Solution for Windows Server	1

**PowerOps Hardware**

914102/BB	IWS Workstation Prebuilt Building Block	1
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**Peripheral Hardware**

914514	Color Laser Printer	1
915109/P	Alarm Panel (Includes Power Supply)	1
600150	Punch Blocks	2
207-990000-046	Cable Cheat - 25PR, 25', MF	2
960103	Network Cabling	39
914840/1	Modem DSU/CSU (Digital)- 2 units	1

**Network Equipment**

914148	Firewall Appliance	1
914148/CD	Call Handling Firewall - Media Set	1

**Staging**

950852	Front Room Equipment Staging - Per Position	12
950853	Back Room Equipment Staging - Per Cabinet	1

**Project Survey**

950100	Project Survey (per Site)	1
960575	Living Expense per Day per Person	3
960580	Travel Fee per Person	1

**Installation**

950104	Professional Services (per Day)	12
960575	Living Expense per Day per Person	16
960580	Travel Fee per Person	2
P10121	Remote MapFlex Configuration	1

**Call Taker and Admin Training**

960780	Power 911 Administrator Training	1
960801	Power 911 User Training	3
P10090	MapFlex 9-1-1 Administrator Training	1
960575	Living Expense per Day per Person	7
960580	Travel Fee per Person	1

**CCS Training**

P10088	ACD CCS Training	3
960575	Living Expense per Day per Person	5
960580	Travel Fee per Person	1

**Project Management Services**

950510	Project Management Services	1
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**Freight Charges**

FREIGHT	Freight Charges	1
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**TXT29-1-1 Recurring Services**

P10062	ITS Service (Annual) Year 6	1
ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 6	1
P10062	ITS Service (Annual) Year 7	1
ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 7	1
P10062	ITS Service (Annual) Year 8	1
ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 8	1
P10062	ITS Service (Annual) Year 9	1
ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 9	1
P10062	ITS Service (Annual) Year 10	1
ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 10	1

**Power Metrics Recurring Services**

P10208	Power Metrics Advanced - 10-19 pos. annual service per PSAP Year 6	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 6	1
P10208	Power Metrics Advanced - 10-19 pos. annual service per PSAP Year 7	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 7	1
P10208	Power Metrics Advanced - 10-19 pos. annual service per PSAP Year 8	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 8	1
P10208	Power Metrics Advanced - 10-19 pos. annual service per PSAP Year 9	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 9	1
P10208	Power Metrics Advanced - 10-19 pos. annual service per PSAP Year 10	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 10	1

**Software Subscription**

950999/SUB1	Software Subscription Service - 1 Year/Position Year 6	12
950999/SUB1	Software Subscription Service - 1 Year/Position Year 7	12
950999/SUB1	Software Subscription Service - 1 Year/Position Year 8	12
950999/SUB1	Software Subscription Service - 1 Year/Position Year 9	12
950999/SUB1	Software Subscription Service - 1 Year/Position Year 10	12

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**Software Protection and Remote Tech Support**

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950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 6	12
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 7	12
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 8	12
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 9	12
950999/PRO1	Software Protection and Remote Technical Support - 1 Year/Position Year 10	12

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**On-Site Maintenance**

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950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 6	12
950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 7	12
950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 8	12
950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 9	12
950999/ONS1-2	On-Site Maintenance (1 Year), (per position / per year for 11 to 20 positions) Year 10	12

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**MapFlex Maintenance Services**

MF-DMS-REN20	MapFlex Client License Renewal (11-20 pos) Year 1	12
MF-DMS-REN20	MapFlex Client License Renewal (11-20 pos) Year 6	12
MF-SRV-SUP20	MapFlex Server Support and Maintenance (11-20 pos) Year 6	1
MF-DMS-REN20	MapFlex Client License Renewal (11-20 pos) Year 7	12
MF-SRV-SUP20	MapFlex Server Support and Maintenance (11-20 pos) Year 7	1
MF-DMS-REN20	MapFlex Client License Renewal (11-20 pos) Year 8	12
MF-SRV-SUP20	MapFlex Server Support and Maintenance (11-20 pos) Year 8	1
MF-DMS-REN20	MapFlex Client License Renewal (11-20 pos) Year 9	12
MF-SRV-SUP20	MapFlex Server Support and Maintenance (11-20 pos) Year 9	1
MF-DMS-REN20	MapFlex Client License Renewal (11-20 pos) Year 10	12
MF-SRV-SUP20	MapFlex Server Support and Maintenance (11-20 pos) Year 10	1

**Hardware Protection**

950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 6	1
950999/HPMN1	Hardware Protection Multi-Node System - 1 Year/Position Year 6	12
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 7	1
950999/HPMN1	Hardware Protection Multi-Node System - 1 Year/Position Year 7	12
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 8	1
950999/HPMN1	Hardware Protection Multi-Node System - 1 Year/Position Year 8	12
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 9	1
950999/HPMN1	Hardware Protection Multi-Node System - 1 Year/Position Year 9	12
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 10	1
950999/HPMN1	Hardware Protection Multi-Node System - 1 Year/Position Year 10	12

**Antivirus Recurring Fees**

914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 6	22
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 7	22
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 8	22
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 9	22
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 10	22

**Sentry Monitoring Service**

915137	Sentry Monitoring per Node per Year Year 6	26
915137	Sentry Monitoring per Node per Year Year 7	26
915137	Sentry Monitoring per Node per Year Year 8	26
915137	Sentry Monitoring per Node per Year Year 9	26
915137	Sentry Monitoring per Node per Year Year 10	26

**PowerOps Maint Services**

E10648	PowerOps Renewal Year 3rd Party Year 6	1
E10648	PowerOps Renewal Year 3rd Party Year 7	1
E10648	PowerOps Renewal Year 3rd Party Year 8	1
E10648	PowerOps Renewal Year 3rd Party Year 9	1
E10648	PowerOps Renewal Year 3rd Party Year 10	1

**DISCOUNT**

DISCOUNT MNTC	Maintenance Discount	1
DISCOUNT SVC	Service Discount	1
DISCOUNT SYST	System Discount	1
DISCOUNT REC SVC	Recurring Services Discount	1

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## Configuration Parameters - Node B Years 1-5

### Site Configuration

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Total Positions	6
Total Number of E9-1-1 CAMA Trunks	0
Total Number of FXO Lines	16
Total Number of ISDN-PRI channels (T1)	0
SIP	Not Included
ECCP	Included
PowerOPS	1
VIPER ACD	6
Add-on for Radio Recorder	Included

Model#	Description	Qty	List Price	Selling Price	Total
<b>VIPER</b>					
912817/BB	7 Foot Cabinet Prebuilt Building Block	1			
912871/BB	Mediant 1000B Prebuilt Building Block	2			
912890/BB	Media Kit Prebuilt Building Block	1			
912870/1T1	Mediant 1000 Voice Module Single Span	2			
912870/CT1	GW Access License CAMA over T1 (per chassis)	2			
912920	ECCP Workstation License	6			
912850	VIPER Integrated ACD (Per Position)	6			
912800	VIPER Gateway Shelf	2			
912811	Application Server License	7			
912812	PBX Access License	6			
912814	Admin Interface Module (AIM)	4			
P10008	Lic to Connect Non-Intrado Recording Device	1			
E10642	PowerOps Client Access License	1			
P10035	PowerOps Software Media	1			
C10036	Power Cord Cable with A/C twist lock connector	3			
912716/24	Cisco C2960X-24TS-L 24 port switch	2			
912716/S	Cisco Stacking module for C2960-X	2			

**Power Stations**

914121/1	IWS Workstation - Software and Configuration	6			
P10084	Monitor, Touchscreen, 22"	6			
P10097	24" LED Backlit Monitor	6			
911801	A9C G3, Desk Mounting Kit	6			
911809	A9C G3, Call Handling Accessories	6			
911810-1	A9C G3 : Bundle	6			
911808	A9C G3, Second Screen Kit	6			
911785	Position Image - Power Station Gen3	1			

**Power 911**

913100/BAK	Power 911 Backup License	6			
913152	Power 911 Add-On Recorder for Radio	6			
913202	Power 911 Server Access License	6			
913152/CD	ITRR Media Kit	1			

**Power Metrics Setup Fees**

P10193/1	Power Metrics Advanced - Data Collector: single RDDM	1			
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**MapFlex Software**

MF-DMS-CBU	MapFlex Client License - Failover Backup Position	6
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**Sentry**

915137/1	Setup Fees	1
P10232	ELM Class 1	1
P10233	ELM Class 2	15

**TXT29-1-1 Setup Fees**

ITXTOTF4	TXT29-1-1 P911 Integrated One-time-fee per PSAP (5-10 seats)	1
P10063	ITS Equipment	1

**Object Server Hardware**

914962	IWS Server RACK - Type A	1
914121/3	IWS Object Server - Underlying Software	1
914958	Rocket Port Express Octacable DB9, PCIe Card	1

**Common Hardware**

914956	1U Keyboard/LCD/Trackball/8-Port KVM	1
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**PowerOps Hardware**

914102/BB	IWS Workstation Prebuilt Building Block	1
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**Peripheral Hardware**

914514	Color Laser Printer	1
915109/P	Alarm Panel (Includes Power Supply)	1
600150	Punch Blocks	2
207-990000-046	Cable Cheat - 25PR, 25', MF	2
960103	Network Cabling	21
914840/1	Modem DSU/CSU (Digital)- 2 units	1

**Network Equipment**

914148	Firewall Appliance	1
914148/CD	Call Handling Firewall - Media Set	1

**Staging**

950852	Front Room Equipment Staging - Per Position	6
950853	Back Room Equipment Staging - Per Cabinet	1

**Project Survey**

950100	Project Survey (per Site)	1
960575	Living Expense per Day per Person	3
960580	Travel Fee per Person	1

**Installation**

950104	Professional Services (per Day)	9
960575	Living Expense per Day per Person	11
960580	Travel Fee per Person	1

**Onsite Maintenance Training**

960840	Self Maintenance Training (on Site)	1
960575	Living Expense per Day per Person	7
960580	Travel Fee per Person	1

**Engineering Services**

950520	Engineering Professional Services	1
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**CCS Training**

P10088	ACD CCS Training	3
960575	Living Expense per Day per Person	5
960580	Travel Fee per Person	1

**Project Management Services**

950510	Project Management Services	1
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**Freight Charges**

FREIGHT	Freight Charges	1
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**TXT29-1-1 Recurring Services**

P10062	ITS Service (Annual) Year 1	1
P10062	ITS Service (Annual) Year 2	1
P10062	ITS Service (Annual) Year 3	1
P10062	ITS Service (Annual) Year 4	1
P10062	ITS Service (Annual) Year 5	1

**Power Metrics Recurring Services**

P10219	Power Metrics Suite - Annual access contract per PSAP Year 1	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 2	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 3	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 4	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 5	1

**Software Subscription**

950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 1	6
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 2	6
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 3	6
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 4	6
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 5	6

**Software Protection and Remote Tech Support**

950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 2	6
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 3	6
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 4	6
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 5	6

**On-Site Maintenance**

950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 1	6
950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 2	6
950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 3	6
950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 4	6
950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 5	6

**Hardware Protection**

950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 2	1
950999/HPMN1-BU	Hardware Protect Multi-Node System - 1 Year/Pos – Back Up Position Year 2	6
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 3	1
950999/HPMN1-BU	Hardware Protect Multi-Node System - 1 Year/Pos – Back Up Position Year 3	6
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 4	1
950999/HPMN1-BU	Hardware Protect Multi-Node System - 1 Year/Pos – Back Up Position Year 4	6
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 5	1
950999/HPMN1-BU	Hardware Protect Multi-Node System - 1 Year/Pos – Back Up Position Year 5	6

**Antivirus Recurring Fees**

914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 1	12
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 2	12
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 3	12
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 4	12
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 5	12

**Sentry Monitoring Service**

915137	Sentry Monitoring per Node per Year Year 1	16
915137	Sentry Monitoring per Node per Year Year 2	16
915137	Sentry Monitoring per Node per Year Year 3	16
915137	Sentry Monitoring per Node per Year Year 4	16
915137	Sentry Monitoring per Node per Year Year 5	16

**PowerOps Maint Services**

E10643	PowerOps Maintenance Year 1	1
E10648	PowerOps Renewal Year 3rd Party Year 2	1
E10648	PowerOps Renewal Year 3rd Party Year 3	1
E10648	PowerOps Renewal Year 3rd Party Year 4	1
E10648	PowerOps Renewal Year 3rd Party Year 5	1

**DISCOUNT**

DISCOUNT MNTC	Maintenance Discount	1
DISCOUNT SVC	Service Discount	1
DISCOUNT SYST	System Discount	1
DISCOUNT REC SVC	Recurring Services Discount	1

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## Configuration Parameters - Node B Years 6-10

### Site Configuration

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Total Positions	6
Total Number of E9-1-1 CAMA Trunks	0
Total Number of FXO Lines	16
Total Number of ISDN-PRI channels (T1)	0
SIP	Not Included
ECCP	Included
PowerOPS	1
VIPER ACD	6
Add-on for Radio Recorder	Included

Model#	Description	Qty	List Price	Selling Price	Total
<b>VIPER</b>					
912817/BB	7 Foot Cabinet Prebuilt Building Block	1			
912871/BB	Mediant 1000B Prebuilt Building Block	1			
912890/BB	Media Kit Prebuilt Building Block	1			
912870/1T1	Mediant 1000 Voice Module Single Span	2			
912870/CT1	GW Access License CAMA over T1 (per chassis)	2			
912920/U	ECCP Workstation License Upgrade	6			
912800	VIPER Gateway Shelf	2			
912811/U	Application Server Access License Upgrade	7			
912812/U	PBX Access License Upgrade	6			
912814	Admin Interface Module (AIM)	4			
P10008	Lic to Connect Non-Intrado Recording Device	1			
P10035	PowerOps Software Media	1			
912850/U	VIPER Integrated ACD (Per Position) Upgrade	6			
C10036	Power Cord Cable with A/C twist lock connector	3			
912716/24	Cisco C2960X-24TS-L 24 port switch	2			
912716/S	Cisco Stacking module for C2960-X	2			
E10823	PowerOps Client Access License - UPGRADE from Power Monitor-Wallboard to PowerOps	1			

**Power Stations**

914121/1	IWS Workstation - Software and Configuration	6			
P10084	Monitor, Touchscreen, 22"	6			
P10097	24" LED Backlit Monitor	6			
911801	A9C G3, Desk Mounting Kit	6			
911809	A9C G3, Call Handling Accessories	6			
911810-1	A9C G3 : Bundle	6			
911808	A9C G3, Second Screen Kit	6			
911785	Position Image - Power Station Gen3	1			

**Power 911**

913100/BAK/U	Power 911 Backup License Upgrade	6			
913152/U	Power 911 Add-on Recorder for Radio Upgrade	6			
913202/U	Power 911 Server Access License Upgrade	6			
913152/CD	ITRR Media Kit	1			

**Power Metrics Setup Fees**

P10193/1	Power Metrics Advanced - Data Collector: single RDDM	1			
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**MapFlex Software**

MF-DMS-CBU/U	MapFlex Client License Upgrade - Failover Backup Position	6
MF-DP-NEW	MapFlex GIS Data Prep - New System or Major Version Upgrade	1

**Sentry**

915100/CD	Sentry Software	1
P10234	ELM Class 1 Upgrade	1
P10235	ELM Class 2 Upgrade	15

**TXT29-1-1 Setup Fees**

P10063	ITS Equipment	1
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**Object Server Hardware**

914962	IWS Server RACK - Type A	1
914121/3	IWS Object Server - Underlying Software	1
914958	Rocket Port Express Octacable DB9, PCIe Card	1

**Common Hardware**

914956	1U Keyboard/LCD/Trackball/8-Port KVM	1
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**PowerOps Hardware**

914102/BB	IWS Workstation Prebuilt Building Block	1
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**Peripheral Hardware**

914514	Color Laser Printer	1
915109/P	Alarm Panel (Includes Power Supply)	1
600150	Punch Blocks	2
207-990000-046	Cable Cheat - 25PR, 25', MF	2
960103	Network Cabling	21
914840/1	Modem DSU/CSU (Digital)- 2 units	1

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**Network Equipment**

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914148	Firewall Appliance	1
914148/CD	Call Handling Firewall - Media Set	1

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**Staging**

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950852	Front Room Equipment Staging - Per Position	6
950853	Back Room Equipment Staging - Per Cabinet	1

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**Project Survey**

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950100	Project Survey (per Site)	1
960575	Living Expense per Day per Person	3
960580	Travel Fee per Person	1

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**Installation**

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950104	Professional Services (per Day)	9
960575	Living Expense per Day per Person	11
960580	Travel Fee per Person	1

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**CCS Training**

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P10088	ACD CCS Training	3
960575	Living Expense per Day per Person	5
960580	Travel Fee per Person	1

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**Project Management Services**

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950510	Project Management Services	1
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**Freight Charges**

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FREIGHT	Freight Charges	1
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**TXT29-1-1 Recurring Services**

P10062	ITS Service (Annual) Year 6	1
P10062	ITS Service (Annual) Year 7	1
P10062	ITS Service (Annual) Year 8	1
P10062	ITS Service (Annual) Year 9	1
P10062	ITS Service (Annual) Year 10	1

**Power Metrics Recurring Services**

P10219	Power Metrics Suite - Annual access contract per PSAP Year 6	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 7	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 8	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 9	1
P10219	Power Metrics Suite - Annual access contract per PSAP Year 10	1

**Software Subscription**

950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 6	6
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 7	6
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 8	6
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 9	6
950999/SUB1-BU	Software Sub Service - 1 Year/Position – Back Up Position Year 10	6

**Software Protection and Remote Tech Support**

950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 6	6
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 7	6
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 8	6
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 9	6
950999/PRO1-BU	Soft Protect and Remote Tech Support - 1 Year/Pos – Back Up Pos Year 10	6

**On-Site Maintenance**

950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 6	6
950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 7	6
950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 8	6
950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 9	6
950999/ONS1-2-BU	On-Site Maint - 1 Year/Pos - 11 to 20 pos sys – Back Up Position Year 10	6

**Hardware Protection**

950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 6	1
950999/HPMN1-BU	Hardware Protect Multi-Node System - 1 Year/Pos – Back Up Position Year 6	6
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 7	1
950999/HPMN1-BU	Hardware Protect Multi-Node System - 1 Year/Pos – Back Up Position Year 7	6
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 8	1
950999/HPMN1-BU	Hardware Protect Multi-Node System - 1 Year/Pos – Back Up Position Year 8	6
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 9	1
950999/HPMN1-BU	Hardware Protect Multi-Node System - 1 Year/Pos – Back Up Position Year 9	6
950999/HPMN1-BRD	Hardware Protect Multi-Node System - 1 Year/Back Room Deployment Year 10	1
950999/HPMN1-BU	Hardware Protect Multi-Node System - 1 Year/Pos – Back Up Position Year 10	6

**Antivirus Recurring Fees**

914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 6	12
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 7	12
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 8	12
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 9	12
914143	Symantec EndPoint Protection Manager (EPM) - 1 year Year 10	12

**Sentry Monitoring Service**

915137	Sentry Monitoring per Node per Year Year 6	16
915137	Sentry Monitoring per Node per Year Year 7	16
915137	Sentry Monitoring per Node per Year Year 8	16
915137	Sentry Monitoring per Node per Year Year 9	16
915137	Sentry Monitoring per Node per Year Year 10	16

**PowerOps Maint Services**

E10648	PowerOps Renewal Year 3rd Party Year 6	1
E10648	PowerOps Renewal Year 3rd Party Year 7	1
E10648	PowerOps Renewal Year 3rd Party Year 8	1
E10648	PowerOps Renewal Year 3rd Party Year 9	1
E10648	PowerOps Renewal Year 3rd Party Year 10	1

**DISCOUNT**

DISCOUNT MNTC	Maintenance Discount	1
DISCOUNT SVC	Service Discount	1
DISCOUNT SYST	System Discount	1
DISCOUNT REC SVC	Recurring Services Discount	1

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## Notes

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- 1** VIPER as a Service (VaaS) is a minimum 60-month term. VaaS consists of the provision of the equipment and software described herein, on a Subscription basis. West will retain ownership of all hardware, and the customer receives a license to use the hardware and software during the subscription period. VaaS pricing includes all components shown herein. The customer is responsible for insuring the equipment and replacement in the event of damage or destruction to the equipment if not due to the actions of West.
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- 2** Unless otherwise specified in this quotation, Customer is responsible for the large screen monitor on which Power Ops is to be displayed. Regardless of whether Intrado or the customer provides the large-screen monitor, the Customer is responsible for installation of the monitor and connectivity (including cabling) from the Power Ops workstation. Power Ops is mandatory if the VIPER ACD option is selected.
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- 3** All inter-site connectivity is the responsibility of the Customer. WAN equipment, software, and connectivity to be procured, installed, and configured by the Customer

Unless otherwise specified in this quotation, routers are not included.

Two (2) connections are required between each site and the WAN.

### WAN Requirements

- Layer 3 routing must be provided between all locations
  - Certified CAT5e/CAT6 between all network switches
  - Guaranteed Bandwidth for all Intrado applications
  - Low Latency (< 40ms)
  - Low Jitter (< 5ms)
  - Support for DHCP Relay/Forwarding (per RFC 1542) from all VIPER subnets to their associated primary Application Server
  - Support for QoS (Quality of Service) as needed
  - Security against intrusion and virus attack
  - Reliable links (fault tolerant) – no single point of failure may cause a Layer 3 disruption for more than four (4) seconds, multicast may not be disrupted for more than ten (10) seconds.
  - DNS Caching and forwarding from satellite sites to all VIPER Application Servers
  - Support for Multicast traffic between all subnets of a discrete VIPER system (however Multicast traffic between satellite subnets is not required).
  - Multicast traffic must not pass between separate discrete VIPER systems
  - A Dial-Up Line for Remote Monitoring and Maintenance must be provisioned.
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- 4** **ECCP Workstation License** is a per-seat license that provides for call flows between a VIPER system and a Cisco Unified Communications Call Manager. Please consult with your Account Executive to align on supported use cases, and latest Cisco UCM versions to which the interface is certified.

It should be noted that the Solution Architecture Services are not included in this quote to setup the ECCP connection between the VIPER and CISCO system. If solution architecture services are required, additional charges will apply.

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5 The 3rd Party Recorder Interface Kit provides the following:

- 1) Physical IP packet-capture solution. This is the mechanism by which the VIPER SIP and RTP packets are securely shared with the 3rd party recorder.
- 2) VIPER 3rd party recording license. This is the VIPER-side license that enables a 3rd party recorder to have a one-way IP connection to VIPER. One is needed per VIPER node.
- 3) Packet description document. This document details all of the VIPER SIP/RTP messages that are relevant for a 3rd party recorder.

Please note that in all cases, Intrado will not be responsible for the support or provisioning of the 3rd party recorder.

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6 Sentry fees do not include Intrado monitoring of the site's performance via the Sentry system.

The Sentry Monitoring System has been configured to monitor all Intrado provided hardware which has an IP address. This includes, but is not limited to, Servers, workstations, A9C, network switches, routers, etc.

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7 **Intrado's Remote Monitoring Service** monitors all IWS products as well as most third party equipment. The service forwards alarms and alerts to a centralized Intrado. Network Operations Center for monitoring. This service requires the purchase of Sentry hardware from Intrado.

Intrado's Technical Support Center receives remote customer alarms and alerts 24x7x365, notifying Intrado. of any irregular behavior including faults and performance threshold crossings requiring attention. Minimum action includes contacting of either the customer directly or the assigned on-site service personnel to provide the appropriate technical response.

Automatic remote troubleshooting of the alarm is performed only if Remote Support services are purchased.

The dispatching of Intrado technician support after an alarm is received and troubleshooting has been performed is available only if On-Site Support Services are purchased.

**Intrado Life & Safety Solutions Corporation Responsibilities:**

- Remote Monitoring of customer based PSAP equipment.
- Contacting of either the PSAP directly or their assigned on-site service personnel upon receipt of the alarm.
- Clearing of the alarm upon notification of the customer.

**Customer Responsibilities:**

- Establish business rules regarding alarm notifications and escalation conditions within the Sentry system. Designation of customer contact points or its assigned on-site service personnel.
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8 **Professional Services:** This quote represents an estimate of labor costs to perform the work described in this quote. If the amount of labor needed to correct the issue can't be accomplished time allotted in this quote, Intrado will contact the customer representative before performing additional labor. If the actual labor to perform the work is significantly less than the amount quoted, the final charge may be adjusted.

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- 9** ITS provides an alternative to customers that have not purchased our platinum level A9-1-1 Routing Service which provides 9-1-1 calls and signaling over redundant diverse MPLS links between the Intrado Data Center and the customer facility. The ITS solution establishes a secure VPN between the customer facility and the Intrado Data Center over a VPN utilizing the customer's Public IP connection.

Please note that the Installation services are already included and are based on the following part numbers:

- 950104 – Professional Services (Per Day)
  - 960575 – Living Expenses (Per Day)
  - 960580 – Travel Fee (Per Person)
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- 10** The Project Survey is intended to identify any additional miscellaneous equipment or services required to ensure smooth installation and operation of the quoted system. Additional costs may be incurred upon completion of the Project Survey.
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**11 Comprehensive Project Management**

This is a service offered to partners that do not have a Project Manager assigned to the project, where Intrado's Comprehensive Project Management (CPM) provides a Project Manager that coordinates all project activity.

The CPM provides complete, end-to-end project management support and services that could include on-site support, project documentation, formal reporting, as well as coordination of deliveries both internally as well as with the partner and the end customer.

The CPM level of service includes all services in the basic level plus the following:

- Site survey is reviewed (or initiated and then reviewed) to verify that site and system environment are ready for installation
  - Scope of Work is completed (includes a Project Schedule of key dates)
  - Review system design
  - Site and/or network diagram are completed as required
  - 3rd Party contractors included in the sales order are contacted and managed
  - Project kick-off meeting is scheduled with the end customer and held via conference call or optionally on site
  - Comprehensive risk assessment and mitigation planning
  - Overall project coordination
  - Weekly project status meetings are scheduled, led and documented
  - Customer configuration for staging is collected and communicated
  - Equipment staging (if ordered) and shipping is managed"
  - Coordinate on-site delivery
  - Equipment receipt and inventory is validated
  - Intrado resources are scheduled and managed with project implementation and cut-over requirements
  - Maintain all project related communications and documentation
  - Complete Site Book for delivery to end customer at time of handover to service
  - Variable: Project Manager Presence on-site (with additional per day and travel cost components). This is
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typically required for project kickoff (if on-site), final site evaluation, and cut-over project management services

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- 12** **Software Subscription Service** provides the customer with access to software upgrades including new features. This offering only provides for the availability of the software. Installation and training (if needed) are not included. Any required hardware or operating system changes are also not included.

Intrado will provide periodic software release bulletins to customers which announce and explain new feature releases for Intrado software. Customers may then request the new release or version from Intrado based on applicability of the release to customer's system. The customer is responsible for installation of all these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current prices for such services.

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- 13** **Software Protection and Remote Technical Support** is a coverage requirement with the purchase and ownership of Intrado CPE system equipment. The coverage requirement is effective after the expiration of the system warranty, but a purchase order for the service, for at least one year duration, is required at the time of any new system purchase.

Software Protection and Remote Technical Support cannot be deleted from quotes or system orders.

Once a Software Protection and Remote Technical Support service contract is established for the site during system initial purchase, all items subsequently added to the site will not require an additional contract, but the acquisition of additional positions will increase the price of the services.

- a. For sites with one year coverage contracts, the increased price will be reflected in the quote at the next contract renewal point.
- b. For sites with multi-year agreements, the customer will be required to retract the remaining years of the original purchase order and issue a new purchase order for the remaining period covering the original system and new positions.

If a contract for Software Protection and Remote Technical Support expires without renewal, causing a lapse in coverage, the customer's access to the Support Center will be discontinued and a notification of services termination will be issued. Reinstatement of the lapsed coverage will require the following from the customer:

- a) Payment in full for the lapsed period at the prevailing per-seat rate
- b) Purchase of a new maintenance agreement (one-year or five-year)
- c) System Recertification fees in the form of a Class A inspection at \$1,500.00 per day plus related travel and expense charges.

#### **Software Protection**

This offering provides for the availability of software product updates. Installation and training (if needed) are not included. Intrado will publish periodic software release bulletins to customers which announce important product updates for Intrado software. Customers may then request the new update from Intrado based on applicability of the release to customer's system. Customer is responsible for installation of all these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have Intrado deploy a new release, Intrado will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at Intrado's then current prices for such services.

#### **Remote Technical Support**

Support is provided by associates who specialize in the diagnosis and resolution of system performance issues.

Remote Technical Support is available 24/7 through both a toll free hotline and a secure customer Internet portal.

All service inquiries are tracked by a state-of-the-art CRM trouble ticket system that can be queried by customers

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through the online portal to obtain the most up-to-date status on their issues.

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- 14** **On-site Support Services** are primarily designed to assist with issues that require system expertise in troubleshooting and restoration at the customer's location.

On-site Support Services include travel costs and time and labor related to the service incident. Also included in the service are quarterly on-site preventative and routine maintenance reviews (four per year) of the customer's Intrado system. These maintenance visits can include the installation of routine updates to software. Training, configuration changes, reprogramming and system upgrade labor are not included in this offering, but are available for purchase.

On-Site Support Services options include the designation of a technician dedicated specifically to the customer's deployment(s), or alternately a non-dedicated resource available for use with other customers. Intrado may engage third-party vendors to provide the On-Site Support Services.

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- 15** **Hardware Protection Service** provides for the replacement of any non-operating Intrado provided hardware component, with the exception of monitors. This offering only provides for the replacement of the hardware item. Installation services and training (if needed) are not included. This service does not cover items where warranty has been voided due to abuse, Force Majeure or other actions.

When the Intrado Technical Support Center concludes that an item is non-operational, a fully functioning new or refurbished unit will be shipped to the customer. This unit will then become the property of the customer and will restore the functionality of the non-working item, but it may not be the exact same model as the original. The shipment of the replacement item will include a pre-printed shipping label used for the return of the nonworking item from the customer.

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- 16** Intrado's fully integrated Text to 9-1-1 solution is incorporated into the Power 9-1-1 display complete with drop down text. Text messages "ring" just like 9-1-1 calls coming in and are routed under the same routing/ACD rules applied by the PSAP. Text sessions can be transferred to any enabled user on the Viper system. All wireless carriers currently enabling text messaging can be reached through this system.

Pricing is based on the number of positions and PSAPs in the quote. The only variable cost is related to connectivity and the network engineering hours needed to configure the connectivity based upon the PSAP's requirements. Connectivity is available via the A9-1-1 ESInet or the PSAP's internet interface, which will be secured by Intrado Life & Safety Solutions Corporation.

Text is provided into the Call Handling system either via ITS or ESInet, depending on transport method used.

TXT29-1-1 services will be provided in accordance with the applicable Service Guide at <https://www.intrado.com/legal-privacy/terms/call-handling>.

PSAP billing will begin upon completion of deployment and text readiness delivery from Intrado to the PSAP. Completion is defined as the PSAP being able to accept text messages.

Billing and the term commencement for the services will begin when the Services are first made available for Customer's use, and will continue for the designated number of months as stated in this Quote.

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- 17** MapFlex is a 9-1-1 call mapping application which locates incoming calls on a map display using customer GIS data and call location data received from the call handling system.

Customers are required to provide their GIS data for provisioning within MapFlex and are required to maintain their GIS data unless Intrado has been contracted to manage the data on the customer's behalf.

**GIS Services Included with MapFlex Deployment**

- MapFlex GIS Data Preparation services (creation or re-creation of the customer's GIS data package prior to Final Acceptance)
- Remote MapFlex Configuration services

**Post-Deployment GIS Services Included Under an Active Maintenance Services Agreement**

- Creation or re-creation of a GIS data package potentially required in support of software "break fix"
- Other GIS data professional services potentially required in support of a bug fix related to software

**Post-Deployment GIS Services Not Included Under an Active Maintenance Services Agreement**

- MapFlex GIS Data Preparation services (following the initial system setup and installation)
- MapFlex Data Update Service (one-time or recurring)

Re-creation of the GIS data package or other GIS data professional services performed in support of a MapFlex version upgrade

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**18** **Power Metrics**

Intrado retains title to all premise-based equipment and software provided to customer in connection with the Power Metrics service (including RDDMs), which will be removed and returned to Intrado at the conclusion of the service.

Billing and the term commencement for the services will begin when the Services are first made available for Customer's use, and will continue for the designated number of months as stated in this Quote.

Power Metrics services will be provided in accordance with the applicable Service Guide at <https://www.intrado.com/legal-privacy/terms/call-handling>.

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**Terms**

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<b>VENDOR NAME</b>	<b>Intrado Life &amp; Safety Solutions Corporation</b>  Include quote number and customer EIN/Tax Identification Number on P.O.
<b>SUBMIT P.O.</b>	<a href="mailto:ordermanagement.safetyservices@west.com">ordermanagement.safetyservices@west.com</a>
<b>PRICING</b>	All prices are in USD Taxes, if applicable, are extra. Handling and Shipping charges are extra unless specified on the quote.
<b>DISCOUNT</b>	<b>Maintenance and Recurring service discounts will be applied proportionately to each year of service purchased. If services are cancelled for future years, no refund or credit will be issued relating to such discount.</b>
<b>SHIPPING TERMS</b>	FCA (Montreal), INCOTERMS 2010
<b>PAYMENT</b>	Per Contract
<b>DELIVERY</b>	TBD
<b>VALIDITY</b>	<b>Quote expires on November 03, 2020.</b> However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.
<b>COPYRIGHT</b>	The information contained in this document is proprietary to Intrado Life & Safety Solutions Corp and is offered solely for the purpose of evaluation.

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## Revision History

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Revision Level	Proposal Writer	Notes	Date Revised
1	MDESEVE	Original (Based on 45095 v2)	May 12, 2020