CITY OF MIRAMAR
PROPOSED CITY COMMISSION AGENDA ITEM

Meeting Date: February 23, 2026

Presenter's Name and Title: Jerry Logan, IT Network Manager on behalf of the IT Department

Prepared By: Jerry Logan, IT Network Manager

Temp. Reso. Number: 8623

Item Description: Temp. Reso. #R8623 APPROVING THE RENEWAL OF CITY PHONE TELECOMMUNICATION SERVICES FROM GRANITE TELECOMMUNICATIONS, LLC, IN AN AMOUNT OF $130,000, FOR FISCAL YEAR 2026 THROUGH THE UTILIZATION OF NCPA CONTRACT # 01-99, AND CELLULAR TELECOMMUNICATION SERVICES FROM VERIZON IN AN AMOUNT OF $197,000 FOR FISCAL YEAR 2026, UTILIZING THE STATE OF FLORIDA DEPARTMENT OF MANAGEMENT SERVICES AGREEMENT NO. DMS 19/20-006C; AUTHORIZING THE CITY MANAGER TO EXECUTE AN APPROPRIATE AGREEMENT. (JERRY LOGAN, IT NETWORK MANAGER ON BEHALF OF THE IT DEPARTMENT)

Consent ☒ Resolution ☐ Ordinance ☐ Quasi-Judicial ☐ Public Hearing ☐

Instructions for the Office of the City Clerk: None.

Public Notice – As required by the Sec. ____ of the City Code and/or Sec. ___, Florida Statutes, public notice for this item was provided as follows: on _____ in a _____ ad in the _____; by the posting the property on _____ and/or by sending mailed notice to property owners within ____ feet of the property on _____ (fill in all that apply)

Special Voting Requirement – As required by Sec. _____, of the City Code and/or Sec. ____, Florida Statutes, approval of this item requires a _____ (unanimous, 4/5ths etc.) vote by the City Commission.

Fiscal Impact: Yes ☒ No ☐

REMARKS: Funding for FY26 in the amount of $197,000 is available in account: 504-58-581-516-000-604106 entitled Cellular Services, and $130,000 is available in account: 504-58-581-516-000-604100 entitled Communications Services.

Content:

- **Agenda Item Memo from the City Manager to City Commission**
- **Resolution TR8623**
- **Attachment(s)**
  - **Attachment 1: State of Florida DMS 19/20-006C Contract Link**
  - **Attachment 2: NCPA Contract # 01-99**

CITY OF MIRAMAR
INTEROFFICE MEMORANDUM

TO: Mayor, Vice Mayor, & City Commissioners

FROM: Dr. Roy L. Virgin, City Manager

BY: Clayton D. Jenkins, Director of Information Technology

DATE: February 12, 2026

RE: Temp. Reso. No. 8623 approving the Renewal of Citywide Telecommunication Services from Granite and Verizon

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RECOMMENDATION: The City Manager recommends approval of Temp. Reso. No. 8623 for the renewal of City phone telecommunication services from Granite in an amount not to exceed $130,000, and cellular communication services from Verizon in an amount not to exceed $197,000, for a total not to exceed $327,000 for FY26, utilizing the NCPA contract #01-99, and the State of Florida Department of Management Services Agreement No. DMS 19/20-006C.

ISSUE: City Commission approval of these expenditures is required because the expenditures exceed the annual $75,000 per-vendor limit.

BACKGROUND: Telecommunications services are vital to the City's operations, providing Voice Over IP (VOIP) phone services and connectivity for elevators and alarm lines in various City buildings. Additionally, the City utilizes cellular services, such as voice and data services, to maintain effective communication. Employees are assigned mobile devices to facilitate efficient departmental functions, enabling them to serve residents and citizens effectively.

The City currently piggybacks pricing from NCPA contract #01-99 for the VOIP telecommunication services renewal with Granite, and the State of Florida Department of Management Services Agreement, DMS 19/20-006C for cellular telecommunication services with Verizon, which offers competitive rates for different types of mobile devices such as cell phones, MiFi, tablets, and air cards for voice and data communications.

Currently, the majority of the City's cellular services are provided by Verizon. Most of the City's cellular accounts are assigned to Public Safety (Police and Fire) department personnel to provide voice and data connections in vehicles and to staff when in the field.

DISCUSSION: The State of Florida Agreement and the NCPA contract provide the City with pre-negotiated service rates as well as pre-negotiated equipment costs. The City currently procures VOIP phone services from Granite, and has over 500 mobile devices (Cell Phones, MiFi, Tablets, and Air Cards, etc.) under contract with Verizon. T-Mobile & AT&T FirstNet. These devices and services are essential for City employees to carry out various departmental functions in a timely and efficient manner to serve the residents and citizens.

Cost Breakdown:

SERVICE PROVIDER	CONTRACT	AMOUNT
Granite	NCPA contract #01-99	$130,000
Verizon	State of Florida DMS 19/20-006C	$197,000

ANALYSIS: Funding in the amount of $197,000 is available in account: 504-58-581-516-000-604106 entitled Cellular Services and $130,000 is available in account 504-58-581-516-000-604100 entitled Communications Services for FY26

Temp. Reso. No. 8623
1/20/26
2/10/26

CITY OF MIRAMAR
MIRAMAR, FLORIDA

RESOLUTION NO. _____

A RESOLUTION OF THE CITY COMMISSION OF THE CITY OF MIRAMAR, FLORIDA, APPROVING THE RENEWAL OF CITY PHONE TELECOMMUNICATION SERVICES FROM GRANITE TELECOMMUNICATIONS, LLC, IN AN AMOUNT OF $130,000, FOR FISCAL YEAR 2026 THROUGH THE UTILIZATION OF NCPA CONTRACT # 01-99, AND CELLULAR TELECOMMUNICATION SERVICES FROM VERIZON IN AN AMOUNT OF $197,000 FOR FISCAL YEAR 2026, UTILIZING THE STATE OF FLORIDA DEPARTMENT OF MANAGEMENT SERVICES AGREEMENT NO. DMS 19/20-006C; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the City utilizes telecommunication services, such as Voiceover Internet Protocol ("VOIP") phone services, data and cell phone services to maintain effective communications to carry out department functions in an efficient manner; and

WHEREAS, the City piggybacks the NCPA Contract # 01-99 and the State of Florida Department of Management Service Agreement No. DMS 19/20-006C ("State of Florida Agreement"), which offers competitive rates from different providers for different types of mobile devices such as cellphones, MiFi, tablets, and air cards for data internet connection; and

WHEREAS, the services and rates under the State of Florida Agreement are valid through August 24, 2026; and

WHEREAS, the renewal of City phone telecommunication services from Granite is estimated not to exceed $130,000, and cellular communication services from Verizon is estimated not to exceed $197,000 for a total amount not-to-exceed $327,000 for FY26; and

WHEREAS, pursuant to City Code Section 2-412(a)(2), City Commission approval is required for purchases from the same person or entity exceeding $75,000 in a single fiscal year; and

WHEREAS, the City Manager recommends approval of the renewal of City phone telecommunication services from Granite, and cellular communication services from Verizon, for a total amount not-to-exceed $327,000 for FY26; and

WHEREAS, the City Commission deems it to be in the best interest of the citizens and residents of the City of Miramar to approve the renewal of City phone telecommunication services from Granite, and cellular communication services from Verizon, for a total amount not to exceed $327,000 for FY26.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF THE CITY OF MIRAMAR, FLORIDA AS FOLLOWS:

Section 1: That the foregoing "**WHEREAS**" clauses are ratified and confirmed as being true and correct and are made a specific part of this Resolution.

Section 2: That the City Commission approves the renewal of City phone telecommunication services from Granite is estimated not to exceed $130,000, and cellular communication services from Verizon is estimated not to exceed $197,000 for a total amount not-to-exceed $327,000 for FY26.

Section 3: That the appropriate City Officials are authorized to do all things necessary and expedient in order to carry out the aims of this Resolution.

Temp. Reso. No. 8623
1/20/26
2/10/26

PASSED AND ADOPTED this _____ day of _____, _____.

_____
Mayor, Wayne M. Messam

_____
Vice Mayor, Yvette Colbourne

ATTEST:

_____
City Clerk, Denise A. Gibbs

I HEREBY CERTIFY that I have approved
this RESOLUTION as to form:

_____
City Attorney,
Austin Pamies Norris Weeks Powell, PLLC

Requested by Administration	**Voted**
Commissioner Maxwell B. Chambers	_____
Commissioner Avril Cherasard	_____
Vice Mayor Yvette Colbourne	_____
Commissioner Carson Edwards	_____
Mayor Wayne M. Messam	_____

DEFINITIONS:

Access Discount: Government Subscribers are eligible for a 23% access discount on qualified plans and features where noted.

Accessory Discount. Government Subscribers are eligible to receive a 25% discount from the retail price of qualifying accessories.

Discount Eligible Data Feature(s): Any generally available Verizon Wireless data feature with a monthly access fee of $24.99 or higher, added to an Eligible Calling Plan, that does not prohibit discounts.

Discount Eligible Plan(s): Any generally available Verizon Wireless voice, data or M2M plan with a monthly access fee of $34.99 or higher that does not prohibit discounts.

Early Termination Fees ("ETF"): ETFs are waived for Government Subscribers.

Equipment: Wireless telephones, data modems and similar devices and ancillary accessories used in conjunction with Wireless Service.

Government Subscriber: An employee of Customer utilizing Wireless Service whose account is set up in Customer's name and for which Customer bears payment responsibility.

Machine to Machine Service ("M2M Service"): M2M refers to use of the Wireless Service for the transmission of data between wireless devices and computer servers or other machines, or between select wireless devices, with limited or no manual intervention or supervision.

M2M Line(s): An individual line of M2M Service used under this Pricing and Equipment Proposal which is set up in Customer's name and for which Customer bears responsibility.

Network Speeds on the Verizon Wireless Network (4G LTE): Uploads: 2-5 Mbps and Downloads: 5-12 Mbps

Plans, Features, Rates and Charges: The voice, data or M2M plan and any options, features or applications that are selected by the Customer determine the applicable rates, charges, allowance of minutes or megabytes and Wireless Service coverage area for each line. Some plans may have restrictions on the type of Equipment that can be activated on them. Information about retail plans, options, features, and applications (*i.e.*, those that Verizon Wireless makes generally available to consumers or business customers) and their terms and conditions may be obtained at Verizon

Verizon Wireless offers this pricing utilizing the terms and conditions of the State of Florida ITN No. DMS-19/20-006 please contact your local Verizon Government Sales representative for additional information. ©Verizon2024.

Wireless stores, on verizonwireless.com or from Verizon Wireless business sales representatives. The voice, data or M2M plan monthly access fees and non-promotional allowance of minutes and/or megabytes for each line will not change during the Line Term as long as Customer does not change plans on that line. As detailed in the contract, rates, charges and fees, listed in Pricing Index may be changed following the formal Amendment process Verizon Wireless may discontinue any retail plans, options, features and applications for new activations without notice. If Customer changes or upgrades Equipment, Verizon Wireless may require it to change to a then-current plan that is compatible with the changed or upgraded Equipment. Customer may not activate Equipment purchase at a discount from Verizon Wireless on M2M Lines. Government discounts and pricing may not be available to purchases made through agents or at retail store locations.

Subsidized Equipment: Equipment purchased at Verizon Wireless government matrix and/or government promotional price. Subsidized Equipment must be active for 24 months or more before being eligible to be upgraded. In the event a Customer purchases a subsidized device and the Customer terminates services early, or moves to a lesser price plan or disconnects the devices from the Contractor's network within twenty-four (24) months of the device activation, the Contractor may bill the Customer for the unpaid portion of the subsidized amount of the device.

Term of Lines ("Line Term"): The term for each line (the "Line Term") begins on the date Wireless Service is activated for that line and continues for the period required by the calling plan or Equipment selected for that line (usually 2 years). Line Term extensions are required when Customer: (a) takes advantage of promotions or services that require a Line Term extension; or (b) purchases or upgrades Equipment except for ancillary accessories used in conjunction with Wireless Service. When the Line Term expires, Wireless Service continues on a month-to-month basis. Activation fees are waived for Government Subscribers on voice and data plans and for M2M Lines.

ThingSpace Manage: ThingSpace Manage ("ThingSpace") provides Customer with the ability to remotely monitor and manage its M2M/IoT devices. If Customer desires to access and use ThingSpace, it must so request in writing, and Verizon Wireless shall provision ThingSpace on Customer's account. Applicable rates and charges, if any, shall be set forth in this Addendum. ThingSpace set-up time is estimated to take four to six weeks. The rights granted to Customer herein for access to and use of ThingSpace are specific to Customer and may not be transferred to another party without Verizon Wireless' prior written consent. Verizon Wireless retains full and exclusive ownership of all intellectual property rights associated with the ThingSpace including any alterations, modifications, improvements and derivative works thereof.

Legacy Pricing. All custom plans and features excluding machine-to-machine plans existing under the Agreement prior to the Effective Date of the Agreement ("Legacy Plans"), shall be retired and will no longer be available for new line activations, lines changing plans or lines upgrading Equipment. Verizon Wireless will allow Customer's existing Government Subscribers who are currently on such Legacy Plans to continue at the pricing, terms and conditions contained in such Legacy Plans until the Government Subscriber either changes plans or upgrades Equipment.

Wireless Service: Each and every radio service provided directly or indirectly by Verizon Wireless.

Equipment Pricing (NEW)		
		Description
		One (1) Basic voice device at no charge on rate plans with a monthly access fee of $14.99 or higher per 24 months/ per line. Make and model at Verizon Wireless sole discretion, subject to availability.
		SOFL Approved Government Equipment Matrix devices. Verizon Wireless Government 10K 2yr matrix pricing only.
		All devices shall include an AC charger at no additional cost with the initial purchase. Additional or replacement AC chargers may be purchased
		Enterprise Network Extender at 25% off retail. 25% discount applies to the non-discounted, full retail price only of qualifying equipment.
Notes: Verizon Wireless reserves the right to add or discontinue models. Equipment is subject to availability. Verizon Wireless' Government Equipment Matrix is updated at a minimum quarterly based upon equipment availability, changes in technology, and market conditions. Not eligible for any other promotional pricing offers. Equipment becomes eligible for upgrade after 24 months in service.		

Accessory Discount
Government Subscribers are eligible to receive a 25% discount from the non-discounted, retail price of qualifying accessories.

Employee Discount Supplement

Individual-Liable Service Pricing Discount	
Category	**% Discount**
Equipment	0
Services	19
Accessories	25*
Activation Fees	Waived

*Individual-Liable Subscribers are eligible to receive a 25% discount from the non-discounted, retail price of qualifying accessories.

- These plans aren't eligible for discounts through this program:
  - Unlimited consumer data plans (e.g., 5G Get More, 5G Do More, 5G Play More, 5G Start, Get More Unlimited*, Do More Unlimited* , Play More Unlimited*, Above Unlimited*, etc.)
  - Prepaid plans, already discounted plans and promotional plans

- Please contact your local Verizon representative, visit a local Verizon store or go to: www.verizon.com/discounts

Voice Plans:

Custom State of Florida 4G Nationwide Voice Per Minute Calling Plan for Basic Phones Government Subscribers Only This plan reflects the monthly access fee discount. No additional discounts apply.	
Monthly Access Fee	$0.00 (86680)
Domestic Anytime Voice Minutes Allowance	0
Voice Usage Rate	$0.049 per minute
600 Nationwide Night and Weekend Minutes	Included (72711)
600 Nationwide Mobile to Mobile Minutes	Included (82587)
Domestic Long Distance and Domestic Roaming	Included
Domestic Data Sent or Received[1]	Per data package
Optional Features	
200 Domestic Text, Picture, and Video Messages	$0.00 - 200 messages per month (80245) Overage rates per message: Text $0.02/ Picture and Video $0.05
4G Push to Talk Plus[2]	$10.00 additional per line (81815)

Notes: Current coverage details can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on this plan must be on 4G LTE basic phones only.

[1]4G basic phones have data blocked until a data package is selected.

[2]Push to Talk Plus is only available in the United States and can only be used with a 4G PTT Plus-compatible device.

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State of Florida 4G Nationwide Basic Phone Push to Talk Plus Only Plan Government Subscribers Only The plan below reflects the monthly access fee discount. No additional discounts apply.	
Monthly Access Fee	$10.00 (94976)
Push to Talk Plus[1]	Unlimited
Monthly Voice Minutes[2]	None
Voice Usage Rate	$0.049 per minute
Data Usage Rate[3]	Per data package

Notes: Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Current coverage details can be found at www.verizonwireless.com. Usage outside the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on this plan must be on 4G Basic Phones.

[1]Push to Talk Plus is only available in the United States and can only be used with a 4G Push to Talk Plus-compatible device.

[2]If the voice block feature is removed, there will be a $0.049 per minute charge for non-PTT Plus voice calls. Domestic long distance is included.

[3]The 4G Basic phones have data blocked until a data package is selected.

State of Florida 4G Nationwide Voice Share Plans for Basic Phones Only Government Subscribers Only The plans below reflect the monthly access fee discount. No additional discounts apply.		
Monthly Access Fee	$14.99 (52084)	$29.99 (52093)
Monthly Anytime Voice Minutes (shared)[1]	200	500
Voice Overage Rate	$0.06 per minute	
Mobile to Mobile Minutes	Unlimited	
Night and Weekend Minutes	Unlimited	
Domestic Long Distance	Included	
Data Sent or Received[2]	Per data package	
Optional Features		

Unlimited Domestic Messaging (Text, Picture, Video)	$10.00 per line (75659)
500 Domestic Text, Picture, and Video Messages	$0.00 - 500 messages per month (86986) Overage rates per message: Incoming Text $0.02/ Outgoing Text $0.10 / Picture and Video $0.25
4G Push To Talk Plus[3]	$2.00 per line (81174)

Notes: Current coverage details can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on these plans must be on 4G LTE Basic phones.

[1]Voice minutes can share with Nationwide voice and/or voice and data bundle plans that are eligible for sharing. Voice block may be added to these plans to accommodate PTT+ only.

[2]The 4G Basic phones have data blocked until a data package is selected.

[3]Push to Talk Plus is only available in the United States and can only be used with a 4G PTT Plus-compatible device.

Profile Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing across multiple accounts will be applied proportionally to all lines with overages.

4G Nationwide Push to Talk Plus Only Plan

Government Subscribers Only

The plan below reflects the monthly access fee discount. No additional discounts apply.

Monthly Access Fee	$19.99 (94244/92857)
Monthly Push to Talk Plus[1]	Unlimited
Monthly Voice Minutes[2]	None
Data Usage Rate[3]	Per data package

Notes: Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Current coverage details can be found at www.verizonwireless.com. Usage outside the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international.

[1]Push to Talk Plus is only available in the United States and can only be used with a 5G or 4G Push to Talk Plus-compatible device.

[2]Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area). If the voice block feature is removed, there will be a $0.25 per minute charge for voice calls.

[3]Smartphones require a data package; 4G Basic phones have data blocked until a data package is selected.

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State of Florida 4G Nationwide Voice Share Plans for Smartphones Only Government Subscribers Only The plans below reflect the monthly access fee discount. No additional discounts apply.		
Monthly Access Fee	$14.99 (52219)	$29.99 (52327)
Monthly Anytime Voice Minutes (shared)[1]	200	500
Voice Overage Rate	$0.06 per minute	
Mobile to Mobile Minutes	Unlimited	
Night and Weekend Minutes	Unlimited	
Unlimited Domestic Messaging (Text, Picture, Video)	Included	
Domestic Long Distance	Included	
Data Sent or Received[2]	Per data package	
Optional Features		
4G Push to Talk Plus (PTT+)[3]	$2.00 per line (81129/81174)	

Notes: Current coverage details can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on these plans must be on 5G Nationwide smartphones or 4G LTE smartphones.

[1]Voice minutes can share with Nationwide voice and/or voice and data bundle plans that are eligible for sharing. Voice block may be added to these plans to accommodate PTT+ only.

[2]Smartphones require a data package be selected.

[3]Push to Talk Plus is only available in the United States and can only be used with a 4G PTT Plus-compatible device.

Profile Share Voice Sharing: At the end of each bill cycle, any unused voice allowances for lines sharing across multiple accounts will be applied proportionally to all lines with overages.

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Custom State of Florida 4G Nationwide Voice Plans for Smartphones Government Subscribers Only The plans below reflect the monthly access fee discount. No additional discounts apply.		
Monthly Access Fee	$25.75 (86195)	$36.05 (86196)
Monthly Anytime Voice Minutes Allowance	250	600
Voice Overage Rate	$0.052 per minute	
Nationwide Mobile to Mobile Minutes	Unlimited	
Nationwide Night and Weekend Minutes	Unlimited	
Unlimited Domestic Messaging (Text, Picture, Video)	Included	
Domestic Long Distance and Domestic Roaming	Included	
Data Sent or Received[1]	Per data package	
Optional Feature		
4G Push to Talk Plus (PTT+)[2]	$0.00 per line (81814/81295)	

Notes: Current coverage details can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on these plans must be on 5G Nationwide smartphones or 4G LTE smartphones.

[1]Smartphones require a data package be selected.

[2]Push to Talk Plus is only available in the United States and can only be used with a 4G PTT Plus-compatible device.

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Voice & Data Plans:

Flexible Business Plans for Basic Phones and Smartphones The plans below reflect the monthly access fee discount. No additional discounts apply.						
	Basic Phones[1]	**Smartphones**				
Monthly Access Fee	$35.00 (92731)	$65.00 (92732)	$75.00 (92736)	$85.00 (92737)	$95.00 (92738)	$105.00 (92740)
Monthly Access Fee less discount	$26.95	$50.05	$57.75	$65.45	$73.15	$80.85
Shared Data Allowance	100 MB	2 GB	4 GB	6 GB	8 GB	10 GB
Data Overage Rate	$10.00 per GB					
Mobile Hotspot[2]	Included					
Monthly Anytime Minutes	Unlimited					
Domestic Roaming and Long Distance Charges	Included					
Domestic and International Messaging[3]	Unlimited					

Notes: These are generally available retail plans, and are subject to change without notice. Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on these plans must be on 5G Nationwide or 4G LTE basic phones, or 5G Nationwide or 4G LTE smartphones.

[1]Basic phones may only be added to an account with at least one (1) Smartphone (bill account level.)

[2]Mobile Hotspot is available on all capable devices and allows a line to share its data allowance with multiple Wi-Fi enabled devices.

[3]Unlimited Messaging from within the United States to anywhere in the world where messaging services are available. For other messaging rates go to www.verizonwireless.com.

Data Sharing: Lines activated on these plans can only share with other lines on these plans and with lines on the Flexible Business Plans for Data Devices. At the end of each billing cycle, any unused data allowances will be applied to the overages of other lines sharing on the same account, beginning with the line with the lowest overage.

State of Florida Contract No: DMS-19/20-006

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4G/5G Custom Verizon Wireless Unlimited Smartphone Plan for Public Sector Government Subscribers Only The plan below reflects the monthly access fee discount. No additional discounts apply.	
Monthly Access Fee	$36.99
Plan #	61576
Data Allowance[1,2]	Unlimited
Mobile Hotspot[3]	Unlimited
Monthly Anytime Minutes	Unlimited
Domestic, Canada & Mexico Long Distance Toll Free[4]	Included
Domestic and International Messaging Allowance[5]	Unlimited
Optional Features	
TravelPass International Service[6]	$5.00 daily rate (SPO 1115)

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, 5G Nationwide® network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G UWB network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on this plan must be on 5G UWB-compatible, 5G Nationwide, or 4G LTE smartphones.

[1]After 22 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of 4G LTE and 5G Nationwide network service area congestion.

[2]A 5G device is required to receive 5G UWB service.

To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 480p while in 4G LTE and 5G Nationwide network service areas; and, will apply video streaming up to 4K while in 5G UWB network service areas.

[3]Mobile Hotspot is available on all capable devices and allows the line to share data allowance with multiple Wi-Fi enabled devices. If the 4G LTE and 5G Nationwide Mobile Hotspot domestic data usage exceeds 10 GB on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional domestic mobile hotspot usage for the remainder of the then-current billing cycle for the line that exceeds the data usage.

[4]Includes domestic toll-free calling and toll-free calling from the United States to Canada and Mexico.

[5]Unlimited messaging from within the United States to anywhere in the world where messaging services are available. For other messaging rates go to www.verizonwireless.com.

[6]The optional TravelPass International Service feature extends the plan voice, messaging, and data allowances into Canada and Mexico at no additional cost. A $5.00 daily rate will apply when used in all other Rest of World TravelPass countries. For data usage in Canada and Mexico and all Rest of World TravelPass countries, after the first 5 GB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Verizon Wireless will terminate a line if more than half of the usage over three consecutive billing cycles is outside of the United States, following 30 days' notice to Customer. For eligible countries, non-TravelPass country rates, and additional information, go to www.verizonwireless.com/international.

*** A brief service outage and device reboot may be required in order for the new service plan to take effect. Verizon Wireless may proactively contact Customers to facilitate a plan migration.**

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Wireless Data/Mobile Broadband Plans:

Custom 4G Mobile Broadband Share Plans for Tablets Government Subscribers Only These plans reflect the monthly access charge discount. No additional discounts apply.					
Monthly Access Fee	$10.00 (99775)	$18.00 (31781)	$22.00 (36656)	$35.00 (36659)	$50.00 (36660)
Data Allowance (Shared)	250 MB	1 GB	2 GB	5 GB	10 GB
Data Overage Rate	$9.97 per GB				

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on these plans must be on 5G Nationwide or 4G LTE tablets.

Account Share Data Sharing: At the end of each billing cycle, any unused data allowances on lines will be applied to the overages of other lines on the same account, beginning with the line with the lowest overage.

Custom State of Florida Mobile Broadband Data Plans* The calling plans below reflect the monthly access charge discount. No additional discounts apply.				
SOFL Plan Number	Monthly Access Charge Per Line	Domestic Data Allowance	Overage Rate	Unlimited Domestic SMS and MMS Messaging
(86226)	$20.60	500MB	$0.00849 per MB	Included
(86227)	$25.75	1,000MB		
(52330)	$36.05	Unlimited*	N/A	
(53937)	$36.05	Unlimited*	N/A	

Notes: See attached Plan and Feature Details for important information about calling plans, features and options. Overage Rate applies after allowance. Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, Verizon's 5G Nationwide® network is a separate network from Verizon's 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on these plans must be on 5G Nationwide or 4G mobile broadband devices.

*Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice.

Price Plan 52330 is used with Jetpack, USB, Tablet and other miscellaneous eligible data devices.
Price Plan 53937 is used for most routers and permitted stationary devices.

Public Sector Mobile Broadband Share Plans: Government Subscribers Only

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

Public Sector Mobile Broadband	5 Gigabytes	10 Gigabytes	20 Gigabytes
Monthly Access Charge	$34.99 (90237)	$59.99 (90240)	$99.99 (90241)
Shared Domestic Data Allowance	5GB	10GB	20GB
Overage Per Gigabyte	$8.00 Per Gigabyte		

Note: This plan is available for domestic data only devices, on the Verizon Wireless network only.

Data Sharing: At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request. New activations on these service plans require 4G LTE devices. The 5GB, 10GB, and 20GB Public Sector Mobile Broadband Plans are able to share with each other.

Flexible Business Plans for Data Devices

Government Subscribers Only
The plans below reflect the monthly access fee discount. No additional discounts apply.

	Connected Devices	Connected Devices, Tablets, Netbooks, Notebooks	Connected Devices, Tablets, Netbooks, Notebooks, Jetpacks, USBs, Mobile Broadband Devices				
Monthly Access Fee	$5.00 (92739)	$10.00 (92741)	$35.00 (92742)	$45.00 (92744)	$55.00 (92745)	$65.00 (92746)	$75.00 (92747)
Monthly Access Fee Less Discount	$5.00	$10.00	$26.95	$34.65	$42.35	$50.05	$57.75
Shared Data Allowance	1 MB	100 MB	2 GB	4 GB	6 GB	8 GB	10 GB
Data Overage Rate	$10.00 per GB						

Notes: These are generally available retail plans, and are subject to change without notice. Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on these plans must be on 5G Nationwide or 4G LTE data devices as listed above.

Data Sharing: These plans only share with other lines on these plans and with lines on the Flexible Business Plans for Basic and Smartphones. At the end of each bill cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need. Plan changes may not take effect until the billing cycle following the change request.

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Flexible Business Plans for Data Devices - Connected Device / Internet with Voice

Government Subscribers Only
The plans below reflect the monthly access fee discount. No additional discounts apply.

	Connected Devices*	Broadband Routers				
Monthly Access Fee	$5.00 (94532)	$65.00 (94495)	$75.00 (94496)	$85.00 (94497)	$95.00 (94500)	$105.00 (94504)
Monthly Access Fee Less Discount	$5.00	$50.05	$57.75	$65.45	$73.15	$80.85
Shared Data Allowance	1 MB	2 GB	4 GB	6 GB	8 GB	10 GB
Domestic Data Overage Rate	$10.00 per GB					

Custom Nationwide "Keep Active" Mobile Broadband Plan[1]

Government Election Lines Only

This plan is NOT eligible for monthly access fee discounts.

Monthly Access Fee	$0.35 (59889)
Data Allowance[1]	0 MB
Data Rate (Sent or Received)	$6.00 per MB

Notes: Current coverage details can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on this plan must be on 5G Nationwide or 4G LTE mobile broadband devices.

[1]Throughput speeds on the Custom Nationwide "Keep Active" Mobile Broadband Plan will be limited to up to 200 Kbps throughout the duration of each billing cycle.

The Government Subscriber's existing Line Term or Line Term extension will not decrement in any manner while a device is active on this plan. Government Subscribers are responsible for migrating lines from this plan to one that meets their usage requirements. Government Subscribers will be responsible for all charges incurred under this plan, including any data sent and received charges.

Share Option is not included on this Custom Nationwide "Keep Active" Mobile Broadband Plan.

A maximum of 2,000 Mobile Broadband Lines per profile can be activated on this Custom Nationwide "Keep Alive" Mobile Broadband Plan at a time. Voice calling usage is prohibited for lines activated on this Custom Nationwide "Keep Alive" Mobile Broadband Flat Rate Plan. Verizon Wireless reserves the right to migrate Government Subscriber Lines that do not comply with the terms of use for this plan to then-current commercial pricing.

Proof that the wireless lines of service on this rate plan are being used in conjunction with limited time election activities may be required.

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Custom Flat Rate Mobile Broadband - Government

Government Subscribers Only
This plan is not eligible for monthly access fee discounts.

Monthly Access Fee	$34.99 (99716)
Domestic Data Allowance[1]	Unlimited

Notes: Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network.

[1]Throughput speeds on the Custom Flat Rate Mobile Broadband will be limited up to 600kbps throughout the duration of each billing cycle while on the Verizon Wireless 5G Nationwide and 4G LTE networks only. Data speeds are not guaranteed while on Extended or roaming partner networks. Devices utilized in conjunction with the Custom Flat Rate Mobile Broadband plan are limited to mobile (non-stationary) applications. Dedicated internet connections on stationary router devices and streaming video on stationary video surveillance cameras are expressly prohibited on this plan.

Custom Mobile Broadband Plan II– Government

Government Subscribers Only
This plan is not eligible for monthly access fee discounts.

Monthly Access Fee	$44.99 (99717)
Domestic Data Allowance[1]	Unlimited

Notes: Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network.

Verizon Wireless will limit throughput of data speeds should 30GB of data be used within a given bill cycle. Devices utilized in conjunction with the Custom Mobile Broadband Plan II are limited to mobile (non-stationary) applications. Data speeds are not guaranteed while on Extended or roaming partner networks. Dedicated internet connections on stationary router devices and streaming video on stationary video surveillance cameras are expressly prohibited on this plan.

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5G Plans:

Business Unlimited Plus Data Device Plan[1] Government Subscribers Only This plan is NOT eligible for monthly access fee discounts.	
Monthly Access Fee	$45.00 (53537)
4G and 5G Ultra Wideband Data Allowance including Mobile Hotspot[2,3]	Unlimited

Notes: This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, 5G Nationwide® network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G UWB network. Lines activating on this plan must be on a 5G or 4G mobile broadband data device, including jetpacks, USBs/air cards, netbooks, and notebooks. A 5G device is required to receive 5G UWB service.

[1]Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area). If the voice block feature is removed, there will be a $0.25 per minute charge for voice calls.

[2]If the combined 4G and 5G data usage exceeds 60 GB of domestic data usage on any line in any given billing cycle, usage may be prioritized behind other customers in the event of 4G and 5G Nationwide network area congestion. And, Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional usage while on the 4G and 5G Nationwide network, and up to 3 Mbps when on the 5G UWB network for the remainder of the then-current billing cycle for the line that exceeds the data usage.

For data usage in Canada and Mexico, after the first 2 GB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 5G or 4G LTE GSM/UMTS global-capable device.

[3]Mobile Hotspot is available on all capable devices and allows the line to share data allowance with multiple Wi-Fi enabled devices.

To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 720p while on the 4G LTE and 5G Nationwide networks, and will apply video streaming up to 4K when on the 5G UWB network.

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Plan 53537 is eligible to use Travel Pass SPO1255. Please visit verizonwireless.com/international for rates and destinations, which are subject to change without notice.

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Business Unlimited Tablet Pro Plan **Government Subscribers Only** **This plan is NOT eligible for monthly access fee discounts.**	
Monthly Access Fee	$40.00 (52599)
Data Allowance[1]	Unlimited
5G Ultra Wideband Data Allowance	Unlimited
Mobile Hotspot[2]	Unlimited

Notes: This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, 5G Nationwide® network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G UWB network. Lines activating on this plan must be on a 5G or 4G LTE tablet.

[1]This plan includes the United States, Canada, and Mexico for voice, messaging, and data. After 35 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of 4G LTE and 5G Nationwide network service area congestion. A 5G device is required to receive 5G UWB service. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p while in 4G LTE and 5G Nationwide network service areas, and will apply video streaming up to 4K when in 5G UWB network service areas. For data usage in Canada and Mexico, after the first 2 GB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 5G or 4G LTE GSM/UMTS global-capable device.

[2]Mobile hotspot is available on all capable devices and allows the line to share its data allowance with multiple Wi-Fi enabled devices. If the combined 4G and 5G mobile hotspot data usage exceeds 15 GB on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional usage while in 4G LTE and 5G Nationwide network service areas, and will apply up to 3 Mbps when in 5G UWB network service areas for the remainder of the then-current billing cycle for the line that exceeds the data usage.

72515

***Standard Plan 52599 is eligible to use Standard Travel Pass SPO 1255. Please visit verizonwireless.com/international for rates and destinations, which are subject to change without notice. ***

Government 5G UWB Unlimited Tablet Plan[1] Government Subscribers Only This plan is not eligible for monthly access fee discounts.	
Monthly Access Fee	$20.00
4G LTE and 5G Ultra Wideband Data Allowance[2]	Unlimited
Mobile Hotspot[3]	Unlimited
Plan #	70989

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network, 5G Ultra Wideband (UWB) network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on this plan must be on a 5G tablet device. A 5G device is required to receive 5G Ultra Wideband service.

[1]Government Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area). If the voice block feature is removed, there will be a $0.25 per minute charge for voice calls.

[2]If the combined 4G and 5G data usage exceeds 35 GB of domestic data usage on any line in any given billing cycle, usage may be prioritized behind other customers in the event of 4G LTE and 5G Nationwide network area congestion. To maximize high-speed data use for business applications, video applications will stream at up to 1080p while in 4G LTE and 5G Nationwide network service areas, and will apply video streaming up to 4K while in 5G UWB network service areas.

[3]Mobile hotspot is available on all capable devices and allows the line to share its data allowance with multiple Wi-Fi enabled devices. If the combined 4G and 5G mobile hotspot data usage exceeds 15 GB on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional usage while in 4G LTE and 5G Nationwide network service areas, and will apply up to 3 Mbps while in 5G UWB network service areas for the remainder of the then-current billing cycle for the line that exceeds the data usage.

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Government 5G UWB Unlimited Connected Laptop Plan[1] Government Subscribers Only This plan is not eligible for monthly access fee discounts.	
Monthly Access Fee	$20.00
4G LTE and 5G Ultra Wideband Data Allowance[2]	Unlimited
Mobile Hotspot[3]	Unlimited
Plan #	70991

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network, 5G Ultra Wideband (UWB) network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on this plan must be on a 5G connected laptop. A 5G device is required to receive 5G Ultra Wideband service.

[1]Government Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area). If the voice block feature is removed, there will be a $0.25 per minute charge for voice calls.

[2]If the combined 4G and 5G data usage exceeds 35 GB of domestic data usage on any line in any given billing cycle, usage may be prioritized behind other customers in the event of 4G LTE and 5G Nationwide network area congestion. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p while in 4G LTE and 5G Nationwide network service areas, and will apply video streaming up to 4K while in 5G UWB network service areas.

[3]Mobile hotspot is available on all capable devices and allows the line to share its data allowance with multiple Wi-Fi enabled devices. If the combined 4G and 5G mobile hotspot data usage exceeds 15 GB on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional usage while in 4G LTE and 5G Nationwide network service areas, and will apply up to 3 Mbps while in 5G UWB network service areas for the remainder of the then-current billing cycle for the line that exceeds the data usage.

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Government 5G UWB Mobile Broadband Tablet Share Plan[1] Government Subscribers Only This plan is not eligible for monthly access fee discounts.	
Monthly Access Fee	$10.00
4G LTE and 5G Ultra Wideband Data Allowance (Shared)	2 GB
Data Overage Rate	$5.00 per GB
Plan #	71010

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network, 5G Ultra Wideband (UWB) network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on this plan must be on a 5G tablet device. A 5G device is required to receive 5G Ultra Wideband service.

[1]Government Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area). If the voice block feature is removed, there will be a $0.25 per minute charge for voice calls.

Data Sharing: Lines on the same billing account on custom share plans with the same data overage rate can share data. At the end of each billing cycle, any unused data allowances will be applied to the overages of other lines, beginning with the line with the lowest overage.

5G UWB Government Unlimited Jetpack/MiFi Data Device Plan[1] Government Subscribers Only This plan not eligible for monthly access fee discounts.	
Monthly Access Fee	$36.05
4G and 5G Ultra Wideband Data Allowance[2]	Unlimited
Service Rate Plan #	71016

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network, 5G Ultra Wideband network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on this plan must be on a 5G mobile broadband data device such as, Jetpacks or MiFis. A 5G device is required to receive 5G Ultra Wideband (UWB) service.

[1]Government Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area). If the voice block feature is removed, there will be a $0.25 per minute charge for voice calls.

[2]If the combined 4G and 5G data usage exceeds 60 GB of domestic data usage on any line in any given billing cycle, usage may be prioritized behind other customers in the event of 4G and 5G Nationwide network area congestion. And, Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional usage while on the 4G and 5G Nationwide network, and up to 3 Mbps when on the 5G UWB network for the remainder of the then-current billing cycle for the line that exceeds the data usage.

To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 720p while on the 4G and 5G Nationwide networks, and, will apply video streaming up to 4K when on the 5G UWB network.

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5G Public Sector 2nd Number Smartphone Backup Plan[1] Government Subscribers Only This plan is not eligible for monthly access fee discounts.	
Monthly Access Fee	$10.00
Anytime Minutes in US/Canada/Mexico[2]	Unlimited
Data Allowance in US/Canada/Mexico[2]	250 MB
Data Overage Rate in US/Canada/Mexico[2]	$15.00 per 5 GB
Domestic and International Messaging Allowance[3]	Unlimited
Plan #	75132

Notes: Current coverage details can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Ultra Wideband network, 5G Nationwide® network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network.

Lines activating on this plan must be on 5G Ultra Wideband-compatible, 5G Nationwide, or 4G LTE Dual eSIM capable smartphones. This plan is only available on (i) lines activated on non-discounted smartphones, (ii) a device provided by Customer, (iii) a line that is no longer under a Line Term, or (iv) a device purchased at the full retail price. Verizon Wireless feature functionality may be limited if the smartphone was not purchased from Verizon Wireless.

[1]The 5G Public Sector 2nd Number Smartphone Backup Plan provides a secondary line of service with its own mobile number added to a Dual eSIM capable smartphone that is compatible with the Verizon Wireless network.

[2]The 5G Public Sector 2nd Number Smartphone Backup Plan includes unlimited voice, and 250 MB of data, in the United States, Mexico, and Canada. If more than 50% of the total voice and data usage in a 60-day period is in Canada or Mexico, use of those services in those countries may be removed or limited. Includes domestic toll-free calling and toll-free calling from the United States to Canada and Mexico.

[3]Unlimited text messaging from within the United States to anywhere in the world where messaging services are available. For other messaging rates go to www.verizonwireless.com.

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Business Internet/Fixed Wireless Access:

5G Business Internet Ultra Wideband Plan (C-Band) for Public Sector* This plan is not eligible for monthly access fee discounts.	
Monthly Access Fee	$45.00
5G Ultra Wideband (C-Band) Speed Tier Limit (Up to)[1]	100 Mbps
5G Ultra Wideband (C-Band) Domestic Data Allowance	Unlimited
Service Rate Plan #	53974

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. These price plans are restricted to the Verizon Wireless 5G Ultra Wideband® network and 4G network (domestic and international roaming are not available). Service may fall back to the 4G LTE network if the Verizon Wireless 5G Ultra Wideband network becomes temporarily unavailable. Verizon's 4G LTE network is a separate network from Verizon's 5G Ultra Wideband network. *This plan is for mobile broadband service and can only be activated on select compatible Customer-provided data routers that enable 5G Ultra Wideband (specifically C-Band) service. Customer will be required to purchase or provide a Verizon approved, compatible 5G-enabled C-Band receiver/router, and any necessary installation or connection to the Verizon Wireless network. Customer should contact Customer's account representative to determine if a Customer-provided router is compatible. [1]Speeds represent the maximum download speed but may be lower in the event of network congestion. Uplink speeds may be lower than downlink speeds.

This plan is a fixed location plan, and 5G Ultra Wideband service is being provided at the qualified service address that Verizon Wireless approved at the time the Service was activated. Where Customer chooses to use the Service in a mobile environment, Customer acknowledges and agrees that Service may fall back to Verizon's 4G LTE network where Verizon Wireless 5G Ultra Wideband service is not available. In order to protect its network, operations, and other customers, Verizon Wireless may suspend or terminate service to affected lines with prior written notice, deny activation of new lines or, upon Legal Notice, may terminate the Service, if Customer uses the Wireless Service or Devices (a) in an illegal or improper manner (including "spamming" or other abusive messaging or calling); (b) in a manner prohibited by these terms; or (c) in a manner that, in Verizon Wireless's sole discretion, has an adverse impact on its network, operations or customers.

5G Business Internet Ultra Wideband Plan 200 Mbps (C-Band) for Public Sector* This plan is not eligible for monthly access fee discounts.	
Monthly Access Fee	$65.00
5G Ultra Wideband (C-Band) Speed Tier Limit (Up to)[1]	200 Mbps
5G Ultra Wideband (C-Band) Domestic Data Allowance	Unlimited
Plan #	73757

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. This plan is restricted to the Verizon Wireless 5G Ultra Wideband network and 4G LTE network (domestic and international roaming are not available). Service may fall back to the 4G LTE network if the Verizon Wireless 5G Ultra Wideband network becomes temporarily unavailable. The Verizon Wireless 4G LTE network is a separate network from the Verizon Wireless 5G Ultra Wideband network. *This plan is for mobile broadband service and can only be activated on select compatible Customer-provided data routers that enable 5G Ultra Wideband (specifically C-Band) service. Customer will be required to purchase or provide a Verizon Wireless approved, compatible 5G-enabled C-Band receiver/router, and any necessary installation or connection to the Verizon Wireless network. Customer should contact Customer's account representative to determine if a Customer-provided router is compatible.

[1]Speed Tier Limit represents the maximum download speed but may be lower in the event of network congestion. Uplink speeds may be lower than downlink speeds.

This plan is a fixed location plan, and 5G Ultra Wideband service is being provided at the qualified service address that Verizon Wireless approved at the time the Service was activated. Where Customer chooses to use the Service in a mobile environment, Customer acknowledges and agrees that Service may fall back to the Verizon Wireless 4G LTE network where Verizon Wireless 5G Ultra Wideband service is not available. In order to protect its network, operations, and other customers, Verizon Wireless may suspend or terminate service to affected lines with prior written notice, deny activation of new lines or, upon Legal Notice, may terminate the Service, if Customer uses the Wireless Service or Devices (a) in an illegal or improper manner (including "spamming" or other abusive messaging or calling); (b) in a manner prohibited by these terms; or (c) in a manner that, in Verizon Wireless's sole discretion, has an adverse impact on its network, operations or customers.

4G FWA Backup Mobile Broadband Share Plan This plan is not eligible for monthly access fee discounts.	
Monthly Access Fee	$20.00
Domestic Data Allowance	2 GB
Domestic Data Allowance Overage	$10.00 per GB
Rate Plan #	52913

Note: This plan is intended for business use only. Current coverage details and additional plan information can be found at www.verizonwireless.com. This plan is restricted to the Verizon Wireless 5G Nationwide® network and 4G LTE network (domestic and international roaming are not available). For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Only Customer-provided, 5G Nationwide or 4G LTE router devices may be activated on this plan.

During an outage of the primary connection, all usage within the billing cycle in excess of the domestic data allowance will be charged at the overage rate of $10.00 per GB.

Data Sharing: Lines on the same billing account on custom share plans with the same data overage rate can share data. At the end of each billing cycle, any unused data allowances will be applied to the overages of other lines, beginning with the line with the lowest overage.

This plan is approved for use as a backup solution for business continuity only and is not to be used for primary connectivity. This plan may be used with a private network. Router devices must be approved for use on the Verizon Wireless network; no other device types may be activated on this plan. Lines on this plan cannot place or receive voice calls or send/receive text, picture or multimedia messages.

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4G FWA Back-up Mobile Broadband Share Plan with Voice This plan is NOT eligible for monthly access fee discounts.	
Monthly Access Fee	$15.00
Data Allowance (Shared)	1 GB
Data Overage Rate	$10.00 per GB
Voice Minutes Allowance (Non-Share)	50
Voice Overage Rate	$0.02 per minute
Plan #	65211

Notes: This plan is intended for business use only. Current coverage details can be found at www.verizonwireless.com. This plan is restricted to the Verizon Wireless 5G Nationwide® network and 4G LTE network (domestic roaming and international roaming are not available). This plan cannot be back dated. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Only select Customer-provided, 5G Nationwide-voice capable or 4G LTE voice-capable router devices may be activated on this plan. Text services are not permitted to be provisioned on this plan (text messages cannot be sent or received.)

Lines on this 4G FWA Back-up Mobile Broadband Share Plan with Voice require geographic mobile telephone numbers and may be required to be on a separate profile/Company ID from Customer's other IoT or M2M Lines.

Data Sharing: Sharing among 4G FWA Back-up Mobile Broadband Share Plan with Voice Lines is available only among 4G FWA Back-up Mobile Broadband Share Plan with Voice Lines active on this plan. At the end of each billing cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need.

4G FWA POTS Backup Plan $15 1GB This plan is not eligible for monthly access fee discounts.	
Monthly Access Fee	$15.00
Domestic Data Allowance	1 GB
Domestic Data Allowance Overage	$10.00 per GB
Plan #	57484

Note: This plan is intended for business use only. Current coverage details and additional plan information can be found at www.verizonwireless.com. This plan is restricted to the Verizon Wireless 5G Nationwide® network and 4G LTE network (domestic and international roaming are not available). For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Only Customer-provided, 5G Nationwide or 4G router devices may be activated on this plan.

During an outage of the primary connection, all usage within the billing cycle in excess of the domestic data allowance will be charged at the overage rate of $10.00 per GB.

Data Sharing: Lines on the same billing account on custom share plans with the same data overage rate can share data. At the end of each billing cycle, any unused data allowances will be applied to the overages of other lines, beginning with the line with the lowest overage.

This plan is approved for use as a backup solution for business continuity only and is not to be used for primary connectivity. This plan may be used with a private network. Router devices must be approved for use on the Verizon Wireless network; no other device types may be activated on this plan. Lines on this plan cannot place or receive voice calls or send/receive text, picture or multimedia messages.

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Machine-to-Machine (M2M):

Custom 4G Nationwide Machine to Machine (M2M) Per Megabyte Plan[1] Government Subscribers Only This plan is not eligible for monthly access fee discounts.	
Monthly Access Fee	$0.00 (86693)
Monthly Data Allowance	None
Data Usage Rate	$0.099 per MB

Notes: Current data coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Only Customer-provided, 5G Nationwide and 4G LTE machine-to-machine devices may be activated on this plan.

[1]Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area). If the voice block feature is removed, there will be a $0.049 per minute charge for domestic voice calls.

Machine to Machine (M2M) Share Group 1 Plans - Low Usage The plans below reflect the monthly access fee discount. No additional discounts apply.					
Domestic Profile Shared Data Allowance	1 MB (87660)	5 MB (87661)	25 MB (87662)	50 MB (87663)	150MB (87664)
Monthly Access Fee	$5.00	$7.00	$10.00	$15.00	$18.00
Domestic Account Shared Data Allowance	1 MB (87640)	5 MB (87641)	25 MB (87642)	50 MB (87643)	150MB (87644)
Monthly Access Fee	$5.00	$7.00	$10.00	$15.00	$18.00
Overage Rate Per Megabyte	$1.00				

Machine to Machine (M2M) Share Group 2 Plans - High Usage The plans below reflect the monthly access fee discount. No additional discounts apply.				
Domestic Profile Shared Data Allowance	250 MB (87665)	1 GB (87668)	5 GB (87671)	10 GB (87673)
Monthly Access Fee	$20.00	$25.00	$50.00	$80.00
Monthly Access Fee less discount	$20.00	$25.00	$38.50	$61.60

State of Florida Contract No: DMS-19/20-006

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Domestic Account Shared Data Allowance	250 MB (87645)	1 GB (87646)	5 GB (87647)	10 GB (87648)
Monthly Access Fee	$20.00	$25.00	$50.00	$80.00
Monthly Access Fee less discount	$20.00	$25.00	$38.50	$61.60
Overage Rate Per Megabyte	$0.015			

Notes: These are commercially available plans, and are subject to change without notice. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Current data coverage details can be found at www.verizonwireless.com. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Only Customer-provided, 5G Nationwide and 4G LTE machine-to-machine devices may be activated on these plans. Netbook, Smartphone, and Tablet devices are not eligible for M2M pricing.

Account Share Data Sharing: Sharing among M2M Lines is available only among M2M Lines active on these plans. At the end of each billing cycle, any unused data allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the lowest overage need.

Profile Share Data Sharing: Sharing among M2M Lines on the same profile/Company ID is available only among M2M Lines active on these plans. At the end of each billing cycle, any unused data allowances for lines sharing across multiple accounts unused data allowances will be applied proportionally to all lines with overages and bills overage as KB. (If using profile share the data allowance must be a least 1 MB.)

4G Machine-to-Machine Wireless Backup Router Plan

Government Subscribers Only

The plan below reflects the monthly access fee discount. No additional discounts apply.

Monthly Access Fee	$10.00 (86848)
Monthly Data Allowance	25 MB
Data Overage Rate	$10.00 per GB
Text Messaging	$0.20 per message, sent or received (device dependent)

Notes: This is a commercially available plan and is subject to change without notice. Current data coverage details can be found at www.verizonwireless.com. This plan is restricted to the Verizon Wireless 5G Nationwide® network and 4G LTE network (domestic roaming and international roaming are not available). This plan cannot be back dated. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Only Customer-provided, 5G Nationwide and 4G LTE machine-to-machine router devices may be activated on this plan.
During an outage of the primary connection, all usage within the billing cycle in excess of the 25 MB allowance will be charged at the overage rate of $10.00 per GB. Text messaging feature packages may be added to this plan. This Wireless Backup Router Plan is approved for use as a backup solution for business continuity only and is not to be used for primary connectivity. Verizon Wireless reserves the right to move Customer to the standard commercial 5 GB M2M plan should usage on the lines provisioned on the M2M Wireless Backup Router Plan exceed 1 GB for three (3) consecutive months. This M2M Wireless Backup Router Plan may be used with Private Network. M2M router devices must be approved for use on the Verizon Wireless network; no other device types may be activated on this plan.

Public Sector 4G Machine-to-Machine Share Plans

Government Subscribers Only
The plans below reflect the monthly access charge discount. No additional discounts apply.

Monthly Access Fee	**$34.99** (90231)	**$59.99** (90234)	**$99.99** (90235)
Data Allowance (Shared)	5 GB	10 GB	20 GB
Data Overage Rate	$8.00 per GB		

Notes: These plans are for domestic machine to machine data-only devices, on the Verizon Wireless network only. Current coverage details can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network (no domestic roaming or international roaming.) For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on these plans must be on 5G Nationwide or 4G LTE machine-to-machine devices. Netbook, Smartphone, and Tablet devices are not eligible for Machine-to-Machine pricing.

Data Sharing: Lines on these Public Sector 4G Machine-to-Machine Share Plans can share data. At the end of each billing cycle, any unused data allowances will be applied to the overages of other lines, beginning with the line with the lowest overage.

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Feature Options:

Custom State of Florida Smartphone Data Feature Packages				
The calling plans below reflect the monthly access charge discount. No additional discounts apply.				
Data for Smartphone devices only				
SOFL Plan Number	Monthly Access Charge Per Line	Domestic Data Allowance	Overage Rate	Unlimited Domestic SMS and MMS messaging
77294/ 79789	$15.45	500MB	$0.00849 per MB	Included*
(77295 and 79790)	$20.60	1,000MB		
Exhibit (79740 79791)	$23.69	2,000MB		

Notes: See attached Plan and Feature Details for important information about calling plans, features and options. Overage Rate applies after allowance. Current coverage details and additional feature information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network; and the 3G and 3G Extended networks, while available. For avoidance of doubt, Verizon's 5G Nationwide® network is a separate network from Verizon's 5G Ultra Wideband network. This feature can only be added onto: SOFL PPlan's 86192-86197. Lines activating on this feature must be on 5G Nationwide or 4G HD voice-capable smartphones. 4G service requires 4G equipment and 4G coverage. *Not included with the State of Florida Nationwide Custom Pooled Voice Services Plans.
May only be added to a voice plan with a monthly access fee of $14.99 and above.

Custom State of Florida Smartphone Unlimited Data Feature Package				
The calling plan below reflects the monthly access charge discount. No additional discounts apply.				
Data for Smartphone devices only				
SOFL Plan Number	Monthly Access Charge Per Line	Domestic Data Allowance	Overage Rate	Unlimited Domestic SMS and MMS messaging with Mobile Hotspot
(79407-4G), (79781-4G	$32.96	Unlimited*	N/A	Included**

Notes: See attached Plan and Feature Details for important information about calling plans, features and options. Overage Rate applies after allowance. 4G service requires 4G equipment and 4G coverage. Current coverage details and additional feature information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network; and the 3G and 3G Extended networks, while available. For avoidance of doubt, Verizon's 5G Nationwide® network is a separate network from Verizon's 5G Ultra Wideband network. This feature can only be added onto: SOFL PPlan's 86192-86197. Lines activating on this feature must be on 5G Nationwide or 4G HD voice-capable smartphones. *Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice **Not available when bundled with the State of Florida Nationwide Custom Pooled Voice Services Plans. May only be added to a voice plan with a monthly access fee of $14.99 and above.

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Custom State of Florida Nationwide Wireless Smartphone Data Plan with Mobile Hot Spot			
The calling plans below reflect the monthly access charge discount. No additional discounts apply.			
Data for Smartphone devices only			
Monthly Access Charge Per Line	Domestic Data Allowance with Mobile Hot Spot (MHS)	Nationwide Calling Rate	Unlimited Domestic Mobile to Mobile, Nights and Weekends, and SMS and MMS Messaging
$35.99 (52339)	Unlimited*	$0.052 per minute	Included

Notes: See attached Plan and Feature Details for important information about calling plans, features and options. 4G service requires 4G equipment and 4G coverage. *Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice

Custom State of Florida SMS/MMS Messaging Features			
The calling features below reflect the monthly access charge discount. No additional discounts apply.			
Text, Picture or Video Messaging for Conventional (Basic) and Smartphone devices only			
SOFL Plan Number	Monthly Access Charge Per Line	Domestic Message Allowance	Overage Rate
6.1c(77328)	$2.00	300 messages	$0.05 per message
6.2c(77341)	$3.00	500 messages	
6.3c(77329)	$7.00	Unlimited	N/A

Text Messaging: Text Messaging includes Short Message Service (SMS up to 160 characters) and Enhanced Messaging Service (EMS up to 1120 characters). Enhanced Text Messages sent to most SMS handsets will be delivered as multiple Text messages of up to 160 characters each. Subscribers have the option to have text messages disabled entirely without affecting voicemail or other related services. Overage Rate applies after allowance. Text Messaging plans do not include Operator Assisted Messaging or International Messaging, which is available for 25¢ per message sent and 20¢ per message received, see attached International services pricing for further details.;.
Multi-Media Messaging (MMS): Multi-Media Messaging (MMS) includes picture and video messaging and is only available within the National Enhanced Services Rate and Coverage Area. In addition, MMS messages are $0.25 per message, per address. In addition to the MMS per message charges, MMS uses calling plan Anytime Minutes or kilobytes. Messaging features are available to all Basic and Smartphone voice, and voice and data bundles.

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4G Smartphone Phone Push to Talk Plus (PTT+) Only Feature: Government Subscribers Only	
The calling plan below reflects the monthly access charge discount. No additional discounts apply.	
	Push to Talk Plus Only Feature
Monthly Access Charge	$10.00
Domestic Anytime Voice Minutes Per Month	0
Push to Talk Plus	Unlimited
Domestic Voice Per Minute Rate	per voice/data plan
Data Sent or Received	per data package[1]
Notes: Current coverage details can be found at www.verizonwireless.com. No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. Data usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Push to Talk Plus is only available in the United States. This price plan can only be used with a 3G Basic or 4G Basic PTT+ capable device.	

Name ID Features The features below reflect the monthly access charge discount. No additional discounts apply	
Feature	**Monthly Access**
Share Name ID*	$0.00
Company Name ID	$1.99 per line

Note: Depending upon the service provider and/or carrier to which the called party is subscribed, the called party (terminating device) may or may not be able to view the caller's name. The Call Filter Plus feature is purchased separately.

Company Name ID

- Allows Government customers to display their agency name, number and logo on outbound calls on a line-by-line basis to Verizon Call Filter Plus subscribers. It may also display on other carrier devices.
- The ***Logo display service*** is compatible only with Android Devices.
- Users must be subscribed to the My Business portal to use this feature.

Share Name ID

- A free service that allows Government customers to personalize their name (as per Account Owner's Billing Name) on outbound calls to Verizon Call Filter Plus subscribers. It may also display on other carrier devices. .

1. Users must be subscribed to the My Business portal to use this feature.

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Call Filter Plus Service Fees **This feature is NOT eligible for monthly access fee discounts.**	
Monthly Access Fee[1]	$0.75
Notes: Additional feature information is attached hereto . [1]This feature can only be added onto an eligible device. Call Filter service is eligible for Android and iOS customers when they enroll and activate on a smartphone device. Call filter is not available on all call, all devices and in all areas. The Call Filter app is pre-loaded on most capable devices or can be downloaded from the app store. * Once enabled all lines have the ability to access call filter. Call filter features are billed separately; however, all supported options will appear and cannot be blocked.	

Call Filter Free Service **This feature is NOT eligible for monthly access fee discounts.**	
Monthly Access Fee[1]	$0.00
Notes: Additional feature information is attached hereto. [1]This feature can only be added onto an eligible device. Call Filter service is eligible for Android and iOS customers when they enroll and activate on a smartphone device. Call filter is not available on all call, all devices and in all areas. The Call Filter app is pre-loaded on most capable devices or can be downloaded from the app store. * Once enabled all lines have the ability to access call filter. ** 4G LTE GSM/UMTS capable devices, require VoLTE/HD Voice. Call filter features are billed separately; however, all supported options will appear and cannot be blocked.	

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Global/International Options:

Custom Business TravelPass Feature[1] Corporate Subscribers Only Rates are not eligible for discounts.	
Canada and Mexico Daily Rate[2]	$0.00 (1115)
Rest of World Daily Rate[2,3]	$5.00
Non-Travel Pass Countries[4]	Pay As You Go Rates

Notes: [1]This feature requires a 4G World Device or a 5G World Device. [2]The daily rate covers a 24-hour time period. [3]For eligible countries, [4]non-TravelPass country rates and additional information, go to www.verizonwireless.com/international. For voice-capable devices, this feature may be added to plans that have an unlimited voice and messaging allowance and an unlimited or capped data allowance using the account share option. For data-only devices, this feature may be added to lines that have an unlimited or capped data allowance using the account share option. For data usage in Canada and Mexico and all Rest of World TravelPass countries, after the first 5 GB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. All data usage decrements from the domestic data allowance when added to a capped allowance plan. Verizon Wireless will terminate a line if more than half of the usage over three consecutive billing cycles is outside of the United States, following 30 days' notice to Customer.

This feature can only be added to lines activated on the following plan: 61576 Custom 4G Unlimited Smartphone Plan for Public Sector.

4G Business TravelPass Feature[1] Government Subscribers Only Rates are not eligible for discounts.	
Canada and Mexico Daily Rate[2]	$6.00 (SPO 383)
Rest of World Daily Rate[2,3]	$12.00
Non-Travel Pass Countries[4]	Pay As You Go Rates

Notes: [1]This feature requires a 4G World Device or 5G World Device. [2]The daily rate covers a 24-hour time period. [3]For eligible countries, [4]non-TravelPass country rates, and additional information, go to www.verizonwireless.com/international. For voice-capable devices, this feature may be added to plans that have an unlimited voice and messaging allowance and an unlimited or capped data allowance using the account share option. For data-only devices, this feature may be added to lines that have an unlimited or capped data allowance using the account share option. For data usage in Canada and Mexico and all Rest of World TravelPass countries, after the first 5 GB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. All data usage decrements from the domestic data allowance when added to a capped allowance plan. Verizon Wireless will terminate a line if more than half of the usage over three consecutive billing cycles is outside of the United States, following 30 days' notice to Customer. This is a generally available retail feature and is subject to change without notice.

This feature can only be added to lines activated on the following plan under this Agreement: 61576 Custom 4G Unlimited Smartphone Plan for Public Sector.

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Business TravelPass Feature[1] Government Subscribers Only Rates are not eligible for discounts.	
Canada and Mexico Daily Rate[2]	$0.00
Rest of World Daily Rate[2,3]	$10.00
Non-Travel Pass Countries[4]	Pay As You Go Rates
SPO Code	1255

Notes: [1]This feature requires a 4G or 5G World Device. [2]The daily rate covers a 24-hour time period. [3]For eligible countries, [4]non-TravelPass country rates, and additional information, go to www.verizonwireless.com/international. For voice-capable devices, this feature may be added to plans that have an unlimited voice and messaging allowance and an unlimited or capped data allowance using the account share option. **For data-only devices, this feature may be added to lines that have an unlimited or capped data allowance using the account share option**. For data usage in Canada and Mexico and all Rest of World TravelPass countries, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. All data usage decrements from the domestic data allowance when added to a capped allowance plan. Verizon Wireless will terminate a line if more than half of the usage over three consecutive billing cycles is outside of the United States, following 30 days' notice to Customer.
This feature can only be added to lines activated on the following plan(s): 53537 Business Unlimited Plus Data Device Plan, 52599 Business Unlimited Pro Tablet Plan

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International Options Monthly Features: Mexico and Canada

The calling features below reflect the monthly access fee discount. No additional discounts apply.

International Options Monthly Features: Mexico and Canada	0 Voice Minutes	0 Voice Minutes	100 Voice Minutes	250 Voice Minutes	500 Voice Minutes
Monthly Access Fee	$10.00 (SPO 428)	$20.00 (SPO 426)	$15.00 (SPO 441)	$30.00 (SPO 425)	$25.00 (SPO 443)
Monthly Access Fee less discount	**$10.00**	**$20.00**	**$15.00**	**$22.50**	**$18.75**
Voice Overage Rate	Pay Go		$0.10/minute		$0.05/minute
Data Allowance[1]	100 MB	250 MB	100 MB	250 MB	1 GB
Data Overage Rate After Allowance[2]	$10.00/100 MB				$20.00/1 GB
Messaging Allowance[3]	Pay Go		100 sent; unlimited incoming	250 sent; unlimited incoming	500 sent; unlimited incoming
Messaging Overage Rate After Allowance[2]	Pay Go		$0.10/Sent Message		$0.05/Sent Message

Notes: . [1]The data allowance applies in Canada and Mexico only, where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. [2]The overage rate is not eligible for discounts. [3]Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance). Pay Go rates for International Voice, International Messaging, and Data Roaming see attached International services pricing for further details..
This is a monthly feature and will be removed from the account one month after being added to an account.

International Options Monthly Features : 140+ Countries

The calling features below reflect the monthly access fee discount. No additional discounts apply.

International Options Monthly Features: 140+ Countries	0 Voice Minutes	0 Voice Minutes	100 Voice Minutes	250 Voice Minutes
Monthly Access Fee	$25.00 (SPO 431)	$50.00 (SPO 433)	$40.00 (SPO 445)	$85.00 (SPO 423)
Monthly Access Fee less discount	**$18.75**	**$37.50**	**$30.00**	**$63.75**
Voice Overage Rate	Pay Go		$0.25/minute	

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Data Allowance[1]	100 MB	250 MB	100 MB	250 MB
Data Overage Rate After Allowance[2]	$25.00/100 MB			
Messaging Allowance[3]	Pay Go		100 sent; unlimited incoming	250 sent; unlimited incoming
Messaging Overage Rate After Allowance[2]	Pay Go		$0.25/Sent Message	

Notes: .[1]The data allowance applies in 140+ Countries, where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and an International GSM capable device. [2]The overage rate is not eligible for discounts. [3]Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance). Pay Go rates for International Voice, International Messaging, and Data Roaming see attached International services pricing for further details..
This is a monthly feature and will be removed from the account one month after being added to an account.

International Options Monthly Recurring Features: Mexico and Canada

The calling features below reflect the monthly access fee discount. No additional discounts apply.

International Options Monthly Recurring Features: Mexico and Canada	0 Voice Minutes		0 Voice Minutes	100 Voice Minutes	250 Voice Minutes	500 Voice Minutes
Monthly Access Fee	$10.00 (SFO 427)		$20.00 (SFO 446)	$15.00 (SFO 434)	$30.00 (SFO 424)	$25.00 (SFO 442)
Monthly Access Fee less discount	**$10.00**		**$20.00**	**$15.00**	**$22.50**	**$18.75**
Voice Overage Rate	Pay Go		$0.10/minute			$0.05/minute
Data Allowance[1]	100 MB	250 MB	100 MB	250 MB		1 GB
Data Overage Rate After Allowance[2]	$10.00/100 MB					$20.00/1 GB
Messaging Allowance[3]	Pay Go		100 sent; unlimited incoming	250 sent; unlimited incoming		500 sent; unlimited incoming
Messaging Overage Rate After Allowance[2]	Pay Go		$0.10/Sent Message			$0.05/Sent Message

Notes: [1]The data allowance applies in Canada and Mexico only, where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and a International GSM capable device. [2]The overage rate is not eligible for discounts. [3]Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance). Pay Go rates for International Voice, International Messaging, and Data Roaming see attached International services pricing for further details..
This is a recurring feature and will remain on the account until removed.

International Options Monthly Recurring Features: 140+ Countries

The calling features below reflect the monthly access fee discount. No additional discounts apply.

International Options Monthly Recurring Features: 140+ Countries	0 Voice Minutes	0 Voice Minutes	100 Voice Minutes	250 Voice Minutes
Monthly Access Fee	$25.00 (SFO 412)	$50.00 (SFO 432)	$40.00 (SFO 444)	$85.00 (SFO 422)
Monthly Access Fee less discount	**$18.75**	**$37.50**	**$30.00**	**$63.75**
Voice Overage Rate	Pay Go		$0.25/minute	
Data Allowance[1]	100 MB	250 MB	100 MB	250 MB
Data Overage Rate After Allowance[2]	$25.00/100 MB			
Messaging Allowance[3]	Pay Go		100 sent; unlimited incoming	250 sent; unlimited incoming

Messaging Overage Rate After Allowance[2]	Pay Go	$0.25/Sent Message

Notes: [1]The data allowance applies in 140+ Countries, where coverage is available. All data usage, including dedicated Mobile Hotspot, deducts from the same data allowance. Requires an eligible domestic data plan or feature and a International GSM capable device. [2]The overage rate is not eligible for discounts. [3]Multimedia messages (MMS) are included in the allowance, but incur data transport charges (deducts from the International data allowance). Pay Go rates for International Voice, International Messaging, and Data Roaming see attached International services pricing for further details..
This is a recurring feature and will remain on the account until removed.

Global Data Optional Features

The Data Packages are eligible for monthly access fee discounts and promotions, when available.

Monthly Access Fee	Allowance	Rate per MB (Canada)	Rate per MB (Mexico)	Rate per MB (Rest of the World)
N/A	N/A	$2.05/MB	$5.12MB	$20.48/MB

Notes:. See Calling Plan Optional Features section for important information about calling plans, features and options. Applies to all global-capable phones and internet devices. Customer must subscribe to a domestic Mobile Hotspot plan to use the service globally. The majority of your monthly usage must be in the United States. All data usage, including tethering and hotspot, deducts from the same data allowance. See attached International services pricing for further details.

Custom Single Rate Domestic 4G Unlimited Voice and Messaging with Shared Data Smartphone Plans and International Travel Voice, Data, and Messaging

Government Subscribers Only
These plans are NOT eligible for monthly access fee discounts.

Monthly Access Fee	$65.00 (95266)	$85.00 (95268)
Domestic Voice Allowance in U.S./Canada/Mexico	Unlimited	Unlimited
Domestic Data Allowance in U.S. (with Sharing)	2 GB	3 GB
Domestic Data Overage Rate	$10.00 per GB	$10.00 per GB
Mobile Hotspot[1]	Included	Included
Domestic and International Travel Messaging Allowance	Unlimited	Unlimited
International Travel Voice Allowance (ROW)[3]	120 Minutes	180 Minutes
International Travel Voice Overage Rate	$0.40 per minute	$0.30 per minute
International Travel Data Allowance[2,3]	1 GB	1 GB
International Travel Data Overage Rate	$45.00 per GB	$40.00 per GB
International Long Distance – Toll Free	Included	Included

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Domestic coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Only a 5G World Smartphone or 4G World smartphone can be activated on these plans.
[1]Mobile Hotspot is available on all capable devices and allows a line to share its data allowance with multiple Wi-Fi enabled devices.
[2]The international travel data allowance applies in Canada, Mexico, and the rest of the world (ROW), where coverage is available; aircraft and cruise ship data usage are not included. To see supported countries, go to www.verizonwireless.com/international.
[3]International travel voice allowance minutes and international travel data allowances do not share.
Verizon Wireless will terminate a line if more than half of the usage over three consecutive billing cycles is outside of the United States, following 30 days' notice to Customer.
Profile Share - Data Sharing (Domestic Only): Lines on the same profile/Company ID can share data. At the end of each billing cycle, any unused data allowances for lines sharing across multiple accounts will be applied proportionally to lines with an overage. Any remaining overage will be billed in KBs.

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Public Safety Pricing:

Custom 4G Unlimited Basic Phone Plan for National Security, Public Safety, and First Responders Government Subscribers Only The plan below reflects the monthly access charge discount. No additional discounts apply.	
Monthly Access Fee	$22.99 (16810)
Domestic Monthly Voice Minutes	Unlimited
Domestic Roaming and Long Distance	Included
Domestic Messaging Allowance	Unlimited
Domestic Data Allowance	100MB
Domestic Data Overage	$10.00 per GB
Optional Feature	
Domestic 4G Push to Talk Plus	$2.00 additional per month (81174)

NOTES: Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on this plan must be on 4G LTE basic phones.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders	Public Safety
National Security	HealthCare
Transportation	Education
Government	Utilities

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Custom 4G/5G Verizon Wireless Smartphone Plan for National Security, Public Safety, and First Responders

Government Subscribers Only

The plan below reflects the monthly access fee discount. No additional discounts apply.

Monthly Access Fee	$36.99
Plan #	69600
Data Allowance in U.S., Canada, Mexico [1,2]	Unlimited
Domestic Mobile Hotspot	Included
Monthly Anytime Minutes in U.S., Canada, Mexico, Puerto Rico, U.S. Virgin Islands	Unlimited
International Travel Data Allowance – Rest of World†	1 MB
International Travel Data Overage Rate - Rest of World	$10 per 5 GB
International Travel Voice Rate – Rest of World	$0.20 per minute
Domestic, Canada & Mexico Long Distance Toll Free[3]	Included
Domestic and International Messaging Allowance[4]	Unlimited
Optional Features	
4G Push-to-Talk Plus	$0.00 additional per month (81295, 81814)

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, 5G Nationwide® network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G UWB network. Usage outside of the United States requires a World-capable smartphone and will be billed at the international travel rates, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. †The international travel data allowance applies in the rest of the world where coverage is available; aircraft and cruise ship data usage is not included. Lines activating on this plan must be on 5G UWB-compatible, 5G Nationwide, or 4G LTE smartphones.

[1]Data usage on this plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 25 GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds may automatically be reduced to 600 kbps for data usage exceeding 25 GB per billing cycle on a go-forward basis. Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency, and assigned federal law enforcement users on this plan will not be subject to speed reductions regardless of data usage during any billing cycle.

[2]A 5G device is required to receive 5G UWB service.

To maximize high-speed data use for business applications, video applications will stream at up to 480p while in 4G LTE and 5G Nationwide network service areas; and, will apply video streaming up to 4K while in 5G UWB network service areas.

[3]Includes domestic toll-free calling and toll-free calling from the United States to Canada and Mexico.

[4]Unlimited messaging from within the United States to anywhere in the world where messaging services are available. For other messaging rates go to www.verizonwireless.com.

This plan includes Domestic Mobile Broadband Priority and Domestic Preemption. Mobile Broadband Priority provides a dedicated pool of radio resources to enable Customer connection to the network based on access hierarchy settings on the 4G LTE and 5G Nationwide network. Mobile Broadband Priority identifies the user with an access priority setting which provides that user with network access ahead of users with a lower access setting. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders	Public Safety
National Security	HealthCare
Transportation	Education
Government	Utilities

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Custom 4G/5G Unlimited Smartphone Plan with Mobile Broadband Priority and Preemption for National Security, Public Safety, and First Responders - USA Only Government Liable Subscribers Only The plan below reflects the monthly access charge discount. No additional discounts apply.	
Monthly Access Fee	$36.99 (79602)
Monthly Minutes in U.S.	Unlimited
Domestic Data Allowance[1,2]	Unlimited
Domestic Messaging Allowance	Unlimited
5G Ultra Wideband	Included (device dependent)
Optional Features	
Mobile Hotspot (4G LTE and 5G Nationwide)	$0.00 additional per month (83765)
4G Push-to-Talk Plus	$0.00 additional per month (81295/81814)

NOTE: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, 5G Nationwide® network, and 4G LTE network in the USA only. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G UWB network. Lines activating on this plan must be on 5G UWB-compatible, 5G Nationwide, or 4G LTE smartphones.

[1]Data usage on this plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 25 GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds may automatically be reduced to 600kbps for data usage exceeding 25 GB per billing cycle on a go-forward basis. Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency, and assigned federal law enforcement users on this plan will not be subject to speed reductions regardless of data usage during any billing cycle.

[2]A 5G device is required to receive 5G UWB service.

To maximize high-speed data use for business applications, video applications will stream at up to 480p while in 4G LTE and 5G Nationwide network service areas; and, will apply video streaming up to 4K while in 5G UWB network service areas.

This plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority provides a dedicated pool of radio resources to enable Customer connection to the network based on access hierarchy settings on the 4G LTE and 5G Nationwide network. Mobile Broadband Priority identifies the user with an access priority setting which provides that user with network access ahead of users with a lower access setting.

Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders	Public Safety
National Security	HealthCare
Transportation	Education
Government	Utilities

State of Florida Contract No: DMS-19/20-006

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Custom 4G Unlimited Mobile Broadband Plan with Mobile Broadband Priority and Preemption for National Security, Public Safety, and First Responders Government Liable Subscribers Only The plan below reflects the monthly access charge discount. No additional discounts apply.	
Monthly Access Fee	$36.05
Domestic Data Allowance[1]	Unlimited
Plan # (Jetpack, USB, Tablet, Misc. Eligible Data Devices)[2]	20664
Plan # (Most Routers and Permitted Stationary Devices)[3]	53925

NOTES: Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. No domestic roaming charges or long distance charges. Only 5G Nationwide and 4G LTE devices can be activated on this plan.

[1]Data usage on this plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 25 GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced to 600kbps for data usage exceeding 25 GB per billing cycle on a go-forward basis. Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency, and assigned federal law enforcement users on this plan will not be subject to speed reductions regardless of data usage during any billing cycle. To maximize high-speed data use for business applications, video applications will stream at 720p.

This plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority provides a dedicated pool of radio resources to enable Customer connection to the network based on access hierarchy settings on the 4G LTE and 5G Nationwide network. Mobile Broadband Priority identifies the user with an access priority setting which provides that user with network access ahead of users with a lower access setting. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted. Devices utilized in conjunction with this plan are limited to mobile and fixed device applications. [2]Dedicated streaming internet connections streaming video on non-smartphone devices (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this plan. [3]Devices utilized in conjunction with this plan are limited to routers.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders	Public Safety
National Security	HealthCare
Transportation	Education
Government	Utilities

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Custom 4G Unlimited Push to Talk Plus Only Plan for National Security, Public Safety, and First Responders

Government Liable Subscribers Only

The plan below reflects the monthly access charge discount. No additional discounts apply.

Monthly Access Fee	$17.99 (96626)
Monthly Push to Talk Plus[1]	Unlimited
Domestic Voice Per Minute Rate[2]	$0.25

Notes: Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Current coverage details can be found at www.verizonwireless.com. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international.

[1]Push to Talk Plus is only available in the United States and can only be used with a 5G or 4G Push to Talk Plus-compatible device.

[2]Lines on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area). If the voice block feature is removed, there will be a $0.25 per minute charge for voice calls.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders	Public Safety
National Security	HealthCare
Transportation	Education
Government	Utilities

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Custom Public Safety 4G/5G UWB Mobile Broadband Unlimited Primary Access Plan with Mobile Broadband Priority and Preemption[1] **Government Subscribers Only** **This plan is not eligible for monthly access fee discounts.**	
Monthly Access Fee	$30.00
4G LTE and 5G Ultra Wideband Data Allowance[2]	Unlimited
Plan #	70996

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network, 5G Ultra Wideband (UWB) network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on this plan must be on 5G routers installed in mobile vehicle units. A 5G device is required to receive 5G Ultra Wideband service.

[1]Government Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area). If the voice block feature is removed, there will be a $0.25 per minute charge for voice calls.
[2]Data usage on this plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 50 GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced for data usage exceeding 50 GB per billing cycle on a go-forward basis. Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency, and assigned federal law enforcement users on this plan will not be subject to speed reductions regardless of data usage during any billing cycle. To maximize high-speed data use for business applications, video applications will stream at 720p.
This plan includes Mobile Broadband Priority and Preemption services, which are available while on the domestic 4G LTE network.
Mobile Broadband Priority provides a dedicated pool of radio resources to enable Customer connection to the network based on access hierarchy settings on the 4G LTE and 5G Nationwide network. Mobile Broadband Priority identifies the user with an access priority setting which provides that user with network access ahead of users with a lower access setting. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted. Devices utilized in conjunction with this plan are limited to mobile device applications. Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video on non-smartphone devices (including but not limited to body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this plan.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders	Public Safety
National Security	HealthCare
Transportation	Education
Government	Utilities

State of Florida Contract No: DMS-19/20-006

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Custom 4G Unlimited Mobile Broadband Plan for Laptops with Mobile Broadband Priority and Preemption for Public Safety

Government Liable Subscribers Only

The plan below reflects the monthly access charge discount. No additional discounts apply.

Monthly Access Fee	$20.00 (73728)
Domestic Data Allowance[1]	Unlimited

NOTES: Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Only 5G Nationwide and 4G LTE laptops can be activated on this plan.

[1]Data usage on this plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 25 GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced to 600kbps for data usage exceeding 25 GB per billing cycle on a go-forward basis. Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency, and assigned federal law enforcement users on this plan will not be subject to speed reductions regardless of data usage during any billing cycle. To maximize high-speed data use for business applications, video applications will stream at 720p.

This plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority provides a dedicated pool of radio resources to enable Customer connection to the network based on access hierarchy settings on the 4G LTE and 5G Nationwide network. Mobile Broadband Priority identifies the user with an access priority setting which provides that user with network access ahead of users with a lower access setting. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted. Devices utilized in conjunction with this plan are limited to laptop applications. Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video on non-smartphone devices (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this plan.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders	Public Safety
National Security	HealthCare
Transportation	Education
Government	Utilities

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5G UWB Unlimited Tablet Plan with Priority and Preemption for Public Safety

Government Subscribers Only
This plan is NOT eligible for monthly access fee discounts.

Monthly Access Fee	$20.00
4G LTE and 5G Ultra Wideband Data Allowance[1,2,3]	Unlimited
Plan #	73944

Notes: Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, 5G Nationwide® network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G UWB network. Lines activating on this plan must be on a 5G tablet.

[1]Data usage on this plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 35 GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced to 600kbps for data usage exceeding 35 GB per billing cycle on a go-forward basis.
[2]Data can be used in 4G LTE, 5G Nationwide, or 5G UWB network service areas. A 5G device is required to receive 5G UWB service. **Video Streaming -** to maximize high-speed data use for business applications, video applications will stream at up to 1080p while in 4G LTE and 5G Nationwide network service areas, and will apply video streaming up to 4K while in 5G UWB network service areas.
[3]***Mobile hotspot is not*** available on this plan.

Government Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area).

This plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority provides a dedicated pool of radio resources to enable Customer connection to the network based on access hierarchy settings on the 4G LTE and 5G Nationwide network. Mobile Broadband Priority identifies the user with an access priority setting which provides that user with network access ahead of users with a lower access setting. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted.

A brief service outage and device reboot may be required in order for this plan to take effect on existing 5G UWB lines.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

Public Safety	HealthCare
Transportation	Utilities
Government	Education

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5G UWB Unlimited Connected Laptop Plan with Priority and Preemption for Public Safety

Government Subscribers Only
This plan is NOT eligible for monthly access fee discounts.

Monthly Access Fee	$20.00
4G LTE and 5G Ultra Wideband Data Allowance[1,2,3]	Unlimited
Plan #	73964

Notes: Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, 5G Nationwide® network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G UWB network. Lines activating on this plan must be on an eligible 5G connected laptop.

[1]Data usage on this plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 35 GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced to 600kbps for data usage exceeding 35 GB per billing cycle on a go-forward basis.
[2]Data can be used in 4G LTE, 5G Nationwide, or 5G UWB network service areas. A 5G device is required to receive 5G UWB service. **Video Streaming -** to maximize high-speed data use for business applications, video applications will stream at up to 1080p while in 4G LTE and 5G Nationwide network service areas, and will apply video streaming up to 4K while in 5G UWB network service areas.
[3]***Mobile hotspot is not*** available on this plan.

Government Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area).

This plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority provides a dedicated pool of radio resources to enable Customer connection to the network based on access hierarchy settings on the 4G LTE and 5G Nationwide network. Mobile Broadband Priority identifies the user with an access priority setting which provides that user with network access ahead of users with a lower access setting. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted.

A brief service outage and device reboot may be required in order for this plan to take effect on existing 5G UWB lines.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

Public Safety	HealthCare
Transportation	Utilities
Government	Education

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5G UWB Jetpack – MiFi Unlimited Plan with Priority and Preemption for Public Safety Government Subscribers Only This plan is NOT eligible for monthly access fee discounts.	
Monthly Access Fee	$39.99
4G LTE and 5G Ultra Wideband Data Allowance[1,2]	Unlimited
Plan #	73977

Notes: Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, 5G Nationwide® network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G UWB network. Lines activating on this plan must be on 5G mobile broadband data devices, including jetpacks, USBs/air cards, netbooks, and notebooks.

[1]Data usage on this plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 35 GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced to 600kbps for data usage exceeding 35 GB per billing cycle on a go-forward basis.
[2]Data can be used in 4G LTE, 5G Nationwide, or 5G UWB network service areas. A 5G device is required to receive 5G UWB service. **Video Streaming -** to maximize high-speed data use for business applications, video applications will stream at up to 1080p while in 4G LTE and 5G Nationwide network service areas, and will apply video streaming up to 4K while in 5G UWB network service areas.

Government Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area).

This plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority provides a dedicated pool of radio resources to enable Customer connection to the network based on access hierarchy settings on the 4G LTE and 5G Nationwide network. Mobile Broadband Priority identifies the user with an access priority setting which provides that user with network access ahead of users with a lower access setting. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted.

A brief service outage and device reboot may be required in order for this plan to take effect on existing 5G UWB lines.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

Public Safety	HealthCare
Transportation	Utilities
Government	Education

State of Florida Contract No: DMS-19/20-006

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5G UWB Unlimited Tablet Plan with Priority and Preemption for First Responders

Government Subscribers Only
This plan is NOT eligible for monthly access fee discounts.

Monthly Access Fee	$20.00
4G LTE and 5G Ultra Wideband Data Allowance[1,2,3]	Unlimited
Plan #	80071

Notes: Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, 5G Nationwide® network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G UWB network. Lines activating on this plan must be on a 5G tablet.

[1]Data usage on this plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 100 GB each billing cycle, QoS for First Responders will automatically be reduced to QCI 8 premium data for the remainder of the billing cycle.
[2]Data can be used in 4G LTE, 5G Nationwide, or 5G UWB network service areas. A 5G device is required to receive 5G UWB service. **Video Streaming -** to maximize high-speed data use for business applications, video applications will stream at up to 1080p while in 4G LTE and 5G Nationwide network service areas, and will apply video streaming up to 4K while in 5G UWB network service areas.
[3]***Mobile hotspot is not*** available on this plan.

Government Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area.

This plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority provides a dedicated pool of radio resources to enable Customer connection to the network based on access hierarchy settings on the 4G LTE and 5G Nationwide network. Mobile Broadband Priority identifies the user with an access priority setting which provides that user with network access ahead of users with a lower access setting. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted.

A brief service outage and device reboot may be required in order for this plan to take effect on existing 5G UWB lines.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders	National Security

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5G UWB Unlimited Connected Laptop Plan with Priority and Preemption for First Responders

Government Subscribers Only
This plan is NOT eligible for monthly access fee discounts.

Monthly Access Fee	$20.00
4G LTE and 5G Ultra Wideband Data Allowance[1,2,3]	Unlimited
Plan #	80076

Notes: Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, 5G Nationwide® network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G UWB network. Lines activating on this plan must be on an eligible 5G connected laptop.

[1]Data usage on this plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 100 GB each billing cycle, QoS for First Responders will automatically be reduced to QCI 8 premium data for the remainder of the billing cycle.
[2]Data can be used in 4G LTE, 5G Nationwide, or 5G UWB network service areas. A 5G device is required to receive 5G UWB service. **Video Streaming -** to maximize high-speed data use for business applications, video applications will stream at up to 1080p while in 4G LTE and 5G Nationwide network service areas, and will apply video streaming up to 4K while in 5G UWB network service areas.
[3]***Mobile hotspot is not*** available on this plan.

Government Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area).

This plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority provides a dedicated pool of radio resources to enable Customer connection to the network based on access hierarchy settings on the 4G LTE and 5G Nationwide network. Mobile Broadband Priority identifies the user with an access priority setting which provides that user with network access ahead of users with a lower access setting. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted.

A brief service outage and device reboot may be required in order for this plan to take effect on existing 5G UWB lines.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders	National Security

5G UWB Jetpack – MiFi Unlimited Plan with Priority and Preemption for First Responders Government Subscribers Only This plan is NOT eligible for monthly access fee discounts.	
Monthly Access Fee	$39.99
4G LTE and 5G Ultra Wideband Data Allowance[1,2]	Unlimited
Plan #	80081

Notes: Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, 5G Nationwide® network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G UWB network. Lines activating on this plan must be on 5G mobile broadband data devices, including jetpacks, USBs/air cards, netbooks, and notebooks.

[1]Data usage on this plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 100 GB each billing cycle, QoS for First Responders will automatically be reduced to QCI 8 premium data for the remainder of the billing cycle.
[2]Data can be used in 4G LTE, 5G Nationwide, or 5G UWB network service areas. A 5G device is required to receive 5G UWB service. **Video Streaming -** to maximize high-speed data use for business applications, video applications will stream at up to 1080p while in 4G LTE and 5G Nationwide network service areas, and will apply video streaming up to 4K while in 5G UWB network service areas.

Government Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the domestic Verizon Wireless coverage area).

This plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority provides a dedicated pool of radio resources to enable Customer connection to the network based on access hierarchy settings on the 4G LTE and 5G Nationwide network. Mobile Broadband Priority identifies the user with an access priority setting which provides that user with network access ahead of users with a lower access setting. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted.

A brief service outage and device reboot may be required in order for this plan to take effect on existing 5G UWB lines.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders	National Security

5G Public Safety 2nd Number Smartphone Backup Plan[1] (includes Mobile Broadband Priority) Government Subscribers Only This plan is not eligible for monthly access fee discounts.	
Monthly Access Fee	$10.00
Anytime Minutes in US/Canada/Mexico[2]	Unlimited
Data Allowance in US/Canada/Mexico[2]	250 MB
Data Overage Rate in US/Canada/Mexico[2]	$15.00 per 5 GB
Domestic and International Messaging Allowance[3]	Unlimited
Plan #	75088

Notes: Current coverage details can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Ultra Wideband network, 5G Nationwide® network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network.

Lines activating on this plan must be on 5G Ultra Wideband-compatible, 5G Nationwide, or 4G LTE Dual SIM capable smartphones. This plan is only available on (i) lines activated on non-discounted smartphones, (ii) a device provided by Customer, (iii) a line that is no longer under a Line Term, or (iv) a device purchased at the full retail price. Verizon Wireless feature functionality may be limited if the smartphone was not purchased from Verizon Wireless.

[1]The 5G Public Safety 2nd Number Smartphone Backup Plan provides a secondary line of service with its own mobile number added to a Dual **eSIM** capable smartphone that is compatible with the Verizon Wireless network.
[2]The 5G Public Safety 2nd Number Smartphone Backup Plan includes unlimited voice, and 250 MB of data, in the United States, Mexico, and Canada. If more than 50% of the total voice and data usage in a 60-day period is in Canada or Mexico, use of those services in those countries may be removed or limited. Includes domestic toll-free calling and toll-free calling from the United States to Canada and Mexico.
[3]Unlimited text messaging from within the United States to anywhere in the world where messaging services are available. For other messaging rates go to www.verizonwireless.com.

This plan includes Mobile Broadband Priority. Mobile Broadband Priority provides a dedicated pool of radio resources to enable Customer connection to the network based on access hierarchy settings on the 4G LTE and 5G Nationwide network. Mobile Broadband Priority identifies the user with an access priority setting which provides that user with network access ahead of users with a lower access setting.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders	Public Safety
National Security	HealthCare
Transportation	Education
Government	Utilities

Mobile Broadband Priority Feature for National Security, Public Safety, and First Responders Government Liable Subscribers Only	
Monthly Access Fee Per MDN	$0.00 (86124)

Notes: Mobile Broadband Priority provides a dedicated pool of radio resources to enable Customer connection to the network based on access hierarchy settings on the 4G LTE and 5G Nationwide network. Mobile Broadband Priority identifies the user with an access priority setting which provides that user with network access ahead of users with a lower access setting.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders	Public Safety
National Security	HealthCare
Transportation	Education
Government	Utilities

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Verizon Wireless Preemption Service Feature for National Security, Public Safety, and First Responders **Government Liable Subscribers Only**	
Monthly Access Fee Per MDN	$0.00 (86428 Basic/Smart Phone and 86433 Non-Phone)

Notes: Preemption Service ("Preemption") is a capability that reallocates network resources to customers so that they can connect in emergencies. In those uncommon times when the network is fully utilized, Preemption automatically activates to provide approved personnel uninterrupted access to the network. This service helps national security, public safety, and first responder customers continue to communicate with each other during times of high network use. Preemption capability is available on the Verizon Wireless 4G LTE data network. While Preemption capability may also be available on the networks of Verizon Wireless's domestic roaming partners, Verizon Wireless makes no representation of Preemption availability or reliability on such networks. Preemption is limited to select service rate plans and cannot be used in conjunction with devices or service plans utilized with dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video on non-smartphone devices (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited from using this feature. Please note: calls to 911 are never preempted.

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders	Public Safety
National Security	HealthCare
Transportation	Education
Government	Utilities

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Verizon Frontline Network Slice: Connected Vehicle Solution with Mobile Broadband Priority and Preemption[1] First Responder Subscribers Only This plan is not eligible for monthly access fee discounts.	
Monthly Access Fee	$30.00
VFNS, 5G Ultra Wideband and 4G LTE Data Allowance[2]	Unlimited
Plan #	77158

Notes: Verizon Wireless will provide Customer with the Verizon Frontline Network Slice (VFNS) - Connected Vehicle solution where 5G is available, in select markets. Pre-qualification is required. The VFNS - Connected Vehicle solution is only available on the Verizon Wireless 5G Nationwide® network and 5G Ultra Wideband (UWB) network. The VFNS - Connected Vehicle solution may fall back to the 4G LTE network if the Verizon Wireless 5G Nationwide network or 5G Ultra Wideband network becomes temporarily unavailable. A VFNS-compatible 5G router and antenna installed in mobile vehicle units are required to activate lines on this plan.

[1]This is a data-only plan.
[2]Data usage on this plan is not subject to speed reductions ("throttling").

This plan includes Mobile Broadband Priority and Preemption services on Verizon Wireless's end-to-end network for First Responders. Mobile Broadband Priority identifies the user with an access priority setting, giving the user higher priority for network access than lower access class users. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted.

While the best performance will be experienced in 5G VFNS coverage areas, Customer will still experience improved performance with Mobile Broadband Priority and Preemption services while in Verizon Wireless 5G Nationwide and 4G LTE network service areas.

This plan is limited to usage only with a VFNS-compatible 5G router installed within a mobile vehicle unit and devices utilized in conjunction with this plan are limited to devices within the mobile vehicle unit. Prohibited uses include, but are not limited to, (i) any usage of the VFNS-compatible 5G router outside of the mobile vehicle unit; (ii) any dedicated internet connections (including but not limited to, stationary wireless networking router devices); and (iii) stationary video surveillance cameras, and IoT devices.

In order to protect its network, Verizon Wireless reserves the right to modify or discontinue this service at any time to Customer for (i) abusive content or data that excessively contributes to congestion on Verizon Wireless's network; or (ii) in a manner that, in Verizon Wireless's sole discretion, has an adverse impact on its network, operations, or customers.

*** A brief service outage and device reboot may be required in order for the new plan to take effect. Verizon Wireless may proactively contact Customer to facilitate a plan migration.**

This plan is available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders only	
Police Protection	Fire Protection (except private)
Ambulance Services/EMS	National Security

State of Florida Contract No: DMS-19/20-006

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4G/5G Public Safety Bodycam Shared Data Plans
National Security, Public Safety, and First Responders
Government Subscribers Only
These plans are NOT eligible for monthly access fee discounts.

Monthly Access Fee	$5.00	$7.50	$15.00	$20.00
4G/5G Nationwide and 5G Ultra Wideband Shared Data Allowance in U.S.[1,2]	500 MB	1 GB	3 GB	5 GB
Domestic Data Overage Rate	$5.00 per GB			
Plan #	63689	63690	63732	63735

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, 5G Nationwide® network, and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G UWB network. Lines activating on these plans must be on 5G UWB-compatible, 5G Nationwide, or 4G LTE mobile broadband devices.

[1]A 5G device is required to receive 5G UWB service.

[2] Devices activated on these plans cannot be used outside of the United States.

Data Sharing: Lines on the same billing account on custom share plans with the same data overage rate can share data. At the end of each billing cycle, any unused data allowances will be applied to the overages of other lines, beginning with the line with the lowest overage.

These plans include Domestic Mobile Broadband Priority and Domestic Preemption. Mobile Broadband Priority provides a dedicated pool of radio resources to enable Customer connection to the network based on access hierarchy settings on the 4G LTE and 5G Nationwide network. Mobile Broadband Priority identifies the user with an access priority setting which provides that user with network access ahead of users with a lower access setting. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted.

*** A brief service outage and device reboot may be required in order for the new plan to take effect. Verizon Wireless may proactively contact Customers to facilitate a plan migration.**

These plans are available to Select NAICS (formerly SIC) Codes in the following industries at the discretion of Verizon Wireless.

First Responders	Public Safety
National Security	HealthCare
Transportation	Education
Government	Utilities

State of Florida Contract No: DMS-19/20-006

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DNS Safeguard Plus Feature for Public Safety
National Security, Public Safety, and First Responders
Government Liable Subscribers Only

Mission Critical

These features are not eligible for access discounts.

DNS Safeguard Plus Feature for Public Safety is a network feature that will provide enhanced Domain Name Service (DNS) security for Responder Private Core customers to proactively detect and prevent cyber attacks.

Code	Description	Device Provisioning	Monthly Access Fee
87898	DNS Safe Guard Plus RPC PS	Android and other OS devices only (Non-Apple). Provisions PSINTERNET and DNS Security Plus	$0.00
87901	DNS Safe Guard Plus RPC PS APPLE	Apple Devices only (Smartphones and tablets). Provisions PSINTERNET and DNS Security Plus.	$0.00

Note: These features are stacked with Responder Private Core Internet Access Core as a mandatory feature. The DNS Safeguard Plus features are not compatible with Wireless Private Network, Private Network Traffic Management, or One Talk. These features are open to all plans and devices as allowed with Responder Private Core Internet Access Core.

These features are available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:

National Security / First Responders / Public Safety • 485111 Mixed Mode Transit Systems (Rail & Buses) • 485112 Commuter Rail Systems • 621910 Ambulance Services • 922110 Courts • 922120 Police Protection • 922130 Legal Counsel and Prosecution • 922140 Correctional Institutions • 922150 Parole Offices and Probation Offices • 922160 Fire Protection (except private) • 922190 Other Justice, Public Order, and Safety Activities • 923120 Administration of Public Health Programs	• 928110 National Security • 926120 Regulation and Administration of Transportation Programs • 926150 Regulation, Licensing, and Inspection of Commercial Sectors • 926130 Regulation and Administration of Comms, Electric, Gas, Utilities • 921150 American Indian and Alaska Native Tribal Governments • 921190 Other General Government Support • 921110 Executive Offices

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DNS Safeguard Plus Feature for Public Sector
National Security, Public Safety, and First Responders
Government Liable Subscribers Only

Mission Critical

DNS Safeguard Plus Feature for Public Sector is a network feature that will provide enhanced Domain Name Service (DNS) security for Responder Private Core customers to proactively detect and prevent cyberattacks.

Code	Description	Device Provisioning	Monthly Access Fee
87896	DNS Safe Guard Plus RPC PS	Android and other OS devices only (Non-Apple). Provisions PSINTERNET and DNS Security Plus	$1.25
87900	DNS Safe Guard Plus RPC PS APPLE	Apple Devices only (Smartphones and tablets). Provisions PSINTERNET and DNS Security Plus.	$1.25

Note: These features are stacked with Responder Private Core Internet Access Core as a mandatory feature. The DNS Safeguard Plus features are not compatible with Wireless Private Network, Private Network Traffic Management, or One Talk. These features are open to all plans and devices as allowed with Responder Private Core Internet Access Core.

These features are available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:

Water
924110 Water Infrastructure
221320 Sewage Treatment Facilities
221310 Water Supply and Irrigation Systems

Transportation
482111 Railway Transportation
481111 Passenger Air Transportation
481112 Freight Air Transportation
483111 Shipping Transportation
491110 Postal Service

Information Technology
541512 Computer Integration
541519 Computer Disaster Recovery

Chemical
561612 Protective Services
541330, 541690 Chemical Engineering and

Consulting
239210 Pharmaceutical

Communications
517110 Telecommunications, Wired
517212 Cellular and other Wireless

Telecommunications
238210, 334290 and 561620 Alarm Systems

Critical Manufacturing
237310 Highway, Street and Bridge Construction
811310 Industry Equipment Repair
236210 Industrial Building Construction
211113 Extraction;
236220 Construction Management

Energy
333611 Wind Turbine
221111 Hydroelectric Power Generation
221122 Electric Power Distribution
221118 Other Electric Power Generation
221210 Natural Gas Distribution
221113 Nuclear Electric Power Generation
562211 Hazardous Waste Treatment and Disposal

Healthcare and Public Health
621112 Health Care Practitioners
923120 Public Health Programs

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DNS Safeguard Advance Feature for Public Safety and Public Sector
National Security, Public Safety, and First Responders
Government Liable Subscribers Only

Mission Critical

DNS Safeguard Advance Feature for Public Sector is a network feature that will provide enhanced Domain Name Service (DNS) security for Responder Private Core customers to proactively detect and prevent cyber attacks.

Code	Description	Device Provisioning	Monthly Access Fee
87897	DNS Safe Guard Adv RPC	Android and Other OS Devices only (Non-Apple) Smartphones, Tablets, Routers, Modems, etc. Provisions PSINTERNET and DNS Security Advanced.	$2.00
87899	DNS Safe Guard Adv RPC APPL	Apple Devices only (Smartphones and tablets). Provisions PSINTERNET and DNS Security Advanced.	$2.00

Note: These features are stacked with Responder Private Core Internet Access Core as a mandatory feature. The DNS Safeguard Advance features are not compatible with Wireless Private Network, Private Network Traffic Management, or One Talk. These features are open to all plans and devices as allowed with Responder Private Core Internet Access Core.
These features are available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:

National Security / First Responders / Public Safety
621910 Ambulance Service
922110 Courts
922120 Police Protection
922130 Legal Counsel and Prosecution
922140 Correctional Institutions
922150 Parole Offices and Probation Offices
922160 Fire Protection (except private)
922190 Other Justice, Public Order and Safety Activities
928110 National Security
921190 Other General Government Support
921110 Executive Offices
921150 American Indian/Alaska Native Tribal Governments

Water
924110 Water Infrastructure
221320 Sewage Treatment Facilities
221310 Water Supply and Irrigation Systems

Transportation
482111 Railway Transportation
481111 Passenger Air Transportation
481112 Freight Air Transportation
483111 Shipping Transportation
926120 Transportation Administration
491110 Postal Service

Public Transportation
926120 Regulation and Administration of Transportation Programs
485111 Mixed Mode Transit Systems (Rail & Buses)
485112 Commuter Rail Systems

Information Technology
541512 Computer Integration
541519 Computer Disaster Recovery

Chemical
561612 Protective Services
541330, 541690 Chemical Engineering and Consulting
239210 Pharmaceutical

Communications
517110 Telecommunications, Wired
517212 Cellular and other Wireless **Telecommunications**
238210, 334290 and 561620 Alarm Systems

Critical Manufacturing
237310 Highway, Street and Bridge Construction
811310 Industry Equipment Repair
236210 Industrial Building Construction
211113 Extraction
236220 Construction

Management
926150 Regulation, Licensing and Inspection of Miscellaneous Commercial Sectors

Energy
333611 Wind Turbine
221111 Hydroelectric Power Generation
221122 Electric Power Distribution
221118 Other Electric Power Generation
221210 Natural Gas Distribution
926130 Regulation and Administration of Communications, Electric, Gas and Other Utilities
221113 Nuclear Electric Power Generation
562211 Hazardous Waste Treatment and Disposal

Healthcare and Public Health
621112 Health Care Practitioners
923120 Public Health Programs

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Verizon Wireless is pleased to introduce you to our Enterprise Messaging Service for Public Safety, which allows you to send high volumes of SMS messages in a fast, secure and efficient way. The attached terms and conditions of the Service will update your current Verizon Wireless agreement.

Enterprise Messaging (Open Market)

These plans are being offered as Open Market.

Contingent upon execution of a Blanket Purchase Agreement between the parties

Enterprise Gateway for Public Safety Enterprise Messaging for Public Safety is NOT eligible for monthly access fee discounts		
# Messages Included	**Monthly Access**	**Per Message Rate After Allowance**
Public Safety Unlimited* (83431)	$0.00 (For Public Safety/First Responders only as defined below*)	N/A
Note: This plan is limited to Verizon On-Net Messaging Only and customers are not provided with an Inter-Carrier code for this offer; therefore, this plan does not even attempt best effort delivery to other carriers.		

Enhanced Messaging Plans SMS Only for EMAG Enhanced Plans The monthly access fee discounts are reflected in the pricing below. ***NO*** Further discounts apply.		
# Messages Included	**Monthly Access**	**Per Message Rate After Allowance**
Enhanced Public Safety Unlimited* (67772)	$0.00 (For Public Safety/First Responders only as defined below*)	N/A
Note: This plan is text only (SMS only, not MMS) for business customers who need to send bulk messaging to Verizon and non-Verizon devices. For cross-carrier messaging, the customer must pay special attention to the Third-Party spam filtering guidelines in the Resources section.		

*The $0.00 Monthly Access Unlimited plan and the $0 Enhanced Messaging Plans above are only available to Public Safety/First Responders classified with the following NAICS Codes:

485111 Mixed Mode Transit Systems (Rail & Buses)	922190 Other Justice, Public Order, and Safety Activities
485112 Commuter Rail Systems	923120 Administration of Public Health Programs
621910 Ambulance Services	928110 National Security
922110 Courts	926120 Regulation and Administration of Transportation Programs
922120 Police Protection	926150 Regulation, Licensing, and Inspection of Commercial Sectors
922130 Legal Counsel and Prosecution	926130 Regulation and Administration of Comms, Electric, Gas, Utilities
922140 Correctional Institutions	921150 American Indian and Alaska Native Tribal Governments
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection (except private)	921110 Executive Offices

The monthly access fee discounts are reflected in the pricing below. ***NO*** further discounts apply.			
Text Only (SMS)			
# Messages Included		**Monthly Access**	**Per Message Rate After Allowance**
15,000	(98209)	$37.50	$0.01
100,000	(98212)	$150	$0.01
500,000	(98213)	$731.25	$0.01
1,000,000	(98215)	$1,387.50	$0.01
5,000,000	(98233)	$6,750	$0.005

Note: This feature is limited to Verizon On-Net Messaging Only and customers are not provided with an Inter-Carrier code for this offer; therefore, this plan does not even attempt best effort delivery to other carriers.			
Text & Multimedia (SMS/MMS)			
# Messages Included		**Monthly Access**	**Per Message Rate After Allowance**
15,000	(98234)	$75	$0.02
100,000	(98235)	$300	$0.02
500,000	(98236)	$1,462.50	$0.02
1,000,000	(98238)	$2,775	$0.02
5,000,000	(98239)	$13,500	$0.01

Enhanced Messaging Features SMS Only for EMAG Enhanced Features The monthly access fee discounts are reflected in the pricing below. ***NO*** Further discounts apply.			
Enhanced Messaging Features (SMS Only)			
# Messages Included		**Monthly Access**	**Per Message Rate After Allowance**
15,000	(22041)	$75	$0.02
100,000	(22054)	$468.75	$0.02
500,000	(22088)	$2,250	$0.015
1,000,000	(22119)	$4,200	$0.013
5,000,000	(22127)	$20,250	$0.008
Note: This plan is text only (SMS only, not MMS) for business customers who need to send bulk messaging to Verizon and non-Verizon devices. For cross-carrier messaging, the customer must pay special attention to the Third-Party spam filtering guidelines in the Resources section.			

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Group First Response provides the next tier, in terms of Push To Talk features. Specifically it allows, fast setup time, ability to handle very large groups, and a strong security and priority handling. Group First Response is based on international 3GPP standards (Mission Critical Push To Talk (MCPTT)) that ensures that the user gets "LMR like" features

Group First Response for National Security, Public Safety, and First Responders

Government Subscribers Only

Features are NOT eligible for monthly access discounts.

Description	Feature Code	Monthly Access Fee
^Group First Response[1]	87781	$23.75
Push to Talk Plus Video[1]	87787	$20.00

Note: Group First Response features work with 5G Nationwide@ network and 4G network plans. For avoidance of doubt, Verizon's 5G Nationwide@ network is a separate network from Verizon's 5G Ultra-Wideband network.

[1]**Group First Response is a Push to Talk Plus bolt-on feature. All lines must have a Push to Talk Plus feature to be eligible to purchase Group First Response and/or Push To Talk Plus Video.**

^As a condition for accessing and using Group First Response, the Purchasing Entity must have authorized access from Verizon to use Responder Private Core Internet Access.

Group First Response compatible device required. Group First Response is only supported on certain devices, as it requires the device to support specific hardware capabilities.

****Disclaimer: **These direct services (plus any development or modification of software related to the services) may be performed outside of the borders of the United States, and restricted and sensitive data or other secure or sensitive data or personal customer data, may be collected, developed, analyzed, or otherwise used or obtained by persons or entities working outside the boundaries of the United States. These services cannot be subject to any requirements to limit the performance of the services or storage of data within the United States and should not be ordered if these are requirements in your jurisdiction.**

These features are available to National Security, Public Safety, and First Responder customers only as defined by the below NAICS (formerly SIC) codes.

National Security/ First Responders / Public Safety • 485111 Mixed Mode Transit Systems (Rail & Buses) • 485112 Commuter Rail Systems • 621910 Ambulance Services • 922110 Courts • 922120 Police Protection • 922130 Legal Counsel and Prosecution • 922140 Correctional Institutions • 922150 Parole Offices and Probation Offices • 922160 Fire Protection (except private) • 922190 Other Justice, Public Order, and Safety **Activities** • 923120 Administration of Public Health Programs	• 928110 National Security • 926120 Regulation and Administration of Transportation Programs • 926150 Regulation, Licensing, and Inspection of Commercial Sectors • 926130 Regulation and Administration of Comms, Electric, Gas, Utilities • 921150 American Indian and Alaska Native Tribal **Governments** • 921190 Other General Government Support • 921110 Executive Offices

Group First Response for Non Public Safety Customers

Features are NOT eligible for monthly access discounts.

Description	Feature Code	Monthly Access Fee
^Group First Response[1]	89355	$30.00
Push to Talk Plus Video[1]	87787	$20.00

Note: Group First Response features work with 5G Nationwide@ network and 4G network plans. For avoidance of doubt, Verizon's 5G Nationwide@ network is a separate network from Verizon's 5G Ultra-Wideband network.

[1]**Group First Response is a Push to Talk Plus bolt-on feature. All lines must have an active Push to Talk Plus feature to be eligible to purchase Group First Response and/or Push To Talk Plus Video.**

^Group First Response requires each line to have Responder Private Core Internet Access (RPC IAC) on their lines to enable the feature.

Group First Response compatible device required. Group First Response is only supported on certain devices, as it requires the device to support specific hardware capabilities.

****Disclaimer: These direct services (plus any development or modification of software related to the services) may be performed outside of the borders of the United States, and restricted and sensitive data or other secure or sensitive data or personal customer data, may be collected, developed, analyzed, or otherwise used or obtained by persons or entities working outside the boundaries of the United States. These services cannot be subject to any requirements to limit the performance of the services or storage of data within the United States and should not be ordered if these are requirements in your jurisdiction.**

These features are available to the below NAICS codes.

Water
924110 Water Infrastructure
221320 Sewage Treatment Facilities
221310 Water Supply and Irrigation Systems

Transportation
482111 Railway Transportation
481111 Passenger Air Transportation
481112 Freight Air Transportation
483111 Shipping Transportation
491110 Postal Service

Information Technology
541512 Computer Integration
541519 Computer Disaster Recovery

Chemical
561612 Protective Services
541330, 541690 Chemical Engineering and

Consulting
239210 Pharmaceutical

Communications
517110 Telecommunications, Wired
517212 Cellular and other Wireless

Telecommunications
238210, 334290 and 561620 Alarm Systems

Critical Manufacturing
237310 Highway, Street and Bridge Construction
811310 Industry Equipment Repair
236210 Industrial Building Construction
211113 Extraction;
236220 Construction Management

Energy
333611 Wind Turbine
221111 Hydroelectric Power Generation
221122 Electric Power Distribution
221118 Other Electric Power Generation
221210 Natural Gas Distribution
221113 Nuclear Electric Power Generation
562211 Hazardous Waste Treatment and Disposal

Healthcare and Public Health
621112 Health Care Practitioners
923120 Public Health Programs

Education
610000 Educational Services
611110 Elementary and Secondary Schools
611200 Junior Colleges
611300 Colleges, Universities, and Professional Schools
611400 Business Schools and Computer and Management Training
611500 Technical and Trade Schools

Group First Response Dispatch and Video Bundles Government Subscribers Only License bundles are NOT eligible for a monthly access discount			
Description	**License Bundles**	**Frequency**	**Price**
Dispatch Group Command With Video	DIS_PTT_GROUP_CMD_VIDEO	Monthly	$300.00
Dispatch Group Advance with LMR and Video	DIS_PTT_GROUP_ADV_LMR_VIDEO	Monthly	$281.00
Dispatch Group Command with LMR and Video	DIS_PTT_GROUP_CMD_LMR_VIDEO	Monthly	$306.00
Dispatch PTT+ with LMR and Video	DIS_PTT_LMR_VIDEO	Monthly	$236.00
Dispatch Group Advance with Video	DIS_PTT_GROUP_ADV_VIDEO	Monthly	$275.00
Dispatch PTT+ with Video	DIS_PTT_VIDEO	Monthly	$230.00
PTT Cross Carrier Group Advance LMR Video	PTT_CC_GROUP_ADV_LMR_VIDEO	Monthly	$35
PTT Cross Carrier Group Advance Video	PTT_CC_GROUP_ADV_VIDEO	Monthly	$29
PTT Cross Carrier Group Command LMR Video	PTT_CC_GROUP_CMD_LMR_VIDEO	Monthly	$41
PTT Cross Carrier Group Command Video	PTT_CC_GROUP_CMD_VIDEO	Monthly	$35
PTT Cross Carrier LMR Video	PTT_CROSS_CARRIER_LMR_VIDEO	Monthly	$31
PTT Cross Carrier Video	PTT_CROSS_CARRIER_VIDEO	Monthly	$25
PTT Tablet Group Advance LMR Video	PTT_TABLET_GROUP_ADV_LMR_VIDEO	Monthly	$35
PTT Tablet Group Advance Video	PTT_TABLET_GROUP_ADV_VIDEO	Monthly	$29
PTT Tablet Group Command LMR Video	PTT_TABLET_GROUP_CMD_LMR_VIDEO	Monthly	$41
PTT Tablet Group Command Video	PTT_TABLET_GROUP_CMD_VIDEO	Monthly	$35
PTT Tablet LMR Video	PTT_TABLET_LMR_VIDEO	Monthly	$31
PTT Tablet Video	PTT_TABLET_VIDEO	Monthly	$25
Note: All Licenses must have a Group First Response compatible device with an active Push to Talk Plus and MCPTT feature to be eligible to purchase Group First Response Dispatch and Video Bundles.			

Description	**License Bundles**	**Frequency**	**Price**
PTT Dispatch Group First Response	DISP_PTT_GFR	Monthly	$300
PTT Dispatch LMR Group First Response	DISP_PTT_LMR_GFR	Monthly	$306
PTT Dispatch Video LMR Group First Response	DISP_PTT_LMR_VIDEO_GF R	Monthly	$506
PTT Dispatch Video Group First Response	DISP_PTT_VIDEO_GFR	Monthly	$500
Note: All Licenses must have a Group First Response compatible device with an active MCPTT feature to be eligible to purchase Group First Response Dispatch and Video Bundles.			

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Push to Talk Plus Group Advanced Feature Only (when added to a Basic/Smartphone Device with PTT+) No additional discounts apply.	
Basic/Smartphone Device Feature (87381)	$3.00

Note: Group Advanced cannot be added to any device without Domestic Push To talk Plus. Push To Talk Plus requires a PTT+ capable device. Customers cannot combine Group Command and Group Advanced on the same device.

The new Group Advanced features include:

- Large Groups. Increased group sizes up to 3000 members.
- Urgent Calling. Urgent calling can be initiated by a user or remotely by an authorized user. This call provides a distinct tone and is the highest priority call within the PTT+ application.
    - If a Dispatch license is the "Authorized User," the location of the Urgent Caller displays on the map.
    - Either the Initiator of the call or the Authorized User can end the "urgent call".
    - The "destination" of Urgent call must be on PTT+ client version R9.0 or later.
- Location-Based Temporary Groups. These are dispatcher-managed geographic groups. Members inside the geographic area can be added to Dispatch selected contacts or pre-defined groups.
    - Requires new PTT+ Group Advanced Dispatch software license.

Note: Push to Talk Group Advanced requires Push to Talk Plus (PTT+).

Group Advanced Feature Requirements

- PTT+ Group Advanced feature requires the Push to Talk Plus (PTT+) feature.
- At launch (3/28/19), this bundle only works on smartphones. Select basic devices are supported, beginning in 2Q2019.
- End users must upgrade the PTT+ application to R9.0.0 or later (available in stores on 3/28/19) for the functionality to show on devices as well as the PTT+ management portal (ECM).
- PTT+ Group Advanced works with the optional LMR feature/functionality.

PTT+ Portal Information

- Large Groups
    - Within the PTT+ portal (ECM), there is a new group type "Large Group" under the Create Groups tab. When the group is created, only those contacts with the new PTT+ Group Advanced feature / SKU can be added to the group.
- Urgent Calling
    - The company POC is able to set the "Authorized User" as well as the primary and secondary contacts that are recipients when the Urgent Call is initiated. "Authorized users" also have to have the PTT+ Group Advanced feature / SKU.
- Location-Based Temporary Groups
    - No impact on the PTT+ management portal (ECM).

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Push to Talk Plus Group Command Feature Only (when added to a Basic/Smartphone Device with PTT+) No additional discounts apply.	
Basic/Smartphone Device Feature (87382)	$7.50

Note: Group Command cannot be added to any device without Domestic Push To talk Plus. Push To Talk Plus requires a PTT+ capable device. Customers cannot combine Group Advanced and Group Command on the same device.

The new features, effective 5/2/19, include:

- Discreet listening. Enables an authorized user or dispatcher to remotely listen to a user's PTT+ voice communication.
- User Check. Allows an authorized PTT+ user or dispatcher to obtain user information from another Group Command user, such as:
  - Presence and location
  - Device signal strength (Wi-Fi and cellular)
  - Device battery level
- Enable/Disable Radio
  - The ability to temporarily remove a device from a group conversation
- Includes Group Advanced functionality (large groups and urgent calling)

Group Command Feature Requirements

PTT+ Group Command feature requires Push to Talk Plus (PTT+) feature

- This bundle works on Smartphones, Tablets and basic phones
- End users must upgrade the PTT+ application to R9.0.0 or later (available in stores on 3/28/2019) for the functionality to show on both the device as well as the PTT+ management portal (ECM).
- End users MUST enable RADIO MODE for the PTT+ Group Command features to work
- PTT+ Group Command SFO works with the optional LMR feature / functionality
- PTT+ Group Advanced and PTT+ Group Command features are mutually exclusive

Push to Connect – (PTT+)

Customers who use Smartphones, Tablets and basic phones are able to leverage Push to Connect to:

- Share pictures and videos from Gallery, as well as use native device camera
- Share location (current location or meeting location)
- Group Supervisor can set a Geofence, and receive messages when members come or leave area
- Leave a voice message, or create a voice message, and send to an individual or a group
- Send a PDF file to a contact or group

For customers who are familiar with PTT+ LMR Interoperability, PTT+ now has an optional "LMR Client" look, which provides a streamlined interface which simplifies the user experience to 1 screen.

Customers can now leverage Web Browsers to access the PTT+ Dispatch solution, rather than downloading software.

Verizon also has a developer portal for any third-party companies that are interested in integrating the PTT+ voice functionality (developer.pushtotalkplus.com)

PTT+ also has an option to preset the PTT+ button (Programmable key) to a contact or group and works, even when the security screen is enabled.

Verizon offers different levels of Professional Services to facilitate the installation/integration of this functionality. See LMR Interop Professional Services in Detail.

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Group Command Software Sku's No additional discounts apply.			
SKU Name	SKU Description	Term	Cost
PTT+ Group Command for Dispatch	PTT+ Group Command for Dispatch includes PTT+ for Dispatch functionality and support for PTT+ Group Command features (large group and urgent calling).	Monthly (658952)	$100.00
PTT+ Group Command for Dispatch-LMR	PTT+ Group Command for Dispatch-LMR includes support for PTT+ Group Command features (large group and urgent calling), LMR Interoperability, and PTT+ for Dispatch features.	Monthly (658953)	$106.00
PTT+ Group Command for Cross-Carrier	PTT+ Group Command for Cross Carrier-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (658954)	$11.25
PTT+ Group Command for Cross Carrier-LMR	PTT+ Group Command for Cross Carrier-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (658955)	$15.75
PTT+ Group Command for Tablet	PTT+ Group Command for Tablet supports the PTT+ Group Command functionality (large group and urgent calling) including base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (658956)	$11.25
PTT+ Group Command for Tablet-LMR	PTT+ Group Command for Tablet-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability, and includes base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (658957)	$15.75

Group Advanced Software Sku's No additional discounts apply.			
PTT+ Group Advanced for Dispatch	PTT+ Group Advanced for Dispatch includes PTT+ for Dispatch functionality and support for PTT+ Group Advanced features (large group and urgent calling).	Monthly (657452)	$75.00
PTT+ Group Advanced for Dispatch LMR includes PTT+ for Dispatch functionality and support for PTT+ Group Advanced features (large group and urgent calling).	PTT+ Group Advanced for Dispatch-LMR includes support for PTT+ Group Advanced features (large group and urgent calling), LMR Interoperability, and PTT+ for Dispatch features.	Monthly (657453)	$81.00
PTT+ Group Advanced for Cross-Carrier	PTT+ Group Advanced for Cross Carrier supports the PTT+ Group Advanced functionality (large group and urgent calling) including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (657454)	$6.75
PTT+ Group Advanced for Cross Carrier-LMR	PTT+ Group Advanced for Cross Carrier-LMR supports the PTT+ Group Advanced functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices.	Monthly (657455)	$11.25
PTT+ Group Advanced for Tablet	PTT+ Group Advanced for Tablet supports the PTT+ Group Advanced functionality (large group and urgent calling) including base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (657456)	$6.75
PTT+ Group Advanced for Tablet-LMR	PTT+ Group Advanced for Tablet-LMR supports the PTT+ Group Advanced functionality (large group and urgent calling), LMR interoperability, and includes base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.	Monthly (657457)	$11.25
Note: Sku's are not interchangeable. Group advance Sku's must be used with the group advanced feature code and Group command Sku's must be used with the group command feature code.			

Interoperability

Mission Critical

Interoperability licenses are not eligible for any further discounts.

Software Sku's

Sku	Sku Description	Pricing Frequency	Price
U960-985-005-GOV	Public Safety IWS Edge Clients[1]	Monthly	$139.95
U960-991-001-GOV	Public Safety Multimedia PTT Clients[2]	Monthly	$7.95

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U960-610-001-GOV	Public Safety Radio Gateway Interconnection[3]	Monthly	$39.95
U960-240-001-GOV	Public Safety Video Gateway Interconnection[4]	Monthly	$46.95
U960-260-001-GOV	Public Safety Telephone Interconnection[5]	Monthly	$19.98
U961-985-001-GOV	Public Safety Soft Panic SW[6]	Monthly	$112.50
Hardware Sku's One time charge			
Sku	**Sku Description**	**Pricing Frequency**	**Price**
U980-100-001	All Network provisioning	One time	$795.00
U990-800-001	All Staging Testing	One time	$300.00
U500-614-001	4 PORT HW RADIO GATEWAY	One Time	$3,000.00
U500-612-001	2 PORT HW RADIO GATEWAY	One Time	$2,400.00
U500-610-001	1 PORT HW RADIO GATEWAY	One Time	$1,995.00
M840-475	VIDEO STREAMING DEVICE	One Time	$2,100.00
M400-351	SMART CABLE FOR VIDEO SCARPING	One Time	$399.00

Note: Coverage includes the Verizon Wireless 4G network only. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international. Lines activating on these plans must be on 4G HD voice-capable smartphones.

Mutualink solution provides the interoperability required when an active incident occurs (robbery, shooting etc.), and there is a need for different public safety agencies, schools, or commercial establishments to work together. Specifically allow all parties to exchange video, files (e.g. floor plans), messages, in addition to instant Push To Talk for voice communication.

Interoperability – Mutualink solution improves collaboration (Audio, Video, Data) during emergencies in real-time. Overcome silos by enabling you to share information, between first responders, schools, and private security personnel, when you need it.

1. IWS Edge Client – Has a way of allowing drag and drop of participants and creating an active incident. Sharing audio/video data.
2. Multimedia PTT Client – Group communication to share audio/video data.
3. Radio Gateway Interconnection – Monthly charge for connecting the radio gateway to the hosted solution
4. Video Gateway Interconnection - Monthly charge for connecting the radio gateway to the hosted solution
5. Telephone Interconnection - Monthly charge for connecting the radio gateway to the hosted solution (Wireline)
6. Soft Panic SW – Allows customer to create an incident with predefined participants automatically

**** The above Sku's are mutually exclusive from one another. They cannot be used on the same MDN at the same time****

Private Responder Core Service for National Security, Public Safety, and Emergency Preparedness

Government Liable Subscribers Only.

	Mission Critical
Monthly Access Fee	**$0.00**
Verizon Wireless Private Responder Core Service for National Security, Public Safety, and Emergency Preparedness ("Private Core"): Private Core extends Customer's IP network to its wireless equipment by segregating the data between such devices and Customer's servers from the public Internet (the "Internet"). This service is available to National Security, Public Safety, and Emergency Preparedness customers only as defined by the following NAICS (formerly SIC) Codes*:	
National Security / First Responders / Public Safety • 621910 Ambulance Service • 922110 Courts • 922120 Police Protection • 922130 Legal Counsel and Prosecution • 922140 Correctional Institutions • 922150 Parole Offices and Probation Offices	**Chemical** • 561612 Protective Services • 541330, 541690 Chemical Engineering and Consulting • 239210 Pharmaceutical **Communications** • 517110 Telecommunications, Wired • 517212 Cellular and other Wireless Telecommunications

• 922160 Fire Protection (except private)	• 238210, 334290 and 561620 Alarm Systems
• 922190 Other Justice, Public Order and Safety Activities	**Critical Manufacturing**
• 928110 National Security	• 237310 Highway, Street and Bridge Construction
• 921190 Other General Government Support	• 811310 Industry Equipment Repair
• 921110 Executive Offices	• 236210 Industrial Building Construction
921150 American Indian/Alaska Native Tribal Governments	• 211113 Extraction; 236220 Construction Management
Water	• 926150 Regulation, Licensing and Inspection of Miscellaneous Commercial Sectors
• 924110 Water Infrastructure	**Energy**
• 221320 Sewage Treatment Facilities	• 333611 Wind Turbine
• 221310 Water Supply and Irrigation Systems	• 221111 Hydroelectric Power Generation
Transportation	• 221122 Electric Power Distribution
• 482111 Railway Transportation	• 221118 Other Electric Power Generation
• 481111 Passenger Air Transportation	• 221210 Natural Gas Distribution
• 481112 Freight Air Transportation	• 926130 Regulation and Administration of Communications, Electric, Gas and Other Utilities
• 483111 Shipping Transportation	• 221113 Nuclear Electric Power Generation
• 926120 Transportation Administration	• 562211 Hazardous Waste Treatment and Disposal
• 491110 Postal Service	**Healthcare and Public Health**
• 926120 Public Transportation	• 621112 Health Care Practitioners
• 926120 Regulation and Administration of Transportation Programs	• 923120 Public Health Programs
Information Technology	
• 541512 Computer Integration	
• 541519 Computer Disaster Recovery	

*Standard Industrial Classification (SIC) and North American Industrial Classification System (NAICS) codes identify an entity's primary business activity.

4G LTE Private Network Traffic Management (PNTM) Private IP Only (fixed WAN)

Government Subscribers Only

Metered Data Pricing only. Not compatible with Unlimited Data Plans.

Mission Critical

The plans below reflect any applicable discount. No additional discounts apply.

Class of service ("CoS")	Customer can allocate bandwidth for applications into the Mission Critical CoS according to the PNTM Service Option selected.
Mission Critical CoS Applications	Recommended for video, Voice over IP, interactive services, and other mission critical applications.
Best Effort CoS Applications	Suitable for best effort applications (e.g. email, web browsing)

PNTM Service Options:	**Enhanced (Entry Level)**	**Premium (Mid Level)**	**Public Safety (Highest Level)** (Qualifying Public Safety NAICS Only)
Monthly Access Fee (per line)	Waived - $0.00	Waived - $0.00	Waived - $0.00
Mission Critical CoS Speeds	Mapped Up to 0.5 Mbps	Mapped Up to 2 Mbps	Mapped Up to 2 Mbps
Best Effort CoS Applications Speeds	Remaining available 4G LTE bandwidth	Remaining available 4G LTE bandwidth	Remaining available 4G LTE bandwidth
RF Priority on access network	N/A	N/A	During heavy network usage periods

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Qualifying Public Safety NAICS: Public Safety Subscribers classified with the following NAICS codes*, performing First Responder responsibilities only. The Public Safety PNTM service option is not an on demand service. The Public Safety PNTM must be provisioned on the account prior to use in the event of an emergency situation.	
621910 Ambulance Services	928110 National Security
922110 Courts	926120 Regulation and Administration of Transportation Programs
922120 Police Protection	926150 Regulation, Licensing, and Inspection of Misc. Commercial Sectors
922130 Legal Counsel and Prosecution	926130 Regulation and Administration of Comms, Electric, Gas, and Other Utilities
922140 Correctional Institutions	921150 American Indian/Alaska Native Tribal Governments
922150 Parole Offices and Probation Offices	921190 Other General Government Support
922160 Fire Protection (except private)	921110 Executive Offices
922190 Other Justice, Public Order, and Safety Activities	
Notes. 4G LTE Private Network subscribers with unlimited data plans are ineligible for Private Network Traffic Management. This service is only available while on Verizon Wireless' 4G network and is not available while roaming. VZ Private IP (MPLS) connectivity required. PNTM relies on customer's applications (VoIP, video, etc.) to appropriately mark IP sessions in order to prioritize their application over the 4G LTE Private Network using Internet Protocol Differentiated Services Code Point (IP DSCP). PNTM 4G LTE device must be certified for use on the Verizon Wireless network (e.g. Open Development/Open Access certified, validated for Private Network and Private Network Traffic Management.)	

* North American Industrial Classification System (NAICS) codes identify an entity's primary business activity.

Push to Talk Plus License (PTT+): Government Subscribers Only

Push to Talk License are not eligible for any further discounts.

Product	Monthly Access
Tablet	$3.75
Inter-carrier (only any device)	$3.75
Dispatch (License) Windows PC with PTT and mapping	$22.50
Notes: Current coverage details can be found at www.verizonwireless.com. See attached Calling Plan and Feature Details for important information about calling plans, features and options**.** Push to Talk license only. Push to Talk Plus requires PTT+ capable device.	

Land Mobile Radio (LMR) for PTT+ : Government Subscribers Only

Push to Talk Plus service is required.

LMR licenses are not eligible for any further discounts.

Product	Monthly Access
LMR Channel per account	$0.00
Notes: Customer may have multiple channels.	
LMR FEATURE Only (When added to a Basic/Smartphone Device with PTT+)	
Basic/Smartphone Devices (FEATURE)	$4.50 (85280)
Notes: LMR cannot be added to any device without Domestic Push to Talk Plus. Push to Talk Plus requires PTT+ capable device.	
LMR License bundled with PTT+ License	
Tablet	$8.25
Inter-carrier (any device)	$8.25
LMR with Dispatch (for Windows PC with PTT+ and mapping)	$27.00
Notes: Current coverage details can be found at www.verizonwireless.com. See attached Calling Plan and Feature Details for important information about calling plans, features and options**.** Land Mobile Radio (LMR) Interoperability works with all PTT+ capable devices. To use PTT+, Customer needs a PTT+ feature (or a software license for tablets and dispatch) and a PTT+ compatible device. An Internet Protocol	

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(IP) link is required to connect Verizon's PTT+ service with the customer's LMR network through the "IP Gateway". By purchasing the Land Mobile Radio for PTT+ Customer consents to the tracking of Land Mobile Radio for PTT+ equipment and must obtain authorized consent to tracking from all users and affected persons. No guarantee of accuracy of information transmitted, disclosed, displayed or otherwise conveyed or used. Service could be interrupted or disrupted due to atmospheric conditions, inaccurate ephemeris data and other factors associated with use of satellites and satellite data.

PTT+ LMR Interoperability Deployment Services.

The below services provide for the integration and deployment of Verizon PTT+ with a customer's LMR network based on either a ROIP (Radio Over IP) or ISSI (Inter Sub-System Interface) LMR network architecture.

Radio Over Internet Protocol (ROIP) and Inter Sub-System Interface (ISSI) Virtual Deployment Additional Discounts Not to Apply for Virtual Deployments.							
***Virtual Deployment type**	**Price** **Software Plan Id and Description**	**Provided Via Email**	**Provided Via Phone**	**Project Management**	**Configuration of Equipment**	**Testing of Equipment**	**Up to 4 Talk Groups**
Onetime Fee							
ROIP Assisted Virtual Deployment	$2,500 623458: PTT+/LMR Assisted Install: ONE TIME	Included	Not Included	Not Included	Not Included	Not Included	Not Included
Onetime Fee							
ROIP Managed Virtual Deployment	$8,000 623459: PTT+/LMR Managed Remote: ONE TIME	Included	Included	Included	Included	Included	Included
Onetime Fee							
ISSI Managed Virtual Deployment	$25,000 623461: PTT+/LMR Managed Plus P25: ONE TIME	Included	Included	Included	Included	Included	Included

Note: *Customer must select a type of Virtual Deployment; selection cannot be mixed and/or matched. Customer must also purchase separately a ROIP gateway and cables. Customer must physically install the gateway and provide Virtual Private Network ("VPN") connectivity to the gateway. In addition, Customer must purchase an associated Land Mobile Radio ("LMR") feature and associated authorizations.

Virtual Deployments include on-boarding one single facility, accessible by Customer site to site VPN (Verizon Wireless will not go on-site for any Virtual Deployment).

Warranty: Verizon Wireless makes no warranties, express or implied, with respect to ROIP or ISSI Virtual Deployment which it provides to Customer on an "AS IS" basis "WITH ALL FAULTS" and "AS AVAILABLE." The accuracy, timeliness, completeness, suitability, or availability of any aspect of ROIP or ISSI Virtual Deployment cannot be guaranteed. THE IMPLIED WARRANTIES OF

MERCHANTABILTY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT ARE HEREBY EXPRESSLY DISCLAIMED IN THEIR ENTIRETY.

ROIP Assisted Virtual Deployment

Customer Requirements:

Physical Installation and configuration.	Access to add network elements to Customer's network (IT administration).
VPN turn up capability (IP Network expertise).	Purchase and configure ROIP Gateway(s) and cables for connected LMR.
Assign a single point of contact.	Provide mobile radio for connectivity to each channel connected to ROIP Gateway(s).
Assign individual to receive and program ROIP Gateway(s) (The customer must have an acute knowledge on how to program land mobile radio equipment).	Provide VPN peer details.

Virtual Deployment provided: ROIP Assisted Virtual Deployment is only provided via email. Requests for deployment assistance can be reached at KODVZLMRSupport@motorolasolutions.com.

ROIP Assisted Virtual Deployment ends once a successful configuration and functional test occur:

A successful configuration for ROIP and ISSI occurs when:

- Backhaul connectivity successfully verified with IP gateway VPN
- Two-way traffic observed inside backhaul interface
- LMR Group Mobile Directory Number's (MDN) ordered and recorded

A successful functional test occurs when based on the following criteria:

RoIP Virtual Deployment:

- Verizon Push to Talk (PTT) Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to RoIP Gateway successful
- RoIP Gateway originated group calls to Verizon PTT Plus Service successful

ISSI Virtual Deployment:

- Verizon PTT Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to ISSI Interconnect successful
- Talker ID Alias of LMR Group MDN observed on Verizon Push to Talk Plus Service handsets when LMR User is speaking

ROIP Managed Virtual Deployment and ISSI Managed Virtual Deployment

Virtual Deployment Includes:

Working with Customer to engineer network segments for ROIP	Engage with Customer on VPN solution completion
Develop milestones	Verify Customer is configured in PTT Plus Service
Project manage critical milestones	Finalize ROIP Gateway tuning settings including latency and call setup timers based on Customer's network.
Present final design	Validate all configuration steps of the IP Gateway
Define technical parameters for VPN	Configure ROIP Gateway(s)

Requests for managed deployment assistance can be reached at:
Phone Requests: (469) 476-0820

Email Requests: KODVZLMRSupport@motorolasolutions.com.

Customer Requirements: Customer shall be required to do the following:

Assign a project Single Point of Contact.	Provide mobile / portable radio for connectivity to each channel connected to ROIP Gateway(s).
Backhaul Technology Selection.	Manage schedule and report availability for turn up.
Provide VPN Peer Details.	Approve necessary authorizations to be billed to the account.
Order IP Gateway.	Review designs.
Complete Site Survey Web Form.	Provide resulting LMR Group MDN authorization numbers assigned in Enterprise Contact Management (ECM) Tool to Verizon.
Physical Installation.	Approve the one-time Virtual Deployment charges for managed install.
Build Talk Groups in PTT+ online portal Enterprise Contact Management (ECM), including ROIP Gateway authorization.	Configure VPN on local network to data center.
Assign single point of contact for VPN configuration.	Customer to confirm the required networking elements completed.
Assign individual to receive ROIP Gateway(s).	Configure network elements as needed (if sourced as a part of project).
Access to add network elements to Customer's network.	Test and successfully complete calls between Push to Talk Plus Service and the LMR network.
Purchase separately ROIP Gateway(s) and cables for connected LMR.	

ROIP Managed Virtual Deployment and ISSI Managed Virtual Deployment end once a successful configuration and functional test occur:

A successful configuration for ROIP or ISSI occurs when:

- Backhaul connectivity successfully verified with IP gateway VPN
- Two-way traffic observed inside backhaul interface
- LMR Group MDN(s) ordered and recorded

A successful functional test occurs when based on the following criteria:

RoIP Virtual Deployment:

- Verizon PTT Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to RoIP Gateway successful
- RoIP Gateway originated group calls to Verizon PTT Plus Service successful

ISSI Virtual Deployment:

- Verizon PTT Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to ISSI Interconnect successful
- Talker ID Alias of LMR Group MDN observed on Verizon PTT Plus Service handsets when LMR User is speaking

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Push To Talk Responder

Public Sector Customers (extended NAICS Codes)

Mission Critical

Product Description	Monthly Access	Notes
Push to Talk Responder Service Voice Only[1]	$15.00 per month	Calls will not be rated
Optional Feature Must be added with above if selected		
Push to Talk Responder with Interoperability[2]	$10.00 per month	Calls will not be rated
Software		
Push to Talk Responder license are not eligible for any further discounts.		
Dispatch SW License	VZMCPTTDISPCLSW	$3,000 per chair	One time charge

Note: Coverage includes the Verizon Wireless 4G network only. Usage outside of the United States Is not supported. Lines activating on these plans must be on 4G HD voice-capable smartphones.

^ As a condition for accessing and using Push to Talk Responder, the Purchasing Entity must have authorized access from Verizon to use Responder Private Core Internet Access.

Push to Talk Responder users have the capability to make PTT calls, video calls, send and receive message and send/receive data files via the Push to Talk Responder application. Push to Talk Responder services will be charged based on the type of services the user is using as follows:

1. Push to Talk Responder service w/o video can be added to any Smartphone plan as a stand-alone feature.
2. Push to Talk Responder Interoperability calls cannot be stand-alone features with any Smartphone plan. They must be added with the Push to Talk Responder service w/o video.

****These features cannot be used with any other Push to Talk Plus plans or features****

Customers must be on the below qualifying NAICS Codes:

Water
- 924110 Water Infrastructure
- 221320 Sewage Treatment Facilities
- 221310 Water Supply and Irrigation Systems

Transportation
- 482111 Railway Transportation
- 481111 Passenger Air Transportation
- 481112 Freight Air Transportation
- 483111 Shipping Transportation
- 926120 Transportation Administration
- 491110 Postal Service
- 926120 Public Transportation

Information Technology
- 541512 Computer Integration
- 541519 Computer Disaster Recovery

Healthcare and Public Health
- 621112 Health Care Practitioners

Chemical
- 561612 Protective Services
- 541330, 541690 Chemical Engineering and Consulting
- 239210 Pharmaceutical

Communications
- 517110 Telecommunications, Wired
- 517212 Cellular and other Wireless Telecommunications
- 238210, 334290 and 561620 Alarm Systems

Critical Manufacturing
- 237310 Highway, Street and Bridge Construction
- 811310 Industry Equipment Repair
- 236210 Industrial Building Construction
- 211113 Extraction; 236220 Construction Management

Energy
- 333611 Wind Turbine
- 221111 Hydroelectric Power Generation
- 221122 Electric Power Distribution
- 221118 Other Electric Power Generation

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	• 221210 Natural Gas Distribution • 221113 Nuclear Electric Power Generation • 562211 Hazardous Waste Treatment and Disposal

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Other Verizon Plans:

4G Smartwatch with NumberShare[1] Unlimited Plan - Government This plan is not eligible for monthly access fee discounts.	
Monthly Access Fee	$10.00 (13413)
Domestic Anytime Minutes	Unlimited
Domestic Data Allowance[2]	Unlimited
Domestic and International Messaging Allowance[3]	Unlimited

Notes: This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at www.verizonwireless.com. This plan is for use only in the United States on the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network.

When NumberShare is active on a 4G Smartwatch, certain services will not work on the Smartwatch device including: Call Forwarding, No Answer Transfer, Busy Transfer, Caller Name ID, Voicemail (access voicemail on the Smartwatch device by dialing the host smartphone number and pin), and RingBack Tones. Calls and messages to/from blocked contacts will not be blocked on the Smartwatch when NumberSharing with a host smartphone. Verizon does not guarantee that NumberShare will work at all times in every situation and the service works only with eligible devices.

[1]Only lines on select smartwatches with the NumberShare service can be activated on this plan. Certain conditions must be met prior to activation. This plan can only be used when paired with a Verizon Wireless Smartphone that has unlimited data.

[2]Usage may be prioritized behind other customers in the event of network congestion.

[3]Unlimited messaging from within the United States to anywhere in the world where messaging services are available. For other messaging rates go to www.verizonwireless.com.

Single Basic Phone Unlimited Talk Plus 500 MB Plan (Business Phone Connect*) Government Subscribers Only This plan is NOT eligible for monthly access fee discounts.	
Monthly Access Fee	$30.00 (36677)
Monthly Anytime Voice Minutes	Unlimited
Monthly Data Allowance	500 MB
Data Overage Rate	$10.00 per GB
Domestic Long Distance	Included

Notes: This is a commercially available plan and is subject to change without notice. Current coverage details can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage

outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at www.verizonwireless.com/international.

*May only be activated on a Verizon Wireless Business Phone Connect Approved Device. This is not a Home Phone Service. This service is generally utilized to replace POTS lines.

4G Wireless Home Phone Voice Plan[1] Government Subscribers Only This plan is NOT eligible for monthly access fee discounts	
Monthly Access Fee	$20.00 (93792)
Monthly Anytime Minutes	Unlimited
Domestic Long Distance	Included

Notes: This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network and 4G LTE network. For avoidance of doubt, the Verizon Wireless 5G Nationwide network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Activation on this plan requires a separate billing account. Activations on this plan are limited to no more than 9 lines per account. This is not a Home Phone service. This service is generally utilized to replace POTS lines.

[1]Lines activated on this plan must be on a 4G Verizon Wireless Home Phone approved voice-only device. Lines activated on this plan cannot be used outside the United States. Data usage is not available with devices on this plan.

Business Solution Store (BuSS):

3rd Eye Technology

Government Subscribers Only

These licenses are not eligible for monthly access discounts.

3rd Eye Mystic Message Archival is a solution that specializes in securely capturing and storing Short Message Service (SMS) and Multimedia Message Service (MMS) for all devices for the Government.

SKU	Description	PPID	Billing	Price
2023MYS00333VZ	Message Archiving	798452	Monthly	$4.35

Note: 3rd Eye Mystic Message Archival Secure solution requires the following:

1. Customer must have access to Verizon's My Business Portal to facilitate product implementation
2. Customer has a government account and an Enterprise Corporate Profile Database Profile (ECPD) with Verizon
3. Customer has a designated archive account(s) associated with their ECPD Profile
4. Customer has active provisioned SMS and MMS features on employee devices

Absolute NetMotion

These products Do Not qualify for additional discounts

Absolute NetMotion is a Mobile Performance Management (MPM) - Software that accelerates, optimizes and secures all traffic with mobile devices across any network, application or operating system. It provides adaptive policies so that IT can specify parameters to fine tune the mobile user experience by prioritizing applications and network access. Absolute NetMotion provides insight into both user behavior and network activity enabling diagnostics to pinpoint and resolve issues. It has highly optimized connectivity even across coverage gaps or when switching networks. Absolute NetMotion prevents data from being lost, applications from crashing and users from having to repeat logins. Absolute NetMotion provides faster throughput with optimized data delivery across even the most bandwidth constrained network.

SKU	Description	Function	Term	Price
NMSVZW-GOV-SILVER	Mobility VPN-Mobility Only	"Mobility VPN" (Virtual Private Network for wireless connections) - An encrypted, secure tunnel for mobile devices	Monthly	$4.33
			Annual	$52.00
			2 Year	$104.00
			3 Year	$156.00
NMSVZW-GOV-GOLD	Mobility VPN+ Modules	"Mobility VPN" + "Modules" (Policy, Network Access Control, Mobile Analysis)	Monthly	$6.93
			Annual	$83.20
			2 Year	$166.40
			3 Year	$249.60

NMSVZW-GOV-DIAMOND	MIQ - Operational Intelligence	Mobility VPN + "Modules" + "Diagnostics" + "Mobile IQ" which includes performance assessment, threat defense, cost control, location intelligence and inventory, troubleshooting and system-wide status	Monthly	$8.67
			Annual	$104.00
			2 Year	$208.00
			3 Year	$312.00
NMSVZW-GOV-DIAGS	Diagnostics (add-on)	Comprehensive data collection and root cause detection software (add-on feature)	Monthly	$4.33
			Annual	$52.00
			2 Year	$104.00
			3 Year	$156.00
NMSVZW-GOV-MIQ	MobileIQ (add-on)	Visual troubleshooting, analytics and alerting dashboards (add-on feature)	Monthly	$4.33
			Annual	$52.00
			2 Year	$104.00
			3 Year	$156.00
ABSA-EdgeC	Absolute Secure Access Edge Cloud	Hosted access to Absolute Secure Access Edge, a secure remote access platform including SDP/ZTNA, enterprise VPN and experience monitoring features. Secure Access Edge for Cloud is a cost-effective, hardware-free deployment option, optimized for Azure. This hosted offering includes 10GB per device, per month. Minimum 100 License deployment requirement.	Monthly	$20.00
			Annual	$240.00
'11NMPS-GOV-8HR-S	Prof. Services - Up to 8 Hours	Professional Services - Up to 8 Hours	One time Charge	$2,000.00
11NMPS-GOV-4HR-S	Prof. Services - Up to 4 Hours	Professional Services - Up to 4 Hours	One time Charge	$1,000.00
11NMTR-GOV-C	Mobility Cert. Training	Mobility Certification Training	One time Charge	$2,295.00
11NMETS-GOV	Elite Tech Svc. 0 - 4999 lic's	Elite Technical Service (0 - 4,999 licenses)	One time Charge	$30,000.00
11NMETS5K-GOV	Elite Tech Svc. 5000+ lic's	Elite Technical Service (5,000+ licenses)	One time Charge	$50,000.00
11NMPS-GOV-TAM	Dedicated Tech Acc't Mgr--1yr	Dedicated Technical Account Manager (1 year)	One time Charge	$40,000.00

Note: Customer may purchase Absolute NetMotion Software, Inc. ("Absolute NetMotion") licenses and services ("Absolute NetMotion Services") at the prices listed above. Absolute NetMotion Services listed in the pricing sheet marked with an asterisks *** cannot be mixed or matched with other Absolute NetMotion Licenses or Services. Verizon Wireless is not the licensor of the Absolute NetMotion Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Absolute NetMotion Services are manufactured by Absolute NetMotion. Absolute NetMotion Software is subject to a separate End User License Agreement (EULA)

with Absolute NetMotion, found at https://www.Absolute NetMotionsoftware.com/legal-and-copyright. Use of the Absolute NetMotion licenses or Absolute NetMotion Services is deemed to be the Customer's acceptance of the terms of the EULA. Customer must accept the EULA as the party liable for each license, and agrees that the Customer will comply with the obligations under the EULA. Verizon Wireless reserves the right to (i) modify or discontinue the Solution in whole or in part and/or (ii) terminate the Solution at any time without cause. Customer's sole and exclusive remedy for any damages, losses, claims, costs, and expenses arising out of or relating to use of the Solution will be termination of service.

Any additional Absolute NetMotion Services must be obtained directly from Absolute NetMotion either upon purchase or installation of the Absolute NetMotion Services. Absolute NetMotion Services are subject to Absolute NetMotion's terms and conditions and can be viewed here: https://www.Absolute NetMotionsoftware.com/legal-and-copyright.

Verizon Wireless will direct Absolute NetMotion to fulfill Customer's Absolute NetMotion Services order. Basic functionality questions and other general customer support can be obtained by calling Verizon Wireless Customer Support. All other customer support questions and issues for Absolute NetMotion Services must be obtained directly from Absolute NetMotion Software, Inc. If Verizon Wireless, in its sole discretion, determines that an inquiry from a subscriber is related to Absolute NetMotion Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Absolute NetMotion representatives.

Asavie Moda is a network-based "all-in-one" web portal security and data management solution that enables organizations to easily and effectively manage security and productivity, along with rich reporting insights on all their mobile devices.

The Asavie Moda solution extends the security provided by the customer's Mobile Device Management platform into the network by delivering real-time visibility, control and security of the data in transit for any mobile device.

Asavie Moda

Government Customers Only

The price below reflects the monthly access discounts. No additional discounts apply.

Description	SKU Name	Plan ID	Quantity	Annual	Monthly
[1]Asavie Moda for MPN Gov Customers	ModaMPNG	677970 (Annual) 677971 (Monthly)	1-199	$80.92	$7.49
			200-499	$68.85	$6.38
			500-999	$60.75	$5.63
			1000-2499	$52.65	$4.88
			2500-9999	$48.60	$4.50
			10000+	$40.50	$3.75
	ModaGLOBAL		1-199	$80.92	$7.49

[2]Asavie Moda Global (OTT) Gov Customers		677969 (Annual) 677968 (Monthly)	200-499	$68.85	$6.38
			500-999	$60.75	$5.63
			1000-2499	$52.65	$4.88
			2500-9999	$48.60	$4.50
			10000+	$40.50	$3.75

Notes. Asavie Moda is an all-in-one web portal that is an easy to deploy security and data management solution for an entire mobile estate.

[1]Asavie Moda for MPN Gov Customers – ***Does*** require customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows.

[2]Asavie Moda Global (OTT) Gov Customers – ***Does not*** require Private Network.

Products shown or referenced are provided by Asavie Technologies, Inc. ("Asavie"), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. Asavie can connect to several different systems including cloud based and server based applications. Customer may purchase Asavie licenses and services ("Asavie Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Asavie Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Asavie Services are manufactured by Asavie Technologies, Inc. Any license for Asavie Services must be obtained directly from Asavie either upon purchase or installation of the Asavie Services. Verizon Wireless will direct Asavie to fulfill Customer's Asavie Services order. Customer support for Asavie Services must be obtained directly from Asavie Technologies, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Asavie Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Asavie representatives.

Asavie IoT Connect® provides Private Network connectivity on demand for remote sites and IoT devices. Provides direct, enterprise-grade connection that bypasses the public Internet, helping to reduce exposure to possible cyber threats.

Asavie IoT Connect®

Government Customers Only

The price below reflects the monthly access discounts. No additional discounts apply.

Name	SKU Name	Plan ID	Quantity	Annual	Monthly
IoT MPN **25 MB**	IOTCMPN25MBG	677959 (Annual)	1-199	$24.22	$2.24
			200-499	$20.59	$1.91

		677958 (Monthly)	500-999	$18.16	$1.68
			1000-2499	$15.74	$1.46
			2500-9999	$14.53	$1.35
			10000+	$12.11	$1.12

Notes. Asavie IoT Connect runs over Verizon's secure Private Network.

[1]Requires customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows.

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Asavie IoT Connect® with Cloud Connect

Government Customers Only

The price below reflects the monthly access discounts. No additional discounts apply.

IoT MPN **25 MB CC**	IOTCMPN25MBCCG	677953 (Annual)	1-199	$31.46	$2.99
			200-499	$26.74	$2.54
			500-999	$23.59	$2.24
		677952 (Monthly)	1000-2499	$20.45	$1.95
			2500-9999	$18.87	$1.80
			10000+	$15.73	$1.5
IoT MPN **150 MB**	IOTCMPN150MBG	677957 (Annual)	1-199	$40.42	$3.74
			200-499	$34.36	$3.18

		677956 (Monthly)	500-999	$30.31	$2.81
			1000-2499	$26.27	$2.43
			2500-9999	$24.25	$2.25
			10000+	$20.21	$1.87
IoT MPN **150+ MB**	IOTCMPN150MBPLUSG	677955 (Annual)	1-199	$80.92	$7.49
			200-499	$68.78	$6.37
			500-999	$60.69	$5.62
		677954 (Monthly)	1000-2499	$52.60	$4.87
			2500-9999	$48.55	$4.50
			10000+	$40.46	$3.75

Notes. Asavie IoT Connect runs over Verizon's secure Private Network.

[1]Requires customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows.

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Asavie Mobile

Government Customers Only

The price below reflects the monthly access discounts. No additional discounts apply.

SIA MOBILE GOV MONTHLY	SIAMOBG	770204	1-999	$2.99
			1,000 – 2,499	$2.69

			2,500+	$2.24
SIA MOBILE GOV ANNUAL	SIAMOBG	770202	1-999	$32.32
			1,000 – 2,499	$29.09
			2,500+	$24.22
SIA MOBILE GOV CUSTOM 2YR	SIAMOBG	770203	1-999	$57.46
			1,000 – 2,499	$51.71
			2,500+	$43.06

Notes. Asavie Moda is an all-in-one web portal that is an easy to deploy security and data management solution for an entire mobile estate.

[1]Asavie Moda for MPN Gov Customers – ***Does*** require customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows.

[2]Asavie Moda Global (OTT) Gov Customers – ***Does not*** require Private Network

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Asavie SIA IoT GOV

Government Customers Only

The price below reflects the monthly access discounts. No additional discounts apply.

SIA IoT GOV MONTHLY	SIAIOTG	770352	1-999	$1.87
			1,000 – 2,499	$1.68

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			2,500+	$1.49
SIA IoT GOV ANNUAL	SIAIOTG	770353	1-999	$20.17
			1,000 – 2,499	$18.15
			2,500+	$16.34
SIA IoT GOV CUSTOM 2YR	SIAIOTG	770354	1-999	$35.86
			1,000 – 2,499	$32.24
			2,500+	$28.99

Notes. Asavie Moda is an all-in-one web portal that is an easy to deploy security and data management solution for an entire mobile estate.

[1]Asavie Moda for MPN Gov Customers – ***Does*** require customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows.

[2]Asavie Moda Global (OTT) Gov Customers – ***Does not*** require Private Network

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Professional Services

Government Customers Only

The price below reflects the monthly access discounts. No additional discounts apply.

Service Name	Sku	Sku Description	PPID	Term	Quantity	Price
Live Services / SD	SIALIVSERG	The role of Live Services individual is to act as a first- and second-line support for all customer on-boarding activities, troubleshooting engagements and primary point for initial escalations once a service is deemed live and in production. This is a remote service. (Government Rate) Multiple days charged separately. E.g.: 7 days = 7 x Daily Rate	770403	Onetime Charge	1	$875.00
Software Engineer	SIASOFENG	The role of Software Engineers is to provide support on individual business logic components (albeit platform or application driven). The responsibilities of the Software Engineers include minor business logic development, executing specific test cases, troubleshooting and resolving technical issues. This is a remote service. (Government Rate) Multiple days charged separately. E.g.: 7 days = 7 x Daily Rate	770405	Onetime Charge	1	$875.00
SRE Engineer	SIASREG	The role of Senior Software Engineers is to provide subject matter expertise on individual	770456	Onetime Charge	1	$1,000.00

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		business logic components (albeit platform or application driven). The responsibilities of the Senior Software Engineers include business logic development, installation and configuration of the solution, testing, executing specific test cases, troubleshooting and resolving technical issues. This is a remote service. (Government Rate) Multiple days charged separately. E.g.: 7 days = 7 x Daily Rate				
Senior Software Engineer	SIASENSOFG	The role of Site Reliability Engineer (SRE) is to assume overall technical responsibility of the infrastructure deployment. The SRE Engineer will perform integration responsibilities across Data Centre or cloud environments, perform system/integration testing across the solution, execute test cases as needed, attend meetings regarding technical aspects of the project, and assist Architects and developers as required. This role can be remote or onsite. (Government Rate) Multiple days charged separately. E.g.: 7 days = 7 x Daily Rate	770453	Onetime Charge	1	$1,000.00
Lead Engineer	SIALEADENG	The role of Lead Engineer is to assume overall technical responsibility of the solution	770504	Onetime Charge	1	$1,200.00

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		implementation. The Lead Engineer will perform integration responsibilities across the development platform and individual network components, system testing across the solution, execute test cases as needed, attend meetings regarding technical aspects of the project, and assist the Senior Software Engineers as required. This is a remote service. (Government Rate) Multiple days charged separately. E.g.: 7 days = 7 x Daily Rate				
Database Analyst	SIADATAG	The role of Database Analyst is to assume overall technical responsibility of the Database design and implementation. The DBA will perform design and integration responsibilities across the platform, execute specific DB testing across the solution, attend meetings regarding technical aspects of the project, and assist Architect and Software Engineers as required. This is a remote service. (Government Rate) Multiple days charged separately. E.g.: 7 days = 7 x Daily Rate	770552	Onetime Charge	1	$1,200.00
Architect	SIAARCG	The role of Architect will be responsible for the technical solutions at customer level and will interface with all engineering teams on	770406	Onetime Charge	1	$1,200.00

		agreed solution. The Architect will act as single point of contact to whom all Akramai engineering and technical communications may be addressed and who has technical authority to make decisions on the solution architecture. This is a remote service. (Government Rate) Multiple days charged separately. E.g.: 7 days = 7 x Daily Rate				
Project Manager	SIAPROJMANG	The role of Project Manager is to manage overall customer project responsibilities and to successfully deliver the project objectives. The customer project team will report to the Project Manager. The responsibilities of Project Manager include managing the overall project schedule and progress, serving as the primary point of contact for Customer to address high risk issues that impact the project as a whole and addressing any issues that cannot be resolved by the project team. This is a remote service. (Government Rate) Multiple days charged separately. E.g.: 7 days = 7 x Daily Rate	770454	Onetime Charge	1	$1,200.00
Program Manager	SIAPROGMANG	The role of Program Manager is to serve as the primary point of contact across multiple customer projects. Additional responsibilities of the Program Manager	770555	Onetime Charge	1	$1,500.00

		include resolving director level project issues, attending high level meetings as requested by Customer, relationship management with Customer, and managing the change request process and in-life project commercials across all Customer projects. This is a remote service. (Government Rate) Multiple days charged separately. E.g.: 7 days = 7 x Daily Rate				

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Connected Solution Group – PotSolve by CSG – Enables retention of existing POTS applications through a box that converts analog connections to digital.

Connected Solution Group LLC
PotSolve by CSG
Government Customers Only

These products do not qualify for any discounts.

Monthly Charges Software Licenses

SKU NAME	SKU ID	SKU Description	Plan ID	Nonrecurring (NRC)	Monthly Recurring (MRC)
POTSOLVE	POTSOLVE_L	Managed service: 36-month software (remotely	749502	N/A	$25.00
LIFE AND SAFETY IP-	S_LINE	accessed) for M2M connectivity (life & safety) service over IP (as converted from TDM) as a POTS			
CONVERTED		replacement. A software-driven dialing system that			
LINE		is fully compliant with PCI, HIPAA, FCC, NFPA, and			
		UL regulations. Virtual Line of Service utilizes a			
		specialized Analog Telephone Adapter (ATA),			
		physically mounted at the customer's premise and			

		equipped with a battery backup system and an LTE router for guaranteed uptime. Designed to address the unique communication requirements of organizations relying on life safety systems, such as fire alarms, elevators, security systems, and emergency call boxes. Service connects to your infrastructure via an RJ21X connector and a 66-telco block.			
POTSOLVE ANALOG IP-CONVERTED LINE	POTSOLVE_ANALOG_LINE	Managed service: 36-month software (remotely accessed) for M2M connectivity (non-life & safety) service over IP (as converted from TDM) as a POTS replacement. A software-driven dialing system that is fully compliant with PCI, HIPAA, FCC, NFPA, and UL regulations. Virtual Line of Service utilizes Analog Telephone Adapter (ATA) physically mounted at the customer's premise with wireless router for basic telecommunication requirements such as phones, printers, gate entry systems, door buzzers, fax machines and overhead PA systems. Service connects to your infrastructure via an RJ21X connector and a 66-telco block.	749452	N/A	$25.00
STANDARD INSTALL	POTSOLVE_INSTALL	Under the standard installation process for the POTSolve system, the site point of contact (POC) is asked to contact their monitoring service to place fire and security panels into test mode for at least four hours when life safety lines are involved. The POTSolve enclosure and 66-block are then mounted, by CSG Technicians, the system is powered up, and internet connectivity is confirmed. Two speed tests are performed and documented, and the ATAs are verified to be online. Test calls are made from the 66-block for all provisioned lines before cross connects are started, and the site POC confirms that fire and security panels are in test mode. Cross- connect wiring is removed from the existing demarc punch down, and connections are made to the POTSolve 66-block for each provisioned line. Each line is tested as close to the device as possible, and if no access is available, testing is conducted at the POTSolve 66- block. The customer may need to contact their vendor to test from fire and security panels. Post-install, photos are taken of the installed POTSolve enclosure, the 66-block, and the interior of the enclosure. Limited to 2 hours.	751952	$299.00	N/A
SITE SURVEY	POTSOLVE_SITE_SURVEY	POTSolve site survey, by CSG technicians, is On-Site Support (OSS), of the installation process includes identifying the installation area, which requires a 2ft by 2ft backboard space in the demarcation area, and verifying the AC power outlet within 5ft of the install area. OSS also ensures	776202	$299.00	N/A

		the verification of the Verizon LTE signal and, if the signal is below acceptable levels, the identification and documentation of the best pathway and mounting area for an external antenna. Existing lines being replaced by POTSolve in the demarc area are traced and tagged, and if there are multiple demarcs, the corresponding lines for each demarc are identified. OSS checks for an active LAN connection within 10ft of the install area for life safety lines and verifies that all devices moving to POTSolve are functioning correctly. Post-install, photos are taken of the end devices, the entire room where the demarc is located, demarc punch down fields, proposed backboard space, closest power outlet in relation to the install area, and the closest active LAN connection when life safety lines are involved.			
NONSTANDARD INSTALL PRO SERVICES	NON_STANDARD_INSTALL_PROSVCS	A complex installation of the POTSolve system by CSG Technicians, is characterized by multiple demarcation points in different areas of the property, shared lines that use fire, security, and elevator lines to connect other devices such as fax machines, credit card machines, and postage machines. Additionally, complex installations involve undocumented or untagged existing lines being replaced by POTSolve and situations where the LTE signal is below acceptable levels at the proposed installation area, typically near the demarcation location.	751953	$75.00	N/A
POTSOLVE MANAGED SERVICE	POTSOLVE_MS	The POTSolve Managed Service SKU provides customers with essential services to ensure their POTSolve system is operating efficiently and effectively. This SKU includes: *Active Remote Monitoring: Continuous monitoring of the POTSolve system to detect and address any issues promptly. *Text Alert Service: Customers will receive text notifications in case of connectivity issues at a specific location. *Unlimited LTE Truck Rolls: In the event of LTE connectivity issues, CSG technicians will be available for on-site assistance without any limitation on the number of truck rolls. *Two Annual Truck Rolls: Customers are provided with two truck rolls per year from CSG technicians for network reconfiguration, in case the location's infrastructure changes. *Tier 3 Support Concierge Service: Access to our expert support team for assistance with any technical issues or questions. *Priority Scheduling for Future- Proofing Network Design: Customers will receive priority scheduling for 5G upgrade coordination, ensuring their network remains up-to-date and efficient.	776253	N/A	$30.00

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Notes: Connected Solutions Group (CSG) requires customers to use a 4G FWA POTS Backup Plan $15 1GB (57484) for POTS Lines to support the application connectivity and a router device.

Connected Solutions Group (CSG) activation requirements (Sold Separately)

1. **Monthly Services**
   a. 4G FWA POTS Backup Plan $15 1GB (57484)
   b. Life and/or Safety Lines (Software License)
2. **Installation**
   a. Site Survey prior to ordering is highly recommended
   b. Standard or non-standard Install
   c. Requires a Statement of Work before order placement
3. **Hardware**
   a. POTSolve box (Router Device)

Licenses are billed monthly for a period of up to 36-months and cannot be prorated.

Subject to Connected Solutions Group General Terms and Conditions

Onetime Charges Hardware					
POTSOLVE LIFE & SAFETY HARDWARE IBR200	PS_LS_HW_IBR200	UPFRONT PAYMENT FOR 2 or 4-PORT ATA, LTE ROUTER (IBR200), BATTERY, WIRING, AND ENCLOSURE	N/A	$199.00	N/A
POTSOLVE LIFE & SAFETY HARDWRE IBR650	PS_LS_HW_IBR650	UPFRONT PAYMENT FOR 4-PORT or 8 - PORT ATA, LTE ROUTER (IBR650), BATTERY, WIRING, AND ENCLOSURE	N/A	$199.00	N/A
POTSOLVE LIFE & SAFETY HARDWARE IBR1 MINI	PS_LS_HW_BR1	UPFRONT PAYMENT FOR 2 or 4-PORT ATA, LTE ROUTER (MAX BR1 MINI), BATTERY, WIRING, AND ENCLOSURE	N/A	$199.00	N/A
POTSOLVE LIFE & SAFETY HARDWARE IR302	PS_LS_HW_IR302	UPFRONT PAYMENT FOR 2 or 4-PORT ATA, LTE ROUTER (INHAND IR302), BATTERY, WIRING, AND ENCLOSURE	N/A	$199.00	N/A
POTSOLVE LIFE & SAFETY HARDWARE IR615	PS_LS_HW_IR615	UPFRONT PAYMENT FOR 4-PORT or 8 - PORT ATA, LTE ROUTER (INHAND615), BATTERY, WIRING, AND ENCLOSURE	N/A	$199.00	N/A
POTSOLVE SINGLE ANALOG LINE HARDWARE	PS_2PORT_ATA	UPFRONT PAYMENT FOR STANDALONE ATA	N/A	$199.00	N/A
POTSOLVE MULTI-LINE ANALOG LINE HARDWARE	PS_4PORT_ATA	UPFRONT PAYMENT FOR ADDITIONAL ATA ON OPPORTUNITIES OF 9 OR MORE LINES PER ENCLOSURE, OR 3-4 STANDALONE ANALOG LINES	N/A	$249.00	N/A

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A discount has been applied. doForms Licenses and Professional services are not eligible for any further discounts

Core Subscription Costs

Sku Name	Sku	Per User	Pricing Frequency	Cost	
				Monthly	Annual
30 Day	GDFT30	Per User	30 days	$0.00	-
Free Trial[1]					
Standard	GDFSTD	Per User	Monthly or 1 yr.	$9.95	$99.95 (675956)
Advanced	GDFADV	Per User	Monthly or 1 yr.	$14.95	$149.95 (675960)
Premium	GDFPRE	Per User	Monthly or 1 yr.	$19.95	$199.95 (675958)

Professional Services – One Time Charges

Sku Name	Sku	Pricing Frequency	Price
Professional Services	GDFPSV	One Time Charge per Hour	$95.00 (675953)

One Time Charges[3]

The below credits do not expire			
1000 Credits	GDFCR1	One Time Charge	$250.00 (675952)
5000 Credits	GDFCR5	One Time Charge	$1,000.00 (675954)

Note: Core subscription include access to the doForms web portal to build, manage, and view mobile forms. All Subscriptions are per user and can be accessed via web or mobile on iOS or Android devices. Products cannot be mixed. See attached calling plan and feature details for important information about calling plans, features, and product details options.

1. 30 Day Free Trial. Limit 130-day trial at no cost per customer profile.
2. Professional Services. Provides custom forms, custom reports, custom PDF templates, integration support, training, product enhancements, design consulting, custom development.
3. Credit. Credits are required for forms completed or sent outside of the doForms mobile app. Credits are used to when forms are sent as links in emails or embedded in documents as hyperlinks for each form submitted. Website forms require a credit for each form submitted. Scheduled reports require a credit each time they are run (distribution is unlimited). Dispatched form links or Fill & Send forms require a credit when sent and submitted. C * doForms Credits do not expire as long as Customer's subscription remains active*

Should a Business Associate Agreement (BAA) be required, the agreement would be between doForms and the Customer.

Products shown or referenced are provided by doForms Inc. ("doForms"), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. doForms can connect to several different systems including cloud based and server based applications. Customer may purchase doForms licenses and services ("doForm Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the doForm Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. doForm Services are manufactured by doForms, Inc. Any license for doForm Services must be obtained directly from doForms either upon purchase or installation of the doForms Services. doForms Services are subject to doForms' terms and conditions and can be viewed here: https://www.doforms.com/terms-of-use/ Verizon Wireless will direct doForms to fulfill Customer's doForms Services order. Customer support for doForm Services must be obtained directly from doForms, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to doForms Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate doForms representatives.

doForms Service Feature Options			
Features	**Standard**	**Advanced**	**Premium**
Web Portal / Web Browser Client	X	X	X
doForms Mobile App	X	X	X
Form Builder	X	X	X
Reporting	X	X	X
Dispatch Portal / Google Maps		X	X
Job Dispatch / Scheduling		X	X
Barcode Scanning / Labeling		X	X
NFC Tag Reading		X	X
Excel Plug-in		X	X
Secure Email / Scheduled Reporting & Dashboard / Editable Document Forwarding/Transport		X	X
Chain of Custody / Manifest Validation		X	X
Web Services			X
Integration			X
Description: Premium product includes all of the features of Advanced plus the doForms integration options such the Integration Gateway (aka Sync & Save), Web Services, Dispatch Integration, POD Manifest Integration, Included Interfaces (Database Pack, Microsoft Pack, Utility Pack, QuickBooks, Salesforce.com, Verizon Connect).			

Directory Assistance: 411 Search℠	
Our wireless 411 Search℠ is an enhanced directory assistance service with automatic connection. 411 Search offers phone numbers, addresses and information providing quick, safe and convenient service with up to three listings and one call connection per call or text.	
Voice call	$1.99 (subject to change) per call plus applicable airtime, toll, wireless long distance and landline charges
Message Sent via text	With messaging bundle: $1.99 plus airtime for the call, and the message will be subtracted from the monthly allowance
	Per text message: $1.99 plus airtime for the call and $0.20 for the text message

Block all calls except local calls (as defined by call plan): This is not permissible, but Flexible Business Plans are toll free nationwide. No blocking available to Canada or for premium calls such as 411. Toll charges may apply.

Block spam and robocalls: Verizon Call Filter helps you avoid unwanted callers with spam protection, and allows you to set up a spam filter by level of risk, preventing unsolicited calls by sending them directly to voicemail. The basics (spam detection, blocking and reporting) are available at no charge.

Block inbound / outbound text messages: Inbound and outbound text messaging can be blocked, including both at the same time at no charge.

Block international calls to and from North America only: International Services Enabled (ISE) is required to

permit calls to Mexico. Blocking is available within the North America dialing pattern, which includes the U.S. and Canada. Toll charges may apply. Incoming calls can originate anywhere in the world.

eFax Corporate

The pricing below reflects the monthly access fee discount. No further discounts apply.

eFax Corporate® is the world's leading cloud fax solution, providing state-of-the-art Digital Cloud Fax Technology (DCFT) to customers seeking an internet-based alternative to traditional paper-based fax machines.

SKU#	Description	Monthly Cost	Annual Cost
GOV_SELECT	Provides up to 2 fax numbers and up to 200 pages.	$7.99 (730005)	$86.29 (730004)
GOV_STANDARD	Up to 5 fax numbers and up to 500 pages.	$17.99 (729957)	$194.29 (729956)
GOV_PRO	Up to 10 fax numbers and up to 1000 pages per month	$35.99 (729953)	$388.29 (729952)
EFAX_OVERAGE	Overage charges for exceeding fax sent/received page allowance per month	Overage (730053)	$0.10 per page

Note: Customers must have an active email address to initiate service and receive eFax welcome email. eFax page allowance is per page (sent/received). Multiple licenses and stacking are permitted. eFax licenses on the same account will share page allowances. The eFax application may be used from any internet connection. eFax is compatible with One Talk service and connected multifunction printers with the eFax app installed. eFax licenses are for a 12 month term, no proration. Faxing to International phone numbers is not currently available. Government customers must use the eFax numbers provided by Verizon to receive onshore eFax support (833) 753-2563. Please also refer to the terms of service and privacy statement provided at the links below for additional governing terms.

Terms of Service
https://enterprise.efax.com/company/customer-agreement

Privacy Statement
https://enterprise.efax.com/company/privacy-policy

IBM® MaaS360® Enterprise Mobility Management (EMM)

A discount has been applied. IBM MaaS360 licenses and services are not eligible for any further discounts.

IBM MaaS360 UEM offers a comprehensive, highly secure platform that manages and protects Devices and Things (smartphones, tablets, laptops, desktops,), People and Identity (authentication, authorization, Single Sign On, secure use access), Apps and Content combined with cognitive technology.

Enterprise Mobility Suites: Core Products

License Type	Product	SKU	Description	Monthly	Annual
Per Device: One (1) license per device	**Essentials**	D1P3GLL	Essentials Suite **per Device**	**$2.25** 598456	**$27.00** 598455
	Deluxe	D1P3LLL	Deluxe Suite **per Device**	**$3.75** 598457	**$45.00** 598458
	Premiere	D1P3RLL	Premier Suite **per Device**	**$4.69** 598459	**$56.25** 598460
	Enterprise	D1P3WLL	Enterprise Suite **per Device**	**$6.75** 598461	**$81.00** 598462
Per User: One (1) license per single user with multiple devices	**Essentials**	D1P3ILL	Essentials Suite **Per User**	**$4.50** 598463	**$54.00** 598464
	Deluxe	D1P3NLL	Deluxe Suite **per User**	**$7.50** 598465	**$90.00** 598466
	Premiere	D1P3TLL	Premier Suite **per User**	**$9.38** 598467	**$112.50** 598468
	Enterprise	D1P3YLL	Enterprise Suite **per User**	**$13.50** 598469	**$162.00** 598470

Notes:

- No setup or deployment fee for 50 licenses and up.
- All subscriptions are a 1-year term, and customer has the option to pay annually or monthly.
- Any reduction in the number of licenses can only be made at the time of renewal for both annual and monthly plans. No proration.
- **IBM FastStart Customer Setup** is required for less than 50 licenses.

IBM® MaaS360® Enterprise Mobility Management: Add-On Products

A discount has been applied. IBM MaaS360 licenses and services are not eligible for any further discounts.

- These SKUs require an active subscription from the **Core Products** list (see above).
- This SKU must match the core product exactly (i.e., 1:1). Example: If the customer has 100 Essential Core Products then the customer must order 100 Team Viewer add-ons.

License Type	Product	SKU	Description	Monthly	Annual
Per Device: One (1) license per device	**Mobile Threat Management**	D1AJPLL	Mobile Threat Mgmt **per Device**	**$0.75** 598473	**$9.00** 598474
	Secure Mobile Browser	D1AGWLL	Secure Mobile Browser **per Device**	**$0.75** 598953	**$9.00** 598954
	TeamViewer	D0048ZX	TeamViewer Remote Support SaaS for IBM MaaS360 **per Device**	**$0.75** 625453	**$9.00** 714502
Per User: One (1) license per single user with multiple devices	**Mobile Threat Management**	D1AJSLL	Mobile Threat Mgmt **per User**	**$1.88** 599454	**$22.50** 599455
	Secure Mobile Browser	D1AGZLL	Secure Mobile Browser **per User**	**$1.88** 598955	**$22.50** 598956
	TeamViewer	D0047ZX	TeamViewer Remote Support SaaS for IBM MaaS360 **per User**	**$1.50** 625454	**$18.00** 714452

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Product	SKU	Description	Plan ID	Monthly	Annual
Laptop Location	D1AM8LL	Laptop Location	598471	$0.38	
			598472		$4.50

IBM® MaaS360® Enterprise Mobility Management Professional Services				
IBM MaaS360 EEM Professional Services are not eligible for discounts.				
Product	SKU	Plan ID	Description	One-time Cost
IBM Email Setup - One Time Charge	D01XLZX	741452	Provides remotely delivered expertise and guidance in setting up and configuring the MaaS360 Email Access Gateway. The IBM consultant will participate in the discussions and setup remotely via WebEx. Through the initial conversation, the consultant will recommend the appropriate scenario to leverage, and also provide recommendations for redundancy and load balancing as needed. The consultant will assist in deploying any of the following scenarios: (1) Email gateway for any access, (2) Email gateway to allow only MaaS360 Secure Mail clients, (3) Email gateway with client authentication using corporate credentials.	$730.00
Health Check Success Service	D1RTALL	644452	IBM will assess your current deployment against your use cases, future goals, and industry best practices in a 1 day session. Receive a report with a score and recommendations on how to utilize MaaS360 to its full potential.	$2,800.00
IBM Fast Start Customer Setup Service	D1X6SLL	636958	Fast Start is required for accounts activating less than 50 licenses. Provides set up assistance during a 2-hour phone call with a MaaS360 expert	$500.00
EMM 30-Day Trial	D1P3TRL	598957	**One-Time EMM 30-Day Trial.** Customer can trial MaaS360 for 30 days. At the conclusion of the trial (but before the 30 day period ends), customer may convert the account to a paid subscription. Once the order is processed, the number of paid licenses can be provisioned to the account. Note. If the trial expires past the 30 day period customer must contact Verizon.	$0.00
Mobility Training Success Service	D1RTBLL	644453	A 2 day, curriculum based training workshop to skill up your helpdesk, operations team, and administrators on enterprise mobility and IBM MaaS360. Get hands-on with the product in this course with real world scenarios and demos.	$5,700.00
Quick Start Success Service	D1RT9LL	644454	Quick Start Services deliver fast and exceptional enterprise mobility implementation guidance to maximize your investment in less than a week.	$14,000.00

IBM MaaS360 EMM Core Products					
Included features are determined by IBM MaaS360 UEM License Type					
Feature	**Functionality**	**Included Features by License**			
		EMM Essential	**EMM Deluxe**	**EMM Premier**	**EMM Enterprise**
Device Management	Manage smartphones, tablets & laptops featuring iOS, Android, Windows 10 Mobile, Windows 7, Windows 10 & macOS	✔	✔	✔	✔
App Management	Deploy custom enterprise app catalogs Blacklist, whitelist & require apps	✔	✔	✔	✔
Patch and Update Management	Identify & report on missing OS patches Schedule distribution and installation of Windows OS & macOS patches	✔	✔	✔	✔
Identity Management	Single sign-on & touch access Conditional access to trusted devices Identity federation with apps	✔	✔	✔	✔
Advisor	Improve IT operational efficiency by applying best practices & learning from industry & peer benchmarks	✔	✔	✔	✔
Container App	A separate, corporate mobile workplace for iOS, Android & Windows Productivity apps for work in one place	✔	✔	✔	✔
Mobile Expense Management	Monitor mobile data usage with real-time alerts Set policies to restrict or limit data & voice roaming	✔	✔	✔	✔
Secure Mobile Email	Contain emails, attachments & chat to prevent data leakage Enforce authentication, copy/paste & forwarding restrictions FIPS 140-2 compliant, AES-256 bit encryption for data at res	×	✔	✔	✔
Secure Mobile Chat	Contain all chat mobile conversations and data Establish quick connections via corporate directory lookup	×	✔	✔	✔
OS VPN	Leverages the hosted MaaS360 Certificate Authority to issue authentication certs Deployed alongside your corporate VPN solution	×	×	✔	✔
Secure Browser	A feature-rich web browser for secure access to intranet sites Define URL filters & security policies based on categories Block known malicious websites	×	×	✔	✔
Gateway for Browser	Enable MaaS360 Secure Mobile Browser to access enterprise intranet sites, web apps & network resources Access seamlessly & securely without needing a VPN session on mobile device	×	×	✔	✔
Content Management	Enforce authentication, copy/paste & view-only restrictions	×	×	✔	✔

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Gateway for Documents	Secure access to internal files: e.g., SharePoint & Windows File Share	×	×	✔	✔
App Security	Enforce authentication & copy/paste restrictions	×	×	✔	✔
Gateway for Apps	Add per app VPN to Application Security to integrate behind-the-firewall data in private apps	×	×	✔	✔
Mobile Document Editor	Create, edit & save content in a secure, encrypted container	×	×	×	✔
Mobile Document Sync	Restrict copy/paste & opening in unmanaged apps Store content securely, both in the cloud & on devices	×	×	×	✔
Mobile Threat Management	Detect and analyze mobile malware on compromised devices Automate remediation via near real-time compliance engine Take action on jailbroken/rooted devices over-the-air	×	×	×	✔

Notes. Customer may purchase IBM MaaS360 software licenses and services ("IBM MaaS360 Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the IBM MaaS360 Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. IBM MaaS360 Services are manufactured by International Business Machines Corporation, Inc. Any license for IBM MaaS360 Services must be obtained directly from IBM MaaS360 either upon purchase or receipt of notification from IBM of access to IBM MaaS360 Services. IBM MaaS360 Services are subject to IBM MaaS360's terms and conditions and can be viewed here: http://www-03.ibm.com/software/sla/sladb.nsf/sla/saas. Verizon Wireless will direct IBM MaaS360 to fulfill Customer's IBM MaaS360 Services order. Customer support for IBM MaaS360 Services must be obtained directly from International Business Machines Corporation, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to IBM MaaS360 Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate IBM MaaS360 representatives.

Intrepid Networks®: Government Subscribers

Discount reflected below. No additional discounts apply.

Intrepid Networks provides a real-time situational awareness solution for both public and private organizations. Intrepid Networks solution suite is suited for emergency response agencies within the public sector, as well as any private sector companies that require day-to-day operational efficiencies and tracking needs. The solution provides critical end-user-level situational awareness which substantially improves operational efficiency and reduces the communication loop.

SKU	Name	Description	Price Plan ID	Cost
INT_RESPONSE_LOCATE	INTREPID	One year subscription for an Intrepid	690053	$60.75
	RESPONSE:	Response: Locate Module user license,		
	LOCATE	which enables secure user access to the		
	MODULE	Intrepid Response: Locate mobile		
	ANNUAL	capability on a single device and the		
	SUBSCRIPTION	Intrepid Response: Locate web application on a single device. The same		
		unique credentials can be used for the		
		web application and mobile application at		
		the same time. Includes hosting, standard		
		support, and routine product updates.		
INT_RESPONSE_CONNECT	INTREPID RESPONSE:	One year subscription for an Intrepid Response: Connect Module user license,	689460	$60.75

	CONNECT MODULE ANNUAL SUBSCRIPTION	which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates.		
INT_RESPONSE_ACTIVATE	INTREPID RESPONSE: ACTIVATE MODULE ANNUAL SUBSCRIPTION	One year subscription for an Intrepid Response: Activate Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates.	689952	$27.00
INT_RESPONSE_LOCATE+	INTREPID RESPONSE: Locate+	One year subscription for an Intrepid Response: Locate+ Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates. Locate+ contains all the features of Locate plus additional capabilities directed at surveillance, undercover, cell phone tracking and technical operations teams. These include faster GPS ping rates, live cell phone locations, cell tower analytics and finishing tool integrations	689953	$135.00
INT_RESPONSE_LOCATE_TRIAL	INTREPID RESPONSE: LOCATE MODULE 30 DAY FREE TRIAL	30 DAY trial for an Intrepid Response: Locate Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates.	689956	$0.00
INT_RESPONSE_CONNECT_TRIAL	INTREPID RESPONSE: CONNECT	30 DAY trial for an Intrepid Response: Connect Module user license, which enables secure user access to the Intrepid Response: Locate mobile	689954	$0.00

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	MODULE 30 DAY FREE TRIAL	capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates.		
INT_RESPONSE_ACTIVATE_TRIAL	INTREPID RESPONSE: ACTIVATE MODULE 30 DAY FREE TRIAL	30 DAY trial for an Intrepid Response: Activate Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time.	689955	$0.00
INT_RESPONSE_LOCATE+_TRIAL	INTREPID RESPONSE: LOCATE+ MODULE 30 DAY FREE TRIAL	30 DAY trial for an Intrepid Response: Locate+ Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates.	690003	$0.00
TRAINING_AT_CUST	One (1) TRAINING DAY AT CUSTOMER'S SITE ANY PRODUCT(S)	One (1) day of on-site training for any product at client's desired location (U.S. only). Cost includes travel, training materials & instructor.	597972	$1,875.00
TRAINING_AT_INTREPID	1 TRAINING DAY AT INTREPID FACILITY ANY PRODUCT(S)	One (1) day of training for any product at Intrepid location. Cost includes training materials & instructor.	597971	$750.00

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Verizon Wireless will direct Intrepid Networks to fulfill Customer's Intrepid Networks Services order. Customer support for Intrepid Networks Services must be obtained directly from Intrepid Networks®. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Intrepid Networks Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Intrepid Networks representatives.

Lookout Mobile Endpoint Security

These products do not qualify for further discounts.

Lookout Mobile Endpoint Security helps organizations prevent data loss and leakage through mobile devices by delivering advanced security and comprehensive policy-based protection against the spectrum of mobile risk.

SKU	Description	Term	Price
MES-GOV-A-U1Y-PD	Lookout Advanced subscription for threat protection and vulnerability management for 1 year	Annual	$63.00
MES-GOV-P-U1Y-PD	Lookout Premium Subscription for threat protection and vulnerability management for 1 year	Annual	$108.00
GOV-SPT-MES-PRMPLS-U1Y-PD	GOV Prem Plus Support/Device	Annual	$8.10
GOV-SPT-MES-PRM-U1Y-PD	GOV Premium Support/Device	Annual	$4.50

Note: In order to be able to purchase Lookout Mobile Endpoint Security, Customer is required to maintain a minimum of one (1) active and billing Verizon Wireless line of service. Additionally, Customer is required to provide an active corporate email address to complete the activation process.

Verizon provides support for ordering Lookout Mobile Endpoint Security licenses, billing, and will provide Tier one (1) customer support for Lookout.

Lookout will provide Tier two (2) when required through a Verizon Wireless call transfer.

LTE Vehicle Internet

These hardware Sku bundles are not eligible for further discounts.

The LTE Vehicle Internet solution supports in-Vehicle connectivity providing ruggedized routers and cloud-managed services. Services are designed to allow departments to deploy, configure, manage and scale quickly and in real time. Devices support dual carrier with SIM-based Auto-Carrier Selection, Public Safety and Data plans, and are available on many public-sector contract vehicles.

SKU#	Description	OEM P/N	Price
5642701	1-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR900 FIPS router with WiFi (1000Mbps modem)	MA1-900F120B-XFA	$1,097.10
5642703	5-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR900 FIPS router with WiFi (1000Mbps modem)	MA5-900F120B-XFA	$1,853.10
5642698	1-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR1700 FIPS router with WiFi (1200Mbps modem)	MA1-170F120B-XFA	$1,574.10
5642700	5-yr NetCloud Mobile FIPS Essentials and Advanced Plans and IBR1700 FIPS router with WiFi (1200Mbps modem)	MA5-170F120B-XFA	$2,330.10
5642692	1-yr NetCloud Mobile Essentials Plan and IBR900 router with WiFi (1000Mbps modem)	MA1-0900120B-NNA	$899.10
5642694	5-yr NetCloud Mobile Essentials Plan and IBR900 router with WiFi (1000Mbps modem)	MA5-0900120B-NNA	$1,358.10
5584528	1-yr NetCloud Mobile Essentials Plan and IBR1700 router with WiFi (1200Mbps modem)	MA1-1700120B-NNA	$1,448.10
5642691	5-yr NetCloud Mobile Essentials Plan and IBR1700 router with WiFi (1200Mbps modem)	MA5-1700120B-NNA	$1,943.10
5691111	3-yr NetCloud IoT Essentials Plan and IBR600C router with WiFi (150Mbps modem), North America	TB3-600C150M-NNN	$458.10

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5691112	5-yr NetCloud IoT Essentials Plan and IBR600C router with WiFi (150 Mbps modem), North America	TB5-600C150M-NNN	$512.10
5642722	1-yr NetCloud Branch Essentials Plan with AER2200 router with WiFi (1200Mbps modem), North America	BA1-2200120B-NNN	$1,412.10
5642723	3-yr NetCloud Branch Essentials Plan with AER2200 router with WiFi (1200Mbps modem), North America	BA3-2200120B-NNN	$1,655.10
5642724	5-yr NetCloud Branch Essentials Plan with AER2200 router with WiFi (1200Mbps modem), North America	BA5-2200120B-NNN	$1,916.10
5691113	3-yr NetCloud IoT Gateway Essentials Plan and IBR200 router with WiFi (10 Mbps modem) for Verizon	TB3-020010M-VNN	$278.10
5691114	5-yr NetCloud IoT Gateway Essentials Plan and IBR200 router with WiFi (10 Mbps modem) for Verizon	TB5-020010M-VNN	$332.10
5642707	LTE Advanced Pro (1200Mbps) modem upgrade for Mobile. Includes IBR1700 & COR Dock doors, no antennas	MA-MC400-1200M-B	$539.99
5584526	3-yr NetCloud Mobile Essentials Plan and IBR1700 router with WiFi (1200Mbps modem), no AC power supply or antennas, North America	MA3-17001200-NNA	$1,682.10
5642693	3-yr NetCloud Mobile Essentials Plan and IBR900 router with WiFi (1000Mbps modem), no AC power supply or antennas, North America	MA3-09001200-NNA	$1,123.20

Note: NetCloud functions vary for FIPS Hardware enabled devices. Consult the Cradlepoint website for specifics.. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. These hardware bundles can be used with 4G Mobile Broadband, Machine to Machine, and Public Safety Mobile Broadband Price Plans. A data plan is required for each modem purchase. There are no returns or exchanges and no Proration's. Reference Cradlepoint terms of service attached hereto.

LTE Vehicle Internet

These Accessories Sku's are not eligible for further discounts.

SKU#	Description	OEM P/N	Price
4765224	COR IBR1700, IBR900 power supply North America	170716-000	$22.49
3715571	Dual-band 2.4/5.0 GHz external WiFi antenna for AER3100, AER2100, IBR900, IBR1100 (1X)	170628-000	$13.49
5427545	Black, Universal 600MHz-6GHz 3G/4G/LTE 2dBi/3dBi 6 in antenna with SMA connector (1x)	170760-000	$13.49
3774498	Vehicle power adapter for COR	170635-000	$22.49
5503087	3 meter power and GPIO cable (direct wire) for IBR1700, IBR9x0	170585-001	$13.04
4381062	Serial DB9 to GPIO cable, 3 meters	170676-000	$16.19
4979362	Panorama antenna 5IN1 Blk dome 2LTE 2WIFI 1GPS	LP-IN1958-B	$283.78
4979363	Panorama antenna 5IN1 Wht dome 2LTE 2WIFI 1GPS	LP-IN1958-W	$283.78
5166824	Panorama antenna 9IN1 Blk dome 4LTE 4WIFI 1GPS	LG-IN2293-B	$461.83
5166826	Panorama antenna 9IN1 Wht dome 4LTE 4WIFI 1GPS	LG-IN2293-W	$461.83

Note: There are no returns or exchanges. Accessories can be purchased separately from hardware bundles. Reference Panorama Antenna terms attached hereto.

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MarketSpark					
These SKU's Do Not qualify for additional discounts					
One Time Charges – Installation and Professional Services					
SKU Name / Plan ID	**SKU**	**Description**	**Frequency**	**Term**	**Price**
MktSpk-Standard-Install 770512	STANDINST	Standard Installation provides 2.5 hours of on-site technician time required to mount the hardware and establish connectivity at the location of service.	One Time Charge	N/A	$399.00
MktSpk – Self Install 770559	SELFINST	Self Install Remote Support provides 90 minutes of remote installation support service during business hours for customers electing to self-install MarketSpark equipment at their designated locations.	One Time Charge	N/A	$52.50
MktSpk – SiteSurvey – On Site (Optional) 770409	SSURVEY	This service is for 90 minutes of on-site, site survey pre-work that is not included as part of the core installation service.	One Time Charge	N/A	$320.00
MktSpk – Custom Inside Wiring Service – On Site (Optional) 770508	CINWIRE	This service is for hourly, on-site, inside wiring work requested by the customer which is not included as part of the core installation service. Inside wiring work includes, but is not limited to, time required by a technician to survey and prepare a location for installation of connectivity solutions delivered by MarketSpark.	One Time Charge	N/A	$157.50
Monthly Charges -Converted Lines Licenses					
SKU Name / Plan ID	**SKU**	**Description**	**Frequency**	**Quantity**	**Price**
Voice IP – Converted Line 808052	VLINE	36-month software license (remotely accessed) for voice connectivity (non-Life & Safety) service over IP (as converted from TDM) as a POTS replacement.	Monthly	Per Line	$29.33

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Specialty IP – Converted Line 808102	SLINE	36-month software license (remotely accessed) for M2M connectivity (Life & Safety) service over IP (as converted from TDM) as a POTS replacement. Examples include fire panels, burglar alarms, fax machines, point-of-sales appliances, modems, call boxes, and SCADA-enabled systems.	Monthly	Per Line	$29.33
Monthly Charges – Maintenance Licenses					
SKU Name / Plan ID	**SKU**	**Description**	**Frequency**	**Quantity**	**Price**
MktSpk – M1 Maint 770509	M1MAINT	MarketSpark Command Center Software License for right to use the M1 Solution including portal access and trouble ticket reporting. This software license enables 24x7 measurement and notification on mission critical capabilities of the MarketSpark platform needed to deliver virtual call processing. This software license also includes all firmware/software upgrades during the term of the contract.	Monthly	1	$6.04
MktSpk – MaintenanceM 2 4-8 Line 770408	M2MAINT48	MarketSpark Command Center Software License for right to use the M2 Solution including portal access and trouble ticket reporting. This software license enables 24x7 measurement and notification on mission critical capabilities of the MarketSpark platform needed to deliver virtual call processing. This software license also includes all firmware/software upgrades during the term of the contract.	Monthly	1	$9.96
MktSpk – MaintenanceM 2-12-16LINE 770558	M2MAINT1216	MarketSpark Command Center Software License for right to use the M2 Solution including portal access and trouble ticket reporting. This software license enables 24x7 measurement and notification on mission critical capabilities of the MarketSpark platform needed to deliver virtual call processing. This software license also includes all firmware/software upgrades during the term of	Monthly	1	$19.25

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		the contract.			
MktSpk-Voicemail (Optional) 770459	VMAIL	The voicemail feature is a cloud-based solution that allows users to create standardized outgoing messages and record responses from inbound callers.	Monthly	1	$14.00
MktSpk-Auto Attendant/IVR (Optional) 770511	AATEND	The Auto Attendant feature is a cloud-based solution that answers callers with a pre-recorded greeting and then prompts the caller with a list of interactive options. Multiple Auto Attendants can be stored in the system and programmed to answer at different times such as work hours, after hours, or holidays.	Monthly	1	$14.00

Notes: MarketSpark requires customers to use a 4G FWA POTS Backup Plan $15 1GB (57484) for POTS Lines to support the application connectivity and a router device.

MarketSpark activation requirements (Sold Separately)

1. **Monthly Services**
   a. 4G FWA POTS Backup Plan $15 1GB (57484)
   b. 1 – IP-Converted Line License
   c. Maintenance License
2. **Installation**
   a. Site Survey prior to ordering is highly recommended
   b. Standard or Remote Install
   c. Requires a Statement of Work before order placement
3. **Hardware**
   a. MarketSpark Pots Replacement box (Router Device)

***Licenses are billed monthly for up to 36-months and may be prorated at activation**

Subject to MarketSpark General Terms and Conditions

MarketSpark

These hardware and accessory Sku's Do Not qualify for additional discounts

One Time Charges – Hardware

SKU Name / Plan ID	SKU	Description	Frequency	Term	Price
M1 Wireless POTS HW for Voice and Data Solution – 4 line	M10004	LTE Wireless Router (Cradlepoint), Analog Telephone Adapter (4-Port), Battery, Antenna	One Time Charge	N/A	$855.75
M1 Wireless POTS HW for Voice and Data Solution – 8 line	M10008	LTE Wireless Router (Cradlepoint), Analog Telephone Adapter (8-Port), Battery, Antenna	One Time Charge	N/A	$918.75
M2+ Wireless POTS HW for Life Safety Solution – 4 line	M20400	Life-Safety Compliant, LTE Wireless Router (Inhand), Analog Gateway (4-Port), Battery, Antenna	One Time Charge	N/A	$855.75
M2+ Wireless POTS HW for Life Safety Solution - 8 line	M20800	Life-Safety Compliant, LTE Wireless Router (Inhand), Analog Gateway (8-Port), Battery, Antenna	One Time Charge	N/A	$918.75

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M2+ Wireless POTS HW for Life Safety Solution - 12 line	M21200	Life-Safety Compliant, LTE Wireless Router (Inhand), Analog Gateway (12-Port), Battery, Antenna	One Time Charge	N/A	$981.75
M2+ Wireless POTS HW for Life Safety Solution - 16 line	M21600	Life-Safety Compliant, LTE Wireless Router (Inhand), Analog Gateway (16-Port), Battery, Antenna	One Time Charge	N/A	$1044.75
MktSpk 15ft Antenna (Optional)	AN15FT	MarketSpark-15ft Antenna-(optional) Directional LTE Antenna. Hardware. Provided directly by MarketSpark., One Time Purchase Charge.	One Time Charge	N/A	$105.00
MktSpk 27ft Antenna (Optional)	AN27FT	MarketSpark-27ft Antenna (optional)- Directional LTE Antenna. Hardware. Provided directly by MarketSpark., One Time Purchase Charge.	One Time Charge	N/A	$131.25
MktSpk 57ft Antenna (Optional)	AN57FT	MarketSpark-57ft Antenna (optional)- Directional LTE Antenna. Hardware. Provided directly by MarketSpark., One Time Purchase Charge.	One Time Charge	N/A	$278.25

MobileIron [Acquired by Ivanti] Secure Unified Endpoint Management (UEM) with Direct Support Bundles: Government Subscribers

The pricing below reflects the monthly access fee discount. No further discounts apply

MobileIron Secure UEM Bundle. Endpoint management for any device (iOS, android, macOS, Windows) Apps@Work, Help@Work, and Sentry.

Optional ADD-ON features: Mobile Threat Defense (MTD) or Mobile Threat Defense Premium (MTD Premium)

SKU	Product Name	Product Description	Monthly Cost Per Unit/ Per Year	Annual Cost Per Unit/ Per Year
MI-UEM-D-1YMC-D	MobileIron Secure UEM	**Per Device Cloud** Subscription License for 1 Year with Direct Support.	$3.00 (693472)	$36.00 (693470)
MI-UEM-U-1YMC-D	MobileIron Secure UEM	**Per User (5 Devices/User) Cloud** Subscription License for 1 Year with Direct Support.	$4.50 (693516)	$54.00 (693517)
MI-UEM-D-1YS-D	MobileIron Secure UEM	**Per Device** Subscription **(On-Premise)** License for 1 Year with Direct Support.	$3.00 (693618)	$36.00 (693620)
MI-UEM-U-1YS-D	MobileIron Secure UEM	**Per User (5 Devices/User) (On-Premise)** Subscription License for 1 Year with Direct Support.	$4.50 (693475)	$54.00 (693476)

MobileIron Secure UEM Premium Bundle: for UEM, Tunnel, AppConnect, Apps, Conditional Access, ZSO One

The pricing below reflects the monthly access fee discount. No further discounts apply

Optional ADD-ON features: Mobile Threat Defense (MTD), Mobile Threat Defense Premium (MTD Premium), Zero Sign-on (ZSO)

SKU	Product Name	Product Description	Monthly Cost Per Unit/ Per Year	Annual Cost Per Unit / Per Year
MI-UEMP-D-1YMC-D	MobileIron Secure UEM Premium	**Per Device Cloud** Subscription License for 1 Year with Direct Support.	$5.63 (693563)	$67.50 (693562)
MI-UEMP-U-1YMC-D	MobileIron Secure UEM Premium	**Per User (5 Devices/User) Cloud** Subscription License for 1 Year with Direct Support.	$9.00 (693511)	$108.00 (693512)
MI-UEMP-D-1YS-D	MobileIron Secure UEM Premium	**Per Device** Subscription **(On-Premise)** License for 1 Year with Direct Support.	$5.63 (693614)	$67.50 (693613)

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MI-UEMP-U-1YS-D	MobileIron Secure UEM Premium	**Per User (5 Devices/User)** Subscription **(On-Premise)** License for 1 Year with Direct Support.	$9.00 (693464)	$108.00 (693465)
***Refer to the Additional Requirements below for important information**				

MobileIron Zero Sign-On (ZSO) Feature: Cloud

Adaptive security and conditional access for any cloud service or in-house apps

The pricing below reflects the monthly access fee discount. No further discounts apply

SKU	Product Name	Product Description	Monthly Cost Per Unit / Per Year	Annual Cost Per Unit / Per Year
MI-ZSO-U-1YC-D	MobileIron Secure UEM	**Per User (5 Devices/User)** Subscription License for 1 Year with Direct Support.	$2.25 (693523)	$27.00 (693520)
NOTE: This feature is an add-on to **Secure UEM Premium** SKUs only				
***Refer to the Additional Requirements below for important information**				

MobileIron Threat Defense Features: Cloud

Compatible with both MobileIron Cloud and MI Core/On premise

The pricing below reflects the monthly access fee discount. No further discounts apply

MobileIron Threat Defense Feature: Intrusion prevention system integrated into the MobileIron Client to defend against Device, Network, and Application based cyber-attacks

The pricing below reflects the monthly access fee discount. No further discounts apply

SKU	Product Name	Product Description	Monthly Cost Per Unit	Annual Cost Per Unit
MI-MTD-D-1YS-D	MobileIron Threat Defense	**Per Device Cloud** Subscription for 1 year with Direct Support.	$3.00 (658460)	$36.00 (633460)
MI-MTD-U-1YS-D	MobileIron Threat Defense	**Per User (5 devices/user) Cloud** Subscription for 1 year with Direct Support.	$4.50 (658463)	$54.00 (633462)

MobileIron Threat Defense Premium Feature: Intrusion prevention system integrated into the MobileIron Client and Advanced App Analysis

The pricing below reflects the monthly access fee discount. No further discounts apply

SKU	Product Name	Product Description	Monthly Cost Per Unit	Annual Cost Per Unit
MI-MTDPLUS-D-1YS-D	MobileIron Threat Defense Premium	**Per Device Cloud** Subscription for 1 year with Direct Support.	$4.50 (658462)	$54.00 (633461)
MI-MTDPLUS-U-1YS-D	MobileIron Threat Defense Premium	**Per User (5 devices/user) Cloud** Subscription for 1 year with Direct Support.	$6.75 (658464)	$81.00 (633463)

Notes: Includes zConsole (Cloud-based Command & Control Center) Zimperium's mobile threat management platform that monitors security incidents on zIPS-protected mobile devices and provides mobile forensic details (one per customer)

***Refer to the Additional Requirements below for important information**

Additional Requirements: MobileIron Secure UEM Bundles, MobileIron Secure UEM Premuim Bundles, MobileIron Zero Sign-On (ZSO) Feture, MobileIron Threat Defense Features

Purchase Requirements:

- **MobileIron Cloud**: Minimum first time purchase of 25 licenses of Unified Endpoint Management Bundle required
- **MI Core/On premise**: Minimum 500+ Licenses Required for initial order/installation required
- **Deployment services** are required for all first time deployments.
- **Support levels** must match across all products purchased
- **Max of 5 devices/user** for Secure UEM and Secure UEM Premium bundles
- **Customers upgrading** from per Device to per User cannot downgrade
- **Enterprise Support** requires Direct Support

Customer may purchase MobileIron, Inc. [Aquired by Ivanti] ("MobileIron") licenses and services ("MobileIron Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the MobileIron Services and makes no re presentations or warranties whatsoever, either express or implied, with respect to them. MobileIron Services are manufactured by MobileIron, Inc. Any license for MobileIron Services must be obtained directly from MobileIron either upon purchase or installation of the MobileIron Services. MobileIron Services are subject to MobileIron's terms and conditions and can be viewed here: https://www.ivanti.com/company/legal?miredirect. Verizon Wireless will direct MobileIron to fulfill Customer's MobileIron Services order. Customer support for MobileIron Services must be obtained directly from MobileIron, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to MobileIron Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate MobileIron representatives.

MobileIron incapptic Connect Feature: On-Premise Self-service portal for Customer's custom app development The pricing below reflects the monthly access fee discount. No further discounts apply				
SKU	**Product Name**	**Product Description**	**Price Plan ID**	**Annual Cost (Per 10 Apps)**
MI-INCAPPTIC-BAS-D-1YS-D	MobileIron incapptic Connect	Basic license with support for 10 apps using incapptic Connect, an app lifecycle management solution Subscription License for 1 year with Direct Support.	693468	$15,000.00
MI-INCAPPTIC-APP-D-1YS-D	MobileIron incapptic Connect	Extension package with 10 apps, using incapptic Connect Subscription License for 1 year with Direct Support.	693567	$15,000.00
Note: Statement of Work required.				

MobileIron Professional Services - Custom Scope SOW Required The pricing below reflects the monthly access fee. No discounts apply				
SKU	**Product Description**	**Notes**	**Price Plan ID**	**Price per Hour**
MI-PS-SOW-PUF	Professional Services - Custom defined scope (e.g. multi-site, certificate integration, health checks, follow-on services) provided by MobileIron Customer Success organization professionals. Billed upfront	Rate per hour SOW required Billed Upfront	682954	$250.00
MI-RESIDENT-ANY	Resident Services - Resource to assist with the management of MobileIron environment. SOW required.	Rate per hour. 3-month period minimum. SOW required	510404	$130.00
Note: Statement of Work required.				

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MobileIron Professional Services - Open Scope The pricing below reflects the monthly access fee. No discounts apply				
SKU	**Product Description**	**Notes**	**Price Plan ID**	**Price per Hour**
MI-PS-HOURS-PUF	Professional Services -Custom undefined scope, services provided by MobileIron Customer Success organization professionals. Billed upfront	Rate per hour	682955	$250.00
Note: Statement of Work required.				

MobileIron Professional Services - Deployment/Implementation Packages The pricing below reflects the monthly access fee. No discounts apply				
MobileIron Professional Services: Deployment				
SKU	**Product Description**	**Notes**	**Price Plan ID**	**Price per Unit**
MI-PS-SECURE-UEM-CORE	**Core Deployment** for the SECURE UEM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM). See full SKU description.	N/A	693623	$6,250.00
MI-PS-SECURE-UEM-CLOUD	**Cloud Deployment** for the SECURE UEM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM). See full SKU description.	N/A	693525	$3,750.00
MI-PS-SECURE-UEM-PREM-CORE	**Core Deployment** for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 1 SP). See full SKU description.	N/A	693569	$15,000.00
MI-PS-SECURE-UEM-PREM-CLOUD	**Cloud Deployment** for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 1 SP). See full SKU description.	N/A	693477	$12,500.00
MI-PS-SECURE-UEM-PREM-ADV-CORE	**Core Deployment** for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling,	N/A	693524	$18,750.00

	Cloud security for up to 1 IDP and 5 SP). See full SKU description.			
MI-PS-SECURE-UEM-PREM-ADV-CLOUD	**Cloud Deployment** for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 5 SP). See full SKU description.	N/A	693478	$16,250.00
MobileIron Professional Services: Implementation				
SKU	**Product Description**	**Notes**	**Price Plan ID**	**Price per Unit**
MI-PS-PREMIUM-IMP	**Premium Implementation** Service - Combination of Advisory Services consultant to plan, oversee and provide best practices guidance along with an Implementation Engineer for design, setup and validation of all technical components. Will also include basic strategic alignment sessions to ensure mobile strategy is being satisfied by the implementation results.	Bundled Strategy, Advisory, and Implementation * On-Site Work is required and need a PO for Travel	510397	$25,000.00
MI-PS-MTD-ENT	**MTD Implementation** (1000+ devices). Includes MobileIron Core or MobileIron Cloud integration with Zimperium zConsole, zConsole policy configuration, and OS and device vulnerability risk analysis.	Remote implementation **Must be purchased with** or added to MobileIron Core or Cloud implementation services	693570	$5,000.00
MI-PS-MTD-SMB	**MTD Implementation** (up to 1,000 devices). Includes MobileIron Core or MobileIron Cloud integration with Zimperium zConsole and zConsole policy configuration.	Remote implementation **Must be purchased with** or added to MobileIron Core or Cloud implementation services	693622	$2500.00
Note: Statement of Work required.				

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MobileIron Professional Services –Other The pricing below reflects the monthly access fee. No discounts apply				
SKU	**Product Description**	**Notes**	**Price Plan ID**	**Price per Unit**
MI-PS-EBF-MIGRATOR-DEVICE-LICENSE	**Access to EBF Migrator** per Device License(s) to support a migration to MobileIron Cloud or MobileIron Core.	50 minimum quantity purchase. **Must be purchased with MobileIron Professional Services to assist with the migration** (MI-PS-SOW, MI-PS-SOW-PUF, MI-PS-FIXED, MI-PS-HOURS-PUF, any of the MI-PS-C2C-MIGRATE-XXX SKUs)	682962	$7.50
Note: Statement of Work required.				

MobileIron Professional Services –Enterprise Support The pricing below reflects the monthly access fee. No discounts apply				
SKU	**Product Name**	**Product Description**	**Price Plan ID**	**Price per Unit**
MI-PSENTERPRISE	MobileIron Professional Services	Enterprise Support and Strategic Account Management (annual fee). Must also have MobileIron Annual Direct Maintenance and Support	682964	$60,000.00
Note: Statement of Work required.				

MobileIron SKU Mapping for Legacy SKUs		
Current Product	**New Product**	**Add-On**
Silver	MobileIron Secure UEM	MTD or MTD Premium
Gold*	MobileIron Secure UEM **OR** MobileIron Secure UEM Premium	*Dependent upon MI Secure UEM product selected
Platinum	MobileIron Secure UEM Premium	MTD or MTD Premium, ZSO

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*Note: Current MobileIron Gold subscriber mapping is dependent upon individual customer requirements. See your account representative for additional details.

One Talk Solution: Government Subscribers Only

The plans/features below reflect any applicable discount. No additional discounts apply.

One Talk is a mobile first business telephone system that combines Smartphones and Desk phones (standard and 4G) capabilities into a fully integrated office solution providing a single telephone number ("Mobile Data Number/MDN") with the same type of advanced calling and messaging features.

Desk Phone/Mobile Client (app)/eSIM Price Plan			
Price Plan Type	**Monthly Access**	**Domestic Data Allowance**	**Data Overage Rate**
One Talk IP Desk Phone (Plan ID 28849)	$5.00	100 MB	$15 per GB
One Talk LTE Desk Phone (Plan ID 30186)	$5.00	5 GB	$15 per GB
One Talk Mobile Client for Government (Plan ID 32769)	$0.00	100 MB	$15 per GB
One Talk Native Dialer	Requires smartphone to be activated on Flexible Business plans or Business Unlimited plans. Monthly access is subject to the selected smartphone price plan.		

Auto Receptionist (AR) and Call Queue (CQ)	
Price Plan Type	Monthly Access
One Talk Auto Receptionist (Plan ID 30194)	$5
Auto Receptionist Feature mandatory to plan	$15
One Talk Call Queue Standard (Plan ID 30197)	$5
Call Queue Feature mandatory to plan	$15

One Talk Tiered Pricing Service Feature	
Feature Price Tiers (SFO 90540)	Monthly Service Price

1 - 9 lines		$15
10 - 24 lines		$14
25 – 99 lines		$13
100+ lines		$12
Active desk phone, eSIM, mobile client, native dialer, auto receptionist and call queue lines on this pricing at the end of each bill cycle for all accounts under the customer's government profile with Verizon will aggregate together to determine the volume pricing tier.		
Hunt Group (HG)		
Price Plan & Feature	Monthly Access	
One Talk Hunt Group Plan (Plan ID 30206)	$0	
One Talk Hunt Group Feature	$0	
Optional Features		
One Talk Premium Visual Voicemail for Android Smartphone (84968)	$2.99	
One Talk Premium Visual Voicemail for Desk Phone & Mobile App (87720)		
One Talk Voicemail to Text for iOS Smartphones (84969)		
One Talk Caller Name ID and Spam Filter (86064)	$0.00	
Hunt Group Messaging (88212)	$9.99	
Call Queue Agent (1757)	$1.00	
Additional Devices per MDN[1]		
One Talk pricing for user lines supports multiple devices sharing the single One Talk number. There are two configuration options. Option 1 allows up to 7 devices sharing the number, and option 2 allows up to 8 devices sharing the number. Option 1: 1 LTE Desk Phone, 1 IP Desk Phone, 5 Mobile Applications Option 2: 2 IP Desk Phones, 1 Smartphone, 5 Mobile Applications		

Notes: Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 4G network. One Talk service is applied to the Verizon Wireless MDN and is available on all of the user's devices.

Applicable One Talk tiered pricing service features are a required part of the
One Talk is not compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls originated from a Smartphone, or Mobile drop if either party leaves Verizon 4G and/or Wi-FI coverage. When outside of the 4G coverage area and without 4G or WiFi service, the Smartphone device operates as a standard device (1X calling) with standard voice and SMS messaging capabilities with no One Talk feature s available to the user.

For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. [1]Each One Talk phone number can be shared between devices with the following limits: Up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, two standard desk phones and a single smartphone using One Talk. You may only make voice and/or video calls with up to three (3) devices per One Talk phone number at the same time. [2]The Mobile App can be used on eligible devices (includes devices from other carriers); Smartphones (without One Talk Dialers (Basic, Enhanced, and Native)), wireless and WiFi tablets. The Desktop app can be used in Windows PCs and Mac OS devices, limit five (5) total per MDN (including primary device. Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data.

The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.

You may be assessed additional 911 surcharges if required by law, for up to a maximum of three devices on each One Talk phone number during the applicable billing cycle.

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This is a current retail plan and is subject to change or be discontinued without notice to the customer. .

Hunt Group Messaging: Allows up to 20 assigned mobile client user the ability to receive and reply to SMS/MMS messages sent to the phone number assigned to the hunt group. The service provides unlimited SMS/MMS messaging.

Call Queue: Up to 40 agents can be assigned to a call queue and up to 25 calls can be held in queue. To be assigned as a call queue agent, the One Talk user's line must have the $1 call queue agent feature.

For additional information regarding One Talk please visit: https://www.verizon.com/business/products/voice-collaboration/unified- communications/one-talk/

Reveal Installation Services

The pricing below reflects one-time charges. No discounts apply

Verizon Connect Fleet USA LLC's Reveal Platform, is a cloud-based fleet, mobile workforce management and asset tracking solution which offers end-to- end capabilities, including advanced analytics, database connectors, integrated maintenance management, advanced administration tools, integrated video monitoring capability, and various levels of support services, training and professional services, and includes all related equipment, services, and features and applicable documentation. Customers pay via a monthly subscription fee and the services include a comprehensive web application and numerous solutions for remote and on the job usage. Users log to the website and can view location and reporting data for vehicles and drivers they have access to.

DATA AND SERVICES OFFSHORING NOTICE AND CONSENT. Although Customer data is stored within the United States, certain VCF Services may be performed and data may be processed, collected, developed, analyzed, stored, or otherwise handled under the services by persons or entities located or working outside U.S. boundaries. IF CUSTOMER REQUIRES HANDLING DATA OR PERFORMANCE OF SERVICES SOLELY WITHIN THE U.S., CUSTOMER SHOULD NOT ORDER THIS SERVICE. BY PLACING AN ORDER FOR THIS SERVICE, CUSTOMER ACKNOWLEDGES AND REPRESENTS THAT IT IS AUTHORIZED0020TO AND PROVIDES CONSENT TO RECEIVE OFFSHORE SUPPORT, which consent includes a waiver to any applicable offshoring restrictions, on behalf of all users of the products and services purchased by Customer.

PLEASE NOTE: VCF Services are not FedRAMP or StateRAMP Authorized. **IF CUSTOMER REQUIRES FEDRAMP OR STATERAMP AUTHORIZATION, CUSTOMER SHOULD NOT ORDER THIS SERVICE. BY PLACING AN ORDER FOR THIS SERVICE, CUSTOMER ACKNOWLEDGES AND REPRESENTS THAT IT IS AUTHORIZED TO WAIVE AND DOES WAIVE ANY FEDRAMP AND/OR STATERAMP REQUIREMENTS APPLICABLE TO THE VCF SERVICES,** on behalf of all users of the products and services purchased by Customer.

GPS Implementation & Operational Guidelines

I. Data Governance

Minimalist Data Input: Agencies are advised to avoid uploading Personally Identifiable Information (PII) such as home addresses or Social Security numbers. Instead, vehicles and drivers should be identified by information such as **Vehicle ID Numbers** and **Employee IDs** or **Other Public Unidentifiable Information**.

II. Access Control & Security

Role-Based Access: Implementation must include the configuration of restrictive user profiles. Only designated "Fleet Administrators" may view location data, while general users or departmental supervisors see only aggregated efficiency reports.

III. Internal Agency Policy Framework

Standard Operating Procedures (SOPs): Each department should establish an internal GPS/Telematics Policy that outlines the specific business purposes of the system (e.g., safety, fuel reduction, maintenance).

Employee Transparency: Agencies should provide written notice to employees regarding the use of telematics for business purposes, including the types of data collected (e.g., speed, idling, location).

SKU	Product Name	Product Description	Term	Price Plan	Price per Unit

				ID	
FLT-GV-1300000125	Installation - no show	Installation - noshow	One Time Charge	784357	$150.00
FLT-GV-1400000200	Install: VTU+Features or AT Trip	Install: VTU+Features or AT Trip	One Time Charge	784358	$80.00
FLT-GV-1400000210	Install: Features Only Trip	Install: Features Only Trip	One Time Charge	784308	$50.00
FLT-GV-1400000211	Install: Camera (Standalone Trip)	Install: Camera (Standalone Trip)	One Time Charge	784208	$80.00
FLT-GV-1400000212	Install: Camera (VTU Trip Add-on)	Install: Camera (VTU Trip Add-on)	One Time Charge	784259	$50.00

Reveal Subscription Services

The pricing below reflects one-time charges. No discounts apply

SKU	Product Name	Product Description	Term	Price Plan ID	Price per Unit
FLT-GV-1400000004	Powered Asset Tracking Subscription - Pro Install	CUSTOMER WOULD ACCESS SERVICE THROUGH WEB PORTAL AND MOBILE APPLICATION. PROVIDES RELIABLE TRACKING FOR FIXED AND MOVABLE FLEET ASSETS SUCH AS BULLDOZERS, EXCAVATORS, TRACTORS, CRANES, AND OTHER ASSETS THAT WOULD HAVE A POWER SUPPLY TO POWER THE TRACKING UNIT. THIS IS A HARD WIRED DEVICE AND IT INCLUDES DEVICE, CABLES, AND MONTHLY SOFTWARE SUBSCRIPTION. REQUIRED SUBSCRIPTION TERM IS 12 MONTHS, INCLUDES PRO INSTALL.	Monthly	784257	$12.95
FLT-GV-1400000016	PTO/Digital Input Subscription	CUSTOMER WOULD ACCESS SERVICE THROUGH WEB PORTAL AND MOBILE APPLICATION. MONITOR POWER TAKE-OFF (PTO) FOR VEHICLES. PTO - IS A METHOD FOR TAKING POWER FROM A POWER SOURCE, SUCH AS A RUNNING ENGINE, AND TRANSMITTING IT TO AN APPLICATION SUCH AS AN ATTACHED IMPLEMENT OR SEPARATE MACHINE.	Monthly	784302	$0.00
FLT-GV-1400000018	Non Powered Asset Tracking Subscription	CUSTOMER WOULD ACCESS SERVICE THROUGH WEB PORTAL AND MOBILE APPLICATION. PROVIDES RELIABLE TRACKING FOR FIXED AND MOVABLE FLEET ASSETS SUCH AS TRAILERS, CONTAINERS/PODS, GENERATORS, HEAVY DUTY EQUIPMENT AND OTHER ASSETS THAT DO NOT HAVE A DEDICATED POWER SUPPLY (I.E. DUMPSTERS). THIS IS A BATTERY	Monthly	784304	$8.95

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		POWERED DEVICE WITH 4G TECHNOLOGY. HARDWARE DEVICE AND MONTHLY SOFTWARE SUBSCRIPTION INCLUDED. REQUIRED SUBSCRIPTION TERM IS 12 MONTHS.			
FLT-GV-1400000019	Driver ID Subscription	CUSTOMER WOULD ACCESS SERVICE THROUGH WEB PORTAL AND MOBILE APPLICATION. DRIVER ID SUBSCRIPTION ALLOWS USERS TO IDENTIFY DRIVERS IN NEAR REAL TIME WITH GPS TRACKING. INITIAL ORDER INCLUDES DRIVER ID HARDWARE AND 3 KEY FOBS.	Monthly	784303	$0.00
FLT-GV-1400000030	Vehicle Tracking Subscription - Pro Install	CUSTOMER WOULD ACCESS SERVICE THROUGH WEB PORTAL AND MOBILE APPLICATION. LOCATION TRACKING SERVICE PROVIDES REPORTING ON LOCATION, SPEEDS, IDLING, ETC. THE VEHICLE TRACKING SUBSCRIPTION INCLUDES REVEAL DEVICE, CABLE, AND MONTHLY SOFTWARE SUBSCRIPTION. REQUIRED SUBSCRIPTION TERM IS 12 MONTHS, INCLUDES PRO INSTALL.	Monthly	784202	$19.45
FLT-GV-1400000031	Panic Button Subscription	CUSTOMER WOULD ACCESS SERVICE THROUGH WEB PORTAL AND MOBILE APPLICATION. PANIC BUTTON SUBSCRIPTION NON TRADE AGREEMENT ACT COMPLIANT (NON TAA). THE PANIC FEATURE ALLOWS THE DRIVER TO SEND A DISTRESS SIGNAL TO REVEAL. THIS TRIGGERS AN ALERT IN REVEAL TO NOTIFY RECIPIENTS THAT THE PANIC BUTTON HAS BEEN ACTIVATED.	Monthly	78 4256	$1.00
FLT-GV-1400000041	Vehicle Tracking Subscription - EZ-Pro Install	CUSTOMER WOULD ACCESS SERVICE THROUGH WEB PORTAL AND MOBILE APPLICATION. LOCATION TRACKING SERVICE PROVIDES REPORTING ON LOCATION, SPEEDS, IDLING, ETC. THE VEHICLE TRACKING SUBSCRIPTION INCLUDES REVEAL DEVICE AND MONTHLY SOFTWARE SUBSCRIPTION. PLUG N PLAY HARDWARE. REQUIRED SUBSCRIPTION TERM IS 12 MONTHS. INCLUDES PRO INSTALL.	Monthly	784306	$19.45
FLT-GV-1400000042	Reveal Navigation Subscription	CUSTOMER WOULD ACCESS SERVICE THROUGH WEB PORTAL AND MOBILE APPLICATION. REVEAL NAVIGATION IS A MOBILE SOFTWARE APP THAT KEEPS DRIVERS SAFE BY ENSURING THEY TRAVEL ON PERMITTED ROADS ONLY, AVOIDING RESTRICTIONS LIKE LOW BRIDGES OR TUNNELS ALL WHILE PROVIDING UP-TO-DATE ROUTES TO	Monthly	784352	$7.00

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		AVOID MAJOR ACCIDENTS, CONSTRUCTIONS AND ROAD CLOSINGS. ALL VTUS ON ACCOUNT REQUIRE SUBSCRIPTION.			
FLT-GV-1400000052	Logbooks Subscription	CUSTOMER WOULD ACCESS SERVICE THROUGH WEB PORTAL AND MOBILE APPLICATION. LOG BOOK HELPS YOU STAY COMPLIANT WITH THE FMCSA AND MANAGE YOUR DRIVERS' HOURS BY COMBINING NECESSARY VEHICLE DATA WITH DRIVER STATUS FROM THE VERIZON CONNECT ANDROID OR IOS-BASED MOBILE APPLICATION.	Monthly	784305	$4.95
FLT-GV-1400000106	Roadside Assistance Subscription	CUSTOMER WOULD ACCESS SERVICE THROUGH WEB PORTAL AND MOBILE APPLICATION. PROVIDES THE SUBSCRIBER WITH A CONVENIENT MEANS TO SUMMON HELP FOR VEHICLE-RELATED PROBLEMS SUCH AS A BREAKDOWN OR FLAT TIRE. ALL VEHICLE TRACKING UNITS (VTUS) ON ACCOUNT REQUIRE SUBSCRIPTION.	Monthly	784205	$1.50
FLT-GV-1400000113	64GB Upgrade Subscription	64GB MICRO SD CARD UPGRADE SUBSCRIPTION TO ROAD FACING AI DASHCAM AND DUAL CHANNEL AI DASHCAM TO INCREASE VIDEO CAPTURE STORAGE.	Monthly	784255	$1.00
FLT-GV-1400000117	128GB Upgrade Subscription for CP2	STANDARD SD CARD 128GB SUBSCRIPTION (DASHCAM MEMORY UPGRADE), CAN BE USED WITH CP2 DASHCAM ONLY.	Monthly	784356	$2.00
FLT-GV-1400000220	Dual Channel AI Dashcam Subscription - Pro Install	CUSTOMER WOULD ACCESS SERVICE THROUGH WEB PORTAL AND MOBILE APPLICATION. DUAL CHANNEL AI DASHCAM PROVIDES ROAD AND DRIVER FACING VIDEO FOOTAGE FOR HARSH DRIVING EVENTS (HARSH ACCELERATION, CORNERING, ACCELERATION & SUDDEN FORCE). THE DUAL FACING AI DASHCAM SUBSCRIPTION INCLUDES DUAL CAMERA, PRIVACY COVERS, CABLING AND MONTHLY INTEGRATED VIDEO SOFTWARE SUBSCRIPTION. VEHICLE TRACKING SUBSCRIPTION IS REQUIRED AND DASHCAM SUBSCRIPTION TERM IS 12 MONTHS, INCL. PRO INSTALL.	Monthly	784204	$29.95
FLT-GV-1400000221	Road Facing AI Dashcam Subscription -	CUSTOMER WOULD ACCESS SERVICE THROUGH WEB PORTAL AND MOBILE APPLICATION. ROAD FACING AI	Monthly	784353	$24.95

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	Pro Install	DASHCAM PROVIDES ROAD FACING VIDEO FOOTAGE FOR HARSH DRIVING EVENTS (HARSH ACCELERATION, CORNERING, ACCELERATION & SUDDEN FORCE). THE ROAD FACING AI DASHCAM SUBSCRIPTION INCLUDES ROAD FACING CAMERA, PRIVACY COVER, CABLING AND MONTHLY INTEGRATED VIDEO SOFTWARE SUBSCRIPTION. VEHICLE TRACKING SUBSCRIPTION IS REQUIRED AND DASHCAM SUBSCRIPTION TERM IS 12 MONTHS, INCLUDES PRO INSTALL.			
FLT-GV-1400000222	AI Dashcam Micro SD Card 128GB Subscription for KP2	AI DASHCAM USING MICRO SD CARD 128GB SUBSCRIPTION (DASHCAM MEMORY UPGRADE), CAN BE USED WITH AI DASHCAM (KP2) ONLY.	Monthly	784252	$1.00
FLT-GV-1400000223	ADAS Forward Facing Video Add-On Subscription	CUSTOMER WOULD ACCESS SERVICE THROUGH WEB PORTAL AND MOBILE APPLICATION. ADAS FORWARD FACING VIDEO ADD-ON. OPTIONAL ADDITIONAL SUBSCRIPTION FOR THE ROAD & DUAL DASHCAM WHICH ENABLES THE ADVANCED DRIVER ASSISTANCE SYSTEM FOR THE DUAL AND ROAD FACING CAMERAS E.G. TAILGATING, PEDESTRIAN COLLISION WARNINGS.	Monthly	784207	$1.10
FLT-GV-1400000224	DMS Driver Facing Video Add-On Subscription	Customer would access service through web portal and mobile application. DMS Driver Facing Video Add-On. Optional additional subscription for the Dual & Driver Facing AI Dashcam which enables the Driver Monitoring System for the driver facing camera e.g. Distracted Driving, Phone Calling.	Monthly	784307	$1.10
FLT-GV-1400000225	Driver Facing AI Dashcam Subscription	CUSTOMER WOULD ACCESS SERVICE THROUGH WEB PORTAL AND MOBILE APPLICATION. DRIVER-FACING CAMERA (DFC) IS AN ADD-ON TO THE INTEGRATED VIDEO PRODUCT. IT ALLOWS THE CUSTOMER TO MONITOR DRIVER BEHAVIOR ALONGSIDE THE STANDARD INTEGRATED VIDEO OFFERING. A CUSTOMER MUST HAVE A ROAD-FACING CAMERA INSTALLED FOR THE DRIVER-FACING CAMERA TO OPERATE.	Monthly	784253	$5.00
FLT-GV-1400000230	Vehicle Tracking	Customer would access service through web portal and mobile application.	Monthly	784354	$17.45

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	Subscription - Self Install	Location tracking service provides reporting on location, speeds, idling, etc. The Vehicle Tracking Subscription includes Reveal device, cable, and monthly software subscription. Required subscription term is 12 months, self install.			
FLT-GV-1400000231	Vehicle Tracking Subscription - EZ - Self Install	Customer would access service through web portal and mobile application. Location tracking service provides reporting on location, speeds, idling, etc. The Vehicle Tracking Subscription includes Reveal device and monthly software subscription. Plug n Play Hardware. Required subscription term is 12 months, self install.	Monthly	784203	$17.45
FLT-GV-1400000232	Powered Asset Tracking Subscription - Self Install	Customer would access service through web portal and mobile application. Provides reliable tracking for fixed and movable fleet assets such as bulldozers, excavators, tractors, cranes, and other assets that would have a power supply to power the tracking unit. This is a hard wired device and it includes device, cables, and monthly software subscription. Required subscription term is 12 months, self install.	Monthly	784206	$10.95
FLT-GV-1400000240	Road Facing AI Dashcam Subscription - Self Install	Customer would access service through web portal and mobile application. Road Facing AI Dashcam provides road facing video footage for harsh driving events (harsh acceleration, cornering, acceleration & sudden force). The Road Facing AI Dashcam subscription includes Road facing camera, Privacy cover, cabling and monthly Integrated Video software subscription. Vehicle tracking subscription is required and Dashcam subscription term is 12 months, self install.	Monthly	784355	$23.45
FLT-GV-1400000250	Dual Channel AI Dashcam Subscription - Self Install	Customer would access service through web portal and mobile application. Dual Channel AI Dashcam provides road and driver facing video footage for harsh driving events (harsh acceleration, cornering, acceleration & sudden force). The Dual Facing AI Dashcam subscription includes Dual camera, privacy covers, cabling and monthly Integrated Video software subscription. Vehicle tracking subscription is required and Dashcam subscription term is 12 months, self install.	Monthly	784254	$28.45
FLT-GV-	AI Dashcam	AI Dashcam using Micro SD Card 256GB	Monthly	795602	$1.60

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1400000351	Micro SD Card 256GB Subscription for KP2	Subscription (dashcam memory upgrade), can be used with AI Dashcam (KP2) only.			

Reveal Accessories – Vehicle Monitoring The pricing below reflects the accessory charges. No discounts apply				
SKU	**Product Name (SkU Name)**	**Product Description**	**Term**	**Price per Unit**
FLT-GV-1100000044	XIRGO PANIC KIT REPL	XIRGO PANIC KIT REPLACEMENT	One Time Charge	$15.00
FLT-GV-1100000388	KEY FOB ID	DRIVER ID KEY FOB NON-TAA	One Time Charge	$2.50
FLT-GV-1100000571	XIRGO DRIVER ID KIT	XIRGO DRIVER ID KIT NON-TAA	One Time Charge	$50.00
FLT-GV-1100000682	CBL-0040-TAA XIRGO E	CBL-0040-TAA XIRGO ENHANCED POWER CBL	One Time Charge	$4.00
FLT-GV-1100000720	POWERED ASSET HW REP	POWERED ASSET HW REPLACEMENT	One Time Charge	$95.00
FLT-GV-1100000721	NONPOWERED ASSET HW	NONPOWERED ASSET HW REPLACEMENT	One Time Charge	$95.00
FLT-GV-1100000750	KEY FOB ID TAA (GSA	KEY FOB ID TAA (GSA AND NASPO)	One Time Charge	$3.95
FLT-GV-1100000763	EXTERNAL BUZZER TAA	EXTERNAL BUZZER TAA	One Time Charge	$30.00
FLT-GV-1100000778	ALCOHOL WIPE	ALCOHOL WIPE	One Time Charge	$0.75
FLT-GV-1100000800	XIRGO DRIVER ID KIT	XIRGO DRIVER ID KIT TAA	One Time Charge	$50.00
FLT-GV-1100000921	AI DASHCAM-DUAL-NA-6	AI DASHCAM-DUAL-NA-64-3W	One Time Charge	$379.00
FLT-GV-1100000922	AI DASHCAM-ROAD-NA-6	AI DASHCAM-ROAD-NA-64-3W	One Time Charge	$345.00
FLT-GV-1100000931	MICRO SD CARD 64GB F	MICRO SD CARD 64GB FOR KP2 OR AP1	One Time Charge	$47.00
FLT-GV-1100000932	CABLE CLIP 5 PCS	CABLE CLIP 5 PCS	One Time Charge	$1.00
FLT-GV-1100000933	TORX KEY	TORX KEY	One Time Charge	$4.00
FLT-GV-1100000934	DFC BLANK PLATE FOR	DFC BLANK PLATE FOR KP2	One Time Charge	$7.50
FLT-GV-1100000935	POWER ADAPTOR - OBD-	POWER ADAPTOR - OBD-II PASSTHROUGH	One Time Charge	$28.00
FLT-GV-1100000936	INSTALL TOOL	INSTALL TOOL	One Time Charge	$2.00
FLT-GV-1100000937	POWER ADAPTOR - 9-PI	POWER ADAPTOR - 9-PIN	One Time Charge	$28.00
FLT-GV-1100000938	POWER ADAPTOR - 6-	POWER ADAPTOR - 6-PIN	One Time Charge	$28.00

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	PI			
FLT-GV-1100000939	POWER ADAPTOR - OBD-	POWER ADAPTOR - OBD-II DIRECT (POWER)	One Time Charge	$28.00
FLT-GV-1100000940	POWER ADAPTOR - OBD-	POWER ADAPTOR - OBD-II DIRECT (POWER & DATA) (OBDII DATA CABLE KIT REQUIRED FOR ADAS FOR KP2)	One Time Charge	$56.50
FLT-GV-1100000941	DFC PRIVACY COVER	DFC PRIVACY COVER	One Time Charge	$2.00
FLT-GV-1100000942	POWER ADAPTOR - 3-WI	POWER ADAPTOR - 3-WIRE (THREE (3)-WIRE CABLE ADAPTOR FOR KP2)	One Time Charge	$15.00
FLT-GV-1100000951	POWER ADAPTOR – FMS	POWER ADAPTOR – FMS	One Time Charge	$28.00
FLT-GV-1100000961	SIDE PLATE KIT	SIDE PLATE KIT	One Time Charge	$6.00
FLT-GV-1100000962	ANGLED BLOCK WEDGE F	ANGLED BLOCK WEDGE FOR KP2	One Time Charge	$28.00
FLT-GV-1100000968	RFC PRIVACY COVER	RFC PRIVACY COVER	One Time Charge	$2.00
FLT-GV-1100000969	Micro SD Card 128GB	MICRO SD CARD 128GB	One Time Charge	$65.75
FLT-GV-1100000971	PRIVACY STICKER	PRIVACY STICKER	One Time Charge	$1.50
FLT-GV-1100000972	PRIVACY COVER BAG	PRIVACY COVER BAG	One Time Charge	$4.00
FLT-GV-1100000975	DRIVER FACING CAMERA	DRIVER FACING CAMERA	One Time Charge	$47.00
FLT-GV-1100000976	MOUNTING BRACKET & C	MOUNTING BRACKET & CABLE (WINDOW MOUNTING BRACKET WITH POWER CABLE FOR KP2)	One Time Charge	$37.50
FLT-GV-1100000983	3M ADHESIVE REPLACEM	3M ADHESIVE REPLACEMENT FOR KP2	One Time Charge	$4.00
FLT-GV-1100001061	ACCESSORY HARNESS -	ACCESSORY HARNESS – POWERED – Y XIRGO	One Time Charge	$7.50
FLT-GV-1100001091	VEHICLE TRACKING HW	VEHICLE TRACKING HW REPLACEMENT NON-TAA (ELD)	One Time Charge	$145.00
FLT-GV-1100001092	VEHICLE TRACKING HW	VEHICLE TRACKING HW REPLACEMENT NON-TAA	One Time Charge	$145.00
FLT-GV-1100001122	VEHICLE TRACKING HW	VEHICLE TRACKING HW REPLACEMENT TAA (ELD)	One Time Charge	$145.00
FLT-GV-1100001142	256G MSD CARD	MICRO SD CARD 256GB	One Time Charge	$71.00

Knox Customization

Knox Customi… …mprehensive set of tools and services that allow businesses to customize and deploy end-to-end mobile solutions. Transfo…m … …g devices into purpose-built solutions for any industry. *Requires upfront proof of device ownership.	
One Time Charge	$3.00/per license

Samsung Knox for Government Samsung Knox Workspace

Samsung Knox licenses are not eligible for any further discounts.

Knox Workspace is an on-device container that isolates business applications and data from personal ones with government-grade security. Knox Workspace also provides enhanced granular controls over device features to agency IT administrators. Requires an additional MDM/EMM (like Knox Premium) to manage the container. Manage the container by integrating Knox IT policies with your existing MDM solution. Only available for Samsung Devices. https://www.samsungknox.com/en/eula

Subscription	Monthly (Month to Month)	1 – Year Term (Prepaid)	2 – Year Term (Paid in advance)
License Fee	$2.70 (684455)	$32.40 (684466)	$64.80 (684464)
SKU#	MI-OSKPM01GUT2	MI-OSKP101GUT2	MI-OSKP201GUT2

Samsung Knox Configure Customization

Knox Customization is a comprehensive set of tools and services that allow businesses to customize and deploy end-to-end mobile solutions. Transform Samsung devices into purpose-built solutions for any industry. *Requires upfront proof of device ownership. https://www.samsungknox.com/en/eula

SKU#	Description	Term	Price
MI-OVKPS01G	Customization Setup	One Time Charge	$1,499.00/ per license (684452)

Samsung Knox Configure (Samsung Devices Only)

Knox Configure is a cloud based management tool that allows organizations to remotely configure a large number of Samsung devices and tailor them to meet specific needs. Transform Samsung devices into purpose-built solutions for any industry. Upfront proof of device ownership is required, along with Samsung Knox Software v. 2.8+. There are 3 types of Knox Configure licenses: https://www.samsungknox.com/en/eula

SKU#	Description	Term	Price
MI-OSKCS11GUT2	KC Setup- 1 Year	1 year (Prepaid)	$3.75 (684463)

MI-OSKCS21GUT2	KC Setup- 2 Year	2 year (Prepaid)	$7.50 (684462)
MI-OSKCD11GUT2	KC Dynamic- 1 Year	1 year (Prepaid)	$7.50 (684461)
MI-OSKCD21GUT2	KC Dynamic- 2 Year	2 year (Prepaid)	$15.00 (684460)
MI-OSKCD12GUT2	KC-D (per seat) 1 years	1 year (Prepaid)	$9.00 (684456)
MI-OSKCD22GUT2	KC-D (per seat) 2 years	2 year (Prepaid)	$18.00 (686452)

Knox Manage EMM

Knox manage is a cloud-based cross-platform agency mobility management solution combined with an on-device secure container for Samsung devices. Manage devices in the cloud. Compatible with Samsung Android, Android, iOS and windows 10 devices.
https://www.samsungknox.com/en/eula

SKU#	Description	Term	Price
MI-OSKMM10GUT2	Manage Monthly	Month – to – Month	$1.50 (684459)
MI-OSKM110GUT2	Manage- 1 Year	1 year (Prepaid)	$18.00 (684458)
MI-OSKM210GUT2	Manage- 2 Year	2 year (Prepaid)	$36.00 (684457)

Knox Quick Start

SKU#	Description	Term	Price
MI-OVCPK2G	Quickstart II	One Time Charge	$499.00 (684454)
MI-OVCPK3G	Quickstart III	One Time Charge	$1,599.00 (684453)

Notes: Customer may purchase Samsung Knox for Enterprise licenses and services ("Knox Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Knox Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Knox Services
are manufactured by Samsung Electronics Co., Ltd. ("Samsung"). Any license for Knox Services must be obtained directly from Samsung either upon purchase or installation of the Knox Services. Knox Services are subject to Knox Services' terms and conditions and can be viewed here: https://www.samsungknox.com/en/eula.
Verizon Wireless will direct Knox Services to fulfill Customer's Knox Services order. Customer support for Knox Services must be obtained directly from Samsung. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Knox Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Knox Services representatives.

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Verizon Mobile Device Management (MDM): Government Subscribers

These calling features reflect the monthly access charge discount. No additional discounts apply.

Verizon MDM Feature	Access Fee
Broadband Hotspot Management[1]	$1.49/device per month or $15/device per year
Unified Endpoint Management[2]	$1.00/device per month or $10/device per year
UEM Advance Features	$1.00/device per month
UEM with Advance Features	$2.00/device per month

Note: See attached Calling Plan and Feature Details for important information about calling plans, features and options. Verizon MDM supports select devices and operating systems and may require installation of a software agent. Verizon MDM features are ordered and billed separately. The Verizon MDM portal is a ***CLOUD BASED SYSTEM*** and accessed via an Internet Browser.

- [1]Broadband Hotspot Management (BBHS) currently supports Broadband Hotspots also known as Jetpacks.
- [2] Unified Endpoint Management (UEM) requires smartphones and Tablets to be under supervision with their respective device enrollment programs, prior to managing device configurations within the Verizon MDM's customers' instance.
  - Requires iOS 12 or Higher
  - Requires iPad OS 13 and higher
- UEM Advance Features
  - Requires Unified Endpoint Management (UEM)
- All services are billed at the account level

**Due to a number of features that require HTML 5, the Verizon MDM portal requires the latest generation browsers (Google Chrome and Microsoft Edge) or two generations earlier.

VZ MDM Implementation Services

This service does not qualify for additional discounts

A certified VZ Solutions Engineer ("SE") will be assigned to provide a full and complete virtual implementation of the VZ MDM solution, including:

- Facilitate customer through onboarding of mobile devices in the Verizon Mobile Device Enrollment Program (DEP);
- Creation and assignment of policies and groups, ensuring group and policy orientation meets customer's project needs
- Provide portal training;
- Oversee a testing phase with a control group;
- Oversee initial production rollout

SKU#	Description	Term	Cost
VZ_IOT_VZMDM_1-10	License Quantity 1-10	One time fee	$99.00
VZ_IOT_VZMDM_11-499	License Quantity 11-499	One time fee	$350.00
VZ_IOT_VZMDM_500-999	License Quantity 500-999	One time fee	$650.00
VZ_IOT_VZMDM_1000_PLUS	License Quantity 1000+	One time fee	$0.70/ license

Notes: This service can be found under the VZ MDM category in BuSS. Multiple tiers cannot be combined during purchase. Separate configurations may use separate tiers.

This service is to be used in conjunction with one of the following VZ MDM Services:
1. Broadband Management
2. Unified Endpoint Management

Verizon Mobile for Microsoft Teams is a service that utilizes existing Verizon Wireless network services to route calls through Microsoft Teams. The wireless feature, when applied to an eligible Verizon Wireless voice plan, will fully integrate your chosen Verizon Wireless Telephone number into the cloud calling and team collaboration solution offered by Microsoft. Once connected, you are able to use your wireless numbers to receive inbound and make outbound calls directly through your Enterprise Microsoft Teams instance for treatment and management.

Verizon Mobile for Microsoft Teams Government Subscribers Only

Features are NOT eligible for monthly access discounts.

Description	Feature Code	Monthly Service Fee
Verizon Mobile for MS Teams GOVT	89561	$4.00

Note: Verizon Mobile for Teams feature works with 5G Nationwide@ network and 4G network plans. For avoidance of doubt, Verizon's 5G Nationwide@ network is a separate network from Verizon's 5G Ultra-Wideband network. **Lines activating on this feature must be on 5G Nationwide or 4G LTE smartphones**.

https://www.verizon.com/support/verizon-mobile-for-ms-teams-legal/

****Disclaimer: Customers should be aware of the following service limitations:

Emergency 911 Calls. 911 will be terminated by Verizon Wireless according to the end user's cellular geo-location if dialed from an assigned mobile device native dialer using the Verizon cellular network. If 911 is dialed from a Microsoft provided app on the phone, laptop, tablet, or desktop; or from a stationary desk IP Phone using a data network connection, the location defined for 911 by your Microsoft Administrator within Microsoft Teams will be used for routing purposes. ***Please see Verizon Mobile for Microsoft Teams Terms and Conditions Addendum for other important information about 911 configuration and other service limitations. ***

Voice Mail Removal and Retention. Adding the Verizon Mobile for Microsoft Teams feature will remove the Verizon voice mail associated to any existing and identified wireless line. It is the customer's responsibility to move and save any needed voicemail prior to activation of the service with Verizon. Verizon does not guarantee that voice mail will be retained in any form. The end user will switch to Microsoft Teams provided voice mail and must setup according to established Microsoft configuration and procedures.

Wireless Priority Service. Wireless Priority Service (WPS) is impacted by call routing to Microsoft. Verizon will support WPS call prioritization at its radio access network. Such prioritization will be removed when the call is transferred to the Microsoft Data network for PBX call routing.

Vendor Privacy. Verizon Mobile for Microsoft Teams enables Verizon wireless smartphone voice communications by routing calling through Microsoft Teams. When you enable this feature, Verizon shares information with Microsoft about end users, such as the phone number and call-related data. This information will be handled by Microsoft in accordance with Microsoft's privacy practices. You authorize Verizon to share your data with Microsoft and acknowledge that any customer requirements for data security will be covered under your separate agreement with Microsoft.

Availability:
This feature is available to any U.S. federal, state and local government customers ("USG Customers") that do not require high security FED RAMP compliance and utilize Microsoft Teams GCC Low or Medium government security platforms. Access to the feature is also regulated appropriately by governing State or Federal contract independently

Exhibit A
Wireless Network Performance Fees

Wireless Network Performance (WNP) is a self-serve portal that allows a customer quick, convenient access to network and device analytics. The tool allows a customer to better manage devices, track usage, be notified of outages and use the best information available to make long-term plans or develop on-the-fly contingency plans.

Wireless Network Performance

The licenses are not eligible for further monthly access discounts.

Description	SKU Name	Perpetual PlanID	Monthly PlanID	Tiers	Monthly Cost	Annual Cost
Basic License						
WNP-BASIC-GOV	WNP-BASIC-GOV	709053	709052	1-499	$ 7.70	$ 88.55
				500 – 999	$ 11.55	$ 123.20
				1,000 – 4,999	$ 19.25	$ 207.90
				5,000 -9,999	$ 38.50	$ 415.80
				10,000 – 99,999	$ $57.75	$ 616.00
				100K -5M	$ 77.00	$ 770.00
Premium License						
WNP-PREMIUM-GOV	WNP-PREMIUM-GOV	709103	709102	1-499	$ 77.00	$ 770.00
				500 – 999	$ 385.00	$ 4,158.00
				1,000 – 4,999	$ 770.00	$ 8,316.00
				5,000 -9,999	$ 1,925.00	$20,790.00
				10,000 – 99,999	$ 3,850.00	$41,580.00
				100K -5M	$ 7,700.00	$80,850.00

Note: Verizon's Wireless Network Performance (WNP) is a central portal that will provide two broadband capabilities that can be leveraged:

- Analytics
- Mapping

Customers will be able to access WNP through My Business after purchase and must be subscribed to the MyBiz portal to use these licenses. Customer's Tier is determined by the number of active lines in service at the time of purchase. See your account representative for additional information.

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Zero Trust Dynamic Access

Powered by iboss

These licenses are not eligible for monthly access discounts.

Zero Trust Dynamic Access can help to prevent breaches by helping to make applications, data and services inaccessible to attackers while allowing trusted users to securely and directly connect to protected resources from almost anywhere. Zero Trust Dynamic Access provides a zero-trust cloud security solution for secure access to the open internet, cloud applications, private applications and data, and public cloud services helping to ensure security, conformance to NIST 800-207 guidelines, and provides reporting and analytics in a web-based portal.

SKU	Description	PPID	Billing	Price
CF-WIRELESS-NNI-SLED	Zero Trust Dynamic Access Core Package from Verizon Wireless	697955	Monthly	$2.72
MDF-WIRELESS-NNI-SLED	Zero Trust Dynamic Access Advanced Package from Verizon Wireless	699514	Monthly	$4.17

Note: Zero Trust Dynamic Access powered by iboss solution may require a Mobile Private Network Tiered Hierarchy design where iboss operates the parent private network and each mutual customer of iboss and Verizon Wireless must have a private network built as a child of the iboss parent.

- A minimum quantity of 50 user licenses per order is required.
- For monthly, subscription is paid monthly up front and is a month-to-month term, no proration

*Devices that are certified for private network include:

- Verizon Jetpacks
- LTE and 5G Enabled routers – [Consult with sales and product manager for the number of licenses associated with multi user devices.]
- LTE and 5G enabled tablets, phones and laptops

[1]These SKUs are mutually exclusive and cannot be combined.

Verizon Zero Trust Dynamic Access Professional Services

Powered by iboss

These licenses are not eligible for monthly access discounts

The below packages are the implementation services and professional services for Zero Trust Dynamic Access.

SKU ID	Description	Maximum # of Hours	PPID	Price
IBOSS-IMPLE-PKG-1	Implementation Package 1 - up to 1,000 users. 4 implementation service hours included	4	705454	$ 1,814.00
IBOSS-IMPLE-PKG-2	Implementation Package 2 - up to 5,000 users. 20 implementation service hours included	20	705455	$ 9,070.00
IBOSS-IMPLE-PKG-3	Implementation Package 3 - up to 10,000 users. 40 implementation service hours included	40	705558	$ 18,140.00
IBOSS-IMPLE-PKG-4	Implementation Package 4 - up to 20,000 users. 60 implementation service hours included	60	705510	$ 27,211.00
IBOSS-IMPLE-PKG-5	Implementation Package 5 - up to 100,000 users. 120 implementation service hours included	120	705511	$ 54,422.00
IBOSS-IMPLE-PKG-6	Implementation Package 6 - up to 200,000 users. 200 implementation service hours included	200	705608	$ 90,704.00
IBOSS-PS*	**iboss Professional Services - provides additional implementation support. Requires 2 hours minimum.**		**736452**	**$ 380.00**

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Notes: Implementation services are subject to the maximum service hours allotted for each implementation package SKU (the "Maximum Package Hours"). If implementation cannot be completed within the Maximum Package Hours, then additional Implementation Services packages may be purchased.

- If support is unable to complete the implementation within the maximum package hours purchased for onboarding, then additional implementation packages may be purchased.
- ***IBOSS – PS SKU needs to have a scope of work definition to be sold. This Sku cannot be combined with any implementation packages.**

Implementation Services Include

- Implementation Kickoff Call
- Coordination of project and implementation plan with identified milestone and completion dates
- Live technical assistance configuring the SCG platform for activities such as
    - Assistance creating users in the platform
    - Assistance enabling MFA for admin users
    - Time zone configuration
    - Platform maintenance scheduling
    - Email setting configuration
    - Backup configuration
    - Assistance creating a customized SSL decryption certificate
    - Assistance downloading and configuring iboss cloud connectors
    - Policy configuration guidance
    - Creation of IPSEC or GRE tunnel
    - Creation of custom branded block page
    - Creation of custom report schedule
    - Creation of custom IPS rule (requires malware defense package)
    - Customization of PAC script
    - Integration with External SIEM for logging

The following services are out of scope and not included in the implementation package SKU Implementation Services:

- Bulk deployment of cloud connectors to customer devices
- Active Directory, Azure, eDirectory or other directory service configuration or support ·
- MDM configuration or support
- Policy migration from legacy secure gateway or firewall
- Configuration of customer Firewalls, Routers, Switches, Computers, or Third Party Software or Applications

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Legacy Plans & Features:

LEGACY: Custom State of Florida Nationwide Push to Talk Plus (PTT) Per Line Calling Plan or Feature

The calling plan below reflects the monthly access charge discount. No additional discounts apply.

Conventional (Basic) Device Plan		Smartphone Device Feature		
			Domestic Anytime Voice Allowance Minutes Per Month	
SOFL Plan Number	Monthly Access Charge Per Line	Tier Domestic Anytime PTT Plus Lines Per Month	Conventional (Basic) Device Plan	Smartphone Device Feature
2B.1 *through* 2B.18 (PTT+94976)	$10.00	1 - 8,999	0	Per selected voice calling plan requirements
Mobile to Mobile Calling	Unlimited			
Data Sent/Received	Per the data package selected or Per the voice calling plan.			

PTT Plus service requires PTT Plus enabled device and coverage. Pricing is based on the current State of Florida, Department of Management Services' quarterly commitment selection and is subject to change. Please refer to the Mobile Communication Services (MCS) Contract DMS-10/11-008C for further details.

LEGACY: Custom State of Florida Nationwide Push to Talk Plus (PTT) Per Line Calling Plan or Feature (INTEROPERABILITY)

The calling plan below reflects the monthly access charge discount. No additional discounts apply.

Conventional (Basic) Device Plan		Smartphone Device Feature		
SOFL Plan Number	Monthly Access Charge Per Line	Domestic Anytime PTT Plus Lines Per Month	Domestic Anytime Voice Allowance Minutes Per Month	
2B.1 *through* 2B.18 (PTT+94976)	$10.00	1 - 8,999	As a plan: 0	As a feature: Per the voice calling plan
Mobile to Mobile Calling	Unlimited			
Data Sent/Received	Per the data package selected or Per the voice calling plan.			

PTT Plus service requires PTT Plus enabled device and coverage. PTT Plus Interoperability requires an Interoperability Gateway, PTT Plus enabled device, and coverage. Pricing is based on the current State of Florida, Department of Management Services' quarterly commitment selection and is subject to change. Please refer to the Mobile Communication Services (MCS) Contract DMS-10/11-008C for further details.

LEGACY: Custom State of Florida SMS Per Message Feature

The calling features below reflect the monthly access charge discount. No additional discounts apply.

SMS (Text Messaging)				
SOFL Plan Number	Monthly Access Charge	Domestic Message Allowance	Domestic Messages Per Month	Per SMS Message Rate (Sent/Received)
3.1 *through* 3.13 (77847)	$0.00	0	1 - 450,999	$0.02

SMS (Text) Messaging: Text Messaging includes Short Message Service (SMS up to 160 characters) and Enhanced Messaging Service (EMS up to 1120 characters). Enhanced Text Messages sent to most SMS handsets will be delivered as multiple Text messages of up to 160 characters each. Subscribers have the option to have text messages disabled entirely without affecting voicemail or other related services. Text Messaging plans do not include Operator Assisted Messaging or International Messaging, which is available for 25¢ per message sent and 20¢ per message received see attached International services pricing for further details... Pricing is based on the current State of Florida, Department of Management Services' quarterly commitment selection and is subject to change. Please refer to the Mobile Communication Services (MCS) Contract DMS-10/11-008C for further details.

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LEGACY: Custom State of Florida MMS Per Message Feature

The calling features below reflect the monthly access charge discount. No additional discounts apply.

MMS (Picture and Video Messaging)				
SOFL Plan Number	Monthly Access Charge	Domestic Message Allowance	Domestic Messages Per Month	Per MMS Message Rate (Sent/Received)
3.1 *through* 3.25 (77848)	$0.00	0	1 - 1,608,999	$0.05

Multi-Media Messaging (MMS): Multi-Media Messaging (MMS) includes picture and video messaging and is only available within the National Enhanced Services Rate and Coverage Area. In addition, MMS messages are $0.25 per message, per address. In addition to the MMS per message charges, MMS uses calling plan Anytime Minutes or kilobytes. Subscribers have the option to have text messages disabled entirely without affecting voicemail or other related services. Text Messaging plans do not include Operator Assisted Messaging or International Messaging, which is available for 25¢ per message sent and 20¢ per message received. Pricing is based on the current State of Florida, Department of Management Services' quarterly commitment selection and is subject to change. Please refer to the Mobile Communication Services (MCS) Contract DMS-10/11-008C for further details.

LEGACY: Custom State of Florida SMS Broadcast Per Message Feature

The calling features below reflect the monthly access charge discount. No additional discounts apply.

SMS Broadcast (Text) Messaging				
SOFL Plan Number	Monthly Access Charge	Domestic Message Allowance	Domestic Messages Per Month	Per SMS Message Rate (Sent/Received)
3B.1 through 3B.25 (77847)	$0.00	0	1 – 130,999	$0.02

SMS (Text) Messaging: Text Messaging includes Short Message Service (SMS up to 160 characters) and Enhanced Messaging Service (EMS up to 1120 characters). Enhanced Text Messages sent to most SMS handsets will be delivered as multiple Text messages of up to 160 characters each. Subscribers have the option to have text messages disabled entirely without affecting voicemail or other related services. Pricing is based on the current State of Florida, Department of Management Services' quarterly commitment selection and is subject to change. Please refer to the Mobile Communication Services (MCS) Contract DMS-10/11-008C for further details.

LEGACY: Custom State of Florida Voice Calling Plans

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

Unlimited Night & Weekend Minutes				
SOFL Plan Number	Domestic Anytime Minutes	Conventional and Smartphone Devices Monthly Access Charge	Overage Rate	Domestic Voice Roaming (Outside Florida)
6.1a (86192)	250	$20.60	$0.041	$0.103
6.4a (86193)	600	$30.90	$0.041	$0.103
Data Sent or Received		$1.99 per MB or per Data Package		
Optional Feature				
Domestic Push-to-Talk Plus		$0.00		

Notes: See attached Plan and Feature Details for important information about calling plans, features and options. 3G/4G Smartphones and 3G/4G Multimedia Phones require a data package. 4G service requires 4G equipment and 4G coverage. PTT Plus service requires PTT Plus enabled device and coverage.

LEGACY: Custom State of Florida Unlimited Voice Calling Plan

The calling plan below reflects the monthly access charge discount. No additional discounts apply.

No Domestic Long Distance Charges				
SOFL Plan Number	Domestic Anytime Allowance Minutes*	Conventional and Smartphone Devices Monthly Access Charge	Overage Rate	Domestic Voice Roaming (Outside Florida)
6.6a(86194)	Unlimited	$41.20	N/A	$0.103

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				(includes PTT+)
Data Sent or Received	$1.99 per MB or per Data Package			
Optional Feature				
Domestic Push-to-Talk Plus	$0.00			

Notes: See attached Plan and Feature Details for important information about calling plans, features and options. *Overage Rate applies after allowance. 3G/4G Smartphones and 3G/4G Multimedia Phones require a data package. 4G service requires 4G equipment and 4G coverage. PTT Plus service requires PTT Plus enabled device and coverage.

LEGACY: Custom State of Florida Unlimited Nationwide Voice Calling Plan

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

SOFL Plan Number	Domestic Anytime Allowance Minutes*	Conventional and Smartphone Devices Monthly Access Charge	Overage Rate	Voice Roaming (Canada and Mexico)
6.6a (86197)	Unlimited	$51.50	N/A	$0.69 (includes PTT+)
Data Sent or Received	$1.99 per MB or per Data Package			
Optional Feature				
Domestic Push-to-Talk Plus	$0.00			

Notes: See attached Plan and Feature Details for important information about calling plans, features and options. *Overage Rate applies after allowance. 3G/4G Smartphones and 3G/4G Multimedia Phones require a data package. 4G service requires 4G equipment and 4G coverage. PTT Plus service requires PTT Plus enabled device and coverage.

LEGACY: Custom State of Florida All Inclusive Unlimited Nationwide Voice & Messaging Plan

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

Conventional and Smartphone/BlackBerry Devices					
SOFL Plan Number	Monthly Access Charge Per Line	Nationwide Voice Allowance	Domestic Tethering Allowance	Overate Rate	Unlimited Text, Picture, Video Messaging and Data
6.1d(86768-3G)	$51.00	Unlimited	5GB	$10.30/GB	Included

Notes: See attached Plan and Feature Details for important information about calling plans, features and options. Overage Rate applies after allowance. 4G service requires 4G equipment and 4G coverage.

LEGACY: Custom State of Florida All Inclusive Unlimited Nationwide Voice & Messaging Plan (Hotspot)

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

Conventional and Smartphone/BlackBerry Devices					
SOFL Plan Number	Monthly Access Charge Per Line	Nationwide Voice Allowance	4G Domestic Hotspot/Tethering	Overate Rate	Unlimited Text, Picture, Video Messaging and Data
6.1d (86769-4G)	$51.00	Unlimited	5GB	$10.30/GB	Included

Notes: See attached Plan and Feature Details for important information about calling plans, features and options. Overage Rate applies after allowance. 4G service requires 4G equipment and 4G coverage.

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LEGACY: Custom State of Florida BlackBerry Data Feature Packages

The calling plans below reflect the monthly access charge discount. No additional discounts apply.

Data for BlackBerry devices only

SOFL Plan Number	Monthly Access Charge Per Line	Domestic Data Allowance	Overage Rate	Unlimited Text and MMS Messaging
6.10b (77294 and 79789)	$15.45	500MB	$0.00849 per MB	Included*
6.11b (77295 and 79790)	$20.60	1,000MB		
Exhibit 6B (79740 and 79791)	$23.69	2,000MB		

Notes: See attached Plan and Feature Details for important information about calling plans, features and options. Overage Rate applies after allowance. 4G service requires 4G equipment and 4G coverage. *Not included with the State of Florida Nationwide Custom Pooled Voice Services Plans

LEGACY: Custom State of Florida BlackBerry Unlimited Data Feature Package

The calling plan below reflects the monthly access charge discount. No additional discounts apply.

Data for BlackBerry devices only

SOFL Plan Number	Monthly Access Charge Per Line	Domestic Data Allowance	Overage Rate	Unlimited Text and MMS messaging and tethering
6.12b (79407-4G and 79409-3G), (79781-4G and 79780-3G	$32.96	Unlimited*	N/A	Included**

Notes: See attached Plan and Feature Details for important information about calling plans, features and options. 4G service requires 4G equipment and 4G coverage. *Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice **Not available when bundled with the State of Florida Nationwide Custom Pooled Voice Services Plans

LEGACY: Custom State of Florida Mobile Broadband Connect Feature

The calling feature below reflects the monthly access charge discount. No additional discounts apply.

With a Mobile Broadband Connect capable Smartphone/BlackBerry devices only

SOFL Plan Number	Monthly Access Charge Per Line	Domestic Data Allowance	Per Minute Rate and Long distance
6.1f (76404-4G, 76405-3G)	$10.00	Unlimited*	Per the Voice Plan

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Notes: See attached Plan and Feature Details for important information about plans, features and options. Mobile Broadband Connect is currently available on select voice and data devices, and provides Mobile Broadband service utilizing the device as a modem. A mobile office kit, VZAccess Manager Software, a cable for tethering and/ or a software update may be required. Bluetooth® is not supported with Mobile Broadband Connect. Feature may only be added onto an eligible plan coupled with a Custom State of Florida Smartphone or BlackBerry Data Feature Package (SOFL Plans 6.6b, 6.7b, 6.10b, 6.11b and Exhibit 6B). Per Minute Rate applies to voice calls and other data usage in the United States. For optional features, the underlying calling plan determines the rates for voice airtime, and domestic long distance. *Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice

LEGACY: Custom 4G Unlimited Smartphone Plan for Public Sector

State of Florida - Government Subscribers Only

This plan is not eligible for additional monthly access fee discounts.

Monthly Access Fee	**$50.00**
Data Allowance[1]	Unlimited
Mobile Hotspot[2]	Unlimited
Monthly Anytime Minutes	Unlimited
Domestic Long Distance Toll Free	Included
Domestic and International Messaging Allowance[3]	Unlimited

Notes: No domestic roaming or long distance charges. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing see attached International services pricing for further details.. Only a 4G smartphone can be activated on this plan.

[1]After 10 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 480p.

[2]Mobile Hotspot is available on all capable devices and allows the line to share data allowance with multiple Wi-Fi enabled devices. If 10 GB of Mobile Hotspot data usage is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage.

[3]Unlimited messaging from within the United States to anywhere in the world where messaging services are available. See attached International services pricing for further details.

The "Custom 4G Unlimited Smartphone Plan for Public Sector – State of Florida Government" is eligible to use Travel Pass SPO code 383.

LEGACY: LTE Business Internet 10 Mbps Speed Tier Machine-to-Machine Plans*

These plans are eligible for monthly access fee discounts.

Monthly Access Fee[1]	$70.00 (41121)	$90.00 (41135)	$140.00 (41205)	$190.00 (41212)
Speed Tier Limit (Up to)[2]	10 Mbps	10 Mbps	10 Mbps	10 Mbps
Data Deprioritization Threshold[3]	25 GB	50 GB	100 GB	150 GB
Data Throughput Limit Threshold[4]	50 GB	100 GB	200 GB	300 GB
Throttled Speed (Up to)	600 Kbps	600 Kbps	600 Kbps	600 Kbps

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Notes: These plans are restricted to the Verizon Wireless 4G network (domestic and international roaming are not available). Only select Customer-provided 4G data routers can be activated on these plans. [1]The monthly access fee will not be pro-rated when moving to a higher speed tier plan during a billing cycle (the higher access fee will be billed); a line cannot move to a lower speed tier during a billing cycle. [2]Speeds represent the maximum speed but may be lower in the event of network congestion. [3]After the data deprioritization threshold is met on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. [4]If the data throughput limit threshold is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage to the applicable throttled speed. Voice calls cannot be placed or received on these plans other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Rate and Coverage Area). If the voice block feature is removed, there will be a $0.25 per minute charge for voice calls. Text messages cannot be sent or received on these plans. If the text message block feature is removed, there will be a $0.20 per message charge for messages sent or received. These plans can be used for point-of-sale, mobile terminal, and business productivity applications. Prohibited applications include, but are not limited to, continuously streaming video, web hosting, and public/guest Wi-Fi systems without prior approval from Verizon Wireless. *These plans are for machine-to-machine service ("M2M Service"). "M2M Service" refers to use of the Wireless Service for the transmission of data between wireless devices and computer servers or other machines, or between wireless devices, with limited or no manual intervention or supervision.

LEGACY: Local Network Command – National Security, Public Safety, and First Responders

This feature is NOT eligible for monthly access fee discounts.

Mission Critical

Monthly Access Fee for First Responders (88112)	$0.00	Customers may process an uplift that may auto renew within a 23 hr. period

Notes: Local Network Command (LNC) is a tool that provides on-demand local control of pre-selected users' network quality of service enhancement on a temporary basis. LNC requires each line to have Responder Private Core Internet Access (RPC IAC) on their lines to enable the feature. Below are the eligible NAICS codes:
**Uplift will renew up to three (3) times after original uplift request, based on the length of time of the original uplift. Total uplift time (original and renewed) cannot exceed 23 hours.

National Security / First Responders / Public Safety	
• 485111 Mixed Mode Transit Systems (Rail & Buses)	• 928110 National Security
• 485112 Commuter Rail Systems	• 926120 Regulation and Administration of Transportation Programs
• 621910 Ambulance Services	• 926150 Regulation, Licensing, and Inspection of Commercial Sectors
• 922110 Courts	• 926130 Regulation and Administration of Comms, Electric, Gas, Utilities
• 922120 Police Protection	• 921150 American Indian and Alaska Native Tribal Governments
• 922130 Legal Counsel and Prosecution	• 921190 Other General Government Support
• 922140 Correctional Institutions	• 921110 Executive Offices
• 922150 Parole Offices and Probation Offices	
• 922160 Fire Protection (except private)	
• 922190 Other Justice, Public Order, and Safety Activities	
• 923120 Administration of Public Health Programs	

LEGACY: Local Network Command – Government Subscribers

This feature is NOT eligible for monthly access fee discounts.

Mission Critical

Monthly Access Fee for Government Agencies (88111)	$1.00	Customers may process an uplift that may auto renew within a 23 hr. period

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Notes: Local Network Command (LNC) is a tool that provides on-demand local control of pre-selected users' network quality of service enhancement on a temporary basis. LNC requires each line to have Responder Private Core Internet Access (RPC IAC) on their lines to enable the feature. Below are the eligible NAICS codes:
**Uplift will renew up to three (3) times after original uplift request, based on the length of time of the original uplift. Total uplift time (original and renewed) cannot exceed 23 hours.

Water
924110 Water Infrastructure
221320 Sewage Treatment Facilities
221310 Water Supply and Irrigation Systems

Transportation
482111 Railway Transportation
481111 Passenger Air Transportation
481112 Freight Air Transportation
483111 Shipping Transportation
491110 Postal Service

Information Technology
541512 Computer Integration
541519 Computer Disaster Recovery

Chemical
561612 Protective Services
541330, 541690 Chemical Engineering and

Consulting
239210 Pharmaceutical

Communications
517110 Telecommunications, Wired
517212 Cellular and other Wireless

Telecommunications
238210, 334290 and 561620 Alarm Systems

Critical Manufacturing
237310 Highway, Street and Bridge Construction
811310 Industry Equipment Repair
236210 Industrial Building Construction
211113 Extraction;
236220 Construction Management

Energy
333611 Wind Turbine
221111 Hydroelectric Power Generation
221122 Electric Power Distribution
221118 Other Electric Power Generation
221210 Natural Gas Distribution
221113 Nuclear Electric Power Generation
562211 Hazardous Waste Treatment and Disposal

Healthcare and Public Health
621112 Health Care Practitioners
923120 Public Health Programs

LEGACY: Local Network Command – Enterprise Customers

This feature is NOT eligible for monthly access fee discounts.

Mission Critical

PlaMonthly Access Fee for Enterprise/B2B Customers (NAICS Qualified) (8776)	$2.50	Customers may process an uplift that may auto renew within a 23 hr. period

Notes: Local Network Command (LNC) is a tool that provides on-demand local control of pre-selected users' network quality of service enhancement on a temporary basis. LNC requires each line to have Responder Private Core Internet Access (RPC IAC) on their lines to enable the feature. Below are the eligible NAICS codes:
**Uplift will renew up to three (3) times after original uplift request, based on the length of time of the original uplift. Total uplift time (original and renewed) cannot exceed 23 hours.

Water
924110 Water Infrastructure
221320 Sewage Treatment Facilities
221310 Water Supply and Irrigation Systems

Transportation

Telecommunications
238210, 334290 and 561620 Alarm Systems

Critical Manufacturing
237310 Highway, Street and Bridge Construction
811310 Industry Equipment Repair

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482111 Railway Transportation 481111 Passenger Air Transportation 481112 Freight Air Transportation 483111 Shipping Transportation 491110 Postal Service **Information Technology** 541512 Computer Integration 541519 Computer Disaster Recovery **Chemical** 561612 Protective Services 541330, 541690 Chemical Engineering and **Consulting** 239210 Pharmaceutical **Communications** 517110 Telecommunications, Wired 517212 Cellular and other Wireless	236210 Industrial Building Construction 211113 Extraction; 236220 Construction Management **Energy** 333611 Wind Turbine 221111 Hydroelectric Power Generation 221122 Electric Power Distribution 221118 Other Electric Power Generation 221210 Natural Gas Distribution 221113 Nuclear Electric Power Generation 562211 Hazardous Waste Treatment and Disposal **Healthcare and Public Health** 621112 Health Care Practitioners 923120 Public Health Programs

LEGACY: Enhanced Messaging Features

SMS Only for EMAG Enhanced Features

The monthly access fee discounts are reflected in the pricing below. ***NO*** Further discounts apply.

# Messages Included		Monthly Access	Per Message Rate After Allowance
1,000,000*	(22119)	$0.00	$0.013

Note: This plan is text only (SMS only, not MMS) for business customers who need to send bulk messaging to Verizon and non-Verizon devices. For cross-carrier messaging, the customer must pay special attention to the Third-Party spam filtering guidelines in the Resources section.

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Verizon Device Protection Options & Other Fees:

Fulfillment/Shipping	
Standard: 2-day (orders received before 4PM)	Waived
Urgent: Priority Overnight (delivery by 10:30 AM) (orders received before 4PM)	$14.99
Saturday: (shipping by noon)	$19.99

Non-recurring Verizon Wireless Fees	
Insufficient Funds Check	Waived
Bill Reprint	Waived
Late Fee	Waived
Record Change/Upgrade Fee	Waived

Feature	Basic Voicemail	Basic Visual Voicemail	iPhone Visual Voicemail	Voicemail to Text for iPhone	Premium Visual Voicemail
Monthly Access Fee	Free	Free + Data	Free + Data	$2.99 + Data	$2.99 + Data
Storage Capacity (Messages)	20	20	40	40	40
Message Duration	3 minutes	3 Minutes	3 Minutes	3 Minutes	5 Minutes
Transcription	NA	NA	NA	X	X
Distribution Lists	15	15	NA	NA	20
Distribution Members	10	10	NA	NA	50
Call Return	NA	X	X	X	X
Save Voicemails to device	NA	X	NA	NA	X
Caller Dependent Greetings	NA	NA	NA	NA	20
Caller Dependent Greeting Members per group	NA	NA	NA	NA	50
Reply by Text and E-Mail	NA	X	X	X*	X
Forward by Text and E-Mail	NA	NA	NA	NA	X
Voicemail to Text	NA	NA	NA	X	X
Mobile Application**	NA	X	X	X	X
Reply by FaceTime**	NA	NA	X	X	NA

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Terms and Conditions:

Verizon Wireless Plan and Feature Details

Plans and Associated Charges: Billing, shipping and end-user address must be within an area where Verizon Wireless is licensed and provides service. Charges for calls will be based on the cell sites used, which may be outside the calling plan coverage area even when the subscriber is physically within the coverage area. Time of the call is based on the telephone switching office that carries the call, which may be different from the time of day shown on subscriber's phone. Unused monthly minutes and/or Megabytes are lost. On outgoing calls, charges start when subscriber first presses SEND or the call connects to a network, and on incoming calls, when the call connects to a network (which may be before it rings). A call may end several seconds after subscriber presses END or the call disconnects. Calls made on the Verizon Wireless network, are only billed if they connect (which includes calls answered by machines). Billing for airtime and related charges may sometimes be delayed. Calls to "911" and certain other emergency services are toll-free and airtime-free, Airtime may be charged when dialing toll-free numbers.

Anytime Minutes: Anytime Minutes apply when making or receiving calls from a calling plan's rate and coverage area. . Airtime is rounded up to the next full minute. Allowance minutes/Megabytes are not transferable except as may be available on plans with sharing. In order to gain access to coverage in newly expanding markets, subscribers must periodically dial *228 to update roaming information from voice or Smartphone devices; from the VZAccess Manager, go into "Options" and click "Activation," while in the National Enhanced Services Rate and Coverage Area every three months.
This may alter the rate and coverage area. Automatic roaming may not be available in all areas and rates may vary. Roaming charges may be delayed to a later bill.

Long Distance: Unlimited domestic long distance is included when calling from the calling plan's home rate and coverage area, unless otherwise specified in the calling plan.

Unlimited Messaging: Unlimited Messaging is included with select plans and is available in the National Enhanced Services rate and coverage area in the United States. Messaging applies when sending and receiving (i) text, picture and video messages to and from Verizon Wireless and Non- Verizon Wireless customers in the United States,

(ii) Text, picture, and video messages sent via email, (iii) Instant messages, and (iv) Text messages with customers of wireless carriers in Canada, Mexico, Puerto Rico, and the U.S. Virgin Islands. Messaging is subject to Text, Picture, and Video Messaging Terms and conditions. Premium messages are not included.

Mobile to Mobile Calling: Mobile to Mobile Calling minutes apply when making calls directly to or receiving calls directly from another Verizon Wireless subscriber while in the Nationwide Rate and Coverage area. Mobile to Mobile calls must originate and terminate while both Verizon Wireless subscribers are within the Mobile to Mobile Calling area. Mobile to Mobile Calling is not available (i) with fixed wireless devices with usage substantially from a single cell site, (ii) for data usage including Push to Talk Plus calls, Picture or Video Messaging (iii) if Call Forwarding or No Answer/Busy Transfer features are activated, (iv) for calls to Verizon Wireless customers using any of the International services, (v) for calls to check Voice Mail, (vi) in those areas of Louisiana and Mississippi where the users roaming indicator flashes, (vii) in Canada and Mexico and (viii) to users whose current wireless

exchange restricts the delivery of Caller ID And (viii) for incoming calls if Caller ID is not present or Caller ID Block is initiated. Mobile to Mobile Calling minutes will be applied before Anytime Minutes.

Night and Weekend Minutes: Apply to calls made in a calling plan's rate and coverage area only during the following hours: 12:00 am Saturday through 11:59 pm Sunday and 9:01 pm to 5:59 am Monday through Friday. If both Night and Weekend and Mobile to Mobile Calling minute allowances apply to a given call, Mobile to Mobile Calling minutes will apply before Night and Weekend minutes. However, if either allowance is unlimited, the unlimited allowance will always apply first.

Push to Talk Plus: Push to Talk Plus capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. **Subscribers switching from a Push to Talk Plus Calling Plan to another calling plan may not be able to use certain Push to Talk Plus capable Equipment with the new plan.** Push to Talk Plus calls may only be made with other Verizon Wireless Push to Talk Plus subscribers. Push to Talk Plus Subscribers may initiate or participate on a call, simultaneously, with as many as 250 total participants (total is limited to (50) if interoperating between 3G and 4G participants). Administrators can be designated to manage the Push to Talk contact lists via a single website interface with a single user name/password. Existing Push to Talk Subscriber Equipment may require a software upgrade to use Push to Talk Plus or replacement with a Push to Talk Plus capable device. Push to Talk Plus is only available within the National Enhanced Services Rate and Coverage Area and WiFi access points. There will be a delay from the time a Push to Talk Plus call is initiated until the Push to Talk Plus call is first received by the called party. If an incoming voice call is received while on a Push to Talk Plus call the voice call may be answered and the Push to Talk Plus placed on hold. If an incoming Push to Talk Plus call is received while on a Push to Talk Plus call the PTT call icon can be selected to connect to the Push to Talk Plus call. If the incoming voice or Push to Talk Plus call is not answered a missed call alert will display. Network registration information will be sent to the Equipment each time it is powered on in the National Enhanced Services Rate and Coverage Area, each time the Subscriber travels into the National Enhanced Services Rate and Coverage Area, and every 12 hours if the Subscriber stays within the National Enhanced Services Rate and Coverage Area. While the updated network registration information is being sent to the Equipment, incoming voice calls will go directly to voice mail. Contact list cannot be modified from certain Equipment. Subscriber cannot prevent others who have the Subscriber's MTN from entering the MTN into their Push to Talk contact list. Only one person can speak at a time during a Push to Talk Plus call.. In-Call Talker Override (Talker Priority) allows a pre-determined user priority to take the floor to communicate urgent message over participant. Push to Talk Plus services cannot be used for (i) access to the Internet, intranets or other data networks, except as the device's native applications & capabilities permit, (ii) any applications that tether Equipment to laptops, personal computers or other devices for any purpose. Please refer to the attached One Talk terms of service.

International Long Distance: You need International Eligibility to make international calls to most countries, but you can make calls to some North American destinations without it. Additional surcharges may apply when calling certain countries.

International Roaming Some services, such as premium text messaging, directory assistance, entertainment lines and third-party services, may be available, and charges for these services will be billed (along with applicable toll charges) in addition to roaming rates. Message-waiting-indicator

service is not available where Text Messaging is not available. When using International Phone, or International Data services, or if you subscribe to a Nationwide Plus Canada or Nationwide Plus Mexico Plan, and you're roaming near country borders, calls may be carried by a cell site located in a neighboring country and billed at that country's rates. Verizon Wireless will terminate your service for good cause if less than half of your voice or data usage over three consecutive billing cycles is on the Verizon Wireless National Enhanced Services Rate and Coverage Area. International rates and destinations are subject to change without notice. You must add International Eligibility to your account to roam in many destinations. By using Equipment outside the United States, Subscriber is solely responsible for complying with all applicable foreign laws, rules and regulations ("Foreign Laws"), including Foreign Laws regarding use of wireless phones while driving and use of wireless camera phones. Verizon Wireless is not liable for any damages that result from subscriber's failure to comply with Foreign Laws.

Roaming in GSM countries: GSM International Phone, activated in the United States with compatible Subscriber Identity Module (SIM) card required. Rates terms and conditions apply only when roaming on participating GSM networks in published International Phone countries. Service may be available in additional countries, but airtime rates, availability of calling features, and ability to receive incoming calls (including return calls from emergency services personnel) may be restricted. Service in certain countries may be blocked without prior notice. Where Text messaging is available, Customer will be charged $0.50 for each message sent and $0.05 for each message received. Text messaging rates are subject to change. Text messages may be sent only to MTNs of (i) Verizon Wireless customers, and
(ii) customers of foreign wireless carriers that participate in international text messaging. Ask your account manager for the most current list of participating foreign carriers.

Data Services

Data Services: Verizon Wireless charges you for all data and content sent or received using our network (including any network overhead and/or Internet Protocol overhead associated with content sent or received), as well as resolution of Internet Protocol addresses from domain names. Sending or receiving data using a virtual private network (VPN) involves additional VPN overhead for which you will be charged. Please note that certain applications or widgets periodically send and receive data in the background, without any action by the user, and you will be billed for such data use. Applications may automatically re-initiate data sessions without you pressing or clicking the **send** or connect button.
Data sessions automatically terminate after 24 hours. A data session is inactive when no data is being transferred. Data sessions may seem inactive while data is actively being transferred, or may seem active when the data is actually cached and data is not being transferred. If you have a Data Only plan and use voice service, domestic voice calls will be billed at $0.25/minute.

Verizon Wireless is implementing optimization and transcoding technologies in our network to transmit data files in a more efficient manner to allow available network capacity to benefit the greatest number of users. These techniques include caching less data, using less capacity, and sizing the video more appropriately for the device. The optimization process is agnostic to the content itself and to the website that provides it. While Verizon Wireless invests much effort to avoid changing text, image, and video files in the compression process, and while any change to the file is likely to be indiscernible, the optimization process may minimally impact the appearance of the file as displayed on your device. For a further, more detailed explanation of these techniques, please refer to the Network Performance attachment.

Verizon Wireless strives to provide customers with the best experience when using our network, a shared resource among tens of millions of customers. To further this objective, Verizon Wireless has implemented Network Optimization Practices designed to ensure that the overwhelming majority of data customers aren't negatively impacted by the inordinate data consumption of a few users. If you use an extraordinary amount of data and fall within the top 5% of Verizon Wireless data users, Verizon Wireless may reduce your data throughput speeds when connected to a congested cell site. The reduction can last for the remainder of the current bill cycle and the immediately following bill cycle to ensure high quality network performance for other users at locations and times of peak demand. For a further more detailed explanation of these techniques please refer to the Network Performance attachment. Data transfer amounts will vary based on application. If you download an audio or video file, the file may be downloaded in sections or in its entirety; data charges will apply to the portion downloaded, regardless of whether you listen to or watch all of it. You may access and monitor your own data usage during a particular billing period, including during the Return Period, by accessing My Verizon online or by contacting Customer Service.

Data Services: Permitted Uses: You can use Verizon Wireless Data Services for accessing the Internet and for such uses as: (i) Internet browsing; (ii) email; (iii) intranet access (including accessing corporate intranets, email and individual productivity applications made available by your company); (iv) uploading, downloading and streaming of audio, video and games; and (v) Voice over Internet Protocol (VoIP).

Data Services: Prohibited Uses. You may not use our Data Services for illegal purposes or purposes that infringe upon others' intellectual property rights, or in a manner that interferes with other users' service, that violates trade and economic sanctions and prohibitions as promulgated by the Departments of Commerce, Treasury or any other U.S. government agency, that interferes with network's ability to fairly allocate capacity among users, or that otherwise degrades service quality for other users. Examples of prohibited usage include: (i) server devices or host computer applications that are broadcast to multiple servers or recipients such that they could enable "bots" or similar routines (as set forth in more detail (ii) below) or otherwise denigrate network capacity or functionality; (ii) "auto-responders, "cancel-bots," or similar automated or manual routines that generate amounts of net traffic that could disrupt net user groups or e-mail use by others; (iii) generating "spam" or unsolicited commercial or bulk e- mail (or activities that facilitate the dissemination of such e-mail); (iv) any activity that adversely affects the ability of other users or systems to use either Verizon Wireless' services or the Internet-based resources of others, including the generation of dissemination of viruses, malware, or "denial of service" attacks; (v) accessing or attempting to access without authority, the information, accounts or devices of others, or to penetrate, or attempt to penetrate Verizon Wireless' or another entity's network or systems; or (vi) running software or other devices that maintain continuous active Internet connections when a computer's connection would otherwise be idle or "any keep alive" functions, unless they adhere to Verizon Wireless" requirements for such usage, which may be changed from time to time.

Verizon Wireless further reserves the right to take measures to protect our network and other users from harm, compromised capacity or degradation in performance. These measures may impact your service, and Verizon Wireless reserves the right to deny, modify or terminate service, with or without

notice, to anyone Verizon Wireless believes is using Data Services in a manner that adversely impacts the Verizon Wireless network. **Verizon Wireless may monitor your compliance, or other subscribers' compliance, with these terms and conditions, but Verizon Wireless will not monitor the content of the communications except as otherwise expressly permitted or required by law. [See the attached Verizon Full Privacy Policy]**

Unlimited Data Plans and Features (such as Mobile Broadband Access, and Push to Talk Plus) may ONLY be used with wireless devices for the following purposes: (i) Internet browsing; (ii) email; and (iii) intranet access (including access to corporate intranets, email, and individual productivity applications like customer relationship management, sales force, and field service automation). The Unlimited Data Plans and Features MAY NOT be used for any other purpose. Examples of prohibited uses include, without limitation, the following: (i) continuous uploading, downloading or streaming of audio or video programming or games; (ii) server devices or host computer applications, including, but not limited to, Web camera posts or broadcasts, automatic data feeds, automated machine–to– machine connections or peer–to–peer (P2P) file sharing; or (iii) as a substitute or backup for private lines or dedicated data connections. This means, by way of example only, that checking email, surfing the Internet, downloading legally acquired songs, and/or visiting corporate intranets is permitted, but downloading movies using P2P file sharing services and/or redirecting television signals for viewing on laptops is prohibited.

For individual use only and not for resale. We will protect our network from harm, which may impact legitimate data flows. We reserve the right to limit throughput or amount of data transferred exceeding 25 GB in any given billing cycle on any line, in any given billing cycle, for all additional usage for the remainder of the then-current bill cycle for the line that exceeds the data usage, and reserve the right to deny or terminate service, without notice, to anyone we believe is using an Unlimited Data Plan or Feature in any manner prohibited above or whose usage adversely impacts our network or service levels. Anyone using more than 25 GB per line in a given billing cycle is presumed to be using the service in a manner prohibited above, and we reserve the right to immediately terminate the service of any such person without notice. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB in with prior written notice. We also reserve the right to terminate service upon notification to the customer.

Unlimited , Mobile Broadband Access, and International Access data sessions may be used for the following purposes: (i) Internet browsing, (ii) e-mail, and (iii) intranet access (including access to corporate intranets, e-mail and individual productivity applications like customer relationship management, sales force and field service automation). Unlimited Mobile Broadband Access and Push to Talk Plus services cannot be used (i) for uploading, downloading or streaming of movies, music or games, (ii) with server devices or with host computer applications, other than applications required for Wireless Sync service, including, but not limited to, Web camera posts or broadcasts, automatic data feeds, Voice over IP (VoIP), automated machine-to-machine connections, or peer-to-peer (P2P) file sharing, or (iii) as a substitute or backup for private lines or dedicated data connections. Additionally, Unlimited Mobile Broadband Access services cannot be used for, (i) access to the Internet, intranets or other data networks, except as the Equipment's native applications and capabilities permit, or (ii) for any applications that tether Equipment to laptops or personal computers other than for use of the Wireless Sync. Unlimited Mobile Broadband Access and data sessions automatically terminate after 2 hours of inactivity, unless Subscriber has Mobile IP (MIP) capable Equipment.

Data Roaming: International Eligibility is needed to roam in many destinations. See attached International services pricing for further details.

International Data Optional Features: International PC Card required for international use. International PC Cards will not work in the United States or Canada and GlobalAccess Subscribers will need a Mobile Broadband Access PC card for domestic use. The domestic and International PC Cards cannot be used at the same time. International Data Optional Features subscribers must activate and update their Preferred Roaming lists while in the National Enhanced Services Rate and Coverage Area every three months. Verizon Wireless reserves the right to terminate the service of any subscriber whose total usage is less than half on the Verizon Wireless National Enhanced Services Rate and Coverage Area over three consecutive billing cycles.

M2M Data Plans and Feature Details

A data session is inactive when no data is being transferred, and may seem inactive while data is actively being transferred to a device, or seem active when actually cached and not transferring data. Customer must maintain virus protection when accessing the service and is responsible for all data sent and received including "overhead" (data that is in addition to user-transmitted data, including control, operational and routing instructions, error-checking characters as well as retransmissions of user-data messages that are received in error) whether or not such data is actually received. Verizon Wireless will not be liable for problems receiving Service that result from Customer's device.

Megabyte (MB) Data Plans: M2M data usage is rounded to next full kilobyte at end of each billing cycle. Any unused portion of the megabyte allowance is lost. Equipment will not indicate kilobyte usage.

Data Roaming: International eligibility is needed to roam in many destinations. Only the Canadian Broadband Rate and Coverage Area supports EV-DO. Please refer to the attached international services pricing for additional details.

M2M Data Plan Share Options:

Share Options: Sharing is available only among Government Subscribers on applicable M2M Low Usage and High Usage calling plans.

Account Share: Customer may activate up to 15 share groups per account. Sharing is available only among M2M Lines on the Mobile Broadband M2M Account Share Plans on the same billing account, in the same usage group (e.g. Low Usage and High Usage plans cannot share with each other). Unused allowance will be distributed to M2M Lines with an overage on an as needed basis to M2M Lines on the same billing account that have exceeded their allowance during the same monthly billing period. At the end of each bill cycle any unused allowances will be applied to the overages of the other M2M Lines on the same account beginning with the line with the lowest overage need until depleted. Customers subscribing to Mobile Broadband M2M Account Share Plans will be billed on separate billing accounts and invoices from Subscribers to the Mobile Broadband M2M Profile Share Plans.

Profile Share: Customer may activate one (1) share group per profile (e.g. Low Usage and High Usage plans cannot share with each other); however, customer may have multiple bill accounts on the same profile. Sharing is available only among M2M Lines on the Mobile Broadband M2M Profile Share Plans **on the same profile, in the same usage group**. Each sharing M2M Lines unused KBs will pass to other sharing M2M Lines that have exceeded their data allowance during the same monthly bill cycle. Unused

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KBs will be distributed proportionally as a ratio of the KBs needed by each applicable M2M Line to the total KBs needed by all sharing M2M Lines **on the same profile**. Customers subscribing to Mobile Broadband M2M Profile Share Plans will be billed on separate billing accounts and invoices from Subscribers to the Mobile Broadband M2M Account Share Plans.
Note: 1A profile is defined as a Customer's overarching account of record under which Customer may have multiple billing accounts

Call Filter Service Attachment to Verizon Wireless Agreement: Government Terms of Service

This Call Filter Service Attachment ("Call Filter Attachment") to the Agreement between Customer and Verizon Wireless sets forth the terms and conditions specific to the Call Filter Service (described below) to be provided by Verizon Wireless to Customer hereunder. If there are any inconsistencies between this Call Filter Attachment and the Agreement, this Call Filter Attachment shall control with respect to the Call Filter Service functionality or operation. Any capitalized but undefined terms used in this Call Filter Attachment shall have the meanings given such terms in the Agreement.

1. **Call Filter Service Overview.** Verizon Wireless's Call Filter Service allows Customer to take manage its calls (the "Service").

2. **Call Filter and Call Filter Plus Service Description**. Call Filter is available to Customer for no additional monthly charges, and provides spam protection (spam alerts, blocking and reporting). Call Filter Plus provides added protection with caller ID and other premium features for a monthly charge, which are set forth in the Call Filter Plus Service Fees exhibit attached hereto. Call Filter utilizes network-based functionality to provide spam alerts and caller ID information on Customer's devices, and will not require the Call Filter application for these features. Spam blocking and other enhanced spam protection tools require the Call Filter application and a compatible device. Availability of certain features will vary depending on the device.. Basic phones will receive network-based spam protection. Call Filter requires Verizon Wireless's 4G LTE network; limited features of the Service may be available if Customer is roaming on a VoLTE network outside of Verizon Wireless's 4G coverage area.

3. **Call Filter Limitations.** Call Filter is not available for incoming calls from restricted or unlisted numbers. Call Filter does not detect spam calls from international numbers, but Customer may choose to block calls from international numbers. Call Filter utilizes analytics and databases that are continually evolving, including spam reporting by customers. Call Filter may not work with some of our other services like NumberShare or eSIM lines.

4. **Spam Protection and the Call Filter Application**. Call Filter will alert Customer when Customer receives potential spam calls and allows Customer to turn on the spam filter to automatically block (send directly to voicemail) spam calls based on Customer's preferred risk level (as determined by Customer in the Call Filter application). If Customer enrolls in Call Filter through the Call Filter application, Verizon will automatically turn on Customer's spam filter to block all high-risk spam calls, but Customer can always turn off or adjust the blocking within the Call Filter application. Call Filter Plus, provides additional protection with caller ID for unknown numbers, access to a risk assessment meter for each spam call, reverse spam number lookup, and additional categories of spam alerts including "Robo Caller" or "Potential Fraud." With Call Filter Plus, depending upon Customer's device, Customer may also be able to view a list of callers that have been identified as spam or blocked, and block and un-block specific numbers. Call Filter's spam detection and block management may inadvertently mislabel or block

legitimate callers including those to whom Customer may have given consent to communicate with via Customer mobile number. Customer should check Customer voicemail to determine if the caller is legitimate (if they left a voice message and if Customer have voicemail enabled). Verizon Wireless does not guarantee that all calls that are spam will be detected. Customer's spam settings such as spam filters and personal block and spam lists will be permanently deleted once Customer changes devices, uninstalls the Call Filter application, unsubscribes or downgrades the Service, or in the case of Android users, disables the Call Filter application or clear application cache or data.

5. **Caller ID**. Caller ID, available with Call Filter Plus, displays the name, phone number, city and state of a caller's phone number, if these details are available and supported by Customer's device. Some devices may only display the caller's name as the Call Filter may not be available on all devices. Some devices also allow identification of text messages when using an eligible messaging application. Android users may also see the caller's uploaded photo if available.

6. The caller's identity may not show if they are labelled as Robo Caller, Potential Spam or Potential Fraud on certain operating systems. Customer's saved contact names will show instead of the caller identification (so if a call would normally show as a Robo Caller with the Service, but is in Customer's list of contacts, that contact name will show instead). If Customer uploads a photo, Customer's photo will be seen by other Verizon Wireless customers that use the Service but will not override a Customer's contact photo (uploading is not available for all devices).
7.

8. **Data Charges.** Subject to the Agreement, data charges may apply for download of the application and use of the Service. Call Filter does not operate on Wi-Fi, so data charges may apply when using the Service even if Customer device is also connected to Wi-Fi. If Customer's device is eligible for the uploading or receiving of a picture, data charges apply to such uploading and also for receiving pictures. Such data charges will be billed to Customer's Verizon Wireless account according to Customer's data plan. The Service will automatically renew every month unless canceled. For Call Filter Plus, Customer will be billed a Monthly Access Fee as specified in the Call Filter Plus Service Fees exhibit.

9. **Privacy.** Verizon Wireless may use information about Customer's activity in the Service, subject to our Privacy Policy, please refer to the attached Verizon Full Privacy Policy. . In order to provide the Service to Customer, Verizon Wireless will access the following information: MTN, contacts, call log, and messages (Android devices only). Verizon Wireless does not share information for any other purposes other than to render the Service. While a Customer end user can review or turn off these permissions at any time in the device settings, without access to that information, the Service will not be provided to that device.

10. **Licenses and Restrictions.** Call Filter is the property of Verizon Wireless or its licensors. Call Filter software and any application installed on Customer devices are licensed and not sold to Customer. Verizon Wireless and its licensors grants to Customer a limited, non-exclusive, revocable, non-transferable, personal, non-commercial license to use the Service for its intended use, in the United States.

11. **Restrictions on Use.** Customer will not, or permit anyone else to, sell, resell, distribute, sublicense, loan, lease, otherwise transfer, alter, modify, merge, adapt, copy, delete, record, translate, publish, upload, transmit, export, create derivative works of, make any commercial use

of, reverse engineer, decompile, attempt to derive the source code, or disassemble the Service of any software that forms part of the Service. Customer may not use the Service or any part of it for any improper use (including infringement of copyright or other intellectual property rights) and must follow all laws. Customer will not alter, disable, or circumvent any features embedded in the software. All rights not expressly granted to Customer herein are reserved. Verizon Wireless may revoke this license at any time without notice.

12. **Branding.** All trademarks, service marks, trade names, logos, domain names, and any other features of Verizon Wireless's brand are the sole property of Verizon Wireless and Verizon Wireless does not grant any rights to such branding to Customer for any use at all. Customer may not remove or alter any copyright, trademark, or other intellectual property notices of the Service.

13. **User Content.** For certain eligible devices, the Service allows Customer to upload a photo to display. Customer may choose to attach a photo from Customer own photo gallery, a new photo that Customer take, or a photo available for use from an Internet search that Customer conducts. Customer is responsible for any content that Customer uploads to the Service. Verizon Wireless does not monitor or control the content Customer chooses to send via the Service and, Verizon Wireless disclaims all responsibility for such content. Photos that Customer did not take may be subject to copyright protection which limits or prohibits their copying, transmission and/or use. Customer agrees that Customer will not attach copyrighted content in a way that infringes any copyright, and that Customer is wholly responsible for any copyright infringement resulting from Customer's conduct. If Customer is unsure about whether Customer's conduct is lawful, Customer should not attach the content.

14. **Digital Millennium Copyright Act Notice.** If Customer believe that Customer content has been improperly used in the Service in a way that constitutes copyright infringement please contact Verizon at the address below. Pursuant to Title II of the DMCA, all claims alleging copyright infringement for material that is believed to be residing on Verizon's system or network should be promptly sent in the form of written notice to Verizon's Designated Agent. The Designated Agent for DMCA Notice is:

    Verizon Copyright Department
    1320 North Courthouse Road, Floor 9 Arlington,
    Virginia 22201, U.S.A.
    Fax 703.351.3669
    Email DMCA@verizon.com

    NOTE: No other notices or communications should be sent to the Designated Agent, who is appointed solely for the purpose of receiving notices of claims alleging copyright infringement under the DMCA. Specific requirements for proper notification of claimed infringement are set forth in the DMCA (see 17 U.S.C. § 512(c)(3)). Valid notification must be a written communication that includes all of the following elements:

    1. Signature of copyright owner or person authorized to act on behalf of the owner;
    2. Identification of copyrighted work claimed to be infringed;
    3. Identification of the material claimed to be infringing or to be the subject of infringing activity and information reasonably sufficient to permit the service provider to locate the material;

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4. Information reasonably sufficient to permit the service provider to contact the complaining party (address, phone number and, if available, email address);
5. A statement that the complaining party has a good faith belief that use of the material in the manner complained is not authorized by the copyright owner, its agent, or the law; and
6. A statement that the information in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of the exclusive right allegedly being infringed.

It is the policy of Verizon that upon receipt of a valid DMCA notice Verizon will remove or disable access to allegedly infringing material. There are substantial penalties for false claims (see 17 U.S.C. § 512(f)).

15. **Open Source and Third Party Licenses**. Customer's use of the Service is subject to open source licenses that form part of the Service. Certain software or technical information is licensed from third parties, and may be covered by one or more U.S. Patents, pending U.S. patent applications, and pending counterpart European and international patents. The open source licenses that form part of the Service. Please refer to the Call Filter open source licenses attached hereto.:
    1. [This link is broken. Our technical team reached out to the vendor and that vendor is working on the links, but it has not yet been resolved.
    2.
    3. This link is broken. Our technical team reached out to the vendor and that vendor is working on the links, but it has not yet been resolved.

16. **Termination**. Subject to the dispute resolution provision in the Agreement, Verizon may limit, suspend, terminate or discontinue the Service, or certain features or functions of the Service, at any time without notice, including if Customer breaches this Call Filter Attachment. Customer may terminate Customer's use of the Service at any time by unsubscribing to the Service.

17. **DISCLAIMER OF WARRANTIES**. THE SERVICE AND ANY INCLUDED APPLICATION IS PROVIDED BY VERIZON OR ITS LICENSORS 'AS IS', WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OR CONDITIONS OF ANY KIND, INCLUDING FOR MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. CUSTOMER USES THE SERVICE AT ITS OWN RISK. VERIZON WIRELESS AND ITS LICENSORS, AND VENDORS MAKE NO WARRANTY, EITHER EXPRESS OR IMPLIED, AS TO THE ACCURACY, AVAILABILITY, COMPLETENESS, USEFULLNESS, SECURITY, RELIABILITY, INTEROPERABILITY, OR THAT THE SERVICE WILL BE UNINTERRUPED, VIRUS FREE, OR COMPATIBLE WITH YOUR DEVICE OR THAT THE SERVICE WILL MEET YOUR EXPECTATIONS AT ALL OR AS TO THE IDENTIFICATION, LABELING, SPAM OR BLOCK MANAGEMENT, OR BLOCKING OF CALLS. VERIZON WIRELESS AND ITS LICENSORS, AND VENDORS DO NOT PROVIDE ANY WARRANTY (EXPRESS OR IMPLIED) OR GUARANTEE THAT ALL SPAM, ROBOCALLER AND FRAUDLENT CALLERS WILL BE IDENTIFIED, LABELED CORRECTLY OR BLOCKED. THE SERVICE COULD CAUSE DAMAGE TO CUSTOMER, ITS DATA, DEVICES, SOFTWARE OR HARDWARE.

18. **LIMITATIONS OF LIABILITY.** TO THE MAXIMUM EXTENT ALLOWED BY LAW, THE LIABILITY OF VERIZON WIRELESS OR ITS LICENSORS, AND VENDORS FOR MONETARY DAMAGES FOR ANY CLAIMS, THAT CUSTOMER MAY HAVE UNDER THESE TERMS ARE LIMITED TO NO MORE THAN THE PROPORTIONATE AMOUNT OF THE SERVICE

CHARGES ATTRIBUTABLE TO THE AFFECTED PERIOD, AND THE MAXIMUM IN DAMAGES RECOVERABLE SHALL BE TEN ($10) U.S. DOLLARS. UNDER NO CIRCUMSTANCES ARE VERIZON WIRELESS, ITS LICENSORS, AND VENDORS LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, PUNITIVE, MULTIPLE, OR SPECIAL DAMAGES OF ANY NATURE WHATSOEVER INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOST DATA, REPUTATION, LOSS OF BUSINESS, OR COST OF REPLACEMENT PRODUCTS AND SERVICES ON ANY THEORY OF LIABILITY, ARISING OUT OF OR RELATED TO THE SERVICE OR THE INABILITY TO USE THE SERVICE IN ANY WAY WHETHER FORESEEABLE OR NOT OR WHETHER ADVISED OF THE POSSIBLITY OF SUCH DAMAGES. VERIZON WIRELESS SHALL NOT BE LIABLE FOR ANY DAMAGES, COSTS OR PENALTIES (DIRECT OR INDIRECT) AS A RESULT OF MIS-IDENTIFICATION, MIS-MANAGEMENT OR BLOCKING OF A CALLER OR FAILURE TO PROPERLY IDENTIFY, MANAGE OR BLOCK A CALLER.

19. **[Reserved]**

20. **Export Control.** Use of the Service may be subject to the export and import laws of the Unites States and other countries. Customer agrees to comply with all applicable export and import laws and regulations. By using the Service and/or by downloading the applicable Application, Customer agrees that Customer are not located in, under the control of, or a resident or national of any country, or person, on the United States Treasure Department's list of Specially Designated Nationals or the United States Commerce Department Table of Deny Orders. Customer also agrees that Customer are not located in a country that is subject to the U.S. government embargo, or that is designated by the U.S. as a terrorist supporting country and Customer are not listed on any U.S. government list of prohibited or restricted parties. Customer agrees also not to attempt to export or import any encrypted information, materials, hardware or software.

21. **Safety.** Customer must not endanger either Customer or others by using the Service while driving or engaging in any other activity that requires Customer's full attention.

3rd Eye Technologies End User License Agreement

PLEASE CAREFULLY READ THIS END USER LICENSE AGREEMENT ("AGREEMENT") BEFORE DOWNLOADING, INSTALLING, OR USING THE SOFTWARE. BY USING THE SOFTWARE, YOU ARE AGREEING TO BE BOUND BY THE TERMS OF THIS AGREEMENT.

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Capitalized terms used in this Agreement are defined in Section 1 (Definitions).

1. Definitions.

The following definitions apply to capitalized terms used in this Agreement: a. **"Agreement"** means this End User License Agreement ("**EULA**").

b. "**Approved Source**" is 3rd Eye Technologies, Inc., or a distributor or reseller authorized by 3rd Eye Technologies, Inc. to distribute Software in the territory in which You are located.

c. "**Beta**" is a version of the Software that (i) is still in its testing phase and has not yet been released commercially.

d. "**Cloud Services**" means those services provided to You by a cloud services provider which pertain to the operation, administration, maintenance, and provisioning of a cloud infrastructure service including activities involved in controlling, planning, allocating, deploying, coordinating, and monitoring the resources of a network, network planning, configuration management, fault management, security management, performance management, bandwidth management, or other such services. Such services may be licensed as a monthly subscription or on a term subscription basis.

e. "**Documentation**" for a particular Software Version or Release means 3rd Eye's published user guide, release notes and feature listings for that Version or Release.

f. "**Effective Date** is the date on which You accept the terms and conditions of this Agreement by clicking "Agree" or otherwise accepting this Agreement through use of the Software.

g. "**License Metric**" is a parameter for the access or use of the Software, as described in Section 5.

h. "**License Metric Unit**" is a unit of measurement for the number of seats for the License Metric that You purchased for access or use of the Software.

i. "**Licensed Server** is either: (1) a designated environment; (2) a designated service provider cloud environment; or (3) a single server or cluster of servers operating as a single entity at Your facility that You have identified to 3rd Eye at the time of purchase or download which is running a supported operating or computing platform.

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n. "**3rd Eye Platform**" means any hardware, network appliance, equipment or devices marketed, and sold by 3rd Eye Technologies, Inc.

o. "**Release**" is a particular object code image of a Software product that is identified by a release naming convention starting with "x.y.z" and optionally followed by an additional image identifying string.

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q. "**Special Purpose License**" means any of the licenses described in Section 6 of the Agreement.

r. "**Subscription License**" means a license to Software for a finite, fixed term of use.

s. "**Update**" means software that is an upgrade, bug fix, patch or other Release of Software licensed hereunder that 3rd Eye makes generally available free of incremental charge to customers.

t. "**Version**" means one or more Releases of a particular Software product with a common "x.y" naming convention in the first two places of the Release identifier.

u. "**You**" means the individual, other legal entity, or other business, governmental or not-for-profit organization (but excluding any parent, subsidiary or other affiliate of any of the foregoing) that is the original end user purchaser of a license to the Software from an Approved Source as set forth in the Proof of Entitlement.

v. "**Your Data**" means the substantive data input by You.

2. License Grant.

a. Grant of License. When You purchase or rightfully receive a license to the Software, 3rd Eye grants You, subject to Your payment of the applicable fees, a limited, non- exclusive, revocable, non- sublicensable, non-transferrable right to install (if necessary) and access and use that Software, only in object code form, for the term stated in Your Proof of Entitlement, solely for internal business operations and subject to the terms of this Agreement and in accordance with the Documentation. You may only use the Software in a manner for which You have purchased and obtained a valid license as indicated in Your Proof of Entitlement. The software image that contains Software that You license might also include additional unlicensed features or functionality that You may not use unless You purchase a separate license at an additional fee. Specific features and functionality are included in Your license to the Software only if 3rd Eye Documentation for that Version of the Software identifies those features and functionality as being included.

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a. Subscription License. If Your license is a Subscription License, then the term of the Subscription shall be as specified on Your Proof of Entitlement. The Subscription License term specified in Your Proof of Entitlement is non-cancellable and non- refundable. You may, renew or reinstate Your Subscription license subject to the terms of 3rd Eye policies at the time of the renewal and/or reinstatement.

b. Per Instance License. If Your license is a Per Instance License (whether perpetual, subscription or per usage based), then the term shall be as specified on Your Proof of Entitlement.

c. Special Purpose License. If Your license is a Special Purpose License (see Section 6, below), then its term shall be as stated in Your Proof of Entitlement. If You have no Proof of Entitlement or if Your Proof of Entitlement fails to state a license term, then the term of Your Special Purpose License shall be up to a maximum of eight (8) weeks from the date that You first received the Software, whether via download unless otherwise specified in a separate written agreement which You may have entered into with 3rd Eye.

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b. Concurrent Sessions - the number of connections to which You and Your authorized users grant access for one or more services concurrently furnished, managed, or provisioned by any Instance of the Software.

c. Other Forms of License. Other License Metrics may be defined for specific Software as specified in Your Proof of Entitlement.

6. Special Purpose Licenses.
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(ix) Copy any ideas, features or functions or graphics of the Software

i. [RESERVED]

8. Termination.

a. Early Termination for Breach. This Agreement shall automatically terminate If at any time You:

(i) fail to make timely payment of any applicable fees due in respect of the Software, or (ii) breach any term of this Agreement

b. Effect of Termination or Expiration. If Your license term expires without renewal or reinstatement or otherwise terminates, then You shall promptly destroy or return to 3rd Eye all copies of the Software and related documentation in Your possession or control. In the event You have a paid cloud-based Subscription License, 3rd Eye may permit You to access the Software solely to the extent necessary for You to retrieve a file of Your Data provided You request such access within sixty (60) days prior to the termination of the paid Subscription license. You agree and acknowledge that 3rd Eye has no

obligation to retain Your Data and that Your Data may be irretrievably deleted sixty (60) days following the termination of the Subscription License.

c. Survival. The provisions of Sections 1, 7, 8.b, 8.c, and 9-27 shall survive termination or expiration of this Agreement.

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You agree that aspects of the Software and associated documentation are the confidential property of 3rd Eye. As such, You shall exercise all reasonable commercial efforts to maintain the Software and associated documentation in confidence, which, at a minimum includes restricting access to the Software to Your employees and contractors having a need to use the Software for Your internal business purposes.

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d. BECAUSE SOME JURISDICTIONS DO NOT ALLOW LIMITATION OR EXCLUSION OF CONSEQUENTIAL OR INCIDENTAL DAMAGES, SOME OR ALL OF THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

e. [RESERVED]

f. 3rd Eye has set its prices and entered into this Agreement in reliance upon the disclaimers of warranty and the limitations of liability stated above. Those disclaimers and limitations reflect an allocation of risk between 3rd Eye and You, and they form an essential basis of the bargain between 3rd Eye and You.

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You shall comply with all applicable laws and regulations in connection with the movement and use of the Software. You acknowledge and agree that the Software as well as related technical data and Documentation may contain encryption or encryption technology and are all subject to legal and regulatory controls and restrictions on export and re-export, including those of the U.S. Department of Commerce. You warrant and represent that You are not on any Denied Persons list or other list published by the US Government of parties to whom exports or re-exports of products subject to export controls are forbidden, that no Software is located in or controlled from a site in a Group E country, and that You are not using any Software or technology furnished hereunder to further activities in support of the development, manufacture or use of nuclear fuel or weapons, missiles, or chemical or biological weapons. You further covenant that You will immediately notify 3rd Eye if at any time those warranties and representation become no longer accurate. Regardless of any disclosure You might make to 3rd Eye of an ultimate destination of the Software, You shall not export, either directly or indirectly, any Software without first obtaining any and all necessary approvals from the U.S. Department of Commerce or any other agency or department of the United States Government as required.

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The Software is a "commercial item" as defined at Federal Acquisition Regulation (48 C.F.R.) ("FAR") section 2.101 comprised of "commercial computer software" and "commercial computer software documentation" as those terms are used in FAR 12.212. Consequently, regardless of whether You are the US Government or a department or agency thereof, You shall acquire only those rights with respect to the Software that are set forth in this Agreement and the Proof of Entitlement.

16. Federal Provisions.
Notwithstanding any provision of law, regulation or policy, if You are an employee of an agency of the government of the United States of America ("federal agency") and are using 3rd Eye software or services on behalf of that federal agency, in performance of your official duties, the following sections of the Agreement are amended as follows. (1) Section 19 Governing Law does not apply. This Agreement shall be governed, interpreted and enforced in accordance with the federal laws of the United States of America; to the extent permitted by federal law, the laws of the State of California will apply in the absence of federal law. (2) The entirety of Section 7.i, concerning license restrictions,

limitations, and prohibitions, and the second sentence of Section 13.e, concerning the limitation of damages, do not apply to federal agencies. Liability of a federal agency for any breach of the terms of service or this Agreement, or any claim arising from the terms of service or this Agreement, shall be determined under the Federal Tort Claims Act, or other governing authority. Liability of 3rd Eye for any breach of this Agreement, or any claim arising from this Agreement, shall be determined by applicable federal law.

17. Audit.
3rd Eye has the right to inspect and audit You and require You to provide written assurance satisfactory to 3rd Eye to confirm compliance with the EULA, including, without limitation, requesting You to email 3rd Eye a report generated by the Software detailing use of the Software by You. 18. Third Party Software.
Any licensor of 3rd Eye whose software is embedded in the Software shall be a third party beneficiary with respect to this Agreement, and that licensor shall have the right to enforce this Agreement in its own name as if it were 3rd Eye. Certain third party software may be provided with the Software and is subject to the accompanying license(s), if any, of its respective owner(s). This Software is licensed subject to open source software licenses.

19. Governing Law.
See Section 16.

20. Force Majeure.
Except for Your duty to make payment for Software licenses, neither party will be responsible for any failure or delay in its performance due to causes beyond its reasonable control, including, but not limited to, acts of God, war, riot, embargoes, acts of terrorism, acts of civil or military authorities, fire, floods, earthquakes, accidents, strikes, or fuel crises ("Force Majeure"), provided that the party gives prompt written notice thereof to the other party and uses its diligent efforts to resume performance. The performance of the party claiming the Force Majeure event shall be excused for the duration of said event.

21. Transition of This Agreement.
If You licensed any Software from 3rd Eye under a different End User License Agreement, then this Agreement shall apply to that Software if and when, you either purchase additional License Metric Units for the Software, renew the license at the end of the license term, or reinstate the license after the license expires.

22. Complete Agreement; Modifications.
Except as otherwise provided in a separate agreement between You and 3rd Eye, this Agreement constitutes the entire agreement between the parties regarding its subject matter and supersedes all prior agreements, commitments or representations, oral or written related to the Software. The terms and conditions of this Agreement will supersede all pre-printed terms and conditions contained on any purchase order, task order or other business form submitted by either party to the other. Except as otherwise provided in a separate agreement between You and 3rd Eye, this Agreement may not be amended or modified except by a writing executed by the duly authorized representatives of both parties.

23. Severability.
If any portion of this Agreement is held invalid, the parties agree that such invalidity shall not affect the validity of the remainder of this Agreement.

24. Notification.
Except as otherwise provided elsewhere in this Agreement, any report or notice under this Agreement shall be given in a writing, if to 3rd Eye by mail to 13800 Coppermine Rd. Suite 149 Herndon, VA 20171 USA, Attn.: Legal Department, provided that the notice identifies You by name, address and email address; or, if to You, by email to Your contact email address or by mail addressed to Your street address that is associated with Your user account for registration with 3rd Eye. If You have no such user account, then notification shall be deemed given to You by emailing or mailing notice to any office or contact email address for the Approved Source from which You acquired Your license.

25. Waiver.
The failure of 3rd Eye to require Your performance of any provision of this Agreement shall not affect 3rd Eye's full right to require such performance at any time thereafter; nor shall its waiver of a breach of any provision hereof be taken to be a waiver of the provision itself.

26. Data Use.
3rd Eye may collect, information about You including:

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- End user names, email addresses, phone numbers, IMEIs;
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Subject to applicable contractual and legal restrictions, we use the information described above (sometimes in combination with other information we obtain) for the following purposes:

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- To monitor adoption rates of Updates to the Software;
- To provide maintenance and technical support;
- To provide Updates;
- To manage and renew Subscription Licenses;
- To enforce the legal terms that govern the Software;
- To comply with applicable laws and to protect rights and property; and
- For other purposes requested or authorized by You.

3rd Eye conducts the above activities on the basis of its legitimate interests in operating our business and protecting our customers. Where appropriate, these activities also are conducted on the basis of consent.

Asavie Terms & Conditions

This End User License Agreement ("**Agreement**") is a legal agreement between Government Customer ("You"/"Your" or "you"/"your") and Asavie Technologies, Inc. ("**Asavie**") which governs your access to and use of the Moda service. Your use of the Moda service and any official apps relating to the Moda service is subject to the terms of this Agreement as set out below [which include our Privacy Statement here and Cookie Statement here]. Your right to use the Moda service is expressly conditioned on acceptance of this Agreement.

1. Information about us

Asavie is a corporation organized under the laws of Delaware and having its address at 3455 Peachtree Road, Atlanta, Georgia, 30326, United States. If you have any questions about this Agreement, the Privacy Statement, the Cookie Statement and any other terms or conditions in relation to the Moda service, please contact us at vzwsupport@asavie.com.

2. Subject to the terms of this Agreement, Asavie hereby grants you a limited, personal, revocable, non-exclusive, non- transferable, non-sublicensable license to access, install and use the Moda service (including any software components that may be downloaded onto your devices or computers, or onto those of your end users, defined below) solely for your internal business purposes as permitted in these terms. Subject to the limited rights expressly granted above, Asavie reserves all right, title and interest in and to the Moda service, its underlying technology, and all intellectual property and proprietary rights therein. You acknowledge that no rights are granted to you other than as expressly set forth in this Agreement. You agree to abide by all applicable national and international laws in connection with the use of the Moda service, including those related to data protection, privacy, international communications and the transmission of technical or personal data. You further acknowledge that these terms do not apply to any third-party service providers and your use of those services may require you to agree to additional terms with Asavie and/or the third party service provider. In particular, you acknowledge and agree that the use of a Wi-Fi network will be subject to the terms and conditions of the provider of that Wi-Fi network. Asavie shall not be liable for any failure to use the Moda service and/or loss suffered by you as a result of the use of a Wi-Fi network. You acknowledge that if you use the [DNS Services], such services will be part of the Moda services for the purposes of this Agreement and the terms and conditions of this Agreement shall govern your and your end users' use of the [DNS Services].

3. Responsibilities

You acknowledge that Asavie's ability to deliver the Moda service is dependent upon your cooperation, as well as the accuracy and completeness of any information you provide to Asavie. Asavie shall not be liable for any costs, expenses or liabilities resulting from your failure to cooperate or provide such information. You shall provide contact details for your primary administrator for the Moda services, and notify Asavie if your primary administrator changes or his or her contact details change. You are responsible for your conduct while using the Moda service. Asavie is not responsible for your actions on the network and/or Wi-Fi.

The Moda service may include the ability to send SMS notifications to your end- users. You are solely responsible for notifying your end-users that you may send them SMS notifications and that standard rates for receiving such notifications may apply. You shall only use the SMS notification functionality in the Moda services for notices reasonably related to the Moda service. You undertake that you shall only send SMS notifications where permitted to do so by applicable law.

The Moda service may also include mobile device management ("MDM") services and you agree that such services shall only be activated on a device owned or controlled by you or your organization, as applicable. You are solely responsible for informing end-users that a device owned or controlled by you or your organization, as applicable, is under MDM and for obtaining any necessary consents required in accordance with applicable law. In relation to the use of the Moda service, you undertake that your conduct will not include (but is not limited to) the following:

1. You shall not license, sell, rent, lease, transfer, assign, distribute, host, or otherwise commercially exploit the Moda service, whether in whole or in part, or any content displayed on the Moda service.
2. You shall not violate any intellectual property rights.
3. You shall not modify, make derivative works of, disassemble, reverse compile or reverse engineer any part of the Moda service.
4. You shall not access or view the Moda service in order to build a similar or competitive website, product, or service to the Moda service.
5. You shall not unreasonably burden the services or the related networks or interfere with the use of the services by Asavie customers.
6. You shall not install and/or use the Moda service on any device that is not owned or controlled by you or your organization, as applicable.
7. You shall not alter, tamper or circumvent any parts of the Moda service.
8. You shall not provide false data including false names, addresses, contact details and fraudulent credit card/debit card details.
9. You shall not enter into fraudulent or deceptive interactions or transactions with Asavie (which shall include entering into interactions or transactions purportedly on behalf of a third party where you have no authority to bind that third party or you are pretending to be a third party).
10. You shall not use the Moda service in any way that is unlawful, fraudulent or deceptive, or has any unlawful, fraudulent or deceptive purpose or effect.
11. You shall not intercept or intercept any communications transmitted by way of a telecommunications system and/or information society service.
12. You shall not copy, reproduce, distribute, republish, download, display, post or transmit the whole or any part of the Moda service in any form or by any means, except as otherwise permitted in this Agreement.
13. Your use of the Moda service must at all times comply with all applicable laws, rules and regulations and be strictly in accordance with this Agreement.
14. You shall not use the Moda service to upload, post, share or otherwise make available on the Moda service any content and/or materials protected by proprietary rights without the express permission of the owner of such proprietary rights.
15. You shall display and retain all copyright and other proprietary notice on the Moda service (or on any content displayed on the Moda service) and such must be retained on all copies thereof.
16. You shall not use the Moda service to transmit, or procure the sending of, any unsolicited or unauthorized advertising, promotional material, chain letters, mass mailings or any other form of similar solicitation (spam) or of any material that is illegal, offensive, abusive, indecent, defamatory, obscene, menacing or in breach of proprietary rights, confidence, privacy or any other right, or is injurious to third parties.
17. You shall not attempt to gain unauthorized access to the Moda service, its facilities and/or services or any accounts, databases, computer systems, servers and networks connected to the Moda service and the server. You shall not attack the Moda service via a denial of

service attack. You will not misuse the Moda service by knowingly or recklessly introducing viruses, trojans, worms, logic bombs, harmful data or other materials which is malicious or harmful. By breaching this provision, you may commit a criminal offense and Asavie may report any such breach to the relevant law enforcement authorities and it will co-operate with those authorities. In the event of such a breach, your right to use the Moda service will cease immediately.

18. You shall not use the Moda service to harvest or otherwise collect by any means any program material or any information whatsoever (including without limitation email addresses or other personal details of other users).
19. You shall provide Asavie with accurate and complete information and acknowledge that Asavie's ability to deliver the Moda service is dependent upon your cooperation, as well as the accuracy and completeness of any information you provide to Asavie. Asavie shall not be liable for any costs, expenses or liabilities resulting from your failure to cooperate or to provide such information.
20. You shall not access the Moda service through the use of any mechanism other than through the use of an authorized connection.
21. You shall use reasonable endeavors to prevent any unauthorized access to, or use of, the Moda service and, in the event of any such unauthorized access or use, immediately without delay notify Asavie in writing by email to vdzsupport@asavie.com, and shall immediately without delay telephone Asavie to ensure the email communication has been received.

4. Enforcement Rights

Asavie is not obligated to monitor the access or use of the Moda service, but Asavie reserves the right to do so for the purpose of operating the Moda service, to ensure compliance with these terms, and to comply with applicable law or other legal requirements. Asavie may consult with and disclose unlawful conduct to law enforcement authorities; and pursuant to valid legal process, Asavie may cooperate with law enforcement authorities as part of an investigation and/or to prosecute users who violate the law. Asavie reserves the right to investigate any violation of these terms and any conduct that negatively affects the Moda service.

5. Data Protection

For the purposes of this clause, "personal data" means data relating to a living individual who is or can be identified either from the data or from the data in conjunction with other information that is in, or is likely to come into, the possession of Asavie.

As part of the Moda service, Asavie and its affiliates may collect and process data including, without limitation, the following (which may include personal data): device number (MSISDN), time and date of use of device when using mobile data or Wi-Fi, amount of data sent and received, location of access, websites accessed and the type of website accessed, website access attempts blocked and the type of website access attempt blocked due to policy enforcement actions. For managed devices (i.e., devices where Moda is used as the mobile device manager), then Moda may collect the names of applications installed on the device. The application name data will only be collected if you enable the App Control feature in the Moda management portal. You understand that such data will be transmitted and you consent to its usage as described herein.

Asavie (and its affiliates) will only act on the instructions of your named primary administrator regarding the processing of personal data which you have provided to Asavie for the purposes of receiving and operating the Moda service. Asavie will comply with your instructions as to how you want Asavie to use such personal data, subject always to applicable laws.

Asavie will ensure that appropriate technical and organizational measures shall be taken against unauthorized or unlawful processing of the personal data and against accidental loss or destruction of, or damage to, the personal data. Although Asavie has undertaken these measures, Asavie cannot guarantee that your personal data is secure when it is sent or transferred by unsecured means.

You acknowledge and agree that Asavie and its affiliates (being any related entity, subsidiary or holding company of Asavie) is required to make use of data (which may include personal data) sent from end- users' devices and computers in order to perform the Moda service. You further acknowledge and agree that Asavie and its affiliates may also make use of this data to generate anonymous statistical data for product development and marketing purposes.

You acknowledge and agree that Asavie may sometimes disclose the above data to agents (being any person or entity authorized by Asavie to act on its behalf), resellers and/or services providers appointed by Asavie who provide services to Asavie in respect of the Moda service. In addition, Asavie may disclose such data, including personal data, in response to a court or administrative order, subpoena, discovery request or other lawful process, or otherwise, in Asavie's sole discretion, to protect the Moda service or you or any end user.

In no event shall Asavie, its affiliates, employees, agents and/or distributors be liable for any costs, expenses or liabilities arising out of any breach of this clause 5.

6. Service Updates

We reserve the right to update, change, discontinue (temporarily or permanently) any feature or component of the Moda service. By continuing to use the Moda service you accept the updates and changes to the Moda service including any changes to or removal of features or components, provided that such update, change or discontinuity does not materially change or decrease the overall functionality of the Moda service. You agree that your obligations (including without limitation your payment obligations) are neither contingent upon the delivery of any future functionality or features nor dependent upon any oral or written comments made by us with respect to future functionality or features. Asavie is not liable to you or any third party for any update, change, suspension, discontinuance of any feature or component of the Moda service. Asavie reserves the right to determine the timing and content of software updates, which may be automatically downloaded and installed without your notice.

7. Limitation of Liability

To the fullest extent permitted by law, nothing in this Agreement shall exclude or limit Asavie's liability for death or personal injury resulting from its negligence or of its officers or other representatives. In no event will Asavie or its affiliates, suppliers, licensors, agents and/or distributors be liable for any lost revenue, profit, data, goodwill, service interruption, device damage, system failure or the cost of substitute services or for special, indirect, consequential, incidental, or punitive damages however caused and regardless of the theory or liability arising from or out of your use or inability to use the Moda service even if Asavie or its suppliers have been advised of the possibility of such damages, or such loss or damages were reasonably foreseeable. You understand and agree that you shall be solely responsible for any legal costs incurred by you or Asavie resulting from your improper or illegal use of the Moda service.

In no event shall Asavie, its affiliates, suppliers or licensors, nor any other party involved in creating, producing or delivering the Moda service be liable for any loss or damages resulting from the conduct of, or products and/or services offered by, any third party on or in relation to the Moda service or from the content posted, shared and/or uploaded by any third party to the Moda service.

In no event shall Asavie's or its affiliates, suppliers' or licensors liability to you, whether in contract, tort (including negligence), or otherwise, exceed the amounts actually paid by you to Asavie in connection with the Moda service.

8. Disclaimer of Warranty

TO THE FULLEST EXTENT PERMITTED BY LAW, ASAVIE AND ITS AFFILIATES, SUPPLIERS AND LICENSORS, NOR ANY OTHER PARTY INVOLVED IN CREATING, PRODUCING OR DELIVERING THE MODA SERVICE MAKE NO WARRANTIES, EITHER EXPRESS OR IMPLIED, ABOUT THE MODA SERVICE. THE MODA SERVICE IS PROVIDED "AS IS." ASAVIE ALSO DISCLAIMS ANY

WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUIET ENJOYMENT AND NON-INFRINGEMENT AND ANY WARRANTIES ARISING OUT OF COURSE OF DEALING OR USAGE OF TRADE.

Without limiting the generality of the foregoing, Asavie does not warrant that the Moda service is free from errors or that you will be able to access and use the Moda service without problems or interruptions. Asavie make no warranty regarding the quality, accuracy, timeliness, truthfulness, completeness or reliability of the Moda service or any information or content on the Moda service. Some states do not allow the disclaimers, limitations of liability or indemnification provisions in this agreement, so they may not apply to you. Without limiting the generality of the preceding sentence, the disclaimers, limitations of liability and indemnification provisions of this agreement do not apply to New Jersey residents.

10. Cookies

The Moda portal makes use of cookies to support analysis and understanding of how people interact with the portal and provide tailored digital support. We perform this analysis to help us improve the user interface and user experience of the Moda portal and provide proper contextual help to portal users. Asavie uses cookies that are session-based and persistent-based. Session cookies exist only during one session. They disappear from your computer when you close your browser software or turn off your computer. Persistent cookies remain on your computer after you close your browser or turn off your computer.

The data collection and reporting behind this analysis is currently provided by Google Analytics and Intercom. Please note that if you disable your Web browser's ability to accept cookies, the Intercom Messenger and contextual help tools will not be able to launch properly. The portal and the service will remain functional. Your acceptance of this EULA will indicate your agreement to the use of this cookie. For more information on how we use cookies, please see our cookies statement here.

11. General

This Agreement will be governed by Federal law or the law of the state of the Government customer, as applicable, without regard to its conflicts of laws rules. This Agreement (and any associated order form or other agreements referenced herein) constitutes the entire agreement between you and Asavie with respect to the subject matter of this Agreement, and supersedes and replaces any other prior or contemporaneous agreements, or terms and conditions applicable to the subject matter of this Agreement. This Agreement creates no third party beneficiary rights. Asavie's failure to enforce a term of this Agreement is not a waiver of its right to do so later. If a term is found unenforceable, the remaining provisions of the Agreement will remain in full effect and an enforceable term will be substituted reflecting our intent as closely as possible. You may not assign any of your rights under this Agreement, and any such attempt will be void. Asavie may assign its rights to any of its affiliates or subsidiaries, or to any successor in interest of any business associated with the Moda service. Upon termination for any reason: all rights granted to you under this Agreement shall cease; you must cease all activities authorized by this Agreement and you must immediately delete, remove and cease access to the Moda service from all devices on which the Moda service has been installed and all copies of the Moda service then in your possession, custody or control. Asavie may also require that you provide it with evidence of compliance with this provision.

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CSG POTSolve Terms & Conditions

These Terms and Conditions ("Terms") describe, and govern the acceptance and use of, the POTS replacement services provided by Connected Solutions Group, LLC ("CSG") set forth below by your Organization ("You" or "Customer"). By completing the ordering process for the Services, Customer agrees to these Terms.

1. Services. CSG will provide certain POTS replacement services ("Services") to Customer.

2. Use of Services.

2.1. Acceptable Use Policy. Customer shall not use the Services: (a) for any unlawful or immoral purpose; (b) to reverse engineer, copy, decompile, disassemble, circumvent, or violate the integrity of any aspect of the Services; or (c) to upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the Services.

2.2. User Portal. In order for Customer to gain full access to our Services, Customer may be required to access an online user portal. This user portal may collect certain Customer information (such as IP address) or place a cookie on Customer devices for Service-related purposes, such as recognizing Customer when Customer accesses the portal.

3. Suspension and Termination.

3.1. Notwithstanding anything to the contrary contained herein, CSG may suspend or terminate the Services, and Customer's account access, if: (a) Customer materially breaches these Terms, including any obligations under the Acceptable Use Policy; or (b) CSG deems necessary to protect the Services.

3.2. Under no circumstances will CSG be liable to Customer by reason of the suspension or termination of the Services in accordance with these Terms for compensation, reimbursement or damages of whatsoever nature including, without limitation, for (i) indirect or consequential damages, (ii) loss of prospective compensation or earnings, (iii) goodwill or loss thereof, or (iv) expenditures, investments, or any type of commitment made in connection with the business of Customer or in reliance on the existence of these Terms.

4. Representations. Customer represents to CSG that Customer has the full right, power, and authority to purchase the Services and Customer's use of the Services shall be in accordance with these Terms.

5. Intellectual Property. As between CSG and Customer, CSG shall own and retain all rights, title and interests in and to the Services and any derivative works (collectively, "CSG IP"). Customer acknowledges that it has no right or interest in the CSG IP (except as expressly permitted by these Terms).

6. DISCLAIMER OF WARRANTY. EXCEPT AS OTHERWISE EXPRESSLY SET FORTH IN THIS AGREEMENT, CSG MAKES NO REPRESENTATIONS, WARRANTIES OR GUARANTEES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WITH RESPECT TO CONDITION OR QUALITY, PERFORMANCE, MERCHANTABILITY, FITNESS, CAPACITY OR DURABILITY FOR ANY PARTICULAR PURPOSE OR USE OR NON-INFRINGEMENT, AND

EXPRESSLY DISCLAIMS ANY OTHER REPRESENTATION, WARRANTIES AND GUARANTEES WITH RESPECT TO THE SERVICES.

7. LIMITATION OF LIABILITY; EXCLUSION OF DAMAGES. TO THE EXTENT PERMITTED BY LAW, CSG AND ANY AUTHORIZED RESELLER OF THE SERVICES WILL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR EXEMPLARY DAMAGES (INCLUDING, WITHOUT LIMITATION DAMAGES FOR LOSS OF PROFITS, LOSS OF GOODWILL, BUSINESS INTERRUPTION, LOSS OF BUSINESS OPPORTUNITY, OR ANY OTHER PECUNIARY LOSS) SUFFERED BY CUSTOMER RELATED TO OR ARISING OUT OF THE SERVICES AND/OR FROM ANY OTHER CAUSE WHATSOEVER, EVEN IF CSG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. MOREOVER, IN NO EVENT WILL CSG'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THESE TERMS, WHETHER IN CONTRACT, TORT OR UNDER ANY OTHER THEORY OF LIABILITY, EXCEED THE AMOUNT PAID BY CUSTOMER FOR THE SERVICES DURING THE TWELVE MONTHS PRIOR TO THE APPLICABLE CLAIM ARISING. IN NO EVENT WILL CSG OR ANY AUTHORIZED RESELLER OF THE SERVICES BE LIABLE, IN ANY WAY, FOR A SERVICE FAILURE, OR LACK OF SERVICE, IN ANY OF THE FOLLOWING SITUATIONS: (A) POWER FAILURE, (B) SUSPENDED OR TERMINATED BROADBAND SERVICE, (C) SUSPENSION OF SERVICES DUE TO BILLING ISSUES, (D) USE OF CERTAIN FEATURES WHICH ARE NOT COMPATIBLE WITH 911 SERVICES, AND/OR (E) ANY OTHER SERVICE OUTAGES NOT DESCRIBED HEREIN. EACH AND EVERY PROVISION OF THESE TERMS WHICH PROVIDES FOR A LIMITATION OF LIABILITY, DISCLAIMER, OR EXCLUSION OF DAMAGES, IS EXPRESSLY INTENDED TO BE SEVERABLE AND INDEPENDENT FROM ANY OTHER PROVISION.

8. 911 Terms and Conditions. The Services are provided subject to the terms and conditions set forth in the Appendix to these Terms.

9. General Provisions.

9.1. Severability. Each provision of these Terms will be valid and enforceable to the fullest extent permitted by law. If any provision of these Terms Is found, to any extent, be invalid or unenforceable, the remainder of this Agreement will not be affected by such invalidity or unenforceability.

9.2. Survival. Any section of these Terms that may last after termination of these Services shall survive the termination of these Services.

APPENDIX

911 Terms and Conditions

1. 911 Terms and Conditions. CSG provides its 911 Services (defined below) subject to the terms and conditions set forth below (the "911 Terms").

1.1. Definitions. For the purposes of these 911 Terms, the following terms will have the following meanings:

1.1.1. "911 Call(s)" means any call made dialing the digits 9-1-1, regardless of whether such call is made using Basic 911, Enhanced 911, or a PSAP.

1.1.2. "911 Services" means functionality that allows end users to contact emergency services by dialing the digits 9-1-1.

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1.1.3. "Approved Uses" means the provision of Enhanced 911 and/or Basic 911 to (a) 911 Users who principally utilize such services at such 911 User's residence and occasionally at other locations; (b) 911 Users that are enterprises that use either an on-site or PBX during customary business hours and should reasonably be expected to have reasonably customary 911 usage patterns due to the nature of such enterprise's business or operations; for clarity, the provision of Enhanced 911 service and/or Basic 911 service to enterprises that use either an on-site or hosted PBX but operate outside customary business hours, including, without limitation, assisted living facilities, nursing homes and other similar facilities, and to which (c) and/or (d), below, do not apply; or should not reasonably be expected to have reasonably customary 911 usage patterns due to the nature of such enterprise's business or operations, do not constitute "Approved Uses"; (c) 911 Users that operate non-emergency call center(s) that should reasonably be expected to have only occasional use of 911 due to the nature of such call center's business or operations; for clarity, central station alarm and other similar call centers that direct calls to emergency services do not constitute "Approved Uses"; and (d) 911 Users that operate call center(s) that support the deaf and/or hard of hearing community, which are more commonly known as "relay services."

1.1.4. "Basic 911" means the ability to route an emergency call to the designated entity authorized to receive such calls serving the Customer's Registered Emergency Address. With Basic 911, the 911 professional answering the phone will not have access to the 911 User's telephone number or emergency address information unless the 911 User provides such information verbally during the emergency call.

1.1.5. "E911 Authority" means a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local government units to whom authority has been lawfully delegated to respond to public emergency telephone calls, at a minimum, for emergency police and fire services through the use of one TTN. For clarity, an E911 Authority may be an individual PSAP, or an entity responsible for the management and operation of multiple PSAPs within a given geographic area.

1.1.6. "911 User" means the individual placing a 911 Call from a 911 User's TTN (defined below).

1.1.7. "Enhanced 911" or "E911" means the ability to route an emergency call to the designated entity authorized to receive such calls serving the Customer's provided address and to deliver the Subscriber's telephone number and corresponding Registered Emergency Address or REA information automatically to the 911 professional answering the call.

1.1.8. "P-Asserted-Identity" means a header field used among trusted SIP entities (typically intermediaries) to carry the identity of the user sending a SIP message as it was verified by authentication.

1.1.9. "Private Branch Exchange" or "PBX" means a telephone system within an enterprise that switches calls between enterprise users on local lines while allowing all users to share a certain number of external phone lines.

1.1.10. "Public-Service Access Point" or "PSAP" means an answering location for 911 Calls originating in a given area. The E911 Authority may designate a PSAP as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs answer calls; secondary PSAPs receive

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calls on a transfer basis. PSAPs are public safety agencies such as police, fire, emergency, medical, etc., or a common bureau serving a group of such entities.

1.1.11. "Registered Emergency Address" or "REA" means the physical address provided by the Customer to be used for E911 and Basic 911, which may be used to dispatch police, fire, emergency medical and other emergency response resources.

1.1.12. "SIP" means Session Initiation Protocol, which is the signaling protocol used between VoIP networks to establish, control and terminate voice calls.

1.1.13. "Subscriber" means an end user or telephone device assigned a DID.

1.1.14. "Trunk Number" or "TTN" means a United States or Canada telephone number bought by the Customer and assigned to a trunk for use with CSG's elastic SIP trunking service.

1.1.15. "VoIP" means Voice over Internet Protocol.

1.2. Service Description and Use of Service.

1.2.1. E911 Services. With E911, when a Customer places a 911 Call, such call will typically be routed to the local PSAP that covers Customer's REA. In limited circumstances, as further described below, the 911 Call may be routed to a PSAP. Regardless of which PSAP the 911 Call is routed to, if and only if the associate trunk is properly provisioned, the 911 professional will receive the (1) TTN associated with the 911 Call and (2) Customer's REA. Customer understands that Customer, and not CSG, must properly provision elastic SIP trunking origination services for each trunk associated with each of their TTNs in order for an emergency operator to receive the associated TTN and Customer's REA.

1.2.2. Basic 911. With Basic 911, when a Customer places a 911 Call, this call is always sent to the local PSAP serving the Customer's physical location. 911 professionals answering 911 Calls from Customer will not automatically receive the associated TTN or REA because the PSAP to which the 911 Call was routed will not be equipped to receive, capture, or retain Customer's assigned TTN or REA. Accordingly, Customer must provide both call-back and emergency address information to the 911 professionals. If the 911 Call is dropped or disconnected, or if the Customer is unable to speak, then the 911 professional will not be able to call the Customer back or dispatch emergency assistance to the Customer's physical location. As additional local PSAPs are able to answer E911 calls, CSG may upgrade Customer from Basic 911 to E911 service. CSG is not obligated, however, to notify Customer of the upgrade. In limited circumstances, Customers equipped with Basic 911 may have their calls routed to a PSAP, as further described below.

1.2.3. PSAP Service. Certain TTNs will not have access to either Basic 911 or E911 services. If Customer has TTNs that do not have access to either E911 or Basic 911, 911 Calls will be routed to a PSAP. A 911 professional at the PSAP will ask for the 911 User's name, telephone number, and location, and then transfer the 911 User to the appropriate local PSAP or otherwise determine the best way to provide emergency services to the 911 User. As with Basic 911, 911 professionals answering calls in a PSAP will not receive the 911 User's TTN or REA because PSAPs are not equipped to receive, capture or retain this information. Accordingly, the 911 User must provide this information to the 911 professional. Other reasons that a 911 User's 911 Calls may be sent to a PSAP is if (a) there is a problem validating the REA provided by Customer during provisioning, (b) Customer is located in an area that is not covered by the

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landline 911 network, or (c) Customer has Basic 911 or E911 service but these calls fail to complete and are routed to a PSAP for failover purposes.

1.3. Notwithstanding any term or condition of these 911 Terms to the contrary, Customer will only utilize CSG's E911 and/or Basic 911 services pursuant to these 911 Terms for Approved Uses.

1.4. Customer will not block their TTN on a device they are using when placing a 911 Call and the TTN shall be made available in the From/P-Asserted-Identity SIP headers of the incoming SIP request.

1.5. Customer acknowledges and agrees that CSG can only provide E911 call routing in territories where the PSAP or E911 Authority offers E911. All other 911 calls made by 911 Users successfully registered in CSG's database will be routed using the ten-digit outbound trunks or a 911 professional.

1.6. Customer will provide CSG with and keep current the correct and valid REA for each TTN for which the Customer desires 911 Services. The REA provided must include sufficient information to enable emergency responders to locate the 911 User and must comply with all Multi-line Telephone System ("MLTS") requirements applicable to Customer. For example, one MLTS requirement may be that for Customer located in a multi-floor building, Customer must include a floor or suite number as part of the REA. CSG AND ITS AUTHORIZED RESELLERS WILL NOT HAVE ANY LIABILITY WHATSOEVER FOR ANY DAMAGE, LIABILITIES, LOSSES, OR ANY OTHER CONSEQUENCES CAUSED BY CUSTOMER'S FAILURE TO KEEP ITS INFORMATION UPDATED. Customer will provide a TTN with Customer call presented to CSG for processing. CSG will have no obligation to provide 911 Services with respect to any Customer call that does not include a TTN and will not be liable for any claims arising from any efforts undertaken by CSG to provide 911 Services under such circumstances.

1.7. Customer Obligations. (i) Customer will be solely responsible for compliance with all applicable laws and/or other governmental requirements imposed or required by any state or other applicable governmental authority; and (ii) Customer will inform any party using (or any party that might use) the 911 Services of the difference between traditional 911 and VoIP 911 service in compliance with all applicable laws and/or other governmental requirements imposed or required by any governmental authority, including, without limitation, the Federal Communications Commission ("FCC"). For clarity, CSG will not be responsible if 911 Service is unavailable due to loss of power; certain features may not be compatible with 911 service; and CSG reserves the right to refuse provisioning or modification of features or service if such provisioning or modification adversely affects 911 service. Customer agrees not to move any equipment associated with the 911 Services and acknowledges that any such movement could impact 911 Services functionality and/or the ability to determine the location of the equipment. CSG and its authorized resellers disclaim all liability arising out of any movement of the equipment by Customer.

1.8. Customer Testing. Customer will be solely responsible to test the 911 Services after installation and periodically throughout the 911 Term (as defined in below) and will notify CSG if Customer notes any issues at any time with the Service. Customer agrees to test 911 Services and share the results of such testing at the request of CSG.

1.9. Equipment; Connection; Customer's Responsibilities. CSG will not provide any equipment or any electronic tools, except as may be expressly agreed to and set forth in writing. Customer must connect to CSG's network in a manner and at locations determined by CSG. If Customer elects to self-install, Customer will, at Customer's sole cost and liability as between Customer and CSG, be solely

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responsible for installing any and all equipment, software and the like necessary for Customer to use the 911 Services.

1.10. Charges and Rates. If applicable, Customer shall pay an additional fee per TTN enabled to use the 911 Services ("911 Fee").

1.11. Term. The term of these 911 Terms shall be the same as the period during which the CSG is providing the Services (the "911 Term").

1.12. DISCLAIMER. CUSTOMER ACKNOWLEDGES AND AGREES THAT CSG'S EMERGENCY SERVICE IS INTERNET-BASED AND THAT INTERNET 911 SERVICES ARE DIFFERENT THAN THAT OF A TRADITIONAL WIRELINE SERVICE. CUSTOMER FURTHER ACKNOWLEDGES THAT THE CSG EMERGENCY SERVICE MAY NOT SUPPORT BASIC 911 OR E911 DIALING IN THE SAME MANNER AS A TRADITIONAL WIRELINE PHONE SERVICE. FOR BASIC 911 OR E911 TO BE ACCURATELY ROUTED TO THE APPROPRIATE EMERGENCY RESPONDER, THE CUSTOMER MUST PROVIDE THE REA FOR THE ASSOCIATED TTN IN ACCORDANCE WITH THE CUSTOMER DOCUMENTATION

1.13. CUSTOMER ACKNOWLEDGES THAT THERE ARE POTENTIAL COMPLICATIONS ARISING FROM BASIC 911 OR E911 DIALING. SPECIFICALLY, CUSTOMER ACKNOWLEDGES AND AGREES TO INFORM ALL EMPLOYEES, GUESTS, AND OTHER THIRD PERSONS WHO MAY ALSO BE 911 USERS THAT BASIC 911 AND E911 SERVICES WILL NOT FUNCTION IF THERE IS A SERVICE FAILURE DUE TO ANY OF THE FOLLOWING CIRCUMSTANCES: (A) POWER FAILURE, (B) SUSPENDED OR TERMINATED BROADBAND SERVICE, (C) SUSPENSION OF SERVICES DUE TO BILLING ISSUES, (D) USE OF CERTAIN FEATURES WHICH ARE NOT COMPATIBLE WITH 911 SERVICES, AND/OR (E) ANY OTHER SERVICE OUTAGES NOT DESCRIBED HEREIN. CSG RESERVES THE RIGHT TO REFUSE PROVISIONING OR MODIFICATION OF FEATURES OR SERVICE IF SUCH PROVISIONING OR MODIFICATION ADVERSELY AFFECTS THE 911 SERVICES.

1.14. CUSTOMER FURTHER ACKNOWLEDGES THAT FAILURE TO PROVIDE A CORRECT PHYSICAL ADDRESS IN THE REQUISITE FORMAT MAY CAUSE ALL BASIC 911 OR E911 CALLS TO BE ROUTED TO AN EMERGENCY SERVICE PROVIDER NOT LOCATED NEAR THE CUSTOMER. FURTHERMORE, CUSTOMER RECOGNIZES THAT USE OF THE 911 SERVICES FROM A LOCATION OTHER THAN THE LOCATION INDICATED IN THE REA MAY RESULT IN BASIC 911 OR E911 CALLS BEING ROUTED TO AN EMERGENCY SERVICE PROVIDER NOT LOCATED NEAR THE CUSTOMER.

1.15. CUSTOMER ACKNOWLEDGES AND AGREES THAT NEITHER CSG, ITS UNDERLYING CARRIER, AND ANY OTHER THIRD PARTIES INVOLVED IN THE ROUTING, HANDLING, DELIVERY OR ANSWERING OF 911 SERVICES OR IN RESPONDING TO 911 CALLS, NOR THEIR DIRECTORS, MEMBERS, OFFICERS, SHAREHOLDERS, EMPLOYEES, OR AGENTS MAY BE HELD LIABLE FOR ANY CLAIM, DAMAGE, LOSS, FINE, PENALTY, OR COST (INCLUDING, WITHOUT LIMITATION, ATTORNEYS' FEES AND COSTS) AND CUSTOMER HEREBY WAIVES ANY AND ALL SUCH CLAIMS OR CAUSES OF ACTION, ARISING FROM OR RELATING TO THE PROVISION OF ALL TYPES OF EMERGENCY SERVICES TO CUSTOMER.

1.16. Limitation of Liability.

1.16.1. Customer agrees that CSG and its authorized resellers, and their respective directors, officers, members, shareholders, employees, and agents will not be liable for any loss or damage sustained by Customer or 911 Users due to any failure in or breakdown of the communication facilities associated with providing the 911 Services, or for any delay, interruption, or degradation of the Services whatsoever; provided, however, that CSG remains liable for any gross negligence or willful misconduct by CSG, its directors, members, officers, shareholders, employees, and agents.

1.16.2. In no event will the liability of CSG and its authorized resellers, to Customer for any loss arising out of the 911 Services provided pursuant to these 911 Terms or any errors, interruptions, defects, failures or malfunctions of the 911 Services provided pursuant to these 911 Terms, including, without limitation, any and all equipment and data processing systems associated therewith, exceed an amount equal to the total amount paid by Customer during the twelve (12) month period preceding the first incident out of which the liability arose. Customer waives any claim that these exclusions or limitations deprive it of an adequate remedy or cause these 911 Terms to fail of their essential purpose. Customer further acknowledges, understands and agrees that CSG has no control over how a foreign administration or third party carrier establishes its rules and conditions pertaining to international telecommunications service.

Enterprise Messaging Terms of Service (Public Safety)

Verizon Wireless's Enterprise Messaging Access Gateway platform and portal ("**EMAG**") allows public safety customers (**"Customer"**) to send high volumes of text messages. This agreement is between Customer as our subscriber and Verizon Wireless ("**VZW**") and it sets forth the terms and conditions under which Customer agrees to use and VZW agrees to provide access to EMAG. By using EMAG, Customer accepts these Terms of Service ("**TOS**"), which may be modified by VZW from time to time.

1. **Enterprise Messaging.** VZW provides the EMAG Service through two different EMAG plans. The Enterprise Gateway features allows a Customer to send bulk short message service ("SMS") messages and/or bulk multimedia messaging service ("MMS") messages, as applicable, to VZW subscribers, and send individual-to-individual messages to subscribers of most domestic wireless carriers. The Enhanced Messaging Features allow Customer to send bulk SMS messages to VZW subscribers and subscribers of eligible North American Numbering Plan ("NAMP") eligible carriers using VZW provided toll-free numbers. The Enhanced Messaging Features supports the sending and receiving of SMS messages only and not all carriers are supported. Contact your VZW Sales Representative for a complete list of supported destination countries and carriers. Availability, quality of coverage and service is not guaranteed, and supported destination countries may change without notice. Customer acknowledges that intercarrier messaging may be subject to message size, throughput requirements, blocking, throttling and filtering. Delivery of traffic may be affected by another carrier's policies and messaging terms. Customers must have a valid Blanket Purchase Agreement with at least five (5) active Government lines ("**MDNs**") and a physical address within VZW's licensed service area. Customer is solely responsible for monitoring its messaging operations. Customers using the EMAG Portal must provide a user ID and password and must safeguard the Portal credentials and prevent unauthorized use. VZW has the right to alter or not offer the EMAG service in part or at all. For the term of the TOS, Customer will receive for use the following depending on plan/features type: For the Enterprise On-Net Plan – Five (5) private On Network Messaging sending numbers for use on the VZW network only. For the Enhanced Messaging Features – One (1) Toll Free Enhanced Messaging sending number to use with the Enhanced Plan. VZW reserves the right upon prior notice to reclaim any phone number used for

EMAG if Customer does not send sufficient traffic over it and the number may be re-assigned to another customer.

2. **Term and TOS Termination.** The term of this TOS shall be one year from the date the Customer signs the TOS (**"Effective Date"**). The TOS shall automatically renew for additional terms of one (1) year each, unless either Party shall give notice of cancellation at least thirty (30) days prior to the expiration of the original term or any renewal term or the TOS or service is otherwise terminated as per the terms of this TOS. Either party may terminate this TOS upon thirty (30) day's written notice to the other party for any reason. Fees are payable on a monthly basis and subject to increase upon thirty (30) days' notice to the Customer. Upon termination by the Customer, fees are due and payable up to the end of the month of termination.

3. **Intellectual Property.** VZW owns all rights, including intellectual property rights, in EMAG and its components, software, tools, portal, documentation, and other materials relating thereto, including modifications, updates, revisions or enhancements. All rights not explicitly given are reserved by VZW.

4. **License Rights and Restrictions.** Subject to the TOS and all documentation provided by VZW, VZW grants to Customer a personal, revocable, limited, nonexclusive, non-transferable, non- sublicensable license during the Term to access and use EMAG solely to send text and picture messages for internal business use. Customer will not, and will not allow any Third Party to, (a) modify, copy, or otherwise reproduce EMAG in whole or in part; (b) reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code form or structure of any of the elements used in EMAG; (c) provide, lease or lend EMAG in whole or in part to any Third Party; (d) remove any proprietary notices or labels displayed on EMAG; (e) modify or create a derivative work of any part of EMAG; (f) use EMAG for any unlawful purpose; (g) use EMAG for any high risk or illegal activity; (h) use EMAG in contravention of any of VZW's policies, procedures, rules or guidelines provided or made available by VZW or use EMAG in such a way that it interferes with, disrupts, damages, or accesses in an unauthorized manner the servers, networks, or other properties or services of VZW; (i) export or re-export EMAG without the appropriate U.S. or foreign government licenses; (j) incorporate or combine EMAG in whole or in part with any open source software in such a way that would cause EMAG, or any portion thereof, to be subject to all or part of the license terms of such open source software; or (k) provide access to or use of EMAG to any Third Party or sublicense any rights in EMAG to any Third Party. Customer is not entitled to resell the EMAG services without the express written approval of VZW.

5. **Content.** Customer is solely responsible for its content it transmits through EMAG (or use by any person or entity Customer permits to access EMAG). Provision of intercarrier messaging is provided through a third-party vendor. Customer agrees that its messaging will comply with applicable industry guidelines (e.g. Mobile Marketing Associate's best practices for messaging, and CTIA's Messaging Principles and Best Practices)), third-party vendor guidelines and content standards, and VZW content standards (attached hereto as Exhibit "A"), which may updated from time to time ("Messaging Guidelines"). Customer will not send any unsolicited bulk commercial messages (*i.e.*, spam), "phishing" messages intended to access private or confidential information through deception, other forms of abusive, harmful, or malicious, unlawful, or otherwise inappropriate messages, messages which required an opt-in that was not obtained, messages containing executable files or links to other content or premium or similar messages that require a subscription or surcharge, and as otherwise set forth in the Messaging Guidelines or as determined by VZW, in its sole discretion. Customer will not transmit any messages that would violate any

federal, state or local law, court order, regulation or the Messaging Guidelines. Customer will cooperate with VZW and/or any governmental authority in investigating any violation or prohibited use of EMAG.

6. **Consent Requirements**. Customer agrees that it will send messages only to subscribers that have opted in to receive its messages by: a) establishing an opt-in process that effectively captures each subscriber's consent to receive Customer's messages, informs subscribers of the nature and scope of Customer's messaging campaigns and any financial obligations associated with the messaging; b) maintaining opt-in records for a minimum of 6 months from the date of a recipient's opt-in consent; and c) immediately complying with subscriber opt-out requests such as STOP, END, CANCEL, UNSUBSCRIBE or QUIT in compliance with the Messaging Guidelines. Customer will send messages that require opt-in consent only to those recipients that have affirmatively opted in to receive such messages. Although VZW may provide in the Portal a way to manage lists of opt-out records, it is up to the Customer to obtain the consents and maintain proper records and VZW accepts no responsibility for consents and retention of such records.

7. **HIPAA.** EMAG is not designed for secure transmission or storage of personal healthcare information. Customer will not use EMAG to store or transmit Protected Health Information (**"PHI"**) as defined in the Health Insurance Portability & Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009 and accompanying regulations (collectively, "**HIPAA**"). If Customer is a Covered Entity or a Business Associate as defined by HIPAA, Customer will not use EMAG to store or transmit PHI. To learn more about HIPAA, go to: http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html.

8. **Fees.** Customer will pay monthly to VZW the amount in the below chart for each SMS and/or MMS sent through EMAG. The billing and payment terms set forth in Customer's Government agreement with VZW will apply to the EMAG charges set forth on your VZW bill. Additional charges may apply for inter-carrier messaging Application to Person ("**A2P**") traffic. VZW reserves the right to increase pricing upon thirty (30) days' notice.

9. **Pilot Mobile Phone.** VZW shall provide Customer with one pilot mobile phone at no charge to manage password setup and resets. Customer should safeguard the pilot mobile phone in case password resets are needed as VZW must rely on regular mail delivery of password resets if the phone is not available (password resets cannot be given over the phone or sent via email). This pilot mobile phone will not be capable of making any voice calls. Customer shall promptly notify VZW if the phone is lost, damaged or stolen and VZW reserves the right to charge Customer for replacement phones.

10. **Security and Unauthorized Code.** Customer will comply with VZW's information security requirements available at http://www.verizon.com/suppliers (or successor website) as updated from time to time. Customer will implement and maintain effective administrative, physical and technical security controls to protect VZW's assets, network and other facilities, information and EMAG that Customer accesses or uses. Customer will design, develop, build, operate and maintain your access to EMAG to sufficiently prevent the transmission of Unauthorized Code and mitigate security threats, including, but not limited to, unauthorized access, use or fraud. Customer will not send or introduce any Unauthorized Code to EMAG, VZW's network or any other VZW system or facility. Customer will not use EMAG, or permit any Third Party to use EMAG, to engage in any fraudulent, illegal, or unauthorized use. Customer will continually monitor for the presence of any Unauthorized Code. In the event you detect the presence of any Unauthorized Code, Customer

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will: (a) notify VZW in writing the same day the Unauthorized Code is detected; (b) promptly remove the Unauthorized Code; and (c) promptly remedy any condition caused by the Unauthorized Code. VZW may audit your use of EMAG. Should such audit request be denied, or should the audit reveal a violation of applicable laws, regulations, policies or procedures, or this TOS, VZW may immediately terminate this TOS and your use of EMAG. "**Unauthorized Code**" means any virus, Trojan horse, worm, rootkit, back door, trap door, time bomb, drop-dead device, timer, clock, counter or other limiting routine, as well as any other instructions, designs, software routines, or hardware components designed to: (a) disable, erase, or otherwise harm software, hardware, data, text or any other information stored in electronic form; (b) cause any of the foregoing with the passage of time; or (c) place a program or hardware under the positive control of a Third Party other than an owner or licensee of the program or hardware.

11. **Certification Tests.** VZW may conduct certification tests in its sole discretion. Customer will pass such certification tests furnished by VZW prior to using EMAG. If Customer fails any such certification tests, then VZW may, in its sole discretion, refrain from providing Customer with access to EMAG.

12. **Data Retention and Access**. VZW provides access to the metadata relating to the messages (time/date/sent/received) for up to one year. For messages sent or received over the EMAG APIs, VZW provides Customer access to messaging content for up to fourteen (14) days, after which time it is deleted. For messages sent or received over the Portal, VZW retains Customer message content for sixty (60) days, after which time it is deleted.

13. **Customer Contact.** Customer will provide to VZW contact information including a phone number and email address of an EMAG contact(s), who shall be available during business hours and during such time as Customer utilizes EMAG to assist with the resolving of service matters and trouble shooting. Customer must provide written notice of changes to contact information fourteen (14) days prior.

14. **Termination of Service.** VZW CAN, WITHOUT NOTICE, LIMIT, SUSPEND, OR CANCEL CUSTOMER'S ACCESS TO OR USE OF EMAG IF CUSTOMER VIOLATES THE RESTRICTIONS OF THIS TOS OR FOR GOOD CAUSE, which shall include, but is not limited to: (a) breaching this TOS or Customer's Government agreement with VZW; (b) spamming or other abusive messaging; (c) using EMAG in a way that adversely affects our network, our customers, or other customers; (d) allowing anyone to tamper with messaging applications in a manner contrary to this TOS; (e) any governmental body of competent jurisdiction suspends or terminates Customer's service or institutes a requirement, ruling or regulation that conflicts with this TOS; or (f) operational or other governmental reasons.

15. **Service Limitations.** VZW may establish limits on the use of EMAG, including, but not limited to, the number of messages sent over a limited time period (i.e., per minute, hourly and daily), the number of active connections, and recommended connections per group, as set out in our User's Guide (available on the EMAG Portal) which may be updated form time to time. VZW provides no service level commitments or quality of service standards for EMAG. VZW will provide to Customer maintenance, technical and support services for EMAG, as determined by VZW in its sole discretion. VZW may extend, enhance, or otherwise modify EMAG at any time and for any reason without notice. There are limitations to wireless messaging which by their nature do not permit or may delay the delivery of text messages. These limitations include, but are not limited to, network limitations, when a wireless phone is not in range of one of our transmission sites or those of

another company that carries our customer calls, insufficient network capacity, interference due to subscriber's equipment, terrain, proximity to buildings, foliage, and weather. Further, VZW does not own or control all of the various facilities and communications lines between a Customer's site and VZW's EMAG access point. Experience by carrier and region may cause the experience to vary. Due to these limitations and the limitation in the number of messages that can be sent, EMAG SHOULD NOT BE USED AS THE SOLE MEANS TO SEND MESSAGES THAT CONTAIN INFORMATION THAT IS ESSENTIAL TO THE PROTECTION OF LIFE OR PROPERTY, OR IS MISSION ESSENTIAL OR CRITICAL IN OTHER WAYS. VZW reserves the right to block any messaging traffic that violates this TOS or harms or may harm VZW, EMAG or our assets, network or facilities.

16. **Disclaimer and Limitation of Liability.** EMAG IS PROVIDED ON AN "AS IS" BASIS AND CUSTOMER'S USE OF EMAG IS ITS SOLE RESPONSIBILITY. VZW (AND ITS OFFICERS, EMPLOYEES, PARENTS, SUBSIDIARIES AND AFFILIATES), ITS THIRD PARTY LICENSORS, PROVIDERS VENDORS AND SUPPLIERS, DISCLAIM ANY AND ALL WARRANTIES FOR EMAG OR TEXT MESSAGE DELIVERY, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, NONINTERFERENCE, AND THOSE ARISING FROM COURSE OF DEALING, COURSE OF TRADE, OR ARISING UNDER STATUTE. VZW DOES NOT WARRANT THAT EMAG WILL BE WITHOUT FAILURE, DELAY, INTERRUPTION, ERROR, OR LOSS OF CONTENT, DATA, OR INFORMATION. VZW SHALL NOT BE LIABLE FOR ANY FAILURE TO PROVIDE EMAG, FOR ANY CONTENT, AND MAKES NO GUARANTEES THAT ANY TEXT MESSAGE WILL BE DELIVERED. NEITHER PARTY, NOR ITS AGENTS OR VENDORS, SHALL BE LIABLE TO THE OTHER PARTY, ITS EMPLOYEES, AGENTS OR ANY THIRD PARTY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES. IN THE EVENT OF ANY BREACH BY VZW OF THIS TOS, VZW'S LIABILITY TO CUSTOMER SHALL NOT EXCEED THE AMOUNT PAID TO VZW BY CUSTOMER UNDER THIS TOS DURING THE PREVIOUS THREE MONTHS.

17. **Indemnification.** Customer shall defend, indemnify, and save harmless VZW and its successors, assigns, employees, and agents, and their heirs, legal representatives and assigns from any and all claims or demands, including claims for bodily injury or death, or damage to property, arising from Customer's use of EMAG, including reasonable counsel fees and costs.

18. **Miscellaneous.** Customer will not resell or aggregate EMAG or allow Third Parties to use or access EMAG without prior written permission from VZW. This TOS supplements Customer's Government agreement with VZW as it relates to EMAG. If there are any inconsistencies between this TOS and Customer's Government agreement with VZW, then this TOS shall control with respect to EMAG. Customer agrees that its use of EMAG will comply with any applicable local, state, national and international laws and regulations. This TOS may not be assigned in whole or in part by the Customer with prior written consent of VZW. Any failure of VZW to perform hereunder shall be excused if caused by failure of a third party wireless or telecommunications provider serving a particular area, power failure, national emergency, interference by any governmental agency, acts of God, strikes, other labor disturbance, severe weather conditions, fire, terrorism, riots, war, earthquakes, or any other causes beyond VZW's reasonable control.

Exhibit A

VZW Content Standards

Customer may only provide content that is legal and does not include or provide access to content or material that falls into the following categories:

- Contains anything that is obscene or indecent or anything with strong sexual, explicit or erotic themes or that links to such content;
- Contains hate speech;
- Contains excessive violence;
- Contains extreme profanity;
- Contains misleading or fraudulent claims;
- Promotes or glamorizes alcohol abuse, illegal drug use or use of tobacco products; or
- Promotes a competitor of VZW or its affiliates.

All content must comply with applicable industry standards (e.g., Mobile Marketing Association's Best Practices, CTIA's Wireless Content Guidelines, etc.) and VZW's commercial practices. Additionally, no content and materials included shall disparage VZW or its affiliates. VZW will decide, in its sole discretion, whether the content, material or services provided complies with these standards.

Intrepid Services Agreement

Terms and Conditions

1. DEFINITIONS

In this Agreement, capitalized terms shall have the meanings described on the Order Form or as set out below and in the text of the Agreement:

"**Customer Data**" means the customer-specific data, including personal data, available to the Customer through the Service. Customer data is further defined as Generic and Unique.

"Generic Customer Data" means information not personal or specific to operations including amount of traffic, usage patterns, and aggregate amounts of unique data.

"Unique Customer Data" means all other information that is not generic, including personal information, specific details of operations, locations, photographs, written communications, recordings, and biometric data.

"Confidential Information" means all information disclosed by one party to the other party that is identified in writing as "confidential" or "proprietary" (or, in the case of oral disclosures, is summarized in writing and delivered to the receiving party within 30 days).

"Devices" means all hardware devices of Customer utilizing the Service, whether provided by Intrepid or from any other third party.

"Initial Term" means the period commencing on the Effective Date and ending on the last day of the Service Period.

"Service" means the online, web-based, and mobile access business application services, including content and associated offline components as well as support and training made available by Intrepid to Customer.

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"Service Period" means the period beginning on the Effective Date and continuing for the period set forth on the Order Form.

"User" means any of the Customer's employees, representatives, consultants, contractors or agents utilizing the Service, with each such person or party who is authorized to use the Service to be supplied with a user identification and/or password by Customer (or by Intrepid at Customer's request).

2. SERVICES

2.1 Subject to the terms and conditions of this Agreement and payment of all applicable fees and charges, Intrepid grants Customer a non-exclusive, non-transferable, revocable, limited right and license during the Term to use the Service for Customer's internal, in-house business use only within the United States of America. Intrepid reserves all rights in the Service not expressly granted herein.

2.2 Intrepid reserves the right to perform maintenance of the Service as needed and, except in the event of emergency maintenance, will use commercially reasonable efforts to provide prior notice to Customer of any Service unavailability and the reasons therefore.

2.3 A user account is required to access the Service, which may be used only by authorized Users. User accounts are non-transferable to other organizations or agencies but can be transferred to users in other departments within the purchasing organization or agency. User accounts shall not be shared or utilized by Users in non-purchasing organizations or agencies. Notwithstanding the foregoing, Customer shall make available for audit a list of all Users within five (3) business days when requested by Intrepid.

2.4 Customer is responsible for any and all activities that occur under Customer's User accounts, including without limitation any loss or damage that results from such use or misuse. Customer shall: (a) report to Intrepid immediately any unauthorized use of any password or account or any other known or suspected breach of security; (b) report to Intrepid immediately any copying or distribution of any content contained in, or accessible through, the Service that is known or suspected by Customer or its Users, and Customer shall take all necessary steps to stop or terminate such conduct; and (c) ensure that use of the Service shall at all times comply with the terms of this Agreement.

2.5 At all times during the Term of this Agreement, Customer will conduct its business and/or operations, and cause its Users to be, in compliance with all federal, state, provincial, local, or similar statutes, laws, ordinances, regulations, rules, codes, orders, conventions, or rules of law (including common law) and governmental orders (collectively, "Laws"), applicable to Customer and Customer's business and/or operations, including, but not limited to any such Laws with respect to the use of the Service in Customer's business and/or operations.

2.6 Customer warrants that it is legally entitled to allow Intrepid to monitor the Customer account and each User in the account to process for Generic Customer Data in order to provide improvements to Intrepid products or resolve product defects.

2.7 Customer acknowledges and agrees that Intrepid shall not be responsible for providing internet access or any equipment or services necessary to utilize internet access by Customer or any User.

3. LIMITATIONS AND RESTRICTIONS

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3.1 Except as expressly set forth herein, Customer shall not (nor shall it permit others to) (a) copy, market, license, sublicense, sell, resell, transfer, assign, reproduce, distribute or otherwise make available to any third party the Service; (b) modify, adapt or make derivative works based on the software or intellectual property used in the Service; (c) retransmit or link the Service (including "framing" or "mirroring" any content contained in, or accessible from the Service) to any other server, wireless or Internet-based device. Customer shall ensure and be responsible for all of its Users' compliance with the terms of this Agreement; or (d) store or transmit any Content (as defined herein) that could give rise to civil or criminal liability.

3.2 To the extent that access to any software or other intellectual property is provided to Customer by Intrepid, Customer agrees that it will use such software and intellectual property solely for Customer's own internal processing operations under this Agreement, and that Customer will not directly or indirectly disassemble, reverse engineer, or decompile, modify, create derivative works based on, or translate the Services, or any software or intellectual property included therein, or transfer or otherwise grant any rights in or access to such software or intellectual property in any form to any other party. Customer shall promptly report to Intrepid any actual or suspected violation of this Section
3.2 and shall take all further steps reasonably requested by Intrepid to prevent or remedy any such violation.

3.3 Users may be required to provide information about themselves in order to register for and/or use the Service. Intrepid shall not be responsible for the accuracy of any User information provided, and Customer agrees that any such information shall be accurate. Users are entirely responsible for maintaining the security of their user names and passwords and agree not to disclose such to any third party. Company acknowledges that it is necessary for Intrepid to send certain electronic communications to Users in order to deliver the Service and consents to such communications.

3.4 Customer is solely responsible for the pictures, audio, video, graphics, text, or other content ("Content") sent, displayed, or uploaded by Customer or its Users with or to the Service, either directly or through another application. Except for material that Intrepid licenses to Customer and as otherwise noted in this Agreement, Intrepid claims no ownership of any Content that is transmitted, stored, or processed in Customer's account(s). Intrepid also does not control, verify, or endorse the Content that Customer or its Users make available in the Service.

3.5 The Service provides functions that allow Customer and Users to control who may access Content. If Users enable the features that allow sharing Content with others, anyone with whom Content is shared (including the general public, in certain circumstances) may have access to Content. Customer hereby grants Intrepid and its agents the right to reproduce, distribute, display, and disclose Content with others authorized by Customer or its Users to view such Content as part of Intrepid's provision of the Service to such authorized users.

3.6 Customer represents and warrants that: (a) Customer has all the rights in the Content necessary to use the Service and to grant the rights in this Agreement, and (b) the storage, use, or transmission of the Content doesn't violate any law, this Agreement, or the rights of any third parties. Customer will: (i) be solely responsible for the nature, quality, and accuracy of the Content; (ii) ensure that the Content (including the storage or transmission thereof) complies with this Agreement and any and all applicable laws and regulations; (iii) promptly handle and resolve any notices and claims relating to the Content, including any notices sent by any person claiming that any Content violates any person's rights, such as take-down notices pursuant to the Digital Millennium Copyright Act and any

other notices; and (iv) maintain appropriate security, protection, and backup copies of the Content, which may include, Customer's use of additional encryption technology to protect the Content from unauthorized access. Although Intrepid is not responsible for any Content in violation of this provision, Intrepid may delete any Content in violation of any provision in this Agreement of which it becomes aware, at any time without notice. Customer must immediately notify Intrepid in writing of any unauthorized use of (a) any Content (b) any User account, or (c) the Service that comes to Customer's attention. In the event of any such unauthorized use by any third party that obtained access through Customer or its Users, Customer will take all steps necessary to terminate such unauthorized use.
Customer will provide Intrepid with such cooperation and assistance related to any such unauthorized use as Intrepid may reasonably request.

3.7 If Customer becomes aware of any violation of this Agreement in connection with use of the Service by any User or person, Customer must notify Intrepid immediately. Intrepid may investigate any complaints and violations that come to its attention and may take any action that it believes is appropriate, including, but not limited to issuing warnings, removing Content, or terminating accounts and/or User profiles. Because situations and interpretations vary, Intrepid also reserves the right not to take any action. Under no circumstances will Intrepid be liable in any way for any data or other Content viewed while using the Service, including, but not limited to, any errors or omissions in any such data or Content, or any loss or damage of any kind incurred as a result of the use of, access to, or denial of access to any data or content.

4. PROPERTY RIGHTS

Customer shall remain the sole and exclusive owner of Unique Customer Data. Unique Customer Data may be monitored or evaluated in an emergency situation or with permission or at the request of Customer or its Users for purposes such as assisting in customer operations, performing customer- specific analysis, or improving Intrepid's products. Customer explicitly grants Intrepid the right to monitor network traffic that includes Unique Customer Data for the purpose of optimizing the Service's performance. Intrepid is and shall remain the sole and exclusive owner of the Service and all documentation or other property provided by Intrepid during the Term of this Agreement, including any intellectual property developed, originated, or prepared on behalf of or in conjunction with Customer. This Agreement does not grant to Customer any shared development rights. Customer shall not reproduce in whole or in part (except as permitted under this Agreement), modify, merge, or incorporate any form or portion of the Service with other program material, create derivative work from the Service, reverse engineer, de-compile, or disassemble all or any portion of the Service, and/or disclose, sell, sublicense, or otherwise transfer or make available all or any portion of the Service to any third party without the prior written consent of Intrepid.

5. WARRANTIES, REMEDIES, LIMITATIONS OF LIABILITY, AND INDEMNIFICATIONS

5.1 Intrepid warrants to Customer that the Service will be provided in a professional and workmanlike manner. As Customer's exclusive remedy for breach of the foregoing warranty, Intrepid shall, at its option, repair or replace the nonconforming elements of the Service. Intrepid shall have no obligation hereunder if software or other intellectual property used in the Service, or hardware utilizing the Service, is modified, altered, merged or subjected to misuse, neglect, accident or improper use by Customer or any third party. If at any time Customer becomes unsatisfied with the Service, Customer's sole remedy is to cease using the Service.

EXCEPT AS EXPRESSLY PROVIDED HEREIN, THE SERVICE IS PROVIDED "AS IS" AND INTREPID, ITS SUPPLIERS AND VENDORS EXCLUDE ALL WARRANTIES OF ANY KIND, WHETHER

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EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE. INTREPID AND ITS SUPPLIERS AND VENDORS SPECIFICALLY DISCLAIM ALL EXPRESS OR IMPLIED WARRANTIES OF DESIGN, NON-INFRINGEMENT, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, THAT THE SERVICE OR DEVICES WILL MEET ALL OF CUSTOMER'S REQUIREMENTS, OR THAT THE SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, VIRUS FREE, OR ERROR-FREE. NOR DOES INTREPID (OR ITS VENDORS OR SUPPLIERS) MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICE OR THAT ALL ERRORS IN THE SERVICE WILL BE CORRECTED.

5.2 INTREPID, ITS VENDORS AND SUPPLIERS ENTIRE LIABILITY FOR ANY CAUSE OF ACTION, WHETHER IN CONTRACT, WARRANTY, OR IN TORT (INCLUDING NEGLIGENCE) FOR ALL CLAIMS RELATING TO THIS AGREEMENT AND ITS PERFORMANCE, SHALL BE LIMITED IN THE AGGREGATE TO THE LESSER OF THE FEES PAID BY CUSTOMER TO INTREPID DURING THE TWELVE (12) MONTH PERIOD PRIOR TO THE CLAIM OR $25,000.

5.3 IN NO EVENT SHALL ANY PARTY BE LIABLE FOR ANY LOST PROFITS, LOST REVENUE, INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES EVEN IF SUCH PARTY HAS BEEN ADVISED OF, OR COULD HAVE REASONABLY FORESEEN, THE POSSIBILITY OF SUCH DAMAGES.

5.4 Customer acknowledges that the limitations of liability and disclaimers of warranty set forth in this Agreement are independent of any remedies hereunder and apply regardless of whether any remedy fails its essential purpose. Customer acknowledges that Intrepid has set the pricing for the Service and other fees and charges in reliance on the disclaimers of warranty and limitations and exclusions of liability set forth in this Agreement and that the same form an essential basis of the bargain between the parties.

5.5 Intrepid shall indemnify Customer from and against any third-party liabilities, losses, damages, claims, suits, and expenses, including reasonable legal expenses, of whatever kind and nature ("Losses"), imposed upon, incurred by or asserted against Customer relating to or arising out of any third-party claim brought against Customer alleging that the Service used as contemplated by this Agreement violates any proprietary rights of such third party. This Section 5.5 states Intrepid's entire obligations regarding infringement of a third party's intellectual property rights with respect to the use of the Service.

5.6 Customer shall indemnify Intrepid, its suppliers and vendors from and against any and all Losses imposed upon, incurred by, or asserted against Intrepid relating to or arising out of a claim alleging that Intrepid's authorized use of the Customer Data violates the proprietary rights of, or has caused harm to, any third party (including, without limitation, any User).

5.7 In addition to, and without limiting, any and all obligations of Customer set forth herein, Customer hereby assumes entire responsibility and liability for any and all damage or injury of any kind or nature to all persons, and to all property, real or personal, caused by, resulting from or associated with the use by Customer, or any of Customer's employees, representatives or agents (whether a User or not), of the Service and agrees to indemnify, defend, and hold harmless Intrepid, its suppliers and vendors from and against any and all Losses or injury to persons or to property caused directly or indirectly by Customer or any of Customer's employees, representatives or agents (whether a User or not), Customer's property or equipment, or any and all persons acting on Customer's behalf or under Customer's supervision or control, whether direct or indirect.

5.8 In consideration of the obligations of Intrepid hereunder, Customer acknowledges that the use of the Service by Customer is voluntary and may involve known and unknown risks that could result in physical injury (including death) and/or property damage. Customer, on behalf of itself and its employees, representatives and agents, (the "Customer Parties") hereby releases, remises, requites, satisfies and forever discharges Intrepid, its suppliers and vendors and their respective heirs, personal representatives, successors and assigns from any and all Losses whatsoever, in law, in equity or in arbitration that the Customer Parties have, had or may have (through all stages of settlement and litigation, including all appeals and all collection proceedings) arising out of or resulting from the Customer Parties' voluntary use of the Service.

5.9 The indemnity obligations set forth in this Section 5 are contingent upon (a) the indemnified party giving prompt written notice of any indemnified claim,
(b) the indemnified party allowing the indemnifying party the sole control of the defense and related settlement negotiations for such claim; and (c) the indemnified party providing reasonable assistance and cooperating in the defense and settlement negotiations as requested by the indemnifying party and at the indemnifying party's expense.

6. CONFIDENTIALITY AND DATA PROTECTION

By virtue of this Agreement, each party may have access to the Confidential Information of the other party. The parties expressly acknowledge that the Customer Data shall be governed by Sections 2.7 and 4 and shall not constitute Confidential Information. Each party agrees to keep confidential all Confidential Information disclosed to it by the other party or a third party, and to protect the confidentiality thereof in the same manner as it protects the confidentiality of similar information and data of its own (at all times exercising at least a reasonable degree of care in the protection of such Confidential Information). This Section 7 shall not apply to anything that: (i) is or becomes (through no improper action or inaction by the receiving party) generally available to the public, or (ii) was in the recipient's possession or known by it, without restriction, prior to receipt from the disclosing party, or
(iii) was rightfully disclosed to the receiving party by a third party, or (iv) is required to be disclosed by a subpoena, request for documents, or other validly issued judicial or administrative process, provided that the party so required to disclose it promptly notifies the other party of the receipt of process and permits the other party a reasonable opportunity to respond to such process; or (v) is necessary to be disclosed by a party in order to meet its obligations under this Agreement. If a party wishes to rely on one of these exclusions it shall give prompt written notice to the other party detailing the relevant information and the reason for disclosure.

7. TERM AND TERMINATION

7.1 This Agreement shall commence on the Effective Date and shall remain in effect through the Initial Term unless earlier terminated as set forth below.
Either party may terminate this Agreement upon notice to the other party if the other party materially breaches this Agreement and such breach is not remedied within 30 days of such notice, except for breaches relating to non- payment for which such cure period shall be 5 business days.
Either party may terminate this Agreement immediately upon notice if the other party becomes subject to any proceeding under any statute of any governing authority relating to insolvency or the rights of creditors that is not dismissed within 60 days, or the equivalent occurs in any jurisdiction.
Upon termination of this Agreement for any reason, all accrued rights to payment shall become due, all licenses shall immediately terminate, Customer shall immediately discontinue all use of the Service and

delete or remove any copies of the Service in its possession, and each party shall promptly return (or, if requested by the other party, destroy) all Confidential Information of the other party in its possession. Upon termination, Intrepid may immediately terminate Customer's access to the Service without notice and within 30 days thereafter delete Customer's Data and any related data.

7.2 Sections 1, 2.4, 2.5, 2.6, 3, 4, 5, 6, 7, 8, and 9 shall survive the termination or expiration of this Agreement in accordance with their terms.

8. **EXPORT**

If, at the time or times of Intrepid's performance hereunder, a validated export license or other export authorization is required for Intrepid or its agents to lawfully export the goods, source code, or technical data from the United States of America or such other country of origin, then the issuance of such license or authorization to Intrepid or its agents in accordance with the rules and regulations of the applicable country(ies) shall constitute a condition precedent to Intrepid's performance of its obligations hereunder. Customer agrees to comply with all applicable export laws and regulations of the United States of America or such other country of origin. Specifically, but without limitation, customer agrees that it will not resell or re-export Intrepid products, source code, or technical data in any form without obtaining appropriate export or re-export licenses from the respective governmental authority of the United States of America, other country of origin, or country of export or re- export.
Violation of this provision shall constitute cause for termination of this Agreement by Intrepid without liability to customer.

9. **MISCELLANEOUS**

9.1 Neither party shall be liable for any delay or failure in performing any of its obligations under this Agreement if such delay or failure is caused by circumstances outside the reasonable control of the party concerned. The Service may be subject to limitations, unavailability, delays, and other problems inherent in the use of the internet, mobile telephone networks and electronic communications. Intrepid is not responsible for any delays, delivery failures, or any loss or damage resulting from the same. Notwithstanding the foregoing, nothing herein shall relieve Customer of its obligations to pay monies due and owing to Intrepid hereunder.

9.2 Intrepid may reference Customer's status as a user of the Service on Intrepid's website, in marketing materials and in sale presentations.

9.3 The waiver by either party of any default or breach of this Agreement shall not constitute a waiver of any other or subsequent default or breach.

9.4 Customer may not assign or transfer any of its rights or obligations under this Agreement in whole or in part without Intrepid's prior written consent. Intrepid may freely assign, transfer, and sub- contract this Agreement and any or all of its obligations herein.

9.5 This Agreement shall not be amended or modified except in a writing executed by the duly authorized representatives of Intrepid and Customer.

9.6 If any provision of this Agreement is held to be invalid or unenforceable, the parties or any applicable tribunal shall substitute an enforceable provision that preserves the original intent and

economic positions of the parties and the remaining provisions of this Agreement will remain in full force and effect.

9.7 All notices that are required to be given under this Agreement shall be in writing and sent to the addresses of the parties set out on the Order Form or to such other address as a party may designate by notice to the other party and shall be effective (a) on the date of delivery if sent by recorded delivery;
(b) on the business day following the date of transmission of a fax as evidenced by a successful transmission report; or (c) immediately if delivered personally to the relevant address.

9.8 This Agreement forms the entire understanding of the parties in respect of the matters dealt with in it and supersedes all previous agreements, understandings, proposals, and negotiations between them.

9.9 This Agreement shall be governed by the laws of the State of Florida, without regard to its conflicts of laws principles. Any suit, action, or proceeding with respect to this Agreement shall be brought in the courts of Orange County, Florida or in the U.S. District Court for the Middle District of Florida, and the parties hereby accept the exclusive jurisdiction of those courts for the purpose of any suit, action, or proceeding.

9.10 The parties acknowledge that they are familiar with transactions of this nature and agree that the fact one of the parties may have drafted or structured any provision of this Agreement shall not be considered in construing the particular provision either in favor of, or against, such party.

9.11 The parties hereto are independent contractors and this Agreement does not create a joint venture or partnership, and neither party has the authority to bind the other party to any third party.

9.12 This Agreement may be executed in any number of counterparts, each of which, when taken together, shall be an original.

Exhibit A
Response Times

I. Intrepid Service

1. Response Times

Intrepid shall use its commercially reasonable efforts to respond to all written requests for assistance in accordance with the following response times:

	Time to Respond	
Type of Problem	**During Normal Business Hours**	**Outside Normal Business Hours**
Level 1 – Service unavailable or data cannot be collected	Within 24 hours Call Intrepid Support Hotline Phone Number or Email: support@intrepid-networks.com	Within 24 hours Call Intrepid Support Hotline Phone Number or Email: support@intrepid-networks.com

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from >20% of the Users		
Level 2 – Part of the functionality of the Service is unavailable or data cannot be collected from *<=5% to 20% of the Users*	By 6PM EST of the following 2 business days Email: support@intrepid-networks.com	By 6PM EST of the following 2 business days Email: support@intrepid-networks.com
Level 3 – All other issues	Within 5 business days Email: support@intrepid-networks.com	Within 5 business days Email: support@intrepid-networks.com

Mobile Endpoint Security License Agreement

Version Date: March 1, 2023

THIS MOBILE ENDPOINT SECURITY LICENSE AGREEMENT (THE "LICENSE AGREEMENT" OR THE "AGREEMENT") IS BETWEEN LOOKOUT, INC. ("LOOKOUT") AND THE ENTITY AGREEING TO THESE TERMS ("CUSTOMER"). THIS AGREEMENT GOVERNS THE SUBSCRIPTION TO AND USE OF LOOKOUT MOBILE ENDPOINT SECURITY SERVICES (THE "SERVICES" OR "ENTERPRISE SERVICES"). READ THE TERMS OF THIS LICENSE AGREEMENT CAREFULLY **BEFORE** USING THE SERVICES. YOU ARE REQUIRED TO ACCEPT THE FOLLOWING LICENSE AGREEMENT AS A CONDITION TO CREATING AN ENTERPRISE ACCOUNT. AS THE CUSTOMER, YOU AGREE TO THIS AGREEMENT BY CLICKING OR TAPPING ON A BUTTON INDICATING YOUR ACCEPTANCE OF THIS AGREEMENT, BY EXECUTING A DOCUMENT THAT REFERENCES THIS AGREEMENT, OR BY YOUR CONTINUED USE OF THE SERVICES. IF YOU DO NOT AGREE TO THIS AGREEMENT, THEN LOOKOUT IS UNWILLLING TO LICENSE THE SERVICES TO YOU, AND YOU SHALL MAKE NO FURTHER USE OF THE SERVICES. BY ACCEPTING THIS AGREEMENT, YOU CONFIRM THAT YOU HAVE REVIEWED THE AGREEMENT ON BEHALF OF CUSTOMER AND YOU ARE WARRANTING THAT YOU ARE AUTHORIZED TO ACCEPT THIS AGREEMENT ON BEHALF OF CUSTOMER.

1. Definitions.
"Accounts" means all accounts created by the Customer (including accounts created by or for its Administrators within the Service).

"Administrators" means the person(s) designated by Customer to have the authority to utilize the Administrative Console to create and manage Accounts associated with Customer and see the security status of End Users' Device. The Administrator is also considered an End User.

"Administrative Console" means the functionality for managing End Users' security, and other administrative functionality for Accounts and Devices associated with the Services provided to Customer.

"Device" or "Devices" mean all End Users' mobile devices associated with the Enterprise Account.

"End User(s)" means, collectively, any person who is invited by the Administrator to join an Enterprise Account and/or access the Services.

"End User Data" means the electronic data submitted from End User's Device(s) that is collected and processed by Lookout in connection with provision of the Services.

"Enterprise Account" means, collectively, all Accounts that belong to the Customer's subscription. An Enterprise Account may represent a team, group or other subdivision within the Customer's organization or the whole organization.

"Enterprise Services" or "Services" means Lookout's proprietary commercial off-the-shelf software product(s) specified in the Order (any related purchase orders, statement of work, or amendments, in each case incorporated into this Agreement) or provided in connection with this Agreement, and any helpers, extensions, plugins, and add-ons, in any format, including any improvements, modifications, derivative works, patches, updates and upgrades thereto that Lookout provides to Customer or that is developed in connection with this Agreement.

"Order" means Customer's order details as set forth in the applicable order form.

"Subscription Term" means the period starting on the Service start date as stated in the Order and continuing for the period specified therein, or if no such period is specified, on an annual basis.

2. License.

a. License to Customer and End Users. Subject to Customer's and End Users' continued and full compliance with all of the terms and conditions of this Agreement, Lookout hereby grants to Customer and its End User(s) a revocable, nontransferable, non-exclusive limited license, without any right to sublicense, during the applicable Subscription Term, to (a) install, execute, and use the Services (including any updates, modifications, patches and upgrades thereto that Lookout, in its sole discretion, may provide to Customer hereunder) solely for Customer's internal use and (b) allow Administrators to access and use the Administrative Console to create and administer Devices registered to Customer.

b. License to Lookout. Customer grants to Lookout a worldwide, limited-term license to host, copy, transmit, and display End User Data and other data Customer submits to Lookout for Lookout to provide the Services in accordance with this Agreement. Customer further grants Lookout a perpetual, irrevocable right to maintain, access, use, and disclose de-identified or aggregated data for any purpose.

3. Changes to Services. Lookout may change and improve the Services over the Subscription Term. The Customer's use of any new features and functionality added to the Services may be subject to additional or different terms relating to such new features and functionality. Lookout may alter or remove functionality from the Services without prior notice. However, Lookout will endeavor to provide

the Customer with prior notice if a change to the Services results in a material change in functionality, and if the material changes adversely affects Customer, Customer will have the option to cancel any Order without further obligation within 30 days of the material changes, and Lookout will refund Customer a pro-rata portion of all prepaid fees associated with the discontinued Services for which no comparable replacement was provided. If Customer is entitled to a refund under this Agreement, and the Services were purchased by Customer through an authorized Lookout partner ("Reseller"), then unless it is otherwise specified, Lookout will refund any applicable fees to the Reseller and the Reseller will be solely responsible for refunding the appropriate amounts to Customer. Customer agrees, however, that its Order is not contingent on the delivery of any future functionality or features, or dependent on any oral or written public comments made by Lookout regarding future functionality or features.

4. Customer's Obligations.

a. Compliance. Customer is solely responsible for End Users' compliance with this License Agreement. Customer acknowledges and agrees that prior to an End User using the Services, each End User will accept, or Customer will accept on behalf of the End User (and make Lookout a third- party beneficiary thereof) the terms and conditions herein, and this License Agreement will govern the End Users use of the Services. Customer acknowledges that a violation of this License Agreement by an End User can result in the termination of Services and/or Customer's Enterprise Account.

b. Obligations Concerning End Users. Customer represents and warrants that it has the necessary rights and will obtain any consents required from each End User (i) to allow the Customer and its Administrators to engage in the activities described in this Agreement or available through the Services (including adding the End User to the Enterprise Account) and (ii) to allow Lookout to provide the Services, including to collect End User Data. Without limiting the foregoing, Customer will provide End Users with prior notice of the scope of the Services, including Lookout's collection and Customer's access to End User Data. Customer — and not Lookout —is responsible for (1) Customer's access to, and potential use of, information obtained through the Enterprise Services, including End User Data; and (2) for all End User(s)' compliance with this Agreement.

c. Unauthorized Use & Access. Customer will prevent unauthorized use of the Services by its End Users and terminate any unauthorized use of the Services. Customer is solely responsible for all activity under its Enterprise Account, including all activity by End Users. Lookout will not be liable for any damages or liability resulting from Customer's failure to keep its Enterprise Account and End Users' accounts accurate, up to date, and secure. The Services are not intended for use by End Users under the age of 16. Customer will ensure that it does not allow any person under 16 to use the Services. Customer will promptly notify Lookout of any unauthorized use of, or access to, the Services.

5. End User Devices. When invited to join an Enterprise Account, a user can join an Enterprise Account by downloading Lookout Security for Work application to become an End User of the Enterprise Account.

6. Administrative Users Obligations.

a. Administrators. Administrators are responsible for managing Customer's Enterprise Service subscription, any associated Customer account details, and access to End User Devices and Accounts, including other Administrator Accounts, via the Administrative Console and for complying with this Agreement, and applicable laws. Administrators are responsible for (i) maintaining the

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confidentiality of passwords and Administrator Accounts; (ii) managing access to Administrator Accounts; and (iii) ensuring that Administrators' use of the Services complies with this Agreement.

b. Administrative Responsibilities. The Enterprise Services are designed to provide the Customer and its Administrators with the ability to self-manage the Services and Devices. Management and administration of the Devices is the responsibility of the Customer and not Lookout. Lookout will not be responsible for any liability arising from adding, removing, or otherwise managing the Devices in accordance with Customer's instructions.

c. Administrative Access to End User Data. Customer and End Users agree that that the Administrators of the Enterprise Services will have access to End User Data, including information about malicious applications, and other relevant information, from the End Users' device. By using the Enterprise Services, all parties agree that Lookout shall not be liable in any manner for the access to, and potential use of, information obtained by Administrators via the Enterprise Service.

7. Restrictions on Use of Enterprise Services.
Customer will not, and will ensure that End Users or third parties do not:

a. Offer for sale or lease, sell, resell, lease or in any way transfer the Services, or otherwise use the Services for a third-party's benefit;

b. Copy any Enterprise Services (or component thereof), develop any improvement, modification, or derivative works thereof or include any portion thereof in any other equipment or item;

c. Attempt to decipher, decompile, disassemble, reverse engineer, or otherwise attempt to derive the source code or underlying ideas or algorithms of the Services or any software or other component used therein;

d. Attempt to modify, alter, tamper with, repair or otherwise create derivative works of any software used to provide the Services;

e. Attempt to create a substitute or similar service through use of, or access to, the Services;

f. Access or attempt to access other accounts hosted by Lookout or other computer systems or networks not covered by this Agreement, for which Customer does not have permission;

g. Remove, alter or obscure any proprietary rights notices associated with the Services (including copyrights or trademarks), or attempt to do any of the foregoing;

h. Access or use the Services in a way intended to avoid incurring fees or hiding usage that exceed usage limits or quotas, if any;

i. Allow the transfer, transmission, export or re-export of any Enterprise Service (or any portion thereof) or any Lookout technical data;

j. Perform any benchmark tests (e.g. speed, battery usage, data usage, or detection coverage) without the prior written consent of Lookout (any results of such permitted benchmark testing shall be deemed confidential information of Lookout);

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k. Access the Enterprise Services for testing or otherwise for competitive intelligence purposes (including to verify a set of known results), or publicly disseminate test-related information about Enterprise Services (which is Lookout's Confidential Information);

l. Hack or interfere with the Enterprise Services, its servers, or any commercial networks;

m. Register under different usernames or identities, after Customer's account or any End User account has been suspended or terminated; or

n. Circumvent or disable the Enterprise Services or any technology, features, or measures included in the Enterprise Services for any reason, except as required by law. Notwithstanding the foregoing, or any statement to the contrary herein, portions of the Services may be provided with notices and open source or similar licenses from such communities and third parties that govern the use of those portions. Customer hereby agrees to be bound by and fully comply with all such licenses, and any licenses granted hereunder shall not alter any duties or obligations Customer may have under such open source licenses; however, the disclaimer of warranty and limitation of liability provisions in this Agreement will apply to all such software in the Services.

8. Customer Warranty. As a condition to Customer's and its End Users' use of the Services, Customer represents, warrants and covenants that Customer will not use the Services for any improper or illegal purposes, including but not limited to:

a. Infringement of the intellectual property or proprietary rights, or rights of publicity of any third party;

b. Violation of local, state, and/or federal laws, regulations, or ordinances, including but not limited to all applicable export laws and the U.S. Foreign Corrupt Practices Act and similar foreign antibribery laws;

c. Compromising information and data security or confidentiality;

d. Integrating information that has been obtained in violation of any contractual agreement or local, state, or federal law, regulation, or ordinance; and/or

e. Violation of privacy or constitutional rights of any End User, or any other individuals or entities.

Customer, not Lookout, remains solely responsible for all information or material in any form or format that Customer imports, uses, publishes, or otherwise disseminates using, or in connection with, the Services ("Content"). Customer acknowledges that all Content that Customer accesses through use of the Services is accessed at Customer's own risk and Customer will be solely responsible for any damage or liability to any party resulting from such access.

9. Third Party Requests. Customer acknowledges and agrees that the Customer is responsible for responding to a request from a third party for records relating to Customer's or an End User's use of, or Content contained within, the Services ("Third-Party Request"). If Lookout receives a Third-Party Request (including but not limited to criminal or civil subpoenas or other legal process requesting Customer or End User data), Lookout will, to the extent allowed by the law and by the terms of the Third-Party Request, direct the Third Party to Customer to pursue the Third-Party Request. Lookout retains the right to respond to Third Party requests for Customer data where Lookout determines, in its sole discretion, that it is required by law to comply with such a Third-Party request.

10. Support and Maintenance. The support and maintenance services (if any) are detailed in the support package selected by Customer in the Order.

Customer will, at its own expense, be responsible for providing support to its End Users regarding issues that are particular to its End Users' access of Enterprise Services. Customer will use commercially reasonable efforts to resolve any such support issues before escalating them to Lookout or its distributor. If Customer cannot resolve a support issue as set forth above, Customer's Administrator may escalate the issue to Lookout or its partner, and Lookout or its partner will use commercially reasonable efforts to work with Customer to resolve the issue.

11. Confidentiality. Each party undertakes not to disclose to any third party information that is exchanged between the parties, provided that such information is: (i) clearly marked as confidential at the time of disclosure by the disclosing party, or (ii) if disclosed orally, identified as confidential at the time of disclosure, and summarized in writing and transmitted to the receiving party ("Confidential Information"). Each party agrees that it shall use the same degree of care that it utilizes to protect its own confidential information of a similar nature, but in no event less than reasonable care, to protect the secrecy of and avoid disclosure or use of Confidential Information of the other party in order to prevent it from falling into the public domain or the possession of persons other than those persons authorized under this Agreement to have any such information. The confidentiality obligation in this Section does not apply to such information that (a) was lawfully in the receiving party's possession before receipt from the disclosing party; (b) is or becomes a matter of public knowledge through no fault of the receiving party; or (c) was independently developed or discovered by the receiving party without the benefit of any Confidential Information of the disclosing party. Furthermore, Confidential Information of the other party may be disclosed insofar as such disclosure is necessary to allow a party to comply with applicable law, with a decision by a court of law or to comply with requests from government agencies that such party determines require disclosure, but then only after first notifying the other party of the required disclosure, unless such notification is prohibited. Customer shall promptly notify Lookout of any actual or suspected misuse or unauthorized disclosure of Lookout's Confidential Information.

Customer is responsible and shall be liable for any breaches of this Section and any disclosure or misuse of any Confidential Information by Customer's employees or agents (or any other person or entity to which Customer is permitted to disclose Confidential Information pursuant to this Section).

The foregoing confidentiality obligation survives termination of this Agreement for a period of five (5) years; provided that Customer's obligations hereunder shall survive and continue in perpetuity after termination with respect to any Confidential Information that is a trade secret under applicable law.

12. Intellectual Property Rights. Except for the limited license rights expressly provided herein, this Agreement does not grant either party any rights, implied or otherwise, to the other's intellectual property or any rights to use the Lookout trademarks, logos, domain names, or other brand features. No title to or ownership of or other right in or to the Services or software provided by Lookout to access the Services is transferred to Customer or its End Users under this Agreement. Specifically, Lookout retains all rights, title and interest in and to the Enterprise Services, source code, and any other related documentation or material provided by Lookout (including without limitation, all patent, copyright, trademark, trade secret, and other intellectual property rights embodied in the foregoing) and all copies, modifications, and derivative works thereof. The Enterprise Services are licensed and not sold, and no ownership rights are being conveyed to Customer under this Agreement.

13. Publicity. Lookout may identify Customer as a Lookout customer in promotional materials, unless Customer requests that Lookout stop doing so by providing written notice to Lookout.

14. Feedback. If Customer or its End Users provide Lookout with any suggestions, enhancement request, recommendation, correction, or other feedback, Customer and its End Users grant Lookout a worldwide, perpetual, irrevocable, royalty-free license to use any such feedback without restriction or compensation. If Lookout accepts Customer's or its End User's submission, Lookout does not waive any rights to use similar or related ideas or feedback previously known to Lookout, developed by Lookout employees, or obtained from sources other than Customer.

15. Disclaimers. EXCEPT AS EXPRESSLY STATED IN THIS AGREEMENT, LOOKOUT MAKES NO WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY EITHER PARTY HERETO, ITS AGENTS OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THE WARRANTIES SET FORTH IN THIS AGREEMENT.

NOTWITHSTANDING ANY PROVISION TO THE CONTRARY, LOOKOUT DOES NOT WARRANT THAT THE SERVICES WILL MEET ALL REQUIREMENTS OF CUSTOMER OR ANY END USER, OR THAT THE OPERATION OF THE SERVICES WILL BE UNINTERRUPTED OR ERROR FREE, OR THAT ALL DEFECTS IN THE SERVICES WILL BE CORRECTED. FURTHER, LOOKOUT IS NOT RESPONSIBLE FOR ANY DEFECT OR ERROR RESULTING FROM THE MODIFICATION, MISUSE OR DAMAGE OF ANY OF THE SERVICES NOT DELIVERED BY LOOKOUT. LOOKOUT DOES NOT WARRANT AND SHALL HAVE NO LIABILITY WITH RESPECT TO THIRD PARTY SOFTWARE OR OTHER NON-LOOKOUT SERVICES.

16. Indemnification.

a. By Customer. Customer will indemnify, defend, and hold harmless Lookout from and against all liabilities, damages, and costs (including settlement costs and reasonable attorneys' fees) arising out of a claim regarding Customer's (i) breach of its obligations pursuant to Section 4 of this Agreement, or (ii) action, inaction or negligence that results in a circumstance(s) covered by an Indemnity Exclusion.

b. By Lookout. Lookout will indemnify, defend, and hold harmless Customer from and against all damages, and costs (including settlement costs and reasonable attorneys' fees), if any, finally awarded against Customer from any claim of infringement or violation of any U.S. or E.U. issued patent, copyright or trademark asserted against Customer by a third-party based upon Customer's use of the Services in accordance with the terms of this Agreement. The foregoing indemnification obligation for Lookout shall not apply in the following circumstances (each, an "Indemnity Exclusion"): (1) if the Services are modified by any party other Lookout, but only to the extent the alleged infringement would not have occurred but for such modification; (2) if the Services are modified by Lookout at the request of Customer, but only to the extent the alleged infringement would not have occurred but for such modification; (3) if the Services are combined with other non-Lookout products or processes not authorized by Lookout; but only to the extent the alleged infringement would not have occurred but for such combination; (4) to any unauthorized use of the Services; (5) to any superseded release of the Products if the infringement would have been avoided by the use of a current release of the Services that Lookout has provided to Customer prior to the date of the alleged infringement; or (6) to any third party software code contained within the Services.

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c. Possible Infringement. If Lookout believes the Services infringe or may be alleged to infringe a third party's Intellectual Property Rights, then Lookout may at it sole discretion: (i) obtain the right for Customer, at Lookout's expense, to continue using the Services; (ii) provide a non-infringing replacement with substantially similar functionality; or (iii) modify the Services so that they no longer infringe.

d. Indemnity Procedures. The party seeking indemnification will promptly notify the other party of the claim within twenty (20) days of receiving notice of such claim and cooperate with the other party in defending the claim. The indemnifying party has full control and authority over the defense, except that:
(i) any settlement requiring the party seeking indemnification to admit liability requires prior written consent, not to be unreasonably withheld or delayed and (ii) the other party may join in the defense with its own counsel at its own expense. THE INDEMNITIES ABOVE ARE LOOKOUT AND CUSTOMER'S ONLY REMEDY UNDER THIS AGREEMENT FOR VIOLATION BY THE OTHER PARTY OF A THIRD PARTY'S INTELLECTUAL PROPERTY RIGHTS.

17. Limitation of Liability.

a. NEITHER LOOKOUT NOR CUSTOMER SHALL BE LIABLE TO THE OTHER PARTY, OR ANY END USER, OR ANY OTHER THIRD PARTY WITH RESPECT TO ANY PRODUCT, SERVICE OR OTHER SUBJECT MATTER OF THIS AGREEMENT FOR ANY PUNITIVE, INDIRECT, SPECIAL, EXEMPLARY, CONSEQUENTIAL OR INCIDENTAL DAMAGES (INCLUDING LOSS OF PROFITS, REVENUE, OR DATA), WHETHER ARISING IN CONTRACT, IN TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE), OR ANY OTHER CAUSE OF ACTION ARISING OUT OF OR RELATING TO THIS AGREEMENT AND/OR ITS TERMINATION OR NON-RENEWAL.
b. EXCEPT FOR ANY AMOUNTS AWARDED TO THIRD PARTIES ARISING UNDER SECTION 16 OF THIS AGREEMENT, EACH PARTY AGREES THAT THE AGGREGATE AND CUMULATIVE LIABILITY OF LOOKOUT FOR DAMAGES HEREUNDER SHALL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID BY CUSTOMER TO LOOKOUT OR ITS PARTNER UNDER THIS AGREEMENT DURING THE TWELVE MONTH PERIOD IMMEDIATELY PRECEDING THE INITIATION OF ANY CLAIM FOR DAMAGES.

18. Data Protection. If Customer's use of the Service requires Lookout to process personal data falling within the scope of EU Regulation 2016/679 (the "GDPR"), the GDPR as it forms part of United Kingdom law (the "UK GDPR"), the Swiss Federal Data Protection Act of 19 June 1992, or other relevant US data protection laws that may be applicable, the Data Processing Addendum ("DPA") set out at https://info.lookout.com/rs/051-ESQ-475/images/Lookout-DPA_180516_v2.pdf shall apply. The DPA shall hereby be incorporated into this Agreement by reference. In the event of any conflict between the terms of the DPA and this Agreement as they relate to End User Data, the DPA shall prevail to the extent of such conflict.

19. Term. This Agreement will remain in effect for the Subscription Term specified as set forth in the Order or until the Agreement is terminated as provided below.

20. Termination. Either Lookout or Customer may suspend performance or terminate this Agreement if: (i) the other party (including any End User of Customer) is in material breach of the Agreement and fails to cure that breach within 30 days after receipt of written notice of such breach or (ii) the other party ceases its business operations or becomes subject to insolvency proceedings and the proceedings are not dismissed within 90 days. Notwithstanding the foregoing, (i) either party may terminate this Agreement immediately in the event of a material breach by the other party of its

obligations under Section 11 and (ii) Lookout may terminate this Agreement immediately in the event of a material breach by Customer of its obligations under Sections 2, 4, 6, or 7 or if any payment owed by the Customer is more than 60 days overdue.

21. Effects of Termination. a. If this Agreement terminates: (i) the rights granted by Lookout to Customer will cease immediately (except as set forth in this section); and (ii) the rights granted by Lookout to End User will cease immediately.

b. The following provisions of this Agreement shall survive the termination or expiration of this Agreement: Sections 1, 2(b)(ii), 7, 9, 12, 13, 14, 15, 16, 17, 18, 19, 21, and 22.

22. General Terms.

a. Entire Agreement. This Agreement, together with the Enterprise User Terms of Service and any Orders constitute the entire agreement between Lookout and Customer with respect to its subject matter, and supersedes all prior and contemporaneous proposals, statements and agreements. In the event any provision of this Agreement is held by a court or other tribunal of competent jurisdiction to be invalid or unenforceable for any reason, that provision will be enforced to the maximum extent permissible under applicable law, and the other provisions of this Agreement will remain in full force and effect. The parties further agree that in the event such provision is an essential part of this Agreement, they will negotiate in good faith a replacement provision to replicate the intention of such provision to the maximum extent permitted under applicable law.

b. Notices. Except as provided in Section 22(i), notices required or permitted by this Agreement must be in writing and must be delivered as follows: (i) in person or by courier; or (ii) by reputable private domestic or international courier with established tracking capability (such as DHL, FedEx, or UPS), postage pre-paid, and addressed to Customer at the postal address on record by Lookout or such other address as a party may specify by previously confirmed written notice. Notices shall be deemed received upon date of delivery. All notices to Lookout must be sent to: Lookout Inc., 3 Center Plaza, Suite 330, Boston, MA (USA) 02108, Attn: Legal Department, with Subject "NOTICE". Unless otherwise specified, Notices to Customer will be sent to the address on record by Lookout.

c. Governing Law. THIS AGREEMENT, AND ALL CLAIMS OR CAUSES OF ACTION (WHETHER IN CONTRACT, TORT OR STATUTE) THAT MAY BE BASED UPON, ARISE OUT OF OR RELATE TO THIS AGREEMENT, OR THE NEGOTIATION, EXECUTION OR PERFORMANCE OF THIS AGREEMENT (INCLUDING ANY CLAIM OR CAUSE OF ACTION BASED UPON, ARISING OUT OF OR RELATED TO ANY REPRESENTATION OR WARRANTY MADE IN OR IN CONNECTION WITH THIS AGREEMENT, OR AS AN INDUCEMENT TO ENTER INTO THIS AGREEMENT), SHALL BE GOVERNED BY AND ENFORCED IN ACCORDANCE WITH THE INTERNAL LAWS OF THE STATE OF NEW YORK U.S.A, INCLUDING ITS STATUTES OF LIMITATIONS, WITHOUT REGARD TO ANY BORROWING STATUTE THAT WOULD RESULT IN THE APPLICATION OF THE STATUTE OF LIMITATIONS OF ANY OTHER JURISDICTION. ALL CLAIMS ARISING OUT OF OR RELATED TO THIS AGREEMENT OR THE SERVICES MUST BE LITIGATED EXCLUSIVELY IN THE FEDERAL OR STATE COURTS OF NEW YORK, AND THE PARTIES EXPRESSLY CONSENT TO VENUE AND
PERSONAL JURISDICTION THERE. This Agreement shall not be governed by the provisions of the United Nations Convention on Contracts for the International Sale of Goods and Uniform Computer Information Transactions Act (UCITA), or any similar federal laws or regulations enacted, to the extent allowed by law shall not apply to this Agreement.

d. If Customer is a government or an agency or other unit of government located in the United States (a "US Government Customer") and the law establishing or otherwise governing such Customer expressly requires Customer to enter into contracts under a particular law and/or prohibits any choice of law provision imposing any law other than the law under which Customer is authorized to act, then the preceding paragraph shall not apply with respect to the US Government Customer's use of the Lookout Enterprise Service while performing in its official government capacity.

e. Assignment. Customer may not assign or transfer any part of this Agreement without the written consent of Lookout. Lookout may not assign this Agreement without providing notice to Customer, except Lookout may assign this Agreement without such notice to an affiliate or in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of its assets without providing notice. Any other attempt to transfer or assign is void. Subject to the foregoing, this Agreement will be binding on the parties and their successors and assigns.

f. No Relationship. No agency, partnership, joint venture or employment is created between the parties as a result of this Agreement. Except as specifically provided herein, neither party is authorized to create any obligation, express or implied, on behalf of the other party, nor to exercise any control over the other party's methods of operation.

g. Force Majeure. If either party is prevented from performing any portion of this Agreement (except the payment of money) by causes beyond its control, including labor disputes, civil commotion, war, governmental regulations or controls, casualty, inability to obtain materials or services or acts of God, hardware failure, interruptions or failure of the Internet or third-party network connections, such party will be excused from performance for the period of the delay and for a reasonable time thereafter.

h. Third Party Beneficiaries. Except as explicitly provided herein, there are no third party beneficiaries to this Agreement.

i. Terms Modification; Waiver. Lookout may revise this Agreement from time to time and the most current version will always be posted on the Lookout website. If a revision, in Lookout's sole discretion, is material, Lookout will notify Customer through the Administrative Console with Subject "NOTICE – AGREEMENT MODIFICATION" or, as otherwise by notice sent to Customer's address on record by Lookout. Other revisions may be posted to Lookout's terms page, and Customer is responsible for checking such postings regularly. By continuing to access or use the Services after revisions become effective, Customer agrees to be bound by the revised Agreement. If the amended Agreement includes any material adverse changes to Customer's rights or obligations and Customer does not wish to continue using Enterprise Services under the terms of the Amended Agreement, Customer may cancel the Services by providing Lookout written notice within thirty (30) days of the availability of the amended Agreement. Otherwise, no waiver, amendment or modification of any provision of this Agreement, and no variance from or addition to the terms and conditions of this Agreement in any Order or other written notification, shall be effective unless in writing and agreed to by the parties hereto. No failure or delay by either part in exercising any right, power or remedy under this Agreement shall operate as a waiver of such right, power or remedy. No waiver of any term, condition or default of this Agreement shall be construed as a waiver of any other term, condition or default. This Agreement will not be supplemented or modified by any course of dealing or usage of trade.

j. Export Restrictions. The export and re-export of Services may be controlled by the United States Export Administration Regulations or other applicable export restrictions or embargo. The Services may not be used in Cuba; Iran; North Korea; Sudan; or Syria or any country that is subject to an embargo

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by the United States and Customer must not use the Services in violation of any export restriction or embargo by the United States or any other applicable jurisdiction. In addition, Customer must ensure that the Services are not provided to persons on the United States Table of Denial Orders, the Entity List, or the List of Specially Designated Nationals.

k. Government Users. Nothing herein makes Lookout a government contractor. If Customer is a government user or otherwise accessing or using the Lookout Service in a government capacity, the Amendment to License Agreement for Government Users located at https://www.lookout.com/legal/enterpriselicenseagreement-government shall apply to Customer.

MarketSpark General Terms and Conditions

These General Terms and Conditions (these "**Terms**") govern the provision and use of equipment, software and services related to the conversion of plain old telephone service ("**POTS**") to reliable cellular connections by MarketSpark, Inc. ("**MarketSpark**") to your organization ("**You**" or "**Customer**"). By completing the ordering process for the Services, Customer agrees to these Terms.

1. **Provision of Equipment and Services.** Customer agrees to acquire from MarketSpark the Services and Equipment (as defined below), which may include accompanying software ("**Software**"). Customer acknowledges that a site survey is recommended to determine scope of the Services to be provided. Customer agrees to coordinate with MarketSpark on the details of the set-up, installation, and testing of the Services.

1.1. **Equipment**. MarketSpark shall provide the necessary hardware (together with applicable Software, "**Equipment**") to deliver the Services. Customer acknowledges that the Equipment is provided exclusively for use by Customer. Customer acknowledges that any unauthorized sale may result in the immediate voiding of any warranties that may have been passed through to Customer. Certain equipment required to provide the Services may be supplied by Customer and shall include, but not be limited to, the following: routers, switches, firewalls, digital phones, faxes, signal boosting equipment, and fire panels, among other equipment (such Customer-supplied equipment is collectively the "**CPE**").

2. **Services.** For purposes of POTS replacement, MarketSpark shall provide certain services to Customer ("**Services**"), which shall include but not be limited to the following:

2.1. POTS replacement line(s) at each of the Customer locations as selected and identified by Customer ("**Customer Locations**").

2.2. Installation of the Services by MarketSpark up to the demarcation point(s) (each, a "**Dmarc**") at the Customer Locations. Dmarcs are defined as Customer's main distribution frame (MDF), intermediate distribution frame (IDF), or computer or server room and may vary by location. Where MarketSpark is provisioning Services to a Dmarc at a Customer Location, Customer is responsible for providing all necessary and/or reasonably requested access rights, space, and power for MarketSpark's facilities and equipment at the Dmarc. If MarketSpark is unable to access the require Customer Location at the agreed upon date and time, Customer may be charged additional costs associated with rescheduling the installation.

2.2.1. For clarity, MarketSpark's obligation is to provide a dial tone to the Dmarc. Any additional installation services or coordination with other service providers or personnel may result in additional fees, which shall be approved by Customer in advance and subject to these Terms. MarketSpark's technical support team is available for remote services at no additional charge to resolve connectivity with on-premises equipment.

2.3. Setup and installation Services provided by MarketSpark to install Equipment in the Customer Locations as provided in these Terms.

2.4. Testing of new POTS replacement line(s) to the Dmarc(s).

2.5. Monitoring, management, and, solely for Equipment not owned by Customer, break-fix Services for the Equipment installed by MarketSpark in the Customer Locations.

2.6. Access to MarketSpark's portal for the purposes of monitoring Services at the Customer Locations and making changes such as call forwarding and other changes allowed using the portal.

2.7. MarketSpark is not responsible for the timeline to port Customer's existing numbers. Although carriers are required to transfer their customers' numbers upon request, execution time varies and is beyond the control of MarketSpark.

3. **Suspension and Termination.** MarketSpark may suspend or terminate the Services if Customer materially breaches these Terms and fails to cure such breach within thirty (30) days following MarketSpark's written notice specifying such breach.

4. **Customer Responsibilities.** In addition to Customer's other responsibilities under these Terms, Customer agrees that anyone using the Services will: (i) not use the Services for any illegal purposes and comply with all federal, state, and local laws, rules, regulations and tariffs that apply to the Services, the Equipment, or these Terms; (ii) be solely responsible to establish and maintain security measures (including, without limitation, codes, passwords, or other features) necessary to restrict access to Customer's computers, servers, or other CPE through the Services; (iii) be solely responsible for all fraudulent, unauthorized, illegal, or improper use of the Services and/or Equipment by persons accessing those Services through Customer's facilities, CPE, or Customer Location; and (iv) authorize and identify to MarketSpark at least one individual who is authorized to represent Customer on any aspect of the Services and Customer's account (including all requests for moves, additions, deletions or changes to the Services) (each, an "**Authorized Individual**"). Customer's list of Authorized Individuals must be kept current at all times. A change requires the authorization of a currently Authorized Individual for Customer's account. Updates and authorizations shall be sent to support@MarketSpark.com. Customer further agrees to keep the Equipment at the Customer Location where it has been installed and to not make any alterations, additions, or replacements to the Equipment except as authorized in writing by MarketSpark.

5. **911 Terms and Conditions.** The Services are provided subject to the 911 terms and conditions as set forth in the Appendix to these Terms.

6. **LIMITED WARRANTY. OTHER THAN THE WARRANTIES DEFINED IN THESE TERMS, MARKETSPARK DISCLAIMS ALL OTHER EXPRESS WARRANTIES AND ALL WARRANTIES, DUTIES, AND OBLIGATIONS IMPLIED OR IMPOSED BY LAW, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, AND ANY WARRANTY FROM USAGE OF TRADE, COURSE OF DEALING, OR COURSE OF PERFORMANCE, AMONG OTHERS. CUSTOMER IS SOLELY RESPONSIBLE TO SELECT, USE, AND DETERMINE THE SUITABILITY OF MARKETSPARK SERVICES AND THE EQUIPMENT, AND MARKETSPARK WILL HAVE NO LIABILITY FOR THAT SELECTION, USE, OR SUITABILITY. MARKETSPARK DOES NOT WARRANT THAT THE SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE OR THE FITNESS OF THE SERVICES FOR A PARTICULAR PURPOSE. MARKETSPARK DOES NOT REPRESENT THAT THE SERVICES OR THE EQUIPMENT WILL MEET CUSTOMER'S REQUIREMENTS OR PREVENT UNAUTHORIZED ACCESS TO CUSTOMER'S COMPUTERS, NETWORK, SERVERS AND OTHER EQUIPMENT OR TO ANY DATA, INFORMATION, OR FILES ON ANY OF THEM. WHENEVER CUSTOMER IS ENTITLED TO MARKETSPARK'S INTEREST IN ANY EQUIPMENT, MARKETSPARK WILL ASSIGN SUCH EQUIPMENT "AS-IS, WHERE-IS," EXCEPT THAT MARKETSPARK WILL WARRANT THE ABSENCE OF ANY ENCUMBRANCES.**

7. **MarketSpark Intellectual Property.** Customer acknowledges and agrees that in order for MarketSpark to perform one or more of its obligations in connection with specific Software (or

any specific parts thereof), MarketSpark may, in some instances, need to utilize certain of MarketSpark's own proprietary pre-existing code, technology, or software ("**MarketSpark IP**"). Such MarketSpark IP shall not be deemed included in the Services provided hereunder, and all rights in and to such MarketSpark IP are and shall remain the sole and exclusive property of MarketSpark.

8. **Indemnification.** MarketSpark shall release, indemnify, defend, and hold harmless Customer from and against any and all losses, damages, liabilities, costs (including reasonable attorneys' fees) incurred by Customer resulting from any third-party claim, suit, action, or proceeding that (i) the MarketSpark IP, Services, or any use of the Services in accordance with these Terms, infringes or misappropriates such third party's US intellectual property rights, or (ii) results from MarketSpark's gross negligence or willful misconduct; provided that in each instance, Customer provides prompt notification in writing of such claim and cooperates with MarketSpark.

9. **LIMITATIONS OF LIABILITY.**

9.1. EXCEPT WITH RESPECT TO MARKETSPARK'S OBLIGATIONS OF INDEMNIFICATION PURSUANT TO SECTION 8, A BREACH OF THE OBLIGATIONS OF CONFIDENTIALITY UNDER SECTION 10, OR INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY, IN NO EVENT WHATSOEVER SHALL MARKETSPARK OR ITS AUTHORIZED RESELLERS BE LIABLE UNDER ANY CAUSES OF ACTION FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, OR OTHER SIMILAR TYPE OF DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGES BASED UPON LOSS OF DATA, LOSS OF PROFITS, AND/OR LOSS OF BUSINESS, OR LOSS, DAMAGE, OR DESTRUCTION OF ANY PROPERTY, WHETHER CUSTOMER, CUSTOMER'S PERMITTED ASSIGNEE, OR ANY OTHER TRANSFEREE SUFFER THAT LOSS OR DAMAGE, ARISING OUT OF OR IN ANY WAY RELATED TO THESE TERMS, WHETHER UNDER CONTRACT, TORT OR ANY OTHER CAUSE OF ACTION AND WHETHER OR NOT MARKETSPARK OR ITS AUTHORIZED RESELLERS ARE INFORMED, KNEW OR SHOULD HAVE KNOWN, OF THE POSSIBILITY OF SUCH DAMAGES IN ADVANCE, UNLESS SUCH DAMAGES ARE DUE TO THE WILLFUL MISCONDUCT OF MARKETSPARK. EXCEPT WITH RESPECT TO MARKETSPARK'S OBLIGATIONS OF INDEMNIFICATION PURSUANT TO SECTION 8, IN NO EVENT SHALL MARKETSPARK OR ITS AUTHORIZED RESELLERS

BE LIABLE TO CUSTOMER FOR ANY AMOUNTS IN EXCESS OF AMOUNTS ACTUALLY PAID BY CUSTOMER FOR THE SERVICES. MARKETSPARK IS NOT LIABLE FOR THE CONTENT, ACCURACY, OR QUALITY OF INFORMATION TRANSMITTED THROUGH ITS EQUIPMENT, FACILITIES, OR SERVICES, OR THROUGH THE EQUIPMENT, AND CUSTOMER AGREES TO ASSUME ALL RISK OF TRANSMITTING, RECEIVING, OR USING ANY SUCH CONTENT OR INFORMATION. THE LIMITATIONS ON LIABILITY SET FORTH IN THIS SECTION REPRESENT A FUNDAMENTAL TERM OF THE SERVICES AND NEITHER MARKETSPARK NOR CUSTOMER WOULD HAVE AGREED TO THESE TERMS WITHOUT THEIR INCLUSION.

9.2. MarketSpark does not control how emergency 911 calls are answered or handled by any local emergency response center. MarketSpark disclaims all liability and responsibility for the actions and conduct of any and all national and local emergency response centers. MarketSpark relies entirely upon third parties to route emergency 911 calls to local and national emergency response centers. MarketSpark and its authorized resellers disclaim any and all liability and responsibility resulting from the absence, failure or outage of the emergency 911 services, including without limitation the emergency dialing service or access to emergency service personnel, or in the event such third-party data used to route the calls is incorrect or produces an erroneous result. Neither MarketSpark nor its officers, directors, members, shareholders, employees or authorized resellers may be held liable for any claim, damage or loss, and Customer hereby waives any and all such claims or causes of action arising from or related to, emergency 911 Services; provided, however, that this disclaimer will not apply to MarketSpark where such claims arose from MarketSpark's gross negligence, recklessness or willful misconduct. MarketSpark is not liable for errors or omissions in any information about Customer in any published directory. Customer agrees to be solely responsible for ensuring the accuracy of any information about Customer in any published directory.

10. **Confidentiality. "Confidential Information**" shall include, without limitation, knowledge about business formulas, products, processes, techniques, technology, research, services, trade secrets, inventions, copyrights, patents, patent applications, contracts, marketing materials and strategies, software programs, financial information, and all concepts, plans, proposals, or information about MarketSpark's current, future, and proposed business or any of MarketSpark's customers, whether or not such information would be enforceable as a trade secret. Confidential Information also includes proprietary or confidential information of any third party who may disclose information to MarketSpark in its course of business. Except as required by law, Customer will not, without prior written consent from MarketSpark, disclose to any individual or entity any such Confidential Information, and will use such information only as may be reasonably necessary as it pertains to these Terms. Confidential Information disclosed under these Terms shall be treated with the same degree of care (provided that such is at least a reasonable degree of care) to avoid disclosure to third parties as Customer would normally use to protect its own confidential or proprietary information.

11. **Maintenance**. MarketSpark may perform maintenance that may affect the availability or functionality of all or part of the Services. Except in emergencies, MarketSpark will endeavor to provide prior notice of maintenance windows. Any impact on the Services as a result of maintenance will not be deemed a breach of these Terms and will not entitle Customer to any credit, refund, or right to terminate any affected Service.

12. **Representations.** Customer represents to MarketSpark that Customer has the full right, power, and authority to purchase the Services and Customer's use of the Services shall be in accordance with these Terms.

13. General.

13.1. **Severability.** If any court should declare any one provision of these Terms to be invalid, then the other provisions will remain in effect.

13.2. **Survivability.** Any section of these Terms that may last after termination of these Services shall survive the termination of these Services.

APPENDIX

911 TERMS AND CONDITIONS

MarketSpark provides its 911 Services (defined below) subject to these 911 Terms and Conditions (the "911 Terms").

1. **911 Definitions.** For the purposes of these 911 Terms, the following terms will have the following meanings:
    1. "911 Call(s)" means any call made dialing the digits 9-1-1, regardless of whether such call is made using Basic 911, Enhanced 911, or a PSAP.
    2. "911 Services" means functionality that allows end-users to contact emergency services by dialing the digits 9-1-1.
    3. "Approved Uses" means the provision of Enhanced 911 and/or Basic 911 to (a) End Users who principally utilize such services at such End User's residence and occasionally at other locations; (b) End Users that are enterprises that use either an on-site or hosted Private Branch Exchange ("PBX") during customary business hours and should reasonably be expected to have reasonably customary 911 usage patterns due to the nature of such enterprise's business or operations; for clarity, the provision of Enhanced 911 service and/or Basic 911 service to enterprises that use either an on-site or hosted PBX but operate outside customary business hours, including, without limitation, assisted living facilities, nursing homes and other similar facilities, and to which Sections 1.c.vii and/or 1.d, below, do not apply; or should not reasonably be expected to have reasonably customary 911 usage patterns due to the nature of such enterprise's business or operations and do not constitute "Approved Uses"; (c) End Users that operate non-emergency call center(s) that should reasonably be expected to have only occasional use of 911 due to the nature of such call center's business or operations; for clarity, central station alarm and other

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similar call centers that direct calls to emergency services do not constitute "Approved Uses"; and (d) End Users that operate call center(s) that support the deaf and/or hard of hearing community, which are more commonly known as "relay services."

4. "Basic 911" means the ability to route an emergency call to the designated entity authorized to receive such calls serving the Customer's Registered Emergency Address. With Basic 911, the 911 professional answering the phone will not have access to the End User's telephone number or emergency address information unless the End User provides such information verbally during the emergency call.
5. "E911 Authority" means a municipality or other state or local government unit, or an authorized agent of one or more municipalities or other state or local government units to whom authority has been lawfully delegated to respond to public emergency telephone calls, at a minimum, for emergency police and fire services through the use of one TTN. For clarity, an E911 Authority may be an individual PSAP, or an entity responsible for the management and operation of multiple PSAPs within a given geographic area.
6. "End User" means the individual placing a 911 Call from a Customer's TTN (defined below).
7. "Enhanced 911" or "E911" means the ability to route an emergency call to the designated entity authorized to receive such calls serving the Customer's provided address and to deliver the Subscriber's telephone number and corresponding Registered Emergency Address or REA information automatically to the 911 professional answering the call.
8. "P-Asserted-Identity" means a header field used among trusted SIP entities (typically intermediaries) to carry the identity of the user sending a SIP message as it was verified by authentication.
9. "Private Branch Exchange" or "PBX" means a telephone system within an enterprise that switches calls between enterprise users on local lines while allowing all users to share a certain number of external phone lines.
10. "Public-Service Access Point" or "PSAP" means an answering location for 911 Calls originating in a given area. The E911 Authority may designate a PSAP as primary or secondary, which refers to the order in which calls are directed for answering. Primary PSAPs answer calls; secondary PSAPs receive calls on a transfer basis. PSAPs are public safety agencies such as police, fire, emergency, medical, etc., or a common bureau serving a group of such entities.
11. "Registered Emergency Address" or "REA" means the physical address provided by the Customer to be used for E911 and Basic 911, which may be used to dispatch police, fire, emergency medical and other emergency response resources.
12. "SIP" means Session Initiation Protocol, which is the signaling protocol used between VoIP networks to establish, control and terminate voice calls.
13. "Subscriber" means an End User or telephone device assigned a TTN.
14. "TTN" or "MarketSpark Trunk Number" means a United States or Canada telephone number bought by the Customer from MarketSpark and assigned to a trunk for use with
    1. MarketSpark's elastic SIP trunking service.
15. "VoIP" means Voice over Internet Protocol.

2. 911 Service Description and Use of Service.

1. **E911 Services.** With E911, when an End User places a 911 Call, such call will typically be routed to the local PSAP that covers Customer's REA. In limited circumstances, as further described below in Section 1.c.ii, the 911 Call may be routed to a Regardless of which PSAP the 911 Call is routed to, if and only if the associate trunk is properly provisioned, the 911 professional will receive the (1) TTN associated with the 911 Call and (2) Customer's REA.
2. **Basic 911**. With Basic 911, when an End User places a 911 Call, this call is always sent to the local PSAP serving the End User's physical location. 911 professionals answering 911 Calls from End Users will not automatically receive the associated TTN or REA because the PSAP to which the 911 Call was routed will not be equipped to receive, capture, or retain End User's assigned TTN or REA. Accordingly, End Users must provide both call-back and emergency address information to the 911 professionals. If the 911 Call is dropped or disconnected, or if the End User is unable to speak, then the 911 professional will not be able to call the End User back or dispatch emergency assistance to the End User's physical location. As additional local PSAPs are able to answer E911 calls, MarketSpark will upgrade Customer from Basic 911 to E911 service. MarketSpark is not obligated, however, to notify Customer of the upgrade. In limited circumstances, Customers equipped with Basic 911 may have their calls routed to a PSAP, as further described below.

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3. **PSAP Service.** Certain TTNs will not have access to either Basic 911 or E911 services. If Customer has TTNs that do not have access to either E911 or Basic 911, 911 Calls will be routed to a PSAP. A 911 professional at the PSAP will ask for End User's name, telephone number, and location, and then transfer the End User to the appropriate local PSAP or otherwise determine the best way to provide emergency services to the End User. As with Basic 911, 911 professionals answering calls in a PSAP will not receive the End User's TTN or REA because PSAPs are not equipped to receive, capture or retain this information. Accordingly, the End User must provide this information to the 911 professional. Other reasons that an End User's 911 Calls may be sent to a PSAP is if (a) there is a problem validating the REA provided by Customer during provisioning, (b) Customer is located in an area that is not covered by the landline 911 network, or (c) Customer has Basic 911 or E911 service but these calls fail to complete and are routed to a PSAP for failover purposes.

3. Notwithstanding any term or condition of these 911 Terms to the contrary, Customer will only utilize MarketSpark's E911 and/or Basic 911 services pursuant to these 911 Terms for Approved Uses.
4. Customer will ensure that End Users do not block their TTN on a device they are using when placing a 911 Call and the TTN shall be made available in the From/P-Asserted-Identity SIP headers of the incoming SIP request.
5. Customer acknowledges and agrees that MarketSpark can only provide E911 call routing in territories where the PSAP or E911 Authority offers E911. All other 911 calls made by End Users successfully registered in MarketSpark's database will be routed using the ten-digit outbound trunks or a 911 professional.
6. Customer will provide MarketSpark with and keep current the correct and valid REA for each TTN for which the Customer desires 911 Services. The REA provided must include sufficient information to enable emergency responders to locate the End User and must comply with all Multi-line Telephone System ("MLTS") requirements applicable to Customer. For example, one MLTS requirement may be that for each End User and Subscriber located in a multi-floor building, Customer must include a floor or suite number as part of the REA. MARKETSPARK WILL NOT HAVE ANY LIABILITY WHATSOEVER FOR ANY DAMAGE, LIABILITIES, LOSSES, OR ANY OTHER CONSEQUENCES CAUSED BY CUSTOMER'S FAILURE TO KEEP ITS AND ITS END USERS' REA INFORMATION UPDATED. Customer will provide a TTN with every Subscriber and/or End User call presented to MarketSpark for processing. MarketSpark will have no obligation to provide 911 Services with respect to any Subscriber or End User call that does not include a TTN and will not be liable for any claims arising from any efforts undertaken by MarketSpark to provide 911 Services under such circumstances.
7. **Customer Obligations.** (i) Customer will be solely responsible for compliance with all applicable laws and/or other governmental requirements imposed or required by any state or other applicable governmental authority; and (ii) Customer will inform any party using (or any party that might use) the 911 Services of the difference between traditional 911 and VoIP 911 service in compliance with all applicable laws and/or other governmental requirements imposed or required by any governmental authority, including, without limitation, the Federal Communications Commission ("FCC"). For clarity, MarketSpark will not be responsible if 911 Service is unavailable due to loss of power; certain features may not be compatible with 911 service; and MarketSpark reserves the right to refuse provisioning or modification of features or service if such provisioning or modification adversely affects 911 service.
8. **Customer Testing.** Customer will be solely responsible to test the 911 Services after installation and periodically throughout the Term and will notify MarketSpark if Customer notes any issues at any time with the Service. Customer agrees to test 911 Services and share the results of such testing at the request of MarketSpark.
9. **Equipment; Connection; Customer's Responsibilities.** MarketSpark will not provide any equipment or any electronic tools, except as may be expressly set forth in writing and executed by Customer and MarketSpark. Customer must connect to MarketSpark's network in a manner and at locations determined by MarketSpark. Customer will, at Customer's sole cost and liability as between Customer and MarketSpark, be solely responsible for (i) providing and successfully installing any and all equipment, software and the like necessary for End Users to use any service offered or sold by Customer; and (ii) any and all support for any End User to which Customer offers or sells services.
10. **Charges and Rates.** If applicable, Customer shall pay an additional fee per TTN enabled to use the 911 Services ("911 Fee").
11. CUSTOMER ACKNOWLEDGES AND AGREES THAT MARKETSPARK'S EMERGENCY SERVICE IS INTERNET-BASED AND THAT INTERNET 911 SERVICES ARE DIFFERENT THAN THAT OF A TRADITIONAL WIRELINE SERVICE. CUSTOMER FURTHER

ACKNOWLEDGES THAT THE MARKETSPARK EMERGENCY SERVICE MAY NOT SUPPORT BASIC 911 OR E911 DIALING IN THE SAME MANNER AS A TRADITIONAL WIRELINE PHONE SERVICE. FOR BASIC 911 OR E911 TO BE ACCURATELY ROUTED TO THE APPROPRIATE EMERGENCY RESPONDER, THE CUSTOMER MUST PROVIDE THE REA FOR THE ASSOCIATED TTN.

12. CUSTOMER ACKNOWLEDGES AND AGREES TO INFORM END USERS OF THE POTENTIAL COMPLICATIONS ARISING FROM BASIC 911 OR E911 DIALING. SPECIFICALLY, CUSTOMER ACKNOWLEDGES AND AGREES TO INFORM ALL EMPLOYEES, GUESTS, AND OTHER THIRD PERSONS WHO MAY ALSO BE END USERS THAT BASIC 911 AND E911 SERVICES WILL NOT FUNCTION IF THERE IS A SERVICE FAILURE DUE TO ANY OF THE FOLLOWING CIRCUMSTANCES: (A) POWER FAILURE, (B) SUSPENDED OR TERMINATED BROADBAND SERVICE, (C) SUSPENSION OF SERVICES DUE TO BILLING ISSUES, (D) USE OF CERTAIN FEATURES WHICH ARE NOT COMPATIBLE WITH 911 SERVICES, AND/OR (E) ANY OTHER SERVICE OUTAGES NOT DESCRIBED HEREIN. MARKETSPARK RESERVES THE RIGHT TO REFUSE PROVISIONING OR MODIFICATION OF FEATURES OR SERVICE IF SUCH PROVISIONING OR MODIFICATION ADVERSELY AFFECTS THE 911 SERVICES.
13. CUSTOMER FURTHER ACKNOWLEDGES THAT FAILURE TO PROVIDE A CORRECT PHYSICAL ADDRESS IN THE REQUISITE FORMAT MAY CAUSE ALL BASIC 911 OR E911 CALLS TO BE ROUTED TO AN EMERGENCY SERVICE PROVIDER NOT LOCATED NEAR THE END USER. FURTHERMORE, CUSTOMER RECOGNIZES THAT USE OF THE 911 SERVICES FROM A LOCATION OTHER THAN THE LOCATION INDICATED IN THE REA MAY RESULT IN BASIC 911 OR E911 CALLS BEING ROUTED TO AN EMERGENCY SERVICE PROVIDER NOT LOCATED NEAR THE END USER.
14. CUSTOMER ACKNOWLEDGES AND AGREES THAT NEITHER MARKETSPARK, ITS UNDERLYING CARRIER, AND ANY OTHER THIRD PARTIES INVOLVED IN THE ROUTING, HANDLING, DELIVERY OR ANSWERING OF 911 SERVICES OR IN RESPONDING TO 911 CALLS, NOR THEIR DIRECTORS, OFFICERS, SHAREHOLDERS, EMPLOYEES, OR AGENTS MAY BE HELD LIABLE FOR ANY CLAIM, DAMAGE, LOSS, FINE, PENALTY, OR
COST (INCLUDING, WITHOUT LIMITATION, ATTORNEYS' FEES AND COSTS) ARISING FROM OR RELATING TO THE PROVISION OF ALL TYPES OF EMERGENCY SERVICES TO CUSTOMER AND CUSTOMER HEREBY WAIVES ANY AND ALL SUCH CLAIMS OR CAUSES OF ACTION ARISING THEREFROM.
15. **E911 Limitation of Liability.** Customer agrees that MarketSpark, its affiliates, its authorized resellers, and their respective directors, officers, shareholders, employees, and agents will not be liable for any loss or damage sustained by Customer or ANY End Users due to any failure in or breakdown of the communication facilities associated with providing the 911 Services, or for any delay, interruption, or degradation of the Services whatsoever; provided, however, that MarketSpark remains liable for gross negligence or willful misconduct by MarketSpark, its directors, officers, shareholders, employees, and agents.
16. In no event will the liability of MarketSpark or its authorized resellers to Customer for any loss arising out of the 911 Services provided pursuant to these 911 Terms or any errors, interruptions, defects, failures or malfunctions of the 911 Services provided pursuant to these 911 Terms, including, without limitation, any and all equipment and data processing systems associated therewith, exceed an amount equal to the total Charges paid by Customer in the twelve (12) months preceding the claim. Customer waives any claim that these exclusions or limitations deprive it of an adequate remedy or cause these 911 Terms to fail of its essential purpose. Customer further acknowledges, understands and agrees that MarketSpark has no control over how a foreign administration or third-party carrier establishes its rules and conditions pertaining to international telecommunications service.

One Talk℠ and Message+ from Verizon – Government Terms of Service

One Talk from Verizon, together with its related devices, software and applications ("**Service**" or **"One Talk"**), is a commercially available
business telephone solution that brings together the functions of office phones and mobile devices (smartphones and tablets) into a unified system, with all devices sharing the same communication features. (See https://www.verizonwireless.com/support/one-talk-features/ for a listing of features currently available with the Service.)
The following terms of service apply to the One Talk Service. "Customer" means the eligible entity

purchasing the One Talk service under the Contract along with any Customer end users using the Service.

Customer Agreement. Customer's use of the Service is subject to all Contract terms. This applies regardless of whether the end user device is on the Customer's account or paid for by the end user (e.g. a Bring Your Own Device arrangement between Customer and end user).

How the Service Works. For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. Each One Talk phone number can be shared between devices with the following limits: (a) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, a single LTE Desk phone and a single standard desk phone or (b) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, two standard desk phones and a single smartphone using One Talk. You may only make voice and/or video calls with up to three (3) devices per One Talk phone number at the same time. The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.

Customer is solely responsible for managing its end user access to the One Talk Service, management of end user devices and management of information transmitted via the Service. Addition of devices and associated Service features is managed and administered by the Customer through Verizon Wireless' web portal.

A. One Talk Components

One Talk Dialers. If available, the One Talk Dialers (Basic, Enhanced, and Native) add various business features to a compatible device's native dialer, which on a compatible smartphones (see https://www.verizonwireless.com/support/compatible-one-talk-devices/ for a current list of supported devices.) With One Talk in Dialer mode, Customer's One Talk phone number will be the same as its Verizon Wireless phone number. Customer can obtain access to One Talk features by dialing numeric codes. Other devices that you select will share the same One Talk phone number.

One Talk Mobile App. The One Talk Mobile App is available for smartphone and tablets either from the Google PlayTM Store for devices with AndroidTM 6.0 or higher or from the Apple® App Store for devices with iOS 10.0 or higher. To use the Service, Customer must add a One Talk phone number to the Mobile App and end users must use the Mobile App to make voice and video calls and to send and receive messages. You can also obtain access to One Talk features through the Mobile App. With the Mobile App, the device will have two phone numbers – one for its original native dialer (if available), and the other for the One Talk number. Other associated devices will share the same One Talk number.

Users may install the One Talk Mobile App on a compatible device, including devices receiving service from other carriers. In such circumstances, One Talk phone numbers must be added to their devices, and the users will be Verizon Wireless subscribers for purposes of the Service only, even if they continue to use a different carrier for their original mobile telephone numbers. In order to use messaging through the One Talk Mobile App, the customer also must add the Message + App.

Message+ App. The Message+ App provides an integrated and customized messaging experience across an end user's mobile phone, tablet, PC, and other devices, and an integrated calling experience across a user's mobile phone and tablet. (Note that integrated calling is not part of the One Talk Service.) An end user can also send group, location and other multimedia messages ("MMS") in addition to traditional text messages. The Message+ App includes an Integrated Messaging feature that lets users send and receive text and multimedia messages on an end user's smartphone, tablet, computer or the web using a user's Verizon One Talk mobile telephone number. The service syncs up to 90 days of messages across an end user's devices.

One Talk Desk Phones. Each One Talk Desk Phone is a device that must be approved by and purchased from Verizon Wireless. At your location, you will need separate AC power and connectivity (e.g., through cellular service, broadband service, Ethernet or Wi-Fi). Check with your Verizon Wireless sales representative for the availability of desk phones under the Contract.

Auto Receptionist: Hunt Group. In order to utilize either of these features, Customer must activate a new Verizon Wireless line or port in a line from another carrier. The settings for the line must be configured using the One Talk section of the My Business web portal.

B. Charges

For each One Talk line, you will be charged a monthly recurring fee for the Service, in addition to the charges for data, voice, and messaging based on your service plan. Charges for international use may apply. You may be assessed additional 911 surcharges if required by law, for up to a maximum of three devices on each mobile phone number during the applicable billing cycle.

Desk Phones. Voice and video calls to and from One Talk desk phones will consume data on your existing broadband, cellular, or Wi-Fi connection.

The following applies if you use the VZW network to connect to the Service:

One Talk Dialers (Basic, Enhanced, and Native)**.** Adding the One Talk feature to a smartphone does not consume any data. If you have a device that supports video calling, the voice portion will be billed as

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minutes of use and the video portion will be billed as data. Voice calls will be billed as minutes of use only.
One Talk Mobile App. Your download of the One Talk Mobile App will consume approximately 30 MB of data. Your use of the Service (including your download of the One Talk Mobile App) will be billed as data.
One Talk Desktop App. Your download of the One Talk Desktop App will consume approximately 110 MB of data. Voice and video calls to and from the One Talk Desktop App will consume data on your existing broadband connection.
Desk Phones. Voice and video calls to and from One Talk desk phones will consume data on your existing broadband connection. **Auto Receptionist; Hunt Group.** You will be charged a monthly recurring fee for each Auto Receptionist and Hunt Group line in your company's profile.
Integrated Calling Charges (Message+). Integrated Calling does not have a separate monthly service fee, but data usage charges will be incurred in accordance with Customer's service plan. If a call is transferred among connected devices, each transfer will be billed as a separate call. Also, depending on the service address, Customer may be assessed an additional 911 charge if required by law. Any call made from a tablet to a U.S. number will be treated as a domestic call, no matter where the call originates. Any call made from a tablet to a non-U.S. number will be treated as an international long distance call that originates in the U.S., which is subject to U.S. taxes, fees and Verizon surcharges, no matter where the call actually originates. These calls will be billed in accordance with Customer's international calling plan and/or international Contract rates.
Emergency 911 Calls. End users can make a 911 call over a Wi-Fi connection when using the Service, but whenever possible, end users should avoid doing so because 911 calls over a WiFi connection will not work if there is a failure of your broadband connection or electrical power, or if the 911 system doesn't recognize the address. In addition, when using a One Talk desk phone, voice functionality (including the ability to make and receive 911 calls) will not be available during a power outage, connection failure or other service disruption. Before any desk phone can be activated or the Service can be activated on any device, Customer must enter the U.S. address where Customer wants emergency services to be sent if end users call 911. It is not necessary to use the same address for all devices. It is very important that Customer updates its 911 address whenever Customer changes its location for any of these devices because this is the location that will be given to emergency services when end users dial 911. End users can go to their mobile device's Settings and change their 911 address at any time. Customer can change the 911 address for a desk phone on the One Talk section of the My Business web portal. Note: With a device using the One Talk Mobile App or the One Talk Desktop app, emergency services will use the 911 address you entered only if you use Wi-Fi to make the 911 call; otherwise, your device's built-in capabilities will provide the location of your device.
Integrated Messaging Text Message Feature. To send and receive SMS messages, Mobile devices associated with either One Talk Basic Dialer (if available) or One Talk Mobile App must download the Message+ App to the device. The Integrated Messaging functionality of Message+ enables you to synchronize messages across multiple devices, including smartphones, tablets and the web. Text messages sent and received while using the Service are separate from the native texting app (dual numbers) and are only temporarily retained on the One Talk message platform in the cloud. End users with access to the Service on a Smartphone or the Mobile Client can retrieve/download any text message sent or received using the Service.
HIPAA. Integrated Messaging is not designed for secure transmission or storage of personal healthcare information. Therefore, Customer agrees not to use Service to store or transmit Protected Health Information (PHI) as defined in the Health Insurance Portability & Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009 and accompanying regulations (collectively "HIPAA"). Covered Entities and Business Associates (as defined by HIPAA) will not use Integrated Messaging to store or transmit PHI. Customers that do not want its end users to

save messages to the cloud (including all Covered Entities and Business Associates, as defined by HIPAA), must have an authorized representative block Integrated Messaging. For further information, go to https://web.vma.vzw.com/BusinessProduct. To learn more about HIPAA, go to: http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html.

Third Party Products

A. General. If Customer uses any third party products or applications with One Talk, you authorize us to share information with third parties that is necessary for these services to operate. Some information from those third party products or applications may be transmitted into your account with us if you authorize such transmissions (Third Party Account Information) and any such Third Party Account Information transmitted to our applications or services will then be covered by our Privacy Policy. You may opt not to disclose such information to us from third party products or applications, but keep in mind some information may be needed in order for you to take advantage of some or all of the applications' or products' intended features.

B. Google Services. When you provide Google Account credentials to sign into Google services or applications, Verizon will not use any Third Party Account Information in any way except to present it to the user. VZW will retain the minimal amount of information necessary in log files for 30 days to troubleshoot any reported issues with the application. Verizon will not have access to any email content. Use or transfer of any Third Party Account Information received from Google accounts will adhere to the Google API Services User Data Policy, including Limited Use Requirements.

C. Disclaimer. With respect to all third party products and applications, you agree that: (1) We disclaim all warranties, express or implied,

(2) We are not responsible and shall have no liability for such products or applications, and (3) you are solely responsible and liable for your use of such products and applications.

Service Limitations. The Service is not compatible with fax machines, credit card machines or certain security systems. Your Verizon Wireless representative can suggest other possible solutions for some of these functions. Please check with your provider to confirm the compatibility requirements of your security system.

Important Service Disclosures. CUSTOMER ACKNOWLEDGES AND AGREES THAT THE SERVICE IS IMPLEMENTED WITHOUT SPECIFIC CONTROLS THAT MAY GENERALLY BE REQUIRED OR CUSTOMARY FOR CUSTOMERS IN ANY PARTICULAR INDUSTRY AND ARE NOT DESIGNED TO SATISFY ANY SPECIFIC LEGAL OBLIGATIONS. CUSTOMER IS SOLELY RESPONSIBLE FOR DETERMINING THAT THE SERVICE SATISFIES ANY LEGAL, REGULATORY OR CONTRACTUAL OBLIGATIONS CUSTOMER MAY HAVE. CUSTOMER AGREES TO USE THE SERVICES IN ACCORDANCE WITH ALL APPLICABLE LAWS AND NOT TO USE THE SERVICES IN ANY MANNER THAT MAY IMPOSE LEGAL, REGULATORY OR CONTRACTUAL OBLIGATIONS ON VERIZON WIRELESS, OTHER THAN THOSE WITH WHICH WE HAVE EXPRESSLY AGREED TO COMPLY IN THIS ADDENDUM.

CUSTOMER IS ON NOTICE THAT ANY TEXT MESSAGES DELIVERED TO A DEVICE USING THE SERVICE WILL REMAIN ON THAT DEVICE, EVEN AFTER THE MESSAGING FEATURE IS REMOVED OR END USER IS DEREGISTERED AND NO LONGER HAS ACCESS TO THE SERVICE. END USERS CONTROL THE DELETION OF MESSAGES RECEIVED ON THEIR DEVICES.

Software. In connection with the Service, Verizon Wireless will provide software that is owned by us, our affiliates or third-party licensors ("**Software**"). Verizon Wireless may update the Software from time to time and Customer and/or end user failure to install any update may affect Customer's Service and/or use of the Software. Customer may use the Software only as part of, or for use with, the Service as authorized in this Addendum. Verizon Wireless grants Customer a limited, non-exclusive, non- transferable license to use the Service and the Software solely as authorized in this Addendum. All rights regarding use of the Service and Software not expressly granted in this Addendum are reserved by Verizon Wireless and/or any third-party licensors. The Software contains some programming,

scripts, tools, modules, libraries, components, or other items that were developed using "Open Source" code; which are available for download at www.verizon.com/opensource.
Software was developed solely at private expense, and Customer has no other rights in software than those set forth herein. As such, customer may not adapt, alter, modify, reverse engineer, de-compile, disassemble, translate, attempt to derive source code from or create derivative works of the Service or Software, or otherwise tamper with or modify any security features or other Service components for any reason (or allow or help anyone else to do so). Customer also agrees to follow all rules and policies applicable to the Service, including the installation of required or automated updates, modifications and/or reinstallations of Software and obtaining available patches to address security, interoperability and/or performance issues.
Disclaimer of Warranty. THE SERVICE AND SOFTWARE ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND BY EITHER VERIZON WIRELESS, OUR AFFILIATES, OFFICERS, EMPLOYEES, LICENSORS, CONTRACTORS, AND AGENTS (TOGETHER, THE "VERIZON PARTIES"), INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NON-INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE VERIZON PARTIES AND ANY THIRD PARTY MOBILE APPLICATION STORE OPERATORS FROM WHICH YOU DOWNLOAD THE ONE TALK MOBILE APP WILL NOT BE LIABLE TO YOU OR ANYONE ELSE FOR ANY LOSSES OR DAMAGES OF ANY KIND OR ANY SECURITY ISSUES THAT MAY RESULT FROM YOUR USE OF THE SERVICE. NO ADVICE OR INFORMATION GIVEN BY THE VERIZON PARTIES SHALL CREATE ANY WARRANTY HEREUNDER.

One Talk from Verizon Terms & Conditions

One Talk from Verizon Terms & Conditions
One Talk from Verizon, together with its related devices, software and applications ("**Service**" or "**One Talk**" or "**One Talk Standard**"), is a business telephone solution that brings together the functions of desk phones and mobile devices (smartphones and tablets) into a unified system, with all devices sharing the same communication features (see https://www.verizon.com/support/one-talk-features/ for a listing of features available with the Service). Before you start using the Service, we want you to know some important things.

This Addendum modifies the contract (the "**Agreement**") between you as our Customer ("**You**") and Verizon Wireless ("**VZW**", "**We**" or "**Us**") under which you purchase cellular service. It sets forth the terms and conditions under which you agree to use and we agree to provide the Service. By using the Service, you accept these Terms and Conditions, which may be modified by us from time to time. By continuing to use the Service after we have notified you of changes, you agree to accept those changes.

1. Customer Agreement

Your use of the Service is subject to all of the terms in your Agreement, whether the Service is paid for by a business customer or by an end user.

2. Term

Notwithstanding any provisions to the contrary regarding service or term commitments in any other part of this Agreement, the following provision governs the use of the Service. When One Talk is activated, service for each line will be on a month-to-month basis, unless You elect an optional one or two-year contract for desk phone hardware only (for which early termination fees may apply). If You choose month-to-month service, You may terminate the Service for any line upon thirty (30) days prior written notice, without penalty.

3. How the Service Works

For the Service to work, you must select the lines on your company's profile to which you wish to add the One Talk feature. Each One Talk phone number can be shared between devices with the following limits: (a) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, a single LTE Desk phone and a single standard desk phone or (b) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft Windows and/or Apple Mac computers using the One Talk Desktop App, two standard desk phones and a single smartphone using One Talk in Native Dialer or Enhanced Dialer mode. You may only make voice and/or video calls with up to three devices per One Talk phone number at the same time.

4. One Talk Available Options

Auto Receptionist. An automated Receptionist (AR) is a telephony system that transfers incoming calls to various extensions as specified by callers, without the intervention of a human operator. The settings for the line must be configured using the One Talk admin portal. You will be charged a monthly recurring fee for each Auto Receptionist line in your company's profile.

Hunt Group. Hunt Group is a set of connections and rules that route incoming calls to a group of users until someone is available or all users have been tried. If a call is routed through the Hunt Group and every user is busy, the call is then routed to a designated phone number. The settings for the line must be configured using the One Talk admin portal. You are eligible to activate a Hunt Group within your Enterprise Customer Profile Database (ECPD) profile if you have activated at least one One Talk line on a Smartphone, Desk Phone or Mobile App. You will not be charged a monthly recurring fee for any Hunt Group lines in your company's profile.

One Talk Call Queue. One Talk Call Queue allows callers to be virtually put on hold when all the call queue agents are busy, and once an agent becomes available, the call is released from the queue to the available agent. You must add the Call Queue Agent feature to each recipient line that will receive calls from the call queue. A Call Queue Agent is a designated person employed by your business who will receive the calls routed to them by Call Queue. You will be charged a monthly recurring fee for each Call Queue line and Call Queue Agent in your company's profile. The call queue settings must be configured in the One Talk admin portal.

One Talk Native Dialer and Enhanced Dialers. The One Talk Native Dialer and Enhanced Dialers add various business features to the native dialer on a compatible smartphone (see https://www.verizon.com/support/compatible-one-talk-devices/ for a current list of supported devices). With One Talk in Native Dialer or Enhanced Dialer mode, your One Talk phone number will be the same as your VZW phone number. You can obtain access to One Talk features by dialing numeric codes. Other devices that you select will share the same One Talk phone number.

One Talk Desk Phones. Each One Talk Desk Phone is a device that must be approved by and purchased from Verizon. At your location, you will need separate AC power and connectivity (e.g., through cellular service, broadband service, Ethernet or Wi-Fi).

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One Talk Desktop App. The One Talk Desktop App is available for Microsoft Windows computers and Apple Mac computers. Please see the One Talk Supported Device List for minimum software requirements, located here https://www.verizon.com/support/compatible-one-talk-devices/. To use the Service, you must add a One Talk phone number to the Desktop App, and you must use the Desktop App to make voice and video calls and to send and receive messages. You can also obtain access to One Talk features through the Desktop App.

One Talk Mobile App. The One Talk Mobile App is available for smartphones and tablets via the Google Play™ Store or from the Apple App Store®. Please see the One Talk Supported Device List for minimum software requirements located here https://www.verizon.com/support/compatible-one-talk-devices/. To use the Service, you must add a One Talk phone number to the Mobile App, and you must use the Mobile App to make voice and video calls and to send and receive messages. You can also obtain access to One Talk features through the Mobile App. With the Mobile App, your device will have two phone numbers – one for its original native dialer and the other for the One Talk number. Other associated devices will share the same One Talk phone number. Users may install the One Talk Mobile App on any compatible device, including devices receiving service from other carriers. In such circumstances, One Talk phone numbers must be added to their devices, and the users will be VZW subscribers for purposes of the Service only, even if they continue to use a different carrier for their original mobile telephone numbers.

Premium Visual Voicemail. Premium Visual Voicemail is direct-access voicemail with a visual interface. Such an interface presents a list of messages for playback, as opposed to the sequential listening required using traditional voicemail, and includes a transcript of each message.

5. Charges

For each One Talk line activated in any of the available One Talk Service, Verizon will charge a monthly fee (Monthly Recurring Fee) for the Service, and either your wireless carrier or your broadband provider will bill data, voice, and messaging charges based on your existing service plan.

The One Talk monthly recurring fee charged to a customer is based on volume tiered pricing and only applies to paid One Talk lines of service:

- Smartphone with One Talk service
- One Talk Desk Phone (primary device)
- One Talk App (primary device) (mobile/desktop client)
- One Talk Auto Receptionist
- One Talk Call Queue

Volume tiered pricing is based on 4 volume tiers:

- 1 - 9 paid One Talk lines
- 10 - 24 paid One Talk lines

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- 25 - 99 paid One Talk lines
- 100+ paid One Talk lines

Active lines at the end of each bill cycle for all accounts under the customer's business profile with Verizon will aggregate together to determine the volume pricing tier.

Charges for international use may apply. You may be assessed additional 911 surcharges if required by law, for up to a maximum of three devices on each One Talk phone number during the applicable billing cycle.

One Talk Native Dialer and Enhanced Dialer. If you are using a device on the VZW network and the device supports video calling, the voice portion of the video call will be billed as minutes of use and the video portion will be billed as data under your existing mobile service plan. If you are using a device on Wi-Fi and the device supports video calling, the voice and data portions of the video call will only be billed as data under your broadband plan. Voice calls will be billed as minutes of use only. Adding One Talk Native Dialer and Enhanced Dialer can be done in two ways:

- Add One Talk to your existing corporate liable Verizon Wireless smartphone plan, in which case your One Talk number will be the same as your current number on that plan.
- Add the One Talk eSIM Unlimited Voice and Text plan for Native and Enhanced Dialer to your dual SIM capable smartphone that is compatible with the Verizon network. This provides a secondary line of service with its own One Talk number. The One Talk eSIM plan includes unlimited talk and text in the United States, Mexico and Canada. If more than 50% of your total talk and text in a 60-day period is in Canada or Mexico, use of those services in those countries may be removed or limited. This plan does not include data. If you intend to use data on this smartphone line, you must have a data plan on your first line of service. Month-to-month agreement required. Verizon feature functionality may be limited if the smartphone was not purchased from Verizon. For more information about dual sim capable smartphones, visit https://www.verizon.com/support/dual-sim-with-esim-faqs/.

One Talk Mobile App. Your use of the Service (including your download of the One Talk Mobile App) will be billed as data under either the mobile service plan for the applicable device or by your Wi-Fi broadband provider.

One Talk Desktop App. Voice and video calls to and from the One Talk Desktop App will consume data on your existing broadband connection.

Desk Phones. Voice and video calls to and from One Talk Desk Phones may consume data from your existing connectivity provider. Any charges related to such use will depend on the costs associated with your connection (whether broadband, cellular, or otherwise). Customers who elect a one or two-year commitment must pay an Early Termination Fee (ETF) when disconnecting service prior to the end of the service term. The amount due is based on the length of time left on the service contract. The ETF is calculated based on the contract effective date and disconnect date.

Virtual Devices. For virtual devices including Auto Receptionist, Hunt Group and Call Queue, there are no data charges associated with the use of these lines.

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Integrated Messaging Text Message Feature. The Integrated Messaging feature enables the messaging service for the One Talk mobile application. This allows the user to send and receive messages within the One Talk app, and allows those messages to be synchronized across up to five
(5) One Talk apps that share the same One Talk number

- **HIPAA**. Integrated Messaging is not designed for secure transmission or storage of personal healthcare information. Therefore, Customer agrees not to use Service to store or transmit Protected Health Information (PHI) as defined in the Health Insurance Portability & Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009 and accompanying regulations (collectively "HIPAA"). Covered Entities and Business Associates (as defined by HIPAA) will not use Integrated Messaging to store or transmit PHI. Customers that do not want its end users to save messages to the cloud (including all Covered Entities and Business Associates, as defined by HIPAA), must have an authorized representative block Integrated Messaging. For further information, go to https://web.vma.vzw.com/BusinessProduct. To learn more about HIPAA, go to: http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html.

6. Emergency 911 Calls

Emergency calls to 911 can be placed without dialing a prefix. 911 calls are routed to the local emergency response center based on the 911 address information associated with the user. If it can't be routed directly to the local emergency response center, the 911 call will be routed to the national emergency response center. 911 address information for a user is assigned in the following ways:

- Desk Phones: The company's admin that is responsible for the One Talk service can edit/modify the 911 address associated with the user's desk phone within the One Talk portal. Within the One Talk portal, a valid street address, city, state, and zip code can be entered along with additional address information, i.e. suite, apartment, room numbers.
- Smartphone Mobile Client: The One Talk mobile client requires the user to place the 911 call through the user's smartphone device vs. using the mobile client. If the user tries to place the 911 call via the One Talk client, it will redirect the call via to the smartphone native phone application
- Tablet Mobile Client: The One Talk mobile client requires the user to enter a valid 911 address when setting up the mobile client. The user is prompted to confirm the 911 address when a change in location has been detected.
- PC/MAC Desktop Client: The One Talk desktop client requires the user to enter a valid 911 address when setting up the desktop client. The user is prompted to confirm the 911 address when a change in the location has been detected.
- Native Dialer Smartphone: 911 calls when using a native dialer smartphone use the e911 service within the wireless network. E911 compliance FAQs

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You can make a 911 call over a Wi-Fi or Ethernet connection when using the service; however, calls over a Wi-Fi or Ethernet connection will not work if there is a failure of your connection, electrical power, or the 911 system does not recognize your address. If you have a power or connectivity loss, an alternate method for contacting 911 may be needed. Before any One Talk Desk Phone can be activated or the Service can be activated on any device, you must enter the U.S. address where you want emergency services to be sent if you call 911. It is not necessary to use the same address for all devices. It is very important that you update your 911 address whenever you change your location for any of these devices, because this is the location that will be given to emergency services when you dial 911. You can go to your Mobile App Settings and or One Talk Desktop App settings and change your 911 address at any time, or change the 911 address for a One Talk Desk Phone on the web portal.

7. Privacy

We may use information about your use of the Service in accordance with the Verizon Privacy Policy.

8. Confidentiality

You agree that any information (e.g., IP sourcing data) that is shared with you in configuring One Talk will remain our Confidential Information.

9. Third Party Products

A. General. If Customer uses any third party products or applications with One Talk, you authorize us to share information with third parties that is necessary for these services to operate. Some information from those third party products or applications may be transmitted into your account with us if you authorize such transmissions (Third Party Account Information) and any such Third Party Account Information transmitted to our applications or services will then be covered by our Privacy Policy. You may opt not to disclose such information to us from third party products or applications, but keep in mind some information may be needed in order for you to take advantage of some or all of the applications' or products' intended features.

B. Google Services. When you provide Google Account credentials to sign into Google services or applications, Verizon will not use any Third Party Account Information in any way except to present it to the user. VZW will retain the minimal amount of information necessary in log files for 30 days to troubleshoot any reported issues with the application. Verizon will not have access to any email content, use or transfer of any Third Party Account Information received from Google accounts will adhere to the Google API Services User Data Policy, including Limited Use Requirements.

C. Disclaimer. With respect to all third party products and applications, you agree that: (1) We disclaim all warranties, express or implied, (2) We are not responsible and shall have no liability for such products or applications, and (3) you are solely responsible and liable for your use of such products and applications.

10. Service Limitations

The Service is not compatible with certain devices, including fax machines, credit card machines or certain security systems. Your VZW representative can suggest other possible solutions for some of these functions. Please check with your provider to confirm the compatibility requirements of your security system.

11. Important Service Disclosures

YOU ACKNOWLEDGE AND AGREE THAT THE SERVICE IS IMPLEMENTED WITHOUT SPECIFIC CONTROLS THAT MAY GENERALLY BE REQUIRED OR CUSTOMARY FOR CUSTOMERS IN ANY PARTICULAR INDUSTRY AND ARE NOT DESIGNED TO SATISFY ANY SPECIFIC LEGAL OBLIGATIONS. YOU ARE SOLELY RESPONSIBLE FOR DETERMINING THAT THE SERVICE SATISFIES ANY LEGAL, REGULATORY OR CONTRACTUAL OBLIGATIONS YOU MAY HAVE. YOU AGREE TO USE THE SERVICE IN ACCORDANCE WITH ALL APPLICABLE LAWS AND NOT TO USE THE SERVICE IN ANY MANNER THAT MAY IMPOSE LEGAL, REGULATORY OR CONTRACTUAL OBLIGATIONS ON US, OTHER THAN THOSE WITH WHICH WE HAVE EXPRESSLY AGREED TO COMPLY IN THIS ADDENDUM.

12. Software

In connection with the Service, we will provide software that is owned by us, our affiliates or third-party licensors ("**Software**"). We may update the Software from time to time and your failure to install any update may affect your Service and/or use of the Software. You may use the Software only as part of, or for use with, the Service as authorized in this Addendum.

We grant you a limited, non-exclusive, non-transferable license to use the Service and the Software solely as authorized in this Addendum. All rights regarding use of the Service and Software not expressly granted in this Addendum are reserved by us and/or any third-party licensors. The Software contains some programming, scripts, tools, modules, libraries, components, or other items that were developed using "Open Source" code, which are available for download at www.verizon.com/opensource.

You may not adapt, alter, modify, reverse engineer, de-compile, disassemble, translate, attempt to

derive source code from or create derivative works of the Service or Software, or otherwise tamper with or modify any security features or other Service components for any reason (or allow or help anyone else to do so). You also agree to follow all rules and policies applicable to the Service, including the installation of required or automated updates, modifications and/or reinstallations of Software and obtaining available patches to address security, interoperability and/or performance issues.

13. Disclaimer of Warranty

THE SERVICE, THIRD PARTY PRODUCTS AND SOFTWARE ARE PROVIDED "**AS IS**" AND "**AS AVAILABLE**" WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND BY EITHER US, OUR AFFILIATES, OFFICERS, EMPLOYEES, LICENSORS, CONTRACTORS, AND AGENTS (TOGETHER, THE "**VERIZON PARTIES**"), INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE, NON- INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE VERIZON PARTIES AND ANY THIRD PARTY MOBILE APPLICATION STORE OPERATORS FROM WHICH YOU DOWNLOAD THE ONE TALK MOBILE APP OR THIRD PARTY PRODUCTS WILL NOT BE LIABLE TO YOU OR ANYONE ELSE FOR ANY LOSSES OR DAMAGES OF ANY KIND OR ANY SECURITY ISSUES THAT MAY RESULT FROM YOUR USE OF THE SERVICE. NO ADVICE OR INFORMATION GIVEN BY THE VERIZON PARTIES SHALL CREATE ANY WARRANTY HEREUNDER.

Updated: September 2024

VCF Services – Terms and Conditions

These terms and conditions ("Terms and Conditions") govern the purchase and use by a purchasing entity ("**Customer**" or "**You**") of the Reveal products and services offered through Verizon Connect Fleet USA LLC ("**VCF**"), as more specifically described in these Terms and Conditions. By purchasing the products and services you agree to the following terms, which control in the event of a conflict with any other terms concerning the subject matter of these Terms and Conditions.

DATA AND SERVICES OFFSHORING NOTICE AND CONSENT. Although Customer data is stored within the United States, certain VCF Services may be performed and data may be processed, collected, developed, analyzed, or otherwise handled under the services by persons or entities located or working outside U.S. boundaries as permitted at section 9.1 of the Florida State Contract (No. DMS-19/20-006C). BY PLACING AN ORDER FOR THIS **SERVICE, CUSTOMER ACKNOWLEDGES AND REPRESENTS THAT IT IS AUTHORIZED TO AND PROVIDES CONSENT TO RECEIVE OFFSHORE SUPPORT,** which consent includes a waiver to any applicable offshoring restrictions, on behalf of all users of the products and services purchased by Customer.

CANCELLATION POLICY. Customer may terminate an Order or Subscription, as those terms are defined herein, for its convenience on thirty (30) days' advance written notice to VCF.

1. **DEFINITIONS**

1.1. **Confidential Information**: Any non-public or proprietary information of a party (the "Disclosing Party") which is obtained by the other party (the "Receiving Party") in the performance hereunder, including information which is disclosed on an Order, or in connection with the provision to, and use by, Customer of VCF Services, whether disclosed in oral, written, graphic, or electronic form or any other form. Confidential Information does not include any information that: (a) the Receiving Party can prove was known prior disclosure by the Disclosing Party; (b) is independently developed by the Receiving Party without reference to the Confidential Information; (c) is received from a third party without obligations of confidence owed directly or indirectly to the Disclosing Party; or (d) is or becomes part of the public domain through no fault or action of the Receiving Party.

1.2. **Devices**: The physical equipment designated on an Order.

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1.3. **Fees:** The purchase price for Devices and accessories, Installation Services fees for Devices, the fees for VCF Services, and any other fees owed by Customer under an Order and hereunder.

1.4. **Installation Services:** Device installation services in accordance with Section 4 below, including: (i) the installation of Devices and corresponding accessories into Customer Vehicles; and (ii) the provision of cable wiring and other minor ancillary parts required to install the purchased Devices.

1.5. **Non-powered Asset Vehicle Tracking Units:** Tracking units for Vehicles that do not have their own power sources, such as flatbeds, generators, pumps, dumpsters, containers, lifts, and tanks.

1.6. **Order or Purchase Order:** An order for VCF Services.

1.7. **Service Partners:** The companies that VCF may work with to provide the VCF Solutions.

1.8. **Service Term**: The period during which Customer is entitled to use the VCF Solutions under an Order.

1.9. **Third Party Services**: The services that Customer may elect to receive directly from a third party. Additional terms and conditions between such third party and Customer may apply.

1.10. **VCF Services**: The VCF subscription services and software applications specified on an Order, including any associated VCF Software, Devices, and documentation.

1.11. **VCF Software**: The online software applications provided as part of the VCF Services, together with any other software provided in connection with the VCF Services.

1.12 **VCF Solutions**: The Devices, accessories and services offered under these Terms and Conditions (collectively, "**VCF Solutions**")

1.13. **VCF Subscription or Subscription**: A subscription to the VCF Services, also referred to as a "unit."

1.14. **VCF Website:** The VCF website currently located at www.verizonconnect.com.

1.15. **Vehicle:** An on-road vehicle, off-road vehicle and/or stationary or movable equipment owned or under the control of Customer, which is equipped (or will be equipped) with a Device.

2. INTELLECTUAL PROPERTY RIGHTS AND LICENSES

2.1. **General**. Except as explicitly set forth in these Terms and Conditions, all rights, title, and interest in and to the VCF Services (other than Devices and hardware accessories purchased by Customer) and, upon its creation, all other proprietary rights therein, including in any derivative work, shall at all times remain with VCF, its affiliates, and/or its suppliers. The Customer is only granted those rights expressly stated in these Terms and Conditions, with all other rights reserved by VCF or its licensors and suppliers. Customer will not delete or alter the copyright, trademark, and other proprietary rights notices appearing on the Devices or VCF Services. Except to the extent expressly permitted under these Terms and Conditions, the Customer shall not attempt to copy, modify, adapt, duplicate, create derivative works from, republish, download, display, transmit, reverse compile, disassemble, reverse engineer, or otherwise reduce to human-perceivable form or distribute all or any portion of the Services, Software, or Equipment, and/or associated documentation, in any form or media and by any means, or permit or assist any third party to do so.

2.2. **LICENSE**. During the Service Term, Customer will have a non-exclusive, non-transferable, non-sublicensable, limited license to (i) access and use the VCF Services as specified herein and on any Order, subject further to any underlying third party license for any component of VCF Services; and (ii) download, print, copy, and use any documentation as reasonably necessary for its internal, in-house use related to the rights granted under subsection (i) of this Section 2.2.

3. API DATA SERVICES

Certain Services which are offered hereunder may facilitate the sharing of the data collected by the VCF Services with third parties and/or third party applications (collectively, "**API Data Services**"). If Customer requests API Data Services, the following terms will also apply:

3.1. To enable VCF and its affiliates to provide the API Data Services requested by Customer, Customer authorizes VCF and its affiliates to grant the individual(s) and/or organizations selected by Customer (each, a "Third Party") access to data from Customer's subscription services account and related information therein. Customer acknowledges that the data access granted to the Third Party via the API Data Services is being undertaken solely at the direction and for the convenience of Customer. With respect to each specific API Data Service the Third Party requested by Customer provides, this authorization remains in effect until Customer cancels such API Data Services in writing.

3.2. Customer acknowledges and agrees that Customer is responsible for protecting and securing all usernames and passwords from unauthorized use, including use by the Third Party or by any other person/organization to whom Customer grants access (whether directly or through the API Data Services). Customer agrees that access by or to the Third Party or any other person/organization to whom Customer provides or allows access, directly or indirectly, is at Customer's sole risk and expense.

3.3. Customer agrees to comply with all data protection laws and regulations, including the California Consumer Privacy Act (CCPA) where applicable. Customer represents and warrants that it has secured all necessary consents from end users in order to grant the access to Third Parties described herein.

4. INSTALLATION

4.1. **Installation Services:** Where requested in an Order, VCF will perform Installation Services either directly or through a Service Partner, at a mutually agreed-upon time and location. Non-powered Asset Vehicle Tracking Units that are part of a VCF Solution require Self-Install (as described below). VCF or its Service Partners will install Devices in Vehicles at a mutually agreed location. Prior to performance of Installation Services, Customer must provide to VCF an accurate list of Devices to be installed and the address(es) where Devices should be shipped. Customer personnel must be onsite during performance of Installation Services to: (i) provide keys and access to Vehicles; (ii) allow for Vehicle inspections; and (iii) acknowledge any installation-related issues. If Customer personnel do not remain onsite during the entirety of the installation process, the installation will be deemed accepted when completed. The following services are outside the scope of Installation Services, which VCF will not be obligated to perform: (a) procure, install, or configure mobile devices; (b) install tablets or tablet mounts; or (c) train Customer on how to self-install Devices or other hardware. Generally, VCF will require two to three weeks' lead time to begin installations. Installers will follow generally accepted industry standards when performing Installation Services. Customer must provide any specific installation requests in advance in writing. Before proceeding with any Installation Service that involves more work than is standard and customary, VCF will advise and obtain Customer approval for additional fees to be charged for such non-standard installation. Customer shall be liable for a "no-show" charge at then-current standard rates per Vehicle in the event that (i) Customer, any Vehicle, or delivered Device is not available or prepared for a scheduled installation; or (ii) Customer cancels a scheduled installation appointment, or changes the installation location and/or time, less than 24 hours prior to the previously agreed date and time. VCF's inability to install a Device in Customer Vehicles due to unavailability of Customer or Vehicles shall not relieve Customer of its duty to pay any fees pertaining to such Vehicle(s). Customer acknowledges and agrees that installation of the Device may involve drilling holes, rewiring, and performing other similar alterations to the Vehicle and that VCF has no obligation to restore the

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Vehicle to its original state after removal of Devices. When Installation Services are completed, the installer will provide an installation log to Customer documenting any issues found.

4.2. **Self-Install of Devices:** In the event that Customer or its employees, agents, representatives, or contractors carries out installation or de-installation of Devices("Self-Install"), Customer shall be responsible for compliance with all applicable laws related thereto and the proper installation of the Device. Non-powered Asset Vehicle Tracking Units that are part of a VCF Solution require Self-Install. Customer acknowledges and understands that VCF will not be obligated in any way for the installation of any Self-Install Devices. VCF shall not be liable for any issues, losses, or damages whatsoever in connection with the Self-Install of Devices, including, without limitation, if Devices or VCF Services are not able to properly function, unless such damage has been caused by the negligent act or omission of VCF, or is the result of an issue covered by the warranty for the Device. For Self-Installed Devices, Customer shall be responsible for ensuring secure placement in or on the applicable Vehicle.

5. TRAINING AND SUPPORT SERVICES

5.1. Customer will designate one or more employee(s) to act as the coordinator(s) for Customer's use of the Devices and VCF Services and will require such coordinator(s) to participate in training provided from time to time at no charge.

5.2 During the time Customer is entitled to receive VCF Services, and subject to Section 7 below (Exclusions), VCF or its designee will provide Customer with reasonable telephone or email consultation and technical assistance regarding the VCF Solutions during VCF's regular working hours. Customer may call VCF or its designee at 800-906-9545 or e-mail inquiries to reveal.govt@verizonconnect.com or support services.

6. CUSTOMER OBLIGATIONS

6.1. Customer agrees to use the VCF Services in accordance with their intended purposes. Customer shall comply, and cause its employees and agents to comply, with all applicable laws and regulations and with VCF's Website Acceptable Use Policy (available at https://www.verizonconnect.com/terms/). Customer will provide notice to its Vehicle operators that the Vehicle has been enabled for use with VCF Services, which collects data associated with the Vehicle's location and manner of operation.

6.2. Customer shall cooperate in good faith on all matters concerning the VCF Services and these Terms and Conditions, including by providing (i) all necessary and timely access to its premises and Vehicles for installation of the Devices, and (ii) all necessary access to information as may be required to render the VCF Services.

6.3. Customer shall ensure that (i) only authorized users access the VCF Services, (ii) usernames and passwords are protected from unauthorized use, (iii) it immediately notifies VCF of any suspected or actual breach of security, and (iv) its network and systems comply with the relevant specifications provided by VCF from time to time. Customer is responsible for all use of the VCF Services using any usernames and passwords registered by or allocated to it.

6.4. Customer understands and specifically consents that (a) the Devices or VCF Services can be used to record both video content and oral communications, (b) VCF will have access to the recordings generated by the Devices or VCF Services, and (c) VCF may retain backup copies of such recordings. Customer represents and agrees that it will take measures to ensure that every individual who will operate or occupy a Vehicle equipped with Devices or VCF Services, or anyone whose private communications the Devices or VCF Services could foreseeably intercept, has provided lawful consent to being recorded and has further consented to VCF accessing and retaining such recordings. VCF specifically relies on these representations.

6.5. Customer covenants that to the extent required under applicable law or regulation, it shall provide notice to and receive consents from all its employees, contractors, agents, and other authorized users of: (a) the nature of the VCF Services, including the collection of Collected Data (defined below), as well as any Video and Audio Content and the anticipated use of any such

information and content, which may include his or her personal data, by Customer and by VCF in connection thereto; and (b) VCF's collection, use, and disclosure of such information and content as set out in these Terms and Conditions. In addition to the foregoing, Customer acknowledges and agrees that it is solely responsible for accessing and using the Devices and VCF Services in compliance with these Terms and Conditions and any applicable laws and regulations, including, without limitation, local law provisions regarding remote employee monitoring, automated processing of personal information, and the recording, storage, and use of Video and Audio Content.

6.5. In addition to the foregoing, Customer acknowledges and agrees that it is solely responsible for accessing and using the Devices and VCF Services in compliance with these Terms and Conditions and any applicable law and regulation, including, without limitation, (a) local law provisions regarding remote employee monitoring and/or automated processing of personal information; (b) laws governing the recording, storage, and use of Video and Audio Content (as defined below); (c) the Electronic Communications Privacy Act, 18 U.S.C. § 2510 *et seq.*; and (d) state and local laws governing unlawful eavesdropping, wiretapping, recording, or surveillance; and (e) all freedom of information laws (including, but not limited to, FOIA, sunshine records laws, open records laws, and/or government data laws).

7. LIMITED WARRANTY AND EXCLUSIONS

7.1 **LIMITED WARRANTY:** Subject to the exclusions in Section 7.2 below, for the applicable Service Term (the "Warranty Period"), the Devices will be free from defects in materials and workmanship and will substantially conform to the specifications for such Devices. If a VCF Device is defective within the Warranty Period, VCF will repair or replace it within a reasonable period using components or replacements that are new or equivalent to new in accordance with industry standards and practice. Customer will provide VCF or its designated representatives reasonable access to Vehicles to effect such repairs or replacements. THE FOREGOING SETS FORTH THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY REGARDING THE VCF SERVICES AND DEVICES AND SHALL BE IN LIEU OF ANY OTHER REMEDY AVAILABLE TO THE CUSTOMER AT LAW OR IN EQUITY.

7.2 **EXCLUSIONS:** The Limited Warranty for VCF Solutions does not include repair, replacement, or correction of any defect, damage, or malfunctions caused by: (a) damage caused by incorrect installation, use, modification, or repair by any unauthorized third party or by Customer or its representative; (b) misuse of or abuse to any element of the Device system or component thereof; (c) damage caused by any party other than VCF or other external force; or (d) damage caused by the connection of the Equipment to any third-party products or software provided by the Customer. Customer will be responsible for the cost of any support services provided by VCF resulting from any of the foregoing exclusions. Under no circumstances shall VCF be liable to Customer or any third party for loss of use of any Vehicle when a VCF Device is being repaired or replaced or for any indirect or consequential loss. If a Device and/or accessory is not eligible to be replaced at no charge pursuant to the warranty terms specified above, Customer will be charged the price specified in pricing information for any replacement Device and/or accessory shipped to Customer.

8. DISCLAIMER OF WARRANTIES

EXCEPT FOR THE LIMITED DEVICE AND INSTALLATION WARRANTY SET FORTH IN SECTION 7.1 ABOVE, NEITHER VCF NOR ITS AFFILIATES NOR THEIR SUPPLIERS MAKES ANY WARRANTY OR GUARANTEE OF ANY KIND WITH RESPECT TO THE DEVICES, THE INSTALLATION SERVICES, OR THE VCF SERVICES, INCLUDING MAPPING INFORMATION, MAP DATA, COLLECTED DATA, ALERTS, REPORTS (SUCH AS HOURS OF SERVICE REPORTS), QUALITY, RELIABILITY, OR ACCURACY THEREOF. THE DEVICES AND VCF SERVICES ARE PROVIDED "AS IS" AND "WITH ALL FAULTS BASIS". TO THE FULLEST EXTENT PERMISSIBLE BY APPLICABLE LAW, ALL REPRESENTATIONS AND WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, ARE HEREBY DISCLAIMED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF NONINFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE, AND ANY IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE. VCF AND ITS AFFILIATES DO NOT WARRANT THAT THE RECEIPT OF DATA, MAPPING INFORMATION, AND OTHER CONTENT FROM THE DEVICES

WILL BE AVAILABLE AT ALL TIMES, AT ALL GEOGRAPHIC LOCATIONS, UNINTERRUPTED, OR ERROR-FREE, OR THAT THE TRANSMISSION OF DATA, MAPPING INFORMATION, MAP DATA, AND OTHER CONTENT FROM VCF OR ITS AFFILIATES TO CUSTOMER OR TO THE CUSTOMER WEBSITE PAGES WILL ALWAYS BE ACCURATE, TIMELY, OR COMPLETE OR MEET THE CUSTOMER'S REQUIREMENTS. VCF AND ITS AFFILIATES MAKE NO WARRANTIES OF ANY KIND, AND HEREBY DISCLAIM ALL WARRANTIES OF ANY KIND, WITH RESPECT TO THE CONTENT OF ANY THIRD PARTY INFORMATION WHICH THEY MAY MAKE AVAILABLE TO CUSTOMER IN THE COURSE OF PROVIDING ONE OR MORE OF THE VCF SERVICES. NO ORAL OR WRITTEN ADVICE OR INFORMATION PROVIDED BY VCF OR ITS AFFILIATES WILL CREATE A WARRANTY, AND CUSTOMER IS NOT ENTITLED TO, AND WILL NOT, RELY ON ANY SUCH ADVICE OR INFORMATION.

9. FEES AND INVOICING TERMS FOR VCF SOLUTIONS

9.1. Unless otherwise provided in a written agreement between VCF and Customer:

9.1.1 **VCF Bundled Devices and VCF Services:** The monthly bundled rate for a VCF Device and VCF Services (includes VCF Device, applicable accessory, VCF Services, initial Installation Service, and ground shipping) is invoiced monthly following the VCF Bundle Start Date. The "**VCF Bundle Start Date**" is the earlier of (i) completion of the VCF Device installation; or (ii) the passage of ninety (90) days after the date the Device is shipped. Fees begin on the VCF Bundle Start Date.

9.1.2 **VCF Replacement Devices not Covered by Warranty:** The charge for VCF Replacement Devices not covered by warranty will be invoiced upon shipment to Customer.

9.1.3 **Device Installation Fee:** Where applicable, the Device installation fee is invoiced one-time upon completion of the Installation Services. Additional charges may apply if there are multiple installation locations or if more than one visit is necessary to complete the Installation Service.

9.2. All other Fees are due and payable as set forth in an Order.

9.3. Fees are exclusive of applicable taxes and surcharges. VCF may charge, and Customer agrees to pay, applicable state and local sales taxes and other government mandated fees in connection with the sale of the VCF Solutions unless Customer has provided satisfactory certificates or other evidence of exemption.

10. TERM AND TERMINATION

10.1. **Service Term:** The Service Term for each Order shall be for the period set forth on the Order. Unless otherwise specified in the Order, the Service Term for add-on features shall be coterminous with the Service Term for the base Vehicle tracking units to which the add-on features apply. The Service Term will continue after the period indicated in the Order for one-month periods until either party elects to terminate the VCF Services by providing written notice to the other party, or the Service Term is otherwise terminated, as set forth herein.

10.2. **Termination:** Either party may terminate its obligations pursuant to an Order by giving written notice to the other party immediately if the other party breaches its obligations under these Terms and Conditions and fails to cure such breach within thirty (30) days after receipt of notice (or such later date as may be specified in the notice). If notice of breach is sent by VCF, VCF may suspend Customer's access to and use of the applicable VCF Services with respect to all Customer Devices, without incurring any liability whatsoever, until the breach is cured. Customer may further terminate an Order or Subscription for its convenience on thirty (30) days' advance written notice.

10.3. **Subsidy Recovery:** VCF is able to make Devices available at no upfront charge by offering various subsidies in exchange for Customer meeting certain conditions. Therefore, if Customer terminates a VCF Subscription prior to the end of the initial 12-months after the date of activation, VCF may recover a subsidy recovery equal to the price of the Device linked to the terminated VCF Subscription less 1/12 that amount for each full month the Device was under an active VCF Subscription.

10.4. **Effect of Termination:** Customer will pay to VCF any Fees for Devices received or VCF Services provided prior to the effective date of the termination, and the parties' respective rights and obligations that by their nature survive termination shall so survive.

11. LIMITATION OF LIABILITY

11.1. NEITHER PARTY, NOR ITS AGENTS OR VENDORS, SHALL BE LIABLE FOR CONSEQUENTIAL, SPECIAL, INDIRECT, OR INCIDENTAL DAMAGES, INCLUDING LOST PROFITS OR LOST DATA, EVEN IF THAT PARTY IS INFORMED THAT THOSE DAMAGES MAY OCCUR. VCF'S CUMULATIVE LIABILITY UNDER ANY LEGAL THEORY SHALL NOT EXCEED THE AMOUNT PAID TO VCF UNDER AN ORDER DURING THE SIX (6) MONTHS PRIOR TO THE DATE THE LIABILITY ACCRUES FOR A CLAIM. THE FOREGOING LIMITATIONS SHALL NOT APPLY TO LIABILITY OF EITHER PARTY ARISING UNDER SECTION 14 (CONFIDENTIALITY) OR SECTION 15 (PROPRIETARY RIGHTS). SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, IN WHICH CASE THE EXCLUSION OR LIMITATIONS WILL NOT APPLY.

11.2. WITHOUT LIMITING THE FOREGOING, UNLESS DIRECTLY CAUSED BY THE GROSS NEGLIGENCE OR WILLFUL MISCONDUCT OF VCF, VCF IS NOT RESPONSIBLE FOR LIABILITIES OF ANY KIND RESULTING FROM DELAYS IN DELIVERY, INSTALLATION, OR PROVISION OF DEVICES OR VCF OR OTHER SERVICES, REGARDLESS OF THE CAUSE OF THE DELAY. CUSTOMER UNDERSTANDS AND AGREES THAT VCF CANNOT GUARANTEE THE SECURITY OF WIRELESS TRANSMISSIONS, AND THAT VCF SHALL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND RESULTING FROM AN ALLEGED OR ACTUAL LACK OF SECURITY RELATING TO CUSTOMER'S USE OF THE VCF SERVICES.

11.3. CUSTOMER UNDERSTANDS AND AGREES THAT: (a) THE DEVICES ARE WIRELESS DEVICES AND THAT THE VCF SERVICES WORK BY USING WIRELESS COMMUNICATIONS NETWORKS TO CONNECT THE DEVICES WITH DATA CENTER(S) AND BY USING GPS (GLOBAL POSITIONING SYSTEM) TO DETERMINE A VEHICLE'S LOCATION; (b) THE VCF SERVICES WILL NOT OPERATE UNLESS A VEHICLE IS IN AN AREA THAT HAS ADEQUATE WIRELESS COMMUNICATIONS COVERAGE AND, EVEN IF A VEHICLE IS IN SUCH AREA, THE VCF SERVICES ARE SUBJECT TO WIRELESS SERVICE NETWORK AND TRANSMISSION LIMITATIONS AND MAY BE ADVERSELY AFFECTED BY TERRAIN, SIGNAL STRENGTH, WEATHER AND ATMOSPHERIC CONDITIONS, OR OTHER CONDITIONS THAT VCF DOES NOT CONTROL; AND (C) INFORMATION ABOUT A VEHICLE'S LOCATION WILL NOT BE AVAILABLE UNLESS THE DEVICE IN THE VEHICLE IS ABLE TO RECEIVE GPS SIGNALS.

12. CONFIDENTIALITY

12.1. To the extent permitted by law, a Receiving Party (party receiving information of the other) will protect Confidential Information of the Disclosing Party (the party whose information is provided or shared) against any unauthorized use or disclosure to the same extent that the Receiving Party protects its own Confidential Information of a similar nature against unauthorized use or disclosure, but in no event less than a reasonable standard of care. Neither party shall use the other party's Confidential Information for any purpose other than to perform its obligations and exercise its rights under these Terms and Conditions. The Receiving Party will not disclose any Confidential Information of the Disclosing Party for any purpose other than as: (a) expressly permitted by these Terms and Conditions; (b) required by applicable law (provided that the Receiving Party shall notify the Disclosing Party of such required disclosure promptly and cooperate with the Disclosing Party, at the Disclosing Party's reasonable request and expense, in any lawful action to contest or limit such required disclosure); or (c) consented to in writing by

the Disclosing Party.

12.2. The parties further agree that any obligations to protect Confidential Information set forth herein shall survive termination of the last Order for a period of three (3) years, except that as to any Confidential Information deemed a "trade secret" under applicable law, such obligations shall continue for as long as such information is deemed a trade secret.

12.3. The provisions of this Section 12 are necessary for the protection of the business and goodwill of the Disclosing Party and are considered by the Receiving Party to be reasonable for such purpose. The Receiving Party agrees that any breach of these provisions may cause the Disclosing Party substantial and irreparable damages and, therefore, in the event of any such breach, in addition to other remedies which may be available, the Disclosing Party shall have the right to seek specific performance and other injunctive or equitable relief.

13. PROPRIETARY RIGHTS

13.1. Customer acknowledges and agrees that the Devices and the VCF Services (including the components incorporated therein, such as hardware, software, data, websites, and services) may include proprietary information and know-how, techniques, algorithms, processes, patent, copyright, trademark, service mark, trade secrets, or other intellectual property that are protected by and subject to intellectual property rights (collectively, "**Proprietary Rights**") of VCF, its affiliates, or the Service Partners, and that VCF, its affiliates, and/or the Service Partners retain title to and ownership of those Proprietary Rights and any and all improvements, modifications, fixes, or enhancements made by or for VCF, its affiliates, and/or the Service Partners to any aspect of the the VCF Services (including the Devices), regardless of whether such items or services are created or suggested by Customer.

13.2. Customer shall not use the VCF Solutions to develop any other software, product, or service including, but not limited to, any other software, product, or service that is competitive with the VCF Solutions, and shall not assist or permit any third party to do so. Customer agrees that it shall not decompile, disassemble, or reverse engineer the VCF Solutions or otherwise attempt to gain access to any underlying code used to implement or deploy the VCF Services.

13.3. Customer agrees that with respect to the VCF Solutions, it shall not, nor shall it permit any third party to: (a) except with the express written consent of VCF, assign, transfer, lease, rent, sell, distribute, or import such VCF Solutions to any third party; (b) except with the express written consent of VCF, combine, embed, or incorporate the VCF Solutions into any other product or service other than any Customer-owned or developed interface for purposes of receiving the data feed delivered from the Devices; (c) remove or alter any proprietary notices in or on the VCF Solutions; (d) use the VCF Solutions in connection with the transmission, sale, license, or delivery of any infringing, competitive, defamatory, offensive, or illegal products, services, or materials; (e) use the VCF Solutions in any manner that threatens the integrity, performance, or availability of the VCF Services; or (f) use the VCF Solutions in any manner that violates local, state, or federal laws, regulations, or orders.

14. MODIFICATIONS; WEBSITE MAINTENANCE

VCF and its affiliates may alter or modify all or part of the Devices, the VCF Services, and/or associated websites from time to time; provided that such alterations or modifications shall not materially adversely affect the intended use of those VCF Services delivered to Customer. Subject to the foregoing, such alterations and modifications, or both, may include, without limitation, the addition or withdrawal of features, information, products, services, or software, or changes in instructions. If such alterations or modifications in fact materially adversely affect such intended use, Customer may, as its sole and exclusive right and remedy, elect to terminate an Order on thirty (30) days' written notice to VCF. VCF reserves the right to perform scheduled maintenance for the VCF Services and associated website(s) from time to time. This may include application and database maintenance as well as general website maintenance, and may or may not involve unavailability of the VCF Services and/or its associated website(s).

15. **DATA**

15.1. **Collected Data:** In the course of providing the VCF Services, VCF or its affiliates may receive or collect spatial data or data relating to the Vehicles, mobile objects, devices, locations, employees, contractors, suppliers, and/or customers of Customer, including, but not limited to, vehicle identification number (VIN), GPS location, vehicle speed, acceleration, vehicle diagnostics information, tracking data, rate of travel, ignition on/off, idle time, number of stops, names and ID numbers of employees, addresses of customers, and other similar information ("**Collected Data**"). Customer represents and warrants that it has all necessary rights and authority with respect to the Collected Data sufficient to grant the license to VCF contemplated herein. Customer hereby grants to VCF for good and valuable consideration (the receipt of which is hereby acknowledged by Customer) a non-exclusive, irrevocable, worldwide, paid up limited license in the Collected Data, to use the Collected Data for the delivery of the VCF Services and as otherwise provided in these Terms and Conditions. The collection, amalgamation, manipulation, or recording of Collected Data may give rise to intellectual property rights, including database rights, copyrights, rights in know-how and confidential information, design rights, and other similar rights anywhere in the world ("**Vehicle IP**"). Customer acknowledges and agrees that as between Customer and VCF, VCF owns all Vehicle IP, including all rights in and to such Vehicle IP, and Customer hereby assigns for good and valuable consideration (the receipt of which is hereby acknowledged by Customer) any rights it may have in any current and future Vehicle IP. Customer has the right to use any Collected Data and Vehicle IP provided to Customer as part of the VCF Services for its own internal business purposes.

15.2. **Video and Audio Content:** Collected Data shall not include any video or audio content recorded by cameras associated with the Integrated Video service ("**Video and Audio Content**"). The Video and Audio Content shall be owned by Customer, including all rights in and to such Video and Audio Content. Without limiting the generality of the foregoing, Customer acknowledges and agrees that VCF may review, analyze, manipulate, copy, and modify the Video and Audio Content. VCF may also distribute reports, analyses and data based upon the Video and Audio Content; provided, however, that VCF agrees that it shall not disclose to any third parties any Video and Audio Content that specifically identifies Customer, or any of the drivers of Customer's Vehicles, without Customer's prior written consent. The parties agree that the foregoing restriction shall not apply to disclosures of Video and Audio Content that are (i) required by law or in response to a request from law enforcement authorities, (ii) made in connection with a subpoena or other similar demand, (iii) made in connection with a contemplated merger, acquisition or similar transaction, (iv) made to VCF's affiliates or related companies, and/or (v) made to Service Partners for delivering services on behalf of VCF.

15.3. **Use of Collected Data:** Customer agrees that during and after termination of the VCF Services, (i) VCF may retain and use Collected Data for purposes of providing the VCF Services and conducting research and development; (ii) VCF may share Collected Data with its affiliates, providers of Third Party Services, and other third parties providing services to VCF and its affiliates, subject to the obligation of confidentiality; (iii) VCF and its affiliates may disclose Collected Data if required under applicable law, regulation, or court order; and (iv) VCF and its affiliates may use and share with third parties any Collected Data that either is in aggregated or de-identified form such that the source of the Collected Data cannot be identified, or is publicly available without any restriction. Customer acknowledges that Collected Data may be commercially exploited by or on behalf of VCF and its affiliates for commercial marketing purposes, subject to the permissions and restrictions set forth above and in these Terms and Conditions, and in Verizon's Privacy Policy (available at www.verizon.com/privacy). If Customer has provided consent, VCF may continue to receive and collect the Collected Data after the termination of the VCF Services for purposes of facilitating API Data Services, including Third Party Services (defined in Section 1 above), that are requested by Customer.

16. **SERVICE PARTNERS**

Verizon Wireless offers this pricing utilizing the terms and conditions of the State of Florida ITN No. DMS-19/20-006 please contact your local Verizon Government Sales representative for additional information. ©Verizon2024.

Nothing set forth in an Order or in these Terms and Conditions gives Customer any specific rights with respect to, nor does it create a contract between, Customer and any Service Partners. The Service Partners have no legal, equitable, or other liability of any kind to Customer, and Customer hereby waives any and all claims or demands therefore. Customer is not a third-party beneficiary of any agreement between or among VCF and the Service Partners, but the Service Partners are intended third party beneficiaries of these Terms and Conditions.

17. **EXPORT CONTROL**

Customer understands and agrees that: (a) the software used in connection with the VCF Services is controlled by U.S. export control laws; (b) further transfer or export of the software may be subject to U.S. export control laws or similar laws of other countries; (c) Customer will abide by such laws; and (d) Customer will not re-export or divert the software to a country or activity in contravention of U.S. law. Customer represents and warrants that Customer is not, nor does Customer anticipate being, listed on any U.S. Government, United Nations, or other country's prohibited parties list (including, but not limited to the U.S. Department of Commerce Denied Persons List or Entity List and the U.S. Treasury Department's Specially Designated Nationals, Terrorists or Narcotics Traffickers List).

18. **GENERAL**

18.1. No amendment, change, modification, or waiver to any provision of any Order or these Terms and Conditions will be binding unless signed by an authorized representative of each party.

18.2. Any waiver or failure to enforce any provision of these Terms and Conditions or an Order on one occasion will not be deemed a waiver of any such provision or any other provision on any other occasion.

18.3. If any provision of these Terms and Conditions is held by a court of competent jurisdiction to be unenforceable, the enforceability of the remaining provisions of the Terms and Conditions will not be affected and the unenforceable provision will be deemed modified such that it is enforceable and accomplishes the intention of the parties to the fullest extent possible.

18.4. Customer agrees that the VCF Services may be provided by, and all related information (including Collected Data and Video and Audio Content) accessed by, resources located within and outside the United States and consents to such performance of services, including access to information, from outside the United States. In no event shall VCF access or otherwise process Collected Data or Video and Audio Content from any high-risk countries as identified in relevant U.S. federal laws, regulations, and industry guidance.

18.5. Captions and headings in these Terms and Conditions are for ease of reference only and do not constitute a part of these Terms and Conditions.

18.6. In the event of a conflict of language between these product-specific Terms and Conditions and the Master Agreement, the language in the Master Agreement will supersede and control.

Verizon DNS Safeguard for Public Safety

1. GENERAL
1.1 Service Definition
1.2 Service Features for DNS Service Plus
1.3 Service Features for DNS Service Advanced

2. SUPPLEMENTAL TERMS
2.1 Service Activation and Implementation
2.2 Services Agreement Flow Down Terms
2.3 Customer Responsibilities
2.4 Warranties
2.5 Use of Data
2.6 Term and Termination
3. FINANCIAL TERMS
3.1 General
4. DEFINITIONS

1. GENERAL

1.1 **Service Definition.** Verizon DNS Safeguard for Public Safety (DNS Service) is a cloud-based security platform intended to provide a first line of defense against threats on the Internet by detecting and blocking inappropriate and malicious sites and content before the Internet Protocol (IP) connections are established. DNS Service is enhanced with threat intelligence feeds from the Verizon Threat Research Advisory Center which, learning from internet activity patterns, automatically uncovers current and emerging threats to continually keep the network safe.

The DNS Service platform operates as a DNS resolver that converts domain names to IP addresses which allows the platform to prevent IP connections to known malicious sites. When a legitimate domain is resolved, the DNS Service returns the actual IP address.

The DNS Service consists of two offerings: DNS Service Plus and DNS Service Advanced.

1.2 **Service Features for DNS Service Plus.** The following service features are included with DNS Service Plus:

1.2.1 **DNS Layer of Breach Protection.** DNS Service is able to detect and block malicious sites and content before they reach the network as a DNS request is made before IP connections are established. Malware, ransomware, phishing, spyware, botnets, and command & control call - backs are blocked over any port or protocol before such threats can reach users and network.

1.3 **Service Features for DNS Service Advanced.** The following service features are included with DNS Service Advanced.

1.3.1 **Premium Threat Feeds.** DNS Service Advanced includes the Basic Threat Feeds described in the DNS Service Plus and additional threat feeds from the Verizon Threat Research Advisory Center's display of threat analytics and intelligence it gathers from third party proprietary and open source data.

2. **SUPPLEMENTAL TERMS**

2.1 **Service Activation and Implementation**

2.1.1 **Service Activation**. The DNS Service will begin Activation Date is 10 Business Days following the Order Confirmation Date.

2.1.2 **Offshore Support**. Customer agrees that the DNS Service may be provided by, and all related information (including data) accessed and/or stored by, resources located within and outside the United States. Customer consents to such performance of services, including access and storage of data, from outside the United States.

2.2 **Services Agreement Flow Down Terms**

2.2.1 **Acceptance of Terms.** From time to time, Verizon may update the functionality, add new features to the DNS Service, and/or change the access configuration for the DNS Services. In such event, these terms shall also apply to any upgrades or updates subsequently provided by Verizon for the DNS Services.

2.2.2 **Use of the DNS Services.** Customer accepts the non-assignable, non-transferable, non-sublicensable, and non-exclusive right to access and use the DNS Service only as authorized in this Agreement and related documentation for the duration of the Service Commitment and for the number of licenses purchased by and allocated to Customer.

2.3 **Customer Responsibilities**

2.3.1 **Internet Access.** Customer must have wireless internet access in place to use DNS Service. **Customer must have a subscription to Verizon's Responder Private Core in place to use DNS Service.**

2.3.2 **Prohibited Use.** Customer will not: (i) use the Services for any unlawful, unauthorized, fraudulent or malicious purpose, (ii) modify, adapt, sublicense, translate, sell, reverse engineer, decompile or disassemble any portion of the Services (except to the limited extent applicable laws specifically prohibit such restriction); (iii) bypass any measures Verizon may use to prevent or restrict access to the Services or otherwise interfere with any other party's use and enjoyment of the Services; or (iv) use Customer's account or the Services to infringe any intellectual property or other right of any other third party. Verizon may cooperate with legal authorities and/or third parties in the investigation of any suspected or alleged crime or civil wrong. Subject to Verizon's Privacy Policy, Verizon reserves the right at all times to disclose any information as Verizon deems necessary to satisfy any applicable law, regulation, legal process or governmental request, or to edit, refuse to post or to remove any information or materials, in whole or in part, in Verizon's sole discretion.

2.4 **Warranties**

2.4.1 **Verizon's Disclaimer of Warranties.** Verizon does not warrant that any network, computer systems, or any portions thereof, are secure. Verizon does not warrant that use of DNS Service will be uninterrupted or error-free or that any defect in DNS Service will be correctable or that incidents will be fully contained. Customer acknowledges that impenetrable security cannot be attained in real-world environments and that Verizon does not guarantee protection against breaches of security, or the finding or successful prosecution of individuals obtaining unauthorized access. Verizon does not warrant the accuracy of information provided to Customer hereunder.

CUSTOMER'S USE OF THE DNS SERVICES IS AT CUSTOMER'S SOLE RISK. ALL DNS SERVICES ARE PROVIDED ON AN AS IS OR AS AVAILABLE BASIS, AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, VERIZON EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS OF ANY KIND WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT AND SATISFACTORY QUALITY. VERIZON, ITS OFFICERS, DIRECTORS, EMPLOYEES, AGENTS, OR SUPPLIERS MAKE NO WARRANTY THAT THE SERVICES ARE ACCURATE, TIMELY, UNINTERRUPTED, VIRUS- FREE OR ERROR-FREE, OR THAT ANY PROBLEMS ENCOUNTERED WILL BE CORRECTED. THE WARRANTIES AND REMEDIES SET FORTH IN THIS SERVICE ATTACHMENT ARE VERIZON'S EXCLUSIVE WARRANTIES AND CUSTOMER'S SOLE REMEDIES FOR BREACH OF WARRANTY, IF ANY, BY VERIZON.

2.4.2 **Customer Warranty.** Customer represents and warrants that Customer (a) will use the DNS Safeguard services, including all reporting, deliverables, documentation, and other information provided in connection with DNS Service solely for purposes of protecting Customer from abusive, fraudulent, or unlawful use or access to its information, systems and applications including public internet service provided by Verizon and Customer will not market, sell, distribute, lease, license or use any such deliverables, documentation or information for any other purposes; and (b) will comply with all applicable laws and regulations.

2.4.3 **Third Party Warranties.** For any third party products and/or services incorporated as part of Service, Customer will receive only the warranties offered by such third party to the extent Verizon may pass through such warranties to Customer.

2.5 **Use of Data.** As part of Customer's use of the Services, Customer will be providing certain (i) Network Data, (ii) User Data and/or Feedback. Some Network Data is necessary for the essential use and functionality of the Services. Network Data is also used to provide associated services such as technical support and to continually improve the operation, security, efficacy and functionality of the Services.

2.5.1 **User Data.** Customer grants Verizon a worldwide, royalty-free, sublicensable license to use, modify, reproduce, publicly display, publicly perform, and distribute the User Data only as reasonably required to provide the Service.

2.5.2 **Network Data.** Customer hereby grants to Verizon a non-exclusive, irrevocable, worldwide, perpetual, royalty-free and fully paid-up license to use (i) the Network Data that is aggregated and de-identified so that it does not identify Customer for the purpose of enhancement of the Services, and (ii) any information that Verizon learns in evaluating Network Data to create the Statistical Data for the purpose of enhancing, developing, and/or promoting the Services.

2.5.3 **Feedback.** De-identified Feedback may be incorporated into the Services, and Customer hereby grants Verizon a non-exclusive, irrevocable, worldwide, perpetual, royalty-free and fully paid-up license to use de-identified Feedback for any purpose whatsoever, including, without limitation, for purposes of enhancing, developing and/or promoting products and services, including the Services.

2.6 **Term and Termination**

2.6.1 **Service Commitment.** The Service Commitment is for the terms specified in the Customer's purchase order as accepted by Verizon.

2.6.2 **Service Cancellation.** If Customer requests cancellation of Service, or Verizon cancels Service as a result of Customer's failure to provide the necessary information or reasonable assistance required by Verizon to provision such Service, Customer will pay any set-up fees and other amounts accrued for such Service through the date of such termination, plus an amount equal to any applicable annual third party license fee, which Customer acknowledges are liquidated damages reflecting a reasonable measurable of actual damages and not a penalty. Customer will pay the invoice for such charges in accordance with the terms of the Agreement.

3. **FINANCIAL TERMS**

3.1 Responsibility for Charges. Your use of the Service will be billed according to the monthly recurring fee that you agreed to pay, and use on certain devices will be billed according to the applicable data plan. For a list of those devices that will be billed according to your data plan.

Verizon Local Network Command Terms and Conditions

1. GENERAL
1.1 Service Definition
1.2 Service Availability
2. SUPPLEMENTAL TERMS
2.1 Customer Agreement
2.2 Privacy
2.3 Licenses
2.4 Consent to Share Location Information
2.5 Disclaimer of Warranty; Limitation of Liability
3. CUSTOMER RESPONSIBILITIES
3.1 Restrictions on Use
4. FINANCIAL TERMS
4.1 Responsibility for Charges

1. GENERAL

1.1 **Service Definition.** Local Network Command is a local control solution allowing for temporary uplift of mobile devices to enhanced network performance (also known as the "Service").

1.2 **Service Availability**. You can access the Service through a web-based tool hosted at the VZW MyBiz portal. The account single point of contact (SPOC) must preselect the users for uplift through the Service. The account SPOC can preselect users individually or as part of a group. The account SPOC must also create and designate specific users as Incident Commanders. Incident Commanders will have the ability to create incidents using the Service and uplift preselected users during an incident.

2. SUPPLEMENTAL TERMS

2.1 **Customer Agreement**. For enterprise customers, the Service is subject to your organization's major account agreement with VZW.

2.2 **Privacy**. VZW may use information about your activity in using the Service, subject to our Privacy Policy and applicable law, which are attached hereto

2.3 **Licenses**. You have a limited, non-exclusive, non-transferable license to use the Service solely for the purposes for which it is provided and only in accordance with all documentation provided by VZW or its licensors or suppliers.

For Location Information (defined below), the Service requires use of MapQuest. Use of MapQuest within the Service is subject to:

- the MapQuest Terms of Service attached hereto

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- the MapQuest 3rd Party Notices and Licenses MapQuest Attributions attached hereto,
- the Mapbox Notices MapQuest Mapbox as attached hereto, and
- the MapQuest Privacy Policy MapQuest System1 Privacy Policy as attached hereto

The MapQuest Terms of Service, MapQuest 3rd Party Notices and Licenses, Mapbox Notices and MapQuest Privacy Policy may be updated from time to time and are incorporated into these Terms and Conditions by reference, as if set forth fully herein. If you do not accept the MapQuest Terms of Service, MapQuest 3rd Party Notices and Licenses, Mapbox Notices or MapQuest Privacy Policy, including all limitations and restrictions therein as may be updated by MapQuest from time to time, you may not use the Service. Your use of MapQuest within the Service will constitute your acceptance of the MapQuest Terms of Service, MapQuest 3rd Party Notices and Licenses, Mapbox Notices and MapQuest Privacy Policy

2.4 **Consent to Share Location Information**. The Service will require sharing of "Location Information" (data that can be used to describe, determine or identify the location of all mobile devices subject to the Service). In using the Service, you represent and warrant that you have obtained all necessary consent(s) from individual users whose mobile devices will be subject to the Service, and that VZW has no responsibility to obtain such consent(s).

2.5 **Disclaimer of Warranty; Limitation of Liability**. THE SERVICE IS PROVIDED 'AS IS', WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND BY EITHER VZW OR ITS LICENSORS OR SUPPLIERS. VZW'S LIABILITY SHALL BE LIMITED AS SET FORTH IN THE CUSTOMER AGREEMENT (AND THE LIABILITY OF EACH VZW LICENSOR AND SUPPLIER SHALL BE LIMITED TO THE SAME EXTENT).

3. **CUSTOMER RESPONSIBILITIES**

3.1 **Restrictions on Use**. You may not, or allow others to, adapt, alter, modify, de-compile, reverse engineer, translate, or create derivative works of the Service. The Service is intended for those devices with a clear need for temporary uplift to enhanced network improvement. You agree not to abuse the Service as determined by the sole discretion of Verizon. "Abuse" may include, but not be limited to, the indiscriminate uplift of all devices within a specific geographic area where such action adversely affects the Verizon wireless network.

4. **FINANCIAL TERMS**

4.1 **Responsibility for Charges**. Your use of the Service will be billed according to the monthly recurring fee that you agreed to pay, and use on certain devices will be billed according to the applicable data plan. For a list of those devices that will be billed according to your data plan

Verizon Mobile Device Management Terms and Conditions

Verizon Mobile Device Management (MDM) (the "Service") provides device management services from a cloud-based portal to entities to manage their remote assets, smart devices and Jetpacks. Through the Service, an entity ("Customer") will be able to purchase features to (1) manage smartphone and tablet configurations for devices running Android® and Apple® iOS with "Unified Endpoint Management," (2) manage security profiles and settings on selected Jetpacks and MiFis with "Broadband Hotspot Management," (3) enable identity protection and contact onboarding with "Advanced Features," and/or (4) help provide for mobile security with "Mobile

Threat Defense." By using the Service, Customer acknowledges that Customer has read all of the terms and conditions of this agreement ("Agreement"), understands them, and agrees to be bound by them. This Agreement is by and between the Customer and Cellco Partnership d/b/a Verizon Wireless, on behalf of itself and its controlled and/or managed affiliates (collectively, "VZW").

1. **Verizon Wireless Agreement.** This Service is subject to all of the terms in Customer's agreement for wireless service with VZW, which is incorporated herein by reference. To purchase or use the Service, Customer must have an active VZW account.
2. **Billing.** Customer's use of the Service will be billed according to the terms of Customer's agreement for wireless service with VZW.
3. **Restrictions on Use.** Customer will use the Service solely for Customer's internal use subject to any restrictions or exceptions as set forth in this Agreement. Customer will not: (i) modify, make derivative works of, disassemble, reverse compile, or reverse engineer any information contained in the Service; (ii) use the Service in order to build or support, or assist a third party in building or supporting, products or services competitive to VZW; or (iii) license, sell, rent, transfer, assign, or otherwise commercially exploit the Service or any content in the Service other than as expressly permitted in this Agreement.
4. **Security Measures.** Customer will implement and maintain security measures with respect to the Service that effectively restrict access to the Service to authorized personnel with a need to know, and that protects the Service from unauthorized use or access. Customer will ensure that the Service is not accessed, used, or made available to third parties or to Customer's employees who are not authorized to access the Service.
5. **License.** Subject to the terms and conditions of Customer's agreement with VZW for wireless service, VZW grants Customer a non-exclusive, non-transferable, non-assignable, royalty free license for use of the purchased Service feature(s) solely for internal business operations and effective for the stated term of the license.
6. **Intellectual Property Rights.** VZW and/or its applicable third party suppliers or vendors own all intellectual property rights in the Service and its devices, components, platform, software, tools, portal, documentation, and other materials relating thereto, including modifications, updates, revisions or enhancements. All rights not explicitly given are reserved by VZW and/or its applicable third party suppliers or vendors.
7. **Location Information; Notice and Consent.** "Mobile Device" means any mobile device, including smartphones, tablets, smartwatches and other wearables, laptops and netbook computers that Customer provides to its End Users and are enrolled in the Service. "End User" means any person (e.g., employee, contractor) with a Mobile Device whose Location Information can be viewed by Customer using the MDM. "Location Information" means data that can be used to describe, determine or identify the location of the Mobile Device. Location Information may be presented in many forms such as latitude/longitude data, cell site/sector data, WiFi SSID, device signal strength or other format regardless of accuracy, type or source. Customer will be able to access information, including Location Information, about all Mobile Devices associated with Customer's VZW account.
    1. **Consent and Revocation regarding Location Information.** Customer will be solely responsible for obtaining affirmative, opt-in consent from End Users as appropriate to access, use, copy, store, collect and disclose Location Information, and for retaining evidence of consent for the period required by law (typically, 5 years after cessation of use). Customer will not access, use, copy, store or disclose any Location Information until such consent has been obtained. Customer will ensure that each End User is provided with clear, conspicuous and comprehensive notice about how Location Information will be accessed, used, copied, stored, collected and disclosed by Customer and/or third parties acting on Customer's behalf (e.g., representatives, agents) in Customer's privacy policy and ensure that such notice is presented to End Users for acceptance prior to Customer's use of the location functionality of the Service and readily available and easily accessible by End Users. Customer will ensure that each End User may deny, revoke or withdraw consent, through readily available means at any time. If consent is denied, revoked or withdrawn by an End User, Customer may no longer use the Service to access or

collect the End User's Location Information.

2. **Use and Storage of Location Information.** Customer may only use Location Information for the purpose of using the Service and only as provided in the notice to the End User for as long as Customer has that End User's consent. VZW does not provide Customer with access to any stored Location Information. Customer must implement appropriate security measures and safeguards that protect End User privacy and safety.

2. **Open Source Software.** The Service may contain certain software subject to open source licenses. All such software is subject to the terms of the applicable open source licenses, which may be viewed at verizon.com/opensource.
3. **Representations and Warranties.** Customer's use of the Service must, at all times, comply with all applicable federal, state and local laws, and industry guidelines, including the Federal Trade Commission Privacy Initiatives, and the CTIA Best Practices and Guidelines for Location-Based Services.

Disclaimer of Warranty. IN NO EVENT SHALL VZW BE LIABLE TO CUSTOMER FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, OR LOST PROFITS FOR ANY CLAIM OR DEMAND OF ANY NATURE OR KIND, ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR THE PERFORMANCE OR BREACH HEREOF. THE SERVICE AND ANY INCLUDED SOFTWARE IS PROVIDED ON AN "AS IS" BASIS. OTHER THAN AS EXPLICITLY STATED IN THIS AGREEMENT, VZW DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND BY EITHER VZW OR ITS LICENSORS, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF ACCURACY, COMPLETENESS, CURRENTNESS, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. VZW DOES NOT WARRANT THAT THE SERVICE WILL BE ERROR-FREE.

Verizon Mobile for Microsoft Teams Terms and Conditions Addendum

Verizon Mobile for Microsoft Teams is a service that utilizes existing Verizon Wireless network services to route calls through Microsoft Teams (the "Service"). The service, when applied to an eligible Verizon Wireless voice plan, will fully integrate your chosen Verizon Wireless telephone number into the Microsoft Teams cloud calling and team collaboration solution. Once connected, your end user will be able to use their wireless numbers to receive inbound and make outbound calls integrated with their Enterprise Microsoft Teams instance. The end user's wireless number becomes a true Microsoft Teams endpoint allowing them to access the Microsoft Teams enterprise experience enabled by your Microsoft Teams license while utilizing the existing Verizon Wireless network services enumerated on your voice plan for PSTN and wireless termination. This provides the end user the option of placing outbound calls though the traditional collaboration enhanced Microsoft Teams application, integrated IP Phone, or now directly through the native dialer on the end user's Verizon mobile device.

Before you start using the Service, we want you to know some important things. This Addendum modifies the contract (the "**Agreement**") between you as our Customer ("**you**") and Verizon Wireless ("**Verizon**", "**VZW**", "**we**" or "**us**") under which you purchase cellular service. It sets forth the terms and conditions under which you agree to use and we agree to provide the Service. By using the Service, you accept these Terms and Conditions, which may be modified by us from time to time. By continuing to use the Service after we have notified you of changes, you agree to accept those changes.

1. **Customer Agreement**. Your use of the Service is subject to all of the terms in your Agreement, whether the Service is paid for by a business customer or by an end user.
2. **Term**. Notwithstanding any provisions to the contrary regarding service or term commitments in any other part of the Agreement, the following provisions govern the use of the Service. When Verizon Mobile for Microsoft Teams is activated, service for each line will be on a month- to–month basis. You may terminate the Service for any line upon thirty (30) days prior written notice, without penalty.

Verizon Wireless offers this pricing utilizing the terms and conditions of the State of Florida ITN No. DMS-19/20-006 please contact your local Verizon Government Sales representative for additional information. ©Verizon2024.

3. **How the Service Works**. For the Service to work, you must select the lines on your companies' profile to which you wish to add the Verizon Mobile for Microsoft Teams feature. Each Verizon Mobile for Microsoft Teams phone number must be added to a single smartphone 4G or 5G capable device. Verizon will enable the Service and send the applicable telephone number(s) you assigned to the identified Microsoft Teams customer tenant. Once the telephone number is available to assign in Microsoft Teams it is your responsibility to complete setup with your Teams interface to create users and assign them to the appropriate telephone number. Once assigned Verizon will route all traffic to and from Teams to the PSTN as needed to complete calls utilizing the Verizon wireless cellular network.

0. **Verizon Mobile for Microsoft Teams Management and Support**

Verizon Management. Verizon will manage and support call routing into our platform, to Microsoft, and to the PSTN as needed for external termination. Verizon will provide appropriate administration tools to allow you to add or remove the feature from your Verizon line and to understand the feature routing status for each provisioned line. Verizon will communicate with Microsoft to send the telephone numbers assigned by you to Microsoft. Verizon will route calls to Microsoft once configuration is completed in Microsoft Teams to allow successful calling.

Microsoft Management. Microsoft is responsible to handle active calls once sent by Verizon and to apply any call treatments based on current Microsoft Teams PBX call configurations established by you. Microsoft is solely responsible for any voice mail or call recording as is set in the Microsoft Teams platform. All Microsoft Teams phone or device apps are managed and controlled exclusively by Microsoft. All licensing for feature management is similarly managed and controlled by Microsoft with capabilities available per your Microsoft Teams licensing agreements.

0. Feature Responsibilities

Verizon is removing many features from the Verizon subscriber wireless service so that there is no conflict with the Microsoft Teams PBX. Please see the responsibility matrix below to determine ownership and configuration management for each defined feature.

Feature	Verizon	Microsoft Teams
7 digit dialing		X
10 digit dialing	X	X
911 Call Delivery	X	
911 Location Configuration		X
Alternate Numbers with Distinctive Ring		X
Anonymous Call Rejection		X
Auto Receptionist		X
Barge-In Exempt		X
Busy Lamp Field (Monitoring)		X
Call Forwarding Always		X

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Call Forwarding Busy		X
Call Forwarding No Answer		X
Call Forwarding Selective		X
Call Forwarding When Not Reachable (Business Continuity)		X
Call History		X
Call Hold and Resume		X
Call Intercept		X
Call Logs with Click to Dial		X
Call Notify		X
Call Queue Agent		X
Call Recording		X
Call Redial		X
Call Return		X
Call Transfer		X
Call Waiting (for up to 4 calls)	X	
Call Waiting ID	X	
Connected Line ID Restriction		X
Directed Call Pickup		X
Directed Call Pickup with Barge In		X
Do Not Disturb		X
Enterprise Phone Directory		X
Executive/Executive Assistant		X
Extension Dialing, Variable Length		X
Feature Access Codes / Star Codes		X
File Transfer		X
Hoteling		X
Hoteling Guest		X

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Hunt Group		X
Inbound Caller ID Number*	X	
Inbound Caller ID Name*	X	
Inbound Fax to Call		X
Multiple Line Appearance		X
Native Dialer call routing	X	
N-Way Calling		X
Offnet call delivery	X	
Outbound Caller ID Blocking		X
Outbound Caller ID Name*	X	
Outbound Caller ID Number*		X
Personal Phone Directory		X
Priority Alert		X
Privacy		X
RTT/TTY	X	
Selective Call Acceptance		X
Selective Call Rejection		X
Sequential Ring		X
Shared Call Appearance		X
Share Name ID	X	
Simultaneous Ring		X
SMS/MMS/RCS	X	
Speed Dial 100		X
User Web Portal		X
Video (Point to Point)		X
Visual Voicemail		X
Voicemail		X
VZW VoLTE call delivery	X	

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- "x" defines responsible party

Key Definitions

***Inbound Caller ID Number** – This is supported and displayed as received by Verizon.

***Inbound Caller ID Name –** Receipt of Inbound CNAM is dependent on the wireless subscriber's active subscription to the *Premium Caller ID Calling Name* service offered by Verizon.

***Outbound Caller ID Number** – Supported through Microsoft Teams Caller ID Policy Settings.

***Outbound Caller ID Name** – Verizon Mobile for Microsoft Teams end users must use Verizon services to set outbound Caller ID Name (CNAM). Corporate accounts may update all lines with *Share Name ID* feature or use the *Company Name ID* service for individual line identification.

0. Charges

Charge Initiation. For each Verizon Mobile for Microsoft Teams line activated, Verizon will charge a monthly fee (Monthly Recurring Fee) for the Service, and Verizon will bill data, voice, and messaging charges based on your existing service plan. The charge will begin when the Service has been successfully added and the telephone numbers are available for assignment to any identified user setup by your Microsoft Teams administrator.

Charge Termination. Line level Monthly Recurring Fee will be stopped only when your Verizon administrator removes the Service from the given telephone number and associated voice service plan. Termination is not dependent on Microsoft Teams routing status and telephone number association.

General. Charges for international use may apply according to your Verizon Wireless calling plan. You may be assessed additional 911 surcharges if required by law, for up to a maximum of three devices on each mobile phone number during the applicable billing cycle.

0. **Emergency 911 Calls**

Description. 911 will be terminated by Verizon Wireless according to the end user's cellular geo- location if dialed from an assigned mobile device native dialer using the Verizon cellular network. If 911 is dialed from a Microsoft provided app on the phone, laptop, tablet, or desktop; or from a stationary desk IP Phone using a data network connection, the location defined for 911 by your Microsoft Administrator within Microsoft Teams will be used for routing purposes.

Microsoft Configuration. It is your responsibility to update the assigned 911 address for each user according to the management policies defined by Microsoft. If there is no address assigned within

Microsoft Teams for a user initiating a 911 call from a Microsoft Teams client application or connected IP phone, Verizon will complete the call into an Emergency Call Relay Center for live address determination and or verification.

Data or Wi-Fi Origination. When using a Verizon Mobile for Microsoft Teams desk phone or data connected app, voice functionality (including the ability to make 911 calls) will not be available during a power outage, connectivity failure or other service disruption. Note: the end user can make a 911 call over a Wi-Fi connection when using the Service, but is advised that 911 calls over a Wi-Fi connection will not work if there is a failure of the connection, electrical power, or the 911 system does not recognize the end user's address.

Emergency Calling Testing. Emergency calling testing for both native and ported numbers must be performed by you unless additional professional services are ordered via a separate Professional Services Order. You must ensure that a test emergency call is placed and that the address as shown in the relevant local emergency number management system is validated as being correct.

End User Notification. You are solely responsible for informing your end users about any emergency calling restrictions. Your failure to do so may result in emergency calls failing to be delivered or being sent to the wrong location and thus delay or preclude emergency service response, which could result in injury or death.

0. **Privacy**. We may use information about your use of the Service in accordance with the Verizon Privacy Policy.

Vendor Privacy. Verizon Mobile for Microsoft Teams enables Verizon wireless smartphone voice communications by routing calling through Microsoft Teams. When you enable this feature, Verizon shares information with Microsoft about end users, such as the phone number and call-related data. This information will be handled by Microsoft in accordance with Microsoft's privacy practices. You authorize Verizon to share your data with Microsoft and acknowledge that any customer requirements for data security will be covered under your separate agreement with Microsoft.

0. **Confidentiality**. You agree that any information (e.g., Microsoft Customer Tenant ID) that is shared with Verizon in configuring Verizon Mobile for Microsoft Teams will remain our Confidential Information.

0. Third Party Products

General. If you use any third party products or applications with Verizon Mobile for Microsoft Teams, you authorize us to share information with third parties, including Microsoft, that is necessary for these services to operate. Some information from those third party products or applications may be transmitted into your account with us if you authorize such transmissions (Third Party Account Information) and any such Third Party Account Information transmitted to our applications or services will then be covered by our Privacy Policy. You may opt not to disclose such information to us from third party products or applications, but keep in mind some information may be needed in order for you to take advantage of some or all of the applications' or products' intended features.

Disclaimer. With respect to all third party products and applications, you agree that: (1) we disclaim all warranties, express or implied, (2) we are not responsible and shall have no liability for such products or applications, and (3) you are solely responsible and liable for you and your end user's use of such products and applications.

0. Service Limitations

Services Compatibility. The Service is not compatible with certain Verizon services such as One Talk, Premium Voice Mail, Voice Mail Block, and Number Share. These services must be removed prior to feature enablement and may not be enabled while Verizon Mobile for Microsoft Teams service is active.

(x) 11 Services. Verizon will support all (N)11 services from the users assigned mobile device native dialer. Microsoft does not support the following (N)11 services from their managed calling applications or IP phones accessed over a data network: 211, 311, 511, 711, 811.

Dial Plan Conflicts. Microsoft Teams is responsible for all dial plan permissions. For any calling permissions that Verizon allows but Microsoft Teams does not allow, the Microsoft Teams PBX will be in control of that permission. This includes for international dialing/calling capability, and any caller ID specified

Short Dial. Verizon will not support short dialing from the Verizon wireless phone native dialer to another Microsoft Teams Enterprise user.

Voice Mail Removal and Retention. Adding the Verizon Mobile for Microsoft Teams feature will remove the Verizon voice mail associated to any existing and identified wireless line. It is your or your end user's responsibility to move and save any needed voicemail prior to activation of the Service with Verizon. Verizon does not guarantee that voice mail will be retained in any form. The end user will switch to Microsoft Teams provided voice mail and must setup according to established Microsoft configuration and procedures.

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Wireless Priority Service. Wireless Priority Service (WPS) is impacted by call routing to Microsoft. Verizon will support WPS call prioritization at its radio access network. Such prioritization will be removed when the call is transferred to the Microsoft data network for call routing.

Network Performance Dependency. Call routing and overall quality of service is dependent upon Microsoft for completion. Verizon is not responsible for call traffic while it is in the Microsoft Azure data center(s) or network for routing and termination, nor if delivered through customer specific non- Verizon owned data networks for app or IP phone connectivity.

Domestic (US Based) Data Handling Dependency. You must address directly with Microsoft Teams their handling of your data.

0. Important Service Disclosures. YOU ACKNOWLEDGE AND AGREE THAT THE SERVICE IS IMPLEMENTED WITHOUT SPECIFIC CONTROLS THAT MAY GENERALLY BE REQUIRED OR CUSTOMARY FOR CUSTOMERS IN ANY PARTICULAR INDUSTRY AND ARE NOT DESIGNED TO SATISFY ANY SPECIFIC LEGAL OBLIGATIONS. YOU ARE SOLELY RESPONSIBLE FOR DETERMINING THAT THE SERVICE SATISFIES ANY LEGAL, REGULATORY OR CONTRACTUAL OBLIGATIONS YOU MAY HAVE. YOU AGREE THAT YOU AND YOUR END USERS WILL USE THE SERVICE IN ACCORDANCE WITH ALL APPLICABLE LAWS AND NOT TO USE THE SERVICE IN ANY MANNER THAT MAY IMPOSE LEGAL, REGULATORY OR CONTRACTUAL OBLIGATIONS ON US, OTHER THAN THOSE WITH WHICH WE HAVE EXPRESSLY AGREED TO COMPLY IN THIS ADDENDUM.

0. **Service.** We grant you a limited, non-exclusive, non-transferable license to use the Service solely as authorized in this Addendum. All rights regarding use of the Service are not expressly granted in this Addendum are reserved by Us and/or any third-party licensors.

You may not adapt, alter, modify, reverse engineer, de-compile, disassemble, translate, attempt to derive source code from or create derivative works of the Service, or otherwise tamper with or modify any security features or other Service components for any reason (or allow or help anyone else to do so). You also agree to follow all rules and policies applicable to the Service, including the installation of required or automated updates, modifications and obtaining available patches to address security, interoperability and/or performance issues.

Disclaimer of Warranty. THE SERVICE AND THIRD PARTY PRODUCTS ARE PROVIDED **"AS IS"** AND "**AS AVAILABLE**" WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND BY EITHER US, OUR AFFILIATES, OFFICERS, EMPLOYEES, LICENSORS, CONTRACTORS, AND AGENTS (TOGETHER, THE "**VERIZON PARTIES**"), INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE, NON-INFRINGEMENT OR IMPLIED WARRANTIES OF

MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE VERIZON PARTIES AND ANY THIRD PARTY MOBILE APPLICATION STORE OPERATORS FROM WHICH YOU OR YOUR END USERS DOWNLOAD THE MICROSOFT TEAMS MOBILE APP OR THIRD PARTY PRODUCTS WILL NOT BE LIABLE TO YOU OR ANYONE ELSE FOR ANY LOSSES OR DAMAGES OF ANY KIND OR ANY SECURITY ISSUES THAT MAY RESULT FROM YOU OR YOUR END USERS USE OF THE SERVICE. NO ADVICE OR INFORMATION GIVEN BY THE VERIZON PARTIES SHALL CREATE ANY WARRANTY HEREUNDER.

Verizon Push to Talk Responder (PTT Responder) Terms and Conditions

This Agreement is between you, as our Customer or End User, and Verizon Wireless ("**VZW**") and it sets forth the terms and conditions under which you agree to use and we agree to provide PTT Responder, a mission-critical push to talk solution (also known as the "Service"). By using or accessing PTT Responder, you accept these Terms & Conditions. VZW may change these terms and conditions from time to time as permitted by applicable law. By continuing to use the Service after VZW has notified you of changes, you are accepting those changes.

1. **Customer Agreement.** For business customers, PTT Responder is subject to your company's major account agreement with VZW.

2. **How the Service Works**. You can access PTT Responder in the following ways: (i) through a mobile application (the "**Mobile App**"), or (ii) by downloading computer software from the VZW website (the "**Computer Client**"). Not all PTT Responder service features are available through all access methods.

3. **Charges.** Your download of PTT Responder will be billed according to the applicable data plan. Your use of PTT Responder will be billed according to the monthly recurring fee that you agreed to pay, and use on certain devices will be billed according to the applicable data plan. For a list of those devices that will be billed according to your data plan, please see the Public Safety Services document attached

4. **Privacy.** VZW may use information about your activity in PTT Responder, subject to our Privacy Policy and applicable law attached hereto..

5. **Licenses.** Mobile App, Computer Client, or any other executable associated with your access or use of PTT Responder is referred as "PTT Responder Software". You have a limited, non- exclusive, non-transferable license to use PTT Responder in the U.S. and the object code version of PTT Responder Software solely for the purposes for which it is provided and only in accordance with all documentation provided by VZW or its licensors or suppliers and, for the sake of clarity, is not for resale and is not sublicensable. The PTT Responder Software contains some programming, scripts, tools, modules, libraries, components, or other items that were developed using "Open Source" code, and information about these items is available in the attached Open Source document.. Nothing in this Agreement will be construed to limit any rights granted under such open source licenses.

6. **Maps.** If you are using PTT Responder Dispatcher Request Location from Client and PTT Responder Dispatch with MAP Integration as standalone products (not in conjunction with Push to Talk Plus), such use will require use of OpenStreetMap (© OpenStreetMap contributors). Use of OpenStreetMap within PTT Responder is subject to the Open Data

Commons Open Database License (ODbL) licensed by the OpenStreetMap Foundation (OSMF). Please refer to the attached Open Street map document. . The ODbL may be updated from time to time and are incorporated into these Terms and Conditions by reference, as if set forth fully herein. If you do not accept the ODbL including all limitations and restrictions therein as may be updated by OpenStreetMap from time to time, you may not use PTT Responder. Your use of the OpenStreetMap service within PTT Responder will constitute your acceptance of the ODbL. If there is a conflict between these Terms and that license, the ODbL license terms will control.

7. **Consent to Share Location Information.** PTT Responder Dispatcher Request Location from Client and PTT Responder Dispatch with MAP require sharing of your "Location Information" (data that can be used to describe, determine or identify the location of the mobile device you use while accessing PTT Responder). With your consent, your Location Information will be shared with your employer, for business purposes only.

8. **Additional Terms for Device Call Logging and Recording.** For PTT Responder, the Device Call Logging and Recording feature within PTT Responder permits your employer to log and record your calls while you are using a mobile device with PTT Responder. By using PTT Responder, you consent to calls on your mobile device being logged and recorded by your employer, and you consent to any person authorized by your employer listening to your conversation(s) for training and other legitimate business purposes. Employers shall restrict access to the Device Call Logging and Recording feature of PTT Responder to only authorized employees, who shall only use the feature during business hours for training and other legitimate business purposes.

9. **Restrictions on Use.** You may not, or allow others to (i) transfer, assign or sublicense its license rights to any other person or entity or use the PTT Responder Software on any equipment other than the equipment on which it was originally installed, and You acknowledges that any attempted transfer, assignment, sublicense or use shall be void; (ii) make error corrections to or otherwise modify or adapt the PTT Responder Software, create derivative works based upon the PTT Responder Software, or permit third parties to do the same; (iii) reverse engineer or decompile, decrypt, disassemble or otherwise reduce the PTT Responder Software to human-readable form or attempt to reconstruct or discover the source code, underlying ideas or algorithms of any components of the PTT Responder Software, except to the extent otherwise expressly permitted under applicable law notwithstanding this restriction;
(iv) use or permit the PTT Responder Software to be used to perform services for third parties, whether on a service bureau or time-sharing basis or otherwise, without the express written authorization of Verizon; (v) remove or obscure any proprietary notices from the PTT Responder Software, documentation or other materials furnished or made available hereunder; (vi) disclose, provide, or otherwise make available trade secrets contained within the PTT Responder Software and documentation in any form to any third party without the prior written consent of Verizon; (vii) enable any PTT Responder Software features or capacity (e.g., additional storage hours, agents, ports or mailboxes) which is licensed as separate products without Verizon's prior written consent; and/or (viii) permit or encourage any third party to do any of the foregoing. Customer shall implement reasonable security measures to protect such trade secrets.

10. **Termination**. VZW may terminate or discontinue PTT Responder at any time without notice, including if you breach these Terms and Conditions, subject to the applicable contracts disputes act if you are a government entity.

11. **Disclaimer of Warranty; Limitation on Liability.** PTT RESPONDER AND ANY INCLUDED SOFTWARE IS PROVIDED 'AS IS', WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND BY EITHER VZW OR ITS LICENSORS OR SUPPLIERS. VZW'S LIABILITY SHALL BE LIMITED AS SET FORTH IN THE CUSTOMER AGREEMENT (AND THE LIABILITY OF EACH VZW LICENSOR AND SUPPLIER SHALL BE LIMITED TO THE SAME EXTENT).

12. **Export Control.** You shall comply with all export laws and restrictions and regulations of the Department of Commerce, the United States Department of Treasury Office of Foreign Assets Control ("OFAC"), or other United States or foreign agency or authority, and not export, or allow the export or re-export of PTT Responder in violation of any such restrictions, laws or regulations. By downloading or using PTT Responder, you agree to the foregoing and you represent and warrant that you are not located in, under the control of, or a national or resident of any restricted country or on any restricted parties list.

13. **Safety.** Please do not endanger yourself and others by using PTT Responder while driving or engaging in any other activity that requires your full attention.

Verizon RCS Terms of Service – Government Addendum

If you do not agree with these terms of service ("Terms"), you must stop using Verizon's RCS Service. You are responsible for your end users' compliance with these Terms. You can discontinue your use of RCS Service by turning off this setting in the messages app through which you access RCS Service, or by reaching out to your Verizon account representative and requesting that RCS Service be blocked. RCS Messages are transmitted over the Internet, and therefore you may incur data charges in connection with your use of RCS Service. Further, if the number with which you wish to exchange RCS Messages is not RCS eligible, your messages may be transmitted as standard text messages (SMS/MMS) instead, which will count toward your device's messaging plan.

RCS Service. RCS Service allows you to use Rich Communication Services protocol ("RCS") to send and receive messages ("RCS Messages"). RCS Messages are exchanged via telephone numbers and may go through other service providers (like carriers or other messaging apps) to reach those telephone numbers. Additionally, unlike SMS/MMS messages, which are native to Verizon's network, RCS Messages use third-party cloud service; this is inherent in RCS Service and cannot be changed. You agree that your device may occasionally be checked for RCS capabilities to ensure you can send and receive RCS Messages. Verizon may occasionally exchange your device information (including device identifiers or SIM card information) with its service providers to provide RCS Messages.

Eligibility. To use RCS Service, you must have an eligible device and messaging client and a valid U.S. mobile number, and you must agree to these Terms. RCS Service will not work if there are messaging or data blocks on your account. RCS Service is not currently compatible with Message Archiving, Priority and Preemption. Product compatibility may change without notice.

RCS Service is not HIPAA compliant and not designed for secure transmission or storage of personal healthcare information. Do not use RCS Service for the sending of confidential information or to store or transmit Protected Health Information (PHI) as defined in the Health Insurance Portability & Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009 and accompanying regulations (collectively "HIPAA").

RCS Service is not FedRAMP/StateRAMP authorized. RCS Service also does not include security or monitoring products or services, which must be purchased separately. You are responsible for keeping your device(s) secure.

In the event that the use case for any of your lines of service makes those lines ineligible for RCS Service, you must either turn off RCS Service in your messages app, or contact your Verizon account representative to request that RCS Service be blocked from those lines of service.

Changes to and Availability of RCS Service. Verizon may change, upgrade, improve, discontinue, suspend, or modify RCS Service or any part, supported devices or platforms, or any features at any time without notice. You agree that Verizon has no obligation to provide any feature or part of RCS Service and that we may suspend or discontinue RCS Service at any time in whole or in part at our discretion. RCS Service may be interrupted, including for maintenance, repairs, upgrades, new releases, network or equipment failures, or if we terminate or suspend your use of RCS Service. Events beyond our control may also affect RCS Service. RCS Service may be subject to outages, delays, and traffic congestion and there is a risk of non-delivery or delayed delivery. There are limitations to wireless messaging which by their nature do not permit or may delay the delivery of RCS Messages due to our network, a user's location, plan, permissions or connection. RCS Messages may not be successfully received or sent due to use of an incompatible device or carrier plan; a device may be turned off, out of range, or not working properly; a user's device storage may be full; or a carrier may have blocked RCS Message(s); there may be insufficient network capacity and/or interference due to equipment, terrain, proximity to buildings, foliage, and weather. Due to cellular coverage and system limitations, we do not guarantee the availability, security, reliability, delivery speed, or timeliness of RCS Message delivery.

Acceptable Use Policy. You must access and use RCS Service only for legal, authorized, and acceptable purposes. You may not use RCS Service in a way that violates, misappropriates, or infringes our rights nor those of others including privacy, publicity, intellectual property, or other rights, or that is illegal or harms Verizon, our users, or others. You agree that your use of RCS Service will comply with any applicable local, state, national, and international laws and regulations, including messaging laws, anti-spam, export control, intellectual property, and privacy laws. Verizon's failure to take any action shall not amount to a waiver of any right to enforce these Terms. You are solely responsible for the RCS Messages you send, receive, access, or transmit through RCS Service and Verizon is not liable for the same. You must not send unwanted messages through RCS Service which includes any content, links, or messaging that: amounts to spam (unsolicited bulk commercial messages) or "phishing" (messages intended to access private or confidential information through deception or otherwise); contains pyramid schemes or the like; contains executable files or links to other content; is premium or messaging that requires a subscription or surcharge; is harassing, bullying, libelous, defamatory, obscene, harmful, vulgar, tortious, encourages harm to children; celebrates, encourages, or depicts discrimination, harm, or violence; degrades, intimidates, encourages illegal conduct, dehumanizes, causes safety concerns; provides instructions on illegal activities; incites violence; is racially or ethnically offensive; causes consumer complaints; does not meet community standards; or is otherwise objectionable or inappropriate in the opinion of Verizon. You will not use RCS Service to create a false identity, provide false information, or otherwise attempt to mislead others as to identity or the origin of an RCS Message.
Verizon, other interconnected carriers, and our service providers may restrict, block, or throttle traffic. Verizon may suspend, alter, or terminate RCS Service for breach of this clause.

You agree to reasonably cooperate with us and/or any governmental authority in investigating any violation or prohibited use of RCS Service.

License Rights and Restrictions. You shall not, and shall not allow any third party to, (a) charge for, provide, lease, sell, resell, make available, or lend RCS Service in whole or in part to any third party; (b) use RCS Service for any unlawful or fraudulent purpose including, but not limited to, harvesting or collecting information about others (or attempting to), misrepresenting your identity, or infringing on others' copyrights; (c) breach these Terms or

Verizon's policies, including Verizon's Acceptable Use policy; or (d) use RCS Service in a way that interferes with, disrupts, damages, impacts, or inappropriately accesses RCS Service, servers, networks, or other properties or services of Verizon; harms or poses a risk to Verizon, our customers, or other users; attempts to bypass or breach any security mechanism or poses a security or service risk; may subject us or any third party to liability; or introduce any virus, Trojan horse, or any other malicious, harmful, or deleterious program. Verizon may terminate any user who breaches the requirements set forth in this section.

Suspension/Termination. Verizon may without notice suspend, terminate, limit, temporarily block access to, modify, or discontinue your use of RCS Service, including but not limited to: as part of Verizon maintenance; if we change, discontinue, or improve RCS Service; to prevent or manage any security issues or potential fraud; to protect or prevent harm to Verizon, our assets, systems, networks, other users, the public, or our suppliers; or due to the impact of any requirement, ruling, regulation, operational, or other government change impacting RCS Service. Such action may result in a loss or deletion of RCS Messages and/or loss of access to RCS Service, for which Verizon shall not be liable. Verizon shall have no liability for any damage, liabilities, losses (including loss of data, content, or profile), or any other consequences you incur as a result of any suspension, modification, limitation, or termination of RCS Service. Sections of these Terms relating to our license to you, restrictions, service limitations, disclaimer of warranty, copyright, intellectual property, limitation of liability, termination, and other terms that by their nature would apply post-termination shall continue to apply after termination of RCS Service.

Third Party Features and Terms. Our RCS Service may allow you to access, use, or interact with third party features, websites, apps, content, or services that are integrated with our RCS Service. Your use of RCS Service for certain features is subject to specific Terms of Use of those third parties. Your dealings or communications through our RCS Service with any party other than our RCS Service are solely between you and that third party. Under no circumstances will Verizon be liable for any goods, services, resources, or content available through such third party dealings or communications, or for any harm related thereto.

DISCLAIMER OF WARRANTY. YOUR USE OF RCS SERVICE IS AT YOUR OWN RISK AND IS PROVIDED "AS IS" AND "AS AVAILABLE". VERIZON AND ITS OFFICERS, DIRECTORS, EMPLOYEES, PARENTS, SUBSIDIARIES, AFFILIATES, THIRD PARTY LICENSORS, RCS SERVICE PROVIDERS, VENDORS, AGENTS, AND SUPPLIERS ("COVERED PARTIES"), DISCLAIM ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, RCS MESSAGE DELIVERY OR TIMELINESS OF THE SAME; SECURITY MECHANISMS OR CONTROLS; SYNCHING, ACCURACY, COMPLETENESS, OR RELIABILITY; THAT RCS SERVICE WILL BE OPERATIONAL, ERROR FREE, SECURE, OR SAFE, OR WILL BE WITHOUT FAILURE, DELAY, INTERRUPTION, LOSS OF OR DAMAGE TO CONTENT, DATA, OR INFORMATION; FREE FROM COMPUTER VIRUS OR OTHER HARMFUL CODE; WILL MEET YOUR NEEDS OR EXPECTATIONS; OR WARRANTIES ARISING UNDER STATUTE. WE DO NOT CONTROL AND ARE NOT RESPONSIBLE FOR USER CONTENT, HOW USERS USE RCS SERVICE, OR ANY FEATURE OR INTERFACES WE PROVIDE. YOU ASSUME THE SOLE COST OF ANY RCS SERVICE AND REPAIR RELATING TO YOUR USE OF RCS SERVICE AND FOR ANY DAMAGE TO YOUR DEVICE(S), DATA, CONTENT, COMPUTER, OR OTHER SYSTEM RESULTING FROM USE OF RCS SERVICE. NO ADVICE OR INFORMATION, WRITTEN OR ORAL, SHALL CREATE ANY WARRANTY NOT EXPRESSLY STATED HEREIN.

LIMITATION OF LIABILITY. TO THE MAXIMUM EXTENT ALLOWED UNDER LAW, UNDER NO CIRCUMSTANCES AND UNDER NO LEGAL THEORY SHALL VERIZON, ITS OFFICERS, DIRECTORS, EMPLOYEES, PARENTS, SUBSIDIARIES, AFFILIATES, RESELLERS, RCS SERVICE PROVIDERS, AGENTS, SUPPLIERS, OR THIRD PARTY LICENSORS ("COVERED PARTIES") BE LIABLE TO YOU OR ANY OTHER PERSON FOR ANY DAMAGES, LOSSES, FEES, OR COSTS WHATSOEVER, WHETHER DIRECT, INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, CONSEQUENTIAL, OR EXEMPLARY, INCLUDING, WITHOUT LIMITATION, RELATING TO PERSONAL INJURY; DAMAGE TO PERSONAL PROPERTY; PRIVACY OR

PUBLICITY RIGHTS OF ANY NATURE; LOST PROFITS; LOST, INACCURATE, OR DAMAGED CONTENT/RCS MESSAGES OR DATA; LOST GOODWILL; LOST BUSINESS OR OTHER INTANGIBLE LOSSES; CONDUCT OF A THIRD PARTY; WORK STOPPAGE; OR COMPUTER OR DEVICE FAILURE OR MALFUNCTION THAT RELATES TO, IS A RESULT OF THE USE OF OR INABILITY TO USE RCS SERVICE OR ANY FEATURE. COVERED PARTIES SHALL AT NO TIME BE LIABLE FOR ANY DAMAGE, LOSS, OR INJURY AS A RESULT OF HACKING, TAMPERING, OR OTHER UNAUTHORIZED RCS SERVICE ACCESS OR USE.

Driving Safety. Verizon is not responsible for use of RCS Service while driving, including with automated auto services in your vehicle that may read, display, and/or send text or voice messages. Safe driving is your responsibility.

Verizon Wireless Network Performance Service Addendum

1. **Service Description**. Verizon Wireless will provide Customer with Wireless Network Performance, which is a self-service tool that provides certain network transparency, including, but not limited to, device, account experience and additional features as described herein (the "Service"). The purpose of this tool is to assist customers make faster decisions with more information about the Verizon network. Key functionalities include near-real time LTE, device and account experience, and site proximity information.

2. **Service Features.** The Service includes basic and premium features. Premium can be added for an additional fee.
   - **2.1. Basic features.** Basic features include the following:
     - **2.1.1. Ticket Tracking.** Shows the number of network tickets in open status and the number of tickets opened in the last 30 days.
     - **2.1.2. Unplanned Events.** Near real-time network events displayed on a map, hover over to get more details.
     - **2.1.3. Planned Maintenance.** Details of planned maintenances in the next 2 weeks (data updates every 30 minutes). Table shows planned maintenance detail for the specific customer.
     - **2.1.4. Data Usage.** Shows the enterprise level data usage for the time period of the 15th to the 14th of each month.
     - **2.1.5. Device Models.** Bar chart for the top 10 devices used by the enterprise customer.
     - **2.1.6. Static Coverage Map.** Verizon static coverage maps for 1X, EVDO, LTE, 5G (where available) AWS, CatM, 1X roaming and EVDO roaming.
   - **2.2. Premium features.** Premium features include all of the basic features in addition to the following:

2.2.1. **Experience.** Single device's overall performance, score trend and anomaly devices. Users can access decision tree to see components making up the score.

2.2.2. **Site Proximity.** Shows the azimuth and approximate distance for the nearest servicing nodes

2.2.3. **Near-Real Time LTE coverage.** Provides map of LTE network coverage, updated about every 15 minutes.

2.2.4. **Device Location.** Shows the general location (within 1000 meters) of connected 3G and 4G devices

2.2.5. **Connected Devices.** Number of devices connected to the network in the last one hour.

2.2.6. **Weather Overlays.** Provides weather overlays, including radar from last 2 hours.

2.2.7. **Custom map Analytics.** Check network and device analytics in a selected custom service area (Network Event Analytics and Impacted devices).

2.2.8. **Service Notifications.** Virtualized self-portal for setting up custom alert on different features.

2.2.9. **Service Diagnostics Tool.** Device level troubleshooting reports.

3. **Service Limitations.** The coverage maps depicted are not a guarantee of coverage and may contain areas with no service. These maps reflect a general depiction of predicted and approximate wireless coverage of the Verizon Wireless Network and the networks of other carriers. Even within a coverage area, there are many factors, including a customer's equipment, terrain, proximity to buildings, foliage, and weather that may impact service. An all-digital device will not operate or be able to make 911 calls when digital service is not available. Some of the coverage area includes networks run by other carriers whose coverage depiction is based on their information and public sources, and we cannot ensure its accuracy. Although some alerts displayed on this service may generally impact your coverage area, your wireless service may not be affected. Some alerts reflect scheduled maintenance and have no impact on services. Your authorized contact will receive notifications regarding potential outage impacts.

4. **Customer Obligations.**

4.1. Customer should use the user's guide before contacting Verizon Wireless for support. The user's guide contains many helpful tools and can be accessed by clicking on the question mark icon in the upper right corner of the tool.

4.2. Customer must provide its users access to the Wireless Network Performance tool through My Business. Customer acknowledges and agrees that the provision of such access to individual users will allow such users to have access to the Device Location feature, if Customer selects the Premium option. Customer shall be solely responsible for any use by its users of that Device Location functionality, including, but not limited to, providing any training that may be required regarding the appropriate business use of such functionality and ensuring compliance with the terms of section 6 below.

5. **Fees.** Customer can select between the basic and premium packages (the "Fees"). The Fees are set forth in Exhibit A for the features described in Section 2 above. Customer can choose between monthly or annual billing and can choose the auto renewal option. Customer may change its subscription to the Service within the MyBusiness portal as described in this Section 5. If Customer chooses the monthly billing option, Customer can upgrade to the annual billing and such upgrade will be effective at the beginning of the next monthly billing cycle. Customer acknowledges that in the event of such an upgrade, Customer's monthly charge for the current month will not be prorated. If Customer is on the monthly billing plan, the monthly fee will be determined on the billing cycle date based on the number of active Devices that are on the same profile/Company ID and

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billing cycle. Any Active devices that are added or removed from Customer's account during a billing cycle will incur the monthly charge associated with such active devices, which will be reflected on the invoice for the following monthly billing cycle. If Customer selects annual billing, Customer will incur a one-time charge that will be included in Customer's next monthly invoice. If Customer requests a change from annual to monthly billing, Customer may only make such a selection at the end of the annual term and prior to such term auto renewing, if Customer selected the auto-renew option. For such a change from annual to monthly billing to be effective, Customer must cancel annual billing at the end of the annual billing term and place a new order for monthly billing. For any Customer requested downgrade from the Premium to Basic package, Customer must cancel the Premium package and place a new order for the Basic package. For any Customer requested upgrade from Basic to the Premium package, the monthly fee will be prorated.

6. **Privacy; Notice and Consent**. **"Mobile Device"** (means any mobile device, including, but not limited to, smartphones, tablets, smartwatches or other wearables, laptops and netbook computers) that Customer provides to its End Users with Verizon Wireless MTNs. **"End User"** means any person (e.g., employee, contractor) to whom Customer has provided a Mobile Device and whose Location Information can be viewed by Customer using the Wireless Network Performance Service. **"Location Information"** means data that can be used to describe, determine or identify the location of the Mobile Device. Location Information may be presented in many forms such as latitude/longitude data, cell site/sector data, WiFi SSID, device signal strength or other format regardless of accuracy, type or source. Customer will be able to access information about all Mobile Devices associated with Customer's Verizon Wireless account.

   6.1. **Customer will obtain affirmative, opt-in consent from End Users as appropriate to access, use, copy, store, collect or disclose Location Information**. Customer will not access, use, copy, store or disclose any Location Information until the consent outlined below has been obtained. Customer shall ensure that each End User is provided with clear, conspicuous and comprehensive notice about how Location Information will be accessed, used, copied, stored, collected or disclosed by Customer and/or third parties (as applicable) in Customer's privacy policy and ensure that such notice is presented to End Users for acceptance prior to use of the Service and readily available and easily accessible by End Users. Depending upon the type of service and the means by which the notices can be presented to the End User, the notices shall be displayed on a device, a website or a formal written paper contract or other mechanism as appropriate.

   6.2. **Revocation of Consent**. As appropriate, Customer will ensure that each End User may deny, revoke or withdraw consent, through readily available means and/or mechanisms at any time. If consent is denied, revoked or withdrawn, Customer may not access or collect End User's Location Information or perform any other actions for which the End User's consent has been denied, revoked or withdrawn.

   6.3. **Use and Storage of Location Information**. Customer may only use Location Information for the sole purpose of using the Service and as provided in the notice to the End User and shall only access, use, disclose and maintain Location Information as long as notice, consent and all other legal and End User requirements have been satisfied and maintained. Location Information shall not be accessed, used, copied, stored or disclosed for any other purpose without the explicit prior consent of the End User. Verizon does not provide Customer with access to any stored Location Information.

   6.4. **Privacy and Safeguard Considerations**. Customer must implement security measures and safeguards that protect End User privacy and safety. It may be necessary to encrypt Location

Information, provide periodic notices to End Users, send reminder messages to End Users, utilize audible, visual or other types of notifications and/or implement report abuse processes as appropriate in order to mitigate the risk of End Users being located without their knowledge and consent.

6.5. Record Retention. Customer must maintain records of any notice, consent and revocation for as long as the Wireless Network Performance Services are in use, plus an additional five (5) years. VZW can request this information at any time and it shall be provided to VZW within seven (7) business days of request.

7. Customer Representations and Warranties. Customer understands and agrees that Customer and any Customer agents and representatives may be subject to additional unanticipated obligations and legal requirements as a result of developing, distributing, operating or permitting distribution and/or use of the Service. In addition and supplemental to Customer's compliance with laws and obligations under the Agreement, the Service must, at all times, comply with all applicable federal, state and local government laws, criminal, civil and statutory laws, rules and regulations, industry practices, third party guidelines, policies and requirements, including but not limited to (a) all applicable consumer protection, marketing, data security, export and privacy laws, (b) Federal Trade Commission Privacy Initiatives, and (c) the CTIA Best Practices and Guidelines for Location- Based Services.

Verizon Wireless Private Network Terms and Conditions

1. **Verizon Wireless Private Network Service ("Private Network"):** Private Network extends Customer's IP network to its wireless equipment by segregating the data between such devices and Customer's servers from the public Internet (the "Internet"). Customer's use of Private Network is subject to the Private Network Roles and Responsibilities Customer Guidelines, which are available from your Sales representative.
2. **Customer Minimum Line Requirement:** Customer must maintain a minimum of 100 Machine- to-Machine lines at all times during the term of its Agreement in order to remain eligible for Private Network. If Customer falls below the 100-line minimum, Verizon Wireless reserves the right to discontinue Private Network for non-use.
3. **Connection to Verizon Wireless Facility:** Customer must establish a direct-connect circuit from its facilities to Verizon Wireless's facilities by the use of Virtual Private Network, Verizon Private IP, or Fixed End System connections. Customer is solely responsible for making arrangements with a local access provider for installation and ongoing maintenance of such a connection, with sufficient data throughput to meet Customer's anticipated data needs. Customer is also responsible for all charges incurred directly or through a third party associated with establishing the connection, as well as for accessing Private Network, including Internet access fees, hardware, software, license fees, and telecommunications charges.
4. **Customer Provided Equipment ("CPE"):** Customer must procure routers and any other CPE that meet Verizon Wireless requirements for Private Network connectivity. Customer is responsible for ensuring any CPE meets its data capacity and throughput needs.
5. **IP Addresses:** Customer is responsible for procuring private IP addresses, which must be communicated to Verizon Wireless during implementation. Private Network supports static and dynamic addressing for 1X service and/or EVDO service; 4G LTE service; and Internet addressing system Internet Protocol version 4. Direct Internet access requires static IP addressing.

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6. **Dynamic Mobile Network Routing ("DMNR"):** DMNR allows configuration of Private Network for dynamic routing to the subnets it serves (up to eight) to other devices on Customer's network and as support for mobile or stationary routers. DMNR is based off Mobile IPv4-based Network Mobility protocol and requires the router to be configured to support this capability. Customer is responsible for any charges associated with the customization of its CPE to support DMNR.
7. **Service Based Access ("SBA"):** SBA is an optional configuration of Private Network that enables customers to access Verizon's Visual Voice Mail; multimedia messaging services; and 3G location-based services assisted Global Positioning System. Customer is responsible for any charges associated with the customization of its CPE to support SBA.

Verizon Wireless Private Network Traffic Management

8. **Private Network Traffic Management (PNTM):** PNTM allows Customer to configure its Private Network to allow differentiated Quality of Service (QoS) by application over Verizon Wireless's LTE network using standards-based IP packet marking. Customer can identify applications on its 4G LTE devices to get priority QoS over its Private Network. Verizon Wireless makes no guarantee of PNTM bandwidth allocations, which are subject to the limitations of wireless service availability as detailed in the Agreement. Customer is responsible for any charges associated with the customization of its CPE to support PNTM.

    a. **PNTM for Public Safety:** Eligible public safety accounts can take advantage of priority access to a data channel over the Wireless Service for its data traffic during times of heavy network demand. While PNTM for Public Safety enables a dedicated data channel, Verizon Wireless makes no guarantee of Wireless Service availability, which is subject to the limitations of wireless service availability as detailed in the Agreement. PNTM for Public Safety is only available to Customers approved by Verizon Wireless that qualify as Public Safety Entities classified by the following Qualifying Public Safety NAICS codes a) 621910 Ambulance Services; b) 922110 Courts; c) 22120 Police Protection; d) 922130 Legal Counsel and Prosecution; e) 922140 Correctional Institutions; f) 922150 Parole Offices and Probation Offices; g) Fire Protection; h) 922190 Other Justice, Public Order, and Safety Activities or i) National Security.

9. **Customer Private Network Contact:** Customer must designate a Private Network representative and provide contact information, including a phone number and email address. The Private Network contact will work with the Verizon Wireless solution engineer through the Private Network implementation and testing processes detailed below. The contact shall be available during business hours and any other time period that Customer utilizes Private Network for the purpose of assisting to resolve service problems and trouble shooting.
10. **Private Network Implementation and Testing:** Verizon Wireless will implement Customer's Private Network, which requires Customer to a) provide any information (e.g., account numbers, IP address ranges, router/CPE information) necessary to compete the Private Network Connectivity Form; b) participate in a Private Network turn-up call to ensure that CPE is properly configured to support the Private Network connection; and c) participate in a Solution Validation call to confirm that Private Network is working properly from Verizon Wireless to Customer's applications.
11. **Wireless Devices/Network Access:** Customer must use Private Network-compatible end- user Equipment and at Customer's expense must submit any devices not identified as Private Network compatible to Verizon Wireless, for network testing and Private Network certification.

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Private Network functionality is available on the Verizon Wireless 3G and 4G data network, subject to the limitations defined in this Addendum. While Private Network functionality may also be available on the networks of Verizon Wireless's domestic and international roaming partners, Verizon Wireless makes no representation of Private Network availability or reliability on such networks.

12. **Permitted Use/Fraud:** Customer shall use Private Network only for lawful purposes and shall not send or enable via the Private Network connection, by way of example, any SPAM, viruses, worms, trap doors, back doors or timers, nor shall Customer engage in any mail-bombing or spoofing via Private Network. Customer is responsible for the security of its network and end- user devices and is responsible for any unauthorized access to the Private Network. Verizon Wireless will treat any traffic over the Private Network as authorized by Customer. Verizon Wireless reserves the right but is not obligated to filter fraudulent usage.
13. **Maintenance/Service Changes/Termination of Private Network Service:** Verizon Wireless may limit access to Private Network in order to perform maintenance to the service and will use reasonable efforts to provide Customer with prior notice of such maintenance. With reasonable advance notice, Verizon Wireless has the right to modify and reconfigure Private Network as it deems necessary to enhance Customer's experience or to safeguard the Verizon Wireless network. In addition, VERIZON WIRELESS CAN WITHOUT NOTICE LIMIT, SUSPEND OR CANCEL CUSTOMER'S ACCESS TO OR USE OF PRIVATE NETWORK IF CUSTOMER VIOLATES THE RESTRICTIONS OF THIS ADDENDUM OR FOR GOOD
CAUSE. Good cause includes (a) breach of the terms of this Addendum or the Agreement; (b) unlawful use of Private Network; (c) using Private Network in a way that adversely affects the Verizon Wireless network or Verizon Wireless's customers; (d) breach of an obligation of Customer to comply with any applicable federal, state and local government laws, rules and regulations, industry practices, third-party guidelines, or other applicable policies and requirements; (e) the suspension or termination by any governmental body of competent jurisdiction of Customer's service or the institution of a requirement, ruling or regulation that conflicts with this Addendum; or (f) for operational or governmental reasons.
14. **No Warranties:** Verizon Wireless makes no warranties, express or implied, with respect to Private Network, which it provides to Customer on an "AS IS" basis "WITH ALL FAULTS" and "AS AVAILABLE." The accuracy, timeliness, completeness, suitability, or availability of any aspect of Private Network cannot be guaranteed. THE IMPLIED WARRANTIES OF MERCHANTABILTY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT
ARE HEREBY EXPRESSLY DISCLAIMED IN THEIR ENTIRETY. The foregoing limitations, exclusions and disclaimers shall apply to the maximum extent permitted by applicable law. Verizon Wireless makes no representation that it supports any service levels with respect to the availability, performance, capacity, uptime or any similar metrics of Private Network.
15. **NO RESELLING**: Customer cannot resell Private Network /Private Network Traffic Management service(s) or allow third parties to use Private Network/Private Network Traffic Management service(s) or access Private Network/Private Network Traffic Management service(s) without prior written permission from Verizon Wireless.
16. **Subject to the Customer's Government Agreement:** The terms of this Addendum supplement the Customer's Government Agreement. The terms of the Agreement are applicable to Customer's use of Private Network. If there are any inconsistencies between the terms of this Addendum and the Customer's Government Agreement, the terms of this Addendum shall control with respect to Private Network.

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Revision History		
Version	**Date**	**Description**
1.0	2/12/21	Pricing Offer
2.0	5/14/21	Best and Final Offer
2.1	4/1/22	ADDED • 5G Business Internet Ultra Wideband Plan (C-Band) for Public Sector REVISED/REMOVED • Employee Discount Supplement. The following sentence is deleted in its entirety from this section; "It is Verizon's intent to continue offering its Employee Program consistent with the terms and conditions provided under the current DMS10/11- 008C contract, Exhibit 7"
2.2	May 2, 2022	ADDED: • DoForms • Wireless Network Performance REMOVED: • Canvas • The PTT Codes Revised/Updated: • One Talk • MobileIron • Samsung Knox • Network Fleet • VZ Mobile Device Management to Include Pro Services
2.3	July 7, 2022	ADDED: • Business Unlimited Plus Data Device Plan • Business Unlimited Tablet Pro Plan • Group Command Software SKUs • Group Advanced Software SKUs • Push To Talk Plus Group Command Feature Only • Push To Talk Plus Group Advanced Feature Only Revised/Updated: • Group First Response for National Security, Public Safety, and First Responders • Group First Response for Non Public Safety Customers • Group First Response Dispatch and Video Bundles • IBM MaaS360 Enterprise Mobility Management

2.4	Nov 17, 2022	Added: • EFAX • EMAG Revised/Updated: • TravelPass • Secure Cloud Gateway • Verizon MDM
2.5	February 22, 2023	Add: • Florida MBB FWA Plans – Public Safety • Florida MBB FWA Plan • 4G FWA Back-up Mobile Broadband Plan
2.6	March 31, 2023	Revision/Update: • 4G FWA Mobile Broadband Plan • Verizon Connect NWF • Netmotion (Absolute NetMotion) • Zero Trust Dynamic Accent (Formerly Secure Cloud Gateway) • Verizon MDM • 4G/5G Unlimited Smartphone Plan with Mobile Broadband Priority and Preemption • Custom 4G Unlimited Mobile Broadband
2.7	May 15, 2023	Add: • Verizon Mobile for Microsoft Teams • Intrepid Network
2.8	August 15, 2023	Add: • Connected Solutions Group – PotSolve by CSG • MarketSpark • 4G FWA POTS Backup Plan $15 1GB Revision/Update: • Lookout Mobile Endpoint Security
2.9	November 28, 2023	Add: • Government 5G UWB Unlimited Tablet Plan • Government 5G UWB Unlimited Connected Laptop Plan • Government 5G UWB Mobile Broadband Tablet Share Plan • Custom Public Safety 4G/5G UWB Mobile Broadband Unlimited Primary Access Plan with Mobile Broadband Priority and Preemption • Government 5G UWB Unlimited Jetpack/MiFi Data Device Plan
2.10	February 02, 2024	Add: • Custom 4G Unlimited Mobile Broadband Plan for Laptops with Mobile Broadband Priority and Preemption for Public Safety
2.11	April 26, 2024	Add: • 5G Public Sector 2nd Number Smartphone Backup Plan • 5G Public Safety 2nd Number Smartphone Backup Plan • 5G UWB Jetpack – MiFi Unlimited Plan with Priority and Preemption for Public Safety • 5G UWB Unlimited Tablet Plan1 with Priority and Preemption for Public Safety • 5G UWB Unlimited Connected Laptop Plan1 with Priority and Preemption for Public Safety • 5G UWB Jetpack – MiFi Unlimited Plan with Priority and Preemption for First Responders • 5G UWB Unlimited Tablet Plan1 with Priority and Preemption for First Responders

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		• 5G UWB Unlimited Connected Laptop Plan 1 with Priority and Preemption for First Responders Revision/Update: • Plan 20664/53925 plan to add additional eligible NAICs codes. • Plan 16810 plan to include optional PTT feature
2.12	October 03, 2024	Add: • 5G Business Internet UWB 200Mbps (C-Band) Plan for Public Sector • Custom 4G/5G Verizon Wireless Smartphone Plan for National Security, Public Safety, and First Responders Revision/Update: • Custom 4G Unlimited Smartphone Plan for Public Sector • 5G UWB Jetpack-Mifi Unlimited Public Safety Plan • 5G UWB Tablet Unlimited Public Safety Plan • 5G UWB Laptop Unlimited Public Safety Plan • 5G UWB Jetpack-Mifi Unlimited First Responder Plan • 5G UWB Tablet Unlimited First Responder Plan • 5G UWB Laptop Unlimited First Responder Plan • 5G Public Safety 2nd Number Smartphone Backup Plan • 4G/5G Unlimited Public Safety Smartphone Plan • 4G Unlimited Public Safety Basic Phone Plan • 4G Unlimited Mobile Broadband Public Safety Plan • 4G Unlimited Push to Talk Public Safety Plan • Mobile Broadband Priority Feature • 4G/5G UWB Public Safety Mobile Broadband Unlimited Primary Access Plan • Preemption Service Feature for Public Safety • 4G Unlimited Mobile Broadband Public Safety Plan with Priority & Preemption • Group First Response • Push to Talk • 4G Numbershare Unlimited Plan • Basic Phone Unlimited Talk Plus 500 MB Plan • Custom Wireless Home Phone Connect Plan • Market Spark • Mobile Iron • Verizon MDM • 5G UWB Bolt-on Feature • Custom Wireless Home Phone Connect Plan Removed: • LTE Business Internet 10 Mbps M2M plans • Local Network Command
2.13	November 19, 2024	Add: • 3rd Eye Technology • Custom Business Travel Pass Feature Revision/Update: • State of Florida Custom Per Unit Plans and Features • 4G Basic Phone Push to Talk Plus (PTT+) Only Plan • State of Florida Nationwide Voice Calling Share Plans: Basic Phones Only • State of Florida Nationwide Voice Calling Share Plans: Smartphones Only • Custom State of Florida Nationwide Voice Calling Plans • Flexible Business Plans For Basic & Smartphones • Custom State of Florida 4G Mobile Broadband Data Share Plans for Tablets • Flexible Business Plans For Data Devices • Flexible Business Plans For Data Devices - Connected Device/ Internet

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		with Voice Plans • Custom Flat Rate Mobile Broadband – Government • Custom Mobile Broadband Plan II – Government Government Subscribers Only • Business Unlimited Plus Data Device Plan • Business Unlimited Tablet Pro Plan • Custom State of Florida Nationwide Machine to Machine (M2M) • Machine to Machine (M2M) Share Group 1 Plans - Low Usage • Machine to Machine (M2M) Share Group 2 Plans - High Usage • Machine to Machine Wireless Backup Router Plan • Public Sector Mobile Broadband Machine to Machine (M2M) Share Plans • 4G Business Travel Pass • Asavie Removed: • Custom 4G/5G Unlimited Smartphone Plan with Mobile Broadband Priority and Preemption for National Security, Public Safety, and First Responders
2.14		Add: • Custom Nationwide "Keep Active" Mobile Broadband Plan • New One Talk Tiered Pricing Removed: • Legacy One Talk Pricing • Network Fleet
2.15	May 9, 2025	Add: • Custom 4G/5G Unlimited Smartphone Plan for Public Sector Plan # 61576 (pg 10) • Modify Plan 69600 SPO from $3.00 to $0.00 (pg 35) • Verizon Frontline Network Slice $40 First Responder Plan # 77158 (pg. 50) • USA Only 4G/5G Unlimited Smartphone Plan #79602 (pg 37) Removed: • Custom 4G Smartphone Plan for Public Sector Plan #13656 (pg 10)
2.16	June 26, 2025	Add: • 4G Nationwide Push to Talk Plus Only Plan #94244/92857 (pg 6)
2.17	July 25, 2025	Add: • 4G/5G Public Safety Bodycam Shared Data Plans National Security, Public Safety, and First Responders #63689 (pg 50) • Enhanced Messaging Plans #67772 (pg 54) • RCS Terms of Service (pg 219) Revision/Update: • Individual-Liable Service Pricing Discount (pg 3) • Government 5G UWB Unlimited Tablet Plan #70989 (pg 17) • 5G Business Internet Ultra Wideband Plan 200 Mbps (C-Band) for Public Sector #73757 (pg 22) • 4G Machine-to-Machine Wireless Backup Router Plan #86848 (pg 25) • Custom Single Rate Domestic 4G Unlimited Voice and Messaging with Shared Data Smartphone Plans and International Travel #95266 (pg 33) • Custom 4G/5G Verizon Wireless Smartphone Plan for National Security, Public Safety, and First Responders #69600 (pg 35)

		• Custom 4G/5G Unlimited Smartphone Plan with Mobile Broadband Priority and Preemption for National Security, Public Safety, and First Responders - USA Only #79602 (pg 36) • Custom 4G Unlimited Mobile Broadband Plan with Mobile Broadband Priority and Preemption for National Security, Public Safety, and First Responders # 20664 (pg 37) • Custom Public Safety 4G/5G UWB Mobile Broadband Unlimited Primary Access Plan #70996 (pg 39) • Custom 4G Unlimited Mobile Broadband Plan for Laptops with Mobile Broadband Priority and Preemption for Public Safety #73728 (pg 40) • 5G UWB Unlimited Tablet Plan with Priority and Preemption for Public Safety #73944 (pg 41) • 5G UWB Unlimited Connected Laptop Plan with Priority and Preemption for Public Safety #73964 (pg 42) • 5G UWB Jetpack – MiFi Unlimited Plan with Priority and Preemption for Public Safety #73977 (pg 43) • 5G UWB Unlimited Tablet Plan with Priority and Preemption for First Responders #80071 (pg 44) • 5G UWB Unlimited Connected Laptop Plan with Priority and Preemption for First Responders #80076 (pg 45) • 5G UWB Jetpack – MiFi Unlimited Plan with Priority and Preemption for First Responders #80081 (pg 46) • 5G Public Safety 2nd Number Smartphone Backup Plan #75088 (pg 47) • Mobile Broadband Priority Feature for National Security, Public Safety, and First Responders #86124 (pg 47) • Verizon Wireless Preemption Service Feature for National Security, Public Safety, and First Responders #86428 (pg 48) • MarketSpark (pg 100 & 184) Removed: • Enhanced Messaging Features #22119 (pg 127) • Custom State of Florida Field Force Manager Features #75681 (pg 91)
2.18	December 1, 2025	Add: • 4G FWA Back-up Mobile Broadband Share Plan with Voice # 65211 (pg 23) • Reveal (pg 114) • VCF Services – Terms and Conditions (pg 211) Revision/Update: • Custom Public Safety 4G/5G UWB Mobile Broadband Unlimited Primary Access Plan #70996 (pg 40) • Verizon Frontline Network Slice #77158 (pg 50)

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Attachment 2

REGION 14 EDUCATIONAL SERVICE AGENCY (ESC)

Contract 152615

for

Telecommunication Services

with

Granite Telecommunications, LLC

Effective: July 1, 2024

The following documents comprise the executed contract between Region 14 Educational Service Center (ESC) and Granite Telecommunications, LLC effective 7/1/2024

I. Signed Offer and Acceptance
II. Supplier's Response to the RFP, incorporated by reference

DocuSign Envelope ID: 497DD798-6E6F-4319-8537-C9B30F7E02C6

Region XIV Education Service Center

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Abilene, TX 79601-4750
325-675-8600
FAX 325-675-8659

June 11, 2024

Michael Galvin
Chief Administrator Officer
Granite Telecommunications, LLC
100 Newport Ave Ext
Quincy, MA 02171
Sent via email to: goctproposals@granitenet.com

Re: Award of Contract #152615 Telecommunication Services

Dear Mr. Galvin:

Region 14 Education Service Center is happy to announce that Granite Telecommunications, LLC has been awarded Contract #152615 based on the proposal submitted to Region 14 ESC in response to RFP 24-S866 Telecommunication Services. As stated in the RFP, VI. Signature Form, this contract award letter is the countersignature to Granite Telecommunications, LLC response and provides Region 14's acceptance of the response and establishes the contract.

The contract is effective July 1, 2024. The contract may be renewed in accordance with the contract terms and conditions.

We look forward to a long and successful partnership.

If you have any questions or concerns, feel free to contact me at 325-675-8600.

Sincerely,

DocuSigned by:
Emily Jeffrey
4FE64E70707547B...

Emily Jeffrey
Region 14, Chief Financial Officer

OMNIA Partners and Region 14 Education Service Center

Request for Proposal (RFP) for Telecommunication Services

RFP 24-S866

Submitted to: OMNIA Partners and Region 14 Education Service Center

Submitted by:
Granite Telecommunications, LLC
Address: 100 Newport Ave. Ext.
Quincy, MA 02171
POC: Caitie Veech
Phone: (561) 246 – 6656
Email: govtproposals@granitenet.com
Fax: (617) 328-0312

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Granite Telecommunications, LLC
100 Newport Avenue Ext.
Quincy, MA 02171
www.granitenet.com
Customer Service: 866-847-5500

4 APR 2024

Attention: Region 14 Education Service Center
Subject: Request for Proposal (RFP) for Telecommunication Services
Reference: RFP 24-S866

Dear OMNIA Partners and Region 14 Education Service Center,

Granite Telecommunications, LLC ("Granite"), is pleased to provide its proposal to Region 14 Education Service Center ("Region 14 ESC") in response to the referenced Solicitation, entitled Request for Proposal (RFP) for Telecommunication Services. Granite has the experience, capability, and resources necessary to provide the services requested. Further information about Granite, its service offerings and capabilities are included on Granite's website at www.granitenet.com.
Please note: the following specific contract clarifications, conditions, and assumptions shall apply.

1. Granite's representations and certifications have been completed electronically at https://sam.gov.
2. This proposal shall remain valid for a period of 120 days from the date of this letter.
3. Any items not expressly covered in the resulting contract are subject to the general terms and conditions of service set forth at www.granitenet.com/legal.

If you have any questions or require additional information, please contact Caitie Veech at (561) 246 – 6656 or via email at govtproposals@granitenet.com. We look forward to working with you.

Sincerely,

Caitie Veech

Caitie Veech | Proposal Specialist

Granite Telecommunications, LLC

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1 SECTION 1 – SIGNATURE FORM

VI. SIGNATURE FORM

A response to this solicitation is an offer to contract with Region 14 ESC based upon the terms, conditions, scope of work, and specifications contained in this request. A solicitation does not become a contract until it is accepted by Region 14 ESC. The prospective supplier must submit a signed Signature Form with the response thus, eliminating the need for a formal signing process. A contract award letter issued by Region 14 ESC is the counter-signature document establishing acceptance of the contract.

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless conspicuously noted by the supplier following the requirements of Deviations and Exceptions section in the Instructions to Suppliers. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this response in collusion with any other supplier and that the contents of this proposal as to prices, terms or conditions of this response have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Granite Telecommunications, LLC.
Company Name

100 Newport Ave Ext.
Address

Quincy | MA | 02171
City | State | Zip

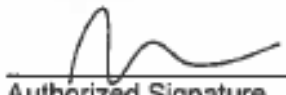
866-847-1500
Telephone Number

833-871-8320
Fax Number

GovtProposals@Granitenet.com
Email Address

Michael Galvin
Printed Name

Chief Administrative Officer
Position


Authorized Signature

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2 SECTION 2 – PRICING

Availability of Services and Pricing

Provide pricing for services, warranties, etc. supplier proposes to offer. Price lists provided will be used to establish both the extent of a supplier's product lines, services, warranties, etc. available from the supplier and the pricing per item. Pricing should be based on a discount from a manufacturer's price list or catalog, or fixed price, or combination of both. Multiple percentage discounts are acceptable if, where different discounts apply, the different percentages are specified. Electronic Catalog and/or price lists should accompany the proposal. Additional pricing and/or discounts may be included. Suppliers may elect to limit their proposals to any category or categories.

Granite acknowledges and complies with this request. Granite has provided price lists in accordance with these requirements.

For transparency purposes and to ensure that Region 14 ESC and OMNIA Partners have access to similar or better products and services that are currently offered on other Public Agency agreements or procurement vehicles, Granite is providing its Telecommunication Services offering with the following considerations:

a. Granite has provided its pricing for Telecommunication Services as, **Attachment A - Region 14 Contract Price List**
b. Pricing is provided for all requested products and services at "Not to Exceed" or "Ceiling" rates
c. Standard shipping is included in all offered pricing at no additional cost to the customer; expedited shipping will be separately assessed and charged as applicable.
d. For services, Granite makes every best effort to offer lower pricing than those listed at the "Not to Exceed" or "Ceiling" rates. Granite is typically able to offer [redacted] Granite will additionally offer discounts based on quantity ordered and individual agency needs or restrictions, and assessed on a case by case basis
e. To ensure that customers can verify they receive the best Contract price available, Granite will deliver similar rates to those currently offered by Granite on the General Services Administration, Multiple Award Schedule Agreement (Contract Number: GS-35F-208BA) and those currently offered by Granite on the OMNIA Partners, Public Sector Contracts (Contract Numbers: R200901 and 01-99).
f. Granite will offer customizable invoicing and flexible payment terms (typically Net-30 as a standard) to ensure that Public Agency customers have the flexibility they need with their budget, in addition to the necessary reporting requirements—which can often change agency by agency
g. Granite works diligently to ensure we are offering the most competitive prices possible to Public Agency customers at any given time. As such, any

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time Granite is able to update its price list to offer more competitive rates, whether it be annually, quarterly, or due to an emergent need by Public Agencies, Granite will immediately alert Region 14 ESC and OMNIA Partners of Granite's ability offer additional discounts or lower "Not to Exceed" or "Ceiling" rates

h. All future products and services added to this schedule will be offered in a similar format and rates to those products and services currently offered by Granite on the General Services Administration, Multiple Award Schedule Agreement (Contract Number: GS-35F-208BA) and OMNIA Partners, Public Sector Contracts (Contract Numbers: R200901 and 01-99).

Installation, construction, taxes, fees, and surcharges are separately assessed as applicable, and on a case by case basis, dependent upon the type of product and/or service being ordered

The discount proposed shall remain the same throughout the term of the contract and at all renewal options. At a minimum, the Contractor must hold the proposed price list firm for the first 12 months after the contract award.

Granite acknowledges and complies with this request. Granite's proposed discount for all services shall remain the same throughout the term of the contract and at all renewal options.

Granite will hold our proposed pricing firm for all services for the first 12 months after award, with the exception of legacy/TDM services. Granite reserves the right to increase pricing on any legacy/TDM services only if it becomes necessary due to tariff rate increases by the underlying carriers.

Any price increase requests will be submitted to Region 14 ESC and OMNIA partners for review and will be accompanied by supporting data (either cost data or other public price lists). Granite's proposed discounts will remain firm notwithstanding any increases to our proposed list price.

Pricing is not to exceed. Unlike fixed pricing, the supplier can adjust submitted pricing lower if needed but, cannot exceed the approved pricing. The contract must allow for lower pricing to be available for similar product and service purchases. Cost plus pricing as a primary pricing structure is not acceptable.

Granite acknowledges and complies with this request and will provide pricing as not to exceed in accordance with these requirements. For services, Granite makes every best effort to offer lower pricing than those listed at the "Not to Exceed" or "Ceiling" rates. [redacted]. Granite will additionally offer discounts based on quantity ordered and individual agency needs or restrictions, and assessed on a case by case basis

Due to products and services potentially being used in response to an emergency or disaster recovery situation in which federal funding may be used, suppliers should provide alternative pricing that does not include

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either cost plus a percentage of cost or pricing based on time and materials for categories or products that would typically use those pricing structures. If time and materials is necessary, a ceiling price that the supplier exceeds at its own risk will be needed as determined and set by the Participating Public Agency. Products and services provided in a situation where an agency is eligible for federal funding, supplier is subject to and must comply with all federal requirements applicable to the funding including, but not limited to the FEMA and Additional Federal Funding Special Conditions section located in the Federal Funds Certifications Exhibit.

Granite acknowledges and complies with this request and will provide alternative pricing. Granite's proposed pricing is neither at cost or time and materials.

Describe if distributors/dealers/resellers/partners will be used to fulfill the contract. Submit a list of those entities authorized to sell under their contract. How often does the supplier propose to update distributors/dealers/resellers/partners? Purchase orders and payment can only be made to awarded supplier or approved distributors/dealers/resellers/partners and pricing must be less than or equal to the pricing offered by the awarded contract holder.

Granite does not intend to use any subcontractors or affiliates when providing our proposed services.

Describe any shipping charges. All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

Standard shipping is included in all our OMNIA pricing at no additional cost to the customer; expedited shipping will be separately assessed and charged as applicable.

Describe any return and restocking fees.

If a customer terminates a service after the service start date but before the end of the applicable service term, early termination fees ("ETF") will be applied. ETF varies by service but generally consists of the monthly recurring charge for the terminated service times the number of months remaining in the service term plus actual expenses incurred by Granite to install or terminate the service.

Describe any additional discounts or rebates offered. Additional discount or rebates may be offered for large quantity purchases, single ship to location programs, growth, annual spend, guaranteed quantity, etc.

For services, Granite makes every best effort to offer lower pricing than those listed at the "Not to Exceed" or "Ceiling" rates. [redacted] Granite will additionally offer discounts based on quantity ordered and individual agency needs or restrictions, and assessed on a case by case basis

Describe how customers verify they are receiving the correct contract pricing.

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To ensure that customers can verify they receive the best Contract price available, Granite will deliver similar rates as those currently offered by Granite on the General Services Administration, Multiple Award Schedule (Contract Number: GS-35F-208BA), as well as similar rates as those currently offered by Granite on the OMNIA Partners, Public Sector Contracts (Contract Numbers: R200901 and 01-99).

Describe supplier's invoicing process. Include payment terms and acceptable methods of payments. Suppliers shall describe any associated fees pertaining to credit cards/p-cards.

Granite will offer customizable invoicing and flexible payment terms (typically Net-30 as a standard) to ensure that Public Agency customers have the flexibility they need with their budget, in addition to the necessary reporting requirements—which can often change agency by agency. Cards incur a 2% fee, but government customers are exempt from that fee.

Propose the frequency of updates to the supplier's pricing structure. Describe any proposed indices to guide price adjustments. If offering a catalog contract with discounts by category, while changes in individual pricing may change, the category discounts should not change over the term of the contract.

Granite works diligently to ensure we are offering the most competitive prices possible to Public Agency customers at any given time. As such, any time Granite is able to update its price list to offer more competitive rates; whether it be annually, quarterly, or due to an emergent need by Public Agencies, Granite will immediately alert Region 14 ESC and OMNIA Partners of Granite's ability offer additional discounts or lower "Not to Exceed" or "Ceiling" rates.

Describe how future product introductions will be priced and align with contracting pricing proposed.

All future products and services added to this schedule will be offered in a similar format and at similar rate as those products and services currently offered by Granite on the General Services Administration, Multiple Award Schedule (Contract Number: GS-35F-208BA), as well as similar rates as those currently offered by Granite on the OMNIA Partners, Public Sector Contracts (Contract Numbers: R200901 and 01-99).

Provide any additional information relevant to this section.

Granite has the knowledge, capability, and experience in providing a comprehensive suite of telecommunications services to public and private sector customers through nationwide purchasing organizations. With competitive pricing, a dedicated account team, and a national footprint, Granite has proven through years of exponential growth, that we excel at providing unified services to dispersed enterprises across the United States. Region 14 ESC and its eligible entities will receive a service provider who is well versed in providing internet service to cost-conscious organizations who want to deliver innovative solutions to their customers. This is proven through our track record of sales through Granite's existing OMNIA Partners, Public Sector Contracts (Contract Numbers: R200901 and 01-99) since 2019.

Granite is built on our reputation of delivering the products and services our customers need on time and on budget. We understand that our customers now have more choices

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than ever when selecting service providers. Accordingly, we strive to consistently meet Region 14 ESC and OMNIA Partners needs in order to act as a single provider for all telecommunications needs to all of its end-users. It is Granite's goal to provide first-class service so that each of every single one of our customers is given the true level of service they deserve. Participating Public Agencies will continue to benefit from Granite's competitive pricing based on [redacted] while also maintaining the valuable features of a small business, with an emphasis on customer accessibility.

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Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price
Fax2Mail - Inbound & Outbound	Fax2Mail, offered as Standard version and available in a HIPAA/PCI compliant version,\ is a digital fax service with password encryption that supports high-volume and long-form faxing. Users can easily exchange faxes within email applications. All charges are per line. This package includes inbound and outbound faxing, with a monthly allowance of 75 pages.	EA - MRC	$ 7.99	1.50%	$ 7.87
Fax2Mail - Outbound Only	Fax2Mail, offered as Standard version and available in a HIPAA/PCI compliant version, is a digital fax service with password encryption that supports high-volume and long-form faxing. Users can easily exchange faxes within email applications. All charges are per line. This package includes outbound faxing only, with a monthly allowance of 75 pages.	EA - MRC	$ 4.99	1.50%	$ 4.92
Fax2Mail - Set-Up Fee	One-time set-up fee per user	EA- NRC Purchase Price	$ 4.00	1.50%	$ 3.94
Fax2Mail - Overage Allowance (Per Page)	Per-page overage rate for Granite's Fax2Mail service.	EA - Usage	$ 0.08	1.50%	$ 0.08
Audio Conferencing	Standalone audio-conferencing solution for up to 300 attendees with toll and toll-free number provided. Includes call my phone, Global HD audio across 160 point of presence and 60+ countries, and Host portal.	Per Minute	$ 0.049	1.50%	$ 0.048
Domestic toll-free dial-in Transport	A telephone number that is billed for arriving calls instead of charging the originating telephone subscriber.	Per Minute	$ 0.049	1.50%	$ 0.048
Canada toll free dial-in Transport	A telephone number that is billed for arriving calls instead of charging the originating telephone subscriber.	Per Minute	$ 0.049	1.50%	$ 0.048
Hosted PBX	A hosted private branch exchange is a telephone exchange system built, delivered and managed by a third-party service provider. Hosted PBX is an IP- based telephony solution provisioned and accessed entirely through the Internet. Hosted PBX is offered in three different seat options - base, business and executive and are differentiated by the amount of features.	EA	$ 15.25	1.50%	$ 15.02
Base Seat	The base level is the introductory seat of the Hosted PBX. The standard base seat features are: Call Forwarding, Call Waiting, Call Transfer, Call Pickup Groups, Speed Dials, Short Codes, Intercom Dialing, 3-Way Calling, Call Park, Paging via an IP Phone, Line State Monitoring, Directed Call Pick up, CommPortal access, Call Screening Features, SimRing and Music on Hold.	EA	$ 13.22	1.50%	$ 13.02
Business Seat	The business seat is the next level of the Hosted PBX. The Business features include all features included in the base seat as well as the following: Voicemail, Incoming Call Manager, Find Me Follow Me, Voicemail with Fax, Accession Communicator and Music on Hold.	EA	$ 16.26	1.50%	$ 16.02
Executive Seat	The executive seat is the highest level of seats for Hosted PBX. The Executive Seat features all base seat features as well as the following: Incoming Call Manager, Find Me Follow Me, Accession Communicator and Music on Hold.	EA	$ 25.42	1.50%	$ 25.04
Soft Seat	The Soft Seat is an option for those who would like to use the Hosted PBX platform but do not want the hardware associated typically with HPBX. Soft Seat features include: Call Forwarding, Call Waiting, Call Transfer, Call Pick up Groups, Speed Dials, Short Codes, Intercom Dialing, 3 - Way Calling, access to the CommPortal, Call Screening features, SimRing, and Voicemail with Fax.	EA	$ 14.22	1.50%	$ 14.01
Executive Meeting Seat	This option includes Executive seat features as well as audio/video conferencing.	EA	$ 50.85	1.50%	$ 50.09
Soft Meeting Seat	This option includes the Soft seat feature as well as audio/video conferencing.	EA	$ 40.68	1.50%	$ 40.07
Call Path	A logical connection over IP that allows a SIP based VOIP call (inbound or outbound) to be established with Granite's MetaSwitch. Can be ordered individually starting at one. For each active call, a call path is deducted from the configured amount of call paths allowed until that call is disconnected	EA	$ 5.09	1.50%	$ 5.01
Hot Desking	Allows logging in and out of a desktop phone for agent-based features and extension mobility within a facility.	EA	$ 5.08	1.50%	$ 5.00
Voicemail Transcription	Enables voicemail messages to be transcribed and sent as an email and/ or viewable in Commportal.	EA	$ 5.09	1.50%	$ 5.01
Voicemail (Stand Alone)	A voicemail box that is not tied to a user's extension. Typically assigned to a main number as a general mailbox for inbound calls.	EA	$ 17.28	1.50%	$ 17.02
Easy Auto Attendant (Stand Alone)	A single level call tree that allows advanced routing features and initial call servicing to inbound callers by pressing 0- 9 on their phone. Also allows agencies to define separate menus to be played during and outside of normal business hours.	EA	$ 15.77	1.50%	$ 15.53
Premium Auto Attendant (Stand Alone)	A multi-level call tree that allows advanced routing features and initial call servicing to inbound callers by pressing 0- 9 on their phone with multiple submenus for each option. Also allows more control over scheduling by providing more advanced time options over during and outside of business hours with a configurable option to transfer directly to voicemail.	EA	$ 27.98	1.50%	$ 27.56
Easy Auto Attendant	A single level call tree that allows advanced routing features and initial call servicing to inbound callers by pressing 0- 9 on their phone. Also allows agencies to define separate menus to be played during and outside of normal business hours.	EA	$ 8.14	1.50%	$ 8.02
Premium Auto Attendant	A multi-level call tree that allows advanced routing features and initial call servicing to inbound callers by pressing 0- 9 on their phone with multiple submenus for each option. Also allows more control over scheduling by providing more advanced time options over during and outside of business hours with a configurable option to transfer directly to voicemail.	EA	$ 20.35	1.50%	$ 20.04
Pilot TN for MLHG	A main DID that routes calls to a predetermined list of extensions configured in a multi-line hunt group.	EA	$ 7.63	1.50%	$ 7.52
Directory Assistance (per call)	Operator assisted service used to find a telephone number.	EA	$ 6.09	1.50%	$ 6.00
Basic Call Recording (per seat)	The ability to record inbound calls on an individual extension to off-site cloud storage. Storage priced separately.	EA	$ 15.26	1.50%	$ 15.03
Compliance Call Recording (per seat)	The ability to record inbound calls on an individual extension to off-site cloud storage that adheres to compliance standards, such as HIPPA. Storage priced separately.	EA	$ 35.60	1.50%	$ 35.07
Monitored Call Recording (per seat)	The ability to record inbound calls on an individual extension to off-site cloud storage with additional features such as speech analytics, screen recording, live monitoring, and agent evaluation. Storage priced separately.	EA	$ 55.95	1.50%	$ 55.11
Call Recording 100 MB Storage	Call Recording Storage for Granite's Call Recording services (Basic Call Recording, Compliance Call Recording, and Monitored Call Recording). Storage is built at the business group level and pooled across all locations/ departments.	Monthly	$3.00	1.67%	$2.95
Call Recording 300 MB Storage	Call Recording Storage for Granite's Call Recording services (Basic Call Recording, Compliance Call Recording, and Monitored Call Recording). Storage is built at the business group level and pooled across all locations/ departments.	Monthly	$5.00	1.02%	$4.91
Call Recording 500 MB Storage	Call Recording Storage for Granite's Call Recording services (Basic Call Recording, Compliance Call Recording, and Monitored Call Recording). Storage is built at the business group level and pooled across all locations/ departments.	Monthly	$7.00	1.71%	$6.88
Call Recording 1 GB Storage	Call Recording Storage for Granite's Call Recording services (Basic Call Recording, Compliance Call Recording, and Monitored Call Recording). Storage is built at the business group level and pooled across all locations/ departments.	Monthly	$10.00	1.80%	$9.82
Call Recording 10 GB Storage	Call Recording Storage for Granite's Call Recording services (Basic Call Recording, Compliance Call Recording, and Monitored Call Recording). Storage is built at the business group level and pooled across all locations/ departments.	Monthly	$15.00	1.76%	$14.74
Call Recording 50 GB Storage	Call Recording Storage for Granite's Call Recording services (Basic Call Recording, Compliance Call Recording, and Monitored Call Recording). Storage is built at the business group level and pooled across all locations/ departments.	Monthly	$25.00	1.76%	$24.56
Phone Set up Installation	Installation of Hosted PBX from Granite by a trained professional technician for additional phones.	EA	$ 25.43	1.50%	$ 25.05
Hosted PBX Installation	Installation of Hosted PBX from Granite by a trained professional technician. Install and test one Granite provided router, switch or Integrated Access Device (IAD) with the installation of 4 digital IP Phones. The technician will arrive at the designated site, make contact and confirm arrival with the LCON. The technician will then locate the designated work area and the Customer Premise Equipment (CPE) and any additional peripherals ls required for completion of the installation. The technician will also conduct a visual inspection of the CPE and peripherals to ensure compatibility and serviceability of all required items. The technician will then install and test one Granite provided and preconfigured router and/or switch in the designated location or demarcation point (D-marc) or Minimum Point of Entry (MPOE). If the D- marc needs to be extended or any additional work is required, the work will be billed at the established Time & Materials rates. Standard rate includes only an hour of labor. After the first hour, an additional fee of $125 per hour in 30- minute increments will be charged. Ranges from standard handset installation at user desks to router and PoE switch installation and cabling, if needed. Cabling and router/switch install are ICB.	HR	$ 303.16	1.50%	$ 298.61

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price
SIP Call Paths	SIP Call Paths are the logical connectivity for an individual call, either inbound or outbound, to be established with an end user of a Session Initiated Protocol Voice over Internet Protocol service provider and the calling/called party across the Public Switched Telephone Network. These can be requested in quantities of one with no predetermined maximum limit. When ordered to a single customer and configured on the customer's IP PBX, it is known as a SIP Trunk with the quantity SIP Call Paths, also known as Concurrent Call Paths, configured for that individual customer. **Includes local calling.	EA	$ 10.13	1.50%	$ 9.98
Line Initiation Charge	Line Initiation Charge is a one-time fee charged for establishing a SIP Trunk between a customer and Granite.	EA	$ 25.43	1.50%	$ 25.05
DID	Direct Inward Dial numbers are telephone numbers that can be assigned to end users on a Private Branch Exchange of a customer that subscribes to a trunking service to access the PSTN. These numbers are globally unique and allow inbound calling to be delivered to users of a PBX individually or as a primary pilot number within the PBX to reach a hunt group or an auto attendant. DID numbers can be ordered individually but are usually ordered in blocks of 20 or 100.	EA	$ 0.30	1.50%	$ 0.30
Additional E911 Registration	An additional E911 registration for customers needing additional dispatchable locations assigned to individual DIDs on their Granite Business SIP Trunk or Hosted PBX service to be registered for e911. This can include additional location information such as floor, room, campus building, area of building/floor (cafeteria, gym, northeast corner), etc. Line(s) to be registered and address(es) that the line(s) should be registered to should be included when requesting additional registrations.	EA	$ 1.50	1.50%	$ 1.48
SIP CommPortal	Granite's SIP Portal is an online tool that can be accessed from a web browser by a SIP Trunking customer, usually a telephony system administrator, for DID configuration and routing and call analytics on the SIP Trunking service.	EA	$ 4.07	1.50%	$ 4.01
SIP Bursting	A Burstable Call Path is the same as a regular call path in the sense that it provides a Granite SIP Trunking customer access to the PSTN over a SIP based VoIP connection. The difference is Bursting allows a customer to temporarily use more than the predetermined base number of concurrent call paths (CCP), at a rate up to 50% more. For example, if a customer subscribes to 10 CCPs, the 11th call, inbound or outbound, will receive a busy tone. When a customer subscribes to bursting they are billed for the base quantity of 10 unless they have an event of higher than normal call volume. That 11th call, and up to 50% more than the base for a total of 15 CCPs, will be connected without the need for Granite's intervention. The amount of call paths that burst above the base number will be billed for the month in which they are used (in the example above a total of 11 will be billed) and return to the normally billed amount the following month.	EA	$ 10.17	1.50%	$ 10.02
Truck Roll Setup Fee	A Truck Roll Fee is a one-time fee charged to install any necessary hardware needed to terminate the Granite provided SIP Trunking service. This fee is optional and only needed when a customer requests a dedicated access circuit for the bandwidth needed for SIP trunking service.	EA	$ 20.35	1.50%	$ 20.04
Direct Trunk Overflow	Direct Trunk Overflow is a feature of Granite's SIP trunking service that allows multiple customer PBX's the ability to act as primary and backup, load balanced pairs or separate individual objects with DID failover capabilities.DTO will allow the total number of call paths across all PBXs that have a configured SIP Trunk to be available to a single customer PBX if one should fail or lose access to the PSTN. Also, if one PBX fails or loses access to the PSTN, DID failover to the customer's other PBX is automatic without any intervention from Granite or the customer.	EA	$ 34.94	1.50%	$ 34.42
Microsoft Teams Direct Routing	Employing Granite's Business SIP trunking, Direct Routing (DR) allows interconnection of the PSTN with your Microsoft cloud-based phone system, facilitating calls between Teams users and mobile or fixed line telephone subscribers anywhere in the world. Teams DR is recommended for customers with over 25 end users and the ability to maintain the Phone System add-on feature.	EA	$ 11.99	1.50%	$ 11.81
Intralata Long Distance (per minute)	Long Distance is offered in two separate manners for SIP services. If a user plans to use only local calling, they may pay for Long Distance on a per minute rate. If the user plans on using their SIP service for both local and long-distance calling, they may opt to purchase an LD package that allots a certain number of minutes per month.	EA	$ 0.02	1.50%	$ 0.02
Interstate Long Distance (per minute)	Long Distance is offered in two separate manners for SIP services. If a user plans to use only local calling, they may pay for Long Distance on a per minute rate. If the user plans on using their SIP service for both local and long-distance calling, they may opt to purchase an LD package that allots a certain number of minutes per month.	EA	$ 0.05	1.50%	$ 0.05
Long Distance (LD) Package - 500 minutes	Long Distance is offered in two separate manners for SIP services. If a user plans to use only local calling, they may pay for Long Distance on a per minute rate.If the user plans on using their SIP service for both local and long-distance calling, they may opt to purchase an LD package that allots a certain number of minutes per month.	EA	$ 16.27	1.50%	$ 16.03
Long Distance (LD) Package - 1000 minutes	Long Distance is offered in two separate manners for SIP services. If a user plans to use only local calling, they may pay for Long Distance on a per minute rate. If the user plans on using their SIP service for both local and long-distance calling, they may opt to purchase an LD package that allots a certain number of minutes per month.	EA	$ 30.52	1.50%	$ 30.06
Long Distance (LD) Package - 2,500 minutes	Long Distance is offered in two separate manners for SIP services. If a user plans to use only local calling, they may pay for Long Distance on a per minute rate. If the user plans on using their SIP service for both local and long-distance calling, they may opt to purchase an LD package that allots a certain number of minutes per month.	EA	$ 71.22	1.50%	$ 70.15
Long Distance (LD) Package - 5,000 minutes	Long Distance is offered in two separate manners for SIP services. If a user plans to use only local calling, they may pay for Long Distance on a per minute rate. If the user plans on using their SIP service for both local and long-distance calling, they may opt to purchase an LD package that allots a certain number of minutes per month.	EA	$ 127.17	1.50%	$ 125.26
Long Distance (LD) Package - 10,000minutes	Long Distance is offered in two separate manners for SIP services. If a user plans to use only local calling, they may pay for Long Distance on a per minute rate.If the user plans on using their SIP service for both local and long-distance calling, they may opt to purchase an LD package that allots a certain number of minutes per month.	EA	$ 244.16	1.50%	$ 240.49
Long Distance (LD) Package - 20,000 minutes	Long Distance is offered in two separate manners for SIP services. If a user plans to use only local calling, they may pay for Long Distance on a per minute rate. If the user plans on using their SIP service for both local and long-distance calling, they may opt to purchase an LD package that allots a certain number of minutes per month.	EA	$ 406.92	1.50%	$ 400.81
Long Distance (LD) Package - 50,000 minutes	Long Distance is offered in two separate manners for SIP services. If a user plans to use only local calling, they may pay for Long Distance on a per minute rate. If the user plans on using their SIP service for both local and long-distance calling, they may opt to purchase an LD package that allots a certain number of minutes per month.	EA	$ 864.70	1.50%	$ 851.71
Long Distance (LD) Package - 75,000 minutes	Long Distance is offered in two separate manners for SIP services. If a user plans to use only local calling, they may pay for Long Distance on a per minute rate. If the user plans on using their SIP service for both local and long-distance calling, they may opt to purchase an LD package that allots a certain number of minutes per month.	EA	$ 1,144.45	1.50%	$ 1,127.26
Long Distance (LD) Package - 100,000 minutes	Long Distance is offered in two separate manners for SIP services. If a user plans to use only local calling, they may pay for Long Distance on a per minute rate.If the user plans on using their SIP service for both local and long-distance calling, they may opt to purchase an LD package that allots a certain number of minutes per month.	EA	$ 1,322.48	1.50%	$ 1,302.62
Long Distance (LD) Package - 150,000 minutes	Long Distance is offered in two separate manners for SIP services. If a user plans to use only local calling, they may pay for Long Distance on a per minute rate. If the user plans on using their SIP service for both local and long-distance calling, they may opt to purchase an LD package that allots a certain number of minutes per month.	EA	$ 1,780.26	1.50%	$ 1,753.52
Long Distance (LD) Package - 200,000 minutes	Long Distance is offered in two separate manners for SIP services. If a user plans to use only local calling, they may pay for Long Distance on a per minute rate. If the user plans on using their SIP service for both local and long-distance calling, they may opt to purchase an LD package that allots a certain number of minutes per month.	EA	$ 2,187.18	1.50%	$ 2,154.33

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price
Long Distance (LD) Package – Overages (per minute)	Long Distance is offered in two separate manners for SIP services. If a user plans to use only local calling, they may pay for Long Distance on a per minute rate. If the user plans on using their SIP service for both local and long-distance calling, they may opt to purchase an LD package that allots a certain number of minutes per month.	EA	$ 0.04	1.50%	$ 0.04
IP Block - /30	A device's IP address allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. In a/30, the end-user will have 2 usable IP addresses in the block.	EA	N/A	N/A	N/A
IP Block - /29	A device's IP address allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. In a/29, the end-user will have 6 usable IP addresses in the block.	EA	$ 25.43	1.50%	$ 25.05
IP Block - /28	A device's IP address allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. In a /28, the end-user will have 14 usable IP addresses in the block.	EA	$ 35.60	1.50%	$ 35.07
IP Block - /27	A device's IP address allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. In a /27, the end-user will have 30 usable IP addresses in the block.	EA	$ 50.86	1.50%	$ 50.10
IP Block - /26	A device's IP address allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. In a /26, the end-user will have 62 usable IP addresses in the block.	EA	$ 76.30	1.50%	$ 75.15
IP Block - /25	A device's IP address allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. In a /25, the end-user will have 126 usable IP addresses in the block.	EA	$ 101.73	1.50%	$ 100.20
IP Block - /24	A device's IP address allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. In a /24, the end-user will have 254 usable IP addresses in the block.	EA	$ 167.85	1.50%	$ 165.33
MPLS Access Activation Fee	Multiprotocol Label Switching (MPLS) is a scalable and protocol-independent routing technique in telecommunications networks that directs data from one node to the next based on short path labels rather than long network addresses, thus avoiding complex lookups in a routing table and speeding traffic flows. The labels identify virtual links (paths) between distant nodes rather than endpoints. MPLS can encapsulate packets of various network protocols, hence the "multiprotocol" reference on its name. MPLS supports a range of access technologies, including T1/E1, ATM, Frame Relay, and DSL.	EA	$ 2,543.24	1.50%	$ 2,505.04
MPLS Access 5 Mbps	Multiprotocol Label Switching (MPLS) is a scalable and protocol-independent routing technique in telecommunications networks that directs data from one node to the next based on short path labels rather than long network addresses, thus avoiding complex lookups in a routing table and speeding traffic flows. The labels identify virtual links (paths) between distant nodes rather than endpoints. MPLS can encapsulate packets of various network protocols, hence the "multiprotocol" reference on its name. MPLS supports a range of access technologies, including T1/E1, ATM, Frame Relay, and DSL.	EA	$ 817.18	1.50%	$ 804.91
MPLS Access 10 Mbps	Multiprotocol Label Switching (MPLS) is a scalable and protocol-independent routing technique in telecommunications networks that directs data from one node to the next based on short path labels rather than long network addresses, thus avoiding complex lookups in a routing table and speeding traffic flows.The labels identify virtual links (paths) between distant nodes rather than endpoints. MPLS can encapsulate packets of various network protocols, hence the "multiprotocol" reference on its name. MPLS supports a range of access technologies, including T1/E1, ATM, Frame Relay, and DSL.	EA	$ 1,101.69	1.50%	$ 1,085.14
MPLS Access 20 Mbps	Multiprotocol Label Switching (MPLS) is a scalable and protocol-independent routing technique in telecommunications networks that directs data from one node to the next based on short path labels rather than long network addresses, thus avoiding complex lookups in a routing table and speeding traffic flows. The labels identify virtual links (paths) between distant nodes rather than endpoints. MPLS can encapsulate packets of various network protocols, hence the "multiprotocol" reference on its name. MPLS supports a range of access technologies, including T1/E1, ATM, Frame Relay, and DSL.	EA	$ 1,405.57	1.50%	$ 1,384.46
MPLS Access 50 Mbps	Multiprotocol Label Switching (MPLS) is a scalable and protocol-independent routing technique in telecommunications networks that directs data from one node to the next based on short path labels rather than long network addresses, thus avoiding complex lookups in a routing table and speeding traffic flows. The labels identify virtual links (paths) between distant nodes rather than endpoints. MPLS can encapsulate packets of various network protocols, hence the "multiprotocol" reference on its name. MPLS supports a range of access technologies, including T1/E1, ATM, Frame Relay, and DSL.	EA	$ 2,101.71	1.50%	$ 2,070.14
MPLS Access 100 Mbps	Multiprotocol Label Switching (MPLS) is a scalable and protocol-independent routing technique in telecommunications networks that directs data from one node to the next based on short path labels rather than long network addresses, thus avoiding complex lookups in a routing table and speeding traffic flows. The labels identify virtual links (paths) between distant nodes rather than endpoints. MPLS can encapsulate packets of various network protocols, hence the "multiprotocol" reference on its name. MPLS supports a range of access technologies, including T1/E1, ATM, Frame Relay, and DSL.	EA	$ 2,891.76	1.50%	$ 2,848.32
MPLS Access 200 Mbps	Multiprotocol Label Switching (MPLS) is a scalable and protocol-independent routing technique in telecommunications networks that directs data from one node to the next based on short path labels rather than long network addresses, thus avoiding complex lookups in a routing table and speeding traffic flows. The labels identify virtual links (paths) between distant nodes rather than endpoints. MPLS can encapsulate packets of various network protocols, hence the "multiprotocol" reference on its name. MPLS supports a range of access technologies, including T1/E1, ATM, Frame Relay, and DSL.	EA	$ 5,317.89	1.50%	$ 5,238.01
MPLS Access 500 Mbps	Multiprotocol Label Switching (MPLS) is a scalable and protocol-independent routing technique in telecommunications networks that directs data from one node to the next based on short path labels rather than long network addresses, thus avoiding complex lookups in a routing table and speeding traffic flows. The labels identify virtual links (paths) between distant nodes rather than endpoints. MPLS can encapsulate packets of various network protocols, hence the "multiprotocol" reference on its name. MPLS supports a range of access technologies, including T1/E1, ATM, Frame Relay, and DSL.	EA	$ 7,309.87	1.50%	$ 7,200.07
MPLS Access 1 Gbps	Multiprotocol Label Switching (MPLS) is a scalable and protocol-independent routing technique in telecommunications networks that directs data from one node to the next based on short path labels rather than long network addresses, thus avoiding complex lookups in a routing table and speeding traffic flows. The labels identify virtual links (paths) between distant nodes rather than endpoints. MPLS can encapsulate packets of various network protocols, hence the "multiprotocol" reference on its name. MPLS supports a range of access technologies, including T1/E1, ATM, Frame Relay, and DSL.	EA	$ 12,345.99	1.50%	$ 12,160.54
BRI Access Activation Fee	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 106.81	1.50%	$ 105.21
BRI Access Location - AK	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 4,838.85	1.50%	$ 4,766.17
BRI Access Location - AL	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 1,029.68	1.50%	$ 1,014.21

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price
BRI Access Location - AR	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 1,093.42	1.50%	$ 1,077.00
BRI Access Location - AZ	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 847.54	1.50%	$ 834.81
BRI Access Location - CA	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 1,292.81	1.50%	$ 1,273.39
BRI Access Location - CO	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 368.54	1.50%	$ 363.00
BRI Access Location - CT	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 233.07	1.50%	$ 229.57
BRI Access Location - DC	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 93.55	1.50%	$ 92.14
BRI Access Location - DE	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 338.45	1.50%	$ 333.37
BRI Access Location - FL	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 571.96	1.50%	$ 563.37
BRI Access Location - GA	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 806.55	1.50%	$ 794.43
BRI Access Location - HI	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 1,260.42	1.50%	$ 1,241.49
BRI Access Location - IA	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 758.02	1.50%	$ 746.63
BRI Access Location - ID	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 711.09	1.50%	$ 700.41
BRI Access Location - IL	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 642.56	1.50%	$ 632.91
BRI Access Location - IN	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 815.29	1.50%	$ 803.04
BRI Access Location - KS	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 1,083.41	1.50%	$ 1,067.14
BRI Access Location - KY	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 713.41	1.50%	$ 702.69
BRI Access Location - LA	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 553.46	1.50%	$ 545.15
BRI Access Location - MA	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 393.42	1.50%	$ 387.51
BRI Access Location - MD	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 187.08	1.50%	$ 184.27
BRI Access Location - ME	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 262.46	1.50%	$ 258.52
BRI Access Location - MI	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 1,104.78	1.50%	$ 1,088.19
BRI Access Location - MN	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 555.55	1.50%	$ 547.21
BRI Access Location - MO	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 1,103.93	1.50%	$ 1,087.35
BRI Access Location - MS	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 666.29	1.50%	$ 656.28
BRI Access Location - MT	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 530.22	1.50%	$ 522.26
BRI Access Location - NC	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 1,080.92	1.50%	$ 1,064.68
BRI Access Location - ND	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 597.07	1.50%	$ 588.10
BRI Access Location - NE	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 1,359.85	1.50%	$ 1,339.42
BRI Access Location - NH	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 262.46	1.50%	$ 258.52

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price
BRI Access Location - NJ	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 195.05	1.50%	$ 192.12
BRI Access Location - NM	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 1,055.71	1.50%	$ 1,039.85
BRI Access Location - NV	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 814.51	1.50%	$ 802.28
BRI Access Location - NY	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 611.20	1.50%	$ 602.02
BRI Access Location - OH	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 635.55	1.50%	$ 626.00
BRI Access Location - OK	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 1,395.14	1.50%	$ 1,374.18
BRI Access Location - OR	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 667.32	1.50%	$ 657.30
BRI Access Location - PA	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 824.16	1.50%	$ 811.78
BRI Access Location - PR	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 373.58	1.50%	$ 367.97
BRI Access Location - RI	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 191.81	1.50%	$ 188.93
BRI Access Location - SC	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 553.46	1.50%	$ 545.15
BRI Access Location - SD	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 368.54	1.50%	$ 363.00
BRI Access Location - TN	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 666.29	1.50%	$ 656.28
BRI Access Location - TX	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 855.29	1.50%	$ 842.44
BRI Access Location - UT	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 930.43	1.50%	$ 916.45
BRI Access Location - VA	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 512.57	1.50%	$ 504.87
BRI Access Location - VT	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 262.46	1.50%	$ 258.52
BRI Access Location - WA	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 547.76	1.50%	$ 539.53
BRI Access Location - WI	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 771.19	1.50%	$ 759.61
BRI Access Location - WV	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 278.27	1.50%	$ 274.09
BRI Access Location - WY	Basic Rate Interface (BRI, 2B+D) is an Integrated Services Digital Network (ISDN) configuration intended primarily for use in subscriber lines similar to those that have long been used for voice-grade telephone service. As such, an ISDN BRI connection can use the existing telephone infrastructure at a business.	EA	$ 286.88	1.50%	$ 282.57

Service Name	Service Description	Service Charge	Service Area	Service Term	List Price	Percent Public Discount	Proposed Public Price
Nationwide Internet Tier 1 Minimum Download Speed = 3Mbps Minimum Upload Speed = 500 Kbps	Nationwide Internet Tier 1 Minimum Download Speed = 3Mbps Minimum Upload Speed = 500 Kbps	Monthly	Nationwide	12 Months	$ 86.32	1.50%	$ 85.02
Nationwide Internet Tier 2 Minimum Download Speed = 10Mbps Minimum Upload Speed = 3Mbps	Nationwide Internet Tier 2 Minimum Download Speed = 10Mbps Minimum Upload Speed = 3Mbps	Monthly	Nationwide	12 Months	$ 115.55	1.50%	$ 113.81
Nationwide Internet Tier 3 Minimum Download Speed = 15Mbps Minimum Upload Speed = 5Mbps	Nationwide Internet Tier 3 Minimum Download Speed = 15Mbps Minimum Upload Speed = 5Mbps	Monthly	Nationwide	12 Months	$ 138.04	1.50%	$ 135.97
Nationwide Internet Tier 4 Minimum Download Speed = 25Mbps Minimum Upload Speed = 10Mbps	Nationwide Internet Tier 4 Minimum Download Speed = 25Mbps Minimum Upload Speed = 10Mbps	Monthly	Nationwide	12 Months	$ 189.16	1.50%	$ 186.32
Nationwide Internet Tier 5 Minimum Download Speed = 50Mbps Minimum Upload Speed = 10Mbps	Nationwide Internet Tier 5 Minimum Download Speed = 50Mbps Minimum Upload Speed = 10Mbps	Monthly	Nationwide	12 Months	$ 192.23	1.50%	$ 189.34
Nationwide Internet Tier 6 Minimum Download Speed = 100Mbps Minimum Upload Speed = 10 Mbps	Nationwide Internet Tier 6 Minimum Download Speed = 100Mbps Minimum Upload Speed = 10 Mbps	Monthly	Nationwide	12 Months	$ 256.66	1.50%	$ 252.80
Nationwide Internet Tier 7 Minimum Download Speed = 200Mbps Minimum Upload Speed = 10Mbps	Nationwide Internet Tier 7 Minimum Download Speed = 200Mbps Minimum Upload Speed = 10Mbps	Monthly	Nationwide	12 months	$ 239.99	1.50%	$ 236.39
Nationwide Internet Tier 8 Minimum Download Speed = 500Mbps Minimum Upload Speed = 20Mbps	Nationwide Internet Tier 8 Minimum Download Speed = 500Mbps Minimum Upload Speed = 20Mbps	Monthly	Nationwide	12 months	$ 359.99	1.50%	$ 354.59
Nationwide Internet Tier 10 Minimum Download Speed = 1000Mbps Minimum Upload Speed = 35Mbps	Nationwide Internet Tier 10 Minimum Download Speed = 1000Mbps Minimum Upload Speed = 35Mbps	Monthly	Nationwide	12 months	$ 509.99	1.50%	$ 502.34
Service Relocation Non- Recurring Charge (No more than 50 miles)	Service Relocation Non- Recurring Charge (No more than 50 miles)	Each	Nationwide	One Time	$ 186.87	1.50%	$ 184.06
Service Activation Fee	Service Activation Fee	Each	Nationwide	One Time	$ 186.87	1.50%	$ 184.06
Equipment- Modem (Model Varies by Carrier)	Equipment- Modem (Model Varies by Carrier)	Each	Nationwide	One Time	$ 92.97	1.50%	$ 91.57

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price		
100/100Mbps Symmetrical Broadband	100/100Mbps Symmetrical Broadband	Monthly	Nationwide	12 months	$ 334.90	1.50%	$ 329.88
200/200Mbps Symmetrical Broadband	200/200Mbps Symmetrical Broadband	Monthly	Nationwide	12 months	$ 379.23	1.50%	$ 373.54
300/300Mbps Symmetrical Broadband	300/300Mbps Symmetrical Broadband	Monthly	Nationwide	12 months	$ 418.63	1.50%	$ 412.35
500/500Mbps Symmetrical Broadband	500/500Mbps Symmetrical Broadband	Monthly	Nationwide	12 months	$ 566.38	1.50%	$ 557.88
1000/1000Mbps Symmetrical Broadband	1000/1000Mbps Symmetrical Broadband	Monthly	Nationwide	12 months	$ 645.18	1.50%	$ 635.50
2000/2000Mbps Symmetrical Broadband	2000/2000Mbps Symmetrical Broadband	Monthly	Nationwide	12 months	$ 723.98	1.50%	$ 713.12
Long Distance Only PRIs/EPRIs	Long Distance Only PRIs/EPRIs	Monthly	Lower 48 States	12 Months	$ 303.62	1.50%	$ 299.06
Long Distance Only PRIs/EPRIs	Long Distance Only PRIs/EPRIs	Monthly	Lower 48 States	36 Months	$ 302.06	1.50%	$ 297.52
Per PRI/EPRI - DID	Per PRI/EPRI - DID	Monthly	Lower 48 States	12 Months	$ 0.29	1.50%	$ 0.29
Per PRI/EPRI - DID	Per PRI/EPRI - DID	Monthly	Lower 48 States	36 Months	$ 0.28	1.50%	$ 0.28
Point To Point Circuits - 50mb	Point To Point Circuits - 50mb	Monthly	Lower 48 States	12 Months	$ 475.69	1.50%	$ 468.54
Point To Point Circuits - 1.5mb	Point To Point Circuits - 1.5mb	Monthly	Lower 48 States	12 Months	$ 2,752.86	1.50%	$ 2,711.51
PRI/EPRI	PRI/EPRI	Monthly	Lower 48 States	12 Months	$ 396.74	1.50%	$ 390.78
PRI/EPRI	PRI/EPRI	Monthly	Lower 48 States	36 Months	$ 392.68	1.50%	$ 386.78
DIA Ethernet 10A	10 Mbps – AT&T Service Area	Monthly	Nationwide	12 Months	$ 1,472.34	1.50%	$ 1,450.22
DIA Ethernet 10C	10 Mbps – CenturyLink Service Area	Monthly	Nationwide	12 Months	$ 1,097.93	1.50%	$ 1,081.44
DIA Ethernet 10F	10 Mbps – Frontier Service Area	Monthly	Nationwide	12 Months	$ 1,282.58	1.50%	$ 1,263.31
DIA Ethernet 10V	10 Mbps – Verizon Service Area	Monthly	Nationwide	12 Months	$ 1,119.04	1.50%	$ 1,102.23
DIA Ethernet 10X	10 Mbps – Other Service Area	Monthly	Nationwide	12 Months	$ 1,741.82	1.50%	$ 1,715.66
DIA Ethernet 20A	20 Mbps – AT&T Service Area	Monthly	Nationwide	12 Months	$ 1,834.12	1.50%	$ 1,806.57
DIA Ethernet 20C	20 Mbps – CenturyLink Service Area	Monthly	Nationwide	12 Months	$ 1,655.97	1.50%	$ 1,631.10
DIA Ethernet 20F	20 Mbps – Frontier Service Area	Monthly	Nationwide	12 Months	$ 1,640.25	1.50%	$ 1,615.61
DIA Ethernet 20V	20 Mbps – Verizon Service Area	Monthly	Nationwide	12 Months	$ 1,393.85	1.50%	$ 1,372.91
DIA Ethernet 20X	20 Mbps – Other Service Area	Monthly	Nationwide	12 Months	$ 2,299.96	1.50%	$ 2,265.41
DIA Ethernet 30A	30 Mbps – AT&T Service Area	Monthly	Nationwide	12 Months	$ 2,170.97	1.50%	$ 2,138.36
DIA Ethernet 30C	30 Mbps – CenturyLink Service Area	Monthly	Nationwide	12 Months	$ 1,821.32	1.50%	$ 1,793.96
DIA Ethernet 30F	30 Mbps – Frontier Service Area	Monthly	Nationwide	12 Months	$ 1,967.00	1.50%	$ 1,937.45
DIA Ethernet 30V	30 Mbps – Verizon Service Area	Monthly	Nationwide	12 Months	$ 1,617.74	1.50%	$ 1,593.44
DIA Ethernet 30X	30 Mbps – Other Service Area	Monthly	Nationwide	12 Months	$ 2,812.26	1.50%	$ 2,770.02
DIA Ethernet 50A	50 Mbps – AT&T Service Area	Monthly	Nationwide	12 Months	$ 2,512.75	1.50%	$ 2,475.01
DIA Ethernet 50C	50 Mbps – CenturyLink Service Area	Monthly	Nationwide	12 Months	$ 1,991.19	1.50%	$ 1,961.28
DIA Ethernet 50F	50 Mbps – Frontier Service Area	Monthly	Nationwide	12 Months	$ 2,688.44	1.50%	$ 2,648.06
DIA Ethernet 50V	50 Mbps – Verizon Service Area	Monthly	Nationwide	12 Months	$ 2,145.45	1.50%	$ 2,113.22
DIA Ethernet 50X	50 Mbps – Other Service Area	Monthly	Nationwide	12 Months	$ 4,367.30	1.50%	$ 4,301.70
DIA Ethernet 100A	100 Mbps – AT&T Service Area	Monthly	Nationwide	12 Months	$ 3,016.07	1.50%	$ 2,970.77
DIA Ethernet 100C	100 Mbps – CenturyLink Service Area	Monthly	Nationwide	12 Months	$ 2,592.20	1.50%	$ 2,553.26
DIA Ethernet 100F	100 Mbps – Frontier Service Area	Monthly	Nationwide	12 Months	$ 3,340.01	1.50%	$ 3,289.84
DIA Ethernet 100V	100 Mbps – Verizon Service Area	Monthly	Nationwide	12 Months	$ 2,953.23	1.50%	$ 2,908.87
DIA Ethernet 100X	100 Mbps – Other Service Area	Monthly	Nationwide	12 Months	$ 4,366.82	1.50%	$ 4,301.23
DIA Ethernet 1000A	1 Gbps – AT&T Service Area	Monthly	Nationwide	12 Months	$ 7,983.88	1.50%	$ 7,863.95
DIA Ethernet 1000C	1 Gbps – CenturyLink Service Area	Monthly	Nationwide	12 Months	$ 8,681.04	1.50%	$ 8,550.64
DIA Ethernet 1000F	1 Gbps – Frontier Service Area	Monthly	Nationwide	12 Months	$ 8,328.49	1.50%	$ 8,203.39
DIA Ethernet 1000V	1 Gbps – Verizon Service Area	Monthly	Nationwide	12 Months	$ 9,119.59	1.50%	$ 8,982.61
DIA Ethernet 1000X	1 Gbps – Other Service Area	Monthly	Nationwide	12 Months	$ 9,058.63	1.50%	$ 8,922.56
Ethernet Activation	Ethernet Service Activation Fee	One- time Charge	Nationwide	N/A	$ 1,304.15	1.50%	$ 1,284.56
T-1 (1.5mb)	T-1 Service- All Service areas (mileage rates may apply)	Monthly	Nationwide	12 Months	$ 417.47	1.50%	$ 411.20
T-1 mileage	Monthly Per Mile Charge	Monthly	Nationwide	12 Months	$ 5.21	1.50%	$ 5.13
DIA Ethernet 10A	10 Mbps – AT&T Service Area	Monthly	Nationwide	36 Months	$ 818.23	1.50%	$ 805.94
DIA Ethernet 10C	10 Mbps – CenturyLink Service Area	Monthly	Nationwide	36 Months	$ 608.92	1.50%	$ 599.77
DIA Ethernet 10F	10 Mbps – Frontier Service Area	Monthly	Nationwide	36 Months	$ 660.76	1.50%	$ 650.83
DIA Ethernet 10V	10 Mbps – Verizon Service Area	Monthly	Nationwide	36 Months	$ 836.17	1.50%	$ 823.61
DIA Ethernet 10X	10 Mbps – Other Service Area	Monthly	Nationwide	36 Months	$ 967.68	1.50%	$ 953.14
DIA Ethernet 20A	20 Mbps – AT&T Service Area	Monthly	Nationwide	36 Months	$ 1,018.96	1.50%	$ 1,003.65
DIA Ethernet 20C	20 Mbps – CenturyLink Service Area	Monthly	Nationwide	36 Months	$ 825.87	1.50%	$ 813.46
DIA Ethernet 20F	20 Mbps – Frontier Service Area	Monthly	Nationwide	36 Months	$ 876.01	1.50%	$ 862.85
DIA Ethernet 20V	20 Mbps – Verizon Service Area	Monthly	Nationwide	36 Months	$ 1,009.50	1.50%	$ 994.34
DIA Ethernet 20X	20 Mbps – Other Service Area	Monthly	Nationwide	36 Months	$ 1,277.54	1.50%	$ 1,258.35
DIA Ethernet 30A	30 Mbps – AT&T Service Area	Monthly	Nationwide	36 Months	$ 1,206.96	1.50%	$ 1,188.83
DIA Ethernet 30C	30 Mbps – CenturyLink Service Area	Monthly	Nationwide	36 Months	$ 963.69	1.50%	$ 949.21
DIA Ethernet 30F	30 Mbps – Frontier Service Area	Monthly	Nationwide	36 Months	$ 1,067.82	1.50%	$ 1,051.78
DIA Ethernet 30V	30 Mbps – Verizon Service Area	Monthly	Nationwide	36 Months	$ 1,015.82	1.50%	$ 1,000.56
DIA Ethernet 30X	30 Mbps – Other Service Area	Monthly	Nationwide	36 Months	$ 1,562.37	1.50%	$ 1,538.90
DIA Ethernet 50A	50 Mbps – AT&T Service Area	Monthly	Nationwide	36 Months	$ 1,396.98	1.50%	$ 1,376.00
DIA Ethernet 50C	50 Mbps – CenturyLink Service Area	Monthly	Nationwide	36 Months	$ 1,109.30	1.50%	$ 1,092.64
DIA Ethernet 50F	50 Mbps – Frontier Service Area	Monthly	Nationwide	36 Months	$ 1,432.48	1.50%	$ 1,410.96
DIA Ethernet 50V	50 Mbps – Verizon Service Area	Monthly	Nationwide	36 Months	$ 1,202.81	1.50%	$ 1,184.74
DIA Ethernet 50X	50 Mbps – Other Service Area	Monthly	Nationwide	36 Months	$ 2,031.86	1.50%	$ 2,001.34
DIA Ethernet 100A	100 Mbps – AT&T Service Area	Monthly	Nationwide	36 Months	$ 1,676.59	1.50%	$ 1,651.41
DIA Ethernet 100C	100 Mbps – CenturyLink Service Area	Monthly	Nationwide	36 Months	$ 1,441.83	1.50%	$ 1,420.17
DIA Ethernet 100F	100 Mbps – Frontier Service Area	Monthly	Nationwide	36 Months	$ 1,904.97	1.50%	$ 1,876.36
DIA Ethernet 100V	100 Mbps – Verizon Service Area	Monthly	Nationwide	36 Months	$ 1,550.71	1.50%	$ 1,527.42
DIA Ethernet 100X	100 Mbps – Other Service Area	Monthly	Nationwide	36 Months	$ 2,426.24	1.50%	$ 2,389.80
DIA Ethernet 1000A	1 Gbps – AT&T Service Area	Monthly	Nationwide	36 Months	$ 4,435.01	1.50%	$ 4,368.39
DIA Ethernet 1000C	1 Gbps – CenturyLink Service Area	Monthly	Nationwide	36 Months	$ 6,620.76	1.50%	$ 6,521.31
DIA Ethernet 1000F	1 Gbps – Frontier Service Area	Monthly	Nationwide	36 Months	$ 6,370.05	1.50%	$ 6,274.37
DIA Ethernet 1000V	1 Gbps – Verizon Service Area	Monthly	Nationwide	36 Months	$ 4,262.49	1.50%	$ 4,198.46
DIA Ethernet 1000X	1 Gbps – Other Service Area	Monthly	Nationwide	36 Months	$ 5,032.45	1.50%	$ 4,956.86
DIA Ethernet 10000V	10 Gbps – Verizon Service Area	Monthly	Nationwide	36 Months	$ 8,920.90	1.50%	$ 8,786.90
DIA Ethernet 100000X	100 Gbps – Other Service Area	Monthly	Nationwide	36 Months	$ 22,500.00	1.50%	$ 22,162.50

Nationwide Services Notes:

1. Prices are subject to pre-qualification of sites to determine service availability.
2. Internet Service will be delivered via Digital Subscriber Line (DSL), Cable Broadband, or FTTX.
3. The following minimum requirements for quantity and coverage area apply to be eligible to order the Nationwide Service.
A. Minimum order quantity: 200 Circuits
B. Minimum coverage area: 11 States
4. Minimum contract term is 1 year.
5. Maximum allowable service relocations within 12 months shall be limited to 10% of total inventory.
6. Symmetrical Broadband is not available for all Carriers. Speed availabilities are not guaranteed, even when in the Broadband footprint. A prequalification must be run for every location to determine availability.

Additional Notes:

1. Speeds are listed by download speed / upload speed
2. Prices are subject to change if construction is necessary to deliver the requested service.
3. Granite will waive its Carrier Surcharge Recovery Fee for all to all Hi-CAP circuits/services delivered by Covad, Verizon, AT&T or CenturyLink.
4. Prices exclude modem and router costs, which vary based on customer specifications and models.
5. Prices exclude applicable taxes, fees and surcharges in accordance with applicable law, tariff or regulatory provisions.

Terms and Conditions:

Prices are subject to pre-qualification of sites to determine service availability. If applicable, T-1 Mileage shall be the total miles between the service location and the serving central office.
CableVision FootPrint - Colorado, Connecticut, Montana, New Jersey, New York, Utah, Wisconsin
Charter FootPrint - Alabama, California, Connecticut, Georgia, Illinois, Louisiana, Michigan, Minnesota, Missouri, Nebraska, Nevada, New Hampshire, North Carolina, Oregon, South Carolina, Tennessee, Texas, Vermont, Virginia, Washington, Wisconsin.

Comcast FootPrint - Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, Ohio, Oregon, Pennsylvania, South Carolina, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin.

Cox FootPrint - Arizona, Arkansas, California, Connecticut, Florida, Georgia, Idaho, Iowa, Kansas, Louisiana, Massachusetts, Nebraska, Nevada, Ohio, Oklahoma, Rhode Island, Virginia
TimeWarner FootPrint - Kentucky, Maine, New York, North Carolina, Ohio, South Carolina, Texas, Wisconsin
AT&T Ethernet CLLIs
Verizon Ethernet CLLIs
Covad Service Area

Definitions and Abbreviations:

"DIA" - Dedicated Internet Access
"DID" - Direct Inward Dialing, ability of a caller outside of company to call an extension directly
“Dynamic - Internet Protocol” address that changes each time you connect to the Internet
"PRI" - Primary Rate Interface, ISDN version of a T1
“Static - Internet Protocol” address that does not change and that is unique to the user
"TDM" - Time-division multiplexing

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price
	An SD- WAN solution with a max bandwidth of 30 Mbps per location. Included: Cloud-Delivered; Velocloud Dynamic Multi-Path Optimization (DMPO); cloud VPN; Velocloud Multisource Inbound Quality of Service; stateful firewall; multiple WAN connections with load sharing; application optimization. Software- defined WAN (SD- WAN) is a suite of features designed to allow the network to dynamically adjust to changing WAN conditions without the need for manual intervention by the network administrator. By providing granular control over how certain traffic types respond to changes in WAN availability and performance, SD-WAN can ensure optimal performance for critical applications and help to avoid disruptions of highly performance- sensitive traffic, such as VoIP. SD- WAN is divided into bandwidth tiers with max speed mbps per location and facilitates multiple WAN paths to achieve the desired features of the end user.	EA	$ 116.99	1.50%	$ 115.23
SD-WAN Velocloud - Medium Branch	An SD- WAN solution with a max bandwidth of 50 Mbps per location. Included: Cloud-Delivered; Velocloud Dynamic Multi-Path Optimization (DMPO); cloud VPN; Velocloud Multisource Inbound Quality of Service; stateful firewall; multiple WAN connections with load sharing; application optimization. Software- defined WAN (SD- WAN) is a suite of features designed to allow the network to dynamically adjust to changing WAN conditions without the need for manual intervention by the network administrator. By providing granular control over how certain traffic types respond to changes in WAN availability and performance, SD-WAN can ensure optimal performance for critical applications and help to avoid disruptions of highly performance- sensitive traffic, such as VoIP. SD- WAN is divided into bandwidth tiers with max speed mbps per location and facilitates multiple WAN paths to achieve the desired features of the end user.	EA	$ 127.17	1.50%	$ 125.26
SD-WAN Velocloud- Large Branch	An SD- WAN solution with a max bandwidth of 100 Mbps per location. Included: Cloud-Delivered; Velocloud Dynamic Multi-Path Optimization (DMPO); cloud VPN; Velocloud Multisource Inbound Quality of Service; stateful firewall; multiple WAN connections with load sharing; application optimization. Software- defined WAN (SD- WAN) is a suite of features designed to allow the network to dynamically adjust to changing WAN conditions without the need for manual intervention by the network administrator. By providing granular control over how certain traffic types respond to changes in WAN availability and performance, SD-WAN can ensure optimal performance for critical applications and help to avoid disruptions of highly performance- sensitive traffic, such as VoIP. SD- WAN is divided into bandwidth tiers with max speed mbps per location and facilitates multiple WAN paths to achieve the desired features of the end user.	EA	$ 254.32	1.50%	$ 250.50
SD-WAN Velocloud - XL Branch	An SD- WAN solution with a max bandwidth of 200 Mbps per location. Included: Cloud-Delivered; Velocloud Dynamic Multi-Path Optimization (DMPO); cloud VPN; Velocloud Multisource Inbound Quality of Service; stateful firewall; multiple WAN connections with load sharing; application optimization. Software-defined WAN (SD- WAN) is a suite of features designed to allow the network to dynamically adjust to changing WAN conditions without the need for manual intervention by the network administrator. By providing granular control over how certain traffic types respond to changes in WAN availability and performance, SD-WAN can ensure optimal performance for critical applications and help to avoid disruptions of highly performance- sensitive traffic, such as VoIP. SD- WAN is divided into bandwidth tiers with max speed mbps per location and facilitates multiple WAN paths to achieve the desired features of the end user.	EA	$ 518.82	1.50%	$ 511.03
SD-WAN Velocloud- HQ	An SD- WAN solution with a max bandwidth of 400 Mbps per location. Included: Cloud-Delivered; Velocloud Dynamic Multi-Path Optimization (DMPO); cloud VPN; Velocloud Multisource Inbound Quality of Service; stateful firewall; multiple WAN connections with load sharing; application optimization. Software- defined WAN (SD- WAN) is a suite of features designed to allow the network to dynamically adjust to changing WAN conditions without the need for manual intervention by the network administrator. By providing granular control over how certain traffic types respond to changes in WAN availability and performance, SD-WAN can ensure optimal performance for critical applications and help to avoid disruptions of highly performance- sensitive traffic, such as VoIP. SD- WAN is divided into bandwidth tiers with max speed mbps per location and facilitates multiple WAN paths to achieve the desired features of the end user.	EA	$ 539.16	1.50%	$ 531.06
SD-WAN Velocloud - Data Center	An SD- WAN solution with a max bandwidth of 1000 Mbps per location. Included: Cloud-Delivered; Velocloud Dynamic Multi-Path Optimization (DMPO); cloud VPN; Velocloud Multisource Inbound Quality of Service; stateful firewall; multiple WAN connections with load sharing; application optimization. Software- defined WAN (SD- WAN) is a suite of features designed to allow the network to dynamically adjust to changing WAN conditions without the need for manual intervention by the network administrator. By providing granular control over how certain traffic types respond to changes in WAN availability and performance, SD-WAN can ensure optimal performance for critical applications and help to avoid disruptions of highly performance- sensitive traffic, such as VoIP. SD- WAN is divided into bandwidth tiers with max speed mbps per location and facilitates multiple WAN paths to achieve the desired features of the end user.	EA	$ 793.50	1.50%	$ 781.58
SD-WAN Velocloud - Large Data Center	An SD- WAN solution with a max bandwidth of 2000 Mbps per location. Included: Cloud-Delivered; Velocloud Dynamic Multi-Path Optimization (DMPO); cloud VPN; Velocloud Multisource Inbound Quality of Service; stateful firewall; multiple WAN connections with load sharing; application optimization. Software- defined WAN (SD- WAN) is a suite of features designed to allow the network to dynamically adjust to changing WAN conditions without the need for manual intervention by the network administrator. By providing granular control over how certain traffic types respond to changes in WAN availability and performance, SD-WAN can ensure optimal performance for critical applications and help to avoid disruptions of highly performance- sensitive traffic, such as VoIP. SD- WAN is divided into bandwidth tiers with max speed mbps per location and facilitates multiple WAN paths to achieve the desired features of the end user.	EA	$ 1,332.66	1.50%	$ 1,312.64
Meraki Enterprise- Small Branch	An SD- WAN solution with a max bandwidth of 200 Mbps per location.**Please note, Granite will only offer the SD-Wan service at this time and will not supply the associated equipment.	EA	$ 61.03	1.50%	$ 60.11
Meraki Enterprise- Midsize branch	An SD- WAN solution with a max bandwidth of 250 Mbps per location.**Please note, Granite will only offer the SD-Wan service at this time and will not supply the associated equipment.	EA	$ 81.37	1.50%	$ 80.15
Meraki Enterprise- Medium Branch	An SD- WAN solution with a max bandwidth of 300 Mbps per location.**Please note, Granite will only offer the SD-Wan service at this time and will not supply the associated equipment.	EA	$ 101.72	1.50%	$ 100.19
Meraki Enterprise- Large Branch	An SD- WAN solution with a max bandwidth of 500 Mbps per location.**Please note, Granite will only offer the SD-Wan service at this time and will not supply the associated equipment.	EA	$ 223.79	1.50%	$ 220.43
Meraki Enterprise- HQ	An SD- WAN solution with a max bandwidth of 1000 Mbps per location.**Please note, Granite will only offer the SD-Wan service at this time and will not supply the associated	EA	$ 457.79	1.50%	$ 450.91
Meraki Enterprise- Data Center	An SD- WAN solution with a max bandwidth of 2000 Mbps per location.**Please note, Granite will only offer the SD-Wan service at this time and will not supply the associated	EA	$ 925.74	1.50%	$ 911.83
Meraki Advanced Security - Small Branch	An SD- WAN solution with a max bandwidth of 200 Mbps per location. Advanced Security also includes intrusion detection/prevention, anti-virus and anti- phishing, advanced content and web- search filtering, geographical based firewall rules and advanced malware protection. **Please note, Granite will only offer the SD-Wan service at this time and will not supply the associated equipment.	EA	$ 122.05	1.50%	$ 120.22
Meraki Advanced Security - Midsize Branch	An SD- WAN solution with a max bandwidth of 250 Mbps per location. Advanced Security also includes intrusion detection/prevention, anti-virus and anti- phishing, advanced content and web- search filtering, geographical based firewall rules and advanced malware protection.**Please note, Granite will only offer the SD-Wan service at this time and will not supply the associated equipment.	EA	$ 142.40	1.50%	$ 140.26

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price
Meraki Advanced Security - Medium Branch	An SD- WAN solution with a max bandwidth of 300 Mbps per location. Advanced Security also includes intrusion detection/prevention, anti-virus and anti- phishing, advanced content and web- search filtering, geographical based firewall rules and advanced malware protection.**Please note, Granite will only offer the SD-Wan service at this time and will not supply the associated equipment.	EA	$ 203.45	1.50%	$ 200.39
Meraki Advanced Security - Large Branch	An SD- WAN solution with a max bandwidth of 500 Mbps per location. Advanced Security also includes intrusion detection/prevention, anti-virus and anti- phishing, advanced content and web- search filtering, geographical based firewall rules and advanced malware protection.**Please note, Granite will only offer the SD-Wan service at this time and will not supply the associated equipment.	EA	$ 447.59	1.50%	$ 440.87
Meraki Advanced Security - HQ	An SD- WAN solution with a max bandwidth of 1000 Mbps per location. Advanced Security also includes intrusion detection/prevention, anti-virus and anti- phishing, advanced content and web- search filtering, geographical based firewall rules and advanced malware protection. **Please note, Granite will only offer the SD-Wan service at this time and will not supply the associated equipment.	EA	$ 996.92	1.50%	$ 981.95
Meraki Advanced Security - Data Center	An SD- WAN solution with a max bandwidth of 2000 Mbps per location. Advanced Security also includes intrusion detection/prevention, anti-virus and anti- phishing, advanced content and web- search filtering, geographical based firewall rules and advanced malware protection.**Please note, Granite will only offer the SD-Wan service at this time and will not supply the associated equipment.	EA	$ 2,014.23	1.50%	$ 1,983.97
IP Block -/30	A device's IP address allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. In a /30, the end-user will have 2 usable IP addresses in the block.	EA	N/A	N/A	N/A
IP Block -/29	A device's IP address allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. In a /29, the end-user will have 6 usable IP addresses in the block.	EA	$ 25.43	1.50%	$ 25.05
IP Block -/28	A device's IP address allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. In a /28, the end-user will have 14 usable IP addresses in the block.	EA	$ 35.60	1.50%	$ 35.07
IP Block -/27	A device's IP address allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. In a /27, the end-user will have 30 usable IP addresses in the block.	EA	$ 50.86	1.50%	$ 50.10
IP Block -/26	A device's IP address allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. In a /26, the end-user will have 62 usable IP addresses in the block.	EA	$ 76.30	1.50%	$ 75.15
IP Block -/25	A device's IP address allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. In a /25, the end-user will have 126 usable IP addresses in the block.	EA	$ 101.73	1.50%	$ 100.20
IP Block -/24	A device's IP address allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. In a /24, the end-user will have 254 usable IP addresses in the block.	EA	$ 167.85	1.50%	$ 165.33

Wireless Plans

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price
AT&T Wireless Broadband 25Mbps - 300GB (Non-Throttled)	The 25Mbps plan comes with 300GB of speed-restricted data for fixed wireless router applications within AT&T's Cellular Footprint.	EA - MRC	$ 99.00	1.50%	$ 97.52
AT&T Wireless Broadband 50Mbps - 300GB (Non-Throttled)	The 55Mbps plan comes with 300GB of speed-restricted data for fixed wireless router applications within AT&T's Cellular Footprint.	EA - MRC	$ 125.00	1.50%	$ 123.13
AT&T Wireless Broadband 100Mbps - 300GB (Non-Throttled)	The 100Mbps plan comes with 300GB of speed-restricted data for fixed wireless router applications within AT&T's Cellular Footprint.	EA - MRC	$ 140.00	1.50%	$ 137.90
Verizon 300GB Fixed Wireless Plan at 25Mbps	The 25Mbps plan comes with 300GB of speed-restricted data for fixed wireless router applications within Verizon's 4G/LTE Cellular Footprint.	EA - MRC	$ 99.00	1.50%	$ 97.52
Verizon 300GB Fixed Wireless Plan at 50Mbps	The 50Mbps plan comes with 300GB of speed-restricted data for fixed wireless router applications within Verizon's 4G/LTE Cellular Footprint.	EA - MRC	$ 130.00	1.50%	$ 128.05
Verizon Unlimited 5G Fixed Wireless Plan at 100Mbps	The 100Mbps Plan offers unlimited data usage for fixed wireless router applications within Verizon's 5G Cellular Footprint. This plan requires 5G Verizon Ultrawideband availability as well as a certified, compatible router.	EA - MRC	$ 99.00	1.50%	$ 97.52
Verizon Unlimited 5G Fixed Wireless Plan at 200Mbps	The 200Mbps Plan offers unlimited data usage for fixed wireless router applications within Verizon's 5G Cellular Footprint. This plan requires 5G Verizon Ultrawideband availability as well as a certified, compatible router.	EA - MRC	$ 130.00	1.50%	$ 128.05
T-Mobile 100GB Mobile Broadband Plan ($4.99/GB after 100GB)	The 100GB High-Bandwidth plan comes with 100GB of cellular data for fixed wireless router applications on T-Mobiles Cellular Footprint.	EA - MRC	$ 260.00	1.50%	$ 256.10
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 100MB Pooled Data Plan	The 100MB Cross Carrier Pooled plan comes with 100MB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 5.00	1.50%	$ 4.93
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 250MB Pooled Data Plan	The 250MB Cross Carrier Pooled plan comes with 250MB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 7.00	1.50%	$ 6.90
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 500MB Pooled Data Plan	The 500MB Cross Carrier Pooled plan comes with 500MB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 9.00	1.50%	$ 8.87
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 1GB Pooled Data Plan	The 1GB Cross Carrier Pooled plan comes with 1GB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 15.00	1.50%	$ 14.78
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 2GB Pooled Data Plan	The 2GB Cross Carrier Pooled plan comes with 2GB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 23.00	1.50%	$ 22.66
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 3GB Pooled Data Plan	The 3GB Cross Carrier Pooled plan comes with 3GB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 30.00	1.50%	$ 29.55
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 5GB Pooled Data Plan	The 5GB Cross Carrier Pooled plan comes with 5GB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 40.00	1.50%	$ 39.40
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 10GB Pooled Data Plan	The 10GB Cross Carrier Pooled plan comes with 10GB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 70.00	1.50%	$ 68.95
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 20GB Pooled Data Plan	The 20GB Cross Carrier Pooled plan comes with 20GB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 110.00	1.50%	$ 108.35
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 40GB Pooled Data Plan	The 40GB Cross Carrier Pooled plan comes with 40GB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 170.00	1.50%	$ 167.45
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 50GB Pooled Data Plan	The 50GB Cross Carrier Pooled plan comes with 50GB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 190.00	1.50%	$ 187.15

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 60GB Pooled Data Plan	The 60GB Cross Carrier Pooled plan comes with 60GB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 220.00	1.50%	$ 216.70
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 80GB Pooled Data Plan	The 80GB Cross Carrier Pooled plan comes with 80GB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 280.00	1.50%	$ 275.80
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 100GB Pooled Data Plan	The 100GB Cross Carrier Pooled plan comes with 100GB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 350.00	1.50%	$ 344.75
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 200GB Pooled Data Plan	The 200GB Cross Carrier Pooled plan comes with 200GB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 650.00	1.50%	$ 640.25
Cross Carrier (Choice of: Verizon, AT&T, T-Mobile) 300GB Pooled Data Plan	The 300GB Cross Carrier Pooled plan comes with 300GB of cellular data for tablets, hotspots, routers, and other data only applications.	EA - MRC	$ 1,000.00	1.50%	$ 985.00
Basic Phone Plan Granite Wireless (Choice of: Verizon, AT&T)	The Basic Phone plan includes unlimited talk and text for basic phones. Basic Phone Plan offers a choice of Verizon or AT&T.	EA - MRC	$ 30.00	1.50%	$ 29.55
3GB Granite Wireless VzW Smartphone Pooled	The 3GB Smartphone plan includes 3GB of cellular data in addition to unlimited talk and text for smartphones or basic phones.	EA - MRC	$ 50.00	1.50%	$ 49.25
5GB Granite Wireless VzW Smartphone Pooled	The 5GB Smartphone plan includes 5GB of cellular data in addition to unlimited talk and text for smartphones or basic phones.	EA - MRC	$ 55.00	1.50%	$ 54.18
Unlimited Smartphone Plan Granite Wireless VzW	The Unlimited Smartphone plan includes up to 22GB of high-speed data while mitigating the possibility of overages at a fixed rate. In addition to the data the Unlimited Smartphone plan includes unlimited talk and text.	EA - MRC	$ 95.00	1.50%	$ 93.58
1 Gb Mobile Select AT&T Pooled Smartphone Plan	The 1GB Smartphone plan includes 1GB of cellular data in addition to unlimited talk and text for smartphones or basic phones.	EA - MRC	$ 30.00	1.50%	$ 29.55
2 Gb Mobile Select AT&T Pooled Smartphone Plan	The 2GB Smartphone plan includes 2GB of cellular data in addition to unlimited talk and text for smartphones or basic phones.	EA - MRC	$ 40.00	1.50%	$ 39.40
3 Gb Mobile Select AT&T Pooled Smartphone Plan	The 3GB Smartphone plan includes 3GB of cellular data in addition to unlimited talk and text for smartphones or basic phones.	EA - MRC	$ 45.00	1.50%	$ 44.33
4 Gb Mobile Select AT&T Pooled Smartphone Plan	The 4GB Smartphone plan includes 4GB of cellular data in addition to unlimited talk and text for smartphones or basic phones.	EA - MRC	$ 50.00	1.50%	$ 49.25
5 Gb Mobile Select AT&T Pooled Smartphone Plan	The 5GB Smartphone plan includes 5GB of cellular data in addition to unlimited talk and text for smartphones or basic phones.	EA - MRC	$ 60.00	1.50%	$ 59.10
Unlimited AT&T Smartphone Plan	The Unlimited Smartphone plan includes 15GB of high-speed data while mitigating the possibility of overages at a fixed rate. In addition to the data the Unlimited Smartphone plan includes unlimited talk and text.	EA - MRC	$ 70.00	1.50%	$ 68.95
Mobility Static IP	A Static IP address is a permanent address configured to a device before it connects to a network, which allows the device to interact with, receive information from, and otherwise contact other devices and networks on the internet. Once assigned to a device, the Static IP address does not change.	EA - MRC	$ 2.99	1.50%	$ 2.95
Mobility Overage Protection Plan (NOverage)	NOverage allows customers to have Granite automatically upgrade their plans to avoid overage charges, subject to the following conditions: 1. Granite Telecommunications, LLC ("Granite") will monitor data usage for the purpose of implementing plan revisions to accommodate increased usage and optimize Customer's cost. Customer agrees to pay a monthly recurring charge of $1.95 per Mobility Service plan, per month for enrollment in the Overage Protection Plan. 2. Customer's Mobility Services plans will be revised, by Granite, to increase data allowance and avoid overages. Enrollment within the Overage Protection Plan requires inclusion of all of Customer's Mobility Services. 3. Customer will not incur a Service Order Charge for plan revisions made in accordance with the Overage Protection Plan. 4. Customer fully accepts payment obligations associated with all Mobility Services and plan revisions in accordance with the Overage Protection Plan.	EA - MRC	$ 1.98	1.50%	$ 1.95

Wireless Services Terms and Conditions

1. Granite's price includes a dedicated Premier support team, advanced online portals for management and reporting, as well as optional TEM services.
2. Granite's Cross Carrier Pooled plans offer the choice of Verizon, AT&T, or T-Mobile to provide coverage flexibility while retaining the simplicity of a single management interface and bill.
3. For services outside of Granite's service area, Granite may re-bill and manage the line at cost, with an added monthly fee of $17.95 per paper invoice.
4. Minimum service term commitments may apply
5. Prices do not include overage charges, SIM card or any equipment, which will be separately assessed. Additional devices not itemized in Granite's price list are available at MSRP.
6. Phase 1 conversion may take up to 3 months to complete
7. Applicable taxes, fees, shipping and delivery are not included.
8. International Day Pass will be activated for $10 per day when traveling internationally
9. No Granite Wireless VzW Domestic Roaming or International Services.

Wireless Broadband Terms and Conditions

1. AT&T may slow speeds, after 75GB of 12Mbps data usage, 125GB of 50Mbps data usage and or 175GB of 100Mbps data usage. After 300GB usage overage of $3.50/GB.
2. Verizon 100x100Mbps requires 5G connectivity, if there is no 5G in the area then Verizon reserves the right to bump the plan to the 10x10Mbps 25x25Mbps plan.
3. Verizon plans deprioritize at 25GB for 10x10Mbps plan, 50GB for 25x25Mbps Plan. After 300GB usage overage of $3.50/GB.

POTS

State	List Price	Percent Public Discount	Proposed Public Price
AL	$ 47.69	1.50%	$ 46.97
AR	$ 47.15	1.50%	$ 46.44
AZ	$ 21.03	1.50%	$ 20.71
CA	$ 40.04	1.50%	$ 39.44
CO	$ 61.76	1.50%	$ 60.84
CT	$ 39.83	1.50%	$ 39.23
DC	$ 21.42	1.50%	$ 21.10
DE	$ 26.47	1.50%	$ 26.07
FL	$ 58.26	1.50%	$ 57.40
GA	$ 46.55	1.50%	$ 45.85
HI	$ 51.99	1.50%	$ 51.21
IA	$ 24.74	1.50%	$ 24.37
ID	$ 36.98	1.50%	$ 36.42
IL	$ 44.39	1.50%	$ 43.72
IN	$ 44.54	1.50%	$ 43.87
KS	$ 42.40	1.50%	$ 41.76
KY	$ 50.77	1.50%	$ 50.01
LA	$ 45.04	1.50%	$ 44.36
MA	$ 28.28	1.50%	$ 27.86
MD	$ 24.51	1.50%	$ 24.14
ME	$ 22.74	1.50%	$ 22.40
MI	$ 44.08	1.50%	$ 43.42
MN	$ 28.41	1.50%	$ 27.98
MO	$ 58.26	1.50%	$ 57.40
MS	$ 43.94	1.50%	$ 43.28

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price
MT	$ 38.61	1.50%	$ 38.03		
NC	$ 62.52	1.50%	$ 61.60		
ND	$ 26.10	1.50%	$ 25.71		
NE	$ 33.92	1.50%	$ 33.41		
NH	$ 22.63	1.50%	$ 22.29		
NJ	$ 24.61	1.50%	$ 24.24		
NM	$ 32.34	1.50%	$ 31.85		
NV	$ 40.40	1.50%	$ 39.79		
NY	$ 28.17	1.50%	$ 27.75		
OH	$ 48.95	1.50%	$ 48.21		
OK	$ 45.85	1.50%	$ 45.16		
OR	$ 55.42	1.50%	$ 54.60		
PA	$ 32.25	1.50%	$ 31.77		
RI	$ 58.57	1.50%	$ 28.14		
SC	$ 44.44	1.50%	$ 43.77		
SD	$ 30.12	1.50%	$ 29.67		
TN	$ 48.75	1.50%	$ 48.02		
TX	$ 44.88	1.50%	$ 44.21		
UT	$ 56.84	1.50%	$ 56.00		
VA	$ 62.52	1.50%	$ 61.60		
VT	$ 20.88	1.50%	$ 20.57		
WA	$ 62.52	1.50%	$ 61.60		
WI	$ 62.52	1.50%	$ 61.60		
WV	$ 42.78	1.50%	$ 42.14		
WY	$ 37.40	1.50%	$ 36.84		

UNLIMITED LONG-DISTANCE PACKAGE $7.00 per month

POTS Install

POTS Installation	List Price	Percent Public Discount	Proposed Public Price
1-3 Lines	$ 183.37	1.5%	$ 180.62
4-10 Lines	$ 396.49	1.5%	$ 390.53
11+Lines	$ 693.85	1.5%	$ 683.43

POTS SERVICE TERMS AND CONDITIONS

1. Locations are subject to pre-qualification to determine service availability.
2. Prices do not include Taxes, Fees, and Surcharges.
3. Prices assume Plain Old Telephone Service (POTS) on Granites wholesale platform and include all standard features (i.e., Anonymous Call Rejection, Billed Number Screening, International Call Blocking, Busy Line/Call Transfer, Call Blocking, Call Forwarding, Call Return/Repeat Dial, Call Selector, Call Trace, Call Waiting, Caller ID, Caller ID Name delivery, Hunting, Repeat Dialing, Three-way Calling, Touchtone, Unlimited *66 Repeat Dialing).
4. Non-published or additional listings may be added for an additional monthly recurring charge of $4.50 per line.
5. Voicemail may be added for an additional monthly recurring charge of $7.00 per line.
6. For services in resale or remote areas, additional surcharges in an amount of $9.99 each may apply.
7. For Centrex Service, additional surcharges in an amount of $8.99 each may apply.
8. Volume and location discounts may apply and shall be determined on an individual case basis (ICB).
9. For services outside of Granite's service area, Granite may re-bill and manage the line at a monthly fee of $9.95 per line.

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price
Toll Free Service	A toll-free telephone number is a telephone number with distinct three-digit codes that is billed for all arriving calls instead of incurring charges to the originating telephone subscriber.	Monthly	$ 12.74	1.50%	$ 12.73
Remote Redundancy - 4 Month CLIN	Granite's exclusive managed offering that enables work from home capabilities and simplifies business communications for remote workers. This is the most basic Remote Redundancy package and includes all 4 major carriers, Cradlepoint IBR600 and a 250 mb wireless plan. You can also upgrade the wireless plan and equipment.	Monthly	$ 78.60	1.50%	$ 78.59
Remote Redundancy - 12 Month CLIN	Granite's exclusive managed offering that enables work from home capabilities and simplifies business communications for remote workers. This is the most basic Remote Redundancy package and includes all 4 major carriers, Cradlepoint IBR600 and a 250 mb wireless plan. You can also upgrade the wireless plan and equipment.	Monthly	$ 53.06	1.50%	$ 53.05
Remote Redundancy - 24 Month CLIN	Granite's exclusive managed offering that enables work from home capabilities and simplifies business communications for remote workers. This is the most basic Remote Redundancy package and includes all 4 major carriers, Cradlepoint IBR600 and a 250 mb wireless plan. You can also upgrade the wireless plan and equipment.	Monthly	$ 38.32	1.50%	$ 38.31
Essential Redundancy - 12 Month CLIN	Granite's exclusive managed offering that enables work from home capabilities and simplifies business communications for remote workers. This is the second tier of the Remote Redundancy package and includes 4 major mobile carriers available for choice, Cradlepoint IBR600, 250 mb wireless plan and a Granite provided 25 MB down dynamic broadband	Monthly	$ 132.63	1.50%	$ 132.62
Essential Redundancy - 24 Month CLIN	Granite's exclusive managed offering that enables work from home capabilities and simplifies business communications for remote workers. This is the second tier of the Remote Redundancy package and includes 4 major mobile carriers available for choice, Cradlepoint IBR600, 250 mb wireless plan and a Granite provided 25 MB down dynamic broadband	Monthly	$ 117.89	1.50%	$ 117.88
Executive Redundancy - 12 Month CLIN	Granite's exclusive managed offering that enables work from home capabilities and simplifies business communications for remote workers. This is the highest tier of the Remote Redundancy package and includes a Cradlepoint IBR 600, 1G Wireless Plan, 100 MB down dynamic BB circuit, 1 Granite Soft Seat (includes Voice, SMS, Desktop, Mobile application, free local calling, 1000 minutes of free LD) and Granite Guardian.	Monthly	$ 186.66	1.50%	$ 186.65
Executive Redundancy - 24 Month CLIN	Granite's exclusive managed offering that enables work from home capabilities and simplifies business communications for remote workers. This is the highest tier of the Remote	Monthly	$ 171.92	1.50%	$ 171.91
Upgrade Option	Wireless Access - 25/5 - 100/10 speed. Access - The Wireless Access has the ability to upgrade speed requirements.	Monthly	$ 33.41	1.50%	$ 33.40
Upgrade Option	Wireless Access - 250 mb - 1 GB. Access - The Wireless Access has the ability to upgrade speed requirements.	Monthly	$ 6.89	1.50%	$ 6.88
Upgrade Option	On Premise Firewalls - Meraki - 100% Cloud Managed Security and SD-WAN, with LTE, Zero-touch, self-provisioning deployments, Recommended maximum clients: 50, Stateful Firewall throughput - 450 Mbps, Auto VPN™ self-configuring site-to-site VPN, 3G / 4G failover via CAT 6 LTE or USB modem, Layer 7 application	Monthly	$ 62.88	1.50%	$ 62.87
Upgrade Option	On Premise Firewalls - Fortinet Fortigate - Excellent network security solution, Easy setup and configuration, Firewall throughput 950 Mbps, 4 switch ports, Dynamic Cloud Security that protects and controls cloud infrastructures and application, Designed for small	Monthly	$ 80.56	1.50%	$ 80.55
Add - On Option	Proactive NOC Monitoring - Granite's Network Operations Center provides monitoring of all broadband, router or complex configurations. Granite's NOC will maintain its full visibility into the managed network at all times, reducing network downtime. Real time alerts of any issues	Monthly	$ 9.84	1.50%	$ 9.83
Add - On Option	Add - On Option - VoIP handset - corded	One- Time Fee	$ 5.90	1.50%	$ 5.89
Add - On Option	Add - On Option - VoIP handset - wireless	One- Time Fee	$ 7.87	1.50%	$ 7.86
Add - On Option	Add - On Option - Same Day Soft Seat	Monthly	$ 19.66	1.50%	$ 19.65
Add - On Option	Add - On Option - Soft Meeting Light	Monthly	$ 26.53	1.50%	$ 26.52
Add - On Option	Add - On Option - 1 Hour On Site NI set up	One- Time Fee	$ 147.37	1.50%	$ 147.36
Add - On Option	Add - On Option - Additional Call Path	Monthly	$ 4.93	1.50%	$ 4.92

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price
Granite Guardian - Access Remediation - Proactive Ticketing - IP Device	Customer is proactively alerted and a ticket is opened in the event a network edge alert is triggered by IP PING (ICMP) monitoring 24/7 *Hardware and licensing sold separately	Monthly	$ 10.00	1.50%	$ 9.85
Granite Guardian - Access Remediation - Advanced Monitoring - Wireless Broadband and IoT	Proactive alerting & ticketing in the event of a network edge event is triggered via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics *Hardware and licensing sold separately	Monthly	$ 25.00	1.50%	$ 24.63
Granite Guardian - Access Remediation - Advanced Monitoring - Access Circuit	Proactive alerting & ticketing in the event of a network edge event is triggered via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics *Hardware and licensing sold separately	Monthly	$ 30.00	1.50%	$ 29.55
Granite Guardian - Access Remediation - Advanced Monitoring - Access Circuit and Customer Premises Equipment	Proactive alerting & ticketing in the event of a network edge event is triggered via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics *Hardware and licensing sold separately	Monthly	$ 40.00	1.50%	$ 39.40
Granite Guardian - LAN Services - Proactive Ticketing - General (non-Granite provided LAN equipment monitoring)	Proactive alerting & ticketing in the event of a network edge via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics and vendor/change management. Devices include any customer network device that is not a switch or access point inside the customer LAN.	Monthly	$ 10.00	1.50%	$ 9.85
Granite Guardian - LAN Services - Advanced Monitoring - VoIP	Proactive alerting & ticketing in the event of a network edge via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics and vendor/change management. Devices include customer or Granite provided VOIP endpoints inside the customer LAN that are capable of "SIP-PUBLISH" messaging.	Monthly	$ 1.50	1.50%	$ 1.48
Granite Guardian - LAN Services - managed - Switch 8 Port	Proactive alerting & ticketing in the event of a network edge via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics and vendor/change management. Devices include customer or Granite provided network switches inside the customer LAN.	Monthly	$ 15.00	1.50%	$ 14.78
Granite Guardian - LAN Services - managed - Switch 24 Port	Proactive alerting & ticketing in the event of a network edge via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics and vendor/change management. Devices include customer or Granite provided network switches inside the customer LAN.	Monthly	$ 25.00	1.50%	$ 24.63
Granite Guardian - LAN Services - managed - Switch 48 Port	Proactive alerting & ticketing in the event of a network edge via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics and vendor/change management. Devices include customer or Granite provided network switches inside the customer LAN.	Monthly	$ 35.00	1.50%	$ 34.48
Granite Guardian - LAN Services - Managed WiFi (first Device)	Proactive alerting & ticketing in the event of a network edge via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics and vendor/change management. Devices include customer or Granite provided access points inside the customer LAN.	Monthly	$ 20.00	1.50%	$ 19.70
Granite Guardian - LAN Services - Managed WiFi (additional Devices after first)	Proactive alerting & ticketing in the event of a network edge via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics and vendor/change management. Devices include customer or Granite provided access points inside the customer LAN.	Monthly	$ 10.00	1.50%	$ 9.85
Granite Guardian - WAN Services - Advanced Monitroing - SD-WAN	Proactive alerting & ticketing in the event of a network edge alert is triggered via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics *Hardware and licensing sold separately	Monthly	$ 40.00	1.50%	$ 39.40
Granite Guardian - WAN Services - Managed WAN - SD-WAN Branch	Proactive alerting & ticketing in the event of a network edge alert is triggered via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics and vendor/change management *Hardware and licensing sold separately	Monthly	$ 65.00	1.50%	$ 64.03
Granite Guardian - WAN Services - Managed WAN - SD-WAN Branch High Availability Option	Proactive alerting & ticketing in the event of a network edge alert is triggered via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics and vendor/change management for additional SD-WAN appliance in high availability configuration *Hardware and licensing sold separately	Monthly	$ 35.00	1.50%	$ 34.48
Granite Guardian - WAN Services - Managed WAN - SD-WAN HQ Location	Proactive alerting & ticketing in the event of a network edge alert is triggered via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics and vendor/change management *Hardware and licensing sold separately	Monthly	$ 200.00	1.50%	$ 197.00
Granite Guardian - WAN Services - Managed WAN - SD-WAN HQ Location High Availability Option	Proactive alerting & ticketing in the event of a network edge alert is triggered via SNMP/API 24/7 monitoring with access to a real time dashboard for analytics and vendor/change management for additional SD-WAN appliance in high availability configuration *Hardware and licensing sold separately	Monthly	$ 100.00	1.50%	$ 98.50
Granite Guardian - Security Services - VPN Client	Granite provided and managed Client VPN using Fortinet hardware and client software. Granite provided managed Firewall (listed above) is sold separately.	Monthly	$ 15.00	1.50%	$ 14.78
Granite Guardian - Value-Add Services - Tech Dispatch (2nd Business Day)	A Granite Tech Dispatch subscription through Granite Guardian that gives automated approval for a Granite tech to dispatch in the event of a service issue. Tech dispatches are to provide onsite troubleshooting services to configure devices such as routers, switches, firewalls, wireless controllers, access points, and other network hardware and troubleshoot network failures of Granite provided services.	Monthly	$ 40.00	1.50%	$ 39.40
Granite Guardian - Value-Add Services - Tech Dispatch (Next Business Day)	A Granite Tech Dispatch subscription through Granite Guardian that gives automated approval for a Granite tech to dispatch in the event of a service issue. Tech dispatches are to provide onsite troubleshooting services to configure devices such as routers, switches, firewalls, wireless controllers, access points, and other network hardware and troubleshoot network failures of Granite provided services.	Monthly	$ 65.00	1.50%	$ 64.03
Granite Guardian - Ticket Integration	Integration with customer management software, such as SolarWinds, to provide system to system updates for all monitored and managed options under the Guardian product suite. One time charge includes working with customer to write the proper API for integration with customer's system.	One Time Charge	$ 3,500.00	1.50%	$ 3,447.50

POTS Replacement Service

A Plain Old Telephone Service replacement. Granite can provide a comprehensive package to replace out-of-date landlines with an LTE device to make and receive telephone calls using standard analog telephones. Utilizing Verizon's extensive 4G LTE network, the EPIK device delivers an analog signal to break free from aging networks and rising costs. Save money and upgrade technology with an all- inclusive package and an EPIK device.

Complete Solution:

- Life safety - Enables alarms and elevator phones to fully communicate, even if power or Internet goes down.
- Disaster avoidance - Reliable, self-contained connections for a cost-effective "always up" alternative to copper
- Faxing - Reliably, send and receive faxes without the challenges. Complies with HIPPA regulations.
- Business Continuity - Enjoy robust 4G Internet failover as back-up for primary Internet connection. EPIK is 5G ready

*Minimum order of 3 lines required

Service:	Service Charge:	Term:	List Price:	Percent Discount:	Proposed Price:
EPIK Voice Pricing - 1 Line	EA. Includes: *1 GB LTE Plan *Granite Guardian – Wireless Managed Service *Access Fee	36 months	$ 79.99	1.76%	$ 78.58
Standard Installation Fee	Per Location, Install includes1.5 hours installation time, cross connect w/ wiring may incur additional expense. Customer can elect to self- install pre-activated units.	one time	$ 199.99	1.77%	$ 196.46

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price

Emulated POTS Solution (ePOTS)

Service:	Service Charge:	Service Charge	List Price:	Percent Discount:	Proposed Price:
Emulated POTS Solution (ePOTS)	Granite's Emulated POTS, part of the Granite Merged Voice product suite, is a hosted service that delivers digital voice to an analog terminal adapter for POTS devices, reducing and eliminating infrastructure change. Granite Merged Voice services are scalable for businesses with multiple sites or businesses with a large concentration of employees at a central location. As a managed voice service, Granite Merged Voice can be easily integrated with all types of communication systems and help streamline your business operations. Includes the following features: Local and Long Distance, Caller ID, Call Waiting and Forwarding, Directory Listing, Operator Assistance, Facsimile (Fax).	Monthly	$ 12.99	1.50%	$ 12.80
ePOTS Activation – 1 YR	Activation fee for Emulated POTS ordered on a 1 year term.	One Time	$ 200.00	1.50%	$ 197.00
ePOTS Activation – 2 YR	Activation fee for Emulated POTS ordered on a 2 year term.	One Time	$ 100.00	1.50%	$ 98.50
ePOTS Pay Per Use Calling - LOC1	Per-minute usage rate for LOC1 calling. Billed on a 60-60 increment.	Per Minute	$ 0.01	1.50%	$ 0.01
ePOTS Pay Per Use Calling - LOC2	Per-minute usage rate for LOC2 calling. Billed on a 30-30 increment.	Per Minute	$ 0.12	1.50%	$ 0.12
ePOTS Pay Per Use Calling - Intrastate (IA)	Per-minute usage rate for IA calling. Billed on a 30-30 increment.	Per Minute	$ 0.05	1.50%	$ 0.05
ePOTS Pay Per Use Calling - Interstate (IE)	Per-minute usage rate for IE calling. Billed on a 30-30 increment.	Per Minute	$ 0.02	1.50%	$ 0.02
ePOTS Unlimited Local Usage Bundle	Unlimited usage bundle for ePOTS; includes LOC1 usage. Each subscriber "line" will be billed individually for the applicable bundle.	Monthly	$ 2.50	1.50%	$ 2.46
ePOTS Unlimited Long Distance Usage Bundle	Unlimited usage bundle for ePOTS; includes LOC2, IA and IE usage. Each subscriber "line" will be billed individually for the applicable bundle.	Monthly	$ 4.00	1.50%	$ 3.94
ePOTS Unlimited Domestic Usage Bundle	Unlimited usage bundle for ePOTS; includes LOC1, LOC2, IA and IE usage. Each subscriber "line" will be billed individually for the applicable bundle.	Monthly	$ 6.00	1.50%	$ 5.91

ePOTS SERVICE TERMS AND CONDITIONS
a. A cancellation of a scheduled appointment/installation or activation may result in a fee of $100 if cancelled prior to the service start date or $200 if cancelled with less than 24 hours' notice.
b. Hotline fees may apply
c. A customer must purchase a usage package for all lines in their solution; customers cannot mix packages.
d. Prices exclude required Analog Telephone Adapters (ATAs) costs, which vary based on customer specifications and models.

POTS OVER THE INTERNET (VOC)

Granite's Voice over Cable (VOC) service, part of the Granite Merged Voice product suite, delivers digital voice to an Embedded Media Terminal Adaptor (eMTA) for POTS devices, reducing and eliminating infrastructure change. Includes unlimited local and LD calling usage; international usage not included.
VOC offers a multitude of calling features and can present significant cost savings versus traditional POTS lines. VOC is delivered over a broadband circuit providing a robust solution that works with your existing phone equipment.
Includes the following features: Supports ported in telephone numbers, Unlimited local and long distance, Call forwarding, Call transfer, Directory Listing, Caller ID, Hunting

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price
VOC Line Charge	Granite's Voice over Cable (VOC) service, part of the Granite Merged Voice product suite, delivers digital voice to an Embedded Media Terminal Adaptor (eMTA) for POTS devices, reducing and eliminating infrastructure change. Includes unlimited local and LD calling usage; international usage not included. Sold on a 12-month, 24-month, or 36-month term.	Monthly	$ 39.99	1.50%	$ 39.39
VOC Installation - 12 months	One-time installation charge for installing Voice Over Cable	One-time charge	$ 199.99	1.50%	$ 196.99
VOC Installation - 24 months	One-time installation charge for installing Voice Over Cable	One-time charge	$ 99.99	1.50%	$ 98.49
VOC Installation - 36 months	One-time installation charge for installing Voice Over Cable	One-time charge	$ -	1.50%	$ -

VOC Service Notes:
1. Prequal required to determine availability of service and features. Additional features may be available based on location.
2. Additional fees, surcharges and Regulatory fees may apply.

Granite edgeboot™

Granite edgeboot™ is a managed Power Distribution Unit (PDU) that uses network performance monitoring to facilitate automatic power cycling and has remote monitoring and control capabilities. It includes a customizable algorithm that can accurately detect when there is an issue with a connected modem or network edge device based on performance monitoring to internal and external resources. edgeboot™ can monitor the overall network status, identify issues, and takes necessary actions, such as power cycle unresponsive AC loads remotely - all without employee intervention to keep your business running smoothly.

Service Name	Description	UOM	Charge Frequency	List Price	Percent Public Discount	Proposed Public Price
Granite edgeboot™	Granite edgeboot™ is a managed Power Distribution Unit (PDU) that offers remote power cycling, monitoring, and control capabilities. Pricing includes: •Edgeboot™ Managed Service •Edgeboot™ Equipment •LTE Data Plan for remote monitoring and management	Per port	Monthly	$34.95	1.50%	$34.43
Granite edgeboot+™	edgeboot+™ is an expansion module that adds 4 additional ports to the edgeboot™ solution. Up to two expansion modules can be added for a total of 9 ports per unit (1 base + 4 exp + 4 exp). Each port can be individually configured and controlled.	Per port	Monthly	$5.95	1.50%	$5.86
Granite-Provided edgeboot™ Installation	One-time flat fee installation for edgeboot™. Customer may elect to self-install.	Per location	One-Time	$199	1.50%	$196.02

edgeboot™ Pricing Terms and Assumptions:
1. edgeboot™ requires a minimum order term of 36 months.
2. Customer is responsible to return equipment for terminated service within 30 days of termination; failure to do so will result in a penalty fee of $599.
3. A cancellation fee of $300.00 will apply to a Customer's requested cancellation of any portion of a service order after ordering service, but prior to service installation date.
4. Pricing assumes standard 2-day shipping.
5. Granite-provided installation does not include a site survey; a fee of $199 applies for site surveys.
6. Pricing does not include taxes/fees/surcharges, which will be charged assessed as applicable.
7. edgeboot™ comes ready to wall mount or desktop/shelf mount; a rack mount may be ordered separately.

Telecommunications Inventory Discovery and Analysis Service

Service Name:	Description:	Service Charge:	List Price:	Percent Discount:	Proposed Price:
Telecommunications Inventory Discovery and Analysis Service	Granite will review and analyze the customer's invoices, providing suggestions where applicable, and provide an inventory of all voice and data services from the documents provided.	One-time charge (Per invoice reviewed)	$ 50.00	1.5%	$ 49.25

Terms and Conditions: Telecommunications Inventory Discovery and Analysis Service
*The rates described above do not include all applicable taxes, surcharges, regulatory fees, etc. The pricing above is in $USD.
*The above rates and charges assume that all work will be performed remotely.
*Granite's analysts will extract all information regarding voice and data services (television if requested separately). Any services outside of voice and data (e.g., electrical utilities, maintenance, etc.) are outside of Granite's area of expertise. Granite recommends that the customer engage the appropriate industry professionals with expertise in these areas.

In-Building Cellular Solution

Service Name	Description	Service Charge	List Price	Percent Public Discount	Proposed Public Price
Service Name:	**Description:**	**Service Charge:**	**List Price:**	**Percent Discount:**	**Proposed Price:**
In-building Cellular Solution: Base Package (QUATRA 4000) [1]	Base package for the installation of the Cel-Fi QUATRA in-building enterprise cellular coverage system (Model Family: QUATRA 4000). Package includes the following: · Project Labor (up to 46 Hours) [2] · Nextivity Cel-Fi QUATRA 4000 Networked Smart Booster NU- Bands 4/5/12/13/25 (Qty 1) · Nextivity Cel-Fi QUATRA 4000 Networked Smart Booster CU- Bands 4/5/12/13/25 (Qty 1) · Minimum Equipment to support the Quatra 4000 installation [3]	EA	$ 19,149.46	5%	$ 18,237.58

The following assumptions apply to the "In-building Cellular Solution: Base Package (QUATRA 4000)" pricing:

1. Base Package represents the minimum purchase needed for any Quatra 4000 solution; the additional equipment and services needed will vary by site. To ensure a complete solution purchase, please contact Granite for a quote before ordering.

2. Additional Project Labor for the installation and configuration of the in-building cellular solution will be quoted at the rate of $75 an hour; an initial minimum purchase of the base package is required.

   a. Pricing assumes non-union labor
   b. Customer is solely responsible for all applicable permits, taxes, tariffs and other governmental fees
   c. Any non-standard travel must be preapproved by customer and will be billable at the actual costs incurred by Granite
   d. Out of business hours (OBH) will be charged at 1.5x of the hourly rate
   e. Weekend (WKND) rates will be charged at 2x of the hourly rate
   f. Holiday (HLDY) rates will be custom quoted
   g. OBH/WKND/HLDY Charges and minimums may fluctuate based on local laws, customs and Granite policies
   h. Idle time incurred by Granite due to the absence of required escorts, clearances, permits, inability to enter workplace or other factors beyond our control will be billed at $99/hr. per technician plus travel time and related expenses.

3. "Minimum Equipment to support the Quatra 4000 installation" consists of the following:

   a. Quad Shield R-6 Coaxial Cable (Qty 1) – Pricing assumes the use of Superior Part #78-14C-91
   b. CAT 5e/6 Male Plug (Qty 2) – Pricing assumes the use of Panduit Part # FP6X88MTG
   c. APC Rack Mount 10-Outlet 15A [15R] Surge Pro Power Strip (Qty 1) – Pricing assumes the use of APC Part #AP9652
   d. Nextivity Cel-Fi Wideband Directional Antenna (Qty 3) – Pricing assumes the use of Nextivity Part # 591NA82G4050CV44
   e. Nextivity Cel-Fi Indoor Omni Antenna (Qty 1) – Pricing assumes the use of Nextivity Part # 591NA71FC6C62H53
   f. Antenna Mount (Qty 2) – Pricing assumes the use of Tessco Part # FRM225
   g. ROHN Matting for Non-penetrating roof mount (Qty 2) – Pricing assumes the use of Tessco Part # FRMMAT
   h. 108" (3 Meter) LMR-195 N Male to N Male Coaxial Jumper (Qty 3) – Pricing assumes the use of Nextivity Part # GW195-108-NM-NM
   i. Commscope CNT-400 Outdoor Cable (Qty 300) – Pricing assumes the use of Tessco Part # CNT-400
   j. Commscope CNT-400 Plenum White Cable (Qty 100) – Pricing assumes the use of Tessco Part # CNT-400-P-1000
   k. N Male Crimp Connector - LMR-400, RG-8/U (Qty 8) – Pricing assumes the use of Tessco Part # RFN-1006-3I
   l. PolyPhaser RF Coaxial Surge Protector Bulkhead Mount - 698 MHz - 2.7 GHz - N F to N F (Qty 3) – Pricing assumes the use of Part # TSX-NFF
   m. Bent Ground Bar (Qty 1) – Pricing assumes the use of Part # BGBI18413.25TEL
   n. 3/4" J-HOOK (Qty 24) – Pricing assumes the use of ERICO Part # CAT12
   o. BEAM CLAMP - UP TO 1/2" FLANGE (Qty 24) – Pricing assumes the use of B-LINE Part # BC1
   p. FIRE STOP CAULK [TUBE] (Qty 1) – Pricing assumes the use of HILTI Part # FS-ONE

Manufacturer	Model	ProductName	PartNumber	Description	List Price (One-Time Purchase)	Proposed Public Discount	Percent Public Price (One-Time Purchase)	Proposed Price: MRC/Rental Option
Algo	8301	Algo8301	02-122997	Pager	$ 320.00	8.00%	$ 293.00	$ 13.78
Adtran	Bluesocket	BSAP INDOOR 1YR	1100M S PH200 11 2	License	$ 125.00	37.00%	$ 79.00	$ 6.54
Adtran	Bluesocket	BSAP INDOOR 3YR	1100M S PH200 13 6	License	$ 250.00	35.00%	$ 163.00	$ 6.80
Adtran	Bluesocket	BSAP INDOOR 5YR	1100M S PH200 16 0	License	$ 375.00	38.00%	$ 234.00	$ 5.36
Adtran	Bluesocket	BSAP OUTDOOR 1YR	1100M S PH210 11 2	License	$ 129.00	26.00%	$ 95.00	$ 8.40
Adtran	Bluesocket	BSAP OUTDOOR 3YR	1100M S PH210 13 6	License	$ 367.00	46.00%	$ 197.00	$ 7.78
Adtran	Bluesocket	BSAP OUTDOOR 5YR	1100M S PH210 16 0	License	$ 413.00	26.00%	$ 304.00	$ 6.96
Adtran	SFP	MOD LX	12004810	Card	$ 516.00	46.00%	$ 278.00	$ 10.83
Adtran	Adtran	MOD LX	1.20E+07	Card	$ 417.00	33.00%	$ 278.00	$ 10.83
Adtran	Netvanta	3448.B	1200821E1 + 1202862 L1	Router	$ 865.00	13.00%	$ 756.00	$ 28.56
Adtran	Netvanta	3448.C	1200821E1 +1202872L1	Router	$ 1,295.00	27.00%	$ 951.00	$ 35.45
Cisco	Netvanta	3430	1202820F1	Router	$ 895.00	46.00%	$ 486.00	$ 19.69
Adtran	NIM	T-1 NIM	1202862L1	Card	$ 300.00	44.00%	$ 169.00	$ 6.89
Adtran	NIM	Dual T-1 NIM	1202872L1	Card	$ 645.00	44.00%	$ 363.00	$ 13.78
Adtran	Netvanta	644	1700144G1	Router	$ 4,495.00	45.00%	$ 2,473.00	$ 129.03
Adtran	Netvanta	3140	1700341F1	Router	$ 845.00	56.00%	$ 371.00	$ 32.50
Adtran	Netvanta	Rack 1531	1700511F1	Rack	$ 45.00	62.00%	$ 17.00	$ 0.98
Adtran	Netvanta	1531P	1700571F1	Switch	$ 559.00	46.00%	$ 301.00	$ 11.81
Adtran	Bluesocket	PWR OUTDOOR	1700923F1	Power WiFi	$ 155.00	6.00%	$ 145.00	$ 5.90
Adtran	Bluesocket	PWR INDOOR	1700926F1	Power WiFi	$ 85.00	4.00%	$ 82.00	$ 3.93
Adtran	Bluesocket	ANT 1940	1700930F1	Antenna	$ 85.00	6.00%	$ 80.00	$ 2.95
Adtran	Bluesocket	ANT 1935	1700931F1	Antenna	$ 50.00	10.00%	$ 45.00	$ 1.96
Adtran	Bluesocket	ANT 1925	1700932F1	Antenna	$ 35.00	9.00%	$ 32.00	$ 1.96
Adtran	Bluesocket	BSAP 2030	1700948F1	Wireless Access Point	$ 299.00	4.00%	$ 288.00	$ 10.83
Adtran	Bluesocket	BSAP 1930	1700950F1	Wireless Access Point	$ 945.00	29.00%	$ 672.00	$ 25.60
Adtran	Bluesocket	BSAP 1930	1700950F1	Wireless Access Point	$ 945.00	35.00%	$ 618.00	$ 25.60
Adtran	Bluesocket	BSAP 1920	1700954F1	Wireless Access Point	$ 595.00	70.00%	$ 178.00	$ 6.89
Adtran	Bluesocket	BSAP 1920	1700954F1	Wireless Access Point	$ 595.00	71.00%	$ 173.00	$ 6.89
Adtran	Bluesocket	ANT 2035	1700957F1	Antenna	$ 95.00	9.00%	$ 86.00	$ 3.93
Adtran	Bluesocket	ANT 2135	1700980F1	Antenna	$ 295.00	6.00%	$ 276.00	$ 10.83
Adtran	Netvanta	1534	1702590G1	Switch	$ 1,245.00	46.00%	$ 670.00	$ 26.59
Adtran	Netvanta	1550.B	17101524F1	Switch	$ 1,499.00	42.00%	$ 872.00	$ 34.47
Adtran	Netvanta	1550.A	17101524PF1	Switch	$ 2,099.00	39.00%	$ 1,271.00	$ 52.20
Adtran	Netvanta	1550.D	17101548F1	Switch	$ 2,699.00	42.00%	$ 1,573.00	$ 56.14
Adtran	Netvanta	1550.C	17101548PF1	Switch	$ 3,899.00	44.00%	$ 2,200.00	$ 50.23
Adtran	TA	Amp10ft	1800001L1	Cable	$ 130.00	6.00%	$ 122.00	$ 4.92
Adtran	TA	Amp6ft	1800002L1	Cable	$ 145.00	6.00%	$ 136.00	$ 9.84
Adtran	Bluesocket	BSAP WiFiLicense	1951901G1	WiFi License	$ 225.00	14.00%	$ 193.00	$ 17.07
Polycom	VVX	VVX Handset Replacement	2200-17680-001	Accessory	$ 90.00	82.00%	$ 16.00	$ 0.98
Polycom	VVX	VVX 1500	2200-18061-025	Phone	$ 1,099.00	37.00%	$ 688.00	$ 25.60
Polycom	SoundStation	IP 7000 EXT	2200-40040-001	Accessory	$ 309.00	48.00%	$ 160.00	$ 9.84
Polycom	SoundStation	IP 7000Power	2200-40110-001	Power VoIP	$ 109.00	27.00%	$ 80.00	$ 2.95
Polycom	SoundStation	IP 7000Power	2200-40110-001	Power VoIP	$ 109.00	27.00%	$ 80.00	$ 2.95
Polycom	SoundStation	IP 7000Power	2200-40110-001	Power VoIP	$ 109.00	21.00%	$ 86.00	$ 2.95
Polycom	VVX	VVX Stand Replacement	2200-44405-025	Accessory	$ 40.00	83.00%	$ 7.00	$ 0.98
Polycom	VVX	VVX Stand Replacement	2200-44405-025	Accessory	$ 40.00	83.00%	$ 7.00	$ 0.98
Polycom	VVX	VVXPower	2200-46170-001	Power VoIP	$ 25.00	16.00%	$ 21.00	$ 1.96
Polycom	VVX	VVX Exp Paper	2200-46300-025	Accessory	$ 105.00	27.00%	$ 77.00	$ 3.93
Polycom	VVX	VVX Exp Color	2200-46350-025	Accessory	$ 225.00	15.00%	$ 192.00	$ 7.87
Polycom	VVX	VVX 301	2200-48300-001	Phone	$ 209.00	37.00%	$ 131.00	$ 5.90
Polycom	VVX	VVX 311	2200-48350-001	Phone	$ 249.00	37.00%	$ 156.00	$ 5.90
Polycom	VVX	VVX 411	2200-48450-001	Phone	$ 329.00	37.00%	$ 207.00	$ 9.84
Polycom	VVX	VVX 501	2200-48500-001	Phone	$ 409.00	37.00%	$ 257.00	$ 8.86
Polycom	VVX	VVX 601	2200-48600-001	Phone	$ 509.00	37.00%	$ 319.00	$ 10.83
Polycom	VoxBox	Bluetooth Speaker	2200-49000-025	VOIPSpeaker	$ 263.71	21.00%	$ 208.00	$ 7.87
Obihai	Obi	OBi504	2200-49550-001	ATA	$ 389.00	42.00%	$ 223.99	$ 7.87
Obihai	Obi	OBi508	2200-49552-001	ATA	$ 499.00	42.00%	$ 289.99	$ 9.84
Polycom	Trio	IP 8800	2200-66070-001	Phone	$ 1,599.00	44.00%	$ 896.00	$ 19.69
Polycom	Trio	IP 8500	2200-66700-001	Phone	$ 1,238.00	41.00%	$ 726.00	$ 16.74
Polycom	OBIHAI	OBi Power Supply	2465-49540-001	Power VoIP	$ 15.00	13.00%	$ 13.00	$ 0.98
Netgear	USB	340U	340U	Air Card	$ 99.00	28.00%	$ 71.50	$ 2.95
Sierra Wireless	USB	341U	341U	Air Card	$ 115.00	14.00%	$ 99.00	$ 3.93
Adtran	Netvanta	3448P.B	4200821F11 + 1202862L1	Router	$ 1,595.00	34.00%	$ 1,058.00	$ 39.39
Adtran	Netvanta	3448P.C	4200821F11 + 1202872 L1	Router	$ 1,895.00	34.00%	$ 1,253.00	$ 46.29
Adtran	Netvanta	3448P.D	4200821F12	Router	$ 1,985.00	44.00%	$ 1,110.00	$ 46.29
Adtran	Netvanta	3448P.E	4200821F12 + 1202862 L1	Router	$ 1,399.00	21.00%	$ 1,110.00	$ 41.36
Adtran	Netvanta	3448P.F	4200821F12 + 1202872 L1	Router	$ 1,699.00	13.00%	$ 1,474.00	$ 54.17
Adtran	Netvanta	3448.X	4200821F12#1 20	Router	$ 1,440.00	23.00%	$ 1,114.00	$ 41.36
Adtran	Netvanta	3448P EFP	4200821G12#1 20	Router	$ 1,499.00	26.00%	$ 1,114.00	$ 41.36
Adtran	Netvanta	3448 SBC	4200821G3SBC	Router	$ 1,540.00	42.00%	$ 896.99	$ 61.06
Adtran	Netvanta	4305Octal	42008930	Router	$ 3,295.00	32.00%	$ 2,243.00	$ 90.61
Adtran	Netvanta	904.A	4212904L1	Router	$ 1,025.00	48.00%	$ 538.00	$ 8.86
Adtran	Netvanta	904.B	4212904L1 +	Router	$ 999.00	28.00%	$ 722.00	$ 26.59
Adtran	Netvanta	908.C	4212908L1 +1800001 L1	Router	$ 1,049.00	18.00%	$ 856.00	$ 31.51
Adtran	Netvanta	924.C	4212924L1	Router	$ 1,825.00	36.00%	$ 1,164.00	$ 43.33
Adtran	Netvanta	924	4242924L2	Router	$ 2,295.00	9.00%	$ 2,096.00	$ 77.81
Adtran	Netvanta	924	4242924L2	Router	$ 2,295.00	47.00%	$ 1,226.00	$ 77.81
Adtran	Netvanta	908.B	4243908F1 + 1800001 L1	Router	$ 1,650.00	14.00%	$ 1,416.00	$ 52.20
Adtran	Netvanta	908	4243908F2	Router	$ 2,320.00	33.00%	$ 1,551.00	$ 59.09
Adtran	Netvanta	916.A	4243916F1	Router	$ 2,720.00	41.00%	$ 1,614.00	$ 74.85
Adtran	Netvanta	916.B	4243916F1 + 1800001 L1	Router	$ 2,149.00	19.00%	$ 1,738.00	$ 64.02
Adtran	Netvanta	924.A	4243924F1	Router	$ 2,970.00	40.00%	$ 1,793.00	$ 78.79
Adtran	Netvanta	924.B	4243924F1 +	Router	$ 2,025.00	5.00%	$ 1,918.00	$ 70.91
Adtran	Netvanta	6250.F	4700252F1	Router	$ 3,300.00	46.00%	$ 1,776.00	$ 65.99
Adtran	Netvanta	6250.G	4700252F2	Router	$ 3,325.00	46.00%	$ 1,789.00	$ 65.99
Adtran	Netvanta	4305Octal	42008930	Router	$ 3,295.00	20.00%	$ 2,626.00	$ 90.61
Adtran	Netvanta	6250.A	4700254F1	Router	$ 3,900.00	46.00%	$ 2,098.00	$ 77.81
Adtran	Netvanta	6250.C	4700254F2	Router	$ 3,925.00	46.00%	$ 2,112.00	$ 77.81
Adtran	Netvanta	6250.E	4700256F1	Router	$ 4,250.00	46.00%	$ 2,287.00	$ 84.70
Adtran	Netvanta	6250.D	4700256F2	Router	$ 4,275.00	46.00%	$ 2,300.00	$ 84.70
Adtran	Netvanta	6250.B	4700256F3	Router	$ 4,500.00	46.00%	$ 2,421.00	$ 89.63
Adtran	Netvanta	3140 50SBC	4700341F2#50	Router	$ 1,395.00	40.00%	$ 832.00	$ 29.54
Zhone	Modem	6511	6511- A1- NA	Broadband Repairs	$ 39.00	31.00%	$ 27.00	$ 0.98
Cisco	ASR	ASR 900Console CBL	A900- CONS- KIT-U=	Accessory	$ 55.00	76.00%	$ 13.00	$ 0.98
Cisco	ASR	920 Serial CNSL Kit	A920- CONS- KIT-S=	Cable	$ 93.00	77.00%	$ 21.00	$ 0.98
Cisco	ASR	920 RCMTKit 19	A920- RCKMT- 19=	Rack	$ 237.00	78.00%	$ 52.00	$ 2.95
Cisco	ISR	Rack D	ACS- 1900- RM-19	Rack	$ 200.00	81.00%	$ 38.50	$ 1.96
Cisco	ISR	Rack E	ACS- 2900- RM-19	Rack	$ 100.00	62.00%	$ 38.50	$ 1.96
Cisco	ISR	Rack D	ACS- 1900- RM-19	Rack	$ 200.00	62.00%	$ 77.00	$ 1.96

Manufacturer	Model	ProductName	PartNumber	Description	List Price (One-Time Purchase)	Proposed Public Discount	Percent Public Price (One-Time Purchase)	Proposed Price: MRC/Rental Option
Cisco	ISR	Rack E	ACS- 2900- RM-19	Rack	$ 100.00	62.00%	$ 38.50	$ 1.96
Cisco	ISR	Rack D	ACS- 1900- RM-19	Rack	$ 200.00	62.00%	$ 77.00	$ 1.96
Cisco	ISR	4221 RackMount 19	ACS- 4220- RM- 19=	Rack	$ 143.00	61.00%	$ 56.00	$ 2.95
Cisco	ISR	Rack 4321	ACS- 4320- RM- 19=	Rack	$ 127.00	61.00%	$ 49.00	$ 1.96
Cisco	ISR	Rack 4321	ACS- 4320- RM- 19=	Rack	$ 127.00	61.00%	$ 49.00	$ 1.96
Cisco	ISR	Rack E	ACS- 2900- RM-19	Rack	$ 100.00	23.00%	$ 77.00	$ 1.96
Cisco	ISR	Rack 4321	ACS- 4320- RM- 19=	Rack	$ 127.00	61.00%	$ 49.00	$ 1.96
Cisco	ISR	Rack 443023	ACS- 4430- RM- 23=	Rack	$ 210.00	63.00%	$ 77.00	$ 2.95
Cisco	ISR	Rack 4321	ACS- 4320- RM- 19=	Rack	$ 127.00	61.00%	$ 49.00	$ 1.96
Aerohive	Aerohive	AH150	AH-AP- 150W- AC-FCC	Wireless Access Point	$ 280.00	10.00%	$ 252.00	$ 8.86
Cisco	ASR	920 12CZ	ASR- 920-12CZ-A	Router	$ 4,000.00	62.00%	$ 1,540.00	$ 127.06
Cisco	ASR	920 12CZ	ASR- 920-12CZ-A	Router	$ 4,000.00	70.00%	$ 1,210.00	$ 127.06
Cisco	ASR	920 12CZ	ASR- 920-12CZ-A	Router	$ 4,000.00	62.00%	$ 1,540.00	$ 127.06
Cisco	ASR	920 12CZ	ASR- 920-12CZ-A	Router	$ 4,000.00	70.00%	$ 1,210.00	$ 127.06
Cisco	ASR	ASR1001X	ASR10 01-X=	Router	$ 21,420.00	65.00%	$ 7,527.00	$ 1,138.65
Cisco	ASR	ASR 1002	ASR10 02-5G- VPN/K 9	Router	$ 60,000.00	62.00%	$23,100.0 0	$ 849.06
Cisco	ASR	Rack A	ASR10 02-ACS	Rack	$ 90.00	36.00%	$ 57.75	$ 2.95
Cisco	ASR	Rack B	ASR10 02-FIPS- KIT=	Rack	$ 1,150.00	67.00%	$ 385.00	$ 14.77
Cisco	ASR	ASR 1002X	ASR10 02 X-5G- VPNK9	Router	$ 55,500.00	60.00%	$22,260.0 0	$ 1,777.92
Cisco	ASR	Rack C	ASR10 02 X- ACS=	Rack	$ 185.00	69.00%	$ 57.75	$ 5.90
Cisco	ASR	920-S-AMetro IP LIC	ASR92 0- S-A	Router License	$ 3,000.00	62.00%	$ 1,155.00	$ 120.19
APC	UPS	600VA	be600 m1	Power ADS	$ 75.00	16.00%	$ 63.28	$ 2.95
Cisco	ISR	891	C891F- K9	Router	$ 1,470.00	61.00%	$ 566.00	$ 5.90
Cisco	ISR	C5 AC PWR	CAB- AC- C5=	Power ADS	$ 62.00	61.00%	$ 24.00	$ 0.98
Cisco	ISR	C5 AC PWR	CAB- AC- C5=	Power ADS	$ 62.00	61.00%	$ 24.00	$ 0.98
Netgear	Modem	D6400	D6400- 100NA S	Broadband Repairs	$ 299.00	25.00%	$ 225.00	$ 8.86
Viking	E-30	Handsfree Speaker	E-30- EWP	VOIPSpeaker	$ 412.99	19.00%	$ 335.00	$ 16.74
Cisco	HWIC	ADD ON K	EHWIC- 1GE- SFP- CU=	Card	$ 1,200.00	71.00%	$ 354.00	$ 32.50
Netgear	ProSafe	FS105	FS105 N A	Switch	$ 39.00	38.00%	$ 24.00	$ 0.98
Netgear	ProSafe	FS116	FS116 N A	Switch	$ 89.00	24.00%	$ 68.00	$ 2.95
Viking	2943601	FXI-1	FXI-1	Pager	$ 199.00	22.00%	$ 155.00	$ 5.90
Actiontec	Modem	GT784WN	GT784 W N- NF	Broadband Repairs	$ 99.00	22.00%	$ 77.00	$ 2.95
Cisco	ISR	809	IR809G- LTE- GA- K9	Router	$ 2,020.00	53.00%	$ 940.50	$ 35.45
Cisco	ISR	4221/SEC	ISR422 1- SEC/K9	Router	$ 2,555.05	61.00%	$ 984.00	$ 36.44
Cisco	ISR	4221	ISR422 1/ K9	Router	$ 1,632.61	61.00%	$ 629.00	$ 30.53
Cisco	ISR	4321/AX	ISR432 1- AX/K9	Router	$ 3,957.00	61.00%	$ 1,524.00	$ 123.12
Cisco	ISR	4321-AXV BDL	ISR432 1- AXV/K 9	Router	$ 5,040.23	60.00%	$ 1,996.00	$ 158.58
Cisco	ISR	4321/SEC	ISR432 1- SEC/K9	Router	$ 3,482.00	61.00%	$ 1,341.00	$ 110.31
Cisco	ISR	4321-V BDL	ISR432 1- V/K9	Router	$ 3,620.00	61.00%	$ 1,394.00	$ 114.25
Cisco	ISR	4321- VSEC BDL	ISR432 1- VSEC/K 9	Router	$ 4,695.00	61.00%	$ 1,808.00	$ 144.79
Cisco	ISR	4321	ISR432 1/ K9	Router	$ 2,370.00	61.00%	$ 913.00	$ 41.36
Cisco	ISR	4331/AX	ISR433 1- AX/K9	Router	$ 6,111.89	67.00%	$ 2,040.50	$ 86.67
Cisco	ISR	4331/SEC	ISR433 1- SEC/K9	Router	$ 5,162.00	61.00%	$ 1,988.00	$ 65.00
Cisco	ISR	4331	ISR433 1/ K9	Router	$ 3,837.00	61.00%	$ 1,478.00	$ 73.87
Cisco	ISR	4351/AX	ISR435 1- AX/K9	Router	$ 13,412.00	61.00%	$ 5,164.00	$ 170.40
Cisco	ISR	4351/SEC	ISR435 1- SEC/K9	Router	$ 10,500.00	63.00%	$ 3,850.50	$ 85.69
Cisco	ISR	4351	ISR435 1/ K9	Router	$ 9,100.00	61.00%	$ 3,504.00	$ 41.36
Cisco	ISR	4431/AX	ISR443 1- AX/K9	Router	$ 19,458.87	66.00%	$ 6,545.50	$ 241.32
Cisco	ISR	4431/SEC	ISR443 1- SEC/K9	Router	$ 15,717.86	66.00%	$ 5,390.50	$ 200.93
Cisco	ISR	4431/SEC- PERF	ISR443 1- SEC/K9	Router	$ 19,317.86	65.00%	$ 6,776.50	$ 200.93
Cisco	ISR	4431	ISR443 1/ K9	Router	$ 12,331.00	61.00%	$ 4,748.00	$ 131.98
Cisco	ISR	4451/AX	ISR445 1- AX/K9	Router	$ 26,762.68	65.00%	$ 9,240.50	$ 827.39
Cisco	ISR	4451/SEC	ISR445 1- SEC/K9	Router	$ 23,350.01	65.00%	$ 8,085.50	$ 730.86
Cisco	ISR	4451/SEC	ISR445 1- SEC/K9	Router	$ 23,350.01	61.00%	$ 8,990.00	$ 730.86
Cisco	ISR	4451	ISR445 1- X/K9	Router	$ 20,506.00	61.00%	$ 7,895.00	$ 105.39
Aruba	Aruba	303H	JY680A	Wireless Access Point	$ 382.00	0.00%	$ 382.00	$ 14.77
Aruba	Aruba	USBConsole CBL	JY728A	Accessory	$ 30.00	20.00%	$ 24.00	$ 0.98
Panasonic	KX	KXRepeater	KX- A406	Accessory	$ 199.00	23.00%	$ 153.00	$ 7.87
Panasonic	KX	KX Bundle	KX- TGP60 0	Phone	$ 199.00	23.00%	$ 154.00	$ 6.89
Panasonic	KX	KX Base	KX- TGP60 0 G	Phone	$ 129.00	7.00%	$ 120.00	$ 4.92
Panasonic	KX	KXHandset	KX- TPA60	Phone	$ 109.00	23.00%	$ 84.00	$ 3.93
Panasonic	KX	KXDeskto p	KX- TPA65	Phone	$ 159.00	23.00%	$ 122.50	$ 4.92
Panasonic	KX	KX Slim	KX- UDT12 1	Phone	$ 239.00	21.00%	$ 189.00	$ 7.87
Panasonic	KX	KX Rugged	KX- UDT13 1	Phone	$ 379.00	23.00%	$ 292.00	$ 15.75
Cisco	ASR	920 LIC	L- ASR92 0-10G-2	Router License	$ 1,500.00	61.00%	$ 578.00	$ 103.03
Cisco	Meraki	MR ENT 1YR	LIC- ENT- 1YR	WiFi License	$ 150.00	34.00%	$ 99.00	$ 10.35
Cisco	Meraki	MR ENT 3YR	LIC- ENT- 3YR	WiFi License	$ 300.00	34.00%	$ 198.00	$ 7.88
Cisco	Meraki	MR ENT 5YR	LIC- ENT- 5YR	WiFi License	$ 450.00	34.00%	$ 297.00	$ 8.05
Cisco	Meraki	MI LIC 3YR	LIC-MI- S-3YR	Premise Firewall License	$ 800.00	34.00%	$ 528.00	$ 17.84
Cisco	Meraki	MS120-24 1YR	LIC- MS120- 24- 1YR	Managed Switch License	$ 90.00	33.00%	$ 60.00	$ 6.20
Cisco	Meraki	MS120-24 3YR	LIC- MS120- 24- 3YR	Managed Switch License	$ 185.00	34.00%	$ 122.00	$ 4.85
Cisco	Meraki	MS120-24 5YR	LIC- MS120- 24- 5YR	Managed Switch License	$ 275.00	34.00%	$ 182.00	$ 4.91
Cisco	Meraki	MS120- 24P 1YR	LIC- MS120- 24P- 1YR	Managed Switch License	$ 145.00	34.00%	$ 96.00	$ 10.00
Cisco	Meraki	MS120- 24P 3YR	LIC- MS120- 24P- 3YR	Managed Switch License	$ 285.00	34.00%	$ 188.00	$ 7.48
Cisco	Meraki	MS120- 24P 5YR	LIC- MS120- 24P- 5YR	Managed Switch License	$ 430.00	34.00%	$ 284.00	$ 7.67
Cisco	Meraki	MS120-48 1YR	LIC- MS120- 48- 1YR	Managed Switch License	$ 165.00	34.00%	$ 109.00	$ 11.41
Cisco	Meraki	MS120-48 3YR	LIC- MS120- 48- 3YR	Managed Switch License	$ 330.00	34.00%	$ 218.00	$ 8.65
Cisco	Meraki	MS120-48 5YR	LIC- MS120- 48- 5YR	Managed Switch License	$ 485.00	33.00%	$ 327.00	$ 8.85
Cisco	Meraki	MS120 48FP 1YR	LIC- MS120- 48FP- 1YR	Managed Switch License	$ 265.00	34.00%	$ 175.00	$ 18.31
Cisco	Meraki	MS120 48FP 3YR	LIC- MS120- 48FP- 3YR	Managed Switch License	$ 530.00	34.00%	$ 350.00	$ 13.91
Cisco	Meraki	MS120 48FP 5YR	LIC- MS120- 48FP- 5YR	Managed Switch License	$ 790.00	34.00%	$ 522.00	$ 14.12
Cisco	Meraki	MS120- 48LP 1YR	LIC- MS120- 48LP- 1YR	Managed Switch License	$ 220.00	34.00%	$ 145.00	$ 15.21
Cisco	Meraki	MS120- 48LP 3YR	LIC- MS120- 48LP- 3YR	Managed Switch License	$ 445.00	34.00%	$ 294.00	$ 11.68
Cisco	Meraki	MS120- 48LP 5YR	LIC- MS120- 48LP- 5YR	Managed Switch License	$ 665.00	34.00%	$ 439.00	$ 11.87
Cisco	Meraki	MS120-8 1YR	LIC- MS120- 8-1YR	Managed Switch License	$ 40.00	33.00%	$ 27.00	$ 2.74
Cisco	Meraki	MS120-8 3YR	LIC- MS120- 8-3YR	Managed Switch License	$ 80.00	34.00%	$ 53.00	$ 2.09
Cisco	Meraki	MS120-8 5YR	LIC- MS120- 8-5YR	Managed Switch License	$ 115.00	34.00%	$ 76.00	$ 2.06
Cisco	Meraki	MS120- 8FP 1YR	LIC- MS120- 8FP- 1YR	Managed Switch License	$ 65.00	34.00%	$ 43.00	$ 4.51
Cisco	Meraki	MS120- 8FP 3YR	LIC- MS120- 8FP- 3YR	Managed Switch License	$ 130.00	34.00%	$ 86.00	$ 3.40
Cisco	Meraki	MS120- 8FP 5YR	LIC- MS120- 8FP- 5YR	Managed Switch License	$ 195.00	34.00%	$ 129.00	$ 3.49
Cisco	Meraki	MS210-24 1YR	LIC- MS210- 24- 1YR	Managed Switch License	$ 170.00	34.00%	$ 112.00	$ 11.76
Cisco	Meraki	MS210-24 3YR	LIC- MS210- 24- 3YR	Managed Switch License	$ 340.00	34.00%	$ 224.00	$ 8.92
Cisco	Meraki	MS210-24 5YR	LIC- MS210- 24- 5YR	Managed Switch License	$ 505.00	34.00%	$ 333.00	$ 9.03
Cisco	Meraki	MS210- 24P 1YR	LIC- MS210- 24P- 1YR	Managed Switch License	$ 210.00	34.00%	$ 139.00	$ 14.51
Cisco	Meraki	MS210- 24P 3YR	LIC- MS210- 24P- 3YR	Managed Switch License	$ 420.00	34.00%	$ 277.00	$ 11.01
Cisco	Meraki	MS210- 24P 5YR	LIC- MS210- 24P- 5YR	Managed Switch License	$ 625.00	34.00%	$ 412.00	$ 11.16
Cisco	Meraki	MS210-48 1YR	LIC- MS210- 48- 1YR	Managed Switch License	$ 260.00	34.00%	$ 172.00	$ 17.96
Cisco	Meraki	MS210-48 3YR	LIC- MS210- 48- 3YR	Managed Switch License	$ 515.00	34.00%	$ 340.00	$ 13.50
Cisco	Meraki	MS210-48 5YR	LIC- MS210- 48- 5YR	Managed Switch License	$ 770.00	34.00%	$ 508.00	$ 13.75

Manufacturer	Model	ProductName	PartNumber	Description	List Price (One-Time Purchase)	Proposed Public Discount	Percent Public Price (One-Time Purchase)	Proposed Price: MRC/Rental Option
Cisco	Meraki	MS210- 48FP 1YR	LIC- MS210- 48FP- 1YR	Managed Switch License	$ 370.00	34.00%	$ 244.00	$ 25.47
Cisco	Meraki	MS210- 48FP 3YR	LIC- MS210- 48FP- 3YR	Managed Switch License	$ 745.00	34.00%	$ 492.00	$ 19.56
Cisco	Meraki	MS210- 48FP 5YR	LIC- MS210- 48FP- 5YR	Managed Switch License	$ 1,115.00	34.00%	$ 736.00	$ 19.92
Cisco	Meraki	MS220-8 1YR	LIC- MS220- 8-1YR	Managed Switch License	$ 55.00	34.00%	$ 36.30	$ 3.80
Cisco	Meraki	MS220-8 3YR	LIC- MS220- 8-3YR	Managed Switch License	$ 110.00	54.00%	$ 51.00	$ 2.90
Cisco	Meraki	MS120-48 1YR	LIC- MS120- 48- 1YR	Managed Switch License	$ 165.00	34.00%	$ 108.90	$ 11.41
Cisco	Meraki	MS220-8P 1YR	LIC- MS220- 8P- 1YR	Managed Switch License	$ 70.00	34.00%	$ 46.20	$ 4.87
Cisco	Meraki	MS220-8P 3YR	LIC- MS220- 8P- 3YR	Managed Switch License	$ 140.00	34.00%	$ 92.40	$ 3.67
Cisco	Meraki	MS210- 24P 1YR	LIC- MS210- 24P- 1YR	Managed Switch License	$ 210.00	34.00%	$ 138.60	$ 14.51
Cisco	Meraki	MS225- 24P 1YR	LIC- MS225- 24P- 1YR	Managed Switch License	$ 290.00	34.00%	$ 191.00	$ 19.99
Cisco	Meraki	MS225- 24P 3YR	LIC- MS225- 24P- 3YR	Managed Switch License	$ 535.00	34.00%	$ 353.00	$ 14.04
Cisco	Meraki	MS225- 24P 5YR	LIC- MS225- 24P- 5YR	Managed Switch License	$ 825.00	34.00%	$ 544.00	$ 14.74
Cisco	Meraki	MS225-48 1YR	LIC- MS225- 48- 1YR	Managed Switch License	$ 345.00	34.00%	$ 227.00	$ 23.79
Cisco	Meraki	MS225-48 3YR	LIC- MS225- 48- 3YR	Managed Switch License	$ 630.00	34.00%	$ 415.00	$ 16.53
Cisco	Meraki	MS225-48 5YR	LIC- MS225- 48- 5YR	Managed Switch License	$ 970.00	34.00%	$ 640.00	$ 17.33
Cisco	Meraki	MS225- 48FP 1YR	LIC- MS225- 48FP- 1YR	Managed Switch License	$ 465.00	34.00%	$ 306.00	$ 32.01
Cisco	Meraki	MS225- 48FP 3YR	LIC- MS225- 48FP- 3YR	Managed Switch License	$ 855.00	32.00%	$ 584.00	$ 24.77
Cisco	Meraki	MS225- 48FP 5YR	LIC- MS225- 48FP- 5YR	Managed Switch License	$ 1,320.00	34.00%	$ 871.00	$ 23.58
Cisco	Meraki	MS225- 48LP 3YR	LIC- MS225- 48LP- 3YR	Managed Switch License	$ 760.00	34.00%	$ 502.00	$ 19.93
Cisco	Meraki	MS250-24 1YR	LIC- MS250- 24- 1YR	Managed Switch License	$ 360.00	49.00%	$ 182.00	$ 24.85
Cisco	Meraki	MS250-24 3YR	LIC- MS250- 24- 3YR	Managed Switch License	$ 655.00	45.00%	$ 363.00	$ 17.20
Cisco	Meraki	MS250-24 5YR	LIC- MS250- 24- 5YR	Managed Switch License	$ 1,015.00	46.00%	$ 545.00	$ 18.13
Cisco	Meraki	MS250- 24P 1YR	LIC- MS250- 24P- 1YR	Managed Switch License	$ 390.00	49.00%	$ 200.00	$ 26.89
Cisco	Meraki	MS250- 24P 3YR	LIC- MS250- 24P- 3YR	Managed Switch License	$ 715.00	44.00%	$ 399.00	$ 18.75
Cisco	Meraki	MS250- 24P 5YR	LIC- MS250- 24P- 5YR	Managed Switch License	$ 1,105.00	45.00%	$ 603.00	$ 19.73
Cisco	Meraki	MS250-48 1YR	LIC- MS250- 48- 1YR	Managed Switch License	$ 500.00	46.00%	$ 268.00	$ 34.49
Cisco	Meraki	MS250-48 3YR	LIC- MS250- 48- 3YR	Managed Switch License	$ 920.00	42.00%	$ 537.00	$ 24.14
Cisco	Meraki	MS250-48 5YR	LIC- MS250- 48- 5YR	Managed Switch License	$ 1,420.00	43.00%	$ 806.00	$ 25.37
Cisco	Meraki	MS210- 24P 5YR	LIC- MS210- 24P- 5YR	Managed Switch License	$ 625.00	50.00%	$ 310.00	$ 11.16
Cisco	Meraki	MS250- 48FP 3YR	LIC- MS250- 48FP- 3YR	Managed Switch License	$ 1,145.00	46.00%	$ 624.00	$ 30.06
Cisco	Meraki	MS250- 48FP 5YR	LIC- MS250- 48FP- 5YR	Managed Switch License	$ 1,770.00	47.00%	$ 934.00	$ 31.63
Cisco	Meraki	MS120-48 3YR	LIC- MS120- 48- 3YR	Managed Switch License	$ 330.00	34.00%	$ 218.00	$ 8.65
Cisco	Meraki	MS350-24 3YR	LIC- MS350- 24- 3YR	Managed Switch License	$ 670.00	34.00%	$ 442.00	$ 17.57
Cisco	Meraki	MS350-24 5YR	LIC- MS350- 24- 5YR	Managed Switch License	$ 1,000.00	34.00%	$ 660.00	$ 17.88
Cisco	Meraki	MS350- 24P 1YR	LIC- MS350- 24P- 1YR	Managed Switch License	$ 380.00	34.00%	$ 251.00	$ 26.18
Cisco	Meraki	MS350- 24P 3YR	LIC- MS350- 24P- 3YR	Managed Switch License	$ 760.00	34.00%	$ 502.00	$ 19.93
Cisco	Meraki	MS350- 24P 5YR	LIC- MS350- 24P- 5YR	Managed Switch License	$ 1,140.00	34.00%	$ 752.00	$ 20.38
Cisco	Meraki	MS350- 24X 1YR	LIC- MS350- 24X- 1YR	Managed Switch License	$ 450.00	34.00%	$ 297.00	$ 31.05
Cisco	Meraki	MS350- 24X 3YR	LIC- MS350- 24X- 3YR	Managed Switch License	$ 900.00	34.00%	$ 594.00	$ 23.63
Cisco	Meraki	MS350- 24X 5YR	LIC- MS350- 24X- 5YR	Managed Switch License	$ 1,350.00	34.00%	$ 891.00	$ 24.11
Cisco	Meraki	MS350-48 1YR	LIC- MS350- 48- 1YR	Managed Switch License	$ 540.00	34.00%	$ 356.00	$ 37.23
Cisco	Meraki	MS350-48 3YR	LIC- MS350- 48- 3YR	Managed Switch License	$ 1,080.00	34.00%	$ 713.00	$ 28.35
Cisco	Meraki	MS350-48 5YR	LIC- MS350- 48- 5YR	Managed Switch License	$ 1,620.00	34.00%	$ 1,069.00	$ 28.95
Cisco	Meraki	MS350- 48FP 1YR	LIC- MS350- 48FP- 1YR	Managed Switch License	$ 685.00	34.00%	$ 452.00	$ 47.23
Cisco	Meraki	MS350- 48FP 3YR	LIC- MS350- 48FP- 3YR	Managed Switch License	$ 1,370.00	34.00%	$ 904.00	$ 35.95
Cisco	Meraki	MS350- 48FP 5YR	LIC- MS350- 48FP- 5YR	Managed Switch License	$ 2,055.00	34.00%	$ 1,356.00	$ 36.72
Cisco	Meraki	MS425-16 1YR	LIC- MS425- 16- 1YR	Managed Switch License	$ 825.00	34.00%	$ 545.00	$ 56.86
Cisco	Meraki	MS425-16 3YR	LIC- MS425- 16- 3YR	Managed Switch License	$ 1,650.00	34.00%	$ 1,089.00	$ 48.30
Cisco	Meraki	MS425-16 5YR	LIC- MS425- 16- 5YR	Managed Switch License	$ 2,470.00	34.00%	$ 1,630.00	$ 44.12
Cisco	Meraki	MS425-32 3YR	LIC- MS425- 32- 3YR	Managed Switch License	$ 2,590.00	34.00%	$ 1,710.00	$ 67.97
Cisco	Meraki	MX100 ENT 1YR	LIC- MX100- ENT- 1YR	License	$ 2,500.00	34.00%	$ 1,650.00	$ 161.05
Cisco	Meraki	MX100 ENT 3YR	LIC- MX100- ENT- 3YR	License	$ 5,000.00	34.00%	$ 3,300.00	$ 122.64
Cisco	Meraki	MX100 ENT 5YR	LIC- MX100- ENT- 5YR	License	$ 7,500.00	34.00%	$ 4,950.00	$ 125.23
Cisco	Meraki	MX100 ENT 3YR	LIC- MX100- ENT- 3YR	License	$ 5,000.00	34.00%	$ 3,300.00	$ 122.64
Cisco	Meraki	MX100 SEC 3YR	LIC- MX100- SEC- 3YR	License	$ 10,000.00	34.00%	$ 6,600.00	$ 245.25
Cisco	Meraki	MX100 SEC 5YR	LIC- MX100- SEC- 5YR	License	$ 15,000.00	34.00%	$ 9,900.00	$ 250.47
Cisco	Meraki	MX250 ENT 1YR	LIC- MX250- ENT- 1YR	Premise Firewall License	$ 5,000.00	34.00%	$ 3,300.00	$ 322.18
Cisco	Meraki	MX250 ENT 3YR	LIC- MX250- ENT- 3YR	Premise Firewall License	$ 10,000.00	34.00%	$ 6,600.00	$ 245.25
Cisco	Meraki	MX250 ENT 5YR	LIC- MX250- ENT- 5YR	Premise Firewall License	$ 15,000.00	34.00%	$ 9,900.00	$ 250.47
Cisco	Meraki	MX250 ENT 3YR	LIC- MX250- ENT- 3YR	Premise Firewall License	$ 10,000.00	34.00%	$ 6,600.00	$ 245.25
Cisco	Meraki	MX250 SEC 3YR	LIC- MX250- SEC- 3YR	Premise Firewall License	$ 20,000.00	34.00%	$13,200.0 0	$ 490.53
Cisco	Meraki	MX250 SEC 5YR	LIC- MX250- SEC- 5YR	Premise Firewall License	$ 30,000.00	34.00%	$19,800.0 0	$ 500.92
Cisco	Meraki	MX250 ENT 3YR	LIC- MX250- ENT- 3YR	Premise Firewall License	$ 10,000.00	34.00%	$ 6,600.00	$ 245.25
Cisco	Meraki	MX250 SEC 3YR	LIC- MX250- SEC- 3YR	Premise Firewall License	$ 20,000.00	34.00%	$13,200.0 0	$ 490.53
Cisco	Meraki	MX250 SEC 5YR	LIC- MX250- SEC- 5YR	Premise Firewall License	$ 30,000.00	34.00%	$19,800.0 0	$ 500.92
Cisco	Meraki	MX250 SEC 3YR	LIC- MX250- SEC- 3YR	Premise Firewall License	$ 20,000.00	34.00%	$13,200.0 0	$ 490.53
Cisco	Meraki	MX450 SEC 3YR	LIC- MX450- SEC- 3YR	Premise Firewall License	$ 40,000.00	34.00%	$26,400.0 0	$ 981.06
Cisco	Meraki	MX450 SEC 5YR	LIC- MX450-SEC- 5YR	Premise Firewall License	$ 60,000.00	34.00%	$39,600.0 0	$ 1,001.84
Cisco	Meraki	MX450 SEC 3YR	LIC- MX450- SEC- 3YR	Premise Firewall License	$ 40,000.00	34.00%	$26,400.0 0	$ 981.06
Cisco	Meraki	MX450 SEC 5YR	LIC- MX450-SEC- 5YR	Premise Firewall License	$ 60,000.00	34.00%	$39,600.0 0	$ 1,001.84
Cisco	Meraki	MX64 ENT 1YR	LIC- MX64- ENT- 1YR	License	$ 300.00	34.00%	$ 198.00	$ 19.37
Cisco	Meraki	MX64 ENT 3YR	LIC- MX64- ENT- 3YR	License	$ 600.00	67.00%	$ 198.00	$ 14.72
Cisco	Meraki	MX64 ENT 5YR	LIC- MX64- ENT- 5YR	License	$ 900.00	34.00%	$ 594.00	$ 15.03
Cisco	Meraki	MX64 ENT 3YR	LIC- MX64- ENT- 3YR	License	$ 600.00	34.00%	$ 396.00	$ 14.72
Cisco	Meraki	MX64 SEC 3YR	LIC- MX64- SEC- 3YR	License	$ 1,200.00	34.00%	$ 792.00	$ 29.42
Cisco	Meraki	MX64 SEC 5YR	LIC- MX64- SEC- 5YR	License	$ 1,800.00	34.00%	$ 1,188.00	$ 30.04
Cisco	Meraki	MX64W ENT 1YR	LIC- MX64 W- ENT- 1YR	License	$ 325.00	34.00%	$ 215.00	$ 20.96
Cisco	Meraki	MX64W ENT 3YR	LIC- MX64 W- ENT- 3YR	License	$ 650.00	34.00%	$ 429.00	$ 15.96
Cisco	Meraki	MX64W ENT 5YR	LIC- MX64 W- ENT- 5YR	License	$ 975.00	34.00%	$ 644.00	$ 16.27
Cisco	Meraki	MX64W ENT 3YR	LIC- MX64 W- ENT- 3YR	License	$ 650.00	34.00%	$ 429.00	$ 15.96
Cisco	Meraki	MX64W SEC 3YR	LIC- MX64 W- SEC- 3YR	License	$ 1,300.00	34.00%	$ 858.00	$ 31.88
Cisco	Meraki	MX64W SEC 5YR	LIC- MX64 W- SEC- 5YR	License	$ 1,950.00	34.00%	$ 1,288.00	$ 32.56
Cisco	Meraki	MX64W ENT 1YR	LIC- MX64 W- ENT- 1YR	License	$ 325.00	34.00%	$ 215.00	$ 20.96
Cisco	Meraki	MX64W ENT 3YR	LIC- MX64 W- ENT- 3YR	License	$ 650.00	34.00%	$ 429.00	$ 15.96
Cisco	Meraki	MX64W ENT 5YR	LIC- MX64 W- ENT- 5YR	License	$ 975.00	34.00%	$ 644.00	$ 16.27
Cisco	Meraki	MX64W ENT 3YR	LIC- MX64 W- ENT- 3YR	License	$ 650.00	34.00%	$ 429.00	$ 15.96
Cisco	Meraki	MX64W SEC 3YR	LIC- MX64 W- SEC- 3YR	License	$ 1,300.00	34.00%	$ 858.00	$ 31.88
Cisco	Meraki	MX64W SEC 5YR	LIC- MX64 W- SEC- 5YR	License	$ 1,950.00	34.00%	$ 1,288.00	$ 32.56
Cisco	Meraki	MX65W ENT 1YR	LIC- MX65 W- ENT- 1YR	License	$ 400.00	34.00%	$ 264.00	$ 25.74
Cisco	Meraki	MX65W ENT 3YR	LIC- MX65 W- ENT- 3YR	License	$ 800.00	34.00%	$ 528.00	$ 19.63
Cisco	Meraki	MX64 SEC 3YR	LIC- MX64- SEC- 3YR	License	$ 1,200.00	34.00%	$ 792.00	$ 29.42
Cisco	Meraki	MX65W ENT 3YR	LIC- MX65 W- ENT- 3YR	License	$ 800.00	34.00%	$ 528.00	$ 19.63
Cisco	Meraki	MX65W SEC 3YR	LIC- MX65 W- SEC- 3YR	License	$ 1,600.00	34.00%	$ 1,056.00	$ 39.25
Cisco	Meraki	MX65W SEC 5YR	LIC- MX65 W- SEC- 5YR	License	$ 2,400.00	34.00%	$ 1,584.00	$ 40.06
Cisco	Meraki	MX67 ENT 1YR	LIC- MX67- ENT- 1YR	Premise Firewall License	$ 350.00	34.00%	$ 231.00	$ 22.56
Cisco	Meraki	MX67 ENT 3YR	LIC- MX67- ENT- 3YR	Premise Firewall License	$ 700.00	34.00%	$ 462.00	$ 17.17
Cisco	Meraki	MX67 ENT 5YR	LIC- MX67- ENT- 5YR	Premise Firewall License	$ 1,050.00	34.00%	$ 693.00	$ 17.53
Cisco	Meraki	MX67 ENT 3YR	LIC- MX67- ENT- 3YR	Premise Firewall License	$ 700.00	34.00%	$ 462.00	$ 17.17
Cisco	Meraki	MX67 SEC 3YR	LIC- MX67- SEC- 3YR	Premise Firewall License	$ 1,400.00	34.00%	$ 924.00	$ 34.34
Cisco	Meraki	MX67 SEC 5YR	LIC- MX67- SEC- 5YR	Premise Firewall License	$ 2,100.00	34.00%	$ 1,386.00	$ 35.07
Cisco	Meraki	MX67C ENT 1YR	LIC- MX67C- ENT- 1YR	Premise Firewall License	$ 425.00	34.00%	$ 281.00	$ 27.41

Manufacturer	Model	ProductName	PartNumber	Description	List Price (One-Time Purchase)	Proposed Public Discount	Percent Public Price (One-Time Purchase)	Proposed Price: MRC/Rental Option
Cisco	Meraki	MX67C ENT 3YR	LIC- MX67C- ENT- 3YR	Premise Firewall License	$ 850.00	34.00%	$ 561.00	$ 20.84
Cisco	Meraki	MX67C ENT 5YR	LIC- MX67C- ENT- 5YR	Premise Firewall License	$ 1,275.00	34.00%	$ 842.00	$ 21.30
Cisco	Meraki	MX67C ENT 3YR	LIC- MX67C- ENT- 3YR	Premise Firewall License	$ 850.00	34.00%	$ 561.00	$ 20.84
Cisco	Meraki	MX67C SEC 3YR	LIC- MX67C- SEC- 3YR	Premise Firewall License	$ 1,700.00	34.00%	$ 1,122.00	$ 41.71
Cisco	Meraki	MX67C SEC 5YR	LIC- MX67C- SEC- 5YR	Premise Firewall License	$ 2,550.00	34.00%	$ 1,683.00	$ 42.58
Cisco	Meraki	MX67W ENT 1YR	LIC- MX67 W- ENT- 1YR	Premise Firewall License	$ 375.00	34.00%	$ 248.00	$ 24.14
Cisco	Meraki	MX67W ENT 3YR	LIC- MX67 W- ENT- 3YR	Premise Firewall License	$ 750.00	34.00%	$ 495.00	$ 18.38
Cisco	Meraki	MX67W ENT 5YR	LIC- MX67 W- ENT- 5YR	Premise Firewall License	$ 1,125.00	34.00%	$ 743.00	$ 18.79
Cisco	Meraki	MX67W ENT 3YR	LIC- MX67 W- ENT- 3YR	Premise Firewall License	$ 750.00	34.00%	$ 495.00	$ 18.38
Cisco	Meraki	MX67W SEC 3YR	LIC- MX67 W- SEC- 3YR	Premise Firewall License	$ 1,500.00	34.00%	$ 990.00	$ 36.80
Cisco	Meraki	MX67W SEC 5YR	LIC- MX67 W- SEC- 5YR	Premise Firewall License	$ 2,250.00	34.00%	$ 1,485.00	$ 37.57
Cisco	Meraki	MX67W ENT 1YR	LIC- MX67 W- ENT- 1YR	Premise Firewall License	$ 375.00	34.00%	$ 248.00	$ 24.14
Cisco	Meraki	MX67W ENT 3YR	LIC- MX67 W- ENT- 3YR	Premise Firewall License	$ 750.00	34.00%	$ 495.00	$ 18.38
Cisco	Meraki	MX67W ENT 5YR	LIC- MX67 W- ENT- 5YR	Premise Firewall License	$ 1,125.00	34.00%	$ 743.00	$ 18.79
Cisco	Meraki	MX67W ENT 3YR	LIC- MX67 W- ENT- 3YR	Premise Firewall License	$ 750.00	34.00%	$ 495.00	$ 18.38
Cisco	Meraki	MX67W SEC 3YR	LIC- MX67 W- SEC- 3YR	Premise Firewall License	$ 1,500.00	34.00%	$ 990.00	$ 36.80
Cisco	Meraki	MX67W SEC 5YR	LIC- MX67 W- SEC- 5YR	Premise Firewall License	$ 2,250.00	34.00%	$ 1,485.00	$ 37.57
Cisco	Meraki	MX67 ENT 5YR	LIC- MX67- ENT- 5YR	Premise Firewall License	$ 1,050.00	34.00%	$ 693.00	$ 17.53
Cisco	Meraki	MX67 SEC 5YR	LIC- MX67- SEC- 5YR	Premise Firewall License	$ 2,100.00	34.00%	$ 1,386.00	$ 35.07
Cisco	Meraki	MX68CW SEC 5YR	LIC- MX68C W	Premise Firewall License	$ 3,150.00	34.00%	$ 2,079.00	$ 52.60
Cisco	Meraki	MX68CW ENT 1YR	LIC- MX68C W-ENT- 1YR	Premise Firewall License	$ 525.00	34.00%	$ 347.00	$ 33.79
Cisco	Meraki	MX67 ENT 5YR	LIC- MX67- ENT- 5YR	Premise Firewall License	$ 1,050.00	34.00%	$ 693.00	$ 17.53
Cisco	Meraki	MX68CW ENT 5YR	LIC- MX68C W-ENT- 5YR	Premise Firewall License	$ 1,575.00	34.00%	$ 1,040.00	$ 26.29
Cisco	Meraki	MX68W ENT 1YR	LIC- MX68 W- ENT- 1YR	Premise Firewall License	$ 450.00	34.00%	$ 297.00	$ 29.01
Cisco	Meraki	MX68W ENT 3YR	LIC- MX68 W- ENT- 3YR	Premise Firewall License	$ 900.00	34.00%	$ 594.00	$ 22.08
Cisco	Meraki	MX68W ENT 5YR	LIC- MX68 W- ENT- 5YR	Premise Firewall License	$ 1,350.00	34.00%	$ 891.00	$ 22.56
Cisco	Meraki	MX68W ENT 3YR	LIC- MX68 W- ENT- 3YR	Premise Firewall License	$ 900.00	34.00%	$ 594.00	$ 22.08
Cisco	Meraki	MX68W SEC 3YR	LIC- MX68 W- SEC- 3YR	Premise Firewall License	$ 1,800.00	34.00%	$ 1,188.00	$ 44.14
Cisco	Meraki	MX68W SEC 5YR	LIC- MX68 W- SEC- 5YR	Premise Firewall License	$ 2,700.00	34.00%	$ 1,782.00	$ 45.08
Cisco	Meraki	MX84 ENT 1YR	LIC- MX84- ENT- 1YR	License	$ 1,000.00	34.00%	$ 660.00	$ 64.47
Cisco	Meraki	MX84 ENT 3YR	LIC- MX84- ENT- 3YR	License	$ 2,000.00	34.00%	$ 1,320.00	$ 49.05
Cisco	Meraki	MX84 ENT 5YR	LIC- MX84- ENT- 5YR	License	$ 3,000.00	34.00%	$ 1,980.00	$ 50.10
Cisco	Meraki	MX84 ENT 3YR	LIC- MX84- ENT- 3YR	License	$ 2,000.00	34.00%	$ 1,320.00	$ 49.05
Cisco	Meraki	MX84 SEC 3YR	LIC- MX84- SEC- 3YR	License	$ 4,000.00	34.00%	$ 2,640.00	$ 98.10
Cisco	Meraki	MX84 SEC 5YR	LIC- MX84- SEC- 5YR	License	$ 6,000.00	34.00%	$ 3,960.00	$ 100.18
Cisco	Meraki	VMX100 1YR	LIC- VMX10 0- 1YR	Virtual Appliance	$ 2,500.00	34.00%	$ 1,650.00	$ 144.69
Cisco	Meraki	Z1 LIC 1YR	LIC-Z1- ENT- 1YR	Teleworker Gateway License	$ 50.00	34.00%	$ 33.00	$ 3.18
Cisco	Meraki	Z1 LIC 3YR	LIC-Z1- ENT- 3YR	Teleworker Gateway License	$ 100.00	34.00%	$ 66.00	$ 2.45
Cisco	Meraki	Z3 LIC 1YR	LIC-Z3- ENT- 1YR	Teleworker Gateway License	$ 150.00	34.00%	$ 99.00	$ 9.64
Cisco	Meraki	Z3 LIC 3YR	LIC-Z3- ENT- 3YR	Teleworker Gateway License	$ 300.00	34.00%	$ 198.00	$ 7.37
Cisco	Meraki	Z3C ENT 1YR	LIC- Z3C- ENT- 1YR	Teleworker Gateway License	$ 225.00	34.00%	$ 148.50	$ 14.51
Cisco	Meraki	Z3C ENT 3YR	LIC- Z3C- ENT- 3YR	Teleworker Gateway License	$ 450.00	34.00%	$ 297.00	$ 10.44
Cisco	Meraki	MR ANT	MA- ANT- 20	Antenna	$ 199.00	34.00%	$ 131.34	$ 5.90
Cisco	Meraki	MR ANT	MA- ANT- 20	Antenna	$ 199.00	22.00%	$ 155.00	$ 5.90
Cisco	Meraki	MX ANT	MA- ANT- MX	Premise Firewall Antenna	$ 25.00	32.00%	$ 17.00	$ 0.98
Cisco	Meraki	QCable 1m	MA- CBL- 40G-1M	SFP	$ 200.00	34.00%	$ 132.00	$ 6.89
Cisco	Meraki	QCable.5m	MA- CBL- 40G-50CM	SFP	$ 100.00	34.00%	$ 66.00	$ 3.93
Cisco	Meraki	QCable.5m	MA- CBL- 40G-50CM	SFP	$ 100.00	34.00%	$ 66.00	$ 3.93
Cisco	Meraki	Cable 3m	MA- CBL- TA-3M	SFP	$ 150.00	34.00%	$ 99.00	$ 4.92
Cisco	Meraki	MR PWR	MA- INJ- 4- US	Power WiFi	$ 149.00	34.00%	$ 98.00	$ 3.93
Cisco	Meraki	MS PWR 1025	MA- PWR- 1025W A C	Switch PWR	$ 1,450.00	34.00%	$ 957.00	$ 52.20
Cisco	Meraki	30W AC	MA- PWR- 30W- US	Power WiFi	$ 29.00	34.00%	$ 19.00	$ 1.96
Cisco	Meraki	MX65 PWR	MA- PWR- 90WA C	Power WiFi	$ 160.00	34.00%	$ 106.00	$ 5.90
Cisco	Meraki	SFP 10G LRF	MA- SFP- 10GB- LR	SFP	$ 3,995.00	59.00%	$ 1,649.34	$ 115.24
Cisco	Meraki	SFP 10G LRMMF	MA- SFP- 10GB- LRM	SFP	$ 995.00	14.00%	$ 854.70	$ 28.56
Cisco	Meraki	SFP 10G LRMMF	MA- SFP- 10GB- LRM	SFP	$ 995.00	34.00%	$ 659.34	$ 28.56
Cisco	Meraki	SFP 10G LRMMF	MA- SFP- 10GB- LRM	SFP	$ 995.00	60.00%	$ 395.34	$ 28.56
Cisco	Meraki	SFP 1G SX	MA- SFP- 1GB-SX	SFP	$ 500.00	34.00%	$ 330.00	$ 14.77
Cisco	Meraki	SFP 1G TX	MA- SFP- 1GB- TX	SFP	$ 395.00	34.00%	$ 260.70	$ 12.80
Cisco	Meraki	MR20	MR20- HW	Wireless Access Point	$ 299.00	28.00%	$ 216.00	$ 8.86
Cisco	Meraki	MR30H	MR30 H- HW	Wireless Access Point	$ 599.00	28.00%	$ 432.00	$ 17.72
Cisco	Meraki	MR42	MR42- HW	Wireless Access Point	$ 1,099.00	28.00%	$ 792.00	$ 21.66
Cisco	Meraki	MR42	MR42- HW	Wireless Access Point	$ 1,099.00	28.00%	$ 792.00	$ 21.66
Cisco	Meraki	MR55	MR55- HW	Wireless Access Point	$ 1,849.00	28.00%	$ 1,332.00	$ 45.30
Cisco	Meraki	MR42	MR42- HW	Wireless Access Point	$ 1,099.00	28.00%	$ 792.00	$ 21.66
Cisco	Meraki	MS120-24	MS120- 24- HW	Managed Switch	$ 1,620.00	34.00%	$ 1,069.00	$ 56.14
Cisco	Meraki	MS120- 24P	MS120- 24P- HW	Managed Switch	$ 2,515.00	34.00%	$ 1,660.00	$ 87.66
Cisco	Meraki	MS120-48	MS120- 48- HW	Managed Switch	$ 2,900.00	11.00%	$ 2,574.00	$ 87.66
Cisco	Meraki	MS120 48FP	MS120- 48FP- HW	Managed Switch	$ 4,635.00	34.00%	$ 3,060.00	$ 160.55
Cisco	Meraki	MS120- 48LP	MS120- 48LP- HW	Managed Switch	$ 3,925.00	34.00%	$ 2,591.00	$ 118.19
Cisco	Meraki	MS120-8	MS120- 8-HW	Managed Switch	$ 680.00	34.00%	$ 449.00	$ 23.63
Cisco	Meraki	MS120- 8FP	MS120- 8FP- HW	Managed Switch	$ 1,150.00	34.00%	$ 759.00	$ 40.38
Cisco	Meraki	MS210-24	MS210- 24- HW	Managed Switch	$ 2,985.00	34.00%	$ 1,970.00	$ 107.36
Cisco	Meraki	MS210- 24P	MS210- 24P- HW	Managed Switch	$ 3,665.00	34.00%	$ 2,419.00	$ 114.25
Cisco	Meraki	MS210-48	MS210- 48- HW	Managed Switch	$ 4,520.00	34.00%	$ 2,983.00	$ 141.83
Cisco	Meraki	MS210- 48FP	MS210- 48FP- HW	Managed Switch	$ 6,570.00	34.00%	$ 4,336.00	$ 236.39
Cisco	Meraki	LIC- MS225- 24- 3YR	MS225- 24 3YR	Managed Switch License	$ 460.00	34.00%	$ 303.00	$ 12.46
Cisco	Meraki	LIC- MS225- 24- 5YR	MS225- 24 5YR	Managed Switch License	$ 710.00	34.00%	$ 468.00	$ 12.68
Cisco	Meraki	MS225-24	MS225- 24- HW	Managed Switch	$ 4,180.00	34.00%	$ 2,758.00	$ 134.94
Cisco	Meraki	MS225- 24P	MS225- 24P- HW	Managed Switch	$ 4,865.00	34.00%	$ 3,210.00	$ 156.61
Cisco	Meraki	MS225- 48FP	MS225- 48FP- HW	Managed Switch	$ 7,770.00	51.00%	$ 3,775.00	$ 250.18
Cisco	Meraki	MS225- 48FLP	MS225- 48LP- HW	Managed Switch	$ 6,915.00	34.00%	$ 4,564.00	$ 222.60
Cisco	Meraki	MS250-24	MS250- 24- HW	Managed Switch	$ 5,975.00	34.00%	$ 3,943.00	$ 192.07
Cisco	Meraki	MS250-48	MS250- 48- HW	Managed Switch	$ 8,365.00	34.00%	$ 5,520.00	$ 268.90
Cisco	Meraki	MS250- 48FP	MS250- 48FP- HW	Managed Switch	$ 10,420.00	34.00%	$ 6,877.00	$ 334.89
Cisco	Meraki	MS350-24	MS350- 24- HW	Managed Switch	$ 5,675.00	13.00%	$ 4,946.00	$ 183.20
Cisco	Meraki	MS350- 24P	MS350- 24P- HW	Managed Switch	$ 6,455.00	34.00%	$ 4,260.00	$ 207.83
Cisco	Meraki	MS350- 24X	MS350- 24X- HW	Managed Switch	$ 7,495.00	34.00%	$ 4,946.00	$ 241.32
Cisco	Meraki	MS350-48	MS350- 48- HW	Managed Switch	$ 9,195.00	34.00%	$ 6,068.00	$ 295.49
Cisco	Meraki	MS350- 48FP	MS350- 48FP- HW	Managed Switch	$ 11,635.00	34.00%	$ 7,679.00	$ 374.29
Cisco	Meraki	MS425-16	MS425- 16- HW	Managed Switch	$ 14,000.00	34.00%	$ 9,240.00	$ 450.14
Cisco	Meraki	MS425-32	MS425- 32- HW	Managed Switch	$ 22,000.00	34.00%	$14,520.0 0	$ 707.22
Cisco	Meraki	MX100	MX100- HW	Premise Firewall	$ 4,995.00	34.00%	$ 3,296.70	$ 120.16
Cisco	Meraki	MX250	MX250- HW	Premise Firewall	$ 9,995.00	34.00%	$ 6,596.70	$ 319.13
Cisco	Meraki	MX450	MX450- HW	Premise Firewall	$ 19,995.00	34.00%	$13,196.7 0	$ 637.29
Cisco	Meraki	MX67	MX67- HW	Premise Firewall	$ 695.00	34.00%	$ 458.70	$ 20.68
Cisco	Meraki	MX67C	MX67C- HW	Premise Firewall	$ 1,295.00	34.00%	$ 854.70	$ 40.38
Cisco	Meraki	MX67W	MX67 W- HW	Premise Firewall	$ 995.00	34.00%	$ 656.70	$ 31.51
Cisco	Meraki	MX67W	MX67 W- HW	Premise Firewall	$ 995.00	34.00%	$ 656.70	$ 31.51

Manufacturer	Model	ProductName	PartNumber	Description	List Price (One-Time Purchase)	Proposed Public Discount	Percent Public Price (One-Time Purchase)	Proposed Price: MRC/Rental Option
Cisco	Meraki	MX68CW	MX68C W-HW	Premise Firewall	$ 1,795.00	34.00%	$ 1,184.70	$ 56.14
Cisco	Meraki	MX68W	MX68 W- HW	Premise Firewall	$ 1,295.00	34.00%	$ 854.70	$ 40.38
Cisco	Meraki	MX84	MX84- HW	Premise Firewall	$ 1,995.00	34.00%	$ 1,316.70	$ 48.26
Cisco	NIM	NIM/1CE1 T1	NIM- 1CE1T1- PRI	Card	$ 2,400.00	62.00%	$ 924.00	$ 34.47
Cisco	NIM	NIM/PRI	NIM- 1CE1T1- PRI=+ PVDM 4- 64	Card	$ 6,572.00	63.00%	$ 2,426.50	$ 82.73
Cisco	NIM	NIM/T1	NIM- 1MFT- T1/E1=	Card	$ 1,505.00	63.00%	$ 550.50	$ 25.60
Cisco	NIM	NIM/2CE1 T1	NIM- 2CE1T1- PRI	Card	$ 4,000.00	62.00%	$ 1,540.00	$ 57.12
Cisco	NIM	NIM/2PRI	NIM- 2CE1T1- PRI=+ PVDM 4- 64	Card	$ 8,172.00	63.00%	$ 3,045.50	$ 105.39
Cisco	NIM	NIM/2GE	NIM- 2GE- CU- SFP=	Card	$ 2,155.00	63.00%	$ 793.00	$ 36.44
Cisco	NIM	NIM/1MF T	NIM- 2MFT- T1/E1=	Card	$ 2,305.00	63.00%	$ 847.00	$ 25.60
Cisco	NIM	NIM/ATT- 4G	NIM- 4G- LTE-NA	Card	$ 1,450.00	58.00%	$ 614.00	$ 17.72
Cisco	NIM	NIM/ATT- 4G	NIM- 4G- LTE-NA	Card	$ 1,450.00	66.00%	$ 491.00	$ 17.72
Cisco	NIM	NIM/4T1	NIM- 4MFT- T1/E1	Card	$ 4,400.00	62.00%	$ 1,694.00	$ 63.03
Cisco	NIM	NIM/8SW	NIM- ES2-8- P=	Card	$ 1,155.00	64.00%	$ 419.50	$ 16.74
Cisco	NIM	4k LTE NIM	NIM- LTEA- EA	Card	$ 1,475.00	61.00%	$ 568.00	$ 21.66
Zyxel	Modem	P660-HN	P- 660HN	Broadband Repairs	$ 89.00	33.00%	$ 60.00	$ 2.95
Cisco	Module	MOD 32C	PVDM 4- 32	Card	$ 1,700.00	62.00%	$ 654.50	$ 24.62
Cisco	Module	MOD 64C	PVDM 4- 64	Card	$ 3,400.00	56.00%	$ 1,505.35	$ 56.14
Cisco	ISR	3900 PWR	PWR- 3900- AC=	Power ADS	$ 855.65	72.00%	$ 237.00	$ 8.86
Cisco	ISR	4220 PWR	PWR- 4220- AC=	Power ADS	$ 310.00	61.00%	$ 120.00	$ 5.90
Cisco	ISR	4320 PWR	PWR- 4320- AC=	Power ADS	$ 322.00	61.00%	$ 124.00	$ 9.84
Cisco	ISR	4451 PWR	PWR- 4450- AC/2	Power ADS	$ 800.00	62.00%	$ 308.00	$ 16.74
Cisco	ISR	4450 PWR	PWR- 4450- AC=	Power ADS	$ 1,312.00	61.00%	$ 506.00	$ 41.36
Cisco	SFP	ADD ON T	SFP- 10GLR- 31	Accessory	$ 3,995.00	99.00%	$ 36.00	$ 1.96
Cisco	SFP	ADD ON U	SFP- 10GSR- 85	Accessory	$ 995.00	98.00%	$ 17.00	$ 0.98
Cisco	ISR	1GCopper SFP	SFP- GB- GE-T	Card	$ 450.00	95.00%	$ 22.00	$ 1.96
Cisco	SFP	ADD ON M	SFP1G- LX-31	Card	$ 995.00	99.00%	$ 7.00	$ 0.98
Cisco	SFP	ADD ON L	SFP1G- SX-85	Card	$ 500.00	99.00%	$ 6.00	$ 0.98
Cisco	ISR	4350AppX LIC	SL- 4350- APP- K9=	Router License	$ 2,300.00	61.00%	$ 886.00	$ 92.51
Cisco	ISR	4400AppX LIC	SL-44- APP- K9=	Router License	$ 3,600.00	62.00%	$ 1,386.00	$ 122.57
Cisco	IOS	IOS IP	SL-44- IPB-K9	Router License	$ 4,000.00	62.00%	$ 1,528.42	$ 136.20
Cisco	ISR	4400 SEC LIC	SL-44- SEC- K9=	Router License	$ 4,600.00	62.00%	$ 1,771.00	$ 156.62
Cisco	IOS	IOS UC	SL-44- UC-K9	Router License	$ 2,000.00	62.00%	$ 770.00	$ 68.10
Cisco	HWIC	ADD ON S	SM-X- 1T3/E3=	Card	$ 11,242.04	61.00%	$ 4,329.00	$ 159.56
Cisco	VIC	4FXO	VIC2- 4FXO=	Card	$ 1,275.12	70.00%	$ 385.00	$ 14.77
Bogen	MWT	WMT1A	WMT1 A	Pager	$ 50.00	20.00%	$ 40.00	$ 1.96
Cisco	CTLS	2960.24P	WS- C2960 X- 24PS-L	Switch	$ 3,354.75	61.00%	$ 1,292.00	$ 19.69
Cisco	CTLS	2960.24	WS- C2960 X- 24TS-L	Switch	$ 2,630.25	61.00%	$ 1,013.00	$ 27.57
Cisco	CTLS	2960.48P	WS- C2960 X- 48FPS- L	Switch	$ 7,192.00	61.00%	$ 2,770.00	$ 206.84
Cisco	CTLS	2960.48P48LPD-L	WS- C2960 X- 48LPD- L	Switch	$ 7,623.00	61.00%	$ 2,935.00	$ 276.78
Cisco	CTLS	2960.48P48LPS-L	WS- C2960 X- 48LPS- L	Switch	$ 6,105.75	61.00%	$ 2,351.00	$ 86.67
Cisco	CTLS	2960.48	WS- C2960 X- 48TS-L	Switch	$ 4,360.00	63.00%	$ 1,615.08	$ 166.46
Cisco	CTLS	3650.24P	WS- C3650- 24TS-E	Switch	$ 8,255.00	64.00%	$ 3,003.00	$ 210.78
Cisco	CTLS	3650.24	WS- C3650- 24TS-S	Switch	$ 4,600.00	64.00%	$ 1,655.50	$ 61.06
Cisco	CTLS	3650.48P	WS- C3650- 48TS-E	Switch	$ 152,000.00	96.00%	$ 5,736.50	$ 123.12
Cisco	CTLS	3650.48	WS- C3650- 48TS-S	Switch	$ 8,060.00	62.00%	$ 3,041.50	$ 112.28
Cisco	Meraki	Z3C	Z3C- HW- NA	Teleworker Gateway	$ 845.00	34.00%	$ 557.70	$ 26.59
Polycom	Obi	ObiWiFi5G Wireless-AC USB Adapter	1517-49585-001	Accessory	$ 30.00	27%	$ 22.00	$ 0.99
Polycom	VVX	Wall Mount Bracket Kit for all VVX Expansion Modules	2200-46320-001	Accessory	$ 35.00	34%	$ 23.00	$ 0.99
Polycom	VVX	Universal Power Supply for the Polycom, TAA compliant	2200-48560-001	Power VoIP	$ 40.00	35%	$ 26.00	$ 0.99
Polycom	VVX	VVX 250	2200-48820-001	Phone	$ 189.00	26%	$ 140.00	$ 4.99
Polycom	VVX	VVX 150/250 Wall Mount Bracket	2200-48823-001	Accessory	$ 20.00	5%	$ 19.00	$ 0.99
Polycom	VVX	VVX 350	2200-48830-001	Phone	$ 249.00	31%	$ 172.00	$ 5.99
Polycom	VVX	VVX 350 Wall Mount Bracket	2200-48833-001	Accessory	$ 20.00	5%	$ 19.00	$ 0.99
Polycom	VVX	VVX 450	2200-48840-001	Phone	$ 289.00	31%	$ 200.00	$ 6.99
Polycom	VVX	VVX 450 Wall Mount Bracket	2200-48843-001	Accessory	$ 20.00	-25%	$ 25.00	$ 0.99
Polycom	VVX	VVX 150, 250, 350, 450 Universal Power Supply	2200-48872-001	Power VoIP	$ 18.00	44%	$ 10.00	$ 0.99
Polycom	VVX	VVX EM50 Exp Module	2200-48890-025	Accessory	$ 290.00	12%	$ 256.00	$ 7.99
Polycom	VVX	Polycom VVX D230	2200-49230-001	Phone	$ 209.00	18%	$ 172.00	$ 5.99
Polycom	Conference	USB 2.0 - 4 ft/1.2m Cable for RealPresence Trio 8500 and VoxBox	2200-49307-002	Cable	$ 20.00	15%	$ 17.00	$ 0.99
Polycom	CCX	CCX 400	2200-49700-019	Phone	$ 309.00	30%	$ 217.00	$ 6.99
Polycom	CCX	CCX 500 Phone without handset	2200-49710-019	Phone	$ 419.00	37%	$ 262.00	$ 8.99
Polycom	CCX	CCX 500 Phone and Handset	2200-49720-019	Phone	$ 439.00	37%	$ 275.00	$ 9.99
Polycom	CCX	CCX 500/600/700 Universal Power Supply	2200-49760-001	Power VoIP	$ 30.00	13%	$ 26.00	$ 0.99
Polycom	CCX	Polycom - CCX 600 Business Media Phone without handset. Microsoft Teams. PoE. Ships without power supply (for Microsoft Teams)	2200-49770-019	Phone	$ 539.00	37%	$ 338.00	$ 10.99
Polycom	CCX	Polycom - CCX 600 Business Media Phone. Microsoft Teams/SFB. PoE. Ships without power supply (for Microsoft Teams)	2200-49780-019	Phone	$ 569.00	37%	$ 356.00	$ 11.99
Polycom	Trio	Polycom Power Kit for RealPresence Trio 8500 and Trio Visual+	2200-66740-001	Poly Conference ADS PWR	$ 139.00	21%	$ 110.00	$ 3.99
Polycom	Trio	Polycom RealPresence Trio 8300 IP Conference Phone	2200-66800-001	Phone	$ 649.00	40%	$ 390.00	$ 12.99
Polycom	Trio	Polycom Power Kit for RealPresence Trio 8800 and Trio Visual+	7200-23490-001	Poly Conference ADS PWR	$ 139.00	14%	$ 119.00	$ 3.99
Polycom	VVX	Polycom VVX 311 6-line Desktop Phone Gigabit Ethernet with HD Voice. Compatible Partner platforms: 20. POE. Ships without power supply, TAA compliant	G2200-48350-025	Phone	$ 263.00	33%	$ 175.00	$ 5.99
Polycom	Trio	IP 8500	2200-66700-001	Phone	$ 1,238.00	64%	$ 445.00	$ 13.99
Grandstream	Grandstream	GRP2614 - VoIP phone	GRP2614	Phone	$ 175.00	38%	$ 113.00	$ 4.92
Grandstream	Grandstream	GRP2615 - VoIP phone	GRP2615	Phone	$ 175.00	38%	$ 130.00	$ 4.92
Grandstream	Grandstream	GRP2616 - VoIP phone	GRP2616	Phone	$ 189.00	40%	$ 113.00	$ 4.92
Poly	Home Office	Polycom Poly EagleEye Video Conferencing Camera - 30 fps - USB 2.0 - 1920 x 1080 Video - CMOS Sensor - Auto-focus Compatible Zoom & SRS	7230-60896-001	Accessory	$ 1,100.00	5%	$ 1,043.00	$ 33.99

Manufacturer	Model	ProductName	PartNumber	Description	List Price (One-Time Purchase)	Proposed Public Discount	Percent Public Price (One-Time Purchase)	Proposed Price: MRC/Rental Option
Grandstream	Grandstream	HT812 ATA	HT812	HT812 – Grandstream 2 port ATA	$ 55.28	33%	$ 37.00	$ 1.96
Grandstream	Grandstream	HT814 ATA	HT814	HT814 – Grandstream 4 port ATA	$ 120.43	32%	$ 82.00	$ 3.93
Grandstream	Grandstream	HT818 ATA	HT818	HT818 – Grandstream 8 port ATA	$ 174.81	35%	$ 114.00	$ 4.92
Grandstream	Grandstream	HT818 ATA Power Supply	12V/1.5A PSU	HT818 – Grandstream 8 port ATA Power Supply	$ 19.00	32%	$ 13.00	$ 0.98
Grandstream	Grandstream	HT814 ATA Power Supply	12V/1A PSU	HT814 – Grandstream 4 port ATA Power Supply	$ 19.00	32%	$ 13.00	$ 0.98
Grandstream	Grandstream	HT812 ATA Power Supply	12V/500mA PSU	HT812 – Grandstream 2 port ATA Power Supply	$ 15.00	40%	$ 9.00	$ 0.98

3 SECTION 3 – ABILITY TO PERFORM, INCLUDING RESPONSE TO THE NATIONAL PROGRAM (APPENDIX B)

Include a detailed response to Appendix B, Exhibit A, OMNIA Partners Response for National Cooperative Contract. Responses should highlight experience, demonstrate a strong national presence, describe how supplier will educate its national sales force about the contract, describe how products and services will be distributed nationwide, include a plan for marketing the products and services nationwide, and describe how volume will be tracked and reported to OMNIA Partners.

Granite has included a detailed response to Appendix B, Exhibit A, OMNIA Partners Response for National Cooperative Contract in accordance with the requirements outlined in this solicitation.

The successful supplier will be required to sign Appendix B, Exhibit B, OMNIA Partners Administration Agreement prior to contract award. Suppliers should have any reviews required to sign the document prior to submitting a response. Supplier's response should include any proposed exceptions to OMNIA Partners Administration Agreement.

Granite has included signatures for Appendix B, Exhibit A, OMNIA Partners Response for National Cooperative Contract in accordance with the requirements outlined in this solicitation.

Include completed Appendix B, Exhibits F. Federal Funds Certifications and G. New Jersey Business Compliance.

Granite has included a detailed response to Appendix B, F. Federal Funds Certifications and G. New Jersey Business Compliance.in accordance with the requirements outlined in this solicitation.

Provide available ordering methods (online ordering, order tracking, search options, order history, etc.).

Granite accepts orders through a variety of delivery methods, the most common being email. To be considered valid, orders must at minimum be provided in written format, reference the Region 14/OMNIA Partners master agreement number, must have been quoted according to the master agreement pricing, and any supplemental terms must be agreed to by both the customer and Granite.

Granite's standard order-level agreement is our Letter of Authorization, included in this response under **Section 6.6**. The Letter of Authorization authorizes Granite to deliver the quoted services to the customer, and contains all order details (e.g., rates, quantities, term length) and supplemental terms (SLAs, payment terms, etc.) that would apply to the quoted services.

After an Eligible User places their first order, a Premier Account Manager will be assigned to their account. The Premier Account Manager, as the single point of contact for all support, allows a level of responsiveness for account management that is unsurpassed in the industry. Eligible users can place Move/Add/Change/Delete (MACD) orders via e-mail or via phone with their assigned Premier Account Manager. All MACD orders are placed immediately. The Premier Account Team that supports the Premier Account Manager directly coordinates the managed installation of new facilities with underlying

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providers as well as all change management activity. Change management is done on a mutually agreed upon time schedule. Any changes that do not involve underlying last mile providers are typically done in twenty-four (24) hours.
Additionally, Granite provides its customers with unlimited, free access to customer information through Rock Reports, Granite's proprietary web-based software system. Rock Reports can be accessed 24 hours per day, 7 days per week through Granite's website (www.granitenet.com), except during scheduled maintenance. Granite will provide a web demo and training in the use of the website to download billing and run reports, at no additional cost. Customers can use Rock Reports to access the following types of information [redacted] Granite will also provide any and all customized reports based on customer requests.

What is supplier's average on time delivery rate? Describe Supplier's history of meeting the shipping and delivery timelines.

Granite has an average on-time delivery rate of 98%. Eligible users will be assigned a dedicated Premier Representative, and in some instances (based on the quantity and complexity of the requested services) they will also qualify for a Project Manager to be assigned. Utilizing a team approach allows a level of speed and congruency for the customer account that is untouched in the industry. The project management team will: Oversee and coordinate the installation, coordinate all internal and external resources, monitor work to ensure timelines and budgets are met, perform quality assurance review, prepare and submit project closeout documentation, review and forward invoices to our billing department for consolidation with other Granite services, provide regular updates on the progress of all of your structured cabling projects through a detailed report. Granite's technicians are licensed and insured and work on-site with customer's every day and carry the tools and equipment necessary to complete any task necessary for this project.

Describe how supplier responds to emergency orders.

The Premier Account Manager, as the single point of contact for all support, allows a level of responsiveness for account management that is unsurpassed in the industry. Region 14 ESC can place orders via e-mail or via phone with their assigned Premier Account Manager. All move orders, add orders, and change orders are placed immediately. The Premier Account Team that supports the Premier Account Manager directly coordinates the managed installation of new facilities with underlying providers as well as all change management activity. Change management is done on a mutually agreed upon time schedule. Any changes that do not involve underlying last mile providers are typically done in twenty-four (24) hours.

What is supplier's average Fill Rate*?*

Granite does not typically track equipment in stock as we mainly operate as a service provider. However, Granite always maintains a warehouse with reserve stock, however; Granite's proposed offering mainly consists of services which may not typically require physical delivery.

Our expert technicians and cutting-edge facilities are here to boost your operational efficiency and simplify your inventory management processes. With an 85,000 square

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foot mixed-use facility equipped with configuration labs, kitting stations, and ample warehouse storage, we are ready to handle all your equipment inventory needs. Our dedicated U.S. Warehouse team is well-equipped to handle the complexities of receiving, storing, allocating, and shipping equipment inventory for all our customer's projects.

Describe supplier's return and restocking policy.

During the Implementation Phase of a project, Granite will establish desired inventory levels to be maintained to meet expected demand for each customer. We will also establish a Low Inventory Threshold which triggers the ordering of additional devices to replenish the Spare Inventory to the desired levels if needed. Granite can also manage a High Inventory Threshold which triggers recycling of returned devices. If a device needs to be returned to Granite, we will process a Service Ticket in our MMS/TEM system and send an RMA Kit to the End User. The RMA Kit will include the Carrier Return Label and Return Instructions. If the device is at our Mobile Depot, the Shipping Team will get a Service Ticket that includes the Carrier Return Label and ship the device to the Carrier. All of this is documented in the system in our Service Tracker ticketing system, and the mobile asset will be updated to reflect the change.

Describe supplier's ability to meet service and warranty needs. Proposal should address life expectancy of equipment under normal use; applicable warranty and/or guarantees of equipment and installations including any conditions and response time for repair and/or replacement of any components during the warranty period; availability of replacement parts; and detailed information as to proposed return policy on all equipment.

Granite honors the proposed hardware's manufacturer's warranties meaning that should customers encounter an issue with any hardware, Granite will exchange it at absolutely no cost. Once paid off and no longer under contract, the devices will fall under the ownership of the customer. Granite will happily replace any handset for a discounted cost with receipt of the broken hardware. Please see Granite's General Terms and Conditions of Service for more information.

For services, Granite warrants that any Services will be performed in a professional manner pursuant to generally accepted industry standards and practices for similar Services. Granite's service-level commitments vary by service and are available at www.granitenet.com/legal.

The supplier shall provide timely and accurate technical advice and sales support. The supplier shall respond to such requests within one (1) working day after receipt of the request. Describe supplier's customer service/problem resolution process and ability to meet the one working day response time. Include hours of operation, number of services, etc.

Upon award of business, Granite assigns a complete premier account team. This team consists of a dedicated Premier Account Manager, Project Manager, MAC Manager, Billing Analyst, and a Solutions Engineer. The Premier Account Manager, as the single point of contact for all support issues, allows a level of responsiveness for account management that is unsurpassed in the industry. All move orders, add orders, and change orders are placed immediately. The Premier Account Team directly, via electronic interfaces, coordinates managed installation of new facilities with underlying providers.

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These processes are further streamlined as Region 14 ESC can place orders via e-mail or via phone with its assigned Premier Account Manager. Information is updated live via Granite's secure website for Region 14 ESC's review. The Premier Account Manager will provide a weekly or "as needed" review with Region 14 ESC. Reporting on many aspects of Region 14 ESC's network is in real-time and the timely delivery of on-demand reporting gives Region 14 ESC network controls previously unattainable.

Granite will coordinate resolution efforts among all necessary parties and underlying third-party carriers for issues related to Granite-provided services or equipment. Granite representatives will follow the trouble ticket procedure and follow up with appropriate underlying carriers as needed to resolve problems to Region 14 ESC's satisfaction. Service levels, including the dispatch and response times of technical support and problem management personnel for repair, will be identical to the underlying carrier's Service Level Agreements, but will be heavily influenced (to Region 14 ESC's benefit) by Granite's escalation skills within that carrier's organization and this method usually results in faster completion and response times. Post resolution, Granite can also provide root cause analysis reports upon request.

Most Granite offices follow office hours between 8AM-5PM, in their local time zones, however Granite is staffed 24/7. Granite has dedicated teams for every deliverable telecommunication solution contains from specialized and general billing departments, service transition department, to public-sector focused engineers and service provisioners. Granite also provides industry-leading customer support, including its established single point of contact "Premier" program management model and Helpdesk, in addition to our trained in-house customer service team that is available 24/7/365.

Describe supplier's contract implementation/customer transition plan.

Granite has extensive experience with the transition and implementation of telecommunications services for federal, state, and local government agencies, as well as corporate customers, of all sizes throughout our footprint. The keys to a successful transition are careful planning, ongoing communications, and accurate documentation to capture customer requirements precisely.

For Region 14 ESC Customers, the transition will require a structured implementation process, detailed cutover testing, and careful coordination of transition activities among all parties involved – Granite, Region 14 ESC Customers, the current service providers and phone system or other vendors – to ensure timely transition with no interruption of service.

Granite is committed to continuous quality and customer satisfaction and as is done routinely with its commercial customer base, Granite values customer input and will assess, track, and report any issues highlighted by the customer during the performance of the contract. Upon identification of issues, Granite will design and implement a Corrective Action Plan (CAP) that will be monitored and reported monthly. Granite's reports and quality metrics are available to view and download from our Rock Reports web portal or can be included as a deliverable under the contract. A performance scorecard format can be designed cooperatively at the program kick-off meeting between Granite and Region 14 ESC Customers.

Granite developed, owns, and operates a customer support system called Rock Reports. This proprietary portal is specifically designed to be user-friendly with our customers'

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needs in mind. The Rock Reports dashboard helps you see your most important data upfront while also allowing you to easily navigate to other valuable features, such as:

- [redacted]
- [redacted]
- [redacted]

Describe the financial condition of supplier.

Granite is a privately held company with no outside investors and is cash-flow positive. Our philosophy is to use our resources towards proactively enhancing our customer's experience and allowing that commitment to incentivize our potential future partnerships. These benefits include our ability to increase resources into developing customized billing solutions and superior customer service support by Granite recruited, trained professionals.

Provide a website link to review website ease of use, availability, and capabilities related to ordering, returns and reporting. Describe the website's capabilities and functionality.

Granite offers our customers an online account management and billing that can analyze billing data, interface dashboards and tools for reporting. Region 14 ESC will be able to use Rock Reports to run a variety of standard reports, [redacted]. Granite provides unlimited, free-of-charge access to Rock Reports, which may be accessed 24/7/365 through Granite's website. In addition to a highly customizable home page that can be configured to show Region 14 ESC commonly referenced information, Rock Reports also has several other tabs that can be used to look up [redacted] Reporting capabilities through this portal (as well as all other functionalities involving Rock Reports) will be provided to Community Action completely free of charge.

Granite's advanced billing options are one of several benefits which are available to Region 14 ESC. By consolidating services at various locations onto Granite's single account management and billing platform, Region 14 ESC will experience substantially greater invoicing efficiency. Region 14 ESC will have options which include receiving one consolidated bill for all services and dispersing the invoices among individual locations, subsidiaries, regions, or facilities. Central locations may receive a detailed or summary bill for payment or information purposes. Likewise, individual locations may also receive either detailed or summary bills for payment or information purposes. Granite's bills are itemized and detailed, so there are no unexpected charges. Bills present all charges in a clear and concise manner. Granite can also offer bills in a variety of formats, e.g., paper, online, e-mail, whichever is most convenient for Region 14 ESC. Granite's billing platform has been developed such that it has the capability to interact with EDI software.

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Rock Reports can create the following list of reports:

- [redacted]

Additionally, upon first logging into Rock Reports, the Dashboard appears. This gives Region 14 ESC immediate access to our most widely used reports:

- [redacted]

Region 14 ESC is encouraged to view Granite Rock Reports portal.

Describe the supplier's safety record.

Granite has a network of experienced technicians and a system of tracking their performance in order to ensure that each experience with dispatch meets and exceeds our customers' expectations. Upon report of an incident, Granite will conduct a review and report the incident internally to ensure that appropriate measures are taken to avoid further issue and to remedy the reported incident.

Describe technology used to support the contract.

Granite offers our customers an online account management and billing that can analyze billing data, interface dashboards and tools for reporting. Region 14 ESC Customers will be able to use Rock Reports to run a variety of standard reports, e.g., [redacted]. Granite provides unlimited, free-of-charge access to Rock Reports, which may be accessed 24/7/365 through Granite's website. In addition to a highly customizable home page that can be configured to show Region 14 ESC Customers commonly referenced information, Rock Reports also has several other tabs that can be used to look up billing, inventory, repair, service, and network health information. Reporting capabilities through this

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portal (as well as all other functionalities involving Rock Reports) will be provided to Community Action completely free of charge.

Granite's advanced billing options are one of several benefits which are available to Region 14 ESC Customers. By consolidating services at various locations onto Granite's single account management and billing platform, Region 14 ESC Customers will experience substantially greater invoicing efficiency. Region 14 ESC Customers will have options which include receiving one consolidated bill for all services and dispersing the invoices among individual locations, subsidiaries, regions, or facilities. Central locations may receive a detailed or summary bill for payment or information purposes. Likewise, individual locations may also receive either detailed or summary bills for payment or information purposes. Granite's bills are itemized and detailed, so there are no unexpected charges. Bills present all charges in a clear and concise manner. Granite can also offer bills in a variety of formats, e.g., paper, online, e-mail, whichever is most convenient for Region 14 ESC Customers. Granite's billing platform has been developed such that it has the capability to interact with EDI software.

Rock Reports can create the following list of reports:

- Custom Electronic Invoice (this is designed according to the specifications [redacted]

Additionally, upon first logging into Rock Reports, the Dashboard appears. This gives Region 14 ESC Customers immediate access to our most widely used reports:

- [redacted]

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Provide any additional information relevant to this section.

By combining Granite's expertise, OMNIA Partners' purchasing power, and customers' needs for a flexible and cost-effective telecom solution, the partnership between Granite and OMNIA Partners has become a successful business model. The flexibility in contracting, rapid implementation, and substantial savings showcase the potential for businesses to navigate the complex telecom landscape efficiently and successfully. Granite helps businesses simplify sourcing and management of local and long-distance phone services with one point of contact and one invoice for all their office locations nationwide.

Granite excels at providing unified services to dispersed enterprises across the United States. Region 14 ESC will receive a service provider who is well versed in providing telecommunication services to cost-conscious organizations who want to deliver innovative solutions to their customers. For example, when T-Mobile wanted to distinguish their network as the fastest in the nation, they tapped Granite to provide high-speed Internet access in all their stores. T-Mobile was very happy with Granite's enterprise-wide single bill and appreciated our U.S. based customer service representatives and technicians.

For more information, visit Granite's Homepage.

3.1 Exhibit A – Response for National Cooperative Contract

Section 3 - Supplier Response

3.1 Company

A. Brief history and description of Supplier to include experience providing similar products and services.

Granite Telecommunications (hereafter "Granite") started in 2002 as a Plain Old Telephone Service (POTS) reseller. As the telecommunications market has shifted and changed over the years, Granite has evolved to meet each new market demand. Granite's successes with POTS lines enabled the partnerships and technology necessary for Granite to offer a variety of contemporary products (e.g., cloud and data services). We now provide our customers with access to our private Multiprotocol Label Switching (MPLS) network and the newest SD-WAN technologies. Our focus today is to bring its existing customers and partners into the next generation by acting as a single source provider for all commercial and government voice and data needs, offering legacy services, IP based services, data services, and network integration services. Granite's services include the following:

- IP Voice & Data, including MPLS, SIP, & Hosted PBX
- Dedicated Internet & Broadband Services
- Business Security
- Network Integration
- Wireless Voice & Data
- Managed Services, including Wi-Fi
- Local & Long Distance

Granite has grown every year, winning business away from the larger, incumbent carriers because we know that one-size-fits-all is not an approach that works for communications.

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The company has an annual revenue of more than $1.85 Billion and over 2,000 employees. Our teammates will work with the Region 14 ESC to design and deploy a communication platform that will meet its unique needs and requirements. Granite is electronically bonded to the systems of all major Regional Bell Operating Companies (RBOCs), Incumbent Local Exchange Carriers (ILECs), CLECs, and cable and satellite companies worldwide.

Granite is built on our reputation for delivering the products and services our customers need on time and on budget. We understand that our customers now have more choices than ever when selecting service providers. Accordingly, we strive to consistently meet our customers' needs to act as a single provider for all telecommunications needs. It is Granite's goal to provide first-class service so that each of every single one of our customers is given the true level of service they deserve.

Standing amongst AT&T, Verizon, and other carriers, Granite has been granted the opportunity by the United States General Services Administration (GSA) to provide communications services to the US Government. Since then, we have offered a broad portfolio of communications services through this contract, from analog voice to hosted voice and collaboration tools. Granite has experience providing solutions to municipalities, government agencies, and educational institutions.

B. Total number and location of salespersons employed by Supplier.

Granite has more than 2,500 employees with 10 offices nationwide.

C. Number and location of support centers (if applicable) and location of corporate office.

Granite's corporate office is located in Quincy, MA. Additional support centers are in Lincoln, RI; West Palm Beach, FL; McLean, VA; New York, NY; Philadelphia, PA; Atlanta, GA; Dallas, TX; Orlando, FL; Murfreesboro, TN; and Chicago, IL.

D. Annual sales for the three previous fiscal years.

a. Submit FEIN and Dunn & Bradstreet report.

Granite is able to maintain its status over the years as a privately held, zero-debt, zero-acquisition firm with currently over $1.85B in annualized revenue, surpassing the $1.7B in 2022 and &1.6B in 2021. Granite will provide its FEIN (04-3643290) and has provided its Dunn & Bradstreet report in **Section 6.5**.

E. Describe any green or environmental initiatives or policies.

In our continued effort toward good corporate citizenship, Granite is committed to evaluating all business practices in search of ways to meaningfully reduce our consumption of energy and other valuable natural resources.

The teamwork and dedication of Granite's employees have always been the Company's most valuable natural resource. With Granite Goes Green ("G3"), Granite is committed to harnessing the power of all of us to help make our Company and the world a better, greener place. Our mission is to meaningfully reduce Granite's consumption of energy and natural resources through the implementation of the most environmentally friendly business practices available.

Granite's positive environmental impact stems from the encouragement of carpooling with dedicated "Greening Spots" available only to vehicles with two or more commuters, hybrid car parking, and our T-Pass program that allows employees to save taxes on the

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cost of commuting as well as help the environment. If awarded, Granite will make every best effort to report on requested environmental practices.

F. Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program. If there are any diversity programs, provide a list of diversity alliances and a copy of their certifications.

Granite makes every effort to promote a diverse workplace. Through company initiatives like WE CAN, Granite Rock Out, and CANDID, Granite strives to celebrate the valuable differences of race, gender, and orientation in our employees. WE CAN (Women Empowered through Collaboration, Appreciation, and Networking) recently raised awareness for domestic violence warning signs while Granite Rock Out provided transportation to the Pride parade. CANDID (Community Awareness Networking Diversity Inclusion Development) hosts bi-weekly meetings to spread the importance of representation in our communities. Our organizations take pride in community outreach in addition to their activities within the company. If awarded, Granite will make every best effort to report on requested diversity initiatives.

Granite's demographics include women filling a quarter of our positions, for both employees and management. Granite is headquartered in Quincy, MA, a city with 63% Caucasian, 5% African American, 3% Hispanic, and 28% Asian population. The city's racial demographics are close to Granite's employee demographics.

Granite Telecommunications, being a Competitive Local Exchange Carrier (CLEC), is obligated to utilize our [redacted]. The underlying carrier will utilize existing staff to complete any wiring, installation, or activation labor necessary. As such there are no additional opportunities to hire any individuals of any kind. In the event a subcontractor is required for installation, repairs, or otherwise during the life of the contract, Granite will consider MBE enterprises first.

G. Indicate if supplier holds any of the below certifications in any classified areas and include proof of such certification in the response:

a. Minority Women Business Enterprise

Yes No **X**

If yes, list certifying agency: _____n/a_____

b. Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)

Yes No **X**

If yes, list certifying agency: _____n/a_____

c. Historically Underutilized Business (HUB)

Yes No **X**

If yes, list certifying agency: _____n/a_____

d. Historically Underutilized Business Zone Enterprise (HUBZone)

Yes No **X**

If yes, list certifying agency: _____n/a_____

e. Other recognized diversity certificate holder

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Yes No **X**

If yes, list certifying agency: _____n/a_____

H. List any relationships with subcontractors or affiliates intended to be used when providing services and identify if subcontractors meet minority-owned standards. If any, list which certifications subcontractors hold and certifying agency.

Granite does not intend to use any subcontractors or affiliates when providing our proposed services. In the event a subcontractor is required for installation, repairs, or otherwise during the life of the contract, Granite will consider MBE enterprises first.

I. Describe how supplier differentiates itself from its competitors.

Granite, a Competitive Local Exchange Carrier (CLEC), provides enterprise-wide telecommunications solutions using an industry-leading support platform, a single, customizable invoice, and a well-established customer service team, which includes a single point of contact and a dedicated Premier Manager (PM).

Granite provides telecommunications services, including voice services (POTS and ISDN PRI), VoIP services (Hosted Voice, Hosted PBX, SIP Trunking, and EPRI), Broadband (DSL, Cable Modem, Satellite, and Mobility), managed services (such as WiFi, Firewall, Switch, Router/Router and VPN, and SD WAN), Dish television, and Cellular. Granite can provide dedicated Internet (T1, EoC, FE, GE), long distance (both switched and dedicated), inside wiring, alarm and other related services to multi-location commercial businesses and Government agencies. Granite is licensed to provide telephone services for all CONUS locations, Hawaii, Alaska, and Canada.

Our unmatched partnerships with the CLECs and ILECs, and satellite and cable providers, allow us to provide our customers with immediate and accurate responses to all issues or questions. At Granite, your account will be assigned to a Premier Account Manager who will be your single-point-of-contact for all your account needs. Your Premier contact can assist with the troubleshooting and resolution of technical issues, purchasing, billing, delivery, and any other issues that may arise. Our U.S.-based help personnel ensure a timely resolution, answering every call within an average of eight seconds.

Granite also provides our customers with a tool for managing their accounts known as *Rock Reports*. *Rock Reports* is a web-based tool available through Granite's online portal for [redacted] with drill-down technology allowing for a granular view into your unique environment.

Because Granite is electronically bonded to all the major underlying carriers, our computer systems tie directly into the carrier's system to automate high-volume transactions, resulting in faster, more accurate ordering and trouble reports. This Granite network consolidation and efficiencies are passed on to our customers by way of cost savings, automated ordering, and improved trouble reporting to speed service restoration.

Perhaps most importantly are our flexible billing options, setting Granite apart from our competition through our consolidated single solution. Granite consolidates multiple vendor invoices into a single bill at the corporate (parent) level or can bill separately by individual location, department, and general ledger/cost center code (child) level,

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allowing for easy integration into a customer payment system. The billing can integrate directly with an existing EDI software program.

J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.

Granite has been involved in a number of actions during its time of operations; of a number and nature consistent with a company of its age (approx. 21 years), size (approx. 2,500 employees) and scope (providing services to 10,000+ enterprises throughout the US and Canada). All such actions have been civil in nature and in no such action was Granite found responsible. None of the actions impacted, or risks impacting, Granite's ability to provide service to our customers. Additionally, there have been no bankruptcies, reorganizations, or investigations of the entity or current officers and directors.

K. Felony Conviction Notice: Indicate if the supplier

a.is a publicly held corporation and this reporting requirement is not applicable;

b.is not owned or operated by anyone who has been convicted of a felony; or

c.is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions.

Granite is not owned or operated by anyone who has been convicted of a felony.

L. Describe any debarment or suspension actions taken against supplier

Granite has been involved in a number of actions during its time of operations; of a number and nature consistent with a company of its age (approx. 21 years), size (approx. 2,500 employees) and scope (providing services to 10,000+ enterprises throughout the US and Canada). All such actions have been civil in nature and in no such action was Granite found responsible. None of the actions impacted, or risks impacting, Granite's ability to provide service to our customers. Additionally, there have been no bankruptcies, reorganizations, or investigations of the entity or current officers and directors.

3.2 Distribution, Logistics

A. Each supplier awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier.

Granite has included a full detailed list of all proposed services in **Attachment A - Region 14 Contract Price List**. Below is an overview of the line of products Granite is proposing:

Granite provides telecommunications services, including voice services (POTS and ISDN PRI), VoIP services (Hosted Voice, Hosted PBX, SIP Trunking, and EPRI), Broadband (DSL, Cable Modem, Satellite, and Mobility), managed services (such as WiFi, Firewall, Switch, Router/Router and VPN, and SD WAN), Edgeboot, EPIK, and Cellular. Granite can provide dedicated Internet (T1, EoC, FE, GE), long distance (both switched and dedicated), inside wiring, alarm and other related services to multi-location commercial businesses and Government agencies. Granite is licensed to provide telephone services for all CONUS locations, Hawaii, Alaska and Canada.

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Granite continues to grow and expand into new products offerings and markets that provide more value to our clients, as such, Granite will make updates to its price list.

B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

With its nationwide service area and extensive experience implementing service solutions in a variety of industry applications, Granite is well-positioned to provide a host of telecommunications solutions. Granite will deliver the requested services through its [redacted] and capable of delivering multiple solution types at a moment's notice. Whether it's replacing a faulty router from a manufacturer, or delivering a pre-configured cloud-enabled SD-WAN solution to a customer, Granite Distribution is ready to meet the call.

C. Describe how Participating Agencies are ensured they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.

To ensure that customers can verify they receive the best Contract price available, Granite will deliver the same rates as those currently offered by Granite on the General Services Administration, Multiple Award Schedule (Contract Number: GS-35F-208BA), as well as the similar rates as those currently offered by Granite on the OMNIA Partners, Public Sector Contracts (Contract Numbers: R200901 and 01-99).

Granite has implemented controls and checkpoints throughout the quoting and ordering lifecycle, to ensure that our customers receive compliant contract pricing:

1. **Contract Award**
   - [redacted]
2. **Quoting**
   - [redacted]

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[redacted]

3. **Order Receipt**
   - When orders are received, they are entered into a ticketing system and [redacted]

All quoting, ordering and billing under the OMNIA Partners and Region 14 ESC agreement will occur directly between Granite and the customer, ensuring that any quotes issued under this contract will be vetted through the above process.

D. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.

With its nationwide service area and extensive experience implementing service solutions in a variety of industry applications, Granite is well-positioned to provide a host of telecommunications solutions through its [redacted]

E. Provide the number, size and location of Supplier's distribution facilities, warehouses and retail network as applicable.

Granites nationwide distribution network model is based out Quincy, MA and capable of delivering multiple solution types at a moment's notice. Whether it's replacing a faulty router from a manufacturer, or delivering a pre-configured cloud-enabled SD-WAN solution to a customer, Granite Distribution will be ready to meet the call

3.3 Marketing and Sales

A. Given the public nature of the solicitation and contract, OMNIA Partners makes solicitation and contract documentation, including pricing documents, available on its website so Participating Public Agencies may easily conduct their due diligence. Describe any portions of the response that should not be available on the website and why those portions should not be available.

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Granite requests that its client references in **Section 4 – References and Experience** not be available on the website as we value keeping our customer information confidential

B. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as supplier's primary go to market strategy for Public Agencies to supplier's teams nationwide, to include, but not limited to:

i. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days

ii. Training and education of Supplier's national sales force with participation from the Supplier's executive leadership, along with the OMNIA Partners team within first 90 days

Within the first 90 days of the award, Granite will execute a comprehensive marketing strategy in collaboration with OMNIA Partners to best suit the intent of Region 14 ESC's contract. To help proactively ensure this strategy is achieved, Granite has already gained stakeholder buy-in from its entire C-Suite, to include its CEO, Rob Hale.

To assist the Sales and RDM team in driving results, Granite will help produce training artifacts during these first ninety days to ensure that all materials are developed and will additionally serve as the communication entity between necessary stakeholders and Region 14 ESC and OMNIA Partners during development. The following table demonstrates Granite's 30, 60, and 90-day marketing strategy for Region ESC 14 and OMNIA Partners:

Granite Collaborative Marketing Strategy for Region ESC 4 and OMNIA Partners		
Granite's 30-Day Achievements:	Granite's 60-Day Achievements:	Granite's 90-Day Achievements:
• [redacted]	[redacted]	[redacted]
		g to Sales and RDM

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[redacted]		[redacted]

C. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to:

i. Creation and distribution of a co-branded press release to trade publications

ii. Announcement, Master Agreement details and contact information published on the Supplier's website within first 90 days

iii. Design, publication and distribution of co-branded marketing materials within first 90 days

iv. Commitment to attendance and participation with OMNIA Partners at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement

v. Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by OMNIA Partners for partner suppliers. Booth space will be purchased and staffed by Supplier. In addition, Supplier commits to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by OMNIA Partners.

vi. Design and publication of national and regional advertising in trade publications throughout the term of the Master Agreement

vii. Ongoing marketing and promotion of the Master Agreement throughout its term (case studies, collateral pieces, presentations, promotions, etc.)

viii. Dedicated OMNIA Partners internet web-based homepage on Supplier's website with:

- ***OMNIA Partners standard logo;***
- ***Copy of original Request for Proposal;***
- ***Copy of Master Agreement and amendments between Principal Procurement Agency and Supplier;***

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- ***Summary of Products and pricing;***
- ***Marketing Materials***
- ***Electronic link to OMNIA Partners' website including the online registration page;***
- ***A dedicated toll-free number and email address for OMNIA Partners***

Within the first 90 days of the award, Granite will execute a comprehensive marketing strategy in collaboration with OMNIA Partners to best suit the intent of Region 14 ESC's contract. To help proactively ensure this strategy is achieved, Granite has already gained stakeholder buy-in from its entire C-Suite, to include its CEO, Rob Hale.

To assist the Sales and RDM team in driving results, Granite will help produce training artifacts during these first ninety days to ensure that all materials are developed and will additionally serve as the communication entity between necessary stakeholders and Region 14 ESC and OMNIA Partners during development. The following table demonstrates Granite's 30, 60, and 90-day marketing strategy for Region ESC 14 and OMNIA Partners:

Granite Collaborative Marketing Strategy for Region ESC 4 and OMNIA Partners		
Granite's 30-Day Achievements:	Granite's 60-Day Achievements:	Granite's 90-Day Achievements:
[redacted]	[redacted]	[redacted]

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		[redacted]

Granite has numerous regional sales offices with state government focused sales staff dedicated to various territories. The staff in our sales offices includes Business Development Representatives, Sales Engineers, and Network Techs. Our sales team is focused primarily on customer outreach and looks to leverage our established cooperative purchasing contracts to assist all eligible users. Additionally, Granite Business Development Representatives regularly attend trade conventions where we promote our ability to deliver service through said service agreements using our marketing materials and word-of-mouth. Granite's presence nationwide is continuing to grow through brand awareness at conferences and exhibitions. Granite currently exhibits to over 40 shows throughout the US, across all verticals including the public sector. At tradeshows, Granite considers involvement with sponsorships, panels, and co-branded events. Granite's sales teams are ready to establish new relationships while nurturing their existing clients through print and digital media as well. For Granite's existing contracts, we [redacted]

Additionally, Granite can easily set up a web-based homepage by establishing and maintaining a dedicated contract page on its website, specific to the services awarded under the Contract to support eligible customers.

This site will be developed and published within 90 days of the contract effective date, and will include information such as:

- The contract title, number, and period of performance
- OMNIA Partners standard logo;
- Copy of original Request for Proposal;
- Copy of Master Agreement and amendments between Principal Procurement Agency and Supplier;
- Summary of Products and pricing;
- Marketing Materials
- Electronic link to OMNIA Partners' website including the online registration page;
- A dedicated toll-free number and email address for OMNIA Partners
- Point of contact information for:
    - Quoting and ordering
    - Contractual questions
    - Customer service

D. Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners. Include a list of current cooperative contracts (regional

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and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.

Granite will continue to market to the full extent allowable by Region 14 ESC including but not limited to website, email, and marketing materials (brochures, hand-outs, flyers, etc.). Please see list of current national cooperative contracts below:

- [redacted]

E. Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well.

Granite agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well.

F. Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier's sales initiatives should communicate:

i. Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency

ii. Best government pricing

iii. No cost to participate

iv. Non-exclusive

Granite confirms that it will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners.

G. Confirm Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include:

i. Key features of Master Agreement

ii. Working knowledge of the solicitation process

iii. Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners

iv. Knowledge of benefits of the use of cooperative contracts

Granite confirms that it will train its national sales force on the Master Agreement. Granite has approximately 29 sales representatives dedicated to working with State, Local, and Education (SLED) customers. OMNIA Partners will have this team focused on assisting customers and ensuring that this contract is offered as a purchasing path for eligible users whenever possible.

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The following resources will be made available to educate this sales team on using and promoting the contract:

1. Internal Reference Materials:

Granite creates and maintains [redacted] pository where they will be constantly available to Granite's sales and operations teams.

2. On-Call Support and Guidance from Granite's OMNIA Contract Specialist:

As a standard practice, Granite assigns a dedicated Contract Specialist upon award to support contract administration, as well as sales and ordering activities. Granite's Contract Specialists are trained in state and local purchasing practices, and thoroughly versed in the sales, quoting and ordering processes of their assigned contracts.

Granite's assigned Contract Specialist for this agreement has 7+ years' experience in state and local procurement and manages all of Granite's nationwide cooperative purchasing vehicles (including Granite's existing OMNIA Partners contracts). This Contract Specialist will be available to consult with sales team members as needed to facilitate deals and successfully drive business through our contract.

H. Provide the name, title, email and phone number for the person(s), who will be responsible for:

i. Executive Support
ii. Marketing
iii. Sales
iv. Sales Support
v. Financial Reporting
vi. Accounts Payable
vii. Contracts

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[redacted]

I. Describe in detail how Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team.

Granite has dedicated sales and account managers broken out by varying distinctions, usually by region and industry type. This means that each customer gets the expertise of our sales professionals through knowledge of industry/regional trends. Granite uses its Premier Account Manager as the focal point for coordination and collaboration for its service force. Utilizing teams dedicated to each need within a service. The Premier Account Manager who is assigned to an order is able to consolidate resources/information from these internal teams interacting with underlying carriers/providers. We have 29 representatives focusing on SLED, divided into:

- 16 Business Development (focused on winning new prospects)
- 13 Relationship Development (focused on growing existing customers)

Granite's highest-level executive in charge of the public sector sales team is Greg Giambalvo, GGiambalvo@granitenet.com, 561-868-8114.

J. Explain in detail how Supplier will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, timely new Participating Public Agency account set-up, timely contract administration, etc.

Granite is prepared to serve all participating entities for services proposed and described in its response. Granite is a registered provider in all 50 united states and files all required tax filings.

Granite has numerous regional sales offices with state government focused sales staff dedicated to various territories. The staff in our sales offices includes Business Development Representatives, Sales Engineers, and Network Techs. Our sales team is focused primarily on customer outreach and looks to leverage our established cooperative purchasing contracts to assist all eligible users. Additionally, Granite Business Development Representatives regularly attend trade conventions where we promote our ability to deliver service through said service agreements using our marketing materials and word-of-mouth. Granite's presence nationwide is continuing to grow through brand awareness at conferences and exhibitions. Granite currently exhibits over 40 shows

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throughout the US, across all verticals including the public sector. At tradeshows, Granite considers involvement with sponsorships, panels, and co-branded events. Granite's sales teams are ready to establish new relationships while nurturing their existing clients through print and digital media as well.

Granite's Contracts team enters the order and account details into the appropriate trackers so that the order is tracked and reported against the applicable contract then the Client Services team will request a Special Pricing summary from the Pricing Analyst that prepared the quote and use the Special Pricing summary to ensure billing is set up correctly. The Client Services team will then work with the customer point of contact to provide order updates and coordinate any tech dispatches or additional support measures necessary to ensure a smooth rollout. Granite is electronically bonded with its carrier partners, therefore not involvement from other parties is necessary. All ordering is accomplished by Granite.

K. State the amount of Supplier's Public Agency sales for the previous fiscal year.

Provide a list of Supplier's top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each.

Granite would also gladly provide its previous fiscal year sales, public agency reported sales, top ten public agency customers and other related information, upon contract award and after executing a mutual non-disclosure agreement.

L. Describe Supplier's information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.

Granite offers our customers an online account management and billing that can analyze billing data, interface dashboards and tools for reporting. Region 14 ESC will be able to use Rock Reports to run a variety of standard reports, [redacted] Granite provides unlimited, free-of-charge access to Rock Reports, which may be accessed 24/7/365 through Granite's website. In addition to a highly customizable home page that can be configured to show Region 14 ESC commonly referenced information, Rock Reports also has several other tabs that can be used to look up billing, inventory, repair, service, and network health information. Reporting capabilities through this portal (as well as all other functionalities involving Rock Reports) will be provided to Community Action completely free of charge.

[redacted]

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Granite, Microsoft and MetaSwitch have formally entered an agreement for Teams Integration, testing and certification is underway, we are just finishing up these steps in the formal process. Granite's application provides Outlook and CRM/productivity integration, click to dial from outlook, and access to incoming calls, contacts, and the option for one click integration with CRM tools, such as SalesForce

M. Provide the Contract Sales (as defined in Section 12 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement ("Guaranteed Contract Sales").

$_____.00 in year one
$_____.00 in year two
$_____.00 in year three

To the extent Supplier guarantees minimum Contract Sales, the Administrative Fee shall be calculated based on the greater of the actual Contract Sales and the Guaranteed Contract Sales.

It is not Granite's approved business practice to guarantee sales (either in quantity or dollar value) across any purchasing agreement. Granite will guarantee however that no minimum purchase be required by agencies, nor a maximum threshold be applied. Granite acknowledges that to the extent Supplier guarantees minimum Contract Sales, the Administrative Fee shall be calculated based on the greater of the actual Contract Sales and the Guaranteed Contract Sales

N. Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.

i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).

ii. If competitive conditions require pricing lower than the standard Master Agreement not-to-exceed pricing, Supplier may respond with lower pricing through the Master Agreement. If Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners under the Master Agreement.

iii. Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners).

iv. If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal.

Detail Supplier's strategies under these options when responding to a solicitation.

Granite will work with Region 14 ESC and OMNIA to ensure that its agreement represents the best possible value to the Public Sector and is also willing to provide competitive quotes upon request to achieve lower than ceiling rates, whether an official RFP is issued by an agency or not. Granite's dedicated government team consists of over a century's worth of Government contracting, sales, engineering, and project management

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experience and will ensure Public Agencies are treated with the care and attention they deserve—from quote, to provisioning, to install.

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3.2 EXHIBIT F – FEDERAL FUNDS CERTIFICATIONS

Exhibit F
Federal Funds Certifications

FEDERAL CERTIFICATIONS
ADDENDUM FOR AGREEMENT FUNDED BY U.S. FEDERAL GRANT

TO WHOM IT MAY CONCERN:

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. This form should be completed and returned.

DEFINITIONS

Contract means a legal instrument by which a non–Federal entity purchases property or services needed to carry out the project or program under a Federal award. The term as used in this part does not include a legal instrument, even if the non–Federal entity considers it a contract, when the substance of the transaction meets the definition of a Federal award or subaward

Contractor means an entity that receives a contract as defined in Contract.

Cooperative agreement means a legal instrument of financial assistance between a Federal awarding agency or pass-through entity and a non–Federal entity that, consistent with 31 U.S.C. 6302–6305:

(a) Is used to enter into a relationship the principal purpose of which is to transfer anything of value from the Federal awarding agency or pass-through entity to the non–Federal entity to carry out a public purpose authorized by a law of the United States (see 31 U.S.C. 6101(3)); and not to acquire property or services for the Federal government or pass-through entity's direct benefit or use;

(b) Is distinguished from a grant in that it provides for substantial involvement between the Federal awarding agency or pass-through entity and the non–Federal entity in carrying out the activity contemplated by the Federal award.

(c) The term does not include:

(1) A cooperative research and development agreement as defined in 15 U.S.C. 3710a; or

(2) An agreement that provides only:

(i) Direct United States Government cash assistance to an individual;

(ii) A subsidy;

(iii) A loan;

(iv) A loan guarantee; or

(v) Insurance.

Federal awarding agency means the Federal agency that provides a Federal award directly to a non–Federal entity

Federal award has the meaning, depending on the context, in either paragraph (a) or (b) of this section:

(a)(1) The Federal financial assistance that a non–Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability; or

(2) The cost-reimbursement contract under the Federal Acquisition Regulations that a non–Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability.

(b) The instrument setting forth the terms and conditions. The instrument is the grant agreement, cooperative agreement, other agreement for assistance covered in paragraph (b) of § 200.40 Federal financial assistance, or the cost-reimbursement contract awarded under the Federal Acquisition Regulations.

(c) Federal award does not include other contracts that a Federal agency uses to buy goods or services from a contractor or a contract to operate Federal government owned, contractor operated facilities (GOCOs).

(d) See also definitions of Federal financial assistance, grant agreement, and cooperative agreement.

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Non–Federal entity means a state, local government, Indian tribe, institution of higher education (IHE), or nonprofit organization that carries out a Federal award as a recipient or subrecipient.

Nonprofit organization means any corporation, trust, association, cooperative, or other organization, not including IHEs, that:

(a) Is operated primarily for scientific, educational, service, charitable, or similar purposes in the public interest;
(b) Is not organized primarily for profit; and
(c) Uses net proceeds to maintain, improve, or expand the operations of the organization.

Obligations means, when used in connection with a non–Federal entity's utilization of funds under a Federal award, orders placed for property and services, contracts and subawards made, and similar transactions during a given period that require payment by the non–Federal entity during the same or a future period.

Pass-through entity means a non–Federal entity that provides a subaward to a subrecipient to carry out part of a Federal program.

Recipient means a non–Federal entity that receives a Federal award directly from a Federal awarding agency to carry out an activity under a Federal program. The term recipient does not include subrecipients.

Simplified acquisition threshold means the dollar amount below which a non–Federal entity may purchase property or services using small purchase methods. Non–Federal entities adopt small purchase procedures in order to expedite the purchase of items costing less than the simplified acquisition threshold. The simplified acquisition threshold is set by the Federal Acquisition Regulation at 48 CFR Subpart 2.1 (Definitions) and in accordance with 41 U.S.C. 1908. As of the publication of this part, the simplified acquisition threshold is $250,000, but this threshold is periodically adjusted for inflation. (Also see definition of § 200.67 Micro-purchase.)

Subaward means an award provided by a pass-through entity to a subrecipient for the subrecipient to carry out part of a Federal award received by the pass-through entity. It does not include payments to a contractor or payments to an individual that is a beneficiary of a Federal program. A subaward may be provided through any form of legal agreement, including an agreement that the pass-through entity considers a contract.

Subrecipient means a non–Federal entity that receives a subaward from a pass-through entity to carry out part of a Federal program; but does not include an individual that is a beneficiary of such program. A subrecipient may also be a recipient of other Federal awards directly from a Federal awarding agency.

Termination means the ending of a Federal award, in whole or in part at any time prior to the planned end of period of performance.

The following provisions may be required and apply when Participating Agency expends federal funds for any purchase resulting from this procurement process. Per FAR 52.204-24 and FAR 52.204-25, solicitations and resultant contracts shall contain the following provisions.

52.204-24 Representation Regarding Certain Telecommunications and Video Surveillance Services or Equipment (Oct 2020)

The Supplier shall not complete the representation at paragraph (d)(1) of this provision if the Supplier has represented that it "does not provide covered telecommunications equipment or services as a part of its offered products or services to the Government in the performance of any contract, subcontract, or other contractual instrument" in paragraph (c)(1) in the provision at 52.204-26, Covered Telecommunications Equipment or Services—Representation, or in paragraph (v)(2)(i) of the provision at 52.212-3, Supplier Representations and Certifications-Commercial Items. The Supplier shall not complete the representation in paragraph (d)(2) of this provision if the Supplier has represented that it "does not use covered telecommunications equipment or services, or any equipment, system, or service that uses covered telecommunications equipment or services" in paragraph (c)(2) of the provision at 52.204-26, or in paragraph (v)(2)(ii) of the provision at 52.212-3.

(a) *Definitions.* As used in this provision—

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Backhaul, covered telecommunications equipment or services, critical technology, interconnection arrangements, reasonable inquiry, roaming, and substantial or essential component have the meanings provided in the clause 52.204-25, Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment.

(b) *Prohibition.*

(1) Section 889(a)(1)(A) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2019, from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. Nothing in the prohibition shall be construed to—

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(2) Section 889(a)(1)(B) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2020, from entering into a contract or extending or renewing a contract with an entity that uses any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. This prohibition applies to the use of covered telecommunications equipment or services, regardless of whether that use is in performance of work under a Federal contract. Nothing in the prohibition shall be construed to—

(i) Prohibit the head of an executive agency from procuring with an entity to provide a service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(ii) Cover telecommunications equipment that cannot route or redirect user data traffic or cannot permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(c) *Procedures.* The Supplier shall review the list of excluded parties in the System for Award Management (SAM) (https://www.sam.gov) for entities excluded from receiving federal awards for "covered telecommunications equipment or services".

(d) *Representation.* The Supplier represents that—

(1) It □ will, □ will not provide covered telecommunications equipment or services to the Government in the performance of any contract, subcontract or other contractual instrument resulting from this solicitation. The Supplier shall provide the additional disclosure information required at paragraph (e)(1) of this section if the Supplier responds "will" in paragraph (d)(1) of this section; and

(2) After conducting a reasonable inquiry, for purposes of this representation, the Supplier represents that—

It □ does, □ does not use covered telecommunications equipment or services, or use any equipment, system, or service that uses covered telecommunications equipment or services. The Supplier shall provide the additional disclosure information required at paragraph (e)(2) of this section if the Supplier responds "does" in paragraph (d)(2) of this section.

(e) *Disclosures.*

(1) Disclosure for the representation in paragraph (d)(1) of this provision. If the Supplier has responded "will" in the representation in paragraph (d)(1) of this provision, the Supplier shall provide the following information as part of the offer.

(i) For covered equipment—

(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the original equipment manufacturer (OEM) or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(ii) For covered services—

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the Product Service Code (PSC) of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(1) of this provision.

(2) Disclosure for the representation in paragraph (d)(2) of this provision. If the Supplier has responded "does" in the representation in paragraph (d)(2) of this provision, the Supplier shall provide the following information as part of the offer:

(i) For covered equipment—

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(A) The entity that produced the covered telecommunications equipment (include entity name, unique entity identifier, CAGE code, and whether the entity was the OEM or a distributor, if known);

(B) A description of all covered telecommunications equipment offered (include brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); and

(C) Explanation of the proposed use of covered telecommunications equipment and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

(ii) For covered services—

(A) If the service is related to item maintenance: A description of all covered telecommunications services offered (include on the item being maintained: Brand; model number, such as OEM number, manufacturer part number, or wholesaler number; and item description, as applicable); or

(B) If not associated with maintenance, the PSC of the service being provided; and explanation of the proposed use of covered telecommunications services and any factors relevant to determining if such use would be permissible under the prohibition in paragraph (b)(2) of this provision.

52.204-25 Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment (Aug 2020).

(a) *Definitions.* As used in this clause—

Backhaul means intermediate links between the core network, or backbone network, and the small subnetworks at the edge of the network (*e.g.*, connecting cell phones/towers to the core telephone network). Backhaul can be wireless (e.g., microwave) or wired (*e.g.*, fiber optic, coaxial cable, Ethernet).

Covered foreign country means The People's Republic of China.

Covered telecommunications equipment or services means–

(1) Telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities);

(2) For the purpose of public safety, security of Government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities);

(3) Telecommunications or video surveillance services provided by such entities or using such equipment; or

(4) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country.

Critical technology means–

(1) Defense articles or defense services included on the United States Munitions List set forth in the International Traffic in Arms Regulations under subchapter M of chapter I of title 22, Code of Federal Regulations;

(2) Items included on the Commerce Control List set forth in Supplement No. 1 to part 774 of the Export Administration Regulations under subchapter C of chapter VII of title 15, Code of Federal Regulations, and controlled-

(i) Pursuant to multilateral regimes, including for reasons relating to national security, chemical and biological weapons proliferation, nuclear nonproliferation, or missile technology; or

(ii) For reasons relating to regional stability or surreptitious listening;

(3) Specially designed and prepared nuclear equipment, parts and components, materials, software, and technology covered by part 810 of title 10, Code of Federal Regulations (relating to assistance to foreign atomic energy activities);

(4) Nuclear facilities, equipment, and material covered by part 110 of title 10, Code of Federal Regulations (relating to export and import of nuclear equipment and material);

(5) Select agents and toxins covered by part 331 of title 7, Code of Federal Regulations, part 121 of title 9 of such Code, or part 73 of title 42 of such Code; or

(6) Emerging and foundational technologies controlled pursuant to section 1758 of the Export Control Reform Act of 2018 (50 U.S.C. 4817).

Interconnection arrangements means arrangements governing the physical connection of two or more networks to allow the use of another's network to hand off traffic where it is ultimately delivered (*e.g.*, connection of a customer of telephone provider A to a customer of telephone company B) or sharing data and other information resources.

Reasonable inquiry means an inquiry designed to uncover any information in the entity's possession about the identity of the producer or provider of covered telecommunications equipment or services used by the entity that excludes the need to include an internal or third-party audit.

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Roaming means cellular communications services (e.g., voice, video, data) received from a visited network when unable to connect to the facilities of the home network either because signal coverage is too weak or because traffic is too high.

Substantial or essential component means any component necessary for the proper function or performance of a piece of equipment, system, or service.

(b) *Prohibition.*

(1) Section 889(a)(1)(A) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2019, from procuring or obtaining, or extending or renewing a contract to procure or obtain, any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system. The Contractor is prohibited from providing to the Government any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, unless an exception at paragraph (c) of this clause applies or the covered telecommunication equipment or services are covered by a waiver described in FAR 4.2104.

(2) Section 889(a)(1)(B) of the John S. McCain National Defense Authorization Act for Fiscal Year 2019 (Pub. L. 115-232) prohibits the head of an executive agency on or after August 13, 2020, from entering into a contract, or extending or renewing a contract, with an entity that uses any equipment, system, or service that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system, unless an exception at paragraph (c) of this clause applies or the covered telecommunication equipment or services are covered by a waiver described in FAR 4.2104. This prohibition applies to the use of covered telecommunications equipment or services, regardless of whether that use is in performance of work under a Federal contract.

(c) *Exceptions.* This clause does not prohibit contractors from providing—

(1) A service that connects to the facilities of a third-party, such as backhaul, roaming, or interconnection arrangements; or

(2) Telecommunications equipment that cannot route or redirect user data traffic or permit visibility into any user data or packets that such equipment transmits or otherwise handles.

(d) Reporting requirement.

(1) In the event the Contractor identifies covered telecommunications equipment or services used as a substantial or essential component of any system, or as critical technology as part of any system, during contract performance, or the Contractor is notified of such by a subcontractor at any tier or by any other source, the Contractor shall report the information in paragraph (d)(2) of this clause to the Contracting Officer, unless elsewhere in this contract are established procedures for reporting the information; in the case of the Department of Defense, the Contractor shall report to the website at https://dibnet.dod.mil. For indefinite delivery contracts, the Contractor shall report to the Contracting Officer for the indefinite delivery contract and the Contracting Officer(s) for any affected order or, in the case of the Department of Defense, identify both the indefinite delivery contract and any affected orders in the report provided at https://dibnet.dod.mil.

(2) The Contractor shall report the following information pursuant to paragraph (d)(1) of this clause

(i) Within one business day from the date of such identification or notification: the contract number; the order number(s), if applicable; supplier name; supplier unique entity identifier (if known); supplier Commercial and Government Entity (CAGE) code (if known); brand; model number (original equipment manufacturer number, manufacturer part number, or wholesaler number); item description; and any readily available information about mitigation actions undertaken or recommended.

(ii) Within 10 business days of submitting the information in paragraph (d)(2)(i) of this clause: any further available information about mitigation actions undertaken or recommended. In addition, the Contractor shall describe the efforts it undertook to prevent use or submission of covered telecommunications equipment or services, and any additional efforts that will be incorporated to prevent future use or submission of covered telecommunications equipment or services.

(e) *Subcontracts.* The Contractor shall insert the substance of this clause, including this paragraph (e) and excluding paragraph (b)(2), in all subcontracts and other contractual instruments, including subcontracts for the acquisition of commercial items.

The following certifications and provisions may be required and apply when Participating Agency expends federal funds for any purchase resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Participating Agency and the Participating Agency's subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

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APPENDIX II TO 2 CFR PART 200

(A) Contracts for more than the simplified acquisition threshold currently set at $250,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Pursuant to Federal Rule (A) above, when a Participating Agency expends federal funds, the Participating Agency reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does supplier agree? YES MG Initials of Authorized Representative of supplier

(B) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of $10,000)

Pursuant to Federal Rule (B) above, when a Participating Agency expends federal funds, the Participating Agency reserves the right to immediately terminate any agreement in excess of $10,000 resulting from this procurement process in the event of a breach or default of the agreement by Supplier as detailed in the terms of the contract.

Does supplier agree? YES MG Initials of Authorized Representative of supplier

(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

Does supplier agree to abide by the above? YES MG Initials of Authorized Representative of supplier

(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of $2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non - Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

Pursuant to Federal Rule (D) above, when a Participating Agency expends federal funds during the term of an award for all contracts and subgrants for construction or repair, supplier will be in compliance with all applicable Davis-Bacon Act provisions.

Does supplier agree? YES MG Initials of Authorized Representative of

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(E) Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Pursuant to Federal Rule (E) above, when a Participating Agency expends federal funds, supplier certifies that supplier will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by Participating Agency resulting from this procurement process.

Does supplier agree? YES MG Initials of Authorized Representative of supplier

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Pursuant to Federal Rule (F) above, when federal funds are expended by Participating Agency, the supplier certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the supplier agrees to comply with all applicable requirements as referenced in Federal Rule (F) above.

Does supplier agree? YES MG Initials of Authorized Representative of supplier

(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—Contracts and subgrants of amounts in excess of $150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA)

In the event Federal Transit Administration (FTA) or Department of Transportation (DOT) funding is used by Participating Public Agency, Supplier also agrees to include Clean Air and Clean Water requirements in each subcontract exceeding $100,000 financed in whole or in part with Federal assistance provided by FTA.

Pursuant to Federal Rule (G) above, when federal funds are expended by Participating Agency, the supplier certifies that during the term of an award for all contracts by Participating Agency member resulting from this procurement process, the supplier agrees to comply with all applicable requirements as referenced in Federal Rule (G) above.

Does supplier agree? YES MG Initials of Authorized Representative of supplier

(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the Executive Office of the President Office of Management and Budget (OMB) guidelines at 2 CFR 180 that

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Implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Pursuant to Federal Rule (H) above, when federal funds are expended by Participating Agency, the supplier certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the supplier certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency. If at any time during the term of an award the supplier or its principals becomes debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency, the supplier will notify the Participating Agency.

Does supplier agree? YES MG Initials of Authorized Representative of supplier

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding $100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Pursuant to Federal Rule (I) above, when federal funds are expended by Participating Agency, the supplier certifies that during the term and after the awarded term of an award for all contracts by Participating Agency resulting from this procurement process, the supplier certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any Federal agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

(3) The prospective participant also agrees by submitting his or her bid or proposal that he or she shall require that the language of this certification be included in all lower tier subcontracts, which exceed $100,000 and that all such subrecipients shall certify and disclose accordingly.

Does supplier agree? YES MG Initials of Authorized Representative of supplier

RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by Participating Agency for any contract resulting from this procurement process, supplier

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certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.333. The supplier further certifies that supplier will retain all records as required by 2 CFR § 200.333 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

Does supplier agree? YES MG Initials of Authorized Representative of supplier

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When Participating Agency expends federal funds for any contract resulting from this procurement process, supplier certifies that it will comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

Does supplier agree? YES MG Initials of Authorized Representative of supplier

CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, supplier certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition. Additionally:

(1) The Contractor agrees to comply with 49 USC 5323(j) and 49 CFR Part 661, which provide that federal funds may not be obligated unless steel, iron and manufactured products used in FTA-funded projects are produced in the United States, unless a waiver has been granted by FTA or the product is subject to a general waiver. General waivers are listed in 49 CFR 661.7.A general public interest waiver from the Buy America requirements applies to microprocessors, computers, microcomputers, software or other such devices, which are used solely for the purpose of processing or storing data. This general waiver does not extend to a product or device that merely contains a microprocessor or microcomputer and is not used solely for the purpose of processing or storing data. Separate requirements for rolling stock are set out at 5323(j)(2)(C) and 49 CFR 661.11.
(2) A bidder or supplier must submit to the FTA recipient the appropriate Buy America certification with all bids on FTA-funded contracts, except those subject to a general waiver. Bids or offers that are not accompanied by a completed Buy America certification must be rejected as nonresponsive. This requirement does not apply to lower tier subcontractors.

The following certificates titled FTA and DOT Buy America Certification should be completed and returned with the response as part of FTA and DOT requirements.

FEDERAL TRASIT ADMINISTRATION (FTA) AND DEPARTMENT OF TRANSPORTATION (DOT) - BUY AMERICA: CERTIFICATION REQUIREMENT FOR PROCUREMENTOF ROLLING STOCK

CERTIFICATE OF COMPLIANCE
(select one of the two options, NOT BOTH)
Certificate of Compliance with 49 USC §5323(j)
The proposer hereby certifies that it will comply with the requirements of 49 U.S.C. 5323(j), and the applicable regulations of 49 CFR 661.11.
Check for YES: ☑

OR

Certificate of Non-Compliance with 49 USC §5323(j)

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The proposer hereby certifies that it cannot comply with the requirements of 49 U.S.C. 5323(j), but may qualify for an exception to the requirement consistent with 49 U.S.C. 5323(j)(2)(C), and the applicable regulations in 49 CFR 661.7.
Check for YES: ☐

FEDERAL TRASIT ADMINISTRATION (FTA) AND DEPARTMENT OF TRANSPORTATION (DOT) - BUY AMERICA: CERTIFICATION REQUIREMENT FOR PROCUREMENT OF STEEL OR MANUFACTURED PRODUCTS

CERTIFICATE OF COMPLIANCE (select one of the two options, NOT BOTH)
Certificate of Compliance with 49 USC §5323(j)(1)
The proposer hereby certifies that it will comply with the requirements of 49 U.S.C. 5323(j)(1), and the applicable regulations in 49 CFR part 661.
Check for YES: ☑

OR

Certificate of Non-Compliance with 49 USC §5323(j)(1)
The proposer hereby certifies that it cannot comply with the requirements of 49 U.S.C. 5323(j), but it may qualify for an exception to the requirement pursuant to 49 U.S.C. 5323(j)(2), as amended, and the applicable regulations in 49 CFR 661.7.
Check for YES: ☐

Does supplier agree? YES MG Initials of Authorized Representative of supplier

Supplier's Name: Granite Telecommunications LLC
Address, City, State, and Zip Code: 100 Newport Ave. Ext., Quincy, MA 02171
Phone Number: 866-847-5500
Fax Number:

Printed Name and Title of Authorized Representative: Michael Galvin, CAO
Email Address: GovtProposals@granitenet.com
Signature of Authorized Representative:
Date: 4/4/2024

CERTIFICATION OF ACCESS TO RECORDS – 2 C.F.R. § 200.336

Supplier agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any documents, papers, or other records of supplier that are pertinent to supplier's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to supplier's personnel for the purpose of interview and discussion relating to such documents.

Does supplier agree? YES MG Initials of Authorized Representative of supplier

CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS

Supplier agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does supplier agree? YES MG Initials of Authorized Representative of supplier

COMMUNITY DEVELOPMENT BLOCK GRANTS

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Purchases made under this contract may be partially or fully funded with federal grant funds. Funding for this work may include Federal Funding sources, including Community Development Block Grant (CDBG) funds from the U.S. Department of Housing and Urban Development. When such funding is provided, Supplier shall comply with all terms, conditions and requirements enumerated by the grant funding source, as well as requirements of the State statutes for which the contract is utilized, whichever is the more restrictive requirement. When using Federal Funding, Supplier shall comply with all wage and latest reporting provisions of the Federal Davis-Bacon Act. HUD-4010 Labor Provisions also applies to this contract.

Does supplier agree? YES MG Initials of Authorized Representative of supplier

Supplier agrees to comply with all federal, state, and local laws, rules, regulations and ordinances, as applicable. It is further acknowledged that supplier certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted above.

Supplier's Name: Granite Telecommunications, LLC

Address, City, State, and Zip Code: 100 Newport Ave. Ext., Quincy, MA 02171

Phone Number: 866-847-5500 Fax Number:

Printed Name and Title of Authorized Representative: Michael Galvin, CAO

Email Address: Govtproposals@granitenet.com

Signature of Authorized Representative: Date: 4/4/2024

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FEMA AND ADDITIONAL FEDERAL FUNDING SPECIAL CONDITIONS

Awarded Supplier(s) (also referred to as Contractors) may need to respond to events and losses where products and services are needed for the immediate and initial response to emergency situations such as, but not limited to, water damage, fire damage, vandalism cleanup, biohazard cleanup, sewage decontamination, deodorization, and/or wind damage during a disaster or emergency situation. By submitting a proposal, the Supplier is accepted these FEMA and Additional Federal Funding Special Conditions required by the Federal Emergency Management Agency (FEMA) and other federal entities.

"Contract" in the below pages under FEMA AND ADDITIONAL FEDERAL FUNDING SPECIAL CONDITIONS is also referred to and defined as the "Master Agreement".

"Contractor" in the below pages under FEMA AND ADDITIONAL FEDERAL FUNDING SPECIAL CONDITIONS is also referred to and defined as "Supplier" or "Awarded Supplier".

Conflicts of Interest

No employee, officer, or agent may participate in the selection, award, or administration of a contract supported by a FEMA award if he or she has a real or apparent conflict of interest. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties, has a financial or other interest in or a tangible personal benefit from a firm considered for award. 2 C.F.R. § 200.318(c)(1); See also Standard Form 424D, ¶ 7; Standard Form 424B, ¶ 3. i. FEMA considers a "financial interest" to be the potential for gain or loss to the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties as a result of the particular procurement. The prohibited financial interest may arise from ownership of certain financial instruments or investments such as stock, bonds, or real estate, or from a salary, indebtedness, job offer, or similar interest that might be affected by the particular procurement. ii. FEMA considers an "apparent" conflict of interest to exist where an actual conflict does not exist, but where a reasonable person with knowledge of the relevant facts would question the impartiality of the employee, officer, or agent participating in the procurement. c. Gifts. The officers, employees, and agents of the Participating Public Agency nor the Participating Public Agency ("NFE") must neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to subcontracts. However, NFE's may set standards for situations in which the financial interest is de minimus, not substantial, or the gift is an unsolicited item of nominal value. 2 C.F.R. § 200.318(c)(1). d. Violations. The NFE's written standards of conduct must provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the NFE. 2 C.F.R. § 200.318(c)(1). For example, the penalty for a NFE's employee may be dismissal, and the penalty for a contractor might be the termination of the contract.

Contractor Integrity

A contractor must have a satisfactory record of integrity and business ethics. Contractors that are debarred or suspended, as described in and subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non-procurement Debarment and Suspension), must be rejected and cannot receive contract awards at any level.

Notice of Legal Matters Affecting the Federal Government

In the event FTA or DOT funding is used by Participating Public Agency, Contractor agrees to:

1) The Contractor agrees that if a current or prospective legal matter that may affect the Federal Government emerges, the Contractor shall promptly notify the Participating Public Agency of the legal matter in accordance with 2 C.F.R. §§ 180.220 and 1200.220.

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2) The types of legal matters that require notification include, but are not limited to, a major dispute, breach, default, litigation, or naming the Federal Government as a party to litigation or a legal disagreement in any forum for any reason.

3) The Contractor further agrees to include the above clause in each subcontract, at every tier, financed in whole or in part with Federal assistance provided by the FTA.

Public Policy

A contractor must comply with the public policies of the Federal Government and state, local government, or tribal government. This includes, among other things, past and current compliance with the:
a. Equal opportunity and nondiscrimination laws
b. Five affirmative steps described at 2 C.F.R. § 200.321(b) for all subcontracting under contracts supported by FEMA financial assistance; and FEMA Procurement Guidance June 21, 2016 Page IV- 7
c. Applicable prevailing wage laws, regulations, and executive orders

Affirmative Steps

For any subcontracting opportunities, Contractor must take the following Affirmative steps:

1. Placing qualified small and minority businesses and women's business enterprises on solicitation lists;
2. Assuring that small and minority businesses, and women's business enterprises are solicited whenever they are potential sources;
3. Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women's business enterprises;
4. Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises; and
5. Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

Prevailing Wage Requirements

When applicable, the awarded Contractor (s) and any and all subcontractor(s) agree to comply with all laws regarding prevailing wage rates including the Davis-Bacon Act, applicable to this solicitation and/or Participating Public Agencies. The Participating Public Agency shall notify the Contractor of the applicable pricing/prevailing wage rates and must apply any local wage rates requested. The Contractor and any subcontractor(s) shall comply with the prevailing wage rates set by the Participating Public Agency.

Federal Requirements

If products and services are issued in response to an emergency or disaster recovery the items below, located in this FEMA Special Conditions section of the Federal Funds Certifications, are activated and required when federal funding may be utilized.

2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II, Required Contract Clauses

1. CONTRACT REMEDIES

Contracts for more than the federal simplified acquisition threshold (SAT), the dollar amount below which an NFE may purchase property or services using small purchase methods, currently set at $250,000 for procurements made on or after June 20, 2018,4 must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms and must provide for sanctions and penalties as appropriate.

1.1 Applicability

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This contract provision is required for contracts over the SAT, currently set at $250,000 for procurements made on or after June 20, 2018. Although not required for contracts at or below the SAT, FEMA suggests including a remedies provision.

1.2 Additional Considerations
For FEMA's Assistance to Firefighters Grant (AFG) Program, recipients must include a penalty clause in all contracts for any AFG-funded vehicle, regardless of dollar amount. In that situation, the contract must include a clause addressing that non-delivery by the contract's specified date or other vendor nonperformance will require a penalty of no less than $100 per day until such time that the vehicle, compliant with the terms of the contract, has been accepted by the recipient. This penalty clause should, however, account for force majeure or acts of God. AFG recipients should refer to the applicable year's Notice of Funding Opportunity (NOFO) for additional information, which can be accessed at FEMA.gov.

2. TERMINATION FOR CAUSE AND CONVENIENCE

a. Standard. All contracts in excess of $10,000 must address termination for cause and for convenience by the non-Federal entity, including the manner by which it will be effected and the basis for settlement. See 2 C.F.R. Part 200, Appendix II(B).

b. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs.

3. EQUAL EMPLOYMENT OPPORTUNITY

When applicable:

a. Standard. Except as otherwise provided under 41 C.F.R. Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60- 1.4(b), in accordance with Executive Order 11246, *Equal Employment Opportunity* (30 Fed. Reg. 12319, 12935, 3 C.F.R. Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, *Amending Executive Order 11246 Relating to Equal Employment Opportunity*, and implementing regulations at 41 C.F.R. Part 60 (Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor). See 2 C.F.R. Part 200, Appendix II(C).

b. Key Definitions.

i. Federally Assisted Construction Contract. The regulation at 41 C.F.R. § 60-1.3 defines a "federally assisted construction contract" as any agreement or modification thereof between any applicant and a person for construction work which is paid for in whole or in part with funds obtained from the Government or borrowed on the credit of the Government pursuant to any Federal program involving a grant, contract, loan, insurance, or guarantee, or undertaken pursuant to any Federal program involving such grant, contract, loan, insurance, or guarantee, or any application or modification thereof approved by the Government for a grant, contract, loan, insurance, or guarantee under which the applicant itself participates in the construction work.

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ii. Construction Work. The regulation at 41 C.F.R. § 60-1.3 defines "construction work" as the construction, rehabilitation, alteration, conversion, extension, demolition or repair of buildings, highways, or other changes or improvements to real property, including facilities providing utility services. The term also includes the supervision, inspection, and other onsite functions incidental to the actual construction.

c. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs.

d. Required Language. The regulation at 41 C.F.R. Part 60-1.4(b) requires the insertion of the following contract clause.

During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following:

Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(3) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.

(4) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(5) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

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(6) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(7) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(8) The contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance:

Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

The applicant further agrees that it will be bound by the above equal opportunity clause with respect to its own employment practices when it participates in federally assisted construction work: *Provided*, That if the applicant so participating is a State or local government, the above equal opportunity clause is not applicable to any agency, instrumentality or subdivision of such government which does not participate in work on or under the contract.

The applicant agrees that it will assist and cooperate actively with the administering agency and the Secretary of Labor in obtaining the compliance of contractors and subcontractors with the equal opportunity clause and the rules, regulations, and relevant orders of the Secretary of Labor, that it will furnish the administering agency and the Secretary of Labor such information as they may require for the supervision of such compliance, and that it will otherwise assist the administering agency in the discharge of the agency's primary responsibility for securing compliance.

The applicant further agrees that it will refrain from entering into any contract or contract modification subject to Executive Order 11246 of September 24, 1965, with a contractor debarred from, or who has not demonstrated eligibility for, Government contracts and federally assisted construction contracts pursuant to the Executive Order and will carry out such sanctions and penalties for violation of the equal opportunity clause as may be imposed upon contractors and subcontractors by the administering agency or the Secretary of Labor pursuant to Part II, Subpart D of the Executive Order. In addition, the applicant agrees that if it fails or refuses to comply with these undertakings, the administering agency may take any or all of the following actions: Cancel, terminate, or suspend in whole or in part this grant (contract, loan, insurance, guarantee); refrain from extending any further assistance to the applicant under the program with respect to

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which the failure or refund occurred until satisfactory assurance of future compliance has been received from such applicant; and refer the case to the Department of Justice for appropriate legal proceedings.

4. DAVIS-BACON ACT

a. Standard. All prime construction contracts in excess of $2,000 awarded by non- Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. §§ 3141-3144 and 3146-3148) as supplemented by Department of Labor regulations at 29 C.F.R. Part 5 (Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction). See 2 C.F.R. Part 200, Appendix II(D). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week.

b. Applicability. The Davis-Bacon Act applies to the Emergency Management Preparedness Grant Program, Homeland Security Grant Program, Nonprofit Security Grant Program, Tribal Homeland Security Grant Program, Port Security Grant Program, and Transit Security Grant Program.

c. Requirements. If applicable, the non-federal entity must do the following:

i. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

ii. Additionally, pursuant 2 C.F.R. Part 200, Appendix II(D), contracts subject to the Davis-Bacon Act, must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations at 29 C.F.R. Part 3 (Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States). The Copeland Anti- Kickback Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to FEMA.

iii. Include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction").

Suggested Language. The following provides a sample contract clause:

Compliance with the Davis-Bacon Act.

a. All transactions regarding this contract shall be done in compliance with the Davis-Bacon Act (40 U.S.C. 3141- 3144, and 3146-3148) and the requirements of 29 C.F.R. pt. 5 as may be applicable. The contractor shall comply with 40 U.S.C. 3141-

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3144, and 3146-3148 and the requirements of 29 C.F.R. pt. 5 as applicable.

b. Contractors are required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor.

c. Additionally, contractors are required to pay wages not less than once a week.

5. COPELAND ANTI-KICKBACK ACT

a. Standard. Recipient and subrecipient contracts must include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States").

b. Applicability. This requirement applies to all contracts for construction or repair work above $2,000 in situations where the Davis-Bacon Act also applies. It DOES NOT apply to the FEMA Public Assistance Program.

c. Requirements. If applicable, the non-federal entity must include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations at 29 C.F.R. Part 3 (Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States). Each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to FEMA. Additionally, in accordance with the regulation, each contractor and subcontractor must furnish each week a statement with respect to the wages paid each of its employees engaged in work covered by the Copeland Anti-Kickback Act and the Davis Bacon Act during the preceding weekly payroll period. The report shall be delivered by the contractor or subcontractor, within seven days after the regular payment date of the payroll period, to a representative of a Federal or State agency in charge at the site of the building or work.

Sample Language. The following provides a sample contract clause:

Compliance with the Copeland "Anti-Kickback" Act.

a. Contractor. The contractor shall comply with 18 U.S.C. §874, 40 U.S.C. § 3145, and the requirements of 29 C.F.R. pt. 3 as may be applicable, which are incorporated by reference into this contract.

b. Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as FEMA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all of these contract clauses.

c. Breach. A breach of the contract clauses above may be grounds for

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termination of the contract, and for debarment as a contractor and subcontractor as provided in 29 C.F.R. §5.12."

6. CONTRACT WORK HOURS AND SAFETY STANDARDS ACT

a. Standard. Where applicable (see 40 U.S.C. §§ 3701-3708), all contracts awarded by the non-Federal entity in excess of $100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations at 29 C.F.R. Part 5. See 2 C.F.R. Part 200, Appendix II(E). Under 40 U.S.C. § 3702, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. Further, no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous, or dangerous.

b. Applicability. This requirement applies to all FEMA contracts awarded by the non- federal entity in excess of $100,000 under grant and cooperative agreement programs that involve the employment of mechanics or laborers. It is applicable to construction work. These requirements do not apply to the purchase of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

c. Suggested Language. The regulation at 29 C.F.R. § 5.5(b) provides contract clause language concerning compliance with the Contract Work Hours and Safety Standards Act. FEMA suggests including the following contract clause:

Compliance with the Contract Work Hours and Safety Standards Act.

(1) *Overtime requirements*. No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in suchworkweek.

(2) *Violation; liability for unpaid wages; liquidated damages*. In the event of any violation of the clause set forth in paragraph (b)(1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (b)(1) of this section, in the sum of
$27 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (b)(1) of this section.

(3) *Withholding for unpaid wages and liquidated damages*. The Federal agency or loan/grant recipient shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any

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moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (b)(2) of this section.

(4) *Subcontracts*. The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (b)(1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (b)(1) through (4) of this section.

7. RIGHTS TO INVENTIONS MADE UNDER A CONTRACT ORAGREEMENT

a. Standard. If the FEMA award meets the definition of "funding agreement" under 37C.F.R. § 401.2(a) and the non-Federal entity wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the non- Federal entity must comply with the requirements of 37 C.F.R. Part 401 (Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements), and any implementing regulations issued by FEMA. See 2 C.F.R. Part 200, Appendix II(F).

b. Applicability. This requirement applies to "*funding agreements*," but it DOES NOT apply to the Public Assistance, Hazard Mitigation Grant Program, Fire Management Assistance Grant Program, Crisis Counseling Assistance and Training Grant Program, Disaster Case Management Grant Program, and Federal Assistance to Individuals and Households – Other Needs Assistance Grant Program, as FEMA awards under these programs do not meet the definition of "funding agreement."

c. Funding Agreements Definition. The regulation at 37 C.F.R. § 401.2(a) defines "funding agreement" as any contract, grant, or cooperative agreement entered into between any Federal agency, other than the Tennessee Valley Authority, and any contractor for the performance of experimental, developmental, or research work funded in whole or in part by the Federal government. This term also includes any assignment, substitution of parties, or subcontract of any type entered into for the performance of experimental, developmental, or research work under a funding agreement as defined in the first sentence of this paragraph.

8. CLEAN AIR ACT AND THE FEDERAL WATER POLLUTION CONTROLACT

a. Standard. If applicable, contracts must contain a provision that requires the contractor to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 U.S.C. §§ 7401-7671q.) and the Federal Water Pollution Control Act as amended (33 U.S.C. §§ 1251-1387). Violations must be reported to FEMA and the Regional Office of the Environmental Protection Agency. See 2 C.F.R. Part 200, Appendix II(G).

b. Applicability. This requirement applies to contracts awarded by a non-federal entity of

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Appendix B – OMNIA Partners Exhibits

amounts in excess of $150,000 under a federal grant.

c. Suggested Language. The following provides a sample contract clause.

Clean Air Act

1. The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.

2. The contractor agrees to report each violation to the Participating Public Agency and understands and agrees that the Participating Public Agency will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.

3. The contractor agrees to include these requirements in each subcontract exceeding $150,000 financed in whole or in part with Federal assistance provided by FEMA.

Federal Water Pollution Control Act

1. The contractor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.

2. The contractor agrees to report each violation to the Participating Public Agency and understands and agrees that the Participating Public Agency will, in turn, report each violation as required to assure notification to the Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.

3. The contractor agrees to include these requirements in each subcontract exceeding $150,000 financed in whole or in part with Federal assistance provided by FEMA.

9. DEBARMENT AND SUSPENSION

a. Standard. Non-Federal entities and contractors are subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non-procurement Debarment and Suspension).

b. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs.

c. Requirements.

i. These regulations restrict awards, subawards, and contracts with certain parties

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that are debarred, suspended, or otherwise excluded from or ineligible for participation in Federal assistance programs and activities. See 2 C.F.R. Part 200, Appendix II(H); and 2 C.F.R. § 200.213. A contract award must not be made to parties listed in the SAM Exclusions. SAM Exclusions is the list maintained by the General Services Administration that contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. SAM exclusions can be accessed at www.sam.gov. See 2 C.F.R. § 180.530.

i. In general, an "excluded" party cannot receive a Federal grant award or a contract within the meaning of a "covered transaction," to include subawards and subcontracts. This includes parties that receive Federal funding indirectly, such as contractors to recipients and subrecipients. The key to the exclusion is whether there is a "covered transaction," which is any non-procurement transaction (unless excepted) at either a "primary" or "secondary" tier. Although "covered transactions" do not include contracts awarded by the Federal Government for purposes of the non-procurement common rule and DHS's implementing regulations, it does include some contracts awarded by recipients and subrecipients.

ii. Specifically, a covered transaction includes the following contracts for goods or services:

1. The contract is awarded by a recipient or subrecipient in the amount of at least $25,000.
2. The contract requires the approval of FEMA, regardless of amount.
3. The contract is for federally-required audit services.
4. A subcontract is also a covered transaction if it is awarded by the contractor of a recipient or subrecipient and requires either the approval of FEMA or is in excess of $25,000.

d. Suggested Language. The following provides a debarment and suspension clause. It incorporates an optional method of verifying that contractors are not excluded or disqualified.

Suspension and Debarment

(1) This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such, the contractor is required to verify that none of the contractor's principals (defined at 2 C.F.R. § 180.995) or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).

(2) The contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.

(3) This certification is a material representation of fact relied upon by the Participating Public Agency. If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies

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available to the Participating Public Agency, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.

(4) The bidder or proposer agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

10. BYRD ANTI-LOBBYING AMENDMENT

a. Standard. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. § 1352. FEMA's regulation at 44 C.F.R. Part 18 implements the requirements of 31 U.S.C. § 1352 and provides, in Appendix A to Part 18, a copy of the certification that is required to be completed by each entity as described in 31 U.S.C. § 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the Federal awarding agency.

b. Applicability. This requirement applies to all FEMA grant and cooperative agreement programs. Contractors that apply or bid for a contract of $100,000 or more under a federal grant must file the required certification. See 2 C.F.R. Part 200, Appendix II(I); 31 U.S.C. § 1352; and 44 C.F.R. Part 18.

c. Suggested Language.

Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended)

Contractors who apply or bid for an award of $100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, officer or employee of Congress, or an employee of a Member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient who in turn will forward the certification(s) to the awarding agency.

d. Required Certification. If applicable, contractors must sign and submit to the non-federal entity the following certification.

APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING

Certification for Contracts, Grants, Loans, and Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

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1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

The Contractor, Granite Telecommunications, LLC certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Chap. 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.

Signature of Contractor's Authorized Official

Michael Galvin, CAO

Name and Title of Contractor's Authorized Official

4/4/2024

Date

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11. PROCUREMENT OF RECOVERED MATERIALS

a. Standard. A non-Federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. See 2 C.F.R. Part 200, Appendix II(J); and 2 C.F.R. §200.322.

b. Applicability. This requirement applies to all contracts awarded by a non- federal entity under FEMA grant and cooperative agreement programs.

c. Requirements. The requirements of Section 6002 include procuring only items designated in guidelines of the EPA at 40 C.F.R. Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds
$10,000 or the value of the quantity acquired by the preceding fiscal year exceeded $10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

d. Suggested Language.

I. In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA-designated items unless the product cannot be acquired—

1. Competitively within a timeframe providing for compliance with the contract performance schedule;
2. Meeting contract performance requirements; or
3. At a reasonable price.

II. Information about this requirement, along with the list of EPA- designated items, is available at EPA's Comprehensive Procurement Guidelines web site, https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program.

III. The Contractor also agrees to comply with all other applicable requirements of Section 6002 of the Solid Waste Disposal Act."

12. DOMESTIC PREFERENCES FOR PROCUREMENTS

As appropriate, and to the extent consistent with law, CONTRACTOR should, to the greatest extent practicable under a federal award, provide a preference for the purchase, acquisition, or use of goods, products or materials produced in the United States. This includes, but is not limited to, iron, aluminum, steel, cement, and other manufactured products.

Applicability For purchases in support of FEMA declarations and awards issued on or after November 12, 2020, all FEMA recipients and subrecipients are required to include in all contracts and purchase orders for work or products a contract provision encouraging domestic preference for procurements.

Domestic Preference for Procurements As appropriate, and to the extent consistent with law, the contractor should, to the greatest extent practicable, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States. This includes, but is not limited to iron, aluminum, steel, cement, and other manufactured products. For purposes of this clause: Produced in the United States means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States. Manufactured products mean items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber."

13. ACCESS TO RECORDS

a. Standard. All recipients, subrecipients, successors, transferees, and assignees must

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acknowledge and agree to comply with applicable provisions governing DHS access to records, accounts, documents, information, facilities, and staff. Recipients must give DHS/FEMA access to, and the right to examine and copy, records, accounts, and other documents and sources of information related to the federal financial assistance award and permit access to facilities, personnel, and other individuals and information as may be necessary, as required by DHS regulations and other applicable laws or program guidance. See DHS Standard Terms and Conditions: Version 8.1 (2018). Additionally, Section 1225 of the Disaster Recovery Reform Act of 2018 prohibits FEMA from providing reimbursement to any state, local, tribal, or territorial government, or private non-profit for activities made pursuant to a contract that purports to prohibit audits or internal reviews by the FEMA administrator or Comptroller General.

Access to Records. The following access to records requirements apply to this contract:

I. The Contractor agrees to provide Participating Public Agency, the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

II. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

III. The Contractor agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.

Iv. In compliance with the Disaster Recovery Act of 2018, the Participating Public Agency and the Contractor acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States.

14. CHANGES

a. Standard. To be eligible for FEMA assistance under the non-Federal entity's FEMA grant or cooperative agreement, the cost of the change, modification, change order, or constructive change must be allowable, allocable, within the scope of its grant or cooperative agreement, and reasonable for the completion of project scope.

b. Applicability. FEMA recommends, therefore, that a non-Federal entity include a changes clause in its contract that describes how, if at all, changes can be made by either party to alter the method, price, or schedule of the work without breaching the contract. The language of the clause may differ depending on the nature of the contract and the end-item procured.

15. DHS SEAL, LOGO, AND FLAGS

a. Standard. Recipients must obtain permission prior to using the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials. See DHS Standard Terms and Conditions: Version 8.1 (2018).

b. Applicability. FEMA recommends that all non-Federal entities place in their contracts a provision that a contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval.

c. "The contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval.

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16. COMPLIANCE WITH FEDERAL LAW, REGULATIONS, AND EXECUTIVE ORDERS

a. Standard. The recipient and its contractors are required to comply with all Federal laws, regulations, and executive orders.

b. Applicability. FEMA recommends that all non-Federal entities place into their contracts an acknowledgement that FEMA financial assistance will be used to fund the contract along with the requirement that the contractor will comply with all applicable Federal law, regulations, executive orders, and FEMA policies, procedures, and directives.

c. "This is an acknowledgement that FEMA financial assistance will be used to fund all or a portion of the contract. The contractor will comply with all applicable Federal law, regulations, executive orders, FEMA policies, procedures, and directives."

17. NO OBLIGATION BY FEDERAL GOVERNMENT

a. Standard. FEMA is not a party to any transaction between the recipient and its contractor. FEMA is not subject to any obligations or liable to any party for any matter relating to the contract.

b. Applicability. FEMA recommends that the non-Federal entity include a provision in its contract that states that the Federal Government is not a party to the contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract.

c. "The Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract."

18. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS

a. Standard. Recipients must comply with the requirements of The False Claims Act (31 U.S.C. §§ 3729-3733) which prohibits the submission of false or fraudulent claims for payment to the federal government. See DHS Standard Terms and Conditions: Version 8.1 (2018); and 31 U.S.C. §§ 3801-3812, which details the administrative remedies for false claims and statements made. The non-Federal entity must include a provision in its contract that the contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the contract.

b. Applicability. FEMA recommends that the non-Federal entity include a provision in its contract that the contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the contract.

c. "The Contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the Contractor's actions pertaining to this contract."

d. In the event FTA or DOT funding is used by a Participating Public Agency, Contractor further acknowledges U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR Part 31, and apply to its actions pertaining to this Contract. Upon execution of the underlying Contract, Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to me made, pertaining to the underlying Contract or the FTA assisted project for which this Contract Work is being performed.

In addition to other penalties that may be applicable, Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or

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certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on Contractor to the extent the Federal Government deems appropriate.

Contractor also acknowledges that if it makes, or causes to me made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307 (n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

Contractor agrees to include the above clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

Supplier agrees to comply with all terms and conditions outlined in the FEMA Special Conditions section of this solicitation.

Supplier's Name: Granite Telecommunications, LLC

Address, City, State, and Zip Code: 100 Newport Ave. Ext., Quincy, MA 02171

Phone Number: 866-847-5500 Fax Number: _____

Printed Name and Title of Authorized Representative: Michael Galvin, CAO

Email Address: Govtproposals@granitenet.com

Signature of Authorized Representative: _____

Date: 4/4/2024

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3.3 EXHIBIT G – NEW JERSEY BUSINESS COMPLIANCE

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Exhibit G
New Jersey Business Compliance

NEW JERSEY BUSINESS COMPLIANCE

Suppliers intending to do business in the State of New Jersey must comply with policies and procedures required under New Jersey statues. All suppliers submitting proposals must complete the following forms specific to the State of New Jersey. Completed forms should be submitted with the supplier's response to the RFP. Failure to complete the New Jersey packet will impact OMNIA Partners' ability to promote the Master Agreement in the State of New Jersey.

DOC #1	Ownership Disclosure Form
DOC #2	Non-Collusion Affidavit
DOC #3	Affirmative Action Affidavit
DOC #4	Political Contribution Disclosure Form
DOC #5	Stockholder Disclosure Certification
DOC #6	Disclosure of Investment Activities in Iran, Russia and Belarus
DOC #7	New Jersey Business Registration Certificate
DOC #8	EEOAA Evidence
DOC #9	MacBride Principals Form

New Jersey suppliers are required to comply with the following New Jersey statutes when applicable:

- all anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38;
- Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act;
- Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26; and
- Bid and Performance Security, as required by the applicable municipal or state statutes.

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DOC #1

STATEMENT OF OWNERSHIP DISCLOSURE

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

Name of Organization: Granite Telecommunications, LLC.

Organization Address: 100 Newport Ave Ext. Quincy, MA, 02171

Part I Check the box that represents the type of business organization:

☐ Sole Proprietorship (skip Parts II and III, execute certification in Part IV)

☐ Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)

☐ For-Profit Corporation (any type) ☒ Limited Liability Company (LLC)

☐ Partnership ☐ Limited Partnership ☐ Limited Liability Partnership (LLP)

☐ Other (be specific): _____

Part II

☑ The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. **(COMPLETE THE LIST BELOW IN THIS SECTION)**

OR

☐ No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. **(SKIP TO PART IV)**

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Home Address (for Individuals) or Business Address
Robert Hale, Jr.	Hingham, MA

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Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed**.

Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above**. The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address

Part IV Certification

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the ***Region 14 ESC*** is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with ***District*** to notify the ***District*** in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the District to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print):	Michael Galvin	Title:	Chief Administrative Officer
Signature:		Date:	4/4/24

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DOC #2

NON-COLLUSION AFFIDAVIT

STANDARD BID DOCUMENT REFERENCE	
	Reference: VII-H
Name of Form:	**NON-COLLUSION AFFIDAVIT**
Statutory Reference:	No specific statutory reference State Statutory Reference N.J.S.A. 52:34-15
Instructions Reference:	Statutory and Other Requirements VII-H
Description:	The Owner's use of this form is optional. It is used to ensure that the bidder has not participated in any collusion with any other bidder or Owner representative or otherwise taken any action in restraint of free and competitive bidding.

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NON-COLLUSION AFFIDAVIT

State of ~~New Jersey~~ MA
County of Norfolk ss:

I, Michael Galvin (name of affiant) residing in _____ (name of municipality)
in the County of _____ and State of Massachussetts of full age, being duly sworn according to law on my oath depose and say that:

I am Chief Administrative Officer (title or position) of the firm of Granite Telecommunications, LLC. (name of firm)

_____ the bidder making this Proposal for the bid

entitled RFP 24-5866 (title of bid proposal), and that I executed the said proposal with full authority to do so that said bidder has not, directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above named project; and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that the Region 14 ESC (name of contracting unit) relies upon the truth of the statements contained in said Proposal and in the statements contained in this affidavit in awarding the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by Granite Telecommunications, LLC.

Subscribed and sworn to

before me this day

4th of April, 2024

Signature

Michael Galvin
(Type or print name of affiant under signature)

Notary public of

My Commission expires 11/24/2028

(Seal)

JOSEPH M. PARU
Notary Public
COMMONWEALTH OF MASSACHUSETTS
My Commission Expires
November 24, 2028

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DOC #3

AFFIRMATIVE ACTION AFFIDAVIT
(P.L. 1975, C.127)

Company Name: Granite Telecommunications, LLC.

Street: 100 Newport Ave Ext

City, State, Zip Code: Quincy, MA, 02171

Proposal Certification:

Indicate below company's compliance with New Jersey Affirmative Action regulations. Company's proposal will be accepted even if company is not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:

Procurement, Professional & Service Contracts (Exhibit A)

Vendors must submit with proposal:

1. A photocopy of a valid letter that the contractor is operating under an existing Federally approved or sanctioned affirmative action program (good for one year from the date of the letter);

   OR

2. A photocopy of a Certificate of Employee Information Report approval, issued in accordance with N.J.A.C. 17:27-4;

   OR

3. A photocopy of an Employee Information Report (Form AA302) provided by the Division of Contract Compliance and Equal Employment Opportunity in Public Contracts and distributed to the public agency to be completed by the contractor in accordance with N.J.A.C. 17:27-4.

Public Work – Over $50,000 Total Project Cost:

A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form AA201. A project contract ID number will be assigned to your firm upon receipt of the completed Initial Project Workforce Report (AA201) for this contract.

B. Approved Federal or New Jersey Plan – certificate enclosed

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

4/4/24

Date

Authorized Signature and Title

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DOC #3, continued

P.L. 1995, c. 127 (N.J.A.C. 17:27)
MANDATORY AFFIRMATIVE ACTION LANGUAGE

PROCUREMENT, PROFESSIONAL AND SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

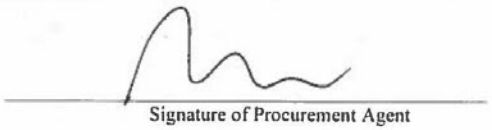
The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of it testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).



Signature of Procurement Agent

Version January 12, 2024

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Appendix B – OMNIA Partners Exhibits

DOC #4

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Public Agency Instructions

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information on the process is available in Local Finance Notice 2006-1 (http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). Please refer back to these instructions for the appropriate links, as the Local Finance Notices include links that are no longer operational.

1. The disclosure is required for all contracts in excess of $17,500 that are **not awarded** pursuant to a "fair and open" process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.
3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
    a. The Division has prepared model disclosure forms for each county. They can be downloaded from the "County PCD Forms" link on the Pay-to-Play web site at http://www.nj.gov/dca/divisions/dlgs/programs/lpcl.html#12. They will be updated from time-to-time as necessary.
    b. A public agency using these forms **should edit them to properly reflect the correct legislative district**(s). As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
    c. Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
    d. The form may be used "as-is", subject to edits as described herein.
    e. The "Contractor Instructions" sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
    f. The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a "Stockholder Disclosure Certification." This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract (See Local Finance Notice 2006-7 for additional information on this obligation at http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. NOTE: This section is not applicable to Boards of Education.

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Appendix B – OMNIA Partners Exhibits

DOC #4, continued

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Contractor Instructions

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a "fair and open" process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee*
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
  - of the public entity awarding the contract
  - of that county in which that public entity is located
  - of another public entity within that county
  - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county

The disclosure must list reportable contributions to any of the committees that exceed $300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an "interest" ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs).

When the business entity is a natural person, "a contribution by that person's spouse or child, residing therewith, shall be deemed to be a contribution by the business entity." [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure.

Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report.

The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor's responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement.

The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor's submission and is disclosable to the public under the Open Public Records Act.

The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law. **NOTE: This section does not apply to Board of Education contracts.**

* N.J.S.A. 19:44A-3(s): "The term "legislative leadership committee" means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures."

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Appendix B – OMNIA Partners Exhibits

DOC #4, continued

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Required Pursuant to N.J.S.A. 19:44A-20.26

This form or its permitted facsimile must be submitted to the local unit no later than 10 days prior to the award of the contract.

Part I – Vendor Information

Vendor Name:	Granite Telecommunications, LLC		
Address:	100 Newport Avenue Extension		
City:	Quincy	State: MA	Zip: 02171

The undersigned being authorized to certify, hereby certifies that the submission provided herein represents compliance with the provisions of N.J.S.A. 19:44A-20.26 and as represented by the Instructions accompanying this form.

Signature | Michael Galvin (Printed Name) | Chief Administrative Officer (Title)

Part II – Contribution Disclosure

Disclosure requirement: Pursuant to N.J.S.A. 19:44A-20.26 this disclosure must include all reportable political contributions (more than $300 per election cycle) over the 12 months prior to submission to the committees of the government entities listed on the form provided by the local unit.

☐ Check here if disclosure is provided in electronic form

Contributor Name	Recipient Name	Date	Dollar Amount
			$
None			

☐ Check here if the information is continued on subsequent page(s)

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Appendix B – OMNIA Partners Exhibits
DOC #4, continued

List of Agencies with Elected Officials Required for Political Contribution Disclosure
N.J.S.A. 19:44A-20.26

County Name:
State: Governor, and Legislative Leadership Committees
Legislative District #s:
State Senator and two members of the General Assembly per district.

County:

Freeholders	County Clerk	Sheriff
{County Executive}	Surrogate	

Municipalities (Mayor and members of governing body, regardless of title):

USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD FROM THE PAY TO PLAY SECTION OF THE DLGS WEBSITE A COUNTY-BASED, CUSTOMIZABLE FORM.

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Appendix B – OMNIA Partners Exhibits

DOC #5

STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

☐ I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

N/A ☑ I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

(LLC) ☑ Partnership ☐ Corporation ☐ Sole Proprietorship

☐ Limited Partnership ☐ Limited Liability Corporation ☐ Limited Liability Partnership

☐ Subchapter S Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Name: Home Address: N/A	Name: Home Address:
Name: Home Address:	Name: Home Address:
Name: Home Address:	Name: Home Address:

Subscribed and sworn before me this 4th day of April, 2024.

(Notary Public)

My Commission expires:

JOSEPH M. PARU
Notary Public
COMMONWEALTH OF MASSACHUSETTS
My Commission Expires
November 24, 2028

(Affiant)

Michael Galvin, CAO
(Print name & title of affiant)

(Corporate Seal)

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Appendix B – OMNIA Partners Exhibits

DOC #6

DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN, RUSSIA AND BELARUS

N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4) and N.J.S.A. 52:32-60.1

Pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4) and N.J.S.A. 52:32-60.1 any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must certify that neither the person nor entity, nor any of its parents, subsidiaries, or affiliates, is identified on the New Jersey Department of the Treasury's Chapter 25 List as a person or entity engaged in investment activities in Iran, Russia or Belarus. The Chapter 25 list is found on the Division's website at https://www.state.nj.us/treasury/purchase/. Vendors/Bidders must review this list prior to completing the below certification. If the Qualified Purchasing Agent of the Atlantic County Utilities Authority finds a person or entity to be in violation of the law, he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

CHECK THE APPROPRIATE BOX

[1] I certify, pursuant to N.J.S.A. 52:32-57, et seq. (P.L. 2012, c.25 and P.L. 2021, c.4), and N.J.S.A. 52:32-60.1 that neither the Vendor/Bidder listed above nor any of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List of entities determined to be engaged in prohibited activities in Iran, Russia or Belarus.

OR

[ ] I am unable to certify as above because the Vendor/Bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's Chapter 25 List. I will provide a detailed, accurate and precise description of the activities of the Vendor/Bidder, or one of its parents, subsidiaries or affiliates, has engaged in regarding investment activities in Iran by completing the information requested below.

Entity Engaged in Investment Activities _____

Relationship to Vendor/ Bidder _____

Description of Activities _____

_____

_____

Duration of Engagement _____

Anticipated Cessation Date _____

Attach Additional Sheets If Necessary.

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the ACUA is relying on the information contained herein, and that the Vendor is under a continuing obligation from the date of this certification through the completion of any contract(s) with the ACUA to notify the Qualified Purchasing Agent in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I will be subject to criminal prosecution under the law, and it will constitute a material breach of my agreement(s) with the ACUA, I am permitting the ACUA to declare any contract(s) resulting from this certification void and unenforceable.

Michael Galvin
Printed Name of Authorized Agent

Signature of Authorized Agent

Chief Administrative Officer
Title

4/4/2024
Date

Granite Telecommunications, LLC
Company Name

Version January 12, 2024

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Appendix B – OMNIA Partners Exhibits

DOC #7

NEW JERSEY BUSINESS REGISTRATION CERTIFICATE
(N.J.S.A. 52:32-44)

Suppliers wishing to do business in New Jersey must submit their State Division of Revenue issued Business Registration Certificate with their proposal here. Failure to do so will disqualify the Supplier from offering products or services in New Jersey through any resulting contract.

https://www.njportal.com/DOR/BusinessRegistration/

Appendix B – OMNIA Partners Exhibits

DOC #4, continued

List of Agencies with Elected Officials Required for Political Contribution Disclosure
N.J.S.A. 19:44A-20.26

County Name:
State: Governor, and Legislative Leadership Committees
Legislative District #s:
State Senator and two members of the General Assembly per district.

County:

Freeholders	County Clerk	Sheriff
{County Executive}	Surrogate	

Municipalities (Mayor and members of governing body, regardless of title):

USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD FROM THE PAY TO PLAY SECTION OF THE DLGS WEBSITE A COUNTY-BASED, CUSTOMIZABLE FORM.

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3/1/2018 N.J. Department of Treasury - Division of Revenue, On-Line Inquiry

STATE OF NEW JERSEY
BUSINESS REGISTRATION CERTIFICATE

Taxpayer Name:	GRANITE TELECOMMUNICATIONS, LLC
Trade Name:	
Address:	100 NEWPORT AVENUE EXT QUINCY, MA 02171-1759
Certificate Number:	0150071
Effective Date:	May 16, 2002
Date of Issuance:	March 01, 2018

For Office Use Only:

20180301142459691

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Appendix B – OMNIA Partners Exhibits

DOC #8

EEOAA EVIDENCE

Equal Employment Opportunity/Affirmative Action
Goods, Professional Services & General Service Projects

EEO/AA Evidence

Vendors are required to submit evidence of compliance with N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 in order to be considered a responsible vendor.

One of the following must be included with submission:

- Copy of Letter of Federal Approval
- Certificate of Employee Information Report
- Fully Executed Form AA302
- Fully Executed EEO-1 Report

See the guidelines at:
https://www.state.nj.us/treasury/contract_compliance/documents/pdf/guidelines/pa.pdf for further information.

I certify that my bid package includes the required evidence per the above list and State website.

Name: Michael Galvin Title: CAO

Signature: [signature] Date: 4/4/2024

Version June 16, 2023

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Appendix B – OMNIA Partners Exhibits

DOC #9

MACBRIDE-PRINCIPLES

STATE OF NEW JERSEY DEPARTMENT OF THE TREASURY

DIVISION OF PURCHASE AND PROPERTY

33 WEST STATE STREET, P.O. BOX 230

TRENTON, NEW JERSEY 08625-0230

MACBRIDE PRINCIPALS FORM

BID SOLICITATION #: 24-S866 **VENDOR/BIDDER:** Granite Telecommunications, LLC.

VENDOR'S/BIDDER'S REQUIREMENT TO PROVIDE A CERTIFICATION IN COMPLIANCE WITH THE MACBRIDE PRINCIPALS AND NORTHERN IRELAND ACT OF 1989

Pursuant to Public Law 1995, c. 134, a responsible Vendor/Bidder selected, after public bidding, by the Director of the Division of Purchase and Property, pursuant to N.J.S.A. 52:34-12, must complete the certification below by checking one of the two options listed below and signing where indicated. If a Vendor/Bidder that would otherwise be awarded a purchase, contract or agreement does not complete the certification, then the Director may determine, in accordance with applicable law and rules, that it is in the best interest of the State to award the purchase, contract or agreement to another Vendor/Bidder that has completed the certification and has submitted a bid within five (5) percent of the most advantageous bid. If the Director finds contractors to be in violation of the principals that are the subject of this law, he/she shall take such action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

I, the undersigned, on behalf the Vendor/Bidder, certify pursuant to N.J.S.A. 52:34-12.2 that:

CHECK THE APPROPRIATE BOX

✓ The Vendor/Bidder has no business operations in Northern Ireland; or

OR

The Vendor/Bidder will take lawful steps in good faith to conduct any business operations it has in Northern Ireland in accordance with the MacBride principals of nondiscrimination in employment as set forth in section 2 of P.L. 1987, c. 177 (N.J.S.A. 52:18A-89.5) and in conformance with the United Kingdom's Fair Employment (Northern Ireland) Act of 1989, and permit independent monitoring of its compliance with those principals.

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor/Bidder, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor/Bidder is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I will be subject to criminal prosecution under the law, and it will constitute a material breach of my agreement(s) with the State, permitting the State to declare any contract(s) resulting from this certification to be void and unenforceable.

Signature — Date: 4/4/24

Michael Galvin, Chief Administrative Officer

Print Name and Title

Version June 16, 2023

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4 SECTION 4 – REFERENCES AND EXPERIENCE

Provide a brief history of the supplier, including year it was established and corporate office location.

Granite excels at providing unified services to dispersed enterprises across the United States. Customers receive a service provider who is well versed in providing internet service to cost-conscious organizations who want to deliver innovative solutions to their customers.

Granite delivers advanced communications and technology solutions to both Public and Private Sectors throughout the United States and Canada. The $1.85 billion company serves more than two-thirds of Fortune 100 companies and has 1.75 million voice and data lines under management, supporting more than 700,000 locations. Founded in 2002, Granite has grown to be one of the largest competitive telecommunications carriers in the U.S. by simplifying sourcing and management of voice, data and cellular service with a single point of contact and consolidated invoicing for all locations nationwide.

Granite supports customers with a wide range of products and services, including supporting and transforming legacy voice environments into modern age services, internet access (DSL to big data pipes and 5G), UCaaS, mobile voice, cellular data and customized solutions to scale. Through its Network Operations Center, Granite provides managed service solutions for legacy line replacements (EPIK), SD-WAN, Smart PDUs, network monitoring and network management. Granite manages over 1.35 million phone lines and 115,000 data lines and has more than 2,250 employees with offices in Quincy, MA; Lincoln, RI; West Palm Beach, FL; McLean, VA; New York, NY; Philadelphia, PA; Atlanta, GA; Dallas, TX; Orlando, FL; Murfreesboro, TN; and Chicago, IL.

Granite provides superior customer support through our dedicated program management model, our Helpdesk, and our trained in-house customer service team available 24/7/365. Granite's "Premier" program management model has been a keystone commercial practice for over a decade and seamlessly fits the requirements and expectations of The Board. Granite's Premier program first analyzes a customer's unique needs and telecommunications solutions and then assign a dedicated Account Manager for the duration of the contract. Granite also provides transparent, proactive support rather than the reactive, out-of-touch support provided by most service providers.

Describe supplier's reputation in the marketplace.

Granite prides itself on customer service and experience which we measure with the Net Promoter Score to monitor on-going customer satisfaction. We use this metric as one of our main indicators of sufficient solution performance.

The Net Promoter Score ("NPS") is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or service to others. With an unprecedented average call answer time of less than eight (8) seconds, our Concierge Customer Care team in New England is what allows Granite to stand out with an industry-leading Net Promoter Score of 55. This measurement is tracked on a quarterly basis.

Granite is one of the premier telecommunications solutions providers for businesses across the United States and Canada. With unparalleled North American coverage, Granite is the leading corporate phone service provider to multi-location companies through our scalable solutions, customized to manage all your local, regional and national

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locations. Granite is one of the largest providers of communication services in the commercial sector serving 85 of the top Fortune 100® companies including considerable national entities such as Amazon, Apple and Walgreens among others. Granite is a true national network of phone and internet services whereas other large telecommunication companies principally operate on a regional basis. This national differentiator will be an important factor for federal agencies as it enables Granite to provide unmatched cost savings, improved connectivity and services and ease of convenience for government employees. Through long-term commercial wholesale contracts, Granite offers dial-tone, infrastructure solutions, advanced data services, broadband, and security services to our customers at significant savings. Enjoy on-line location pre-qualification, order entry, order tracking and revenue reporting along with premier account managers.

Describe supplier's reputation of products and services in the marketplace.

Granite is the recipient of many top awards that showcase a commitment to excellence in the industry amongst our peers, who many times are also Granite customers, Granite partners, and industry competition. Notable awards include the below but are not limited to:

- Verizon Top Honors | Most Innovative 2023
- Verizon Top Honors | Most Wireless Growth | 2022
- Internet Telephony SD-WAN Product of the Year | 2023
- TMC Internet Telephony Product of the Year for EPIK | 2023
- ChannelVision 2023 Visionary Spotlight, Top Innovation Award (FlexEdge)
- ChannelVision 2023 Innovation in Multilocation Business Technology Deployment
- Cradlepoint Partner of the Year | 2021, 2022, 2023
- Juniper 2022 Elevate Award
- Fortinet SD-WAN Partner of the Year | 2022
- Spectrum Spotlight Award Winner | 2022
- USPS Supplier Excellence Award Winner
- Walmart Vendor of the Year
- General Motors – Best in Class Global Telecom Supplier

Granite has relationships with over 200 providers in addition to providing its own network; yet, through a partnership spanning more than two decades, Granite has emerged as a leading partner for Verizon, leveraging its network to provide world-class voice, data and internet solutions to multifacility customers. Highlighting the success of this collaboration, Granite has been honored with the following awards:

- ***2022 Most Wireless Growth:*** As the frontrunner among Verizon Partner Solutions (VPS) partners in year-over-year expansion, Granite's prowess extends across Fixed Wireless Access (FWA), Machine-to-Machine (M2M), and Internet of Things (IoT) domains, reaffirming its leadership in business wireless solutions.
- ***2023 Most Innovative:*** This award recognizes Granite's continuous dedication to transforming the telecommunications landscape. Notable accomplishments include accelerating and driving FWA use cases to enhance unit growth in both 5G and 4G LTE, leading VPS partners in accelerating Ethernet, IDE, and FTTI growth, and maintaining unparalleled levels of service excellence. Granite's proprietary

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technologies, such as EPIK and FlexEdge, exemplify its commitment to pioneering advancements that redefine industry standards.

"These awards underscore the hard work, dedication, and innovative spirit of the entire Granite team. This recognition is testament to our commitment of delivering cutting-edge solutions that foster growth, enhance connectivity, and provide unparalleled value to our customers." – Rob Hale, Granite CEO

Describe the experience and qualification of key employees.

Since 2002, all of Granite's progress has been defined by listening to our customers. Our message and goals have been to give them the best customer experience and provide them with the tools needed to keep their business running with ease and peace of mind.

Today, with over 2,500 teammates, offices nationwide, customer service is the core of our operations. We bring a work ethic and tenacity that is unique. Our Granite teammates interact all day, every day, to our customers, listening to their needs and evaluating solutions.

With our leading managed services, Granite provides a fast, reliable network for any business or public agency. [redacted]

Granite's commitment to our clients goes beyond our culture, but also into the communities. Being active in the community is important, it is part of the fabric of our company. We are proud to acknowledge our teammates put their own time into volunteering and donating funds for local organizations and charities, donating over $220 million in the past seventeen years. In 2019, Granite was named the second most charitable company in Massachusetts by the Boston Business Journal.

Looking ahead, Granite will continue embracing our long-standing culture and philanthropy. And with expanded resources and more technology, Granite continues to focus ever more on our customer service and experience.

Executive Support - Greg Giambalvo, Vice President

- Greg has been with Granite since it's opened its doors in 2002, and with over twenty-five years of experience in telecommunications as a Salesperson, Business Developer, Manager, and Vice President, he has earned a reputation across the industry as a consummate professional who knows how to get the job done when it counts. As senior leadership in Granite, Greg oversees the entire West Palm Beach, FL Sales Office with a team of over 140 telecommunications experts, the lion share of those individuals directly involved with sales efforts.

Marketing - Lauren Grenier, Marketing Director

- Lauren started at Granite in 2015 as a Sales and Marketing Manager, Managing creative marketing and external communications for onsite trade show events, corporate parties, and sponsored events for channels, corporate and government teams. One of her initial tasks was to implement a sales action plan for agents to more easily join Granite's Channels program to help ramp up non-traditional revenue growth, which was a near-instant success. She was promoted to Marketing Director in 2018 and has since been instrumental and growing every aspect of Granites Commercial, SLED, and Federal Brand Awareness campaigns.

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Sales - Amy Cordes, Regional Vice President

- Amy has been with Granite for almost a decade and reports directly to Greg Giambalvo out of the West Palm Beach office. Amy started in Sales at Granite on the commercial side, where she quickly made a name as an all-star team member, with one of the fastest book of growths in her market. She was recruited internally at Granite to assist with the State, Local and Education market with a small team supporting her, where again, she was able to post record numbers during Granite's mobility offering rollout. In 2018, Amy was tapped to help stand up the Granite Federal Business Development team as Business Development Lead for DoD. After the successful standup of Granite Government Solutions, Amy was again promoted at Granite to Regional Vice President, where she now reports directly to Greg Giambalvo and assists in guiding the success of the West Palm Beach sales team.

Financial Reporting – Anastasia Foerschner, Government Contracts SLED Team Lead

- Anastasia is the team lead for Granite's State and Local contracts team and administers all of Granite's nationwide cooperative purchasing agreements. She has administered Granite's OMNIA Partners agreements since joining Granite in 2021 and has led improvements to Granite's tracking and reporting processes to help scale with the ever-increasing usage of these contracts. She has 7+ years of experience in public sector IT procurement and contracting.

Contracts - Ryan Goldrick, AVP of Government Contracts and Compliance

- Ryan is Granite Government Solutions most senior contracts member, with nearly two decades of experience in writing contracts and proposals for telecommunications and IT. Ryan was dual-hatted as both Proposal Lead and Contract Specialist for the GSA Enterprise Infrastructure Solutions (EIS) RFP, an IDIQ valued at $50B. Under Ryan's guidance and leadership, Granite was awarded one of eight spots on the EIS contract in 2017 and since, Ryan has been a central figure in growing the Granite Government Solutions team to the multi-million dollar annualized earner it is today.

Describe supplier's experience working with the government sector.

Granite is built on our reputation of delivering the products and services our customers need on time and on budget. We understand that our customers now have more choices than ever when selecting service providers. Accordingly, we strive to consistently meet our customers' needs in order to act as a single provider for all telecommunications needs. It is Granite's goal to provide first class service so that each of every single one of our customers is given the true level of service they deserve.

As reinforced by the qualifications of Granite's proposed Key Personnel, Granite has immense experience providing telecommunications services to public sector clients. A few of Granite's current State, Local, Education, and Federal agreements can be found in the table below.

GSA Enterprise Infrastructure Solutions (EIS)	Oklahoma Telecommunications Services

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GSA IT Schedule 70	Louisiana Long Distance Services
OMNIA Partners Public Sector Unified Communications as a Service (UCaaS)	State of California Multiple Award Schedules (CMAS)
New York Telecommunication Connectivity Services (TCS)	Illinois Metro Ethernet Services
Virginia Broadband Services Contract	Colorado Network Connectivity IT Enterprise Agreement
Equalis Group Communications Products & Services	OMNIA Partners Private Sector Unified Communications as a Service (UCaaS)
TIPS Technology Solutions Products and Services	Massachusetts ITT72 Category 2-9 - Network Services, Communications Services & Related Equipment Statewide Contract
Oregon Communications Products and Services	South Carolina Statewide Data Transport Services
Washington CTS Centrex and Analog Services	Louisiana SIP Trunking Services Statewide Contract
Utah Unified Communications as a Service (UCaaS)	Coalition for College Cost Savings Telecom Solutions

Furthermore, Granite staff has extensive experience working with the Universal Service Administration Co., its many programs, including schools and libraries (E-Rate), Rural Health Care, and high-cost builds. Granite also has consultants on retainer to help answer program-specific questions, as well as to keep our staff trained on the many different nuisances involved across each Universal Fund Program.

Describe past litigation, bankruptcy, reorganization, state investigations of entity or current officers and directors.

[redacted] None of the actions impacted, or risks impacting, Granite's ability to provide service to our customers. Additionally, there have been no bankruptcies, reorganizations, or investigations of the entity or current officers and directors.

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

Provide a minimum of 5 customer references relating to the products and services within this RFP. Include entity name, contact name and title, contact phone and email, city, state, years serviced, description of services and annual volume.

REFERENCE 1: CITY OF MONOHANS		
Client Data		
Address:	[redacted]	
Contact Name and Title:	[redacted]	
Contact Telephone:	[redacted]	
Contact Email:	[redacted]	
Project Data		
Years Serviced:	*From: 4/13/2021*	*To: Present*
Description of Services:	[redacted]	
Annual Volume:	$[redacted]	

REFERENCE 2: THE BANK OF CANTON		
Client Data		
Address:	[redacted]	
Contact Name and Title:	[redacted]	
Contact Telephone:	[redacted]	
Contact Email:	[redacted]	
Project Data		
Years Serviced:	*From: 7/2/2019*	*To: Present*
Description of Services:	[redacted]	
Annual Volume:	[redacted]	

REFERENCE 3: GATE GOURMET, INC.	
Client Data	
Address:	[redacted]
Contact Name and Title:	Oliv[redacted]

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Contact Telephone:	[redacted]	
Contact Email:	[redacted]	
Project Data		
Years Serviced:	*From: 9/30/2015*	*To: Present*
Description of Services:	[redacted]	
Annual Volume:	[redacted]	

REFERENCE 4: CHERRY TREE DENTAL		
Client Data		
Address:	[redacted]	
Contact Name and Title:	[redacted]	
Contact Telephone:	[redacted]	
Contact Email:	[redacted]	
Project Data		
Years Serviced:	*From: 5/16/2022*	*To: Present*
Description of Services:	[redacted]	
Annual Volume:	$[redacted]	

REFERENCE 5: ARMSTRONG TRANSFER & STORAGE CO. INC		
Client Data		
Address:	[redacted]	
Contact Name and Title:	[redacted]	
Contact Telephone:	[redacted]	
Contact Email:	[redacted]	
Project Data		
Years Serviced:	*From: 8/7/202*	*To: Present*
Description of Services:	[redacted]	
Annual Volume:	[redacted]	

Provide any additional information relevant to this section.

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Granite has been providing telecommunications services producing millions of dollars in revenue in partnership with OMNIA since 2019. For example, a prominent large retail store backed by a private equity firm, was facing a critical decision. They were just a week away from signing a new three-year contract with their existing telecom provider when they encountered a unique opportunity that could potentially save them significant costs. OMNIA Partners connected with Granite to provide the large retail store with cost-effective telecom solutions while avoiding the constraints of traditional contracts.

Granite, in partnership with OMNIA Partners, swiftly responded to the large retail store's needs. They proposed a solution that involved transitioning their telecom services, including **over 2800 lines** of local and long-distance services, in just three weeks. The unique aspect of this collaboration was that the transition was completed **without any physical changes, downtime, or long-term contracts.**

Through the power of partnership, they were able to implement:

- **A Rapid Quoting Process:** Granite's partnership with OMNIA Partners enabled them to provide the large retail store with a competitive quote within a week of initial engagement.
- **Flexible Contracting:** Granite offered the large retail store with locations in all 50 states a month-to-month agreement without tying them to a long-term contract. This approach allowed them to explore new technologies in the future without constraints.
- **Savings Through Wholesale Pricing:** Granite leveraged its substantial purchasing power, derived from over hundreds of millions of dollars spending with major telecom providers, to secure wholesale pricing, resulting in significant cost reductions.
- **Speed & Accuracy:** The transition was executed swiftly, meeting the tight deadline. Granite's internal processes ensured that quoted pricing was accurate and aligned with the delivered pricing.
- **Personalized Support:** Granite's sales team provided personalized support and guidance throughout the process, aiding the large retailer in navigating the transition with ease.

By combining Granite's expertise, OMNIA Partners' purchasing power, and the major retailer's need for a flexible and cost-effective telecom solution, the partnership achieved remarkable results. The flexibility in contracting, rapid implementation, and substantial savings showcase the potential for businesses to navigate the complex telecom landscape efficiently and successfully.

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5 SECTION 5 – VALUE ADDED PRODUCTS AND SERVICES

With its nationwide service area and extensive experience implementing service solutions in a variety of industry applications, Granite is well positioned to provide telecommunication services to customers nationwide. Granite can deliver the requested services through its agreements with [redacted] The telecommunication services that Granite can provide include as a minimum (but are not limited to):

✓ Dedicated Internet Access	✓ Broadband Internet Access
✓ Wi-Fi Services	✓ Plain Old Telephone Service (POTS)
✓ Mobility	✓ IP-Based Voice Solutions
✓ Managed Services	✓ SD-WAN
✓ MPLS	✓ Inside Wiring

Because Granite provide [redacted] at the schedule and pace dictated by the customer as time and budget allow. The value of this level of transition-transformation support is unsurpassed in the industry. [redacted] ensures that our proposed solution will provide an excellent service level by reducing hop counts and providing lower latency while minimizing packet loss.

Granite will provide all necessary instruments and infrastructure needed to perform and provide service to requesting locations. Granite will provide and install transmission equipment and cables for local exchange access and transport service circuits to the Government provided floor at the base demarcation locations. Granite connects to its customers provided power connection points and termination frame, coordinate with the COR prior to any installation, and ensure compatibility with the Government's current infrastructure.

5.1 CUSTOMER SERVICE AND SUPPORT SYSTEMS

Granite provides superior customer support through our dedicated program management model, our Helpdesk, and our trained in-house customer service team available 24x7x365 at no additional cost.

Granite's proposal includes tip-to-tail project management for deployment and ongoing operational support. This includes any required training and documentation for supporting its customers' network. To implement our solution, a Granite implementation engineer will be assigned as the Project Manager, and head of the project team, and will be charged with implementation of services. Along with its customers' dedicated Premier Account Manager, the Project Manager will work side by side with its customers personnel to ensure that the solution implemented meets all of its customers' requirements. The Premier Account Manager will provide daily or weekly updates on the status of

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implementation and other required documentation. The dedicated Premier Account Team and Project Manager work closely with customers to ensure a smooth conversion/migration for each site to Granite's network and management platform. The Project Manager and project management team will stay on the job and remain available as long as necessary. This dedicated team will provide training and other related services, even after the implementation is complete.

Granite will assign an account and delivery team to its customers to ensure your current and future objectives are achieved. Granite would look to engage its customers with daily outage review and QBR on long-term performance enhancements. Below are the skill sets that would be part of the on-going PMO team:

- Program Manager: As a high-level observer, the Program Manager ensures that all project requirements are met and resolves any issues beyond the job scoop of the Project Manager.
    - Without this role: Quality assurance of the project is not guaranteed by an individual outside of the immediate day-day-to activities. In addition, customers would not be able to escalate any issues beyond their Project Manager to a person knowledgeable of the project.

- Project Manager: Serving as the customer's single point of contact, the Project Manager ensures that all sites are serviced in the same experience manner. They interact regularly with the customer to ensure every aspect of the project is on schedule.
    - Without this role: A rollout project would suffer in all areas including efficiency, communications, and designated areas of responsibility.

- Project Premier Representative: The Project Premier representatives schedule and directly manage the field technicians and coordinate efforts with site contacts for each location. They communicate (via the Web-Based Software Application in addition to direct contact) all aspects of project details to the Project Manager to ensure complete knowledge of the customer's rollout progress.
    - Without this role: The Project Manager would have to divide their responsibilities between overseeing the customer's project, interacting with the customer directly, and managing and scheduling each technician. This leads to overburdened resources and affects success rates and overall quality.

- Warehouse Staging Manager: Working directly with Project Managers and Project Facilitators as necessary, the Warehouse Manager and supporting staff ensure that all materials and equipment for each project are configured and shipped on time to the correct location.
    - Without this role: A Project Manager or Facilitator would need to assume these responsibilities, or equipment and materials would need to be outsourced to a third-party vendor, this raising project costs and complicating coordination of the project.

- Web-based Software Application: The Web-based Software Application provides project details to the customer; including status updates for each of the site locations and the workflow process performed by the Rollout Delivery Team.

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- Without this application: The Project Manager would have to update project status and alerts manually (typically with spreadsheets). This could compromise the quality of communication; project details could be missed, and the customer might not receive accurate and on-line reports of project progress. The Rollout Delivery Team would be inundated with information that would be unrecorded which would severely compromise documentation and the entire project at hand.

5.2 CUSTOMIZABLE AND CONSOLIDATED BILLING

Granite offers our customers an online account management and billing that can be used to analyze billing data, interface dashboards and tools for reporting. Customers be able to use Rock Reports to run a variety of standard reports, [redacted]. Granite provides unlimited, free-of-charge access to Rock Reports, which may be accessed 24/7/365 through Granite's website.

Granite produces its custom invoices in-house with an accuracy unmatched in the industry. The advanced project management control Granite exhibits throughout the transition process, and our contractual relationships with underlying carriers, acts as a safeguard to avoid double-billing inaccuracies. Our advanced consolidated billing platform provides customers with alternatives for immediate improvements for billing, payment, auditing, and the reconciliation of invoices.

Granite is able to customize the invoice distribution in two primary fashions:

[redacted]

Granite's invoices are itemized and detailed, so there are no hidden charges. Invoices present all charges in a clear and concise manner, with options to receive all requested services, features, and their expenses per location in one easily identifiable and consolidated invoice. Granite is able to invoices in a medium of their choosing; through our electronic portal Rock Reports; printed paper invoice; EDI; WAWF, IPP, or other means of delivery including e-mail. Our typical payments terms are net thirty days but can be altered to fit customers' needs in certain instances. An example of Granite's sample invoice can be found below:

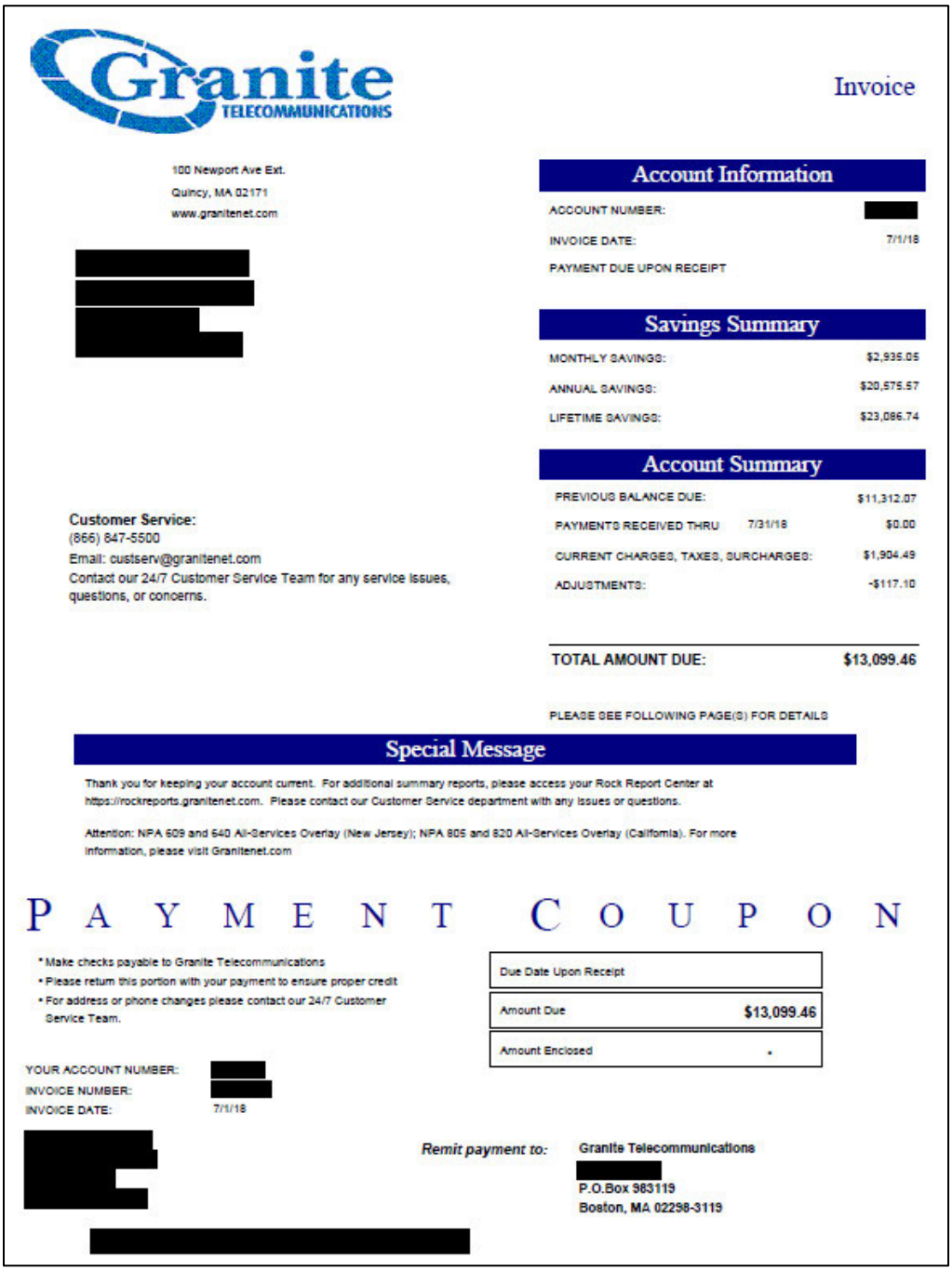
Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

Taxes and Surcharges

FEDERAL		
	SS7 Surcharge	$0.01
	FCC Regulatory Fee (Wireline)	$0.00
	Fed Universal Service Fund	$0.00
	Federal Excise Tax	$0.51
	Telecom Relay Surcharge	$0.00
State		
	Sales Tax NF	$0.73
	State Universal Service Fund	$0.56
	Telecom Relay Surcharge	$0.04
County		
	District Tax NF	$0.03
	E-911	$0.70
	Transit Tax NF	$0.25
City		
	Business and Occupation Tax	$1.12
	Sales Tax NF	$0.92
Taxes and Surcharges		**$4.87**

Granite's one carrier, one bill moto gives customers less worry about multiple invoices. Customers will receive one invoice inclusive of all usage and costs per location. This invoice, and invoice history, will be available within Rock Reports, Granite's self-created software tool to which customers will receive access. Below is an example itemized bill from Granite.

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Granite TELECOMMUNICATIONS

Invoice

100 Newport Ave Ext.
Quincy, MA 02171
www.granitenet.com

[redacted]

Account Information

ACCOUNT NUMBER:	[redacted]
INVOICE DATE:	7/1/18
PAYMENT DUE UPON RECEIPT	

Savings Summary

MONTHLY SAVINGS:	$2,935.05
ANNUAL SAVINGS:	$20,575.57
LIFETIME SAVINGS:	$23,086.74

Account Summary

PREVIOUS BALANCE DUE:		$11,312.07
PAYMENTS RECEIVED THRU	7/31/18	$0.00
CURRENT CHARGES, TAXES, SURCHARGES:		$1,904.49
ADJUSTMENTS:		-$117.10
TOTAL AMOUNT DUE:		**$13,099.46**

PLEASE SEE FOLLOWING PAGE(S) FOR DETAILS

Customer Service:
(866) 847-5500
Email: custserv@granitenet.com
Contact our 24/7 Customer Service Team for any service issues, questions, or concerns.

Special Message

Thank you for keeping your account current. For additional summary reports, please access your Rock Report Center at https://rockreports.granitenet.com. Please contact our Customer Service department with any issues or questions.

Attention: NPA 609 and 640 All-Services Overlay (New Jersey); NPA 805 and 820 All-Services Overlay (California). For more information, please visit Granitenet.com

PAYMENT COUPON

* Make checks payable to Granite Telecommunications
* Please return this portion with your payment to ensure proper credit
* For address or phone changes please contact our 24/7 Customer Service Team.

Due Date Upon Receipt	
Amount Due	$13,099.46
Amount Enclosed	

YOUR ACCOUNT NUMBER: [redacted]
INVOICE NUMBER: [redacted]
INVOICE DATE: 7/1/18

[redacted]

Remit payment to: Granite Telecommunications
[redacted]
P.O.Box 963119
Boston, MA 02298-3119

[redacted]

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Account Number : [redacted]
Invoice: [redacted] Invoice Date: 07/01/2018

Location : [redacted]

Local Service:

Local Fees	LEC	Discount	Savings	Cost
Line Charges	$74.76	30%	$74.76	$0.00
Subtotal:	$74.76	30%	$74.76	$0.00

Local Totals:

Calls	Mins	LEC	Discount	Savings	Cost
0	0.00	$74.76	30%	$74.76	$0.00

Taxes and Surcharges

Federal	
Federal Excise Tax	$0.00
State	
E-911	$0.00
Sales Tax	$0.00
State Universal Service Fund	$0.00
Telecom Relay Surcharge	$0.00
County	
Sales Tax	$0.00
City	
Sales Tax	$0.00
Taxes and Surcharges	**$0.00**

Regulatory

FCC End User Common Line Charge	$0.00
Facility Relocation Cost Recovery Fee	$0.00
Interstate Access Recovery Charge	$0.00
Intrastate Access Fee	$0.00
Local Number Portability	$0.00
Subtotal:	$0.00

Other Charges

Monthly	
Franchise Fee	$0.00
Monthly Recurring Charge	$37.35
Subtotal:	$37.35

Summary:

Local Total	$0.00
Taxes and Surcharges Total	$0.00
Regulatory	$0.00
Other Charges	$37.35
Total:	**$37.35**

Breakdown - Payments and Adjustments

DESCRIPTION	AMOUNT
Subtotal	

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6 SECTION 6 – REQUIRED DOCUMENTS

6.1 ANTITRUST CERTIFICATION STATEMENT (TEX. GOVERNMENT CODE § 2155.005)

Appendix A, Doc #1

ANTITRUST CERTIFICATION STATEMENTS
(Tex. Government Code § 2155.005)
Attorney General Form

I affirm under penalty of perjury of the laws of the State of Texas that:

1. I am duly authorized to execute this Contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;

2. In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;

3. In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and

4. Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Company Granite Telecommunications, LLC.

Address 100 Newport Ave. Ext,
Quincy, MA 02171

Phone 866-847-1500

Fax 833-871-8320

Contact

Signature
Ryan Goldrick
Printed Name
AVP, Contracts and Compliance
Position with Company

Official Authorizing Proposal

Signature
Michael Galvin
Printed Name
Chief Administrative Officer
Position with Company

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6.2 Implementation of House Bill 1295 Certificate of Interested Parties (Form 1295)

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

OFFICE USE ONLY
CERTIFICATION OF FILING
Certificate Number:
2024-1141262
Date Filed:
04/02/2024
Date Acknowledged:

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.
Granite Telecommunications, LLC.
Quincy, MA United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.
Region 14 Education Service Center

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.
24-S866
Telecommunications Services and Equipment

4 Name of Interested Party	City, State, Country (place of business)	Nature of Interest (check applicable)	
		Controlling	Intermediary
Robert Hale, Jr. - Granite Telecommunications, LLC	Quincy, MA United States	X	

5 Check only if there is NO Interested Party. ☐

6 UNSWORN DECLARATION

My name is Michael Galvin, and my date of birth is 12/16/1969

My address is 100 Newport Ave Ext. (street), Quincy (city), MA (state), 02171 (zip code), USA (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in Norfolk County, State of Massachusetts on the 4th day of April (month), 20 24 (year).

Signature of authorized agent of contracting business entity (Declarant)

Forms provided by Texas Ethics Commission www.ethics.state.tx.us Version V3.5.1.5b35d027

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6.3 TEXAS GOVERNMENT CODE 2270 VERIFICATION FORM

Appendix A, DOC # 3

Texas Government Code 2270 Verification Form

House Bill 89 (85R Legislative Session), which adds Chapter 2270 to the Texas Government Code, provides that a governmental entity may not enter into a contract with a company without verification that the contracting vendor does not and will not boycott Israel during the term of the contract.

Furthermore, Senate Bill 252 (85R Legislative Session), which amends Chapter 2252 of the Texas Government Code to add Subchapter F, prohibits contracting with a company engaged in business with Iran, Sudan or a foreign terrorist organization identified on a list prepared by the Texas Comptroller.

I, Michael Galvin, as an authorized representative of

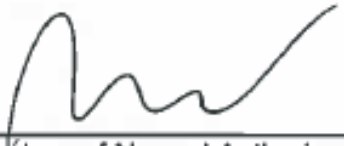
Granite Telecommunications, LLC., a contractor engaged by
Insert Name of Company

Region 14 Education Service Center, 1850 Highway 351, Abilene, Texas 79601, verify by this writing that the above-named company affirms that it (1) does not boycott Israel; and (2) will not boycott Israel during the term of this contract, or any contract with the above-named Texas governmental entity in the future.

Also, our company is not listed on and we do not do business with companies that are on the Texas Comptroller of Public Accounts list of Designated Foreign Terrorists Organizations found at https://comptroller.texas.gov/purchasing/docs/foreign-terrorist.pdf.

I further affirm that if our company's position on this issue is reversed and this affirmation is no longer valid, that the above-named Texas governmental entity will be notified in writing within one (1) business day and we understand that our company's failure to affirm and comply with the requirements of Texas Government Code 2270 et seq. shall be grounds for immediate contract termination without penalty to the above-named Texas governmental entity.

I swear and affirm that the above is true and correct.



Signature of Named Authorized Company Representative

4/4/24
Date

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

OFFICE USE ONLY
CERTIFICATION OF FILING
Certificate Number:
2024-1141262
Date Filed:
04/02/2024
Date Acknowledged:

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.
Granite Telecommunications, LLC.
Quincy, MA United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.
Region 14 Education Service Center

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.
24-S866
Telecommunications Services and Equipment

4 Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
		Controlling	Intermediary
Robert Hale, Jr. - Granite Telecommunications, LLC	Quincy, MA United States	X	

5 Check only if there is NO Interested Party. ☐

6 UNSWORN DECLARATION

My name is Michael Galvin, and my date of birth is 12/16/1969.

My address is 100 Newport Ave Ext. (street), Quincy (city), MA (state), 02171 (zip code), USA (country).

I declare under penalty of perjury that the foregoing is true and correct.

Executed in Norfolk County, State of Massachusetts, on the 4th day of April (month), 2024 (year).

Signature of authorized agent of contracting business entity
(Declarant)

Forms provided by Texas Ethics Commission www.ethics.state.tx.us Version V3.5.1.5b35d027

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

6.4 ADDENDUM NO. 1

RECEIPT OF ADDENDUM NO. 1 ACKNOWLEDGEMENT

Offeror shall acknowledge this addendum by signing below and include in their proposal response.

Company Name Granite Telecommunications, LLC

Contact Person Michael Galvin

Signature

Date 4/4/2024

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

6.5 GRANITE'S DUNS AND BRADSTREET ("D&B") REPORT

04 April 2024

Attention: Region 14 Educational Service Center

Subject: RFP 24-S866: D&B Report clarification

Reference: Section 3.1, D., a.,

Dear Region 14 Education Service Center,

The purpose of this letter is to provide clarification regarding Granite's Duns and Bradstreet ("D&B") report provided in its proposal submitted in response to the subject solicitation. It should be noted that the D&B report is unreliable and contains false information.

For example, D&B's reports refer to a purported tax lien imposed by the Indiana Department of Revenue in 2020. There has never been such a lien, as you can see from the attached letter from the Indiana Department of Revenue. D&B has refused to remove this information from its reports even after we presented the letter to them.

Moreover, any assessment by D&B that Granite is anything other than financially sound is false, as determined repeatedly by the relevant regulatory agencies on an annual basis. Every year, Granite must demonstrate its sound financial condition to state public utility commissions. Based on that review, the PUCs have concluded that Granite possesses the requisite financial fitness to operate as a public utility.

If you have any questions or require additional information, please contact me at (617) 837-5739 or via email at rgoldrick@granitenet.com.

Regards,



Ryan M Goldrick
AVP, Contracts & Compliance
rgoldrick@granitenet.com
(617) 837-5739

Attachment: (A) Indiana Department of Revenue Letter

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INDIANA DEPARTMENT OF REVENUE
100 N SENATE AVE
INDIANAPOLIS IN 46204-2253

Indiana Department of Revenue
Eric J. Holcomb, Governor
Bob Grennes, Commissioner

GRANITE TELECOMMUNICATIONS LLC
100 NEWPORT AVENUE EXT
QUINCY MA 02171-1734

FEIN	04-3643290
Letter ID	L0000405104
Date Issued	November 05, 2020

Letter of Good Standing

Dear Customer,

This certifies that all taxes due on the returns filed by GRANITE TELECOMMUNICATIONS LLC for the Indiana Adjusted Gross Income Tax, the Indiana Gross Retail/Use Tax, and all other listed taxes have been paid.

Any tax return submitted by GRANITE TELECOMMUNICATIONS LLC six to 12 weeks before the date on this letter is in process, and may not be available for certification. The amount of tax due on the return(s) referenced above is subject to verification by the Indiana Department of Revenue (DOR). If any discrepancy in income or sales or a deficiency in tax is found through this verification, an assessment will be made.

As of this date, any outstanding liability GRANITE TELECOMMUNICATIONS LLC may have is a proposed assessment that either may be, or has been validly protested, or is an assessment that is covered by a litigation hold. Such assessments are not a final determination of DOR, and DOR has ceased all collection efforts regarding the liability until such time as a final determination on the assessments is made by DOR.

If you have questions, you may contact us in one of three ways.

- Log in to the Indiana Taxpayer Information Management Engine (INTIME) to ask your question.
  - If you are not registered, create an online account by visiting https://intime.dor.in.gov. Select "*Don't have a username? Create one*" and follow the instructions to complete the process. You will need your taxpayer ID (FEIN, SSN, etc.) and the unique Letter ID, printed in the upper-right hand corner of this letter.
- You may also call us at (317) 232-5977, Monday through Friday, 8 a.m. to 4:30 p.m. EST
- Correspond with us via mail using the address listed above. Please include a copy of this letter with your correspondence.

Sincerely,

Indiana Department of Revenue

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dun & bradstreet

Business Information Report Snapshot

GRANITE TELECOMMUNICATIONS, LLC

D-U-N-S: 11-177-7939
ADDRESS: 100 Newport Ave Ext, Quincy, MA, 02171, United States
Date: 04/01/2024

RISK ASSESSMENT

SCORES AND RATINGS

Max. Credit Recommendation	PAYDEX® SCORE	Delinquency Predictor Percentile	Financial Stress Percentile	Supplier Evaluation Risk Rating
US$ 2,650,000	73	75	7	5
	LOW RISK	LOW-MODERATE RISK	MODERATE-HIGH RISK	MODERATE RISK

MAXIMUM CREDIT RECOMMENDATION

Overall Business Risk

LOW | LOW-MODERATE | **MODERATE** | MODERATE-HIGH | HIGH

Maximum Credit Recommendation

US$ 2,650,000

The recommended limit is based on a low-moderate probability of severe delinquency.

Dun & Bradstreet Thinks...

- Overall assessment of this organization over the next 12 months: STABILITY CONCERNS
- Based on the predicted risk of business discontinuation: MODERATELY HIGHER THAN AVERAGE RISK OF FINANCIAL STRESS
- Based on the predicted risk of severely delinquent payments: LOW POTENTIAL FOR SEVERELY DELINQUENT PAYMENTS

PAYDEX® SUMMARY

3 Months

73

Low Risk (100) — High Risk (1)

When weighted by dollar amount, payments to suppliers average 11 days beyond terms. Value is based on payments collected over the last **3 months**.

24 Months

73

Low Risk (100) — High Risk (1)

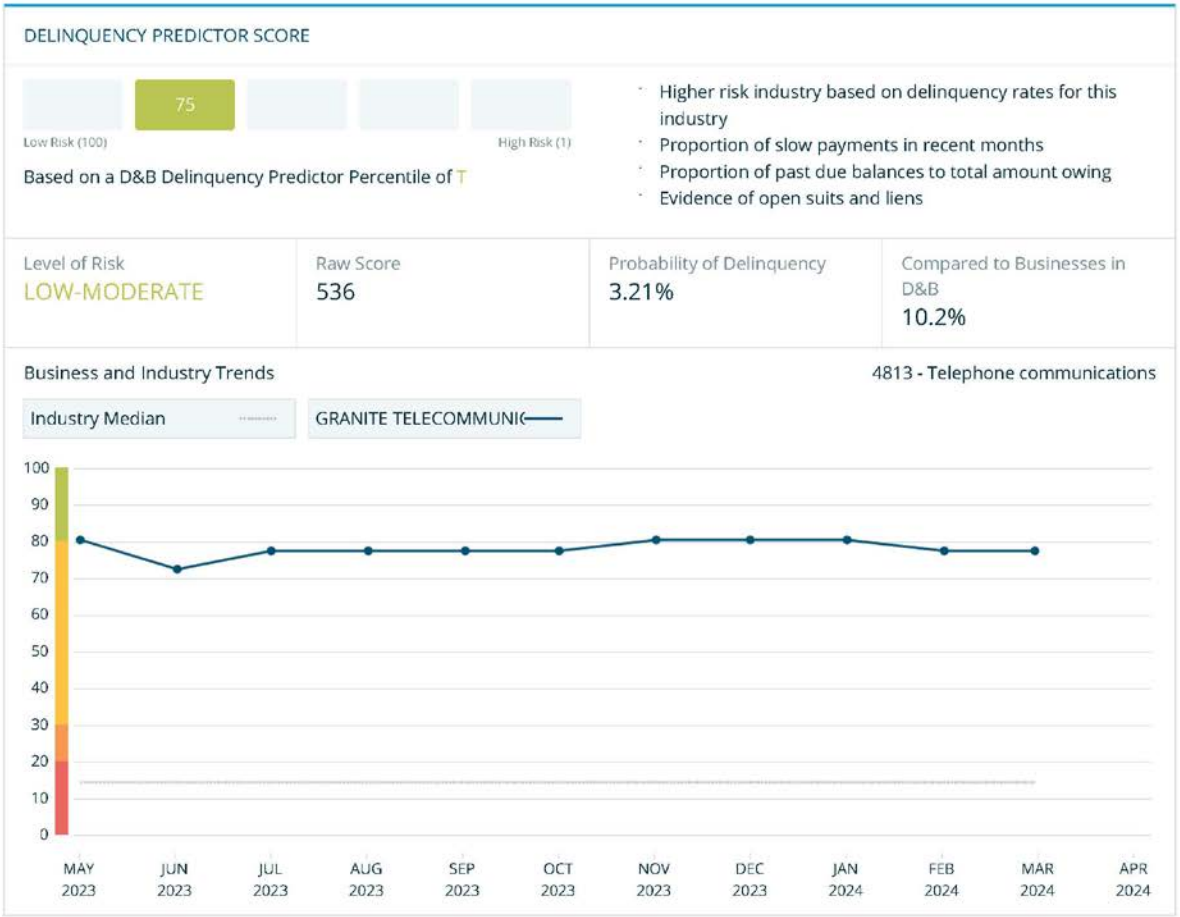
When weighted by dollar amount, payments to suppliers average 11 days beyond terms. Value is based on payments collected over the last **24 months**.

PAYDEX®

Based on 24 months of data

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FINANCIAL STRESS SCORE

7

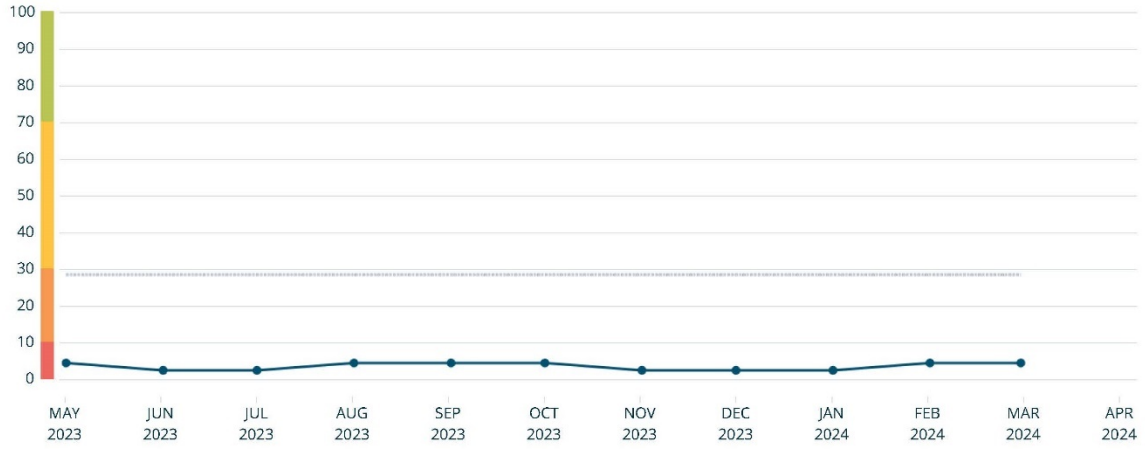
Low Risk (100) High Risk (1)

Based on a D&B Financial Stress Percentile of &

- Low proportion of satisfactory payment experiences to total payment experiences
- UCC Filings reported
- High proportion of slow payment experiences to total number of payment experiences
- High number of enquiries to D&B over last 12 months
- Evidence of open liens
- Unstable Paydex over last 12 months

Level of Risk	Raw Score	Probability of Failure	Compared to Businesses in D&B
MODERATE-HIGH	1389	1.12%	0.48%

Business and Industry Trends — 4813 - Telephone communications



SUPPLIER EVALUATION RISK RATING

5

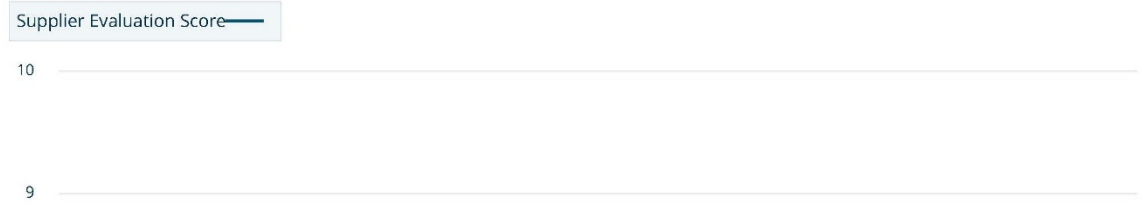
Low Risk (1) High Risk (9)

Based on a Supplier Evaluation Risk Rating of [

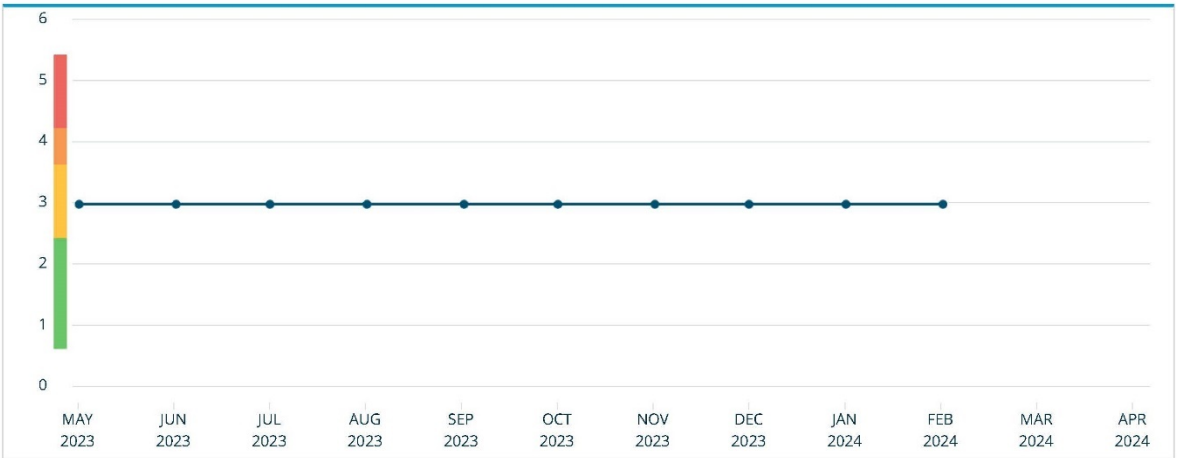
Factors Affecting Your Score

- Proportion of past due balances to total amount owing
- Proportion of slow payment experiences to total number of payment experiences reported
- Evidence of open liens
- Unstable Paydex over last 12 months

Business and Industry Trends — 4813 - Telephone communications



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D&B RATING

Current Rating as of 10-14-2019

Employee Size	Risk Indicator
1R: 10 employees and over	4: Higher than Average Risk

Previous Rating

Financial Strength	Risk Indicator
5A: US$50,000,000 and over in Net Worth or Equity	3: Moderate Risk

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TRADE PAYMENTS

TRADE PAYMENTS SUMMARY

Based on 24 months of data

Overall Payment Behavior	% of Trade Within Terms	Highest Past Due
11	67%	US$ 30,000
Days Beyond Terms		
Highest Now Owing: US$ 2,000,000	Total Trade Experiences: 130	Total Unfavorable Comments : 0
	Largest High Credit: US$ 4,000,000	Largest High Credit: US$ 0
	Average High Credit: US$ 164,319	Total Placed in Collections: 2
		Largest High Credit: US$ 0

TRADE PAYMENTS BY CREDIT EXTENDED

$ CREDIT EXTENDED	% OF PAYMENTS WITHIN TERMS	# PAYMENT EXPERIENCES	TOTAL $ DOLLAR AMOUNT
OVER 100,000	80%	15	$10,600,000
50,000 - 100,000	87%	3	$200,000
15,000 - 49,999	61%	11	$295,000
5,000 - 14,999	57%	8	$57,500
1,000 - 4,999	61%	10	$16,000
UNDER 1,000	82%	21	$5,250

TRADE PAYMENTS BY INDUSTRY

Collapse All | Expand All

Industry Category	Number of Payment Experiences	Largest High Credit (US$)	% Within Terms (Expand to View)
▾48 - Communications	20	1,000,000	
4813 - Telephone Communictns	15	1,000,000	90
4812 - Radiotelephone Commun	5	1,000,000	100
▾99 - Nonclassifiable Establishments	7	40,000	
9999 - Nonclassified	7	40,000	73
▾73 - Business Services	13	2,000,000	

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7374 - Data Processing Svcs	5	100,000	84
7373 - Computer System Desgn	3	2,000,000	46
7359 - Misc Equipment Rental	2	15,000	50
7389 - Misc Business Service	1	5,000	100
7361 - Employment Agency	1	5,000	0
7363 - Help Supply Service	1	1,000	100
61 - Nondepository Credit Institutions	4	10,000	
6153 - Short-trm Busn Credit	4	10,000	50
50 - Wholesale Trade - Durable Goods	6	600,000	
5045 - Whol Computers/softwr	3	600,000	66
5063 - Whol Electrical Equip	1	25,000	0
5085 - Whol Industrial Suppl	1	2,500	100
5084 - Whol Industrial Equip	1	1,000	0
93 - Public Finance Taxation And Monetary Policy	3	15,000	
9311 - Public Finance	3	15,000	100
42 - Motor Freight Transportation And Warehousing	2	1,000	
4213 - Trucking Non-local	2	1,000	67
59 - Miscellaneous Retail	2	100,000	
5961 - Ret Mail-order House	1	100,000	50
5999 - Ret Misc Merchandise	1	2,500	0
51 - Wholesale Trade - Nondurable Goods	2	45,000	
5113 - Whol Service Paper	1	45,000	100
5199 - Whol Nondurable Goods	1	7,500	50
35 - Industrial And Commercial Machinery And Computer Equipment	2	25,000	
3575 - Mfg Computer Terminal	1	25,000	0
3579 - Mfg Misc Office Eqpt	1	750	100
87 - Engineering Accounting Research Management And Related Services	1	10,000	
8734 - Testing Laboratory	1	10,000	100
83 - Social Services	1	2,500	
8322 - Family Social Service	1	2,500	100
49 - Electric, Gas And Sanitary Services	1	1,000	

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4911 - Electric Services	1	1,000	100
94 - Administration Of Human Resource Programs	1	500	
9431 - Admin Public Health	1	500	100
67 - Holding And Other Investment Offices	1	250	
6719 - Holding Company	1	250	100
96 - Administration Of Economic Programs	1	250	
9611 - Admin Economic Prgm	1	250	100
60 - Depository Institutions	1	50	
6021 - Natnl Commercial Bank	1	50	100

TRADE LINES

Date of Experience	Payment Status	Selling Terms	High Credit (US$)	Now Owes (US$)	Past Due (US$)	Months Since Last Sale
03/2024	Prompt	-	70,000	0	0	1 Month
03/2024	Prompt	-	30,000	0	0	Between 6 and 12 Months
03/2024	Prompt	-	30,000	0	0	Between 6 and 12 Months
03/2024	Prompt to Slow	-	100,000	0	0	Between 4 and 5 Months
03/2024	-	Cash Account	100	-	-	1 Month
03/2024	-	Cash Account	50	-	-	1 Month
03/2024	-	Cash Account	50	-	-	1 Month
02/2024	Prompt	-	1,000,000	0	0	1 Month
02/2024	Prompt	-	1,000,000	1,000,000	0	1 Month
02/2024	Prompt	-	700,000	300,000	0	1 Month
02/2024	Prompt	-	700,000	0	0	1 Month
02/2024	Prompt	N30	300,000	100,000	0	1 Month
02/2024	Prompt	-	40,000	0	0	Between 6 and 12 Months
02/2024	Prompt	-	10,000	10,000	0	1 Month
02/2024	Prompt	-	5,000	2,500	0	1 Month
02/2024	Prompt	-	2,500	2,500	0	1 Month
02/2024	Prompt	N30	2,500	250	0	1 Month

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02/2024	Prompt	-	1,000	1,000	-	1 Month
02/2024	Prompt	-	750	750	0	1 Month
02/2024	Prompt	-	100	100	0	1 Month
02/2024	Prompt	-	50	0	0	Between 6 and 12 Months
02/2024	Prompt	-	50	0	0	1 Month
02/2024	Prompt	-	50	50	0	1 Month
02/2024	Prompt to Slow	-	2,000,000	60,000	0	1 Month
02/2024	Prompt to Slow	-	50,000	45,000	5,000	1 Month
02/2024	Prompt to Slow	-	25,000	0	0	Between 4 and 5 Months
02/2024	Prompt to Slow	-	7,500	0	0	Between 6 and 12 Months
02/2024	Prompt to Slow	-	250	100	0	1 Month
02/2024	Prompt to Slow	-	10,000	10,000	2,500	1 Month
02/2024	Prompt to Slow	-	1,000	1,000	0	1 Month
02/2024	Prompt to Slow	-	2,500	2,500	1,000	1 Month
02/2024	Prompt to Slow	N30	15,000	5,000	2,500	1 Month
02/2024	Slow	-	2,500	1,000	500	1 Month
02/2024	Slow	-	1,000	0	0	Between 6 and 12 Months
02/2024	Slow	-	250,000	0	0	Between 2 and 3 Months
02/2024	Slow	-	25,000	0	0	Between 6 and 12 Months
02/2024	Slow	-	15,000	0	0	Between 4 and 5 Months
02/2024	Slow	-	5,000	5,000	5,000	1 Month
02/2024	Slow	-	1,000	0	0	Between 6 and 12 Months
02/2024	-	Cash Account	-	-	-	1 Month
02/2024	-	Cash Account	500	-	-	1 Month
02/2024	placed for collection	-	100	100	100	-
02/2024	-	Cash Account	50	-	-	1 Month
01/2024	Prompt	-	250	250	0	-
01/2024	Prompt	-	250	250	0	-

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01/2024	Prompt	-	250	250	0	-
01/2024	Prompt	-	100	100	0	-
01/2024	-	Cash Account	100	-	-	1 Month
01/2024	-	Cash Account	100	-	-	1 Month
12/2023	-	Cash Account	50	-	-	1 Month
11/2023	Prompt	-	1,000	0	0	Between 6 and 12 Months
11/2023	-	Cash Account	100	-	-	1 Month
11/2023	-	Cash Account	100	-	-	Between 6 and 12 Months
11/2023	-	Cash Account	100	-	-	1 Month
11/2023	-	Cash Account	50	-	-	1 Month
11/2023	-	Cash Account	50	-	-	1 Month
11/2023	-	Cash Account	50	-	-	1 Month
10/2023	-	Cash Account	250	-	-	Between 4 and 5 Months
10/2023	-	Cash Account	250	-	-	Between 2 and 3 Months
10/2023	-	Cash Account	100	-	-	Between 2 and 3 Months
10/2023	-	Cash Account	50	-	-	Between 6 and 12 Months
09/2023	-	-	50	-	-	1 Month
09/2023	-	Cash Account	50	-	-	1 Month
09/2023	-	Cash Account	50	-	-	1 Month
09/2023	-	Cash Account	50	-	-	1 Month
09/2023	-	Cash Account	50	-	-	Between 6 and 12 Months
09/2023	-	Cash Account	50	-	-	Between 6 and 12 Months
08/2023	-	Cash Account	500	-	-	Between 4 and 5 Months
08/2023	-	Cash Account	100	-	-	1 Month
08/2023	-	-	100	-	-	1 Month
08/2023	-	Cash Account	50	-	-	Between 6 and 12 Months
07/2023	Prompt to Slow	-	250	0	0	Between 6 and 12 Months

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07/2023	-	Cash Account	500	-	-	1 Month
03/2023	Prompt	-	15,000	-	-	1 Month
03/2023	Prompt	-	750	-	-	1 Month
12/2022	Prompt	-	1,000	0	0	Between 6 and 12 Months
08/2022	Prompt	-	500	-	-	1 Month
04/2022	Slow	-	25,000	0	0	Between 6 and 12 Months
03/2022	Prompt	-	250	0	0	Between 6 and 12 Months
02/2022	Prompt	-	250	0	0	Between 6 and 12 Months

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EVENTS

LEGAL EVENTS

The following Public Filing data is for information purposes only and is not the official record. Certified copies can only be obtained from the official source.

SUITS	JUDGEMENTS	LIENS	UCC FILINGS
TOTAL 1	TOTAL 0	TOTAL 1	TOTAL 5
LAST FILING DATE 09/21/2018	LAST FILING DATE -	LAST FILING DATE 08/21/2020	LAST FILING DATE 05/25/2016

General: The public record items contained in this report may have been paid, terminated, vacated or released prior to the date this was reported. This information may not be reproduced in whole or in part by any means of reproduction.

UCC Filings: There may be additional UCC Filings in the D&B file on this company which are available by contacting 1-800-234-3867.

Suits, Liens, Judgements: There may be additional suits, liens, or judgements in D&B's file on this company available in the U.S. Public Records Database that are also covered under your contract. If you would like more information on this database, please contact the Customer Resource Center at 1-800-234-3867.

Lien: A lien holder can file the same lien in more than one filing location. The appearance of multiple liens filed by the same lien holder against a debtor may be indicative of such an occurrence.

EVENTS

Lien - Tax Lien

Filing Date	2020-08-21
Filing Number	30137047
Status	Open
Date Status Attained	2020-08-21
Received Date	2020-09-30
Amount	17610
Debtors	GRANITE TELECOMMUNICATIONS LLC
Creditors	STATE OF INDIANA
Court	MARION COUNTY CIRCUIT COURT, INDIANAPOLIS, IN

Suit

Filing Date	2018-09-21
Filing Number	502018CA012014XXXXMB
Status	Pending
Date Status Attained	2018-09-21
Received Date	2018-10-03

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Plaintiffs	REFLECT CO LLC,
Defandant	GRANITE TELECOMMUNICATIONS LLC,
Court	PALM BEACH COUNTY CIRCUIT COURT, WEST PALM BEACH, FL

UCC Filing - Original

Filing Date	2016-05-25
Filing Number	2016 3141429
Received Date	2016-06-20
Collateral	Inventory including proceeds and products - Building(s) including proceeds and products - Equipment including proceeds and products - Machinery including proceeds and products - Fixtures including proceeds and products
Secured Party	CROCKER PARTNERS V UCC LLC, BOCA RATON, FL
Debtors	GRANITE TELECOMMUNICATIONS, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Continuation

Filing Date	2011-05-23
Filing Number	2011 1943490
Received Date	2011-07-07
Original Filing Date	2006-09-06
Original Filing Number	6329967 4
Secured Party	TD BANKNORTH, N.A., SPRINGFIELD, MA
Debtors	GRANITE TELECOMMUNICATIONS, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Amendment

Filing Date	2011-05-23
Filing Number	2011 1952533
Received Date	2011-06-15
Original Filing Date	2006-09-06
Original Filing Number	6329967 4
Secured Party	TD BANK, NA AS SUCCESSOR BY MERGER TO TD BANKNORTH, N.A., CHERRY HILL, NJ
Debtors	GRANITE TELECOMMUNICATIONS, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date	2009-01-08

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Filing Number	2009 0214541
Received Date	2009-02-20
Secured Party	TD BANK, N.A., SPRINGFIELD, MA
Debtors	GRANITE TELECOMMUNICATIONS, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

UCC Filing - Original

Filing Date	2006-09-06
Filing Number	6329967 4
Received Date	2006-11-06
Collateral	Negotiable instruments including proceeds and products - Accounts receivable including proceeds and products - Inventory including proceeds and products - Account(s) including proceeds and products - and OTHERS
Secured Party	TD BANKNORTH, N.A., SPRINGFIELD, MA
Debtors	GRANITE TELECOMMUNICATIONS, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

COMPANY EVENTS

The following information was reported on: 11-01-2023

The Delaware Secretary of State's business registrations file showed that Granite Telecommunications, LLC was registered as a Limited Liability Company on April 1, 2002 under file registration number 3509271.

Business started 2002.

The majority interest of Granite Telecommunications, LLC is owned by the Hale Family (more than 50%) with other minority interests owned by other employees of the company.

ROBERT HALE JR born 1966. 2002-present active here. 1990-2002, chief executive officer with Network Plus Corp , Quincy, MA. On February 4, 2002, Network Plus Corp filed a voluntary petition in bankruptcy in U S Bankruptcy Court, Wilmington, DE, under Chapter 11 of the United States Bankruptcy Act, docket # 02-10341. On June 11, 2003, the bankruptcy was converted to a Chapter 7.

RAND CURRIER. Antecedents not available.

PAUL STUTZMAN. Antecedents not available.

JOHN PRINNER. Antecedents not available.

MARK PRENDERGAST. Antecedents not available.

SANA SHEIKH. Antecedents not available.

Business address has changed from 2 Adams Pl, Braintree, MA, 02184 to 234 Copeland St, Quincy, MA, 02169.

Business address has changed from 234 Copeland St, Quincy, MA, 02169 to 100 Newport Avenue Ext, Quincy, MA, 02171.

SPECIAL EVENTS

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

There are no special events recorded for this business.

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

Financials

Source: D&B | Currency: All figures shown in USD unless otherwise stated

INCOME STATEMENT

Income Statement data is not available for this company.

BALANCE SHEET

Balance Sheet data is not available for this company.

FINANCIAL RATIOS

Solvency	**Fiscal Consolidated 12-31-2012**
Current Ratio	1.4
Quick Ratio	0.7
Current Liabilities To Net Worth (%)	241.5
Total Liabilities/Net Worth (%)	256.6
Fixed Assets To Net Worth (%)	21.8

Efficiency	**Fiscal Consolidated 12-31-2012**

Profitability	**Fiscal Consolidated 12-31-2012**
Return On Net Worth (%)	394.1
Return On Assets (%)	110.5
Return On Sales (%)	25.5

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

COMPANY PROFILE

COMPANY OVERVIEW

D-U-N-S 11-177-7939	**Mailing Address** 100 Newport Ave Ext, Quincy MA 02171, US	**Annual Sales** -
Business Form Corporation (US)	**Telephone** (617) 933-5500	**Employees** 2,116
Date Incorporated -	**Fax** -	**Age (Year Started)** 22 years (2002)
State of Incorporation Delaware	**Website** www.granitenet.com	**Named Principal** ROBERT HALE JR, MNG MBR
Ownership -	**Line of Business** Telephone communications	**SIC** 4813

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OWNERSHIP

FAMILY TREE SUMMARY

Members in the Tree	Subsidiaries of this Company	Branches of this Company
8	0	7

FAMILY TREE

- HQ **Granite Telecommunications, Llc** 111777939 Quincy, MA
  - B **Granite Telecommunications, Llc** 126539787 New York, NY
  - B **Granite Telecommunications, Llc** 146916668 Atlanta, GA
  - B **Granite Telecommunications, Llc** 167862940 West Palm Beach, FL
  - B **Granite Telecommunications, Llc** 146916619 Lincoln, RI
  - B **Granite Telecommunications, Llc** 117538121 Mc Lean, VA
  - B **Granite Telecommunications, Llc** 089417636 Elk Grove Village, IL
  - B **Granite Telecommunications, Llc** 058194097 Murfreesboro, TN

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6.6 ADDITIONAL AGREEMENTS SUPPLIER WILL REQUIRE PARTICIPATING AGENCIES TO SIGN

Granite has included a sample Letter of Agency below, but services will be subject to the terms of the resulting contract as well as the terms in https://www.granitenet.com/legal/ that will always have the most up-to-date versions of its agreements.

GOVERNMENT ACCOUNT FORM AND LETTER OF AGENCY

MULTI-SERVICES

Sales Rep:

Order Date:

CUSTOMER INFORMATION

Company/Business Name ("Customer"):

Billing Telephone Number:

Designated Contact:

Contact Phone Number:

Service Address (Street/Suite): See **Appendix A-1** or as otherwise provided.

Mailing/Billing Address (Street/Suite):

City:

State/Zip Code:

Additional Comments/Notes (if any):

AGREEMENT AND AUTHORIZATION

By signing this Government Account Form and Letter of Agency ("LOA"), Customer (a) engages Granite Telecommunications, LLC and/or its affiliates ("Granite") to provide Services as set forth in **Appendix A** and **Appendix A-1**, attached hereto and incorporated herein, and such other Services as Customer may order from time to time and (b) authorizes and appoints Granite to act as its agent solely for the purposes of handling all arrangements for establishing, converting, ordering, changing and/or maintaining such Services, and to take such other actions as are reasonably necessary to provide such Services and as Customer may request from time to time. Customer directs its current service provider(s), if any, to work with Granite to affect these changes.

Services under this LOA shall be for (INSERT TERM LENGTH).

The Terms of Service set forth at www.granitenet.com/Legal (as such may be modified from time to time, the "Terms of Service"), hereby incorporated by reference, sets forth the rights and responsibilities of Customer and Granite with regard to Services to be provided and other important topics. If Customer does not agree to the Terms of Service, the authorized representative of Customer should not sign this LOA. *The Customer Disclosures attached hereto are an integral part of this LOA. This LOA is confidential and may not be disclosed to third parties.*

SIGNATURE

The undersigned is authorized to sign on behalf of Customer and Customer agrees to be bound by the Terms of Service. This LOA is effective as of the date of execution below.

Customer

By:_____
Print Name:
Title:_____
Date:

Signing this Government Account Form and Letter of Agency will result in a change of service provider(s).

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

CUSTOMER DISCLOSURES

INTERNET-BASED SERVICE

Customer acknowledges and agrees that certain Internet Based Services (which for purposes of this Customer Disclosure, includes, but is not limited to, Hosted PBX, SIP Trunking, SIP PRI, Hosted Voice, Virtual Auto Attendant and Virtual Voicemail Services), ordered through Granite may not operate in the same manner as traditional wireline phone service and that the following terms and conditions apply with respect to such Internet-Based Services: (a) such services are designed only for use with a compatible PBX or similar advanced telephone system; (b) such services only support Granite's local, intralata toll, interstate long distance and International voice services; (c) such services DO NOT support auto dialers, predictive dialers, telemarketing applications, and elevator lines (only POTS lines, or POTS replacement services with these specific functionalities, such as EPIX, should be used for these purposes); (d) a qualified vendor must install the equipment and service at Customer's sole expense and Granite will not process any order without a qualified vendor involved in the installation process; and (e) Granite requires that Customer provide a complete list of all phone numbers to be ported, any numbers omitted from the list may result in those numbers not being ported at the time of circuit turn-up. Granite will attempt to retrieve CSRs from the existing carrier(s), but cannot guarantee its ability to obtain such CSRs. Customer agrees to provide Granite with complete CSRs, if requested.

CUSTOMER ACKNOWLEDGES AND AGREES THAT SOME OF THE SERVICES PROVIDED BY GRANITE ARE INTERNET-BASED SERVICES AND THAT 911 SERVICES ON INTERNET-BASED SERVICES ARE DIFFERENT THAN THAT OF TRADITIONAL WIRELINE SERVICE. FOR BASIC 911 OR E911 TO BE ACCURATELY ROUTED TO THE APPROPRIATE EMERGENCY RESPONDER, CUSTOMER MUST PROVIDE GRANITE WITH THE TELEPHONE NUMBER(S) ASSOCIATED WITH SUCH INTERNET-BASED SERVICES FOR THE REGISTERED ADDRESS.

CUSTOMER ACKNOWLEDGES THAT INTERNET-BASED SERVICES PROVIDED BY GRANITE MAY NOT SUPPORT BASIC 911 OR E911 DIALING IN THE SAME MANNER AS TRADITIONAL WIRELINE PHONE SERVICE. CUSTOMER AGREES TO INFORM THIRD PARTIES OF THE POTENTIAL COMPLICATIONS ARISING FROM BASIC 911 OR E911 DIALING. SPECIFICALLY, CUSTOMER ACKNOWLEDGES AND AGREES TO INFORM ALL EMPLOYEES, GUESTS, AND OTHER THIRD PERSONS WHO MAY USE SUCH INTERNET-BASED SERVICES THAT BASIC 911 AND E911 SERVICES WILL NOT FUNCTION IN THE CASE OF A SERVICE FAILURE FOR ANY OF THE FOLLOWING REASONS: (A) POWER FAILURES; (B) SUSPENDED OR TERMINATED INTERNET ACCESS SERVICE; (C) SUSPENSION OF SERVICES DUE TO BILLING ISSUES; AND/OR (D) ANY OTHER SERVICE OUTAGES NOT DESCRIBED HEREIN. CUSTOMER FURTHER ACKNOWLEDGES AND AGREES THAT FAILURE TO PROVIDE A CORRECT PHYSICAL ADDRESS IN THE REQUISITE FORMAT MAY CAUSE ALL BASIC 911 OR E911 CALLS TO BE ROUTED TO THE INCORRECT LOCAL EMERGENCY SERVICE PROVIDER. FURTHERMORE, CUSTOMER RECOGNIZES THAT USE OF SUCH INTERNET-BASED SERVICES FROM A LOCATION OTHER THAN THE LOCATION TO WHICH SUCH SERVICE WAS ORDERED, I.E., THE "REGISTERED ADDRESS," MAY RESULT IN BASIC 911 OR E911 CALLS BEING ROUTED TO THE INCORRECT LOCAL EMERGENCY SERVICE PROVIDER.

CUSTOMER IS REQUIRED TO REGISTER THE PHYSICAL LOCATION OF THEIR EQUIPMENT (I.E., IP PHONE, SOFTPHONE, DIGITAL TELEPHONE ADAPTER OR VIDEOPHONE, ETC.) WITH GRANITE AND AGREES TO UPDATE, AND PROVIDE PRIOR WRITTEN NOTICE TO, GRANITE OF THE LOCATION OF SUCH EQUIPMENT WHENEVER THE PHYSICAL LOCATION OF SERVICE FOR A PARTICULAR TELEPHONE NUMBER CHANGES.

TO THE EXTENT THAT GRANITE PROVIDES INTERNET-BASED SERVICES WHICH CUSTOMER UTILIZES FOR TRANSMISSION OF ALARM SYSTEM SIGNALS, CUSTOMER ACKNOWLEDGES THAT GRANITE IS NOT RESPONSIBLE FOR THE FUNCTIONALITY OF SUCH ALARM SYSTEMS AND SIGNALS. CUSTOMER UNDERSTANDS THAT INTERNET-BASED SERVICES ARE NOT INFALLIBLE. CUSTOMER SPECIFICALLY ACKNOWLEDGES THAT GRANITE DOES NOT REPRESENT OR WARRANT THAT THE TRANSMISSION OF ALARM SIGNALS WILL NOT BE INTERRUPTED, CIRCUMVENTED OR COMPROMISED. IF INTERNET BASED SERVICES ARE NOT OPERATIVE, NO ALARM SIGNALS CAN BE RECEIVED BY THE MONITORING STATION. CUSTOMER UNDERSTANDS THAT INTERNET-BASED SERVICES MAY BE IMPAIRED OR INTERRUPTED BY ATMOSPHERIC CONDITIONS, INCLUDING ELECTRICAL STORMS, POWER FAILURES OR OTHER CONDITIONS AND EVENTS BEYOND GRANITE'S CONTROL. THE USE OF INTERNET-BASED SERVICES MAY PREVENT FROM THE TRANSMISSION OF ALARM SIGNALS AT ANY TIME, AND/OR INTERFERE WITH THE TELEPHONE LINE-SEIZURE FEATURES OF CUSTOMER'S ALARM SYSTEM. IN THE EVENT CUSTOMER ELECTS TO USE INTERNET-BASED SERVICES FOR ALARM LINES; CUSTOMER IS RESPONSIBLE FOR HAVING THESE SERVICES TESTED BY AN AUTHORIZED ALARM INSPECTION COMPANY TO ENSURE SIGNAL TRANSMISSION FEATURES ARE OPERATIONAL. THESE FEATURES INCLUDE BUT ARE NOT LIMITED TO PROPER FUNCTIONING OF LINE SEIZURE AND THE SUCCESSFUL TRANSMISSION OF SIGNALS TO THE MONITORING STATION. CUSTOMER ACCEPTS FULL RESPONSIBILITY FOR ALARM SYSTEM COMPLIANCE WITH THE AUTHORITY HAVING JURISDICTION.

CUSTOMER ACKNOWLEDGES AND AGREES THAT CUSTOMER SHALL BEAR THE SOLE RESPONSIBILITY OF INFORMING THIRD-PARTIES OF POTENTIAL CALL RECORDING USING THE INTERNET-BASED SERVICES.

_____

Initialed by Authorized Signer

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Appendix A

Services Selected
(Select one or more of the below Services)

- ☐ Voice Services (POTs, Long Distance, Local and LD T1 and PRI)
- ☐ Broadband Services
- ☐ Access Services (e.g., MPLS and Dedicated Internet Access Services)
- ☐ VoIP Services (Hosted PBX, SIP Trunking, SIP PRI, Hosted Voice, Voice over Cable, Virtual Auto Attendant and Virtual Voicemail Services)
- ☐ Mobility Services (Mobility Data and Mobility Voice)
- ☐ Granite Grid Services
- ☐ Conferencing Services (Audio Conferencing and Web Conferencing)
- ☐ Granite Guardian Services (i.e., managed services including SD-WAN)
- ☐ Analog Replacement Services (e.g., EPIK)
- ☐ Granite Switched Ethernet (GSE) Services
- ☐ Other Services (List): _____
  _____

Note 1: Unless otherwise noted herein, in addition to these rates and charges set forth in this LOA (a) certain other rates and charges may apply, as provided for by tariff, the FCC or other governmental entity, or other regulation or requirements and (b) Customer will pay to Granite all applicable taxes (including sales, use and excise taxes). In the event that Customer elects additional services, additional fees may apply. Customer acknowledges that it will be charged in accordance with the rates and plans listed on Appendix A-1, attached hereto and incorporated herein, plus any and all additional charges as may be set forth in the Terms of Service.

Note 2: See quote and other documents attached hereto as Appendix A-1 for specific details related to Services ordered.

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Appendix A-1

Service Locations and Specifics
(Each location MUST have detailed information in order for services to be provided.)
(List additional locations/details on a separate sheet if needed.)

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