

RESOLUTION 2011-064

A RESOLUTION AUTHORIZING THE VILLAGE MANAGER TO EXECUTE CONTRACTS WITH AT&T / SHORETEL FOR THE PURCHASE AND INSTALLATION OF A NEW POSITRON-VIPER E-911 TELEPHONE SYSTEM AND PBX. REPEALS RESOLUTION 2011-028

WHEREAS, AT&T is considered sole sources determined by the manager to be beneficial to the Village for provision of E-911 communications services; and

WHEREAS, Shoretel has a proper solution for a device that will allow for the transferring of calls anywhere at any time, and a system that will allow for the removal of the Communications Center from the existing Village infrastructure; and

WHEREAS, all purchases over \$20,000 require Board of Trustee approval; and

WHEREAS, this Resolution repeals Resolution 2011-028.

NOW THEREFORE BE IT RESOLVED BY THE VILLAGE PRESIDENT AND BOARD OF TRUSTEES OF THE VILLAGE OF VERNON HILLS, LAKE COUNTY, ILLINOIS:

That the Village Manager is authorized to execute contracts to commit the Village to make payments to AT&T / Shoretel not to exceed \$290,000, for the purchase and installation of a Positron Viper E-911 phone system and PBX upgrade.

Dated this 3<sup>rd</sup> day of May, 2011.

Adopted by roll call vote as follows:

AYES: 4 - Marquardt, Hebda, Schultz, Schwartz

NAYS: 0 - None

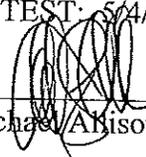
ABSENT AND NOT VOTING: 2 - Williams, Koch

  
Roger L. Byrne, Village President

PASSED: 5/3/2011

APPROVED: 5/3/2011

ATTEST: 5/4/2011

  
Michael Alison, Village Clerk





## SCOPE OF WORK

for

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# Vernon Hills Police 911

## (Positron VIPER)

Version 21\_rev1  
June 20, 2006

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## Table of Contents

<b>1.0</b>	<b>OVERVIEW.....</b>	<b>1</b>
1.1	PURPOSE & OBJECTIVES.....	1
1.2	REPLACEMENT OF POSITRON COMPONENTS.....	1
1.3	REUTILIZATION OF EXISTING EQUIPMENT.....	1
<b>2.0</b>	<b>DESIGN SOLUTION.....</b>	<b>1</b>
2.1	CONNECTIVITY.....	2
2.2	WORKSTATION APPLICATION & USE.....	2
2.3	SYSTEM PROGRAMMING.....	2
2.4	INTEGRATION REQUIREMENTS.....	3
2.5	BUILDING MODIFICATIONS.....	3
<b>3.0</b>	<b>CHANGE REQUESTS.....</b>	<b>4</b>
<b>4.0</b>	<b>ACCEPTANCE TESTING.....</b>	<b>4</b>
<b>5.0</b>	<b>SITE INFORMATION AND RESPONSIBILITIES.....</b>	<b>4</b>
	Site Contact Information.....	4
	Project Team Contact Information.....	4
5.1	AT&T PROJECT MANAGER.....	5
5.2	AT&T RESPONSIBILITIES.....	5
5.3	VERNON HILLS RESPONSIBILITIES.....	5
<b>6.0</b>	<b>SITE REQUIREMENTS.....</b>	<b>8</b>
6.1	EQUIPMENT ROOM REQUIREMENTS.....	7
6.2	RACK LOCATIONS.....	8
6.3	HVAC REQUIREMENTS.....	8
6.4	POWER & BREAKER PANELS.....	8
<b>7.0</b>	<b>INSTALLATION SCHEDULE.....</b>	<b>9</b>
<b>8.0</b>	<b>TRAINING.....</b>	<b>9</b>
8.1	SUPERVISOR/DISPATCHER TRAINING.....	9
8.2	TRAINING DOCUMENTATION.....	10
8.3	SERVICE MANUAL DOCUMENTATION.....	10
<b>9.0</b>	<b>DOCUMENT ACCEPTANCE.....</b>	<b>11</b>

## 1.0 OVERVIEW

### 1.1 Purpose & Objectives

The purpose of this document is to describe the work to be performed by AT&T (also referred to as the *Contractor*) in satisfying the requirements of VERNON HILLS (also referred to as the *Agency or Customer*) as to the installation of a Positron VIPER controller at the VERNON HILLS PSAP.

*This document supersedes offerings and descriptions in any previous document.*

### 1.2 Replacement of Positron Components

Customer may elect to replace Positron components with other vendor's components. In that event, Customer may request component certification by Positron at an additional cost. If certification is not obtained, Customer is hereby informed that component failures, lack of performance or any other deviation from a published specification will not be considered as a product or solution failure if it is determined that such failures have been occasioned by a non-certified component. In addition, all help desk, technician and engineering service costs associated with the diagnostics of the failure condition will be invoiced to the customer at published rates. Problems associated with the removal of a component will also be treated in the same manner as above.

### 1.3 Reutilization of Existing Equipment

The following equipment has been certified to be compatible with current technology and in good condition. This equipment will be reutilized.

Only existing wiring may be reused. No equipment to be reused.

## 2.0 DESIGN SOLUTION

AT&T shall provide a solution that includes a Positron VIPER ANI/ALI Controller and Four (4) POWER 911 Intelligent Workstations each with keyboard, mouse, and headset jack. Includes supervisory jack capability at four (4) positions. Also, one (1) G2 Server for running POWER MIS is provided.

### Positron VIPER

#### Next Generation E9-1-1

Positron VIPER is based on the use of the non-proprietary Session Initiation Protocol (SIP) for the delivery of voice services, reflecting Positron's commitment to developing solutions that provide the most flexible offering from a technical and cost effective standpoint.

Positron VIPER addresses customers' demands for a scalable solution that allows them to move easily and efficiently onto a single physical network by integrating data, voice, and future video/wireless traffic while at the same time benefiting from next generation PBX services.

### **POWER 911-UPGRADE**

POWER 911 is an Integrated Intelligent Workstation that provides call takers with on-screen control of both 9-1-1 and administrative calls in a wide variety of telephony environments. Through an intelligent approach to information display and management, POWER 911 enhances emergency call handling efficiency and consistency.

Note: The POWER 911 GUI 1(Graphical User Interface) used with Incident Manager has 3 queue buttons for the telephony.

Integrated telephone and Radio Recorder (ITRR) implies VERNON HILLS's radio vendor presence on site to integrate this functionality to the system.

### **POWER MIS-UPGRADE**

POWER MIS is an advanced reporting and analysis tool that provides a comprehensive view of PSAP activity and personnel performance. POWER MIS provides PSAP managers with the detailed information needed to support the decision-making process.

POWER MIS is the first public safety reporting product that provides complete end-to-end reporting - from the moment a 9-1-1 call is received to the second the emergency is resolved in Power CAD.

POWER MIS provides an extremely easy-to-use graphical user interface that allows you to refine your report parameters.

#### **2.1 Connectivity**

The Positron E9-1-1 system will connect to the following phone lines and Systems.

- (13) CAMA Trunks
- (up to 18) 7-digit Administrative Lines
- (4) Headset Integration to radio dispatch positions

#### **2.2 Workstation Application & Use**

POWER 911 Telephony at each of the four (4) positions.

#### **2.3 System Programming**

AT&T's Project Manager will work with the VERNON HILLS Project Manager to set up the initial system programming. The system will be programmed with a log in ID

for each Administrator/Supervisor. The administrators/ Supervisors will have all the capabilities that the dispatchers have as well as additional capabilities requested by the Agency. The "global" speed dial list will be the same for each position and the site supervisor/administrator will have the capability to change, add, and delete speed dials on the "global" list.

The system will be programmed with a log in ID for each dispatcher. There will be a single Agent Profile for all dispatchers that will have the same configuration, colors and icons. Dispatchers may have a "personal" speed dial list associated with their log on ID, and will have the ability to change, add and delete these speed dials.

ACD (Automatic Call Distribution) programming is not a feature of this system. The system will be programmed to "ring all" positions in the event of an incoming call.

The system programming requirements may be changed at the request of the Agency during the installation process. The AT&T Project Manager will work with the Agency to meet their specific needs.

## 2.4 Integration Requirements

Positron will be the lead Integrator for all POWER 911 systems. AT&T will be responsible for installation and maintenance of all network facilities terminating into the connector block installed at each position. AT&T will be responsible for delivery of the ALI data.

### CAD Interface

Positron POWER 911 system provides a CAD Interface Port that allows other system devices to receive emergency call information. It will provide the retrieved ANI/ALI for an emergency call, as well as the answering position identification via an ASCII RS-232C port. The demarcation point for the Agency CAD system is the Com Port of the POWER 911 Server in the equipment room.

### Voice Logging Recorder

The demarcation for interfacing telephone audio to the recorder system will be the AT&T provided connector block located in the E9-1-1 equipment room. The Agency will provide the audio interface for the radio channels to the demarcation block.

### Time Synchronization Interface

The Positron 911 system will accept an NTP interface for the POWER 911 Server if purchased and provided by the Agency. AT&T is NOT providing a Time Synchronization system at the Agency's dispatch center.

## 2.5 Building Modifications

All building modifications are the responsibility of the Agency. The AT&T Project Manager will work closely with the Agency to determine proper timeline coordination for a smooth system implementation.

### 3.0 CHANGE REQUESTS

The *Agency* may at any time, by written order, and without notice to the *Contractor's* sureties, submit a change order to the *Contractor*. Within ten (10) working days of receiving a proposed change order, the *Contractor* shall submit a written cost estimate, which shall include adjustments to the Project Price, Project Schedule, Statement of Work, Acceptance Criteria, or any other obligations of the *Contractor*, as applicable. The *Contractor* may also decline the change order, depending on the nature of the requested changes.

The *Contractor* may also propose a change order involving additions, deletions, or revisions to the work, or any obligations imposed upon the Parties under this agreement. AT&T's changes to the system design or individual component changes shall be submitted to the *Agency* for approval using a Job Change Order.

The *Agency* shall appoint a single individual as a Project Manager. Job Change Orders shall be approved in writing, by the *Agency's* Project Manager. The *Contractor* shall not proceed with any work contemplated in any proposed Job Change Order until it receives written notification to commence such work from the *Agency's* Project Manager.

### 4.0 ACCEPTANCE TESTING

An Acceptance Test Plan (ATP), provided as a separate document, will be jointly developed and executed by Positron and the AT&T Project Manager. The acceptance testing will be performed in conjunction with the *VERNON HILLS* representative and test all systems provided by Positron and AT&T for proper configuration and operation. Final system acceptance will occur when the systems, including all equipment, licensed software and accompanying services (the "System") sold by AT&T to *VERNON HILLS* pursuant to Contract has been installed, acceptance testing was successful, and the "System" is properly functioning.

The AT&T project manager will provide the ATP to the *Agency* for review prior to testing.

### 5.0 SITE INFORMATION AND RESPONSIBILITIES

Site Contact Information			
PSAP Name	VERNON HILLS Police		
PSAP Address	740 North Lakeview Parkway, Vernon Hills, Illinois 60061.		
PSAP Telephone	847-362-4449		
CUSTOMER Contact	TITLE	TELEPHONE	E-MAIL
Jim Dunning	IT Director	847-362-4449 x4895.	jdunning@vhills.org
Project Team Contact Information			
AT&T			

NAME	TITLE	TELEPHONE	E-MAIL
<i>Jim Philbin</i>	<i>Project Manager</i>	<i>T: 847-765-8461</i>	<i>Jp1384@att.com</i>
<i>John Honan</i>	<i>Solutions Consultant</i>	<i>T: 708-229-0386</i>	<i>Jh2175@att.com</i>
<i>David Jayne</i>	<i>Technical Sales Specialist</i>	<i>T: 314-505-3676</i>	<i>dj5918@att.com</i>
<i>Kathleen Mackey</i>	<i>Account Manager</i>	<i>T: 312-220-8790</i>	<i>km9489@att.com</i>
<b>POSITRON</b>			
NAME	TITLE	TELEPHONE	E-MAIL
<i>TBD</i>	<i>Project Manager</i>	<i>T: (800) 874.0689</i> <i>C:</i>	<i>@Positron 911.com</i>
<i>TBD</i>	<i>Field Technician</i>	<i>C:</i>	<i>@Positron 911.com</i>
<i>TBD</i>	<i>Trainer</i>	<i>C:</i>	<i>@Positron 911.com</i>
<i>Dennis Stillwagon</i>	<i>Regional Sales Manager</i>	<i>T: 630-369-0900</i>	<i>dstillwagon@Positron 911.com</i>

### 5.1 AT&T Project Manager

The AT&T Project Manager is responsible in working with VERNON HILLS staff and Positron personnel to determine firm dates for deliverables and cutover. Responsibility includes the primary contact to the customer, liaison with Positron, inventory of equipment, issuance of Job Change Orders, coordination of people and resources throughout the lifecycle of the project. The Project Manager will oversee the entire installation process. All subsequent modifications to this Scope of Work shall involve the AT&T Project Manager.

### 5.2 AT&T Responsibilities

- Delivery of equipment. Possession and care of equipment, until final acceptance of equipment (*VERNON HILLS* to provide first level security).
- Disposal of packaging materials and debris to *Agency's* waste receptacle.
- Delivery of ALI Data in NENA Standard format.
- Any damage caused by Contractor (or Contractor's agent) to equipment, building, or other property.
- Connection of equipment to electrical supply sources provided by *VERNON HILLS*.
- Coordination of Project implementation and Customer training.
- Installation of all required cabling including POWER 911 positions.
- Physical securing and identification of all cabling.
- Installation of demarcation punch block for audio sources and logging recorder.
- Installation of Interface jacks for radio headsets.

### 5.3 VERNON HILLS Responsibilities

- Appoint and confirm the name of a single point of contact as Project Manager for the project
- Provide necessary resources to assist AT&T/Positron personnel while on site and grant

- such personnel access to all required facilities
- Assistance in defining configuration and programming data
- A dedicated 7-digit or DID number for remote diagnostic access to POWER 911 systems.
- All network related elements for connecting over a TCP/IP network are the responsibility of the end client. This includes data network connectivity to other PSAPs, and all configurations requiring IP connectivity.
- Provide name and contact information of IT person responsible for the site
- Provide training areas, workstations and exact number of individuals to be trained in each session (dispatchers, administrators, etc) for each training session.

Note: Customer will assume the responsibilities of providing a training area and, if required, of moving the equipment to and from the training area. VERNON HILLS is responsible for provision of extra hardware for training if needed.

#### Equipment Room

- Modification of the back-room to meet the equipment needs including:
  - ◆ Installation of electrical outlets and circuits. (per Section 6.4)
  - ◆ Installation of 4'x8'x3/4" plywood backboard.
  - ◆ Installation/Upgrade of heating, ventilating, & air conditioning.
- Provide locked limited access to the equipment room.

#### Dispatch Room

- Installation of electrical outlets and circuits as specified by AT&T. (Sec 6.4)
- Furniture selected by Agency is compatible with, or will be modified by the Agency to be compatible with, the selected system equipment.

#### General

- Access to building for AT&T and subcontractors.
- Conduit and coring of walls.
- Adequate power and power outlets, circuit breakers and grounding. (Sec 6.4)
- Uninterruptible Power Supply Systems.
- All radio and recorder equipment.
- Appropriate Time Synchronization output interface, if used (NENA-04-002 standard).
- Adequate security to prevent theft of computer equipment.
- On-going maintenance for room requirements listed.
- Technical expertise from VERNON HILLS's other vendor's during planning, installation and cut-over.
- The Agency's Project Manager will facilitate the resolution of any problem with interfaces pertaining to the operation of radio, recorders, Netclock or other interfaces maintained by VERNON HILLS.

Note: Positron highly recommends that all workstations part of its network remain in a closed environment at all times. However the products provided within the scope of this project may require some outside connectivity, mainly for connection to other VERNON HILLS PSAPs. The POWER 911- Network and Agency Networks may not share the same LAN Segments without adequate security and utilization of a firewall.

It will be VERNON HILLS's responsibility to procure, install and maintain anti-

virus and/or firewall software/hardware for machines where VERNON HILLS LAN/WAN access is required and enabled. Anti-virus software considered by VERNON HILLS should first be confirmed by Positron for compatibility. The anti-virus/firewall requirements described above also applies to client computers with access to other networks, and not only to servers. While we recommend a closed network, we also understand the need, in this particular instance, of having external connectivity and, within that scope, we will provide all the necessary assistance required to ensure the most secure environment while providing the required functionality.

Positron also prohibits the installation of non-approved 3rd party components on servers and workstations running Positron software. Additional information on the approval process of 3rd products is available upon request. Unless advised otherwise, Positron will assume that VERNON HILLS administrators are in full agreement and will comply with the above statements and instructions, and must be ready to sign disclaimers to that effect at any time.

#### **5.4 Positron Responsibilities**

- **Project Management**

Positron project management is intended to provide management and coordination with AT&T and VERNON HILLS for all items under Positron's responsibility. This includes coordination meetings with AT&T and the customer.

- **Installation Services**

Positron will install and upgrade the following products.

- VIPER Controller
- POWER 911
- POWER MIS
- ePrinter

Detailed installation schedules will be established and agreed to by all parties.

- **Training Services**

Positron will provide the following training.

- POWER 911 Administrator Training
- POWER 911 Call Taker Training
- POWER MIS Administrator Training

- Detailed training schedules will be established and agreed to by all parties.
- Deliver all software and hardware components as per sales order
- Ship all corresponding system manuals, user manuals and CDs.

## **6.0 SPECIFIC SITE REQUIREMENTS**

### **6.1 Equipment Room Requirements**

**The Equipment Room requirements are as follows:**

- Temperature and Humidity levels of 72 degrees F +/- 5 and less than 50% Relative Humidity.
- The equipment room environment should be dry, clean and well ventilated.
- The equipment area should be well lit, easily accessible and free from excess vibrations.
- It is recommended that the floor be a tiled floor, computer floor or sealed concrete. If the only alternative is carpeted flooring, then a true anti-static mat must be supplied. It must be 3 ft larger than the module base on all four sides.
- The floor must be capable of supporting 104 lbs. per square foot.
- A minimum ceiling height of 8 ft is required.
- Clear of opening doors, drawers, etc.

**6.2 Rack Locations**

The racks **MUST NOT** be located in an area that is:

- Under water or steam pipes.
- Under or near sprinkler systems. Where sprinklers are required to meet building codes, they must be equipped with high temperature heads and protected by a wire cage.
- Within 10 ft. of a copy machine, paper shredder, welder or non-shielded radio transmitters.
- Next to a building heating system.
- Near a window where sunlight may fall on any portion of the equipment.

**NOTE:** The equipment racks should have a minimum of 24" clearance in back, and 36" in front and between the end of the racks and the wall to accommodate for access to the front and rear of the racks during installation and maintenance.

**6.3 HVAC Requirements**

- The POWER 911- Server with 15" Monitor will dissipate a maximum of 2500 BTUs per/hour.
- Miscellaneous items including modems, and data switch will dissipate a maximum of 200 BTUs per hour
- The Positron VIPER system will dissipate a maximum of 1900 BTUs per/hour.

**6.4 Power & Breaker Panels****Receptacle and Circuit Breaker Requirements:****Equipment Room**

- One circuit is required for isolation of the 911. The circuit must be wired to an individual 20-ampere circuit breaker and provide (1) fourplex outlet with individual hot, neutral and ground wire. Surge/Lightning Protection is strongly recommended.

- A UPS to support all Power 9-1-1 equipment and Servers is not provided but strongly recommended to support continuous operation.
- All AC systems require a #10 AWG Personal Hazard Ground conductor from the IG Bus within the AC panel to a VERNON HILLS's provided ground window/bus installed in the switch-room. This ground conductor must be identified/labeled at both ends.

#### Call Taker/Dispatch/Supervisor Positions

- Each Dispatcher and Supervisor workstation position requires one dedicated 20-ampere circuit. Each circuit must be wired to an individual 20-ampere circuit breaker. Each circuit must provide (1) fourplex outlet with individual hot, neutral and ground wires. A UPS supporting all 9-1-1 workstation equipment at each position is not provided but strongly recommended to support continuous operation.
- Additional circuits may be required for other non-emergency equipment. These circuits may be shared among the other dispatch positions based on the recommendation of the Agency's electrical contractor and the power needs of the Agency's dispatchers.

## 7.0 INSTALLATION SCHEDULE

The installation dates are based on the "Contract Signing Date" and will be negotiated and agreed upon by VERNON HILLS, Positron and AT&T. Changes to the signing date will affect all the dates.

Installation date may be changed by mutual consent of the Contractor and the Ordering Agency; however, prior to the installation date, the Ordering Agency may defer the installation with 30 days notice, and a new installation date will be established by mutual agreement. Such unilateral deferment shall not exceed 60 days, except by mutual agreement.

Contract Signature Date:	4/18/2011	Pricing is based on installation being performed during AT&T's normal business hours (M-F, 8:00am-5:00pm, excluding AT&T holidays). Installation activities outside of AT&T's normal
Equipment Order Date:	5/2/2011	
Equipment Delivery Date:	5/16/2011	
Programming Change Freeze Date:	6/30/2011	
Begin Equipment Installation Date:	7/1/2011	
Training Date:	7/22/2011	
System In-Service Date:	7/28/2011	

business hours are available at prevailing after hours rates.

#### Cutover Plan

AT&T's Project Manager and VERNON HILLS will jointly develop a cutover plan to include a specific date and time and a list of activities.

## 8.0 TRAINING

### 8.1 Supervisor/Dispatcher Training

AT&T and/or its subcontractor will provide Call taker/Dispatcher and Supervisor/System Administrator training. The training will be done at the Agency's site. Each Call taker/Dispatcher class will last approximately 2 hours and Supervisor/System Administrator training will be approximately 4 hours. Classes should include 4-6 trainees per class. The training will be done during normal business hours (8 a.m. and 5 p.m.) Monday through Friday. If the Agency requests off-hours training, it can be negotiated but may result in additional expense.

Training support will be available through the day of cutover and as needed, not to exceed 24 hours. Post-cutover training requirements must be negotiated with the AT&T Project Manager and may result in additional expense to the Agency. Pricing has been quoted for training up to (12) dispatchers as requested by the Agency.

The following items will be included in training:

### **POWER 911 , POWER MIS**

1. Students will be trained on a fully operational Intelligent Work Station(s).
2. Call Takers will be trained on how to process calls and use the features of POWER 911.
3. The Supervisor/System administrator training limited to no more than 6 participants and will cover the following:
  - Administrative operation of VIPER, POWER 911 and POWER MIS
  - Search tools and report generation in POWER MIS
  - Routine configuration changes in all Power Modules
  - Adds & changes accessible by system administrator
  - Basic trouble shooting procedures
  - Problem reporting procedures
4. Trainer may ask for session feedback from students.

### **8.2 Training Documentation**

#### **POWER 911 Modules**

Training documentation will include copies of VIPER, POWER 911 and POWER MIS User Guide. This documentation will be given to the Agency's Project contact for distribution to the dispatchers at training sessions. Administrative and Technical manuals will also be provided.

### **8.3 Service Manual Documentation**

The VIPER and Power IWS Technical Installation and Maintenance Manuals will be provided with the delivery of the systems. These technical manuals should be kept in the equipment room near the equipment racks for the AT&T technicians to utilize as necessary.

9.0 DOCUMENT ACCEPTANCE

Vernon Hills Police 9-1-1

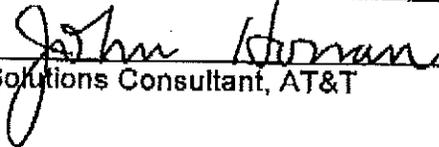
Positron VIPER, POWER 911 and POWER MIS Systems

I have read the preceding document version 21. I understand and approve of the Scope of Work described therein. In addition, I understand that any subsequent modifications to the Scope of Work shall be submitted via an AT&T Job Change Order and approved by both VERNON HILLS and AT&T.

  
VERNON HILLS

Michael S. Allison  
Village Manager

4/21/11  
Date

  
Solutions Consultant, AT&T

4-26-11  
Date



AT&T Equipment Solutions - Voice CPE Support Services
Addendum To Master Agreement

Payment Term: (default is annual) [X] Prepay [X] Annual [ ] Semi-Annual [ ] Quarterly [ ] Monthly [ ] Financing

Contact Center Software Support Services (CPE Maintenance Services and Software Release Subscription are Purchased Separately)

[ ] Complete [ ] Essential

[ ] ACCEPT - Customer Initials: \_\_\_\_\_ [ ] DECLINE - Customer Initials: \_\_\_\_\_

Initial Term: ( ) Years From: ( ) To: ( ) Annual Price: ( )

Payment Terms (default is annual):

[ ] Prepayment [ ] Annual [ ] Semi-Annual [ ] Quarterly [ ] Monthly [ ] Financing

Software Release Subscription Service (CPE Maintenance Services and Call Center Software Support Services are Purchased Separately)

[X] ACCEPT - Customer Initials: \_\_\_\_\_ [ ] DECLINE - Customer Initials: \_\_\_\_\_

Initial Term: ( ) Years From: ( ) To: ( ) Annual Price: ( )

Payment Terms (default is annual):

[X] Prepayment [ ] Annual

This Addendum may be withdrawn by AT&T if not signed and returned by the Customer within sixty (60) days from the Date of Submission referred to above.

\* SBC DataComm dba AT&T DataComm as used herein refers to: SBC DataComm, Inc. dba AT&T DataComm, a Delaware corporation; and to SBC DataComm, a d/b/a name registered to Southwestern Bell Telephone Company in Missouri, Oklahoma, and Texas, and to Pacific Bell Telephone Company in California.

Special Terms and Conditions for PSAP - LAN Configurations or Installations:

CUSTOMER WARRANTS TO AT&T AND ALL 911 EMERGENCY SERVICE USERS THAT THE 911 EQUIPMENT AND/OR SERVICES BEING PROVIDED HEREUNDER, OR PREVIOUSLY SUPPLIED BY AT&T, IS NOT CONNECTED AND WILL NOT BE CONNECTED TO ANY LOCAL AREA NETWORK ('LAN') OR ANY OTHER COMPUTER NETWORK OUTSIDE OF AT&T'S CONTROL, INCLUDING WITHOUT LIMITATION THE NATIONAL CRIME INFORMATION CENTER NETWORK ('CIC') OR SIMILAR NETWORK; PROVIDED, HOWEVER, THAT CUSTOMER MAY CONNECT SAID EQUIPMENT AND/OR SERVICES TO THE CIC OR SIMILAR NETWORK IF AND ONLY IF SUCH CONNECTION IS EXPRESSLY APPROVED IN WRITING BY AT&T, WHICH APPROVAL SHALL BE IN AT&T'S SOLE DISCRETION. AT&T RELIES ON THIS REPRESENTATION BY CUSTOMER IN AGREEING TO INSTALL AND/OR MAINTAIN SAID EQUIPMENT AND ALL SERVICES THEREON.

AT&T MAINTAINS A STRICT POLICY ('PSAP NETWORK SECURITY POLICY') THAT IT WILL INSTALL 911 EQUIPMENT ONLY IN A SECURE PSAP LAN, AND ONLY WHERE SUCH LANS ARE NOT CONNECTED TO ANY OTHER COMPUTER NETWORK OUTSIDE OF AT&T'S CONTROL. AT&T WILL NOT INSTALL OR TERMINATE A PSAP LAN TO A FIREWALL. AT&T WILL IDENTIFY THE DEMARCATION POINT FOR THE PSAP LAN, BEYOND WHICH CUSTOMER AGREES THAT AT&T IS NOT RESPONSIBLE. IN THE EVENT CUSTOMER CONNECTS ITS PSAP LAN TO ANY OTHER COMPUTER NETWORK, CONTRARY TO AT&T'S EXPRESS PSAP NETWORK SECURITY POLICY (WHICH CUSTOMER ACKNOWLEDGES IT HAS RECEIVED AND READ), AND THE PSAP LAN IS INFECTED OR DAMAGED AS A RESULT OF SUCH ACTIONS, THEN ALL WARRANTIES, AND MAINTENANCE AND SERVICE PROVISIONS OF THIS AGREEMENT SHALL BE NULL AND VOID AND AT&T DISCLAIMS ANY LIABILITY WHATSOEVER RELATING TO ANY PSAP LAN WHICH CUSTOMER OR ITS AGENTS CONNECT TO ANY OTHER COMPUTER NETWORK CONTRARY TO THE PSAP NETWORK SECURITY POLICY.

UNDER SUCH CIRCUMSTANCES, AT&T WILL PROVIDE REPAIR SERVICES FOR THE PSAP LAN AT CUSTOMER'S REQUEST, WHICH WILL BE BILLED ON A TIME AND MATERIAL BASIS AT AT&T'S THEN-PREVAILING RATES. CUSTOMER FURTHER AGREES TO INDEMNIFY AND SAVE AT&T HARMLESS FOR ANY DAMAGES TO OR CLAIMS BY ANY THIRD PARTY AGAINST AT&T WHICH ARISE IN WHOLE OR IN PART FROM CUSTOMER'S CONNECTION OF THE 911 EQUIPMENT AND/OR SERVICES BEING PROVIDED HEREUNDER TO ANY LAN OR ANY OTHER COMPUTER NETWORK OUTSIDE OF AT&T'S CONTROL, INCLUDING WITHOUT LIMITATION THE NATIONAL CIC.

confidential information

This Agreement is for use by authorized employees of the parties hereto only and is not for general distribution within or outside their companies.



**AT&T Equipment Solutions - Voice CPE Support Services  
Addendum To Master Agreement**

- C. AT&T's maintenance Service provided under the Maintenance Plan shall include preventive and remedial maintenance, as required by the CPE manufacturer's specifications or by AT&T. Replacement parts and products may be new or equivalent to new in performance. Such parts and products will be furnished on an exchange basis and the returned parts and products will become the property of AT&T. AT&T's preventive and remedial maintenance Service obligations hereunder do not include, and AT&T is not otherwise obligated to provide replacement parts, software releases, second tier help desk support, updates, or maintenance Service resulting in CPE functionality which exceeds that expressly provided in manufacturers' or suppliers' specifications at the time such product was installed (including Year 2000 functionality).
- D. AT&T makes no guarantee as to parts availability on Equipment that has been discontinued by its manufacturer. In the event a manufacturer discontinues producing any Equipment or in the event the Equipment has outlived the manufacturer's suggested product life cycle, AT&T shall continue to provide Service under the Maintenance Plan for as long as parts are available on a commercially reasonable basis. In the event repair parts are not readily available, AT&T shall advise Customer and Customer shall have the option to replace the Equipment with a similar product at AT&T's then prevailing rates. In the event Customer declines to authorize such replacement, AT&T shall delete such Equipment from this Addendum and cease providing Service for such Equipment, and AT&T will issue, if applicable, a pro-rata refund for such deletion. Additionally, Customer agrees to pay any additional charges that may be incurred by AT&T for product support services from the manufacturer for products that are manufacturer discontinued or have been placed into "end of life" status.
- E. The periodic charges specified herein include all the stated maintenance Service performed at any time in connection with Emergencies and Non-Emergencies during Normal Business Hours. An "Emergency" is defined as any malfunction that leaves Customer unable to place or receive calls through the CPE, or any other failure agreed to in writing by the Parties.
- F. Service performed outside of Normal Business Hours or outside the scope of the Maintenance Plan will be charged on a per occurrence basis billed in fifteen (15) minute increments with a minimum of two (2) hours at AT&T's then prevailing hourly or premium hourly rate including travel time to and from Customer's Site. Customer shall also be responsible for travel and living expenses, when required. Provisioning of such Service shall be at the discretion of AT&T and shall be subject to the availability of personnel and parts, if applicable.
- G. In the event AT&T responds to Customer's request for Service and AT&T reasonably determines that the problem was not caused by the Equipment maintained herein, Customer will be responsible for additional charges for such response at AT&T's then prevailing rates.
- H. AT&T's responsibility with respect to its obligation to provide maintenance Service under this Addendum shall be limited to the Customer's side of the CPE residing on the Demarcation Point ("Demarcation Point" is defined as the point between facilities controlled or owned by the local telephone carrier and those facilities controlled or owned by Customer). Maintenance Services include maintenance as described herein for: (i) the CPE and/or associated system software stated herein; and (ii) such other equipment and/or software which is subsequently added to this Addendum by an Order, attachment or other applicable document. In the event that AT&T responds to Customer's request for Service and Customer's claim of CPE malfunction is due to problems on the local telephone utility's side of the Demarcation Point due to malfunctions in equipment or software other than that covered by this Addendum, Customer will be responsible for additional charges for such response in accordance with AT&T's then prevailing rates.
- I. AT&T may suspend performance or terminate this Addendum if Customer fails to pay all amounts due by the applicable due date and such failure is not cured within 10 days of receiving AT&T's notice of non-payment.
- 3. SHIPPING AND DELIVERY**
- A. All shipping, transportation and delivery charges for the Equipment, including expedites, shall be paid by Customer. AT&T shall use commercially reasonable efforts to deliver the Equipment by the delivery date specified in this Addendum. Customer may, upon written notice to AT&T no later than ten (10) days prior to delivery, postpone the delivery, installation or Cutover dates specified in this Addendum one (1) time.
- B. Such postponement shall not exceed thirty (30) days from the originally scheduled delivery, installation or Cutover dates and is subject to price changes.
- 4. INSTALLATION AND CUTOVER**
- In the event AT&T connects the Equipment or installs the Software on such Customer owned equipment, AT&T shall not be liable for any damage to such Customer owned equipment, unless due to AT&T's sole negligence. AT&T shall use commercially reasonable efforts to complete installation and Cutover of the Equipment by the dates specified in this Addendum. Cutover shall be deemed accomplished upon connection to the telephone network to place and receive calls. Cutover of Equipment that is not dependent on the telephone network will occur when the Equipment is operational.

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**AT&T Equipment Solutions - Voice CPE Support Services**  
**Addendum To Master Agreement**

**5. WARRANTY AND WARRANTY EXCLUSIONS**

- A. Unless otherwise provided within Bill of Materials, Statement of Work or other attachment, the "Warranty Period" for Equipment shall be twelve (12) months (and in the case of AT&T-provided Software related to the Equipment, ninety (90) days (or such longer period provided by AT&T's applicable Software licensor)) from the date of delivery to the carrier for shipment, or from the date of installation when AT&T provides installation (or from such other date as determined by the applicable Equipment/Software manufacturer/licensor). AT&T warrants that during the Warranty Period, the CPE/Software shall materially conform to the manufacturer's/licensor's published specifications. If Customer notifies AT&T of a material defect during the Warranty Period, AT&T shall, at AT&T's sole option, repair or replace the Equipment/Software, free of charge to Customer. AT&T's repair or replacement of CPE/Software shall be Customer's sole remedy for breach of the warranty as stated herein. All warranty Services will be performed during Normal Business Hours.
- B. During the Warranty Period, any change in the location of CPE must be performed by AT&T and shall be at Customer's expense.
- C. Customer may request maintenance Service twenty-four (24) hours a day, seven (7) days a week by calling AT&T. If Customer's problem is an Emergency, AT&T will use reasonable commercial efforts to respond to Customer's report of a malfunction by dispatching a technician to the Site or by beginning remote diagnosis, as appropriate within two (2) business hours for PBX systems and four (4) business hours for key, hybrid or any other system, and will complete the appropriate repairs as soon as reasonably practical. Remote diagnostics require customer provided access line and remote access device on all covered equipment with capabilities.
- D. In the event the problem is a non-Emergency, AT&T shall use reasonable commercial efforts, within eight (8) business hours after Customer's problem is reported, to either: (i) commence repair or replacement from a remote location, (ii) dispatch Service personnel to Customer's site, or (iii) ship replacement CPE as soon as practical, provided, however, Customer must return the defective CPE within ten (10) days or AT&T shall invoice Customer for the full replacement cost. AT&T reserves the right to inspect all defective CPE and AT&T shall have final determination of the status of such CPE.

**6. AT&T MAINTENANCE SERVICE DESCRIPTIONS**

- A. **AT&T Voice CPE Maintenance Services - Complete.** (i) AT&T shall provide maintenance Services, including parts, for CPE as well as any Intra-building distribution cables provided by AT&T in connection with the CPE listed hereto, which may include wire, terminals, protectors or connectors; (ii) Customer may request maintenance Service twenty-four (24) hours a day, seven (7) days a week by calling AT&T. If Customer's problem is an Emergency, AT&T will use reasonable commercial efforts to respond to Customer's report of a malfunction by dispatching a technician to the Site or by beginning remote diagnosis, as appropriate, within two (2) hours for PBX systems and four (4) hours for key, hybrid or any other system, and will complete the appropriate repairs as soon as reasonably practical; Remote diagnostics require customer provided access line and remote access device on all covered equipment with capabilities. (iii) In the event the problem is a non-Emergency, AT&T shall use reasonable commercial efforts, within eight (8) business hours after Customer's problem is reported, to either: (1) commence repair or replacement from a remote location, (2) dispatch service personnel to Customer's Site, or (3) ship replacement CPE as soon as practical, provided, however, Customer must return the defective CPE within ten (10) days or AT&T shall invoice Customer for the full replacement cost. AT&T reserves the right to inspect all defective CPE and AT&T shall have final determination of the status of such CPE.
- B. **AT&T Voice CPE Maintenance Services - Essential.** (i) AT&T shall provide maintenance Services, including parts, for CPE as well as any Intra-building distribution cables provided by AT&T in connection with the CPE listed hereto, which may include wire, terminals, protectors or connectors; (ii) Customer may request maintenance Service twenty-four (24) hours a day, seven (7) days a week by calling AT&T. If Customer's problem is an Emergency, AT&T will use reasonable commercial efforts to respond to Customer's report of a malfunction by dispatching a technician to the Site or by beginning remote diagnosis, as appropriate within two (2) business hours for PBX systems and four (4) business hours for key, hybrid or any other system, and will complete the appropriate repairs as soon as reasonably practical. Remote diagnostics require customer provided access line and remote access device on all covered equipment with capabilities. (iii) In the event the problem is a non-Emergency, AT&T shall use reasonable commercial efforts, within eight (8) business hours after Customer's problem is reported, to either: (1) commence repair or replacement from a remote location, (2) dispatch service personnel to Customer's Site, or (3) ship replacement CPE as soon as practical, provided, however, Customer must return the defective CPE within ten (10) days or AT&T shall invoice Customer for the full replacement cost. AT&T reserves the right to inspect all defective CPE and AT&T shall have final determination of the status of such CPE. "Business hours" refers to services performed during Normal Business Hours. Any Services performed outside of the Normal Business Hours shall be performed within mutually agreed to time periods.
- C. **AT&T Voice CPE Maintenance Services - Dedicated.** (i) AT&T will provide technician, Customer Service

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**AT&T Equipment Solutions - Voice CPE Support Services  
Addendum To Master Agreement**

Representative, Project Manager, or other agreed upon resource(s) as set forth herein or within an associated Statement of Work, on an annual basis to perform installation, maintenance, and/or move, add or change activities. (ii) AT&T shall, at its sole discretion, assign either a qualified AT&T employee or contractor ("Resource") or a combination of both to provide Services to Customer during Normal Business Hours. (iii) Each Resource will be granted time off for lunch and breaks as mandated by any labor agreement, Federal, State, County or City laws that are applicable. Customer must provide adequate office facilities/quarters/storage for Resource to administer daily responsibilities. (iv) Customer may also purchase optional replacement parts coverage associated with Dedicated. AT&T shall provide maintenance Services, including parts, for CPE as well as any intra-building distribution cables provided by AT&T in connection with the CPE listed hereto, which may include wire, terminals, protectors or connectors. (v) Customer may request maintenance Service twenty-four (24) hours a day, seven (7) days a week by calling AT&T. If Customer's problem is an Emergency, AT&T will use reasonable commercial efforts to respond to Customer's report of a malfunction by dispatching a technician to the Site or by beginning remote diagnosis, as appropriate within two (2) business hours for PBX systems and four (4) business hours for key, hybrid or any other system, and will complete the appropriate repairs as soon as reasonably practical. Remote diagnostics require customer provided access line and remote access device on all covered equipment with capabilities. Any Services performed outside of the Normal Business Hours shall be performed within mutually agreed to time periods.

- D. **AT&T Voice CPE Maintenance Services -- Custom.** Custom provided maintenance shall include the Services as agreed to by Parties as described in the document.

**7. OPTIONAL AT&T VOICE CPE SUPPORT SERVICE PLAN DESCRIPTIONS**

**A. Contact Center Software Support Services Option:**

If selected on page 2 above, Customer elects to purchase AT&T Software Support Services as additional support to the selected maintenance plan. The additional support is described below:

- (i) AT&T's software support services may include preventive and/or remedial maintenance, as required by AT&T or its supplier. The software support services may also include technical telephone consultation and diagnostic assistance, problem origination and expedite resolution. Software support services are typically performed remotely. AT&T may provide on-site support services as AT&T deems necessary. AT&T's preventive and remedial software support services obligation hereunder do not include, and is not otherwise obligated to provide software releases, updates, upgrades or maintenance service resulting in Contact Center Software functionality which exceeds that expressly provided in AT&T's or its suppliers' specifications at the time such Software was installed (including Year 2000 functionality). Any software which is at a revision level not supported by the software licensor will be excluded from coverage.

- (a) **Contact Center Software Support Services - Complete.** This service option is available with the AT&T Voice CPE Support Services - Complete Maintenance Plan. Customer may request software support service twenty-four (24) hours a day, seven (7) days a week by calling AT&T. If Customer's problem is Severity Level 1 (as described herein), AT&T shall, within two (2) hours after Customer's notification is logged in at AT&T's Data Services Customer Care Center (DSCC), commence error correction activity from a remote location. In the event AT&T does not respond within two (2) hours to Customer's Severity Level 1 (as described herein), the problem will be escalated. If Customer's problem is a Severity Level 2 or 3 (as described herein), AT&T shall use reasonable efforts, within eight (8) business hours after Customer's problem is logged in by the DSCC, to commence error correction activity from a remote location.

- (b) **Contact Center Software Support Services - Essential.** This service option is available with the AT&T Voice CPE Support Services - Essential Maintenance Plan. Customer may request maintenance service twenty-four (24) hours a day, seven (7) days a week by calling AT&T. If Customer's problem is Severity Level 1 (as described herein), AT&T shall, within two (2) business hours after Customer's notification is logged in at AT&T's DSCC commence error correction activity from a remote location. In the event AT&T does not respond within two (2) business hours, during AT&T's Normal Business Day, to Customer's Severity Level 1 (as described herein), the problem will be escalated. If Customer's problem is a Severity Level 2 or 3 (as described herein), AT&T shall use reasonable efforts, within eight (8) business hours, after Customer's problem is logged in by the DSCC, to commence error correction activity from a remote location, during AT&T's Normal Business Day.

(ii) **Severity Levels Defined**

- (a) **Severity Level 1.** Application is inoperative; inability to use application materially impacts Customer's operations. If a bypass procedure is not utilized, AT&T will continue error correction activity according to selected maintenance plan or optionally, on a time and materials basis. In addition, AT&T shall provide verbal status reports on Severity Level 1 errors at intervals of no less than twice per day to designated Customer support representative, until a bypass is found.

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Addendum To Master Agreement**

- (b) Severity Level 2. Application is usable with limited functions. Error condition is not critical to continuing operation. Customer or AT&T has determined the method of work around for the error condition.
- (c) Severity Level 3. Application is usable, but a minor problem exists.

**B. Software Release Subscription Services Option (Applies only to specific Nortel products). Customer elects to purchase Software Release Subscription Services as described below:**

(i) Software Release does not include maintenance coverage on Customers CPE. Maintenance coverage must be purchased separately.

(ii) Software Release Subscription (SRS) provides entitlement to new General Announcement (GA) releases of software as approved for use by AT&T for specified Nortel Networks Enterprise Systems (Nortel) at a fixed price. SRS is a non-transferable, non-refundable contracted service offering, which provides customers access to future major and minor software releases, "like-for-like" with existing customer owned software for the term of the SRS Service Plan. Hardware, labor or maintenance costs associated with any upgrades are not covered and any licenses/software that are added during the term of the SRS Service Plan will incur additional charges. In accordance with this agreement, all system hardware upgrades, software upgrades, Moves, Adds, Changes, and repairs must be performed by AT&T. Failure to adhere to this policy will result in additional charges or cancellation of this agreement.

(iii) AT&T makes no guarantees as to the number of new software releases that will be released by the manufacturer for the term of the SRS Service Plan. Once AT&T has approved a new software release for general availability, the customer may notify their Sales Representative of their desire to upgrade. Failure to upgrade to the latest software release may result in incompatibility with new or existing applications. Additional charges will be incurred to upgrade if software level is not kept at the current level.

(iv) AT&T is not otherwise obligated to provide software release information, updates, upgrades or maintenance service resulting in Software functionality which exceeds that expressly provided in AT&T's or its suppliers' specifications at the time such Software was installed (including Year 2000 functionality). Section 3.9, of the Master Agreement (Warranties; Disclaimer of other Warranties) applies to any software subscription by Customer under this Section.

**8. AGENCY**

During the term of this Addendum, Customer will not permit any other person to maintain, repair or modify the CPE or to connect any other equipment. To the extent necessary for AT&T to perform its Services under this Addendum, Customer agrees that AT&T will be Customer's Site agent to represent Customer in any dealings with any telephone company or government agency with respect to CPE maintenance provided hereunder. Customer assumes all ongoing responsibility of directory listings, credit cards, system security, billing arrangements and other items not related to Equipment or Services provided by AT&T unless expressly stated otherwise under this Addendum or some other express written agreement between Customer and AT&T.

**9. CHANGE IN EQUIPMENT**

AT&T will have the right and option of conducting periodic equipment reviews for additions and/or deletions which may have occurred and all service pricing shall be adjusted accordingly. In the event Customer elects to terminate portion(s) or reduce the grade of the maintenance Services provided hereunder, Customer shall be liable for fifty percent (50%) of the fees for the terminated or reduced portion of the maintenance for the remainder of the term of this Addendum plus any non-recoverable costs including, but not limited to, those amounts paid or due and payable to third parties as incurred by AT&T directly in connection with the provisioning of such Equipment and Services for Customer.

**10. RENEWAL**

Unless terminated by either Party upon at least thirty (30) days written notice prior to expiration of the then existing Term, and to avoid Service interruption, the then current Term of any services included in this Addendum shall automatically extend for consecutive one (1) year Term(s) at AT&T's then current pricing for such Services. Upon extension of any Maintenance or Service Plan, the services provided by AT&T shall remain unchanged (except with respect to pricing) unless both Parties agree in writing to any changes at the time of extension. AT&T may only increase the price of the Maintenance or Service Plans provided herein at: (i) the expiration of the initial term; (ii) commencement of any subsequent extension term; or (iii) the time Equipment is changed, upgraded or added to this Addendum. AT&T will provide Customer with a 30 day notice of such increases.

**11. AT&T CAPITAL SERVICES ("AT&T-CS") FINANCING OPTION**

\_\_\_\_\_ [Individual's initials on behalf of Customer]

Customer elects to finance the Total Purchase Price through AT&T-CS. Customer hereby requests that AT&T invoice

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Addendum To Master Agreement**

AT&T-CS and arrange for payment as described below:

AT&T will invoice Customer in care of AT&T-CS for 100% of the Total Purchase Price upon Cutover (as defined in the Agreement) and the Invoice shall be paid promptly after its delivery to AT&T-CS, provided that all required lease documentation has been properly executed and received by AT&T-CS. If all lease documentation is not executed and received by AT&T-CS Customer agrees and will pay the Total Purchase Price to AT&T upon receipt of an invoice.

**END OF DOCUMENT**

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**VOICE PRODUCT ADDENDUM ATTACHMENT  
BILL OF MATERIALS FOR EQUIPMENT AND SERVICES**

Addendum #1

Vernon Hills Police 911

Master Agreement No. \_\_\_\_\_

**LISTING OF EQUIPMENT AND SERVICES TO BE PROVIDED BY AT&T**

**AT&T-Positron VIPER**

Model #	Description	Qty	Price	Ext Price
<b>Positron VIPER</b>				
912800	Positron CAMA Gateway Shelf	4	\$ 1,077.12	\$ 4,308.48
912801	Positron CAMA Interface Module	4	\$ 2,926.72	\$ 11,706.88
912814	ADMIN I/F MODULE 4 PORT	5	\$ 1,523.20	\$ 7,616.00
912806	24 Port Switch	2	\$ 1,402.50	\$ 2,805.00
912817/BB	7' VIPER Cabinet Prebuilt Product Bundle	1	\$ 34,170.00	\$ 34,170.00
912811	Backroom Position Access License	5	\$ 2,165.12	\$ 10,825.60
912812	PBX Access License - Per Workstation	4	\$ 1,403.52	\$ 5,614.08
913850/G2	Positron VIPER Enabling Kit	4	\$ 3,536.00	\$ 14,144.00
912890/BB	VIPER Media Kit Prebuilt Bundle	1	\$ 108.80	\$ 108.80
				\$ 91,298.84

<b>Power 911 Software</b>				
913100/U	Power 911 Version Client Access License (CAL)	4	\$ 5,437.28	\$ 21,749.12
913152/U	POWER 911 ADD-ON REC.F RADIO	4	\$ 326.40	\$ 1,305.60
913202/U	Power 911 Server Access License (Sal)	4	\$ 1,085.28	\$ 4,341.12
913100/CD	Power 911 Version Media	1	\$ 108.80	\$ 108.80
				\$ 27,504.64

<b>Power MIS</b>				
920100/U	Power MIS Server Software License	1	\$ 504.29	\$ 504.29
920101/U	Power MIS Concurrent Client Access License	1	\$ 219.23	\$ 219.23
920102/U	Power MIS Data Access License	4	\$ 460.77	\$ 1,843.07
920100/CD	Power MIS Media & Documentation	1	\$ 108.80	\$ 108.80
				\$ 2,675.39

<b>ePrinter</b>				
917310/11/U	ePrinter Software	1	\$ 870.40	\$ 870.40
917311/11/U	ePrinter - Self Tutorial CD	1	\$ 87.58	\$ 87.58
				\$ 957.98

<b>Power IWS Hardware</b>				
914102/BB 100P000208- 001	IWS Workstation Prebuilt Product Bundle	4	\$ 2,835.60	\$ 11,342.40
	M series Dual Video Card	4	\$ 753.10	\$ 3,012.40
E10004	ePrinter Hardware			
	Rocket Port Express Quadable DB9, PCIe Card	1	\$ 620.50	\$ 620.50
914102/BB	IWS Workstation Prebuilt Product Bundle	1	\$ 2,835.60	\$ 2,835.60
	Power 911 Server			
914210/G6/R/BB	IWS Type 1 Rack Server Prebuilt Product Bundle	1	\$ 9,205.50	\$ 9,205.50

*[Handwritten Signature]*  
Customer Initials

Voice Product Addendum

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Page 1 of 2

**VOICE PRODUCT ADDENDUM ATTACHMENT  
BILL OF MATERIALS FOR EQUIPMENT AND SERVICES**

914245/G6	160GB SATA Non-Hot plug Hard disk ML110, DL160	2	\$	195.50	\$	391.00
	Power MIS Server					
914422	Additional Backup EXEC SQL Agent	1	\$	1,921.00	\$	1,921.00
914210/G6/R/BB	IWS Type 1 Rack Server Prebuilt Product Bundle	1	\$	9,205.50	\$	9,205.50
	160GB SATA Non-Hot plug Hard disk ML110, DL160	2	\$	195.50	\$	391.00
						\$ 38,924.90
Equipment						\$ 161,361.75
AT&T-Positron Discount						-\$ 18,361.75
Total Equipment						\$ 143,000.00
Installation and Training						\$ 40,000.00
System Price						\$ 183,000.00
Shipping and Handling						\$ 715.00
Grand Total System Price						\$ 183,715.00

**Maintenance Services**

Hardware Maintenance			
60 Month 7x24 Hardware Maintenance	Annual	\$	17,481.24

\*\*\*\*\*PLUS\*\*\*\*\*

Software Maintenance					
5 Years Single Payment					
920000/SE5	Power MIS Software Evergreen 5 Years Pre-Paid	1	\$ 3,789.50	\$ 3,789.50	
	Positron VIPER Software Evergreen 5 Years Pre-Paid	1	\$ 34,093.50	\$ 34,093.50	
912800/SE5					
913100/SE5	Power 911 Software Evergreen 5 Years Pre-Paid	1	\$ 29,007.36	\$ 29,007.36	
				One-Time	\$ 66,890.36

**EQUIPMENT NOT COVERED UNDER MAINTENANCE AGREEMENT**

Consumables such as battery backup, UPS, power conditioners, headsets, keyboards, monitors, modems, printers, etc.

**SPECIAL TERMS AND CONDITIONS:**

Warranty service provided under Premier SERV Complete 7x24 terms and conditions.  
SBC Premier Serv. Complete 7x24 Coverage is provided for Critical and Major Failures as defined below:

**Emergency:** E911 system or PSAP is down, no 911 call processing capabilities, 50% or more answering positions down, 50% or more 911 trunks out of service. Both ALI links down or inability to receive ALI at any answering position, inability to transfer or reroute 911 callers.

  
Customer Initials