RapidSOS Paid Modules Order Form

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Quote Reference Number: Q-02201

Effective Date: Date on which this Order Form is fully executed by both parties

Initial Term (in months): 60 months from Subscription Start Date

Subscription Start Date: The earlier of (a) Go-Live, as defined in the accompanying SOW(s), of all Purchased Module(s), as determined by RapidSOS, or (b) 45 days from the Effective Date

Renewal:
  1. Upon the expiration of Initial Term, subscription products will automatically renew for 12-month periods unless notice is provided via email at least sixty (60) days prior to expiration of the term.
  2. Verbal cancellations not accepted.

Subscription Product Invoice Terms:
  ● Due annually starting on Subscription Start Date
  ● Payments due Net 30 of receipt of invoice

Additional Payment Terms:
  ● One-time Services fees due net 30 of the Effective Date
  ● Invoices issued thirty (30) days before Subscription Start Date (for the Initial Term) and up to thirty (30) days prior to the start of each anniversary the Subscription Start Date ●   Payments will be made electronically

Product	Annual License Price	License Count	Term	% Discount	Total Cost
GIS - RapidSOS hosted	$75,600.00	21	Year 1 (12 months)	20	$60,480.00

Product	Annual License Price	License Count	Term	% Discount	Total Cost
GIS - RapidSOS hosted	$75,600.00	21	Year 2 (12 months)	20	$60,480.00
GIS - RapidSOS hosted	$75,600.00	21	Year 3 (12 months)	20	$60,480.00
GIS - RapidSOS hosted	$75,600.00	21	Year 4 (12 months)	20	$60,480.00
GIS - RapidSOS hosted	$75,600.00	21	Year 5 (12 months)	20	$60,480.00

The GIS module incorporates locally authoritative GIS data into RapidSOS UNITE, streamlining workflows and enhancing resilience during outages.
Includes:
- Agency-specific basemap based on locally authoritative GIS data
- Creation and integration of geocoder based on local GIS data
- Secure, highly available cloud-based GIS services from GeoComm
- Ability to integrate with NENA EPRC or locally flown aerial imagery

Product	Annual License Price	License Count	Term	% Discount	Total Cost
Intelligent Analyst	$84,000.00	21	Year 1 (12 months)	20	$67,200.00
Intelligent Analyst	$84,000.00	21	Year 2 (12 months)	20	$67,200.00
Intelligent Analyst	$84,000.00	21	Year 3 (12 months)	20	$67,200.00
Intelligent Analyst	$84,000.00	21	Year 4 (12 months)	20	$67,200.00
Intelligent Analyst	$84,000.00	21	Year 5 (12 months)	20	$67,200.00

The Intelligent Analyst module leverages RapidSOS UNITE data to provide a holistic view of calls, texts and sensorbased alerts.
Includes:
-          Reporting on 911 call metrics from an agency's CDR data
-          Additional analytics for texts and admin calls included in CDR data and Digital Alerts -
Implementation and configuration for agency's CDR data

Product	Annual License Price	License Count	Term	% Discount	Total Cost

Product	Annual License Price	License Count	Term	% Discount	Total Cost
Non-Emergency Automation - Alarm Call Automation	$37,800.00	21	Year 1 (12 months)	20	$30,240.00
Non-Emergency Automation - Alarm Call Automation	$37,800.00	21	Year 2 (12 months)	20	$30,240.00
Non-Emergency Automation - Alarm Call Automation	$37,800.00	21	Year 3 (12 months)	20	$30,240.00
Non-Emergency Automation - Alarm Call Automation	$37,800.00	21	Year 4 (12 months)	20	$30,240.00
Non-Emergency Automation - Alarm Call Automation	$37,800.00	21	Year 5 (12 months)	20	$30,240.00

The Non-Emergency Automation Module uses AI to answer & process non-emergency requests as Digital Alerts within RadpiSOS United. The Alarm Call Automation portion handles traditional 10-digit alarm calls.
Includes:
- New 10-digit phone line powered by RapidSOS HARMONY
- Agency-specific configuration to gather data for ECC alarm protocols
- Built-in transfer mechanism to escalate calls to telecommunicators as needed

Product	Annual License Price	License Count	Term	% Discount	Total Cost
Communicator - Voice, Text and Video Intelligence	$81,900.00	21	Year 1 (12 months)	20	$65,520.00
Communicator - Voice, Text and Video Intelligence	$81,900.00	21	Year 2 (12 months)	20	$65,520.00
Communicator - Voice, Text and Video Intelligence	$81,900.00	21	Year 3 (12 months)	20	$65,520.00
Communicator - Voice, Text and Video Intelligence	$81,900.00	21	Year 4 (12 months)	20	$65,520.00
Communicator - Voice, Text and Video Intelligence	$81,900.00	21	Year 5 (12 months)	20	$65,520.00

The Communicator module adds intelligence to enhance the voice, text and video channels within RapidSOS UNITE.
Includes:
-Language translation for text and chat
-Video on-screen transcription with audio translation
-Voice call language transcription and translation
-Voice call AI summarization and keyword alerting
-Text, Voice, Video and Multimedia storage

Product	Annual License Price	License Count	Term	% Discount	Total Cost
Single Sign On (SSO)	$2,500.00	1	Year 1 (12 months)	100	$0.00
Single Sign On (SSO)	$2,500.00	1	Year 2 (12 months)	100	$0.00
Single Sign On (SSO)	$2,500.00	1	Year 3 (12 months)	100	$0.00
Single Sign On (SSO)	$2,500.00	1	Year 4 (12 months)	100	$0.00
Single Sign On (SSO)	$2,500.00	1	Year 5 (12 months)	100	$0.00

The Single Sign-On (SSO) module allows Agency and Agency Permitted Users to access RapidSOS UNITE with one login

SSO may be offered via third-party services. RapidSOS and its SSO Providers may share and manage account information. By using SSO, Agency and Agency Permitted Users: 1) grant RapidSOS and its SSO Providers the rights to use, copy, store, and modify any user-submitted content, 2) agree to keep their login credentials confidential and notify RapidSOS of any security breaches, 3) can only access SSO through their employing agency and must have authority to create accounts on the agency's behalf

One-time Services	Per-unit Price	Quantity	% Discount	Total Cost
Communicator set-up fee	$1,500.00	1	0	$1,500.00
GIS set-up fee	$2,500.00	1	0	$2,500.00
Intelligent Analyst set-up fee	$2,500.00	1	0	$2,500.00
Non-Emergency Automation - Alarm Call Automation set-up fee	$1,500.00	1	0	$1,500.00

Total Contract Value:	$1,125,200.00

Comments: In addition to the termination rights granted in the MSA, either Party may withdraw with or without cause upon no less than 90 days written notice to the administrative body of the other Party.

Terms and Conditions

This order ("Order") is entered into by and between RapidSOS, Inc. ("RapidSOS") and the Customer identified in the signature block. This Order, together with the annexes, is governed by the terms and conditions of RapidSOS's Master Services Agreement, which is located at: https://rapidsos.com/psgpaidmodulesmsa/, including its exhibits, references, and/or addenda (collectively, the "Agreement"). By purchasing the above services ("Purchased Module(s)"), the Customer acknowledges and agrees to adhere to the End User License Agreement (EULA) and/ or Addendum terms specific to each product listed in the Annexes attached to this Order.

Annexes. The following Annexes are appended to and a made a part of this Order:

- ○ Communicator EULA

- ○ Intelligent Analyst EULA

- ○ RapidSOS Non-Emergency Automation EULA

- ○ Statement of Work for Non-Emergency Automation

- ○ Statement of Work for Communicator - Voice, Text and Video

- ○ Statement of Work for GIS Incident Mapping RSOS Hosted

- ○ Statement of Work for Intelligent Analyst

Except as expressly provided herein, the terms and conditions of the Agreement remain in full force and effect as to any services previously purchased. Customer is responsible for complying with the requirements of the Statement of Work ("SOW"), if any, which is incorporated by reference into this Order Form.

Customer's access to RapidSOS Purchased Module(s) will not be provided by RapidSOS until RapidSOS has received this signed Order Form from Subscriber, together with the Budgetary Quote and the final SOW.

[Signature on following page]

Signature Line

The signatories to this Order represent that they are duly authorized to execute this Order Form and the Agreement on behalf of the party they represent.

ORDER EFFECTIVE DATE: Effective Date Upon Signature hereof.

Washoe County SIGNATURE:	RAPIDSOS SIGNATURE:
Name: Title: Date:	Name: Chad Somodi Title: VP, Public Sector Sales Date:

RapidSOS Intelligent Analyst EULA

This RapidSOS Intelligent Analyst EULA is made as of the Effective Date on the accompanying Order Form by and between the Agency listed on the Order Form ("**Agency**") and RapidSOS, Inc. ("**RapidSOS**"), and is incorporated into the Master Service Agreement ("**Agreement**"). All terms not defined herein shall have the meanings ascribed to them in the Agreement.

1. **License Grant by RapidSOS Intelligent Analyst**. In accordance with the terms and conditions of the Agreement, Order Form, and documents referenced therein, RapidSOS hereby grants Agency a revocable limited non-exclusive and nontransferable license to access, use, display, and otherwise make available RapidSOS Intelligent Analyst for the Term specified in the Order Form. RapidSOS further grants Agency a revocable limited non-exclusive license to access, use, reproduce, display, and otherwise make available productions and insights, including but not limited to base and derived data and as displayed in charts or diagrams, made available by Intelligent Analyst ("**Analytics Data**").

2. **Access Grant by Agency Data**. Agency hereby grants RapidSOS access to and use of call detail record (CDR), ANI/ALI, and any additional ingress data required to enable functionality ("**Agency Data**") in order to provide Intelligent Analyst. RapidSOS shall be permitted to share Agency Data with authorized third-parties for the purposes of delivering Intelligent Analyst. Agency acknowledges that Agency must provision access to Agency Data in order to receive Intelligent Analyst and agrees that should Agency remove access to Agency Data, RapidSOS may be unable to provide Intelligent Analyst.

3. **Acceptable Use and Disclaimer**. Agency agrees that Analytics Data is provided for informational purposes only and should not be should not be exclusively relied upon in response to an emergency or to make business decisions. a. *Accuracy and Reliability*. RapidSOS does not guarantee the accuracy or reliability of the Analytics Data. The Analytics Data is provided "as is" without warranty of any kind and is dependent on the quality and integrity of the data provided by Agency or sourced by RapidSOS.

   b. *Limitation of Use*. Agency agrees to use the Analytics Data only for internal business purposes and in accordance with applicable local, state, national, or international laws and regulations. Agency further acknowledges that the Analytics Data is not intended for use in any legal, medical, safety-critical, or highrisk systems where the use or failure of the Analytics Data can lead to death, personal injury, or severe environmental or physical damage.

   c. *Risk Assumption*. Agency assumes all risks associated with the use of the Analytics Data and agrees that RapidSOS shall not be liable for any damages, whether direct, indirect, incidental, or consequential, arising from the use of the Analytics Data.

4. **RapidSOS Analytics IP**. In addition to the Intellectual Property rights granted in Section 7.1 of the Agreement, Agency acknowledges and agrees that RapidSOS owns all right, title, and interest in the RapidSOS Intelligent Analyst service, related documentation, and reports and analyses that RapidSOS may supply to the Agency in connection with its Intelligent Analyst or other analytics-based offering ("**Analytics Reports**"), including any alterations, adjustments, and all improvements, enhancements, and derivatives thereof, including all associated intellectual property rights found therein (collectively, "**RapidSOS Analytics IP**"). RapidSOS grants Agency a non-exclusive, non-sublicensable, and non-transferable license, for the Term specified in the Order Form, to use RapidSOS Analytics IP (including any Analytics Reports) strictly for Agency's own internal, legitimate, non-commercial purposes. Agency acknowledges and agrees that RapidSOS Analytics IP constitute and contain valuable confidential/proprietary information and trade secrets of RapidSOS, its licensors and/or its suppliers, embodying substantial creative efforts and confidential information, ideas, and expressions. Accordingly, Agency agrees to treat and ensure that all users treat RapidSOS Intelligent Analyst, documentation, RapidSOS Analytics IP, and Analytics Data as confidential, and to protect the confidentiality thereof, at all times exercising at least a reasonable degree of care in the protection of such confidential information. Agency shall not under any circumstances share or permit access to Intelligent Analyst, documentation, RapidSOS Analytics IP, and Analytics Data to any actual or potential competitor of RapidSOS.

RapidSOS UNITE Statement of Work (SOW) for GIS Incident Mapping Module - RapidSOS Hosted

THIS STATEMENT OF WORK (this "SOW") is entered into by RapidSOS and the Agency named on the accompanied Order Form (the "Subscriber") for RapidSOS UNITE GIS as a supplement to the overall Master Services Agreement.

Overview

The RapidSOS GIS module incorporates locally authoritative GIS data, streamlining mapping workflows for staff, improving the accuracy of what's shown, and offering enhanced resilience during outages.

Key Features

1. Cloud hosted locally authoritative GIS services integrated into the ESRI basemap
2. GIS data hub storage of agency's locally authoritative GIS accessible via designated agency portal login
3. Hosted GIS web services for the agency's local GIS data with access to update map data and publish to every workstation via designated provisioning windows happening three times a week. Common structure of hosted GIS services includes the agency's:
    a. Basemap: Contains all GIS data layers configured into a single base Map Service. This will include the Road Centerlines and/or Site/Structure Address Points, along with any supplemental layers the agency provides (e.g., Community boundaries, Service/Response boundaries, railroads, trails, parks, etc.)
    b. Geocoding: Enables forward and reverse geocoding/address search capabilities within the GIS data layers used for location validation (primarily Road Centerlines and Site/Structure Address Points).
    c. Additional Services: Up to two (2) individual GIS data services as Map Services which can be toggled on and off by the end user, these additional services can contain a varied mix of layer count and content.
4. GIS Data Quality Control Check & One Time Data Validation
5. Fully embedded GeoComm indoor maps

1. Introduction

This Statement of Work (SOW) outlines the requirements, deliverables, and scope for the implementation of RapidSOS hosted GIS mapping feature.

2. Project Objectives

- Implement Subscriber's locally authoritative GIS data into RapidSOS Unite
    - Securely store and analyze GIS data in customer designated GIS data hub
    - Build agency dedicated GIS hosted services
    - Integrate GIS hosted services into RapidSOS application
- Train personnel on the usage and maintenance of the GIS system
    - Test created GIS hosted services
    - Train designated agency group on GIS functionality

3. Scope of Work

3.1 Planning and Kickoff

- Initial meeting with stakeholders to discuss project scope, objectives, and timelines ●   Develop a detailed project plan

3.2 Data scoping and aggregation

- Map agency GIS data to specific data requirements
- Aggregate GIS data mapped in previous step in preparation for data upload
- Upload single GIS geodatabase to agency GIS data hub

3.2 Design and Configuration ●

Data field mapping

- Configure GIS Map Services
- Implemented GIS design to Map Services
- Configuration of data integration points

3.3 Data Migration

- Implementation of GIS hosted services into RapidSOS UNITE
- Verification and validation of data accuracy and styling

3.4 System Implementation

- Deployment of Subscriber's locally authoritative GIS data within RapidSOS UNITE into production

3.5 Testing

- Conduct comprehensive testing of the system
- Resolve any identified issues

3.6 Training

- Provide training sessions/resources for end-users and administrators

3.7 Go-Live

- Transition to live operations

4. Deliverables

- Project plan and schedule
- Hosted GIS services for use within RapidSOS UNITE
- Hosted and validated GIS data
- Testing and QA reports
- Training sessions and materials
- User manuals and documentation
- Post-implementation support 5. Requirements

System and Environment Requirements

It is mutually understood that the Subscriber is integrated with the following systems:

- Call Handling system

- Computer Aided Dispatch system (CAD)
- Geographic Information System (GIS)

Network Requirements

- The Subscriber is responsible for making available resources needed in order to successfully configure the network if applicable
- Subscriber is solely responsible for obtaining its own internet connection and supporting hardware and infrastructure needed to perform the delivery of features.

Data Requirements

- Subscriber is responsible for accurate and up to date designated instances of current GIS data files
- Subscriber is responsible for making available any data or systems needed in order to provide the features described herein
- Subscriber is responsible for ensuring there are established standard IT procedures in place including disaster recovery, system backups, etc.

GIS Services Data

- To leverage the local GIS layers feature within RapidSOS, Subscriber will be responsible for submitting their GIS data through GeoComm GIS Data Hub, via a login that will be provided as part of the project kickoff.
- The data submitted should match the provided Mapping Requirements Document, detailing GeoComm requirements for Subscriber GIS data submission.

General Requirements

- Subscriber is responsible for assisting with coordinating and attending meetings such as kickoff, design review and others as needed
- Subscriber is responsible for providing pertinent project information and documentation in a timely & complete manner
- Subscriber is responsible for providing a single point-of-contact available for communication throughout the project and system implementation
- Subscriber is responsible for making available any vendor contacts or resources that are required for the integration and setup of features described herein.
- Subscriber is responsible for assigning appropriate staff for training

6. Schedule

Phase	Timeline
Project Planning & Kickoff	Week 1
Design and Configuration	Week 1-4
Data Migration	Week 5-7

System Implementation	Week 7-8
Testing & Training	Week 9
Go-Live	Week 10

Timeline is an estimation and relies on Subscriber making available technologies, datasets, and related resources in order to complete each task in a timely manner. RapidSOS staff will communicate with the customer throughout the duration of the project to communicate critical deliverables, deadlines and scheduling impacts in a timely manner.

**Any changes in scope, delays in resources being made available, or missing requirements will result in a corresponding delay in timeline.*

7. Roles and Responsibilities

- Project Manager: Oversee the project, ensure milestones are met
- GIS Specialist: Configure and customize the GIS software
- Data Analyst: Manage data migration and validation
- Trainer: Conduct training sessions and develop materials
- Engagement Team: Provide ongoing support post-implementation

8. Acceptance Criteria

- Successful deployment and configuration of RapidSOS GIS
- Data accurately migrated and integrated
- No critical issues post go-live for a period of [2] weeks

RapidSOS UNITE Statement of Work (SOW) for Intelligent Analyst Module

THIS STATEMENT OF WORK (this "SOW") is entered into by RapidSOS and the Agency named on the accompanied Order Form (the "Subscriber") for RapidSOS Intelligent Analyst as a supplement to the overall Master Services Agreement.

Overview

The RapidSOS UNITE's Intelligent Analyst module takes agencies beyond call handling reporting into incident analytics, so decision-makers can see the true scope of an agency's workload. The Intelligent Analyst module leverages traditional public safety data sources in combination with Next Generation 911 data sources to bring powerful insights to emergency response as incidents move beyond traditional call based methods.

Key Features

Overview

RapidSOS Intelligent Analyst will initially begin with foundational insights of a subscribers operations based upon industry standard CDR data.

Metrics

- 911 Call summary metrics
- 911 Call volume metrics
- 911 Call time metrics Functionality
- Dashboard containing detailed specifics on the metrics outlined along with tooling to sort, designated customize data windows, dig into underlying data, etc.
- Exportability of reports and dashboard of covered data
- Exportability of raw data underlying given reports

1. Introduction

This Statement of Work (SOW) outlines the requirements, deliverables, and scope for the implementation of RapidSOS Intelligent Analyst.

2. Project Objectives

- Integrate with subscribers call detail recorded (CDR) output system
- Map subscribers CDR data to RapidSOS Intelligent Analyst data infrastructure
- Develop subscribers CDR data pipelines for Intelligent Analyst
- Deploy subscribers designated Intelligent Analyst

3. Scope of Work

3.1 Planning and Kickoff

- Initial meeting with stakeholders to discuss project scope, objectives, and timelines

- Define required users and access
- Develop a detailed project plan

3.2 Data ingestion

- Coordinate with local IT resources on required stakeholders required for CDR integration
- Engage any required vendors
- Configure required hardware/software to enable CDR integration
- Install required hardware

3.3 Data Configuration

- Initiated CDR data ingestion into RapidSOS environment
- Perform data analysis to ensure required components are available
- *If applicable - perform updates to CDR spill to ensure required data is available

3.4 System Implementation

- Develop CDR logic implementation
- Implement CDR models into subscriber specific Intelligent Analyst system
- Configured desired users
- Deploy subscribers Intelligent Analyst

3.5 Testing

- Conduct comprehensive testing of the system
- Review metrics and perform analysis on metrics
- Resolve any identified issues

3.6 Training

- Provide training sessions/resources for end-users and administrators

3.7 Go-Live

- Transition to live operations

4. Deliverables

- Project plan and schedule
- CDR Integration into RapidSOS platform
- Normalized and configured CDR data
- Intelligent Analyst Platform with CDR based metrics
- Training sessions and materials
- User manuals and documentation
- Post-implementation support

5. Requirements

System Requirements

It is mutually understood that the Subscriber is integrated with the following systems and possesses the ability to alter/configure these systems either directly or via coordination with the vendor to ensure project completion.

- Call Handling system
- TT911 Handling system Network Requirements
- The Subscriber is responsible for making available resources needed in order to successfully configure the network if applicable
- Subscriber is solely responsible for obtaining its own internet connection and supporting hardware and infrastructure needed to perform the delivery of features.

Data Requirements

- Subscriber is responsible for providing real time integration capabilities of CDR data
- Subscriber is responsible for ensuring provisioned CDR data contains the data necessary for the CDR metrics within the Intelligent Analyst
- Subscriber is responsible for making available any data or systems needed in order to provide the features described herein
- Subscriber is responsible for ensuring there are established standard IT procedures in place including disaster recovery, system backups, etc.

CDR Data

- To leverage the RapidSOS Intelligent Analyst, Subscriber will be responsible for submitting CDR data that contains sufficient data across call types to enable the provisioning of NENA based metrics that power the Intelligent Analyst. During the project kickoff the CDR Data Mapping Requirements Document will be provided based on Subscribers specific environment which will detail requirements for Subscriber CDR data submission.

Network Environment Data

- The Subscriber will be responsible for providing network data in order to configure the devices for use within the Subscriber's environment. Data such as IP subnets, designated IP addresses, firewall information, etc.

General Requirements

- Subscriber is responsible for assisting with coordinating and attending meetings such as kickoff, design review and others as needed
- Subscriber is responsible for providing pertinent project information and documentation in a timely & complete manner
- Subscriber is responsible for providing a single point-of-contact available for communication throughout the project and system implementation
- Subscriber is responsible for making available any vendor contacts or resources that are required for the integration and setup of features described herein.
- Subscriber is responsible for assigning appropriate staff for training 6. Schedule

Phase	Timeline
Project Planning & Kickoff	Week 1
Data ingestion	Week 1-4
Data Configuration	Week 5-8
System Implementation	Week 9-12
Testing & Training	Week 13
Go-Live	Week 15

Timeline is an estimation and relies on Subscriber making available technologies, datasets, and related resources in order to complete each task in a timely manner. RapidSOS staff will communicate with the customer throughout the duration of the project to communicate critical deliverables, deadlines, and scheduling impacts in a timely manner.

**Any changes in scope, delays in resources being made available, or missing requirements will result in a corresponding delay in timeline.*

7. Roles and Responsibilities

- Project Manager: Oversee the project, ensure milestones are met
- Call Handling Specialist: Configure and customize the CDR data output
- Data Analyst: Manage data migration and validation
- Trainer: Conduct training sessions and develop materials
- Engagement Team: Provide ongoing support post-implementation

8. Acceptance Criteria

- Successful deployment and configuration of RapidSOS Intelligent Analyst
- CDR data accurately migrated and displaying within RapidSOS Intelligent Analyst
- No critical issues post go-live for a period of [2] weeks

RapidSOS UNITE Statement of Work (SOW) for Communicator Module

Providing Voice, Text and Video Intelligence

THIS STATEMENT OF WORK (this "SOW") is entered into by RapidSOS and the Agency named on the accompanied Order Form (the "Subscriber") for RapidSOS Communicator Module as a supplement to the overall Master Services Agreement.

Overview

The RapidSOS Communicator Module enhances voice, text and video intelligence into PSAP communication methods. Specific features include voice transcription, text to & from 911, caller video, call summarization, and real-time translation to save telecommunicators time and providing live saving data and context when it's needed most.

Key Features

Overview

RapidSOS Communicator Module leverages SMS and WebRTC technology to provide additional pathways to PSAPs in the form of PSAP user initiated messaging and live video sessions.

Functionality:

- SMS Text based communication
- MMS support for text conversations
- Video session for up to 4 participants
- Text Messaging language detection and translation
- Call audio transcription, language detection, and translation
- ECC-initiated outbound Text conversation
- ECC inbound Text conversation (to 10DLC number)
- Unlimited library of customizable pre-configured Text responses
- Supplemental location and people finding
- View on-screen transcription of video caller audio w/translation
- Anonymous video sharing to first responders and authorized participants
- Access Texts, Video, andMultimedia used in past conversations
- Realtime Call Summarization and Keywording
- Storage of audio calls and metadata

1. Introduction

This Statement of Work (SOW) outlines the requirements, deliverables, and scope for the implementation of RapidSOS Communicator Module.

2. Project Objectives
- Configure PSAP-specific SMS, Audio, and Video infrastructure
- Configure PSAP-designated 10 DLC numbers for SMS ingestion
- Map PSAP-preconfigured messages and flows
- Deploy PSAP Communicator Module - Voice, Text and Video Intelligence

3. Scope of Work

3.1 Planning and Kickoff
- Initial meeting with stakeholders to discuss project scope, objectives, and timelines
- Define required users and access
- Develop a detailed project plan

3.2 Environment Mapping
- Map PSAP's existing 10 DLC footprint
- Define PSAP-preconfigured messages

3.3 Infrastructure Configuration
- Configure base SMS and WebRTC infrastructure
- Configure PSAP 10 DLCs to route SMS

3.4 System Implementation
- Configure PSAP Communicator Module - Voice, Text and Video Intelligence account ● Depoy PSAP Communicator Module - Voice, Text and Video Intelligence account

3.5 Testing
- Conduct comprehensive testing of the system
- Review metrics and perform analysis on metrics
- Resolve any identified issues

3.6 Training
- Provide training sessions/resources for end-users and administrators

3.7 Go-Live
- Transition to live operations

4. Deliverables
- Integrated messaging capabilities with translation

- Integrated live video capabilities with transcription and translation
- Integrated call audio capabilities with transcription and translation
- Training and enablement materials

5. Requirements

<u>System Requirements</u>

It is mutually understood that the Subscriber is responsible for the system whereby Subscriber users will be accessing the Communicator Module - Voice, Text and Video Intelligence capabilities, and that these systems meet the minimum specification provided at project kickoff.

<u>Network Requirements</u>

- The Subscriber is responsible for making available resources needed in order to successfully configure the network if applicable in order to ensure successful functioning and transmission of data for the Communicator - Voice, Text and Video Intelligence Module module, whitelisting requirements provided at project kickoff.
- Subscriber is solely responsible for obtaining its own internet connection and supporting hardware and infrastructure needed to perform the delivery of features.

<u>General Requirements</u>

- Subscriber is responsible for assisting with coordinating and attending meetings such as kickoff, design review and others as needed
- Subscriber is responsible for providing pertinent project information and documentation in a timely & complete manner
- Subscriber is responsible for providing a single point-of-contact available for communication throughout the project and system implementation
- Subscriber is responsible for making available any vendor contacts or resources that are required for the integration and setup of features described herein.
- Subscriber is responsible for assigning appropriate staff for training

6. Schedule

Phase	Timeline
Project Planning & Kickoff	Week 1
Environment Mapping	Week 1-3

Infrastructure Configuration	Week 4
System Implementation	Week 5
Testing & Training	Week 5-6
Go-Live	Week 6-7

Timeline is an estimation and relies on Subscriber making available technologies, datasets, and related resources in order to complete each task in a timely manner. RapidSOS staff will communicate with the customer throughout the duration of the project to communicate critical deliverables, deadlines, and scheduling impacts in a timely manner.

**Any changes in scope, delays in resources being made available, or missing requirements will result in a corresponding delay in timeline.*

7. Roles and Responsibilities
   - Project Manager: Oversee the project, ensure milestones are met
   - Technical Point of Contact: Lead any technical changes & provide insights as applicable
   - Trainer: Conduct training sessions and develop materials
   - Engagement Team: Provide ongoing support post-implementation

8. Acceptance Criteria
   - Successful deployment and configuration of RapidSOS Communicator Module - Voice, Text and Video Intelligence
   - No critical issues post go-live for a period of 2 weeks

RapidSOS Non-Emergency Automation EULA

This RapidSOS Non-Emergency Automation EULA is made as of the Effective Date on the accompanying Order Form by and between the Agency listed on the Order Form ("**Agency**") and RapidSOS, Inc. ("**RapidSOS**"), and is incorporated into the Master Services Agreement ("**Agreement**"). All terms not defined herein shall have the meanings ascribed to them in the Agreement.

1. **Description of Services.** RapidSOS Non-Emergency Automation provides automated answering, transcribing, and synthesizing of 10-digital alarm calls from monitoring agents and generating a Digital Alert of the call for display in Agency's existing RapidSOS UNITE or integrated CAD.

2. **Third-Party Services.** RapidSOS Non-Emergency Automation may use the services or applications of third parties ("**Third Party Services**"). RapidSOS does not control such Third Party Services. RapidSOS shall not be responsible or liable to Agency, Agency Authorized User, or any other Person for the failure, non-performances or unavailability, faulty service or errors of any such Third Party Services. RapidSOS makes no warranties with respect to any Third Party Services, their performance, availability, or accuracy.

3. **Services Use and Disclaimer.**
   a. *Accuracy and Reliability*. Agency acknowledges and agrees that any transcriptions, synthesis, or display of Non-Emergency Automation calls ("**ACA Output**") is dependent upon inputs by monitoring agent or caller ("**Caller Input(s)**"), which may contain errors and deficiencies. Agency and Agency Authorized Users are responsible for independently verifying the accuracy of all such Caller Inputs and all results of the ACA Output. RapisSOS is not responsible for the accuracy or reliability of the Caller Inputs or ACA Output. RAPIDSOS ASSUMES NO LIABILITY, WARRANTY, OR RESPONSIBILITY TO AGENCY, AGENCY AUTHORIZED USERS, OR ANY OTHER PERSON WITH RESPECT TO ANY CONCLUSIONS, INTERPRETATION, DECISIONS, OR ACTIONS BASED ON THE USE OF THE SERVICES OR ANY CALLER INPUTS OR ACA OUTPUT BY AGENCY OR AGENCY AUTHORIZED USERS.
   b. *User Submissions*. Agency acknowledges that RapidSOS has no control over the Caller Inputs transmitted by a monitoring agent or caller and made available to Agency Authorized Users via RapidSOS NonEmergency Automation. RapidSOS shall have no obligation to screen or filter any Caller Inputs.

4. **Ownership.** In addition to the Intellectual Property rights granted in Section 7.1 of the Agreement, Agency acknowledges and agrees that RapidSOS owns all right, title, and interest in the RapidSOS Non-Emergency Automation services and related documentation, including any alterations, adjustments, and all improvements, enhancements, and derivatives thereof, including all associated intellectual property rights found therein (collectively, "**RapidSOS NonEmergency Automation IP**"). RapidSOS grants Agency a non-exclusive, non-sublicensable, and non-transferable license, for the Term specified in the Order Form, to use RapidSOS Non-Emergency Automation IP strictly for Agency's own internal, legitimate, and non-commercial purposes. Agency acknowledges and agrees that RapidSOS Non-Emergency Automation IP constitutes and contains valuable confidential/proprietary information and trade secrets of RapidSOS, its licensors and/or its suppliers, embodying substantial creative efforts and confidential information, ideas, and expressions. Accordingly, Agency agrees to treat and ensure that all users treat RapidSOS Non-Emergency Automation IP as confidential, and to protect the confidentiality thereof, at all times exercising at least a reasonable degree of care in the protection of such confidential information. Agency shall not under any circumstances share or permit access to RapidSOS Non-Emergency Automation, documentation, or RapidSOS Non-Emergency Automation IP to any actual or potential competitor of RapidSOS.
   a. **Caller Inputs and Agency Output**. RapidSOS acknowledges and agrees that Agency, to the extent allowable by law, owns all right, title, and interest in Caller Inputs and ACA Output. Agency grants RapidSOS a non-exclusive, non-sublicensable, and non-transferable license, for the Term specified in the

Order Form, to use and store Caller Inputs and ACA Output to provide the Services under this EULA.   5. **Storage Services Use and Disclaimer**. Agency agrees that Caller Inputs and ACA Output may be uploaded, copied, and stored by RapidSOS ("**Storage Services**") as a part of the RapidSOS Non-Emergency Automation services for the

Term of the Agreement. RapidSOS may use, copy and reproduce the Caller Inputs and Agency Data in order to provide the Services. RapidSOS shall have no obligation to store Caller Inputs and ACA Output after the expiration or termination of this Agreement.

    a. *Backups*. Storage Services do not replace the need for Agency to maintain regular data backups or redundant data archives of Caller Inputs and ACA Output. RAPIDSOS HAS NO OBLIGATION OR LIABILITY FOR ANY LOSS, DESTRUCTION, DAMAGE, OR CORRUPTION OF ANY ANY CALLER INPUTS AND AGENCY OUTPUT.

RapidSOS Communicator EULA

This RapidSOS Communicator EULA is made as of the Effective Date on the accompanying Order Form by and between the Agency listed on the Order Form ("**Agency**") and RapidSOS, Inc. ("**RapidSOS**"), and is incorporated into the Master Services Agreement ("**Agreement**"). All terms not defined herein shall have the meanings ascribed to them in the Agreement.

1. **Description of Services.** RapidSOS Communicator provides translation and transcription, which may include American Sign Language Interpretation, for inbound data, including text, video, audio, and image, regardless of form, format, or media, that are submitted or transmitted by a caller to Agency or inputted by Agency or Agency Authorized User ("**Caller Data**"), enhanced outbound messaging capabilities for Agency Authorized Users to mobile phone numbers ("**Outbound Message(s)**"), and storage services.

2. **Third-Party Services.** RapidSOS Communicator may use the services or applications of third parties, including telephone numbers owned by or provisioned for Agency ("**Third Party Services**") or utilize cloud servers. RapidSOS does not control such Third Party Services or cloud servers. RapidSOS shall not be responsible or liable to Agency, Agency Authorized User, or any other Person for the failure, non-performances or unavailability, faulty service or errors of any such Third Party Services or cloud servers. RapidSOS makes no warranties with respect to any Third Party Services or any cloud servers, their performance, availability or accuracy.

3. **Translation and Transcription Services Use and Disclaimer.**

   a. *Accuracy and Reliability*. Agency acknowledges and agrees that any transcriptions, translations, and interpretation of Caller Data is dependent upon inputs by Agency, Agency Authorized User, or caller, which may contain errors and deficiencies. Agency and Agency Authorized Users are responsible for independently verifying the accuracy of all such Caller Data and all results of the translation or transcription ("**Agency Output**"). RapidSOS is not responsible for the accuracy or reliability of the Caller Data or Agency Output. RAPIDSOS ASSUMES NO LIABILITY, WARRANTY, OR RESPONSIBILITY TO AGENCY, AGENCY AUTHORIZED USERS, OR ANY OTHER PERSON WITH RESPECT TO ANY CONCLUSIONS, INTERPRETATION, DECISIONS, OR ACTIONS BASED ON THE USE OF THE SERVICES OR ANY CALLER DATA BY AGENCY OR AGENCY AUTHORIZED USERS.

   b. *User Submissions*. Agency acknowledges that RapidSOS has no control over the Caller Data transmitted by a caller and made available to Agency Authorized Users via RapidSOS Communicator. RapidSOS shall have no obligation to screen or filter any Caller Data.

4. **Outbound Messaging**.

   a. *Receipt of Messages*. Agency acknowledges that receipt of an Outbound Message depends on the ability of that number to receive messages and RapidSOS has no control over a mobile phone number's ability to receive Outbound Messages. RAPIDSOS ASSUMES NO LIABILITY, WARRANTY, OR RESPONSIBILITY TO AGENCY, AGENCY AUTHORIZED USERS, OR ANY OTHER PERSON WITH RESPECT TO RECEIPT OF OUTBOUND MESSAGE(S).

   b. *Accuracy and Reliability.* Agency acknowledges that while RapidSOS Communicator may have preconfigured messages available for use by Agency and Agency Authorized Users, RapidSOS is not responsible for the accuracy or reliability of any Outbound Message. RAPIDSOS ASSUMES NO LIABILITY, WARRANTY, OR RESPONSIBILITY TO AGENCY, AGENCY AUTHORIZED USERS,

OR ANY OTHER PERSON WITH RESPECT TO THE CONTENT, CONCLUSIONS, DECISIONS, OR ACTIONS RESULTING FROM AN OUTBOUND MESSAGE.

5. **Ownership.** In addition to the Intellectual Property rights granted in Section 7.1 of the Agreement, Agency acknowledges and agrees that RapidSOS owns all right, title, and interest in the RapidSOS Communicator services and related documentation, including any alterations, adjustments, and all improvements, enhancements, and derivatives thereof, including all associated intellectual property rights found therein (collectively, "**RapidSOS**

Communicator IP"). RapidSOS grants Agency a non-exclusive, non-sublicensable, and non-transferable license, for the Term specified in the Order Form, to use RapidSOS Communicator IP strictly for Agency's own internal, legitimate, and non-commercial purposes. Agency acknowledges and agrees that RapidSOS Communicator IP constitutes and contains valuable confidential/proprietary information and trade secrets of RapidSOS, its licensors and/or its suppliers, embodying substantial creative efforts and confidential information, ideas, and expressions. Accordingly, Agency agrees to treat and ensure that all users treat RapidSOS Communicator IP as confidential, and to protect the confidentiality thereof, at all times exercising at least a reasonable degree of care in the protection of such confidential information. Agency shall not under any circumstances share or permit access to RapidSOS Communicator, documentation, or RapidSOS Communicator IP to any actual or potential competitor of RapidSOS.

    a. **Caller Data and Agency Output**. RapidSOS acknowledges and agrees that Agency, to the extent allowable by law, owns all right, title, and interest in Caller Data, Agency Output, and Outbound Messages. Agency grants RapidSOS a non-exclusive, non-sublicensable, and non-transferable license, for the Term specified in the Order Form, to use and store Caller Data, Agency Output, and Outbound Messages to provide the Services under this EULA.

6. **Storage Services Use and Disclaimer**. Agency agrees that Caller Data, Agency Output, or Outbound Messages may be uploaded, copied, and stored by RapidSOS ("**Storage Services**") as a part of the RapidSOS Communicator services for the Term of the Agreement. RapidSOS may use, copy and reproduce the Caller Data, Agency Data, or Outbound Messages in order to provide the Services. RapidSOS shall have no obligation to store Caller Data, Agency Output, or Outbound Messages after the expiration or termination of this Agreement.

    a. *Backups*. Storage Services do not replace the need for Agency to maintain regular data backups or redundant data archives of Caller Data, Agency Output, or Outbound Messages. RAPIDSOS HAS NO OBLIGATION OR LIABILITY FOR ANY LOSS, DESTRUCTION, DAMAGE, OR CORRUPTION OF ANY CALLER DATA, AGENCY OUTPUT, OR OUTBOUND MESSAGES.

RapidSOS UNITE Statement of Work (SOW) for Alarm Call Automation Module

THIS STATEMENT OF WORK (this "SOW") is entered into by RapidSOS and the Agency named on the accompanied Order Form (the "Subscriber") for RapidSOS Alarm Call Automation as a supplement to the overall Master Services Agreement.

Overview

The RapidSOS Alarm Call Automation module streamlines alarm call processing by using RapidSOS HARMONY artificial intelligence (AI) to answer traditional 10-digit alarm calls. The module follows ECC-specific protocols to gather call-for-service data, and then transmits that data as Digital Alerts within RapidSOS UNITE and/or an integrated CAD.

Key Features

RapidSOS Alarm Call Automation leverages Harmony AI to process 10-digit alarm calls and deliver them as a Digital Alert into RapidSOS UNITE and/or an integrated CAD.

Functionality

- Alarm Call Automation agent powered by RapidSOS Harmony AI
- Flexible Alarm Protocol Question Trees
- Real-Time Access to Call Transcript + Audio Recordings
- Built-in Transfer and Failsafe Mechanisms
- Simultaneous Alarm Call Autoscaling
- Digital Alerts via RapidSOS UNITE and/or integrated CAD
- Storage of Digital Alerts and full call recordings for 7 years
- Implementation, Training, and Testing Support

1. Introduction

This Statement of Work (SOW) outlines the requirements, deliverables, and scope for the implementation of RapidSOS Alarm Call Automation.

2. Project Objectives

- Configure PSAP specific Alarm Call Automation agent
- Provision 'test' and 'real' 10-digit Alarm Call Automation phone numbers
- Test, Refine, and Deploy Alarm Call Automation agent

3. Scope of Work

3.1 Planning and Kickoff

- Initial meeting with stakeholders to discuss project scope, objectives, and timelines ● Develop a detailed project plan

3.2 Alarm Call Automation agent fine-tuning

- Determine PSAP specific Alarm Protocol Question Tree
- Determine PSAP specific information
- Provision 'test' 10-digit Alarm Call Automation phone number

3.3 Test and Refine Alarm Call Automation agent

- Conduct comprehensive testing of the system
- Review metrics and perform analysis on metrics
- Resolve any identified issues

3.4 Deploy Alarm Call Automation agent*

- Provision 'real' 10-digit Alarm Call Automation phone number
- Connect to Monitor Centers

    *Note that RapidSOS will work with each PSAP in determining the best approach for connecting their Alarm Call Automation agent to Monitor Centers, but RapidSOS will not be responsible for any direct outreach to Monitor Centers.

4. Deliverables

- PSAP specific Alarm Protocol Question Tree
- PSAP specific 'test' 10-digit Alarm Call Automation phone number ● PSAP specific 'real' 10-digit Alarm Call Automation phone number
- Training and enablement materials

5. Requirements

System Requirements

It is mutually understood that the Subscriber is responsible for the system, whereby Subscriber users will be accessing the Digital Alerts created by Alarm Call Automation module, and that these systems meet the minimum specification provided at project kickoff.

Network Requirements

- The Subscriber is responsible for providing resources needed in order to successfully configure the network, in order to ensure successful functioning and transmission of data for the Alarm Call Automation module. RapidSOS shall provide whitelisting requirements provided at project kickoff.

- Subscriber is solely responsible for obtaining its own internet connection and supporting hardware and infrastructure needed to perform the delivery of features. General Requirements
- Subscriber is responsible for assisting with the scheduling and then attending necessary meetings, such as project kickoff, design review and others as needed.
- Subscriber is responsible for providing pertinent project information and documentation in a timely & complete manner.
- Subscriber is responsible for providing a responsive single point-of-contact for communication throughout the project and system implementation.
- Subscriber is responsible for making available any relevant vendor contacts or resources that are required for the integration and setup of features described herein.
- Subscriber is responsible for assigning and scheduling appropriate staff for training.

6. Schedule

Phase	Timeline*
Project Planning & Kickoff**	Week 1
Alarm Call Automation agent fine-tuning	Week 2
Test and Refine Alarm Call Automation agent	Week 3
Deploy Alarm Call Automation agent	Week 4

Timeline is an estimation and relies on Subscriber providing information necessary for fine-tuning, making time to test, and providing feedback in order for further fine-tuning. RapidSOS staff will communicate with the customer throughout the duration of the project to communicate critical deliverables, deadlines, and scheduling impacts in a timely manner.

**Any changes in scope, delays in resources being made available, or missing requirements will result in a corresponding delay in timeline.*

7. Roles and Responsibilities
- RapidSOS Project Manager (PM): Oversees project and ensure milestones are met
- RapidSOS Trainer: Conduct training sessions and develop materials
- RapidSOS Engagement Team: Provide ongoing support post-implementation
- ECC Project Manager (PM): Engages with RapidSOS PM to ensure milestones are met
- ECC Technical Point of Contact(s): ECC technical changes & provide insights as applicable

8. Acceptance Criteria

- Successful deployment and configuration of RapidSOS Alarm Call Automation
- No critical issues post go-live for a period of 2 weeks