#### AMENDMENT No. 36 TO GEORGIA TECHNOLOGY AUTHORITY ENTERPRISE AGREEMENT FOR SERVICES AND DEVICES TO PROVIDE THE **SERVICE**

CONTRACT NUMBER 9800-GTA794-V

This Amendment No. 36 is made this 29th day of June 2022, by and among the **GEORGIA** TECHNOLOGY AUTHORITY ("GTA") and CELLCO PARTNERSHIP (A DELAWARE PARTNERSHIP) D/B/A VERIZON WIRELESS AND VERIZON WIRELESS OF THE EAST LP (A DELAWARE LP) D/B/A VERIZON WIRELESS ("VERIZON WIRELESS") ("Contractor").

WHEREAS, heretofore GTA entered into that certain Enterprise Agreement for Services and Devices to Provide the Service effective on December 30, 2013 having contract number 9800-GTA794-V, as amended, with respect to certain products and services to be provided to GTA by Contractor, as more particularly described therein (the "Enterprise Agreement").

WHEREAS, the Enterprise Agreement has been amended by mutual agreement of GTA and Contractor as follows:

Amendment No. 1, April 25, 2014;

Amendment No. 2, March 10, 2015;

Amendment No. 3, October 16, 2015;

Amendment No. 4, March 31, 2016;

Amendment No. 5, May 12, 2016;

Amendment No. 6, June 8, 2016;

Amendment No. 7, July 21, 2016;

Amendment No. 8, October 5, 2016;

Amendment No. 9, November 18, 2016;

Amendment No. 10, November 30, 2016;

Amendment No. 11, December 23, 2016;

Amendment No. 12, March 30, 2017;

Amendment No. 13, April 25, 2017;

Amendment No. 14, July 17, 2017;

Amendment No. 15, September 22, 2017;

Amendment No. 16, October 31, 2017;

Amendment No. 17, December 22, 2017;

Amendment No. 18, January 10, 2018;

Amendment No. 19, March 22, 2018;

Amendment No. 20, April 19, 2018;

Amendment No. 21, May 10, 2018;

Amendment No. 22, August 29, 2018;

Amendment No. 23, January 9, 2018;

Amendment No. 24, March 7, 2019;

Amendment No. 25, June 17, 2019;

Amendment No. 26, June 8, 2020;

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Amendment No. 27, June 24, 2020;
Amendment No. 28, October 26, 2020;
Amendment No. 29, December 16, 2020;
Amendment No. 30, February 18, 2021;
Amendment No. 31, March 18, 2021;
Amendment No. 32, March 25, 2021;
Amendment No. 33, April 16, 2021;
Amendment No. 34, May 13, 2021;
Amendment No. 35, May 28, 2021;
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WHEREAS, the parties wish to further amend the Enterprise Agreement to make those certain changes set forth here, in Amendment No. 36.

NOW, THEREFORE, in consideration of the premises, the terms and conditions stated herein, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto hereby agree as follows:

- 1. Parties to the Agreement. VERIZON WIRELESS (VAW) LLC (A DELAWARE PARTNERSHIP) D/B/A VERIZON WIRELESS is hereby removed as a party to the agreement, with its rights and obligations vesting in Cellco Partnership d/b/a Verizon Wireless, and all references to Verizon Wireless (VAW) LLC under the Agreement are hereby deleted.
- 2. <u>Term and Renewal.</u> The Enterprise Agreement is hereby amended by extending the end date of the current Term from July 1, 2022 until June 30, 2024. Thereafter, the Enterprise Agreement may be renewed upon mutual agreement by Contractor and GTA on a year to year basis for up to Three (3) fiscal year periods. The terms and conditions of this Enterprise Agreement shall apply during any renewals of the Term. The term of the Services and/ or Devices ordered by an Agency hereunder shall begin on receipt of a Purchase Order for each procuring Agency and end upon the completion of the Order.
- 3. Fee for Administrative Services. The Enterprise Agreement is amended so that for the period beginning July 1, 2022, Contractor agrees to remit to GTA a fee for administrative services ("Fee") as specified below, in lieu of the fee for administrative services and all other similar fees specified for the period prior to that date. The prices stated in the Enterprise Agreement shall include all amounts necessary for Contractor to meet this obligation. Contractor shall factor the Fee into its pricing and shall not separately itemize or invoice for the Fee.

Contractor shall pay to GTA a Fee equal to two percent (2%) of the total dollar amount collected from Agencies for all sales under this Enterprise Agreement during each Payment Period (excluding sales taxes, pass-through fees and regulatory charges, and discounts, returns, and adjusted for credits or refunds). Payment for each Payment Period must be received 45 days immediately following the end of the Payment Period. (Example: Payment for the quarterly Payment Period of July-Sept. 2022 is due on or before November 14, 2022. Payments are to be mailed to:

Georgia Technology Authority 47 Trinity Avenue, 6th Floor, Atlanta GA 30334 Attention: Accounts Receivable

Payments shall be made to the order of the Georgia Technology Authority. If the amount due for a Payment Period is less than ten dollars (\$10.00), no payment is required.

- 4. <u>Pricing.</u> The Enterprise Agreement is amended by deleting the Verizon Wireless Pricing and Equipment Offer (effective January 1, 2014) in Appendix C ("Verizon Wireless Response to RFP 98000-GTA794"), as previously amended, and replacing it with the revised Appendix C attached to this Amend No. 36
- 5. Equipment Purchases. The device upgrade policy provided in the Verizon Wireless Pricing and Equipment Offer is amended for activations and equipment upgrades completed after June 30, 2022 to reflect that a wireless device must be in service for a minimum of 24 months to be eligible for an equipment upgrade at discounted pricing. Upgraded equipment purchased less than 24 months from activation or the most recent upgrade will not qualify for discounted pricing and will be charged the full retail price for the device. Activation and equipment upgrades completed before July 1, 2022 will remain eligible for discounts after 10 months of service for their next equipment upgrade, after which they will be subject to the 24-Month Upgrade Policy. Verizon Wireless reserves the right to disconnect cellular service if a number is disconnected from one wireless device and then reconnected on a new wireless device as a means to circumvent the 24-Month Upgrade Policy.
- 6. GTA Agency Agreement. Attachment C GTA Agency Agreement, included with and part of the Enterprise Agreement, is amended to expressly incorporate by reference the following: The GTA Agency Agreement is subject to the terms and conditions of The Georgia Department of Administrative Services form SPD-SP060 "Contracting with State Entities". Revisions made to the GTA Agency Agreement must be mutually agreed upon by GTA and Contractor.

#### 7. <u>Drug Free Work Place</u>.

- (a) Contractor represents, warrants and covenants that it has and shall maintain substance abuse policies, in each case in conformance with GTA rules and applicable laws, including O.C.G.A. § 50-24-1 et seq., and Contractor personnel shall be subject to such policies.
- (b) Contractor will obtain from any subcontractor hired to perform services for this Enterprise Agreement the following written certification: "As part of the subcontracting agreement with Contractor, (subcontractor's name) certifies to Contractor that a drug-free workplace will be provided for the subcontractor's

employees during the performance of this agreement pursuant to paragraph seven (7) of subsection (b) of O.C.G.A. § 50-24- 3." Contractor will provide GTA with a copy of each such certification as soon as practicable. Contractor may be suspended, terminated, or debarred if it is determined that Contractor has made false certification herein above or has violated such certification by failure to carry out the requirements of O.C.G.A. § 50-24-3.

8. <u>Sexual Harassment Prevention.</u> The Enterprise Agreement is hereby amended to add and include the following as a new and additional section entitled "Sexual Harassment Prevention", which shall control for the period beginning July 1, 2022:

The State of Georgia promotes respect and dignity and does not tolerate sexual harassment in the workplace. The State is committed to providing a workplace and environment free from sexual harassment for its employees and for all persons who interact with state government. All State of Georgia employees are expected and required to interact with all persons including other employees, contractors, and customers in a professional manner that contributes to a respectful work environment free from sexual harassment.

Furthermore, the State of Georgia maintains an expectation that its contractors and their employees and subcontractors will interact with entities of the State of Georgia, their customers, and other contractors of the State in a professional manner that contributes to a respectful work environment free from sexual harassment.

Pursuant to the State of Georgia's Statewide Sexual Harassment Prevention Policy (the "Policy"), all contractors who are regularly on State premises or who regularly interact with State personnel must complete sexual harassment prevention training on an annual basis.

A contractor, including its employees and subcontractors, who have violated the Policy, including but not limited to engaging in sexual harassment and/or retaliation may be subject to appropriate corrective action. Such action may include, but is not limited to, notification to the employer, removal from State premises, restricted access to State premises and/or personnel, termination of contract, and/or other corrective action(s) deemed necessary by the State.

Contractor acknowledges Georgia's statewide sexual harassment policy, a copy of which is attached as Exhibit C. Contractor hereby represents and affirms that (1) Contractor's sexual harassment training meets the requirements set forth therein and shall ensure that such policy standards apply to any employee(s) who may serve under Contractor's state agreement and (2) that such training has been completed within the last 12 months, (3) GTA may request documentation of compliance and Contractor shall provide such documentation as requested.

9. <u>Definitions.</u> All capitalized terms used herein and not expressly defined herein shall have the respective meanings given to such terms in the Agreement.

- 10. Successors and Assigns. This Amendment No. 36 shall be binding upon and inure to the benefit of the successors and permitted assigns of the parties hereto.
- 11. Entire Agreement. Except as expressly modified by this Amendment No. 36, the Enterprise Agreement shall be and remain in full force and effect in accordance with its terms and shall constitute the legal, valid, binding and enforceable obligations of the parties. In the event of any inconsistencies between the Enterprise Agreement and this Amendment No. 36, the terms of this Amendment No. 36 shall control. This Amendment No. 36 and the Enterprise Agreement, collectively, are the complete agreement of the parties and supersede any prior agreements or representations, whether oral or written, with respect thereto.

IN WITNESS WHEREOF, the parties have caused this Amendment No. 36 to be duly executed by their authorized representatives as of the date set forth above.

#### CELLCO PARTNERSHIP D/B/A VERIZON WIRELESS AND VERIZON WIRELESS OF THE EAST LP D/B/A VERIZON WIRELESS

| By: | Told locusano   |
|-----|-----------------|
| -   | CD86E5219D09460 |

Name: <u>Todd Loccisano</u>

Title: <u>VP - Contract Management</u>

Date: \_\_\_\_\_\_6/29/2022 | 9:54 AM MDT

#### **GEORGIA TECHNOLOGY AUTHORITY**

|     | DocuSigned by:  |  |
|-----|-----------------|--|
| By: | Mark Lathum     |  |
|     | 110090007000400 |  |

Name: Mark Lathum

Title: Sourcing Governance Officer

Date: 6/29/2022



# Request for Taxpayer Identification Number and Certification

► Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

|   | 1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.   |   |         |                        |          |  |        |             |  |
|---|---|---|---------|------------------------|----------|--|--------|-------------|--|
|   | VERIZON COMMUNICATIONS INC.   |   |         |                        |          |  |        |             |  |
|   | 2 Business name/disregarded entity name, if different from above  |   |         |                        |          |  |        |             |  |
|   | CELLCO PARTNERSHIP - d/b/a Verizon Wireless   |   |         |                        |          |  |        |             |  |
| n page 3.                                       | 3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> following seven boxes.  | 4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): |         |                        |          |  |        |             |  |
| e.<br>ns or                                     | ☐ Individual/sole proprietor or ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/single-member LLC   | Exempt payee code (if any)  |         |                        |          |  |        |             |  |
| ţ.  | Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶   |   |         |                        |          |  |        |             |  |
| Print or type.<br>Specific Instructions on page | Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. |   |         |                        |          | Exemption from FATCA reporting code (if any) |        |             |  |
| ecit  | Other (see instructions) ▶  |   | (Applie | es to accoun           | ts maint | ained o                                      | utside | the U.S.)   |  |
|   | 5 Address (number, street, and apt. or suite no.) See instructions. Requester   | s name a  | and ac  | ldress (o <sub>l</sub> | otiona   | ıl)  |        |             |  |
| See   | 1095 AVENUE OF THE AMERICAS 8TH FLOOR   |   |         |                        |          |  |        |             |  |
| 0)  | 6 City, state, and ZIP code   |   |         |                        |          |  |        |             |  |
|   | NEW YORK,NY 10036   |   |         |                        |          |  |        |             |  |
|   | 7 List account number(s) here (optional)  |   |         |                        |          |  |        |             |  |
| Pai   | Taxpayer Identification Number (TIN)  |   |         |                        |          |  |        |             |  |
|   |   | ocial sec   | urity   | number                 |          |  |        |             |  |
| backı   | ip withholding. For individuals, this is generally your social security number (SSN). However, for a  |   |         |                        |          |  |        | $\neg \neg$ |  |
|   | ent alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other  |   | -       |                        | -        |  |        |             |  |
| TIN. I  | es, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a</i> ater.   |   |         |                        | _        |  |        |             |  |
| ,   | <u></u>   | nployer   | ident   | ification              | numl     | oer  |        | $\neg$      |  |
|   | Number To Give the Requester for guidelines on whose number to enter.   |   |         |                        |          |  |        |             |  |
|   | 2 3 - 2 2 5 9 8 8 4   |   |         |                        |          |  |        | 4           |  |
| Par   | t II Certification  |   | _       |                        |          |  | -      |             |  |
|   | r penalties of perjury, I certify that:   |   |         |                        |          |  |        |             |  |
|   | e number shown on this form is my correct taxpayer identification number (or I am waiting for a number t  | o be iss  | sued t  | to me): a              | and      |  |        |             |  |
| 2. I aı<br>Se                                   | n not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not<br>vice (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividend<br>longer subject to backup withholding; and  | been n  | otifie  | d by the               | Inte     |  |        |             |  |

- 3. I am a U.S. citizen or other U.S. person (defined below); and
- 4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

| ourior triair |                               | , you are not required to sign | The continuation, but you must provide your correct | The obstacladations of the in, later. |
|---------------|-------------------------------|--------------------------------|---|---------------------------------------|
| Sign<br>Here  | Signature of<br>U.S. person ► | Onl a Mate                     | Date ►  | 5/31/2022                             |
|               |                               |                                |   |                                       |

#### **General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments**. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

#### **Purpose of Form**

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

• Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

By signing the filled-out form, you:

- 1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
  - 2. Certify that you are not subject to backup withholding, or
- 3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
- 4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting*, later, for further information.

**Note:** If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien;
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States;
- · An estate (other than a foreign estate); or
- A domestic trust (as defined in Regulations section 301,7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

In the cases below, the following person must give Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States.

- In the case of a disregarded entity with a U.S. owner, the U.S. owner of the disregarded entity and not the entity;
- In the case of a grantor trust with a U.S. grantor or other U.S. owner, generally, the U.S. grantor or other U.S. owner of the grantor trust and not the trust; and
- In the case of a U.S. trust (other than a grantor trust), the U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

**Foreign person.** If you are a foreign person or the U.S. branch of a foreign bank that has elected to be treated as a U.S. person, do not use Form W-9. Instead, use the appropriate Form W-8 or Form 8233 (see Pub. 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items.

- 1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
  - 2. The treaty article addressing the income.
- 3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
- 4. The type and amount of income that qualifies for the exemption from tax.
- 5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

**Example.** Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity, give the requester the appropriate completed Form W-8 or Form 8233.

#### **Backup Withholding**

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 24% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, payments made in settlement of payment card and third party network transactions, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

#### Payments you receive will be subject to backup withholding if:

- 1. You do not furnish your TIN to the requester,
- 2. You do not certify your TIN when required (see the instructions for Part II for details),
  - 3. The IRS tells the requester that you furnished an incorrect TIN,
- 4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
- 5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See *Exempt payee code*, later, and the separate Instructions for the Requester of Form W-9 for more information.

Also see Special rules for partnerships, earlier.

#### What is FATCA Reporting?

The Foreign Account Tax Compliance Act (FATCA) requires a participating foreign financial institution to report all United States account holders that are specified United States persons. Certain payees are exempt from FATCA reporting. See *Exemption from FATCA reporting code*, later, and the Instructions for the Requester of Form W-9 for more information.

#### **Updating Your Information**

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account; for example, if the grantor of a grantor trust dies.

#### **Penalties**

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

**Criminal penalty for falsifying information.** Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

#### **Specific Instructions**

#### Line 1

You must enter one of the following on this line; **do not** leave this line blank. The name should match the name on your tax return.

If this Form W-9 is for a joint account (other than an account maintained by a foreign financial institution (FFI)), list first, and then circle, the name of the person or entity whose number you entered in Part I of Form W-9. If you are providing Form W-9 to an FFI to document a joint account, each holder of the account that is a U.S. person must provide a Form W-9.

a. **Individual.** Generally, enter the name shown on your tax return. If you have changed your last name without informing the Social Security Administration (SSA) of the name change, enter your first name, the last name as shown on your social security card, and your new last name.

**Note: ITIN applicant:** Enter your individual name as it was entered on your Form W-7 application, line 1a. This should also be the same as the name you entered on the Form 1040/1040A/1040EZ you filed with your application.

- b. **Sole proprietor or single-member LLC.** Enter your individual name as shown on your 1040/1040A/1040EZ on line 1. You may enter your business, trade, or "doing business as" (DBA) name on line 2.
- c. Partnership, LLC that is not a single-member LLC, C corporation, or S corporation. Enter the entity's name as shown on the entity's tax return on line 1 and any business, trade, or DBA name on line 2.
- d. **Other entities.** Enter your name as shown on required U.S. federal tax documents on line 1. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on line 2.
- e. **Disregarded entity.** For U.S. federal tax purposes, an entity that is disregarded as an entity separate from its owner is treated as a "disregarded entity." See Regulations section 301.7701-2(c)(2)(iii). Enter the owner's name on line 1. The name of the entity entered on line 1 should never be a disregarded entity. The name on line 1 should be the name shown on the income tax return on which the income should be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a single owner that is a U.S. person, the U.S. owner's name is required to be provided on line 1. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on line 2, "Business name/disregarded entity name." If the owner of the disregarded entity is a foreign person, the owner must complete an appropriate Form W-8 instead of a Form W-9. This is the case even if the foreign person has a U.S. TIN.

#### Line 2

If you have a business name, trade name, DBA name, or disregarded entity name, you may enter it on line 2.

#### Line 3

Check the appropriate box on line 3 for the U.S. federal tax classification of the person whose name is entered on line 1. Check only one box on line 3.

| IF the entity/person on line 1 is a(n)   | THEN check the box for   |
|--|--|
| Corporation  | Corporation  |
| Individual     Sole proprietorship, or     Single-member limited liability company (LLC) owned by an individual and disregarded for U.S. federal tax purposes.   | Individual/sole proprietor or single-<br>member LLC  |
| LLC treated as a partnership for U.S. federal tax purposes, LLC that has filed Form 8832 or 2553 to be taxed as a corporation, or LLC that is disregarded as an entity separate from its owner but the owner is another LLC that is not disregarded for U.S. federal tax purposes. | Limited liability company and enter<br>the appropriate tax classification.<br>(P= Partnership; C= C corporation;<br>or S= S corporation) |
| Partnership  | Partnership  |
| Trust/estate   | Trust/estate   |

#### Line 4, Exemptions

If you are exempt from backup withholding and/or FATCA reporting, enter in the appropriate space on line 4 any code(s) that may apply to you.

#### Exempt payee code.

- Generally, individuals (including sole proprietors) are not exempt from backup withholding.
- Except as provided below, corporations are exempt from backup withholding for certain payments, including interest and dividends.
- Corporations are not exempt from backup withholding for payments made in settlement of payment card or third party network transactions.
- Corporations are not exempt from backup withholding with respect to attorneys' fees or gross proceeds paid to attorneys, and corporations that provide medical or health care services are not exempt with respect to payments reportable on Form 1099-MISC.

The following codes identify payees that are exempt from backup withholding. Enter the appropriate code in the space in line 4.

- 1—An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2)
- 2-The United States or any of its agencies or instrumentalities
- 3—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities
- 4-A foreign government or any of its political subdivisions, agencies, or instrumentalities
- 5-A corporation
- 6—A dealer in securities or commodities required to register in the United States, the District of Columbia, or a U.S. commonwealth or possession
- 7—A futures commission merchant registered with the Commodity Futures Trading Commission
- 8-A real estate investment trust
- 9—An entity registered at all times during the tax year under the Investment Company Act of 1940
- 10-A common trust fund operated by a bank under section 584(a)
- 11-A financial institution
- 12—A middleman known in the investment community as a nominee or custodian
- 13—A trust exempt from tax under section 664 or described in section 4947

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 13.

| IF the payment is for  | THEN the payment is exempt for  |
|--|---|
| Interest and dividend payments   | All exempt payees except for 7  |
| Broker transactions  | Exempt payees 1 through 4 and 6 through 11 and all C corporations. S corporations must not enter an exempt payee code because they are exempt only for sales of noncovered securities acquired prior to 2012. |
| Barter exchange transactions and patronage dividends                                   | Exempt payees 1 through 4   |
| Payments over \$600 required to be reported and direct sales over \$5,000 <sup>1</sup> | Generally, exempt payees 1 through 5 <sup>2</sup>   |
| Payments made in settlement of payment card or third party network transactions        | Exempt payees 1 through 4   |

<sup>&</sup>lt;sup>1</sup> See Form 1099-MISC, Miscellaneous Income, and its instructions.

**Exemption from FATCA reporting code.** The following codes identify payees that are exempt from reporting under FATCA. These codes apply to persons submitting this form for accounts maintained outside of the United States by certain foreign financial institutions. Therefore, if you are only submitting this form for an account you hold in the United States, you may leave this field blank. Consult with the person requesting this form if you are uncertain if the financial institution is subject to these requirements. A requester may indicate that a code is not required by providing you with a Form W-9 with "Not Applicable" (or any similar indication) written or printed on the line for a FATCA exemption code.

A—An organization exempt from tax under section 501(a) or any individual retirement plan as defined in section 7701(a)(37)

B—The United States or any of its agencies or instrumentalities

C—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities

D-A corporation the stock of which is regularly traded on one or more established securities markets, as described in Regulations section 1.1472-1(c)(1)(i)

E—A corporation that is a member of the same expanded affiliated group as a corporation described in Regulations section 1.1472-1(c)(1)(i)

F—A dealer in securities, commodities, or derivative financial instruments (including notional principal contracts, futures, forwards, and options) that is registered as such under the laws of the United States or any state

G-A real estate investment trust

H—A regulated investment company as defined in section 851 or an entity registered at all times during the tax year under the Investment Company Act of 1940

I-A common trust fund as defined in section 584(a)

J-A bank as defined in section 581

K-A broker

L—A trust exempt from tax under section 664 or described in section 4947(a)(1)

M-A tax exempt trust under a section 403(b) plan or section 457(g) plan

**Note:** You may wish to consult with the financial institution requesting this form to determine whether the FATCA code and/or exempt payee code should be completed.

#### Line 5

Enter your address (number, street, and apartment or suite number). This is where the requester of this Form W-9 will mail your information returns. If this address differs from the one the requester already has on file, write NEW at the top. If a new address is provided, there is still a chance the old address will be used until the payor changes your address in their records.

#### Line 6

Enter your city, state, and ZIP code.

#### Part I. Taxpayer Identification Number (TIN)

**Enter your TIN in the appropriate box.** If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN.

If you are a single-member LLC that is disregarded as an entity separate from its owner, enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

**Note:** See *What Name and Number To Give the Requester,* later, for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local SSA office or get this form online at www.SSA.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/Businesses and clicking on Employer Identification Number (EIN) under Starting a Business. Go to www.irs.gov/Forms to view, download, or print Form W-7 and/or Form SS-4. Or, you can go to www.irs.gov/OrderForms to place an order and have Form W-7 and/or SS-4 mailed to you within 10 business days.

If you are asked to complete Form W-9 but do not have a TIN, apply for a TIN and write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

**Note:** Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

**Caution:** A disregarded U.S. entity that has a foreign owner must use the appropriate Form W-8.

#### Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if item 1, 4, or 5 below indicates otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on line 1 must sign. Exempt payees, see *Exempt payee code*, earlier.

**Signature requirements.** Complete the certification as indicated in items 1 through 5 below.

<sup>&</sup>lt;sup>2</sup> However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney reportable under section 6045(f), and payments for services paid by a federal executive agency.

- 1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.
- 2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.
- **3. Real estate transactions.** You must sign the certification. You may cross out item 2 of the certification.
- **4. Other payments.** You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments made in settlement of payment card and third party network transactions, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).
- 5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), ABLE accounts (under section 529A), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

#### What Name and Number To Give the Requester

| For this type of account:  | Give name and SSN of:  |
|--|--|
| 1. Individual  | The individual   |
| Two or more individuals (joint<br>account) other than an account<br>maintained by an FFI                                 | The actual owner of the account or, if combined funds, the first individual on the account 1 |
| 3. Two or more U.S. persons (joint account maintained by an FFI)   | Each holder of the account   |
| Custodial account of a minor     (Uniform Gift to Minors Act)  | The minor <sup>2</sup>   |
| 5. a. The usual revocable savings trust (grantor is also trustee)  | The grantor-trustee <sup>1</sup>   |
| b. So-called trust account that is not a legal or valid trust under state law  | The actual owner <sup>1</sup>  |
| Sole proprietorship or disregarded entity owned by an individual   | The owner <sup>3</sup>   |
| 7. Grantor trust filing under Optional<br>Form 1099 Filing Method 1 (see<br>Regulations section 1.671-4(b)(2)(i)<br>(A)) | The grantor*   |
| For this type of account:  | Give name and EIN of:  |
| Disregarded entity not owned by an individual  | The owner  |
| 9. A valid trust, estate, or pension trust   | Legal entity <sup>4</sup>  |
| 10. Corporation or LLC electing corporate status on Form 8832 or Form 2553   | The corporation  |
| Association, club, religious,<br>charitable, educational, or other tax-<br>exempt organization                           | The organization   |
| 12. Partnership or multi-member LLC  | The partnership  |
| 13. A broker or registered nominee   | The broker or nominee  |

| For this type of account:   | Give name and EIN of: |
|---|-----------------------|
| 14. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments | The public entity     |
| 15. Grantor trust filing under the Form<br>1041 Filing Method or the Optional<br>Form 1099 Filing Method 2 (see<br>Regulations section 1.671-4(b)(2)(i)(B))                                 | The trust             |

- <sup>1</sup> List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.
- <sup>2</sup> Circle the minor's name and furnish the minor's SSN.
- <sup>3</sup> You must show your individual name and you may also enter your business or DBA name on the "Business name/disregarded entity" name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.
- <sup>4</sup> List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships*, earlier.

\*Note: The grantor also must provide a Form W-9 to trustee of trust.

**Note:** If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

#### Secure Your Tax Records From Identity Theft

Identity theft occurs when someone uses your personal information such as your name, SSN, or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN.
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Pub. 5027, Identity Theft Information for Taxpayers.

Victims of identity theft who are experiencing economic harm or a systemic problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes. Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to <code>phishing@irs.gov</code>. You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration (TIGTA) at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at <code>spam@uce.gov</code> or report them at <code>www.ftc.gov/complaint</code>. You can contact the FTC at <code>www.ftc.gov/idtheft</code> or 877-IDTHEFT (877-438-4338). If you have been the victim of identity theft, see <code>www.ldentityTheft.gov</code> and Pub. 5027.

Visit www.irs.gov/IdentityTheft to learn more about identity theft and how to reduce your risk.

#### **Privacy Act Notice**

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.

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#### Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)

Contractor Name: Cellco Partnership d/b/a Verizon Wireless
Contractor Address: One Verizon Way, Basking Ridge, NJ 07920

Contract Number: 9800-GTA794-V

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of **Georgia Technology Authority** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

| 33523  | 05/31/2018                                   |
|--|--|
| Federal Work Authorization User Identification Number Enter the E-Verify Number. This is NOT your FEIN number (XX-XXXXXXXX). For information see | Date of Contract  -https://www.e-verify.gov/ |
| I hereby declare under penalty of perjury that the foregoing is  | true and correct.                            |
| Executed on June , 7 , 20 22 in Annapolis Junction   | n (city), MD (state).                        |
| Told Louisano Signature of Authorized Officer or Agent   |  |
| Todd Loccisano, VP - Contract Management   |  |
| Printed Name and Title of Authorized Officer or Agent  |  |
| SUBSCRIBED AND SWORN BEFORE ME ON THIS THE 7th DA DOCUSIGNED by:  EVIN MANICU  NOTARY PROBLEC  | AY OF June, 2022<br>                         |
| NOTARY PUBLIC  |  |
| My Commission Expires: February 11, 2024   |  |

PLEASE RETURN TO GTA PROCUREMENT 404-463-6500 – Procurement@gta.ga.gov

# Verizon Wireless Pricing & Equipment Offer GTA Contract No. 9800-GTA794-V

#### Monthly Access Fee Discount on Eligible Calling Plans and Eligible Data Features

21%

Note: Subject to any limitations as indicated elsewhere in this Pricing Catalog and any Exhibits. Government Subscribers qualify for monthly access fee discounts on eligible voice and data plans with monthly access fees of \$34.99 and higher available for Government Subscribers. Qualifying data features of \$24.99 or higher will also receive a discount of 21% off the Monthly Access Fee on data features available for Government Subscribers. Please note that promotional price plans may become available to the State that may already be discounted and not eligible for further discounting. Verizon Wireless has applied various discounts on GTA Custom Plans and Features for Government Subscribers, please see tables below.

The pricing offered to the GTA under the scope of the final contract between the GTA and Verizon Wireless will be subject to the assumptions as stated in this GTA Pricing Catalog. Pricing and availability, as specifically detailed within the attached Pricing Catalog, is subject to change and allowed, upon mutual agreement between the GTA and Contract Vendor.

#### **Accessory Discount**

25% (discount applies to eligible accessories.)

Note: Excluded categories currently include: Waterproof Cases (Lifeproof & Atlas Cases, etc.), Smart Accessories, Apple-branded Products, Portable Power (Mophie products, Motorola Power Packs, etc.), Memory Cards, Stereo Headphones (Bluetooth and Wired, Headphones and Buds), Cables, Home Solutions, Mounts and Docks, Keyboards (Bluetooth and Folios). This exclusions list is subject to change.

Accessory pricing is subject to change and availability and quantities may be limited. Resale of accessories is expressly prohibited outside of the GTA agencies. Please note that equipment availability and subject to change without notice.

#### **Definitions:**

**Government Subscriber:** An employee of Georgia Technology Authority ("GTA" or "Customer") utilizing Wireless Service whose account is set up in Customer's name and for which Customer bears payment responsibility.

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

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

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

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

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

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

Plans, Features, Rates and Charges: The voice, data or M2M plan and any options, features or applications that are selected by the Customer determine the applicable rates, charges, allowance of minutes or megabytes and Wireless Service coverage area for each line. Some plans may have restrictions on the type of Equipment that can be activated on them. Information about retail plans, options, features, and applications (*i.e.*, those that Verizon Wireless makes generally available to consumers or business customers) and their terms and conditions may be obtained at Verizon Wireless stores, on verizonwireless.com or from Verizon Wireless business sales representatives. The voice, data or M2M plan monthly access fees and non-promotional allowance of minutes and/or megabytes for each line will not change during the Line Term as long as Customer does not change plans on that line. Other rates, charges and fees, including but not limited to charges for options, features, applications and 411 Connect, may be changed following 30 days' written notice. Verizon Wireless may discontinue any retail plans, options, features and applications for new activations without notice. If Customer changes or upgrades Equipment, Verizon Wireless may require it to change to a then-current plan that is compatible with the changed or upgraded Equipment. Customer may not activate Equipment purchase at a discount from Verizon Wireless on M2M Lines. Government discounts and pricing are not available to purchases made through agents or at retail store locations.

Term of Lines ("Line Term"): The term for each line (the "Line Term") begins on the date Wireless Service is activated for that line and continues for the period required by the calling plan or Equipment selected for that line (2 years). Line Term extensions are required when Customer: (a) takes advantage of promotions or services that require a Line Term extension; or (b) purchases or upgrades Equipment except for ancillary accessories used in conjunction with

Wireless Service. When the Line Term expires, Wireless Service continues on a month-to-month basis. Activation fees and Early Termination Fees ("ETF's") are waived for Government Subscribers on voice and data plans and for M2M Lines.

Early Termination Fees ("ETF"): ETFs are waived for Government Subscribers. ETFs do not apply to service.

**M2M Management Center:** The Machine-to-Machine Management Center ("M2M Management Center") provides Customer with the ability to remotely monitor and manage its M2M devices. If Customer desires to access and use the M2M Management Center, it must so request in writing, and Verizon Wireless shall provision the M2M Management Center on Customer's account. Applicable rates and charges, if any, shall be set forth in any resulting agreement. The set-up time is estimated to take four to six weeks. The rights granted to Customer herein for access to and use of the M2M Management Center are specific to Customer and may not be transferred to another party without Verizon Wireless' prior written consent. Verizon Wireless retains full and exclusive ownership of all intellectual property rights associated with the M2M Management Center including any alterations, modifications, improvements and derivative works thereof. **Retired Legacy Plans:** All custom plans and features existing under the Agreement prior to the Effective Date pursuant to resulting contract ("Legacy Plans"), shall be retired and will no longer be available for new line activations, lines changing plans or lines upgrading Equipment. Verizon Wireless will allow Customer's existing Corporate Subscribers who are currently on such Legacy Plans to continue at the pricing, terms and conditions contained in such Legacy Plans until the Corporate Subscriber either changes plans or upgrades Equipment.

**Equipment Purchases**. The device upgrade policy provided in the Verizon Wireless Pricing and Equipment Offer is amended for activations and equipment upgrades completed after June 30, 2022 to reflect that a wireless device must be in service for a minimum of 24 months to be eligible for an equipment upgrade at discounted pricing. Upgraded equipment purchased less than 24 months from activation or the most recent upgrade will not qualify for discounted pricing and will be charged the full retail price for the device. Activation and equipment upgrades completed before July 1, 2022 will remain eligible for discounts after 10 months of service for their next equipment upgrade, after which they will be subject to the 24-Month Upgrade Policy. Verizon Wireless reserves the right to disconnect cellular service if a number is disconnected from one wireless device and then reconnected on a new wireless device as a means to circumvent the 24-Month Upgrade Policy.

**Accessory Discount:** 25% discount off the retail price of eligible accessories. However, should GTA achieve 85,000 lines in service or more, Verizon Wireless will provide a 30% discount off of the retail price of eligible accessories.

This Verizon Wireless offer supersedes all previous offers to GTA that have not been incorporated into an executed Agreement or Amendment.

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- 2. Basic Voice & Smartphone Plans
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- 4. International Plans & Features
- 5. Public Safety Plans & Features Including PTT
- 6. Additional Voice/Data Features
- 7. BuSS Solutions Store

#### Verizon Wireless Plan & Feature Details

Plans and Associated Charges: Billing, shipping and end-user address must be within an area where Verizon Wireless is licensed and provides service. Charges for calls will be based on the cell sites used, which may be outside the calling plan coverage area even when the subscriber is physically within the coverage area. Time of the call is based on the telephone switching office that carries the call, which may be different from the time of day shown on subscriber's phone. Unused monthly minutes and/or Megabytes are lost. On outgoing calls, charges start when subscriber presses SEND or the call connects to a network, and on incoming calls, when the call connects to a network (which may be before it rings). A call may end several seconds after subscriber presses END or the call disconnects. Calls made on the Verizon Wireless network are only billed if they connect (which includes calls answered by machines). Billing for airtime and related charges may sometimes be delayed. Calls to "911" and certain other emergency services are toll-free and airtime-free. Airtime may be charged when dialing toll-free numbers.

Anytime Minutes: Anytime Minutes apply when making or receiving calls from a calling plan's rate and coverage area. Coverage information is available at <a href="https://www.verizonwireless.com">www.verizonwireless.com</a>. Airtime is rounded up to the next full minute. Allowance minutes/Megabytes are not transferable except as may be available on plans with sharing. In order to gain access to coverage in newly expanding markets, subscribers must periodically dial \*228 to update roaming information from voice or Smartphone devices; from the VZAccess Manager, go into "Options" and click "Activation," while in the National Enhanced Services Rate and Coverage Area every three months. This may alter the rate and coverage area. Automatic roaming may not be available in all areas and rates may vary. Roaming charges may be delayed to a later bill.

Long Distance: Unlimited domestic long distance is included when calling from the plan's rate and coverage area, unless otherwise specified in the plan.

Unlimited Messaging: Unlimited Messaging is included with select plans and is available in the National Enhanced Services rate and coverage area in the United States. Messaging applies when sending and receiving (i) text, picture and video messages to and from Verizon Wireless and Non-Verizon Wireless customers in the United States, (ii) Text, picture, and video messages sent via email, (iii) Instant messages, and (iv) Text messages with customers of wireless carriers in Canada, Mexico, Puerto Rico, and the U.S. Virgin Islands. Messaging is subject to Text, Picture, and Video Messaging Terms and conditions. Premium messages are not included. Friends & Family for Business: Calls directed to and received from an account's listed Friends & Family numbers shall not use Monthly Anytime Voice Minutes. For Nationwide for Business plans with 900 minutes or more or 450 minute plan with the share option can add up to ten (10) Friends & Family numbers. Only calls from Nationwide Coverage Area to designated domestic landline or wireless numbers (excluding Directory Assistance, 900 numbers, or customer's own wireless or Voicemail access numbers) may be added; all qualifying lines on an account share the same Friends & Family numbers, up to account's eligibility limits; My Verizon, My Business Account or Verizon Enterprise Center is required to set up and manage Friends & Family numbers.

Mobile to Mobile Calling: Mobile to Mobile Calling minutes apply when making calls directly to or receiving calls directly from another Verizon Wireless subscriber while in the Nationwide Rate and Coverage area. Mobile to Mobile calls must originate and terminate while both Verizon Wireless subscribers are within the Mobile to Mobile Calling area. Mobile to Mobile Calling is not available (i) with fixed wireless devices with usage substantially from a single cell site, (ii) for data usage including Push to Talk Plus calls, Picture or Video Messaging (iii) if Call Forwarding or No Answer/Busy Transfer features are activated, (iv) for calls to Verizon Wireless customers using any of the International services, (v) for calls to check Voice Mail, (vi) in those areas of Louisiana and Mississippi where the users roaming indicator flashes, (vii) in Canada and Mexico and (viii) to users whose current wireless exchange restricts the delivery of Caller ID And (viiii) for incoming calls if Caller ID is not present or Caller ID Block is initiated. Mobile Calling minutes will be applied before Anytime Minutes.

**Night and Weekend Minutes**: Apply to calls made in a calling plan's rate and coverage area only during the following hours: 12:00 am Saturday through 11:59 pm Sunday and 9:01 pm to 5:59 am Monday through Friday. If both Night and Weekend and Mobile to Mobile Calling minute allowances apply to a given call, Mobile to Mobile Calling minutes will apply before Night and Weekend minutes. However, if either allowance is unlimited, the unlimited allowance will always apply first.

Nationwide for Business Share Option: The Share Option is available to businesses with a minimum of five (5) Nationwide for Business lines on the same account with the share option. The Monthly Anytime Minutes of all lines on an account will be aggregated, and then allocated first to the line with the highest anytime minute usage, and then to the line with the next highest usage.

Push to Talk Plus: Push to Talk Plus (PTT+) capable Equipment required. Push to Talk Plus capable Equipment can only be used with a Push to Talk Plus calling plan. Subscribers switching from a Push to Talk Plus Calling Plan to another calling plan may not be able to use certain Push to Talk Plus capable Equipment with the new plan. Push to Talk Plus calls may only be made with other Verizon Wireless Push to Talk Plus subscribers. Push to Talk Plus Subscribers may initiate or participate on a call, simultaneously, with as many as 250 total participants (total is limited to (50) if interoperating between 3G and 4G participants). Administrators can be designated to manage the Push to Talk contact lists via a single website interface with a single user name/password. . Existing Push to Talk Subscriber Equipment may require a software upgrade to use Push to Talk Plus or replacement with a Push to Talk Plus capable device. Push to Talk Plus is only available within the National Enhanced Services Rate and Coverage Area and WiFi access points. There will be a delay from the time a Push to Talk Plus call is initiated until the Push to Talk Plus call is first received by the called party. If an incoming voice call is received while on a Push to Talk Plus call the voice call may be answered and the Push to Talk Plus placed on hold. If an incoming Push to Talk Plus call is received while on a Push to Talk Plus call the PTT call icon can be selected to connect to the Push to Talk Plus call. If the incoming voice or Push to Talk Plus call is not answered a missed call alert will display. Network registration information will be sent to the Equipment each time it is powered on in the National Enhanced Services Rate and Coverage Area, each time the Subscriber travels into the National Enhanced Services Rate and Coverage Area, and every 12 hours if the Subscriber stays within the National Enhanced Services Rate and Coverage Area. While the updated network registration information is being sent to the Equipment, incoming voice calls will go directly to voice mail. Contact list cannot be modified from certain Equipment. Subscriber cannot prevent others who have the Subscriber's MTN from entering the MTN into their Push to Talk contact list. Only one person can speak at a time during a Push to Talk Plus call. In-Call Talker Override (Talker Priority) allows a pre-determined user priority to take the floor to communicate urgent message over participant. Push to Talk Plus services cannot be used for (i) access to the Internet, intranets or other data networks, except as the device's native applications & capabilities permit, (ii) any applications that tether Equipment to laptops, personal computers or other devices for any purpose. Please visit our website www.verizonwireless.com for additional Push to Talk Plus information.

International Long Distance: You need International Eligibility to make international calls to most countries, but you can make calls to some North American destinations without it. Additional surcharges may apply when calling certain countries; see verizonwireless.com/International for details.

Verizon Wireless International Long Distance Value Plan: International Eligibility required to call most countries. Value Plan feature is not available on all Plans. Rates are subject to change without notice. Standard International Long Distance rates apply in addition to airtime charges per your Plan on calls made from the Verizon Wireless network. Rates and service availability may vary when your phone's banner displays "Extended Network." Value Plan rates apply only on calls to Value Plan Countries made from your Plan's Rate and Coverage Area. If a subscriber's Plan's Rate and Coverage Area includes calls to any Value Plan country, those calls will be billed per the Plan. Except when roaming on another carrier's network, in which case that carrier's rates, taxes and surcharges apply. For Value Plan subscribers, calls made from the Verizon Wireless network to countries not included in the Value Plan will be billed at standard International Long Distance rates. Additional surcharges may apply when calling certain destinations, see <a href="https://www.verizonwireless.com/international">www.verizonwireless.com/international</a> for details.

International Roaming: Some services, such as premium text messaging, directory assistance, entertainment lines and third-party services, may be available, and charges for these services will be billed (along with applicable toll charges) in addition to roaming rates. Message-waiting-indicator service is not available where Text Messaging is not available. When using International Phone, or International Data services, or if you subscribe to a Nationwide Plus Canada or Nationwide Plus Mexico Plan, and you're roaming near country borders, calls may be carried by a cell site located in a neighboring country and billed at that country's rates. Verizon Wireless will terminate your service for good cause if less than half of your voice or data usage over three consecutive billing cycles is on the Verizon Wireless National Enhanced Services Rate and Coverage Area. See verizonwireless.com/International for rates and destinations, which are subject to change without notice. International Eligibility required for GSM roaming, and for roaming in many destinations. Rates, terms and conditions apply only when roaming on participating GSM networks in published destinations. Availability of service, calling features, and Text messaging varies by country and network and may be restricted without notice. You must add International Eligibility to your account to roam in many destinations. Visit verizonwireless.com/naroaming. By using Equipment outside the United States, subscriber is solely responsible for complying with all applicable foreign laws, rules and regulations ("Foreign Laws"), including Foreign Laws regarding use of wireless phones while driving and use of wireless camera phones. Verizon Wireless is not liable for any damages that may result from subscriber's failure to comply with Foreign Laws. Pay as you go rates apply for international voice and data usage when subscriber does not choose a global travel feature.

Roaming in GSM countries: GSM International Phone, activated in the United States with compatible subscriber Identity Module (SIM) card required. Rates, terms and conditions apply only when roaming on participating GSM networks in published International Phone countries. Service may be available in additional countries, but airtime rates, availability of calling features, and ability to receive incoming calls (including return calls from emergency services personnel) may be restricted. See <a href="https://www.verizonwireless.com">www.verizonwireless.com</a> for coverage and airtime rates. Service in certain countries may be blocked without prior notice. Where Text messaging is available, Customer will be charged \$0.50 for each message sent and \$0.05 for each message received. Text messaging rates are subject to change. Text messages may be sent only to MTNs of (i) Verizon Wireless customers, and (ii) customers of foreign wireless carriers that participate in international text messaging. Check <a href="https://www.vtext.com">www.vtext.com</a> for the most current list of participating foreign carriers.

Data Services: Verizon Wireless charges you for all data and content sent or received using our network (including any network overhead and/or Internet Protocol overhead associated with content sent or received), as well as resolution of Internet Protocol addresses from domain names. Sending or receiving data using a virtual private network (VPN) involves additional VPN overhead for which you will be charged. Please note that certain applications or widgets periodically send and receive data in the background, without any action by the user, and you will be billed for such data use. Applications may automatically re-initiate data sessions without you pressing or clicking the SEND or connect button. Data sessions automatically terminate after 24 hours. A data session is inactive when no data is being transferred. Data sessions may seem inactive while data is actively being transferred, or may seem active when the data is actually cached and data is not being transferred. If you have a Data Only plan and use voice service, domestic voice calls will be billed at \$0.25/minute.

Verizon Wireless strives to provide customers with the best experience when using our network, a shared resource among tens of millions of customers. To further this objective, Verizon Wireless has implemented Network Optimization Practices designed to ensure that the overwhelming majority of data customers aren't negatively impacted by the inordinate data consumption of a few users. The reduction can last for the remainder of the current bill cycle and the immediately following bill cycle to ensure high quality network performance for other users at locations and times of peak demand. For a further more detailed explanation of these techniques please visit <a href="https://www.verizonwireless.com/networkoptimization">www.verizonwireless.com/networkoptimization</a>. Data transfer amounts will vary based on application. If you download an audio or video file, the file may be downloaded in sections or in its entirety; data charges will apply to the portion downloaded, regardless of whether you listen to or watch all of it. You may access and monitor your own data usage during a particular billing period, including during the Return Period, by accessing My Verizon online or by contacting Customer Service.

Data Services: Permitted Uses: You can use Verizon Wireless Data Services for accessing the Internet and for such uses as: (i) Internet browsing; (ii) email; (iii) intranet access (including accessing corporate intranets, email and individual productivity applications made available by your company); (iv) uploading, downloading and streaming of audio, video and games; and (v) Voice over Internet Protocol (VoIP).

Data Services: Prohibited Uses. You may not use our Data Services for illegal purposes or purposes that infringe upon others' intellectual property rights, or in a manner that interferes with other users' service, that violates trade and economic sanctions and prohibitions as promulgated by the Departments of Commerce, Treasury or any other U.S. government agency, that interferes with network's ability to fairly allocate capacity among users, or that otherwise degrades service quality for other users. Examples of prohibited usage include: (i) server devices or host computer applications that are broadcast to multiple servers or recipients such that they could enable "bots" or similar routines (as set forth in more detail (ii) below) or otherwise denigrate network capacity or functionality; (ii) "auto-responders," "cancel-bots," or similar automated or manual routines that generate amounts of net traffic that could disrupt net user groups or e-mail use by others; (iii) generating "spam" or unsolicited commercial or bulk e-mail (or activities that facilitate the dissemination of such e-mail); (iv) any activity that adversely affects the ability of other users or systems to use either Verizon Wireless' services or the Internet-based resources of others, including the generation of dissemination of viruses, malware, or "denial of service" attacks; (v) accessing or attempting to access without authority, the information, accounts or devices of others, or to penetrate, or attempt to penetrate Verizon Wireless' or another entity's network or systems; or (vi) running software or other devices that maintain continuous active Internet connections when a computer's connection would otherwise be idle or "any keep alive" functions, unless they adhere to Verizon Wireless' requirements for such usage, which may be changed from time to time.

Verizon Wireless further reserves the right to take measures to protect our network and other users from harm, compromised capacity or degradation in performance. These measures may impact your service, and Verizon Wireless reserves the right to deny, modify or terminate service, with or without notice, to anyone Verizon Wireless believes is using Data Services in a manner that adversely impacts the Verizon Wireless network. Verizon Wireless may monitor your compliance, or other subscribers' compliance, with these terms and conditions, but Verizon Wireless will not monitor the content of the communications except as otherwise expressly permitted or required by law. [See verizonwireless.com/privacy]

Unlimited Data Plans and Features (such as Mobile BroadbandAccess, Push to Talk Plus, and certain VZEmail services) may ONLY be used with wireless devices for the following purposes: (i) Internet browsing; (ii) email; and (iii) intranet access (including access to corporate intranets, email, and individual productivity applications like customer relationship management, sales force, and field service automation). The Unlimited Data Plans and Features MAY NOT be used for any other purpose. Examples of prohibited uses include, without limitation, the following: (i) continuous uploading, downloading or streaming of audio or video programming or games; (ii) server devices or host computer applications, including, but not limited to, Web camera posts or broadcasts, automatic data feeds, automated machine—to—machine connections or peer—to—peer (P2P) file sharing; or (iii) as a substitute or backup for private lines or dedicated data connections. This means, by way of example only, that checking email, surfing the Internet, downloading legally acquired songs, and/or visiting corporate intranets is permitted, but downloading movies using P2P file sharing services and/or redirecting television signals for viewing on laptops is prohibited.

For individual use only and not for resale. We will protect our network from harm, which may impact legitimate data flows. We will limit throughput or amount of data transferred exceeding 25 GB in any given billing cycle on any line, in any given billing cycle, for all additional usage for the remainder of the then-current bill cycle for the line that exceeds the data usage, and reserve the right to deny or terminate service, without notice, to anyone we believe is using an Unlimited Data Plan or Feature in any manner prohibited above or whose usage adversely impacts our network or service levels. Anyone using more than 25 GB per line in a given billing cycle is presumed to be using the service in a manner prohibited above, and we reserve the right to immediately terminate the service of any such person without notice. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB in with prior written notice. We also reserve the right to terminate service upon notification to the customer.

Unlimited VZAccess and VZEmail: Mobile BroadbandAccess, and InternationalAccess data sessions may be used for the following purposes: (i) Internet browsing, (ii) e-mail, and (iii) intranet access (including access to corporate intranets, e-mail and individual productivity applications like customer relationship management, sales force and field service automation). Unlimited VZAccess, VZEmail and Push to Talk Plus services cannot be used (i) for uploading, downloading or streaming of movies, music or games, (ii) with server devices or with host computer applications, other than applications required for BlackBerry or Wireless Sync service, including, but not limited to, Web camera posts or broadcasts, automatic data feeds, Voice over IP (VoIP), automated machine-to-machine connections, or peer-to-peer (P2P) file sharing, or (iii) as a substitute or backup for private lines or dedicated data connections. Additionally, Unlimited VZEmail services cannot be used for, (i) access to the Internet, intranets or other data networks, except as the Equipment's native applications and capabilities permit, or (ii) for any applications that tether Equipment to laptops or personal computers other than for use of the Wireless Sync. Unlimited BroadbandAccess and data sessions automatically terminate after 2 hours of inactivity, unless Subscriber has Mobile IP (MIP) capable Equipment

**Data Roaming:** International Eligibility is needed to roam in many destinations. Only the Canadian Broadband Rate and Coverage Area supports EV-DO. Current coverage details, and list of Other Available Countries can be found at <a href="https://www.verizonwireless.com/International">www.verizonwireless.com/International</a>.

International Data Optional Features: International PC Card required for international use. International PC Cards will not work in the United States or Canada and International Data Optional Features subscribers will need a Mobile Broadband PC card for domestic use. The domestic and International PC Cards cannot be used at the same time. Prior to leaving the United States, subscribers must install International Data Optional Features VZAccess Managers and run the OTA wizard. International Data Optional Features subscribers must activate and update their Preferred Roaming lists while in the National Enhanced Services Rate and Coverage Area every three months. Verizon Wireless reserves the right to terminate the service of any subscriber whose total usage is less than half on the Verizon Wireless National Enhanced Services Rate and Coverage Area over three consecutive billing cycles.

International Email SIM Cards: SIM Cards are available for use with your International PC Card, International Smartphone, or International Phone. Verizon Wireless is not responsible for any unauthorized use of subscriber's SIM Cards and subscriber must safeguard security codes. Placing your InternationalEmail SIM in any other non Smartphone device could result in additional charges or termination of service. Upon termination of service, subscriber must destroy SIM Card.

#### M2M Data Plan Terms and Conditions

A data session is inactive when no data is being transferred, and may seem inactive while data is actively being transferred to a device, or seem active when actually cached and not transferring data. Customer must maintain virus protection when accessing the service and is responsible for all data sent and received including "overhead" (data that is in addition to user-transmitted data, including control, operational and routing instructions, error-checking characters as well as retransmissions of user-data messages that are received in error) whether or not such data is actually received. Verizon Wireless will not be liable for problems receiving Service that result from Customer's device.

Megabyte (MB) Data Plans: M2M data usage is rounded to next full kilobyte at end of each billing cycle. Any unused portion of the megabyte allowance is lost. Equipment will not indicate kilobyte usage.

#### M2M Data Plan Share Options

Share Options: Sharing is available only among Government Subscribers on applicable M2M Low Usage and High Usage calling plans.

Account Share: Customer may activate up to 15 share groups per account. Sharing is available only among M2M Lines on the Mobile Broadband M2M Account Share Plans on the same billing account, in the same usage group (Low Usage and High Usage plans cannot share with each other). Unused KBs will be distributed to M2M Lines with an overage on an as needed basis to M2M Lines on the same billing account that have exceeded their MB allowance during the same monthly billing period. At the end of each bill cycle any unused KBs allowances will be applied to the overages of the other M2M Lines on the same account beginning with the line with the lowest overage need until depleted. Customers subscribing to Mobile Broadband M2M Account Share Plans will be billed on separate billing accounts and invoices from Subscribers to the Mobile Broadband M2M Profile Share Plans.

Profile (Multi-Account) Share: Customer may activate one (1) share group per profile (Low Usage and High Usage plans cannot share with each other); however, customer may have multiple bill accounts on the same profile. Sharing is available only among M2M Lines on the Mobile Broadband M2M Multi-Account Share Plans on the same profile, in the same usage group. Each sharing M2M Lines unused KBs will pass to other sharing M2M Lines that have exceeded their data allowance during the same monthly bill cycle. Unused KBs will be distributed proportionally as a ratio of the KBs needed by each applicable M2M Line to the total KBs needed by all sharing M2M Lines on the same profile. Customers subscribing to Mobile Broadband M2M Profile Share Plans will be billed on separate billing accounts and invoices from Subscribers to the Mobile Broadband M2M Account Share Plans.

#### **Regulatory Surcharges and Fees**

In addition to taxes, charges and fees that Verizon is required to collect, we also collect charges to recover or help defray costs of taxes and governmental surcharges and fees imposed on us, and costs associated with governmental regulations and mandates on our business. These charges include state-specific surcharges and surcharges that are imposed nationwide. These nationwide surcharges include the Federal Universal Service Charge, the Regulatory Charge and the Administrative Charge. These surcharges are

Verizon charges, not taxes, and are subject to change. Because these surcharges are not taxes, your tax exemptions, if any, will not apply to these charges. So long as the customer has not elected to suppress bill notices, we provide notice of surcharge rate changes on the monthly bill.

#### Federal Universal Service Charge

The FCC collects a fee from all carriers for the Federal Universal Service Fund (FUSF). The FCC uses the FUSF monies to promote universally affordable telecommunications and information services to all Americans, including low-income consumers, eligible schools, libraries and rural healthcare providers. The FCC allows carriers to pass through this fee to customers. The Federal Universal Service Charge (FUSC) collected by Verizon is a percentage of the customer's monthly bill and is used to defray the costs of the FUSF. The FUSC is collected on most items on the bill, other than data charges for wireless broadband Internet access, equipment charges and taxes. We also impose state universal service charges. These charges vary by jurisdiction and are subject to change.

#### **Regulatory Charge**

The Regulatory Charge is an assessment that helps defray our ongoing costs of complying with various governmental mandates and assessments. Examples include:

- The cost of the license fees assessed by the FCC
- Costs assessed by the FCC to administer local number portability requirements

This charge is subject to change over time upon notice and is taxable in most jurisdictions.

## **Basic Voice & Smartphone Plans**

#### **Basic & Smartphone Plans**

| Flexible Business Plans For Basic & Smartphones   |                           |  |                    |                    |                    |                     |
|---|---------------------------|--|--------------------|--------------------|--------------------|---------------------|
| The calling plans below reflect the monthly access fee discount. No additional discounts apply. |                           |  |                    |                    |                    |                     |
|   | Basic Smartphones Phones* |  |                    |                    |                    |                     |
| Monthly Access Fee  | \$35.00<br>(92731)        | \$65.00<br>(92732)                                     | \$75.00<br>(92736) | \$85.00<br>(92737) | \$95.00<br>(92738) | \$105.00<br>(92740) |
| Monthly Access Fee<br>21% Discount Applied  | \$27.65                   | \$51.35  | \$59.25            | \$67.15            | \$75.05            | \$82.95             |
| Shared Data Allowance   | 100 MB                    | 2 GB   | 6 GB               | 8 GB               | 10 GB              |                     |
| Data Overage  |                           |  | \$10.00            | D per GB           |                    |                     |
| Mobile Hotspot <sup>1</sup>   |                           |  | Inc                | luded              |                    |                     |
| Monthly Anytime Minutes   |                           | Unlimited  |                    |                    |                    |                     |
| Messaging Allowance <sup>2</sup>  |                           | Unlimited Domestic and International Messaging         |                    |                    |                    |                     |
|   | Optional Features         |  |                    |                    |                    |                     |
| Domestic Push to Talk Plus  |                           | Additional monthly access fee per line \$5.00 per line |                    |                    |                    |                     |

**Notes**: Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network; and the 3G and 3G Extended networks, while available. For avoidance of doubt, Verizon's 5G Nationwide® network is a separate network from Verizon's 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at <a href="www.verizonwireless.com/international">www.verizonwireless.com/international</a>. Lines activating on these plans must be on 5G Nationwide or 4G LTE basic phones, or 5G Nationwide or 4G HD voice-capable smartphones, except that existing lines on 3G basic phones or smartphones may change to these plans while 3G service is available.

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

<sup>&</sup>lt;sup>1</sup>Mobile Hotspot is available on all capable devices and allows a line to share its data allowance with multiple Wi-Fi enabled devices.

<sup>&</sup>lt;sup>2</sup>Unlimited Messaging from within the United States to anywhere in the world where messaging services are available. For other messaging rates go to <a href="https://www.verizonwireless.com">www.verizonwireless.com</a>.

| Custom Nationwide <sup>1</sup> Additional Line Voice Share Plan <sup>1</sup> Government Subscribers Only |   |  |  |  |  |  |
|--|---|--|--|--|--|--|
| The plans below reflect the monthly access fee discount. No additional discounts apply.                  |   |  |  |  |  |  |
| Monthly Access Fee   | <b>\$19.99</b><br>(ASH-83498)<br>(PSH-83493)  |  |  |  |  |  |
| Monthly Anytime Voice Minutes  | O Minutes  Minutes can be shared from other voice and/or voice and data bundled plans.        |  |  |  |  |  |
| Per Minute Overage Rate After Allowance  | \$0.25  |  |  |  |  |  |
| Night and Weekend Minutes  | Unlimited (72709)   |  |  |  |  |  |
| Mobile to Mobile Minutes   | Unlimited   |  |  |  |  |  |
| Domestic Roaming and Long Distance Charges   | Included  |  |  |  |  |  |
| Data Sent or Received <sup>1,2</sup>   | Per data package  |  |  |  |  |  |
|  |   |  |  |  |  |  |
| Data Package <sup>2</sup>  | Basic phones - <b>\$10</b> for 75 MB (77810)<br>Basic phones - <b>\$12</b> for 300 MB (85533) |  |  |  |  |  |
| 4G Push to Talk Plus (device dependent)  | \$5.00 per user, per month (4G Smartphones-80598; 4G Basic/Smart-80590)                       |  |  |  |  |  |

**Notes:** Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G LTE network, and the 3G/3G Extended networks, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on these plans must be on 4G LTE basic phones, 4G LTE smartphones, or 5G Nationwide smartphones. Customer must have five (5) or more lines on a single account to qualify. No more than 50% of the total Subscriber lines on Share Plans can be placed on the Custom Nationwide Additional Line Voice Share Plans.

<sup>1</sup>Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at <a href="https://www.verizonwireless.com/international">www.verizonwireless.com/international</a>.

<sup>2</sup>The 4G Basic phones have data blocked as default; Smartphones require a data package.

**Account Share Voice Sharing:** At the end of each billing cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need.

**Profile Share Voice Sharing:** At the end of each billing cycle, any unused voice allowances for lines sharing across multiple accounts on the same profile/Company ID will be applied proportionally to all lines with overages.

#### **PTT Plus Plans**

#### **Custom Nationwide 4G Basic Phone Push to Talk Plus-Only Plan**

**Government Subscribers Only** 

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

| p |                             |                        |  |  |
|---|-----------------------------|------------------------|--|--|
|   | Monthly Access Fee*         | <b>\$19.99</b> (94244) |  |  |
|   | Monthly Push to Talk Plus** | Unlimited              |  |  |
|   | Voice Per Minute Rate       | \$0.25                 |  |  |

**Notes:** Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® Nationwide® network, 4G LTE network, and the 3G/3G Extended networks, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network.

Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at <a href="https://www.verizonwireless.com/international">www.verizonwireless.com/international</a>. Lines activating on this plan must be on 4G PTT Plus-compatible Basic phones only, which do not require data to operate PTT Plus.

\*Corporate Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Coverage Area). If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls. \*\*Push to Talk Plus is only available in the United States and can only be used with a 4G PTT Plus-compatible device.

#### **Smartphone Only Plans**

| Custom America's Choice <sup>SM</sup> 4G Smartphone Voice Share and Unlimited Data Plans <sup>1</sup> |   |  |             |  |  |  |  |
|---|---|--|-------------|--|--|--|--|
| Government Subscribers Only   |   |  |             |  |  |  |  |
| The plans below reflect the monthly access fee discount. No additional discounts apply.               |   |  |             |  |  |  |  |
| Monthly Access Fee (pre-discount)   | \$54.99 \$60.99 \$74.99   |  |             |  |  |  |  |
| Monthly Access Fee (21% discount applied)   | \$43.44   | \$48.18                                      | \$59.24     |  |  |  |  |
|   | 200   | 400  | 600         |  |  |  |  |
| Monthly Anytime Voice Minutes (with Sharing) <sup>1</sup>   | (ASH-89664)   | (ASH-89654)                                  | (ASH-89655) |  |  |  |  |
|   | (PSH-89671)   | (PSH-89667)                                  | (PSH-89668) |  |  |  |  |
| Per Minute Overage Rate After Allowance   | \$0.25  |  |             |  |  |  |  |
| Night and Weekend Minutes   | Unlimited (72709)   |  |             |  |  |  |  |
| Mobile to Mobile Minutes  | Unlimited   |  |             |  |  |  |  |
| Domestic Roaming and Long Distance Charges  | Included  |  |             |  |  |  |  |
| Data Allowance for Email  |   | Unlimited <sup>2</sup>                       |             |  |  |  |  |
| Domestic Messaging (Text, Picture, Video)   |   | Unlimited (76849)                            |             |  |  |  |  |
| Friends and Family for Covernment   | NI/A  | Up to 10 numbers for entire Account, not per |             |  |  |  |  |
| Friends and Family for Government   | N/A   | user   |             |  |  |  |  |
|   |   |  |             |  |  |  |  |
|   |   | \$2.00 partical parma                        | n+h         |  |  |  |  |
| 4G Push to Talk Plus (device dependent)   | <b>\$2.00</b> per user, per month (4G Smartphones-81129 or 81174) |  |             |  |  |  |  |
|   | (40   | 3 3martphones-61129 Of                       | 011/4/      |  |  |  |  |

**Notes:** Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® Nationwide® network, 4G LTE network, and the 3G/3G Extended networks, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on these plans must be on 4G LTE or 5G Nationwide smartphones.

<sup>1</sup>Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at <a href="https://www.verizonwireless.com/international">www.verizonwireless.com/international</a>.

<sup>2</sup>If 25 GB of domestic data usage is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage.

**Account Share Voice Sharing:** At the end of each billing cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need.

**Profile Share Voice Sharing:** At the end of each billing cycle, any unused voice allowances for lines sharing across multiple accounts on the same profile/Company ID will be applied proportionally to all lines with overages.

| Custom 4G Unlimited Smartphone Plan for Public Sector  Government Subscribers Only  The plan below reflects the monthly access fee discount. No additional discounts apply. |                 |  |  |  |
|---|-----------------|--|--|--|
| Monthly Access Fee (pre-discount)   | \$65.00 (26355) |  |  |  |
| Monthly Access Fee (21% discount applied)   | \$51.35         |  |  |  |
| Monthly Anytime Minutes   | Unlimited       |  |  |  |
| Data Allowance <sup>1</sup>   | Unlimited       |  |  |  |
| Mobile Hotspot <sup>2</sup>   | Unlimited       |  |  |  |
| Domestic Long Distance Toll Free  | Included        |  |  |  |
| Domestic and International Messaging Allowance <sup>3</sup>   | Unlimited       |  |  |  |

**Notes:** Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G LTE network, and the 3G/3G Extended networks, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. No domestic roaming charges or long distance charges. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at <a href="www.verizonwireless.com/international">www.verizonwireless.com/international</a>. Lines activating on this plan must be on 5G Nationwide or 4G LTE smartphones.

<sup>1</sup>After 10 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 480p.

<sup>2</sup>Mobile Hotspot is available on all capable devices and allows the line to share data allowance with multiple Wi-Fi enabled devices. If 10 GB of Mobile Hotspot data usage is exceeded on any line in any given billing cycle, Verizon will limit the data throughput speeds to up to 600 Kbps for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage.

<sup>3</sup>Unlimited messaging from within the United States to anywhere in the world where messaging services are available. For other messaging rates go to <a href="https://www.verizonwireless.com">www.verizonwireless.com</a>.

G-53480

\*\*\*Plan 23655 is eligible to use Travel SPO 383. Please visit verizonwireless.com/international for rates and destinations, which are subject to change without notice. \*\*\*

#### America's Choice for GTA Voice & 4G Data: Add-A-Line Plan

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

America's Choice SM for GTA Voice & 3G/4G Data: Add-a-Line Plan

**Government Subscribers Only** 

| <b>\$34.99<sup>1</sup></b> (84964)                                       |
|--|
| 0 Minutes<br>Minutes can share minutes from voice & data bundle<br>plans |
| \$0.25   |
| Unlimited  |
| Unlimited  |
| Included   |
| Unlimited*   |
|  |

Optional Feature

Domestic Text (SMS) Unlimited

Notes: <sup>1</sup>The \$34.99 Add-a-Line plan can only be 50% of an accounts total share lines. The \$34.99 Add-A-Line plan shares with the America's Choice SM for GTA Voice & 3G/4G Data 200, 400, and 600 minute plans. \* Verizon Wireless will limit the data throughput speeds should 25 GB of data usage be reached in any given billing cycle on any line. Data throughput speeds for additional usage will be limited for the remainder of the then-current bill cycle for the line(s) that exceed the 25 GB high-speed data usage threshold. We reserve the right to adjust data throughput limitation thresholds to as low as 5GB with prior written notice.

Account Share - Voice Sharing (Domestic Only): At the end of each bill cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need.

#### **Other Voice Plans**

# Custom 4G Wireless Home Phone for Government Voice Plan<sup>1</sup> Government Subscribers Only This plan is NOT eligible for monthly access fee discounts Monthly Access Fee

Monthly Access Fee \$20.00 (93792)

Monthly Anytime Minutes Unlimited

**Notes:** This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G LTE network, and the 3G/3G Extended networks, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. No domestic roaming charges or long distance charges. Activation on this plan requires a separate billing account. Activations on the plan are limited to no more than 9 lines per account. This is not a Home Phone service. This service is generally utilized to replace POTS lines.

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

Verizon Wireless I Confidential I Subject to Contract

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| Smartwatch with NumberShare Unlimited Plan - Government  This plan is not eligible for monthly access fee discounts. |  |  |  |  |
|--|--|--|--|--|
| Monthly Access Fee \$10.00 (13413)   |  |  |  |  |
| Domestic Anytime Minutes Unlimited   |  |  |  |  |
| Domestic Data Allowance <sup>2</sup> Unlimited   |  |  |  |  |
| Domestic and International Messaging Allowance <sup>3</sup> Unlimited  |  |  |  |  |

**Notes:** This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. This plan is for use only in the United States on the Verizon Wireless 4G network. When NumberShare is active on a 4G Smartwatch, certain services will not work on the Smartwatch device including: Call Forwarding, No Answer Transfer, Busy Transfer, Caller Name ID, Voicemail (access voicemail on the Smartwatch device by dialing the host smartphone number and pin)), and RingBack Tones. Calls and messages to/from blocked contacts will not be blocked on the Smarthwatch when NumberSharing with a host smartphone. Verizon does not guarantee that NumberShare will work at all times in every situation and the service works only with eligible devices.

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

#### Wireless Data & M2M Plans

#### **Mobile Broadband**

| Business Unlimited Plus Data Device Plan                    |          |  |  |  |
|---|----------|--|--|--|
| Government Subscribers Only                                 |          |  |  |  |
| This plan is NOT eligible for monthly access fee discounts. |          |  |  |  |
| Monthly Access Fee* \$45.00 (53537)                         |          |  |  |  |
| 4G and 5G Ultra Wideband Data Allowance Unlimited           |          |  |  |  |
| including Mobile Hotspot <sup>1, 2</sup>                    | ominited |  |  |  |

**Notes:** This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® network, 5G Ultra Wideband network, 4G network, and the 3G and 3G Extended networks, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on this plan must be on a 5G or 4G mobile broadband data device, including jetpacks, USBs/air cards, netbooks, and notebooks. A 5G device is required to receive 5G Ultra Wideband (UWB) service.

\*Corporate Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Rate and Coverage Area). If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls.

<sup>1</sup>If the combined 4G and 5G data usage exceeds 60 GB of domestic data usage on any line in any given billing cycle, usage may be prioritized behind other customers in the event of 4G or 5G Nationwide network area congestion and Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional usage while on the 4G and 5G Nationwide network, and up to 3 Mbps when on the 5G UWB network for the remainder of the then-current billing cycle for the line that exceeds the data usage. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global-capable device.

<sup>2</sup>Mobile Hotspot is available on all capable devices and allows the line to share data allowance with multiple Wi-Fi enabled devices.

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

G-72169

<sup>&</sup>lt;sup>2</sup>Usage may be prioritized behind other customers in the event of network congestion.

<sup>&</sup>lt;sup>3</sup>Unlimited messaging from within the United States to anywhere in the world where messaging services are available.

# Custom 4G Unlimited Mobile Broadband Plan Government Subscribers Only A discount has been applied and this plan is not eligible for any further discounts. Discounted Monthly Access Fee \$37.99 (95431) Data Allowance Unlimited¹

**Notes:** Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network; and the 3G and 3G Extended networks, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at <a href="www.verizonwireless.com/international">www.verizonwireless.com/international</a>. Lines activating on this plan must be on 5G Nationwide or 4G mobile broadband data devices, including jetpacks, USBs/air cards, netbooks and notebooks.

<sup>1</sup>If 25 GB of domestic data usage is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage.

G-55359

# Business Unlimited Tablet Pro Plan Government Subscribers Only This plan is NOT eligible for monthly access fee discounts. Monthly Access Fee \$40.00 (52599) Data Allowance¹ Unlimited 5G Ultra Wideband Data Allowance Unlimited Mobile Hotspot² Unlimited

**Notes:** This is a generally available retail plan, and is subject to change without notice. Current coverage details and additional plan information can be found at www.verizonwireless.com. Coverage includes the Verizon Wireless 5G Nationwide® network, 5G Ultra Wideband network, 4G network, and the 3G and 3G Extended networks, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on this plan must be on a 5G or 4G HD tablet.

<sup>1</sup>This plan includes the United States, Canada, and Mexico for voice, messaging, and data. After 35 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of 4G and 5G Nationwide network area congestion. A 5G device is required to receive 5G Ultra Wideband (UWB) service. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p while in 4G and 5G Nationwide network areas, and, will apply video streaming up to 4K when in 5G UWB network service areas. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global-capable device.

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

G-72515

| Public Sector 4G Mobile Broadband Share Plans   |  |                                     |         |  |  |  |
|---|--|-------------------------------------|---------|--|--|--|
| Government Subscribers Only  The plans below reflect the monthly access charge discount. No additional discounts apply. |  |                                     |         |  |  |  |
| The plans belo  | w reflect the monthly access charge of | ilscount. No additional discounts a | рріу.   |  |  |  |
| Monthly Access Fee  | \$37.99                                | \$59.99                             | \$99.99 |  |  |  |
| Wontiny Access ree  | (90238)                                | (90240)                             | (90241) |  |  |  |
| Data Allowance (Shared)   | (Shared) 5 GB 10 GB 20 GB              |                                     |         |  |  |  |
| Data Overage Rate   | \$8.00 per GB                          |                                     |         |  |  |  |

**Notes:** Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network, and 3G network, while available (no domestic roaming or international roaming.) For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at <a href="www.verizonwireless.com/international">www.verizonwireless.com/international</a>. Lines activating on these plans must be on 5G Nationwide or 4G mobile broadband devices. These plans are for domestic data-only devices, on the Verizon Wireless network only. These plans are able to share data with each other.

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

| Flexible Business Plans For Data Devices  The plans below reflect the monthly access fee discount. No additional discounts apply.* |                   |   |                    |                    |                                |                              |                    |
|--|-------------------|---|--------------------|--------------------|--------------------------------|------------------------------|--------------------|
|  | Connected Devices | Connected Devices,<br>Tablets, Netbooks,<br>Notebooks | Connecte           | -                  | blets, Netboo<br>obile Broadba | ks, Notebooks,<br>nd Devices | Jetpacks,          |
| Monthly Access Fee   | \$5.00<br>(92739) | \$10.00<br>(92741)                                    | \$35.00<br>(92742) | \$45.00<br>(92744) | \$55.00<br>(92745)             | \$65.00<br>(92746)           | \$75.00<br>(92747) |
| Monthly Access Fee<br>(21% Discount Applied)   | \$5.00            | \$10.00   | \$27.65            | \$35.55            | \$43.45                        | \$51.35                      | \$59.25            |
| Shared Data Allowance  | 1 MB              | 100 MB  | 2 GB               | 4 GB               | 6 GB                           | 8 GB                         | 10 GB              |
| Data Overage Rate \$10.00 per GB   |                   |   |                    |                    |                                |                              |                    |

Notes: These are generally available retail plans, and are subject to change without notice. Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network; and the 3G and 3G Extended networks, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at <a href="www.verizonwireless.com/international">www.verizonwireless.com/international</a>. Lines activating on these plans must be on 5G Nationwide or 4G data devices, such as connected devices, USBs, tablets, notebooks, jetpacks, etc., as indicated above.

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

<sup>\*</sup> Plans with a monthly access fee of \$34.99 and above are eligible for monthly access fee discounts.

| Flexible Business Plans For Data Devices - Connected Device / Internet with Voice  The calling plans below reflect the monthly access fee discount. No additional discounts apply.* |                                    |                    |                    |                    |                    |                  |
|---|------------------------------------|--------------------|--------------------|--------------------|--------------------|------------------|
|   | Connected Broadband Router Device* |                    |                    |                    |                    |                  |
| Monthly Access Fee  | \$5.00<br>(94532)                  | \$65.00<br>(94495) | \$75.00<br>(94496) | \$85.00<br>(94497) | \$95.00<br>(94500) | \$105.00 (94504) |
| Monthly Access Fee<br>(21% Discount Applied)  | \$5.00                             | \$51.35            | \$59.25            | \$67.15            | \$75.05            | \$82.95          |
| Shared Data Allowance   | 1 MB                               | 2 GB               | 4 GB               | 6 GB               | 8 GB               | 10 GB            |
| Domestic Data Overage Rate \$10.00 per GB   |                                    |                    |                    |                    |                    |                  |

**Notes**: Current coverage details and additional plan and feature information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. 4G service requires 4G Equipment and 4G coverage. Government subscribers only.

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

<sup>\*</sup> Plans with a monthly access fee of \$34.99 and above are eligible for monthly access fee discounts.

#### **MACHINE-TO-MACHINE PLANS (formerly Telemetry Plans)**

| Custom Machine-to  | Custom Machine-to-Machine Share Plans: Low Usage Group                                     |                       |                   |             |             |  |
|--|--|-----------------------|-------------------|-------------|-------------|--|
| The plans below reflect the n  | The plans below reflect the monthly access charge discount. No additional discounts apply. |                       |                   |             |             |  |
|  | \$5.00   | \$7.00                | \$10.00           | \$15.00     | \$18.00     |  |
| Monthly Access Fee   | (ASH-87640)  | (ASH-87641)           | (ASH-87642)       | (ASH-87643) | (ASH-87644) |  |
|  | (PSH-87660)  | (PSH-87661)           | (PSH-87662)       | (PSH-87663) | (PSH-87664) |  |
| Data Allowance - Shared  | 1 MB   | 5 MB                  | 25 MB             | 50 MB       | 150 MB      |  |
| Data Overage Rate Per MB   |  |                       | \$1.00 per MB     |             |             |  |
| Custom Machine-to-Machine Share Plans: High Usage Group <sup>2</sup> |  |                       |                   |             |             |  |
| Plans with a monthly access charge of \$                             | 34.99 or higher are  | eligible to receive a | monthly access cl | harge       |             |  |
| \$20.00 \$25.00 \$50.00 \$80.00                                      |  |                       |                   |             |             |  |
| Monthly Access Fee (pre-discount)                                    | (ASH-87645)  | (ASH-8764             | .6) (ASH-         | 87647)      | (ASH-87648) |  |
|  | (PSH-87665)  | (PSH-8766             | 8) (PSH-          | 87671)      | (PSH-87673) |  |
| Monthly Access Fee (21% discount applied)                            | N/A N/A \$39.50 \$63.20  |                       |                   |             |             |  |
| Data Allowance - Shared  | 250 MB   | 1 GB                  | 5                 | GB          | 10 GB       |  |
| Data Overage Rate Per MB \$0.015 per MB                              |  |                       |                   |             |             |  |

**Notes:** Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network, and the 3G and 3G Extended networks, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at <a href="www.verizonwireless.com/international">www.verizonwireless.com/international</a>. Lines activating on these plans must be on 5G Nationwide or 4G machine-to-machine devices. Government subscribers may supply their own authenticated Equipment (CPE) approved by Verizon Wireless to be activated on these plans. Netbook, Smartphone, and Tablet devices are not eligible for Machine-to-Machine pricing.

<sup>1</sup>The Low Usage Group plans can share data with each other. They do not share with the High Usage Group plans. Profile Sharing will require separate profiles.

<sup>2</sup>The High Usage Group plans can share data with each other. They do not share with the Low Usage Group plans. Profile Sharing will require separate profiles.

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

**Profile Share Data Sharing:** Sharing among M2M lines on the same profile/Company ID is available only among M2M lines active on these plans. At the end of each billing cycle, any unused data allowances for lines sharing across multiple accounts will be applied proportionally to all lines with an overage. Any remaining overage will be billed in KBs.

| Public Sector 4G Machine-to-Machine Share Plans |  |         |         |  |  |
|---|--|---------|---------|--|--|
|   | Government Subscribers Only  |         |         |  |  |
| The plans below                                 | The plans below reflect the monthly access charge discount. No additional discounts apply. |         |         |  |  |
| \$37.99 \$59.99 \$99.99                         |  |         |         |  |  |
| Monthly Access Fee                              | (90232)  | (90234) | (90235) |  |  |
| Data Allowance (Shared)5 GB10 GB20 GB           |  |         |         |  |  |
| Data Overage Rate \$8.00 per GB                 |  |         |         |  |  |

Notes: Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network, and 3G network, while available (no domestic roaming or international roaming.) For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Usage outside of the United States will be billed at the international travel feature rate, if applicable, or pay as you go pricing, which can be found at <a href="www.verizonwireless.com/international">www.verizonwireless.com/international</a>. Lines activating on these plans must be on 5G Nationwide or 4G machine-to-machine devices. Netbook, Smartphone, and Tablet devices are not eligible for Machine-to-Machine pricing. These plans are for domestic data-only devices, on the Verizon Wireless network only. These plans are able to share data with each other.

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

| Machine-to-Machine (M2M) Wireless Backup Router Plan                                    |  |  |  |
|---|--|--|--|
| Government Subscribers Only   |  |  |  |
| The plan below reflects the monthly access fee discount. No additional discounts apply. |  |  |  |
| Monthly Access Fee \$10.00 (28075)  |  |  |  |
| Monthly Data Allowance 25 MB  |  |  |  |
| Data Overage Rate \$10.00 per GB  |  |  |  |

**Notes:** Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network, and 3G network, while available (no domestic roaming or international roaming.) For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Subscribers on this plan cannot place or receive voice calls other than to 611 or 911 (these calls may be placed anywhere in the Nationwide Coverage Area). If the voice block feature is removed, there will be a \$0.25 per minute charge for voice calls.

During an outage of the primary connection, all usage within the billing cycle in excess of the 25 MB allowance will be charged at the overage rate of \$10.00 per GB. Text messaging feature packages may be added to this plan. The Wireless Router Plan is approved for use as a backup solution for business continuity only and is not to be used for primary connectivity. Verizon Wireless reserves the right to move Customer to the standard commercial 5 GB M2M price plan should usage on the lines provisioned on the M2M Wireless Backup Router Plan exceed 1 GB for three (3) consecutive months.

#### International Plans & Features

| Custom 4G Nationwide for Business Plans with Unlimited Domestic Data and Unlimited         |   |                        |                        |  |  |  |
|--|---|------------------------|------------------------|--|--|--|
| International Travel Data  |   |                        |                        |  |  |  |
| Government Subscribers Only  |   |                        |                        |  |  |  |
| The plans below reflect the monthly access charge discount. No additional discounts apply. |   |                        |                        |  |  |  |
| Monthly Access Fee (non-share)   | Monthly Access Fee (non-share) \$82.04 \$98.70        |                        |                        |  |  |  |
| Monthly Access Fee (voice share)   | \$84.60   |                        | \$101.27               |  |  |  |
| Monthly Access Fee (non-share) (21% discount applied)                                      | \$64.81   |                        | \$77.97                |  |  |  |
| Monthly Access ree (non-share) (21% discount applied)                                      | (97955)   |                        | (97956)                |  |  |  |
|  | \$66.83   |                        | \$80.00                |  |  |  |
| Monthly Access Fee (voice share) (21% discount applied)                                    | (ASH-97957)   |                        | (ASH-97958)            |  |  |  |
|  | (PSH-97973)   |                        | (PSH-97974)            |  |  |  |
| Monthly Domestic Anytime Voice Minutes   | 400 600   |                        |                        |  |  |  |
| <b>Domestic Per Minute Overage Rate After Allowance</b>                                    |   | \$0.25                 |                        |  |  |  |
| Domestic Night and Weekend Minutes   |   | Unlimited              |                        |  |  |  |
| Domestic Mobile to Mobile Minutes  |   | Unlimited              |                        |  |  |  |
| Domestic Roaming and Long Distance Charges   |   | Included               |                        |  |  |  |
| Domestic Messaging (Text, Picture, Video)  |   | Unlimited              |                        |  |  |  |
| Friends and Family for Government  | Included - up to 10 numbers per Account, not per user |                        |                        |  |  |  |
| Domestic Data Allowance  | Unlimited <sup>2</sup>                                |                        |                        |  |  |  |
| International Travel Data Allowance <sup>1</sup>   |   | Unlimited <sup>3</sup> |                        |  |  |  |
|  | Canada and Mexico                                     | Zone 1                 | Zone 2                 |  |  |  |
| International Travel Voice Paygo   | Canada and MEXICO                                     | Countries <sup>4</sup> | Countries <sup>5</sup> |  |  |  |

| 4G Push to Talk Plus (device dependent) | <b>\$2.00</b> per user, per month |
|---|-----------------------------------|
|   | (4G Smartphones-81129 or 81174)   |

\$0.69/minute

\$0.99/minute

\$1.99/minute

**Notes:** Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Domestic coverage includes the Verizon Wireless 5G Nationwide® network, 4G LTE network, and the 3G and 3G Extended networks, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Lines activating on these plans must be on 4G LTE or 5G Nationwide global-capable smartphones.

<sup>1</sup>The international travel data allowance applies in Canada, Mexico, and the rest of the world where coverage is available; aircraft and cruise ship data usage are not included. To see supported countries and rates for services such as voice, messaging, and non-terrestrial (aircraft and cruise ship) voice rates, go to verizonwireless.com/international. Verizon Wireless will terminate a line of service if more than half of the usage over three consecutive billing cycles is outside of the United States, following 30 days' notice to Customer.

<sup>2</sup>If 5 GB of Domestic data usage is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds to up to 600 Kbps for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage.

<sup>3</sup>If 2GB of International Travel data usage is exceeded on any line in any given billing cycle, Verizon Wireless will limit the data throughput speeds up to 200 Kbps for additional usage for the remainder of the then-current billing cycle for the line that exceeds the data usage.

<sup>4</sup>Zone 1 Countries are as follows: Albania, American Samoa, Andorra, Anguilla, Antartica-Scott Base, Antigua, Argentina, Aruba, Australia, Austria, Bahamas, Barbados, Belarus, Belgium, Belize, Bermuda, Bolivia, Bosnia and Herzegovina, Brazil, British Virgin Islands, Brunei, Bulgaria, Cambodia, Cayman Islands, Chile, China, Colombia, Cook Islands, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominica, Dominican Republic, Ecuador, El Salvador, Estonia, Falkland Islands, Faroe Islands, Fiji Islands, Finland, France, French Guiana, French Polynesia, Germany, Gibraltar, Greece, Greenland,

Grenada, Guadeloupe, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, Hungary, Iceland, India, Ireland, Italy, Jamaica, Latvia, Liechtenstein, Lithuania, Luxembourg, Macao, Macedonia, Malaysia, Malta, Martinique, Moldova, Monaco, Montenegro, Nauru, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nicaragua, Norfolk Islands, Northern Mariana Islands, Norway, Palau, Panama, Papua New Guinea, Paraguay, Peru, Poland, Portugal, Reunion, Romania, Russia, Samoa, San Marino, Serbia, Singapore, Sint Maarten, Slovakia, Slovenia, Solomon Islands, South Korea, Spain, St. Barthelemy, St. Kitts and Nevis, St. Lucia, St. Martin, St. Vincent and Grenadines, Suriname, Sweden, Switzerland, Taiwan, Thailand, Tonga, Turkey, Turks and Caicos Islands, Ukraine, United Kingdom (England, Northern Ireland, Scotland, and Wales), Uruguay, Vanuatu, Vatican City, Venezuela, Vietnam.

<sup>5</sup>Zone 2 Countries are as follows: Afghanistan, Algeria, Angola, Armenia, Azerbaijan, Bahrain, Bangladesh, Benin, Bhutan, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde Islands, Central African Republic, Chad, Comoros, Congo, Cuba, Curacao, Djibouti, East Timor, Egypt, Equatorial Guinea, Ethiopia, Gabon, Gambia, Georgia, Ghana, Guinea, Guinea-Bissau, Indonesia, Iraq, Israel, Ivory Coast, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Madagascar, Malawi, Maldives, Mali, Mauritania, Mauritius, Mayotte Island, Micronesia, Mongolia, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nepal, Niger, Nigeria, Oman, Pakistan, Palestinian Territories, Philippines, Qatar, Rwanda, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Somalia, South Africa, South Sudan, Sri Lanka, St. Helena, St. Pierre and Miquelon, Sudan, Swaziland, Syria, Tajikistan, Tanzania, Togo, Trinidad and Tobago, Tunisia, Turkmenistan, U.S. Virgin Islands, Uganda, United Arab Emirates, Uzbekistan, Yemen, Zambia, Zimbabwe.

Other available countries will be billed at the Zone 2 rates. The lists of countries are subject to change.

**Domestic Account Share Voice Sharing:** At the end of each billing cycle, any unused voice allowances for lines sharing on the same account will be applied to the overages of the other lines on the same account beginning with the line with the highest overage need.

**Domestic Profile Share Voice Sharing:** At the end of each billing cycle, any unused voice allowances for lines sharing across multiple accounts on the same profile/Company ID will be applied proportionally to all lines with overages.

| Government Subscribers Only This feature is not eligible for monthly access fee discounts. |                    |                    |  |
|--|--------------------|--------------------|--|
| Monthly Expiring   | SPO – 1324         | SPO – 1328         |  |
| Monthly Access Fee <sup>†</sup>  | \$70.00            | \$130.00           |  |
| International Travel Voice Allowance   | 100 Minutes        | 250 Minutes        |  |
| International Travel Voice Overage rate  | \$0.35             | per min            |  |
| International Travel Messaging Allowance   | 100 Sent Messages  | 1000 Sent Messages |  |
| International Travel Messaging Overage Rate  | \$0.05 per Message |                    |  |
| International Travel Data Allowance††  | 0.5 GB             | 2 GB               |  |
| International Travel Data Overage Rate   | \$25 per 0.5 GB    |                    |  |

**Notes**: Current coverage details and additional feature information can be found at <a href="https://www.verizonwireless.com">www.verizonwireless.com</a>. This pricing is only available to 4G world devices. The international bundles are not available in non-covered countries or on cruise ships. Customers in Puerto Rico and the US Virgin Islands are billed using their domestic plans. Messaging allowances apply to text and multi-media messages. Multi-media messaging also uses data (which varies by message).

This is a current retail feature and is subject to change or be discontinued with 30 days' notice to the customer.

| International Travel 4G Data, Voice and Messaging Feature  Government Subscribers Only  This feature is not eligible for monthly access fee discounts. |                    |                    |
|--|--------------------|--------------------|
| Monthly Reoccurring  | SPO – 1327         | SPO - 1329         |
| Monthly Access Fee <sup>†</sup>  | \$70.00            | \$130.00           |
| International Travel Voice Allowance   | 100 Minutes        | 250 Minutes        |
| International Travel Voice Overage rate  | \$0.35 per min     |                    |
| International Travel Messaging Allowance   | 100 Sent Messages  | 1000 Sent Messages |
| International Travel Messaging Overage Rate  | \$0.05 per Message |                    |
| International Travel Data Allowance <sup>††</sup>  | 0.5 GB             | 2 GB               |
| International Travel Data Overage Rate   | \$25 per 0.5 GB    |                    |

**Notes**: Current coverage details and additional feature information can be found at <a href="https://www.verizonwireless.com">www.verizonwireless.com</a>. This pricing is only available to 4G world devices. The international bundles are not available in non-covered countries or on cruise ships. Customers in Puerto Rico and the US Virgin Islands are billed using their domestic plans. Messaging allowances apply to text and multi-media messages. Multi-media messaging also uses data (which varies by message).

This is a current retail plan and is subject to change or be discontinued with 30 days' notice to the customer.

| 4G Business TravelPass Feature <sup>1</sup> |                         |  |
|---|-------------------------|--|
| Government Subscribers Only                 |                         |  |
| Rates are not eligible for discounts.       |                         |  |
| Canada and Mexico Daily Rate <sup>2</sup>   | <b>\$5.00</b> (SPO 383) |  |
| Rest of World Daily Rate <sup>2,3</sup>     | \$10.00                 |  |
| Non-Travel Pass Countries <sup>4</sup>      | Pay As You Go Rates     |  |

**Notes:** <sup>1</sup>This feature requires a 4G or 5G World Device. <sup>2</sup>The daily rate covers a 24-hour time period. <sup>3</sup>For eligible countries, <sup>4</sup>non-TravelPass country rates, and additional information, go to <a href="www.verizonwireless.com/international">www.verizonwireless.com/international</a>. For voice-capable devices, this feature may be added to plans that have an unlimited or capped data allowance using the account share option. For data-only devices, this feature may be added to lines that have an unlimited or capped data allowance using the account share option. For data usage in Canada and Mexico and all Rest of World TravelPass countries, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. All data usage decrements from the domestic data allowance when added to a capped allowance plan. Verizon Wireless will terminate a line if more than half of the usage over three consecutive billing cycles is outside of the United States, following 30 days' notice to Customer. This is a generally available retail feature and is subject to change without notice.

This feature can only be added to lines activated on the following plan under this Agreement: Custom 4G Verizon Unlimited Smartphone Plan for Public Sector (PP 23655.)

G-71206

# **Public Safety Plans and Features**

#### **Basic & PTT Plans**

| Custom 4G Unlimited Basic Phone Plan for National Security, Public Safety, and First Responders Government Liable Subscribers Only The plan below reflects the monthly access charge discount. No additional discounts apply.   |   |  |  |
|---|---|--|--|
| Monthly Access Fee  | \$22.99 (16810)   |  |  |
| Monthly Minutes in U.S  | Unlimited   |  |  |
| Domestic Messaging Allowance  | Unlimited   |  |  |
| Domestic Data Allowance   | 100MB   |  |  |
| Domestic Data Overage   | \$10.00 per GB  |  |  |
| <b>NOTE</b> : No domestic roaming charges or long distance charges. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network, and 3G network, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. This service plan is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes: |   |  |  |
| 485111 Mixed Mode Transit Systems (Rail & Buses)  | 922190 Other Justice, Public Order, and Safety Activities               |  |  |
| 485112 Commuter Rail Systems  | 923120 Administration of Public Health Programs                         |  |  |
| 621910 Ambulance Services   | 928110 National Security  |  |  |
| 922110 Courts   | 926120 Regulation and Administration of Transportation Programs         |  |  |
| 922120 Police Protection  | 926150 Regulation, Licensing, and Inspection of Commercial Sectors      |  |  |
| 922130 Legal Counsel and Prosecution  | 926130 Regulation and Administration of Comms, Electric, Gas, Utilities |  |  |
| 922140 Correctional Institutions  | 921150 American Indian and Alaska Native Tribal Governments             |  |  |
| 922150 Parole Offices and Probation Offices   | 921190 Other General Government Support                                 |  |  |
| 922160 Fire Protection (except private)   | 921110 Executive Offices  |  |  |

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

**Government Liable Subscribers Only** 

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

| Monthly Access Fee                | \$17.99 (96626-4G Only and 96625-3G/4G) |
|-----------------------------------|---|
| Monthly Push to Talk Plus Minutes | Unlimited                               |
| Domestic Voice Per Minute Rate    | \$0.25                                  |

**NOTE**: No domestic roaming charges or long distance charges. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network, and 3G network, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. This service plan is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:

485111 Mixed Mode Transit Systems (Rail & Buses) 922190 Other Justice, Public Order, and Safety Activities

485112 Commuter Rail Systems 923120 Administration of Public Health Programs

621910 Ambulance Services 928110 National Security

922110 Courts926120 Regulation and Administration of Transportation Programs922120 Police Protection926150 Regulation, Licensing, and Inspection of Commercial Sectors922130 Legal Counsel and Prosecution926130 Regulation and Administration of Comms, Electric, Gas, Utilities

922140 Correctional Institutions 921150 American Indian and Alaska Native Tribal Governments

922150 Parole Offices and Probation Offices 921190 Other General Government Support

922160 Fire Protection (except private) 921110 Executive Offices

#### **Smartphone Plans**

#### **Custom 4G Unlimited Smartphone Plan with Mobile Broadband Priority and Preemption** for National Security, Public Safety, and First Responders

| Government Liable Subscribers Only  The plan below reflects the monthly access charge discount. No additional discounts apply. |                                     |  |
|--|-------------------------------------|--|
| Only 4G LTE GSM/UMTS global-capable smartphones can be activated on this plan.   |                                     |  |
| Monthly Access Fee \$39.99 (16807)   |                                     |  |
| Monthly Minutes in U.S Unlimited   |                                     |  |
| Domestic Data Allowance <sup>(1)</sup> Unlimited   |                                     |  |
| Domestic Messaging Allowance Unlimited   |                                     |  |
| Optional Service Features  |                                     |  |
| Domestic Mobile Hotspot  | \$5.00 additional per month (76440) |  |
| Push-to-Talk Plus \$2.00 additional per month (81129/81174)  |                                     |  |

NOTE: No domestic roaming charges or long distance charges. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network, and 3G network, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Only 4G LTE GSM/UMTS global-capable smartphones can be activated on this plan. (1) Data usage on this rate plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 25GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced to 600kbps for data usage exceeding 25GB per billing cycle on a go-forward basis. Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency, and assigned federal law enforcement users on this plan will not be subject to speed reductions regardless of data usage during any billing cycle. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 480p. This service plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority allows customers to connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted. This service plan is available to National Security, Public Safety, and First Responders customers only as defined by the following NAICS (formerly SIC) Codes:

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

#### **Mobile Broadband**

## Custom 4G Unlimited Mobile Broadband Plan with Mobile Broadband Priority and Preemption for National Security, Public Safety, and First Responders

**Government Liable Subscribers Only** 

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

| Monthly Access Fee                     | \$37.99 (20312) |
|--|-----------------|
| Domestic Data Allowance <sup>(1)</sup> | Unlimited       |

NOTE: No domestic roaming charges or long distance charges. Coverage includes the Verizon Wireless 5G Nationwide® network, 4G network, and 3G network, while available. For avoidance of doubt, the Verizon Wireless 5G Nationwide® network is a separate network from the Verizon Wireless 5G Ultra Wideband network. Only 4G LTE GSM/UMTS global-capable devices can be activated on this plan. (1) Data usage on this rate plan is not subject to speed reductions ("throttling") within a given billing cycle. However, in the event data usage exceeds 25GB each billing cycle for three (3) consecutive billing cycles, data throughput speeds will automatically be reduced to 600kbps for data usage exceeding 25GB per billing cycle on a go-forward basis. Data usage for actively engaged and deployed fire, police, emergency medical technicians, emergency management agency, and assigned federal law enforcement users on this plan will not be subject to speed reductions regardless of data usage during any billing cycle. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at 720p. This service plan includes Mobile Broadband Priority and Preemption. Mobile Broadband Priority allows customers to connect to the network with priority by leveraging a pool of radio resources dedicated to enable their connection. Mobile Broadband Priority identifies the user with an Access Priority setting, giving them higher priority for network access than lower Access Class users. Preemption automatically activates to provide approved personnel uninterrupted access to the network in those uncommon times when the network is fully utilized. 911 calls are never preempted. Devices utilized in conjunction with this plan are limited to mobile device applications. Dedicated internet connections (including but not limited to, stationary wireless networking router devices), streaming video on non-smartphone devices (including but not limited to, body cameras and stationary video surveillance cameras), and IoT devices are expressly prohibited on this rate plan. This plan is only available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:

485111 Mixed Mode Transit Systems (Rail & Buses) 922190 Other Justice, Public Order, and Safety Activities

485112 Commuter Rail Systems 923120 Administration of Public Health Programs

621910 Ambulance Services 928110 National Security

922110 Courts 926120 Regulation and Administration of Transportation Programs 922120 Police Protection 926150 Regulation, Licensing, and Inspection of Commercial Sectors

922130 Legal Counsel and Prosecution 926130 Regulation and Administration of Comms, Electric, Gas, Utilities

922140 Correctional Institutions 921150 American Indian and Alaska Native Tribal Governments

922150 Parole Offices and Probation Offices 921190 Other General Government Support

922160 Fire Protection (except private) 921110 Executive Offices

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

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

**Government Subscribers Only** 

Features are NOT eligible for monthly access discounts.

| reactives are NOT eligible for monthly access discounts. |              |                    |  |  |
|--|--------------|--------------------|--|--|
| Description  | Feature Code | Monthly Access Fee |  |  |
| ^Group First Response <sup>1</sup>                       | 87781        | \$23.75            |  |  |
| Push to Talk Plus Video <sup>1, 2</sup> 87787 \$20.00    |              |                    |  |  |
|  |              |                    |  |  |

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

<sup>1</sup>Group First Response is a Push to Talk Plus bolt-on feature. All lines must have a Push to Talk Plus feature to be eligible to purchase Group First Response.

<sup>2</sup>Customers must have the Group First Response feature enabled to be eligible for the Push To Talk Plus Video bolt-on feature.

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

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

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

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

#### National Security/ First Responders / Public Safety

- 485111 Mixed Mode Transit Systems (Rail & Buses)
- 485112 Commuter Rail Systems
- 621910 Ambulance Services
- 922110 Courts
- 922120 Police Protection
- 922130 Legal Counsel and Prosecution
- 922140 Correctional Institutions
- 922150 Parole Offices and Probation Offices
- 922160 Fire Protection (except private)
- 922190 Other Justice, Public Order, and Safety Activities
- 923120 Administration of Public Health Programs

- 928110 National Security
- 926120 Regulation and Administration of Transportation Programs
- 926150 Regulation, Licensing, and Inspection of Commercial Sectors
- 926130 Regulation and Administration of Comms, Electric, Gas, Litilities
- 921150 American Indian and Alaska Native Tribal Governments
- 921190 Other General Government Support
- 921110 Executive Offices

| Group First Response                                    |                                 |  |  |  |
|---|---------------------------------|--|--|--|
|   | For Non Public Safety Customers |  |  |  |
| Features are NOT eligible for monthly access discounts. |                                 |  |  |  |
| Description Feature Code Monthly Access Fee             |                                 |  |  |  |
| ^Group First Response <sup>1</sup> 89355 \$30.00        |                                 |  |  |  |
| Push to Talk Plus Video <sup>1, 2</sup> 87787 \$20.00   |                                 |  |  |  |

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

<sup>1</sup>Group First Response is a Push to Talk Plus bolt-on feature. All lines must have an active Push to Talk Plus feature to be eligible to purchase Group First Response.

<sup>2</sup>Customers must have the Group First Response feature enabled to be eligible for the Push To Talk Plush Video bolt-on feature.

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

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

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

These features are available to the below NAICS codes.

481111 Passenger Air Transportation 481112 Freight Air Transportation 483111 Shipping Transportation

491110 Postal Service

#### **Information Technology** 541512 Computer Integration 541519 Computer Disaster Recovery

**Chemical** 561612 Protective Services

541330, 541690 Chemical Engineering and

Consulting

Water

239210 Pharmaceutical **Communications** 

517110 Telecommunications, Wired 517212 Cellular and other Wireless

#### **Telecommunications**

238210, 334290 and 561620 Alarm Systems

#### **Critical Manufacturing**

237310 Highway, Street and Bridge Construction

811310 Industry Equipment Repair

236210 Industrial Building Construction

211113 Extraction;

236220 Construction Management

#### Energy

333611 Wind Turbine

221111 Hydroelectric Power Generation 221122 Electric Power Distribution 221118 Other Electric Power Generation

221210 Natural Gas Distribution

221113 Nuclear Electric Power Generation

562211 Hazardous Waste Treatment and Disposal

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

#### **Group First Response Dispatch and Video Bundles**

**Government Subscribers Only** 

License bundles are NOT eligible for a monthly access discount

| Description                                 | License Bundles                | Frequency | Price    |
|---|--------------------------------|-----------|----------|
| Dispatch Group Command With Video           | DIS_PTT_GROUP_CMD_VIDEO        | Monthly   | \$300.00 |
| Dispatch Group Advance with LMR and Video   | DIS_PTT_GROUP_ADV_LMR_VIDEO    | Monthly   | \$281.00 |
| Dispatch Group Command with LMR and         | DIS_PTT_GROUP_CMD_LMR_VIDEO    | Monthly   | \$306.00 |
| Video                                       |                                |           |          |
| Dispatch PTT+ with LMR and Video            | DIS_PTT_LMR_VIDEO              | Monthly   | \$236.00 |
| Dispatch Group Advance with Video           | DIS_PTT_GROUP_ADV_VIDEO        | Monthly   | \$275.00 |
| Dispatch PTT+ with Video                    | DIS_PTT_VIDEO                  | Monthly   | \$230.00 |
| PTT Cross Carrier Group Advance LMR Video   | PTT_CC_GROUP_ADV_LMR_VIDEO     | Monthly   | \$35     |
| PTT Cross Carrier Group Advance Video       | PTT_CC_GROUP_ADV_VIDEO         | Monthly   | \$29     |
| PTT Cross Carrier Group Command LMR Video   | PTT_CC_GROUP_CMD_LMR_VIDEO     | Monthly   | \$41     |
| PTT Cross Carrier Group Command Video       | PTT_CC_GROUP_CMD_VIDEO         | Monthly   | \$35     |
| PTT Cross Carrier LMR Video                 | PTT_CROSS_CARRIER_LMR_VIDEO    | Monthly   | \$31     |
| PTT Cross Carrier Video                     | PTT_CROSS_CARRIER_VIDEO        | Monthly   | \$25     |
| PTT Tablet Group Advance LMR Video          | PTT_TABLET_GROUP_ADV_LMR_VIDEO | Monthly   | \$35     |
| PTT Tablet Group Advance Video              | PTT_TABLET_GROUP_ADV_VIDEO     | Monthly   | \$29     |
| PTT Tablet Group Command LMR Video          | PTT_TABLET_GROUP_CMD_LMR_VIDEO | Monthly   | \$41     |
| PTT Tablet Group Command Video              | PTT_TABLET_GROUP_CMD_VIDEO     | Monthly   | \$35     |
| PTT Tablet LMR Video                        | PTT_TABLET_LMR_VIDEO           | Monthly   | \$31     |
| PTT Tablet Video                            | PTT_TABLET_VIDEO               | Monthly   | \$25     |
| PTT Dispatch Group First Response           | DISP_PTT_GFR                   | Monthly   | \$300    |
| PTT Dispatch LMR Group First Response       | DISP_PTT_LMR_GFR               | Monthly   | \$306    |
| PTT Dispatch Video LMR Group First Response | DISP_PTT_LMR_VIDEO_GFR         | Monthly   | \$506    |
| PTT Dispatch Video Group First Response     | DISP_PTT_VIDEO_GFR             | Monthly   | \$500    |

**Note:** All Licenses must have a Group First Response compatible device with an active Push to Talk Plus and MCPTT feature to be eligible to purchase Group First Response Dispatch and Video Bundles.

Verizon Wireless I Confidential I Subject to Contract

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### **Private Responder Core Service for** National Security, Public Safety, and First Responders

**Government Liable Subscribers Only** 

Chemical

Communications

• 561612 Protective Services

• 517110 Telecommunications, Wired

• 811310 Industry Equipment Repair

• 236210 Industrial Building Construction

• 238210, 334290 and 561620 Alarm Systems

237310 Highway, Street and Bridge Construction

• 211113 Extraction; 236220 Construction Management

• 926150 Regulation, Licensing and Inspection of Miscellaneous

• 239210 Pharmaceutical

• 541330, 541690 Chemical Engineering and Consulting

• 517212 Cellular and other Wireless Telecommunications

Monthly Access Fee

\$0.00

Verizon Wireless Private Responder Core Service for National Security, Public Safety, and First Responders ("Private Core"): Private Core separates wireless data communications from commercial and consumer traffic on our network. This service is available to National Security, Public Safety, and First Responder customers only as defined by the following NAICS (formerly SIC) Codes:

#### National Security/ First Responders / Public Safety

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

#### Water

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

#### Transportation

- 482111 Railway Transportation
- 481111 Passenger Air Transportation
- 481112 Freight Air Transportation
- 483111 Shipping Transportation
- 926120 Transportation Administration
- 491110 Postal Service
- 926120 Public Transportation
- 926120 Regulation and Administration of Transportation Programs Healthcare and Public Health
- 485111 Mixed Mode Transit Systems (Rail & Buses)
- 485112 Commuter Rail Systems

• 333611 Wind Turbine

**Commercial Sectors** 

Energy

**Critical Manufacturing** 

- 221111 Hydroelectric Power Generation
- 221122 Electric Power Distribution
- 221118 Other Electric Power Generation
- 221210 Natural Gas Distribution
- 926130 Regulation and Administration of Communications, Electric,

#### **Gas and Other Utilities**

- 221113 Nuclear Electric Power Generation
- 562211 Hazardous Waste Treatment and Disposal

- 621112 Health Care Practitioners
- 923120 Public Health Programs

#### Information Technology

- 541512 Computer Integration
- 541519 Computer Disaster Recovery

#### Additional Voice/Data Features

### **Unlimited Domestic Messaging Feature**

Government Subscribers Only
The feature below is not eligible for discounts.

Monthly Access Fee for Unlimited Text, Picture, and Video

**\$5.00** (76849)

Messages

Notes: Current Messaging terms and conditions apply. This feature can only be added to a price plan with a monthly access fee of \$19.99 or higher, and requires a messaging-capable device.

#### **Custom Business 5G Ultra Wideband Bolt-On Feature**

Government Subscribers Only Not eligible for discounts.

**Monthly Access Fee** 

\$10.00 (1545)

**Notes:** Coverage includes the Verizon Wireless 5G Ultra Wideband (UWB) network, where available. Current coverage details can be found at <a href="https://www.verizonwireless.com/5G">www.verizonwireless.com/5G</a>. This feature is only available to 5G UWB capable smartphones on Custom Unlimited Business Plan for Smartphones (Plan Codes 23655).

**SIM SECURE SERVICE OVERVIEW.** SIM-Secure ensures a SIM will only function when it is used in conjunction with the device with which the customer intends it to work. If a SIM is removed from the authorized device and placed in an unauthorized device, SIM-Secure will prevent the device from successfully authenticating to the Verizon network. If the SIM is placed back in the authorized device, the SIM will successfully authenticate to the network.

| SIM SECURE SERVICE         |   |                    |                   |                     |     |
|----------------------------|---|--------------------|-------------------|---------------------|-----|
|                            | Description                               | SKU                | Billing Frequency | Price Per Unit      | QTY |
| Non IoT devices - monthly  | SIM Secure<br>Monthly Non-IoT<br>License  | SIMSeec-Non-IoT-   | Monthly           | \$0.69<br>(695512)  | 1   |
| Non IoT devices - lifetime | SIM Secure<br>Lifetime Non-IoT<br>License | SIMSec-Non-IoT-LT- | Once              | \$10.00<br>(698965) | 1   |

Verizon Wireless grants Customer a limited, nonexclusive, revocable, non-transferable license (without the right to sublicense) to use SIM-Secure for its own internal business purposes and only for lawful purposes. Customer shall not have the right to, and shall not permit any third party to, resell, sublicense, rent, lease, time-share, copy, modify, create derivative works of, translate, reverse engineer, decompile or disassemble the Services or otherwise attempt to derive the source code, access the Service in order to build a competitive product or service or to copy any ideas, features or functions of SIM-Secure or use SIM-Secure. Customer does not acquire any other rights, express or implied, in SIM-Secure. VERIZON WIRELESS RESERVES ALL RIGHTS NOT EXPRESSLY GRANTED HEREUNDER. Verizon Wireless and its suppliers own and retain all right, title and interest in and to SIM-Secure, all intellectual property rights in or associated with SIM- Secure, and any derivative works thereof.

EXCEPT AS PROVIDED IN THE MSA, SIM-SECURE IS PROVIDED "AS IS" AND VERIZON WIRELESS MAKES NO WARRANTIES OF ANY KIND WITH RESPECT TO USEFULNESS, FUNCTIONALITY, OPERABILITY, TIMELINESS AND NON-INFRINGEMENT. VERIZON WIRELESS HEREBY DISCLAIMS ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

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

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

#### **Company Name ID**

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

#### **Share Name ID**

- A free service that allows Government customers to personalize their name (as per Account Owner's Billing Name) on outbound calls to Verizon Call Filter Plus subscribers. It may also display on other carrier devices.
- Users must be subscribed to the My Business portal to use this feature.

| Call Filter Service  |  |
|--|--|
| This feature is NOT eligible for monthly access fee discounts. |  |
| Monthly Access Fee <sup>1</sup> \$0.00                         |  |

Notes: Additional feature information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. <sup>1</sup>This feature can only be added onto an eligible device. Call Filter service is eligible for Android and iOS customers when they enroll and activate on a smartphone device. Call Filter is not available on all call, all devices and in all areas. The Call Filter app is pre-loaded on most capable devices or can be downloaded from the app store. \* Once enabled all lines have the ability to access call filter. \*\* 4G LTE GSM/UMTS capable devices, require VoLTE/HD Voice.

Call Filter features are billed separately; however, all supported options will appear and cannot be blocked.

### Call Filter Plus This feature is NOT eligible for monthly access fee

Monthly Access Fee<sup>1</sup> \$0.75

Notes: Additional feature information can be found at <a href="https://www.verizonwireless.com">www.verizonwireless.com</a>. <sup>1</sup>This feature can only be added onto an eligible device.

Call Filter service is eligible for Android and iOS customers when they enroll and activate on a smartphone device. Call filter is not available on all call, all devices and in all areas. The Call Filter app is pre-loaded on most capable devices or can be downloaded from the app store. \* Once enabled all lines have the ability to access call filter.

Call filter features are billed separately; however, all supported options will appear and cannot be blocked. SFO 87867

#### Call Filter Service Attachment to Verizon Wireless Agreement: Government Terms of Service

This Call Filter Service Attachment ("Call Filter Attachment") to the Agreement between Customer and Verizon Wireless sets forth the terms and conditions specific to the Call Filter Service (described below) to be provided by Verizon Wireless to Customer hereunder. If there are any inconsistencies between this Call Filter Attachment and the Agreement, this Call Filter Attachment shall control with respect to the Call Filter Service functionality or operation. Any capitalized but undefined terms used in this Call Filter Attachment shall have the meanings given such terms in the Agreement.

- Call Filter Service Overview. Verizon Wireless's Call Filter Service allows Customer to take manage its calls (the "Service").
- 2. **Call Filter and Call Filter Plus Service Description**. Call Filter is available to Customer for no additional monthly charges, and provides spam protection (spam alerts, blocking and reporting). Call Filter Plus provides added protection with caller ID and other premium features for a monthly charge, which are set forth in the Call Filter Plus Service Fees exhibits attached hereto. Call Filter utilizes network-based functionality to provide spam alerts and caller ID information on Customer's devices, and will not require the Call Filter application for these features. Spam blocking and other enhanced spam protection tools require the Call Filter application and a compatible device. Availability of certain features will vary depending on the device. For a full list of compatible devices and available features by device, click on Supported Devices at <a href="https://www.verizonwireless.com/solutions-and-services/call-filter/">https://www.verizonwireless.com/solutions-and-services/call-filter/</a>. Basic phones will receive network-based spam protection. Call Filter requires Verizon Wireless's 4G LTE network; limited features of the Service may be available if Customer is roaming on a VoLTE network outside of Verizon Wireless's 4G coverage area.
- 3. **Call Filter Limitations.** Call Filter is not available for incoming calls from restricted or unlisted numbers. Call Filter does not detect spam calls from international numbers, but Customer may choose to block calls from international numbers. Call Filter utilizes analytics and databases that are continually evolving, including spam reporting by customers. Call Filter may not work with some of our other services like NumberShare or eSIM lines.
- 4. **Spam Protection and the Call Filter Application**. Call Filter will alert Customer when Customer receives potential spam calls and allows Customer to turn on the spam filter to automatically block (send directly to voicemail) spam calls based on Customer's preferred risk level (as determined by Customer in the Call Filter application). If Customer enrolls in Call Filter through the Call Filter application, Verizon will automatically turn on Customer's spam filter to block all high-risk spam calls, but Customer can always turn off or adjust the blocking within the Call Filter application. Call Filter Plus, provides additional protection with caller ID for unknown numbers, access to a risk assessment meter for each spam call, reverse spam number lookup, and additional categories of spam alerts including "Robo Caller" or "Potential Fraud." With Call Filter Plus, depending upon Customer's device, Customer may also be able to view a list of callers that have been identified as spam or blocked, and block and un-block specific numbers. Call Filter's spam detection and block management may inadvertently mislabel or block legitimate callers including those to whom Customer may have given consent to communicate with via Customer mobile number. Customer should check Customer voicemail to determine if the caller is legitimate (if they left a voice message and if Customer have voicemail enabled). Verizon Wireless does not guarantee that all calls that are spam will be detected. Customer's spam settings such as spam filters and personal block and spam lists will be permanently deleted once Customer changes devices, uninstalls the Call Filter application, unsubscribes or downgrades the Service, or in the case of Android users, disables the Call Filter application or clear application cache or data.
- 5. **Caller ID**. Caller ID, available with Call Filter Plus, displays the name, phone number, city and state of a caller's phone number, if these details are available and supported by Customer's device. Some devices may only display the caller's name as the Call Filter may not be available on all devices. Some devices also allow identification of text messages when using and eligible messaging application. Android users may also see the caller's uploaded photo if available.
- 6. The caller's identity may not show if they are labelled as Robo Caller, Potential Spam or Potential Fraud on certain operating systems. Customer's saved contact names will show instead of the caller identification (so if a call would normally show as a Robo Caller with the Service, but is in Customer's list of contacts, that contact name will show instead). If Customer uploads a photo, Customer's photo will be seen by other Verizon Wireless customers that use the Service but will not override a Customer's contact photo (uploading is not available for all devices).
- 7. **Data Charges**. Subject to the Agreement, data charges may apply for download of the application and use of the Service. Call Filter does not operate on Wi-Fi, so data charges may apply when using the Service even if Customer device is also connected to Wi-Fi. If Customer's device is eligible for the uploading or receiving of a picture, data charges apply to such uploading and also for receiving pictures. Such data charges will be billed to Customer's Verizon Wireless account according to Customer's data plan. The

Service will automatically renew every month unless canceled. For Call Filter Plus, Customer will be billed a Monthly Access Fee as specified in the Call Filter Plus Service Fees exhibit.

- 8. **Privacy**. Verizon Wireless may use information about Customer's activity in the Service, subject to our Privacy Policy, which can be found at <a href="http://www.verizon.com/about/privacy/">http://www.verizon.com/about/privacy/</a>. In order to provide the Service to Customer, Verizon Wireless will access the following information: MTN, contacts, call log, and messages (Android devices only). Verizon Wireless does not share information for any other purposes other than to render the Service. While a Customer end user can review or turn off these permissions at any time in the device settings, without access to that information, the Service will not be provided to that device.
- 9. **Licenses and Restrictions**. Call Filter is the property of Verizon Wireless or its licensors. Call Filter software and any application installed on Customer devices are licensed and not sold to Customer. Verizon Wireless and its licensors grants to Customer a limited, non-exclusive, revocable, non-transferable, personal, non-commercial license to use the Service for its intended use, in the United States.
- 10. **Restrictions on Use**. Customer will not, or permit anyone else to, sell, resell, distribute, sublicense, loan, lease, otherwise transfer, alter, modify, merge, adapt, copy, delete, record, translate, publish, upload, transmit, export, create derivative works of, make any commercial use of, reverse engineer, decompile, attempt to derive the source code, or disassemble the Service of any software that forms part of the Service. Customer may not use the Service or any part of it for any improper use (including infringement of copyright or other intellectual property rights) and must follow all laws. Customer will not alter, disable, or circumvent any features embedded in the software. All rights not expressly granted to Customer herein are reserved. Verizon Wireless may revoke this license at any time without notice.
- 11. **Branding**. All trademarks, service marks, trade names, logos, domain names, and any other features of Verizon Wireless's brand are the sole property of Verizon Wireless and Verizon Wireless does not grant any rights to such branding to Customer for any use at all. Customer may not remove or alter any copyright, trademark, or other intellectual property notices of the Service.
- 12. **User Content.** For certain eligible devices, the Service allows Customer to upload a photo to display. Customer may choose to attach a photo from Customer own photo gallery, a new photo that Customer take, or a photo available for use from an Internet search that Customer conducts. Customer is responsible for any content that Customer uploads to the Service. Verizon Wireless does not monitor or control the content Customer chooses to send via the Service and, Verizon Wireless disclaims all responsibility for such content. Photos that Customer did not take may be subject to copyright protection which limits or prohibits their copying, transmission and/or use. Customer agrees that Customer will not attach copyrighted content in a way that infringes any copyright, and that Customer is wholly responsible for any copyright infringement resulting from Customer's conduct. If Customer is unsure about whether Customer's conduct is lawful, Customer should not attach the content.
- 13. **Digital Millennium Copyright Act Notice**. If Customer believe that Customer content has been improperly used in the Service in a way that constitutes copyright infringement please contact Verizon at the address below. Pursuant to Title II of the DMCA, all claims alleging copyright infringement for material that is believed to be residing on Verizon's system or network should be promptly sent in the form of written notice to Verizon's Designated Agent. The Designated Agent for DMCA Notice is:

Verizon Copyright Department 1320 North Courthouse Road, Floor 9 Arlington, Virginia 22201, U.S.A. Fax 703.351.3669

Email <u>DMCA@verizon.com</u>

**NOTE**: No other notices or communications should be sent to the Designated Agent, who is appointed solely for the purpose of receiving notices of claims alleging copyright infringement under the DMCA. Specific requirements for proper notification of claimed infringement are set forth in the DMCA (see 17

U.S.C. § 512(c)(3)). Valid notification must be a written communication that includes all of the following elements:

- Signature of copyright owner or person authorized to act on behalf of the owner;
- 2. Identification of copyrighted work claimed to be infringed;
- 3. Identification of the material claimed to be infringing or to be the subject of infringing activity and information reasonably sufficient to permit the service provider to locate the material;
- 4. Information reasonably sufficient to permit the service provider to contact the complaining party (address, phone number and, if available, email address);
- 5. A statement that the complaining party has a good faith belief that use of the material in the manner complained is not authorized by the copyright owner, its agent, or the law; and
- 6. A statement that the information in the notification is accurate, and under penalty of perjury, that the complaining party is authorized to act on behalf of the owner of the exclusive right allegedly being infringed.

It is the policy of Verizon that upon receipt of a valid DMCA notice Verizon will remove or disable access to allegedly infringing material. There are substantial penalties for false claims (see 17 U.S.C. § 512(f)).

- 14. **Open Source and Third Party Licenses**. Customer's use of the Service is subject to open source licenses that form part of the Service. Certain software or technical information is licensed from third parties, and may be covered by one or more U.S. Patents, pending U.S. patent applications, and pending counterpart European and international patents. The open source licenses that form part of the Service are as follows:
- https://realm.io/legal/developer-license-terms/
- https://github.com/CocoaLumberjack/CocoaLumberjack/blob/master/LICENSE
- https://developer.apple.com/library/archive/samplecode/GenericKeychain/Listings/LICENSE\_txt.

html#//apple ref/doc/uid/DTS40007797-LICENSE txt-DontLinkElementID 8

https://developer.apple.com/library/archive/samplecode/Reachability/Listings/LICENSE\_txt.html

#//apple\_ref/doc/uid/DTS40007324-LICENSE\_txt-DontLinkElementID\_3

- https://github.com/rnapier/RNPinnedCertValidator/blob/master/LICENSE
- https://github.com/scalessec/Toast/blob/master/license
- http://www.apache.org/licenses/LICENSE-2.0
- https://Mozilla.org/MPL/2.0/
- https://github.com/RestComm/jain-sip/blob/master/licenses/NIST-CONDITIONS-OF-USE.txt
- https://github.com/RestComm/Jain-Sip/blob/master/licenses/JSIP%20Spec%20license.pdf
- 15. **Termination**. Subject to the dispute resolution provision in the Agreement, Verizon may limit, suspend, terminate or discontinue the Service, or certain features or functions of the Service, at any time without notice, including if Customer breaches this Call Filter Attachment. Customer may terminate Customer's use of the Service at any time by unsubscribing to the Service
- 16. **DISCLAIMER OF WARRANTIES**. THE SERVICE AND ANY INCLUDED APPLICATION IS PROVIDED BY VERIZON OR ITS LICENSORS 'AS IS', WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OR CONDITIONS OF ANY KIND, INCLUDING FOR MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. CUSTOMER USES THE SERVICE AT ITS OWN RISK. VERIZON WIRELESS AND ITS LICENSORS, AND VENDORS MAKE NO WARRANTY, EITHER EXPRESS OR IMPLIED, AS TO THE ACCURACY, AVAILABILITY, COMPLETENESS, USEFULLNESS, SECURITY, RELIABILITY, INTEROPERABILITY, OR THAT THE SERVICE WILL BE UNINTERRUPED, VIRUS FREE, OR COMPATIBLE WITH YOUR DEVICE OR THAT THE SERVICE WILL MEET YOUR EXPECTATIONS AT ALL OR AS TO THE IDENTIFICATION, LABELING, SPAM OR BLOCK MANAGEMENT, OR BLOCKING OF CALLS. VERIZON WIRELESS AND ITS LICENSORS, AND VENDORS DO NOT PROVIDE ANY WARRANTY (EXPRESS OR IMPLIED) OR GUARANTEE THAT ALL SPAM, ROBOCALLER AND FRAUDLENT CALLERS WILL BE IDENTIFIED, LABELED CORRECTLY OR BLOCKED. THE SERVICE COULD CAUSE DAMAGE TO CUSTOMER, ITS DATA, DEVICES, SOFTWARE OR HARDWARE.

17. LIMITATIONS OF LIABILITY. TO THE MAXIMUM EXTENT ALLOWED BY LAW, THE LIABILITY OF VERIZON WIRELESS OR ITS LICENSORS, AND VENDORS FOR MONETARY DAMAGES FOR ANY CLAIMS, THAT CUSTOMER MAY HAVE UNDER THESE TERMS ARE LIMITED TO NO MORE THAN THE PROPORTIONATE AMOUNT OF THE SERVICE CHARGES ATTRIBUTABLE TO THE AFFECTED PERIOD, AND THE MAXIMUM IN DAMAGES RECOVERABLE SHALL BE TEN (\$10) U.S. DOLLARS. UNDER NO CIRCUMSTANCES ARE VERIZON WIRELESS, ITS LICENSORS, AND VENDORS LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, PUNITIVE, MULTIPLE, OR SPECIAL DAMAGES OF ANY NATURE WHATSOEVER INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOST DATA, REPUTATION, LOSS OF BUSINESS, OR COST OF REPLACEMENT PRODUCTS AND SERVICES ON ANY THEORY OF LIABILITY, ARISING OUT OF OR RELATED TO THE SERVICE OR THE INABILITY TO USE THE SERVICE IN ANY WAY WHETHER FORESEEABLE OR NOT OR WHETHER ADVISED OF THE POSSIBLITY OF SUCH DAMAGES. VERIZON WIRELESS SHALL NOT BE LIABLE FOR ANY DAMAGES, COSTS OR PENALTIES (DIRECT OR INDIRECT) AS A RESULT OF MIS-IDENTIFICATION, MIS-MANAGEMENT OR BLOCKING OF A CALLER OR FAILURE TO PROPERLY IDENTIFY, MANAGE OR BLOCK A CALLER.

#### 18. [Reserved]

- 19. **Export Control**. Use of the Service may be subject to the export and import laws of the Unites States and other countries. Customer agrees to comply with all applicable export and import laws and regulations. By using the Service and/or by downloading the applicable Application, Customer agrees that Customer are not located in, under the control of, or a resident or national of any country, or person, on the United States Treasure Department's list of Specially Designated Nationals or the United States Commerce Department Table of Deny Orders. Customer also agrees that Customer are not located in a country that is subject to the U.S. government embargo, or that is designated by the U.S. as a terrorist supporting country and Customer are not listed on any U.S. government list of prohibited or restricted parties. Customer agrees also not to attempt to export or import any encrypted information, materials, hardware or software.
- 20. **Safety**. Customer must not endanger either Customer or others by using the Service while driving or engaging in any other activity that requires Customer's full attention.

#### **BuSS Solutions Store**

Verizon Connect NWF Service Options

| ne Service Options below have been discounted. No additional discounts apply. |         |
|---|---------|
| Purchase Cost (Monthly Recurring Charge)                                      |         |
|   | \$17.00 |

| Service Options                              | Purchase Cost (Monthly Recurring Charge) |
|--|--|
| 5200-GPS Only                                | \$17.00                                  |
| 5500-Diagnostics + GPS                       | \$19.00                                  |
| AssetGuard BX Non-Powered Asset Tracking     | \$13.00                                  |
| Connect                                      | \$2.95                                   |
| Customizable Update Rates ("CUR") 1 Minute   | \$0.00                                   |
| Customizable Update Rates ("CUR") 45 Seconds | \$1.00                                   |
| Customizable Update Rates ("CUR") 30 Seconds | \$2.00                                   |
| Customizable Update Rates ("CUR") 15 Seconds | \$3.00                                   |
| Satellite                                    | \$34.95                                  |
| Data Services                                | \$0.00                                   |

Notes:. Must be on a 12 month service agreement. Applicable taxes are not included in the above pricing. Any applicable taxes will be applied to the billing invoice. Additional terms & conditions apply to Verizon Connect NWF Service that are subject to review by end user government agencies.

Customizable Update Rates (CUR). Authorized registered user may change a device update rate through the Self Service Portal (SSP) to 60 seconds at no additional cost. Please note, if the device update rate is changed to a 45 (CUR45), 30 (CUR30), or 15 (CUR15) second update rate, an additional charge per device would apply per the CUR list price for the selected rate.

### Verizon Connect NWF Device/Hardware Options

| The Devices/Hardware Options below have been discounted. No additional discounts apply.         |                                 |  |  |  |  |  |
|---|---------------------------------|--|--|--|--|--|
| Device/Hardware Options   | Purchase Cost (One Time Charge) |  |  |  |  |  |
| 5200-GPS Only (must be purchased with a Harness from the list below under accessories)          | \$.01                           |  |  |  |  |  |
| 5500-Diagnostics + GPS (must be purchased with a Harness from the list below under accessories) | \$.01                           |  |  |  |  |  |
| AssetGuard BX Non-Powered Asset Tracking  | \$150.00                        |  |  |  |  |  |

Notes:. Must be on a 12 month service agreement. Applicable taxes are not included in the above pricing. Any applicable taxes will be applied to the billing invoice.

| Item Number | Accessory   | Price (One Time Charge) |
|-------------|---|-------------------------|
| PARTS030    | Reinstallation Kit  | \$3.00                  |
| PARTS031    | Tamper Resistant Zip Ties (100 per pack)                                  | \$50.00                 |
|             | •   |                         |
| PARTS032    | Combination Antenna A (standard)  | \$30.00                 |
| PARTS037    | AT-1400 Replacement Battery   | \$45.00                 |
| PARTS039    | AT-1400 Bracket   | \$20.00                 |
| PARTS040    | Window-Mount GPS Antenna Module (5500/5200)                               | \$35.00                 |
| PARTS041    | Sensor Input Harness (5500/5200)  | \$10.00                 |
| PARTS042    | OBD-II Adapter Kit only including Core Connector & 8 Adapters (5500/5200) | \$20.00                 |
| PARTS043    | 6-pin Heavy Duty Harness (5500/5200)                                      | \$35.00                 |
| PARTS044    | 9-pin Heavy Duty Harness with Square Flange (5500/5200)                   | \$35.00                 |
| PARTS045    | 9-pin Heavy Duty Harness with "D" Mount (5500/5200)                       | \$35.00                 |
| PARTS069    | OBD Harness Extension   | \$10.00                 |
| PARTS070    | 16-Pin Heavy Duty Harness   | \$35.00                 |
| PARTS046    | Universal Harness (5200)  | \$10.00                 |
| PARTS047    | Light Duty Harness plus OBD-II Adapter Kit (5500/5200)                    | \$35.00                 |
| PARTS090    | Alternate Power/Ground Adapter (5200/5500)                                | \$20.00                 |
| PARTS053    | Garmin FMI 45 Cable with Traffic for Connect                              | \$145.95                |
| PARTS054    | Garmin FMI Modified Cable   | \$55.00                 |
| PARTS057    | Pelican Micro Case for 5200 w/ 15' Universal Harness                      | \$74.95                 |
| A-PEM001    | PEM Port Expansion Module   | \$140.00                |
| PARTS059    | Quick Install Harness   | \$10.00                 |
| A-SAT001    | Satellite Modem   | \$550.00                |
| PARTSS063   | Satellite Antenna   | \$50.00                 |
| PARTSS064   | Satellite Harness   | \$50.00                 |
| KIT-SAT     | Satellite Kit (includes one modem, antenna & harness)                     | \$650.00                |
| PARTS065    | Asset Guard BX Replacement Batter (1)                                     | \$75.00                 |
| PARTS066    | Asset Guard BX Magnet Mount Kit (set of 4) *See Note                      | \$75.00                 |
| PARTS095    | ID Reader Adapter Install Kit   | \$30.00                 |

| PARTS060 | Driver ID Reader                            | \$15.00 |
|----------|---|---------|
| PARTS061 | Driver ID Key                               | \$3.50  |
| PARTS087 | Audible Driver ID Alert                     | \$15.00 |
| PARTS071 | Bluetooth Extension                         | \$0.00  |
| PARTS093 | Universal Harness (6100)                    | \$10.00 |
| PARTS058 | Universal Harness                           | \$10.00 |
| PARTS097 | 5000 9-Pin "D" Mount Harness Type 2         | \$35.00 |
| PARTS098 | 5000 9-Pin Square Harness Type 2            | \$35.00 |
| PARTS111 | USM 9-Pin "D" Mount Harness Type 2 Pins F-G | \$35.00 |
| PARTS112 | USM 9-Pin Square Harness Type 2 Pins F-G    | \$35.00 |

**Notes:** \* Asset Guard BX Magnet Mount Kit includes CalAmp 133561 hardware and lanyard & CalAmp 1M101-MNC25 magnets (set of 4).

| Item Number          | Installation Type                                      | Pricing<br>(per unit) | Notes   |
|----------------------|--|-----------------------|---|
| I-INSTALL-UNIT       | Base Installation – Plug/Play or 3<br>Wire             | \$65.00               | Base Installation includes 1 Device and 1 Harness |
| I-INSTALL-FMI        | Add-On to Base Installation (Garmin)                   | \$35.00               |   |
| I-INSTALL-<br>SENSOR | Add-On to Base Installation (Sensor)                   | \$65.00               | Sensor Install is \$65.00 PER SENSOR              |
| I-INSTALL-AG         | Add-On to Base Installation<br>(AssetGuard<br>BX)      | \$65.00               |   |
| I-INSTALL-PMC        | Add-On to Base Installation<br>(Pelican<br>Micro Case) | \$35.00               |   |
| I-INSTALL-PEM        | Add-On to Base Installation (Port Expansion Module)    | \$35.00               |   |
| I-INSTALL-SAT        | Add-On to Base Installation (Satellite)                | \$35.00               |   |
| I-INSTALL-DID        | Add-On to Base Installation (Driver ID)                | \$35.00               |   |
| I-INSTALL -BTE       | Add-On to Base Installation (Bluetooth)                | \$35.00               |   |
| I-SWAP-UNIT          | Device Swap  | \$65.00               |   |

| I-TRANSFER-<br>UNIT         | Device Transfer                | \$65.00  |   |
|-----------------------------|--------------------------------|----------|---|
| I-REMOVAL-UNIT              | Removal                        | \$65.00  | Removal of device.  |
| I-NOSHOW                    | No Show                        | \$75.00  | Applies per trip if the installer makes the trip and the designated vehicle is not available so the unit cannot be installed. |
| I-<br>TROUBLESHOOT-<br>UNIT | Troubleshoot; Mileage          | \$65.00  | Per Trip  |
| TRAINING-HALF               | ½ Day Installation Training    | \$150.00 |   |
| TRAINING-FULL               | Full Day Installation Training | \$300.00 |   |

#### Verizon Connect Networkfleet (NWF) Terms & Conditions

1. **DEFINITIONS**. In these Terms and Conditions, the following terms, when capitalized, shall have the meaning set forth below:

"Customer Website Pages" means the web pages on the Networkfleet Website designated by Networkfleet for use by Customer.

"Devices" means the Networkfleet wireless device(s) identified on an accepted order.

"Networkfleet Services" means the services ordered hereunder including, but not limited to: (a) collection of diagnostic and/or location information from a Vehicle; (b) any proprietary data feed or elements thereof or any APIs provided by Networkfleet; (c) analysis, delivery and posting of Vehicle information to the Networkfleet Website; (d) notification to Customer and/or a designated third party by e-mail of certain events or Vehicle information; (e) Customer access and usage of Customer Website Pages; and (f) Device installation services.

"Networkfleet Website" means the Networkfleet website currently located at www.networkfleet.com.

"Network Fleet" is a wholely owned subsidiary of Verizon Communications, Inc, and an affiliate of Cellco Partnership, d/b/a Verizon Wireless which is the "Contractor" under the Verizon Wireless State of Florida Contract DMS-10/11-008C

"Service Partners" means the entities that Verizon Wireless works with, from time to time, to provide the Networkfleet Services, including, but not limited to, installers, website operators, mapping data providers and licensors.

"Vehicle" means any vehicle equipment equipped with a Device and owned or under the control of Customer.

2. Verizon Connect NWF LICENSE. (a) During the time that Customer is entitled to receive Verizon Connect NWF Services hereunder, the Customer shall have a nonexclusive, non-transferable license to (i) use the Verizon Connect NWF Services in the United States and such other countries as may be approved by Verizon Wireless in writing, (ii) access and use the Customer Website Pages, and (iii) use the firmware and software included in the Devices, solely for use in connection with the Verizon Connect NWF Services, and as provided in these Terms and Conditions. Redistribution or resale of this information by the Customer is prohibited without prior written consent. (b) Verizon Connect NWF Data Services, if applicable, are subject to the then current "VCN Data Services Use Policy and Procedure" which is located at https://static.verizonconnect.com/networkfleet/Data\_Services\_Use\_Policy.pdf as it may be updated from time to time.

- 3. INSTALLATION SERVICES. If Verizon Wireless accepts an order for Device installation services, such services may be performed by Service Partners who will install the Device at a mutually agreed location, in accordance with Verizon Connect NWF's Installation Policy, located at located at <a href="https://static.verizonconnect.com/networkfleet/Installation Policy.pdf">https://static.verizonconnect.com/networkfleet/Installation Policy.pdf</a>, as it may be amended from time to time, which is available at the Verizon Connect NWF Website. The parties will use reasonable efforts to schedule and complete the installation during normal working hours within thirty (30) calendar days of the date Verizon Wireless accepts the order for installation services was accepted. Before proceeding with any installation that involves more work than is standard and customary, Verizon Wireless will advise Customer that Customer's needs exceed standard, customary work and will obtain Customer's approval for the additional fees involved for such installation. Customer acknowledges and agrees that installation of the Device may involve drilling holes, rewiring and other similar alterations to the Vehicle and that Verizon Wireless is not obligated to restore the Vehicle after removal of the Device.
- 4. CUSTOMER OBLIGATIONS. Customer shall limit its use of the Devices, Verizon Connect NWF Services, Verizon Connect NWF Website, and Customer Website Pages to their intended purposes and shall comply, and cause its employees and agents to comply with all applicable laws and regulations and with Verizon Connect NWF's Website Acceptable Use Policy, Privacy Policy and all other policies that Verizon Connect NWF may establish from time to time, which are, or will be available, on the Verizon Connect NWF Website. Customer shall inform its drivers of Vehicles that such Vehicle has been enabled for Verizon Connect NWF Services and that the Verizon Connect NWF Services include the collection of data points associated with the Vehicle's location and manner of operation.
- 5. LIMITED WARRANTY. (a) Verizon Wireless warrants to Customer that a Device purchased hereunder (other than an Asset Tracker device) will be free from defects in material and workmanship that prevent the Device from functioning in accordance with its specifications for the entire period of your right to use such Device pursuant to the terms hereof. "Customer shall benefit from any manufacturer warranty for the Device(s), (b) Verizon Wireless warrants to Customer that an Asset Tracker device which has been purchased new from Verizon Connect NWF by Customer, will be free from defects in material and workmanship that prevent it from functioning in accordance with its specifications for a period of three (3) years from initial activation, excluding the battery. (c) Verizon Wireless warrants to Customer that all accessories that are purchased new from Verizon Connect NWF by Customer will be free from defects in material and workmanship that prevent them from functioning in accordance with their specifications for a period of one (1) year from the date of shipment, (d) Verizon Wireless warrants to Customer that installation services will be free from defects in workmanship for a period of one (1) year from completion of any such installation services (unless Customer has purchased an extended installation warranty). Verizon Wireless warrants that extended warranty installation services will be free from defects in workmanship for a period of one (1) year following completion of such services. The period may be extended through the same period of time as the Customer has continuously paid for such extended warranty installation service. (e) Warranty claims must be made by notifying Verizon Wireless in writing promptly after Customer learns of the facts supporting a warranty claim, as specified in Verizon Connect NWF's then-current applicable warranty policy. The warranty policy can be found at https://static.verizonconnect.com/networkfleet/Limited Lifetime Warranty Policy Direct VAR.pdf Verizon Wireless will, at its discretion, either repair or replace any non-complying Device with a Device of equivalent functionality, and if applicable, remedy any defects in installation of the Device.
- (f) THE REMEDIES IN THIS SECTION ARE THE SOLE OBLIGATIONS AND REMEDY FOR BREACH OF ANY WARRANTY.
- **6.EXCLUSIONS.** The Limited does not cover repair, replacement or correction of any defect, damage or malfunctions caused by: (i) failure to properly install the Devices as described in the Verizon Connect NWF installation guides (if installation is not performed by Verizon Connect NWF); (ii) accident, negligence, theft, vandalism, operator error, misuse or acts of Nature; (iii) failure of the facilities Customer uses to access the Verizon Connect NWF Website or to conform to Verizon Connect NWF specifications; (iv) modifications, attachments, repairs or unauthorized parts replacements performed by Customer or any third party not authorized by Verizon Connect NWF; or (v) use by Customer of hardware or software not provided or approved by Verizon Connect NWF. Customer will be responsible for the cost of Support Services provided by Verizon Connect NWF caused by any of the foregoing.
- **7.DISCLAIMER OF WARRANTIES.** EXCEPT FOR THE LIMITED WARRANTY SET FORTH IN SECTION 5, VERIZON WIRELESS MAKES NO WARRANTY OR

GUARANTEE OF ANY KIND WITH RESPECT TO THE DEVICES AND THE VERIZON CONNECT NWF SERVICES. TO THE FULLEST EXTENT PERMISSIBLE BY

APPLICABLE LAW, VERIZON WIRELESS DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING, BUT NOT

LIMITED TO: IMPLIED WARRANTIES OF NONINFRINGEMENT, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE; AND ANY IMPLIED WARRANTY

ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING OR USAGE OF TRADE. VERIZON WIRELESS DOES NOT WARRANT THAT THE RECEIPT OF

DATA, MAPPING INFORMATION, AND OTHER CONTENT FROM THE DEVICES WILL BE AVAILABLE AT ALL TIMES, AT ALL GEOGRAPHIC LOCATIONS.

UNINTERRUPTED OR ERROR-FREE, OR THAT THE TRANSMISSION OF DATA, MAPPING INFORMATION, AND OTHER CONTENT FROM VERIZON CONNECT NWF TO CUSTOMER OR TO THE CUSTOMER WEBSITE PAGES WILL ALWAYS BE ACCURATE, TIMELY OR COMPLETE.

- 8. LIMITATION OF LIABILITY. (a) NEITHER PARTY WILL BE LIABLE FOR CONSEQUENTIAL, SPECIAL, INDIRECT OR INCIDENTAL DAMAGES. INCLUDING LOST PROFITS OR LOST DATA. EVEN IF THAT PARTY IS INFORMED THAT THOSE DAMAGES MAY OCCUR. VERIZON WIRELESS' CUMULATIVE LIABILITY UNDER ANY LEGAL THEORY SHALL NOT EXCEED THE AMOUNT PAID TO VERIZON WIRELESS. (b) WITHOUT LIMITING THE FOREGOING, VERIZON WIRELESS AND THE SERVICE PARTNERS ARE NOT RESPONSIBLE FOR LIABILITIES OF ANY KIND RESULTING FROM DELAYS IN DELIVERY, INSTALLATION OR PROVIDING VERIZON CONNECT NWF SERVICES OR OTHER SERVICES, REGARDLESS OF THE CAUSE OF THE DELAY. CUSTOMER UNDERSTANDS AND AGREES THAT VERIZON WIRELESS SHALL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND RESULTING FROM AN ALLEGED OR ACTUAL LACK OF SECURITY RELATING TO CUSTOMER'S USE OF THE VERIZON CONNECT NWF SERVICES. (c) CUSTOMER UNDERSTANDS AND AGREES THAT: (i) THE DEVICE IS A WIRELESS DEVICE AND THAT WIRELESS COMMUNICATIONS NETWORKS ARE USED TO CONNECT THE DEVICES WITH VERIZON CONNECT NWFS DATA CENTER AND BY USING GPS (GLOBAL POSITIONING SYSTEM) TO DETERMINE A VEHICLE'S LOCATION; (ii) THE VERIZON CONNECT NWF SERVICES WILL NOT OPERATE UNLESS A VEHICLE IS IN AN AREA THAT HAS ADEQUATE WIRELESS COMMUNICATIONS COVERAGE AND, EVEN IF A VEHICLE IS IN SUCH AREA, THE VERIZON CONNECT NWF SERVICE IS SUBJECT TO WIRELESS SERVICE NETWORK AND TRANSMISSION LIMITATIONS AND MAY BE ADVERSELY AFFECTED BY TERRAIN, SIGNAL STRENGTH, WEATHER AND ATMOSPHERIC CONDITIONS, OR OTHER THINGS THAT VERIZON WIRELESS DO NOT CONTROL; AND (iii) INFORMATION ABOUT A VEHICLE'S LOCATION WILL NOT BE AVAILABLE UNLESS THE DEVICE IN THE VEHICLE IS ABLE TO RECEIVE GPS SIGNALS.
- 9. PROPRIETARY RIGHTS. Customer acknowledges and agrees that the Devices, the Verizon Connect NWF Service and the Verizon Connect NWF Website may include patent, copyright, trademark, service mark, trade secrets, or other intellectual property rights (collectively "Proprietary Rights") of Verizon Connect NWF, its affiliates or the Service Partners (including, with respect to the Verizon Connect NWF Website, materials that may be proprietary to Service Partners and suppliers, and that Verizon Connect NWF, its affiliates, including Verizon Wireless and/or the Service Partners retain title to and ownership of those Proprietary Rights and any and all improvements, modifications, fixes or enhancements made by or for Verizon Connect NWF, its affiliates and/or the Service Partners to the Devices, the Verizon Connect NWF Service or the Verizon Connect NWF Website and grant such Customers a limited license for purposes of utilizing the services for the purposed outlined in this agreement. Customer will not copy, modify, reverse-engineer, disassemble or decompile any software or firmware included in any Device or the Verizon Connect NWF Website or otherwise provided to Customer by or on behalf of Verizon Connect NWF, and will not disclose such software or provide access to the Devices, such software or any Verizon Connect NWF Services to any third party for such a purpose. Customer agrees that with respect to the Verizon Connect NWF Services, it shall not, nor shall it permit any third party to (a) assign, transfer, lease, rent, sell, distribute or import such Verizon Connect NWF Services to any third party; (b) except with the express written consent of Verizon Wireless, combine, embed or incorporate the Verizon Connect NWF Services into any other product or service other than any Customer-owned or developed interface for purposes of receiving the data feed delivered from the Verizon Connect NWF Devices; (c) reverse engineer, translate, convert, decompile the Verizon Connect NWF Services; (d) remove or alter any proprietary notices in the Verizon Connect NWF Services;(e) use the Verizon Connect NWF Services in connection with the transmission, sale, license, or delivery of any infringing, defamatory, offensive, or illegal products, services, or materials; (f) use the Verizon Connect NWF Services in any manner that

threatens the integrity, performance, or availability of the Verizon Connect NWF Service; or (g) use the Verizon Connect NWF Service in any manner that violates local, state or federal laws, regulations or orders.

- 10. MODIFICATIONS; WEBSITE MAINTENANCE. Verizon Connect NWF may alter or modify all or part of the Devices, the Verizon Connect NWF Services or the Verizon Connect NWF Website from time to time; provided such changes do not materially adversely affect Customer's use of the Verizon Connect NWF Services or Verizon Connect NWF Website. Subject to the foregoing, such changes may include, without limitation, the addition or withdrawal of features, information, products, services, software or changes in instructions. Verizon Connect NWF reserves the right to perform scheduled maintenance for the Verizon Connect NWF Services and Verizon Connect NWF Website from time to time. This may include application and database maintenance as well as general website maintenance and may or may not involve Verizon Connect NWF Website and Verizon Connect NWF Services unavailability.
- **EXPORT CONTROL.** Customer understands and agrees that: (i) the software used in connection with the Service is controlled by US export control laws; (ii) further transfer or export of the software may be subject to US export control laws or similar laws of other countries; (iii) Customer will abide by such laws; and (iv) Customer will not re-export or divert the software to a country or activity in contravention of U.S. law. Customer represents and warrant that: (i) Customer is not now located in, does not maintain an office or residence in, is not a citizen of, nor does Customer intend to travel to (without agreeing to follow any specific federal regulatory parameters on such travel), any of the following countries: Cuba, Iran, North Korea, Sudan, Syria, or other locations where the United States or other governments may have restrictions; and (ii) Customer is not, nor does Customer anticipate being, listed on any U.S. Government, United Nations or other country's prohibited parties list (including, but not limited to the U.S. Department of Commerce Denied Persons List or Entity List and the U.S. Treasury Department's Specially Designated Nationals, Terrorists or Narcotics Traffickers List).
- 13. OWNERSHIP AND ACCEPTANCE. Title transfer and acceptance of products and services occur upon shipment or provision of service.
- **14. GENERAL.** (a) No amendment, change, modification or waiver to any provision of any accepted order or these Terms and Conditions will be binding unless signed by an authorized representative of each party. (b) The parties' respective rights and obligations under Sections 7. DISCLAIMER OF WARRANTIES, 9. PROPRIETARY RIGHTS, and 11. DATA survive termination of an order.

#### Verizon Mobile Device Management (MDM): Government Subscribers Only

Verizon MDM is not eligible for the monthly access charge discount. No additional discounts apply.

| Verizon MDM Feature   | Access Fee   |
|---|--|
| Enterprise Firmware Over the Air (FOTA) Management <sup>1</sup> | \$0.00 (license requirement with service)                      |
| Device Diagnostics <sup>2</sup>                                 | \$0.99 / per device per month                                  |
| Broadband Hotspot Management <sup>3</sup>                       | \$1.49 / per device per month OR \$15.00 / per device per year |
| Unified Endpoint Management                                     | \$1.00 / per device per month OR \$10.00 / per device per year |

**Notes:** See attached Calling Plan and Feature Details for important information about calling plans, features and options. MDM supports select devices and operating systems and may require installation of a software agent. MDM features are billed separately; however, all supported options will appear and cannot be blocked. Due to a number of features that require HTML 5, Verizon MDM requires Internet Explorer Version 10 and above to work efficiently. <sup>1</sup> Enterprise Firmware Over the Air (FOTA) Management supports Android devices, including Jetpacks and USB devices. <sup>2</sup> Device Diagnostics supports Verizon Android devices operating on OS 4.0 and higher excluding Apple IOS and Google Pixel/Nexus Devices. <sup>3</sup> Broadband Hotspot Management currently supports the MiFi 7730L, AC791L, Jetpack MiFi 6620L, and USB730L.

#### **VZ MDM Implementation Services**

#### This service does not qualify for additional discounts

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

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

| SKU#                               | Description              | Term         | Cost            |
|------------------------------------|--------------------------|--------------|-----------------|
| VZ_IOT_VZMDM_1-10 (703559)         | License Quantity 1-10    | One-time fee | \$99.00         |
| VZ_IOT_VZMDM_11-499 (703503)       | License Quantity 11-499  | One-time fee | \$350.00        |
| VZ_IOT_VZMDM_500-999 (703602)      | License Quantity 500-999 | One-time fee | \$650.00        |
| VZ_IOT_VZMDM_1000_PLUS<br>(703454) | License Quantity 1000+   | One-time fee | \$0.70/ license |

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

This service is to be used in conjunction with one of the following VZ MDM Services:

- 1. Enterprise Firmware Over the Air
- 2. Device Diagnostic
- 3. Broadband Management
- 4. Unified Endpoint Management

### **IBM® MaaS360® Enterprise Mobility Management**

(EMM) Unified Endpoint Management (UEM)

#### IBM® MaaS360® Enterprise Mobility Management (EMM)

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

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

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

#### Notes:

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

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

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

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

| License Type  | Product       |                   | SKU     |                                | Description                |                        | Monthly | Annual  |
|---|---------------|-------------------|---------|--------------------------------|----------------------------|------------------------|---------|---------|
| Per Device: One   | Mobile Thre   |                   | D1AJPLL |                                | Mobile Threat Mgr          | nt <b>per</b>          | \$0.75  | \$9.00  |
| (1) license <u>per</u><br><u>device</u>                               | Managemen     | it                |         |                                | Device                     |                        | 598473  | 598474  |
|   | Secure Mobi   | ile               | D1AGWI  | LL                             | Secure Mobile Bro          | wser <b>per Device</b> | \$0.75  | \$9.00  |
|   | Browser       |                   |         |                                |                            |                        | 598953  | 598954  |
|   | TeamViewer    | •                 | D0048ZX | (                              | TeamViewer Remo            |                        | \$0.75  | \$9.00  |
|   |               |                   |         |                                | for IBM MaaS360 per Device |                        | 625453  | 714502  |
|   |               |                   |         |                                |                            |                        |         |         |
| Per User: One   | Mobile Thre   |                   | D1AJSLL | L Mobile Threat Mgmt per User  |                            | \$1.88                 | \$22.50 |         |
| (1) license <u>per</u><br><u>single user</u> with<br>multiple devices | Managemen     | gement            |         |                                | USEI                       |                        | 599454  | 599455  |
| muniple devices   | Secure Mobile | D1AGZLL           |         | Secure Mobile Browser per User |                            | \$1.88                 | \$22.50 |         |
|   | Browser       |                   |         |                                |                            |                        | 598955  | 598956  |
|   | TeamViewer    | TeamViewer D00472 |         |                                |                            | • • •                  | \$1.50  | \$18.00 |
|   |               |                   |         |                                | for IBM MaaS360 per User   |                        | 625454  | 714452  |
| Product   | ı             | SKU               |         | Desc                           | cription                   | Plan ID                | Monthly | Annual  |
| Laptop Location   |               | D1A               | M8LL    | Lapt                           | top Location               | 598471                 | \$0.38  |         |
|   |               |                   |         |                                |                            | 598472                 |         | \$4.50  |

#### IBM® MaaS360®Enterprise Mobility Management Professional Services

IBM MaaS360 EEM Professional Services are not eligible for discounts.

| Product                                  | SKU     | Plan ID | Description   | One-time Cost |
|--|---------|---------|---|---------------|
| IBM Email Setup - One<br>Time Charge     | D01XLZX | 741452  | Provides remotely delivered expertise and guidance in setting up and configuring the MaaS360 Email Access Gateway. The IBM consultant will participate in the discussions and setup remotely via WebEx. Through the initial conversation, the consultant will recommend the appropriate scenario to leverage, and also provide recommendations for redundancy and load balancing as needed. The consultant will assist in deploying any of the following scenarios: (1) Email | \$730.00      |
|  |         |         | gateway for any access, (2) Email gateway<br>to allow only MaaS360 Secure Mail clients,<br>(3) Email gateway with client<br>authentication using corporate<br>credentials.  |               |
| Health Check Success<br>Service          | D1RTALL | 644452  | IBM will assess your current deployment against your use cases, future goals, and industry best practices in a 1 day session. Receive a report with a score and recommendations on how to utilize MaaS360 to its full potential.  | \$2,800.00    |
| IBM Fast Start Customer<br>Setup Service | D1X6SLL | 636958  | Fast Start is <u>required for accounts</u> <u>activating less than 50 licenses</u> . Provides set up assistance during a 2-hour phone call with a MaaS360 expert  | \$500.00      |
| EMM 30-Day Trial                         | D1P3TRL | 598957  | One-Time EMM 30-Day Trial. Customer can trial MaaS360 for 30 days. At the conclusion of the trial (but before the 30 day period ends), customer may convert the account to a paid subscription. Once the order is processed, the number of paid licenses can be provisioned to the account. Note. If the trial expires past the 30 day period customer must contact Verizon.  | \$0.00        |

| Mobility Training Success<br>Service | D1RTBLL | A 2 day, curriculum based training workshop to skill up your helpdesk, operations team, and administrators on enterprise mobility and IBM MaaS360. Get hands-on with the product in this course with real world scenarios and demos. | \$5,700.00  |
|--------------------------------------|---------|--|-------------|
| Quick Start Success Service          | D1RT9LL | Quick Start Services deliver fast and exceptional enterprise mobility implementation guidance to maximize your investment in less than a week.   | \$14,000.00 |

#### IBM MaaS360 EMM Core Products

Included features are determined by IBM MaaS360 UEM License Type

| Feature                        | Functionality  |           | Included F | eatures by L | cense      |
|--------------------------------|--|-----------|------------|--------------|------------|
|                                |  | EMM       | EMM        | EMM          | EMM        |
|                                |  | Essential | Deluxe     | Premier      | Enterprise |
| Device Management              | Manage smartphones, tablets & laptops featuring iOS,<br>Android, Windows 10 Mobile, Windows 7, Windows 10 &<br>macOS | 1         | 1          | 1            | 1          |
| App Management                 | Deploy custom enterprise app catalogs Blacklist, whitelist & require apps  | 1         | 1          | 1            | 1          |
| Patch and Update<br>Management | Identify & report on missing OS patches Schedule distribution and installation of Windows OS & macOS patches         | 1         | 1          | 1            | ✓          |
| Identity Management            | Single sign-on & touch access Conditional access to trusted devices Identity federation with apps                    | 1         | 1          | 1            | 1          |
| Advisor                        | Improve IT operational efficiency by applying best practices & learning from industry & peer benchmarks              | 1         | 1          | 1            | ✓          |
| Container App                  | A separate, corporate mobile workplace for iOS, Android & Windows Productivity apps for work in one place            | 1         | 1          | 1            | 1          |

| Mobile Expense Management | Monitor mobile data usage with real-time alerts Set policies to restrict or limit data & voice roaming   | ✓ | 1 | 1 | ✓        |
|---------------------------|--|---|---|---|----------|
| Secure Mobile Email       | Contain emails, attachments & chat to prevent data leakage Enforce authentication, copy/paste & forwarding restrictions FIPS 140-2 compliant, AES-256 bit encryption for data at res |   | 1 | 1 | 1        |
| Secure Mobile Chat        | Contain all chat mobile conversations and data Establish quick connections via corporate directory lookup  |   | 1 | 1 | 1        |
| OS VPN                    | Leverages the hosted MaaS360 Certificate Authority to issue authentication certs  Deployed alongside your corporate VPN solution   |   |   | 1 | ✓        |
| Secure Browser            | A feature-rich web browser for secure access to intranet sites<br>Define URL filters & security policies based on categories<br>Block known malicious websites                       |   |   | 1 | 1        |
| Gateway for Browser       | Enable MaaS360 Secure Mobile Browser to access enterprise intranet sites, web apps & network resources Access seamlessly & securely without needing a VPN session on mobile device   |   |   | 1 | <b>√</b> |
| Content Management        | Enforce authentication, copy/paste & view-only restrictions  |   |   | 1 | ✓        |
| Gateway for Documents     | Secure access to internal files:<br>e.g., SharePoint & Windows File Share  |   |   | 1 | ✓        |
| App Security              | Enforce authentication & copy/paste restrictions   |   |   | ✓ | ✓        |
| Gateway for Apps          | Add per app VPN to Application Security to integrate behindthe-firewall data in private apps   |   |   | 1 | 1        |
| Mobile Document Editor    | Create, edit & save content in a secure, encrypted container   |   |   |   | 1        |
| Mobile Document Sync      | Restrict copy/paste & opening in unmanaged apps Store content securely, both in the cloud & on devices   |   |   |   | 1        |
| Mobile Threat Management  | Detect and analyze mobile malware on compromised devices<br>Automate remediation via near real-time compliance engine<br>Take action on jailbroken/rooted devices over-the-air       |   |   |   | 1        |

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

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

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

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

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

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

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

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

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

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

| MI-UEMP-D-1YS-D        | MobileIron<br>Secure UEM<br>Premium | Per Device Subscription (On-Premise) License for 1 Year with Direct Support.                | \$5.63<br>(693614) | \$67.50<br>(693613)  |
|------------------------|-------------------------------------|---|--------------------|----------------------|
| MI-UEMP-U-1YS-D        | MobileIron<br>Secure UEM<br>Premium | Per User (5 Devices/User) Subscription (On-Premise) License for 1 Year with Direct Support. | \$9.00<br>(693464) | \$108.00<br>(693465) |
| *Refer to the Addition | nal Requiremen                      | nts helow for important information   |                    |                      |

| MobileIron Zero Sign-On (ZSO) Feature: Cloud  Adaptive security and conditional access for any cloud service or in-house apps  The pricing below reflects the monthly access fee discount. No further discounts apply |                 |                     |  |                                       |  |
|---|-----------------|---------------------|--|---------------------------------------|--|
| SKU   | Product<br>Name | Product Description | Monthly Cost<br>Per Unit /<br>Per Year | Annual Cost<br>Per Unit /<br>Per Year |  |
| MI-ZSO-U-1YC-D MobileIron Secure UEM Per User (5 Devices/User) Subscription \$2.25 \$27.00 (693520)   |                 |                     |  |                                       |  |

NOTE: This feature is an add-on to Secure UEM Premium SKUs only

\*Refer to the Additional Requirements below for important information

#### **MobileIron Threat Defense Features: Cloud**

Compatible with both MobileIron Cloud and MI Core/On premise

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

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

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

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

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

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

|                       | The pricing below                          | wreneeds the monthly access ree discount. No rai              | ther discounts appry     |                      |
|-----------------------|--|---|--------------------------|----------------------|
| SKU                   | Product<br>Name                            | Product Description   | Monthly Cost<br>Per Unit | Annual Cost Per Unit |
| MI-MTDPLUS-D1YS-<br>D | MobileIron<br>Threat<br>Defense<br>Premium | Per Device Cloud Subscription for 1 year with Direct Support. | \$4.50<br>(658462)       | \$54.00<br>(633461)  |

| MI-MTDPLUS-U1YS-D MobileIron Threat Defense Premium  Per User (5 devices/user) Cloud Subscription for 1 year with Direct Support. | \$6.75<br>(658464) | \$81.00<br>(633463) |
|---|--------------------|---------------------|
|---|--------------------|---------------------|

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

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

#### **Purchase Requirements:**

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

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

| MobileIron incapptic Connect Feature: On-Premise Self-service portal for Customer's custom app development The pricing below reflects the monthly access fee discount. No further discounts apply |   |  |   |  |
|---|---|--|---|--|
| Product<br>lame   | Product Description   | Price Plan ID  | Annual Cost<br>(Per 10 Apps)  |  |
| MobileIron<br>ncapptic<br>Connect   | Basic license with support for 10 apps using incapptic Connect, an app lifecycle management solution Subscription License for 1 year with Direct Support. | 693468   | \$15,000.00   |  |
| MobileIron<br>ncapptic<br>Connect   | Extension package with 10 apps, using incapptic Connect Subscription License for 1 year with Direct Support.  | 693567   | \$15,000.00   |  |
| // /  | obileIron capptic onnect obileIron capptic  | roduct ame  Product Description  Basic license with support for 10 apps using incapptic Connect, an app lifecycle management solution Subscription License for 1 year with Direct Support.  ObileIron capptic incapptic Connect Subscription License for 1 year with Direct Support. | Product Description  Basic license with support for 10 apps using incapptic Connect, an app lifecycle management solution Subscription License for 1 year with Direct Support.  693468  Extension package with 10 apps, using incapptic Connect Subscription License for 1 year with Direct Support.  693567  1 year with Direct Support. |  |

<sup>\*</sup>Refer to the Additional Requirements below for important information

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

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

| Mob                                    | ileIron Professional Services - Dep  | loyment/Implen            | nentation Packa    | ges            |
|--|--|---------------------------|--------------------|----------------|
| The pricing below reflects             | the monthly access fee. No discounts apply   |                           |                    |                |
| SKU                                    | MobileIron Professional S Product Description  | Services: Deploy<br>Notes | ment Price Plan ID | Price per Unit |
| MI-PS-SECURE-<br>UEMCORE               | Core Deployment for the SECURE UEM bundle (iOS, Android, Win10 and MacOSX, management and  | N/A                       | 693623             | \$6,250.00     |
|  | security through UEM). See full SKU description.   |                           |                    |                |
| MI-PS-SECURE-<br>UEMCLOUD              | Cloud Deployment for the SECURE UEM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM). See full SKU description.  | N/A                       | 693525             | \$3,750.00     |
| MI-PS-SECURE-<br>UEMPREM-CORE          | Core Deployment for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 1 SP). See full SKU description.  | N/A                       | 693569             | \$15,000.00    |
| MI-PS-SECURE-<br>UEMPREM-CLOUD         | Cloud Deployment for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 1 SP). See full SKU description. | N/A                       | 693477             | \$12,500.00    |
| MI-PS-SECURE-<br>UEMPREM-ADV-<br>CORE  | Core Deployment for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 5 SP). See full SKU description.  | N/A                       | 693524             | \$18,750.00    |
| MI-PS-SECURE-<br>UEMPREM-ADV-<br>CLOUD | Cloud Deployment for the SECURE UEM PREMIUM bundle (iOS, Android, Win10 and MacOSX, management and security through UEM, including Email, tunneling, Cloud security for up to 1 IDP and 5 SP). See full SKU description. | N/A                       | 693478             | \$16,250.00    |
|  | MobileIron Professi  | onal Services: I          | •                  |                |
| SKU                                    | Product Description  | Notes                     | Price Plan ID      | Price per Unit |

| MI-PS-PREMIUM-IMP      | Premium Implementation Service - Combination of Advisory Services consultant to plan, oversee and provide best practices guidance along with an Implementation Engineer for design, setup and validation of all technical components. Will also include basic strategic alignment sessions to ensure mobile strategy is being satisfied by the implementation results. | Bundled<br>Strategy,<br>Advisory, and<br>Implementation  * On-Site Work<br>is required and<br>need a PO for<br>Travel | 510397 | \$25,000.00 |
|------------------------|--|---|--------|-------------|
| MI-PS-MTD-ENT          | MTD Implementation (1000+ devices). Includes MobileIron Core or MobileIron Cloud integration with Zimperium zConsole, zConsole policy configuration, and OS and device vulnerability risk analysis.  | Remote implementation  Must be purchased with or added to   | 693570 | \$5,000.00  |
|                        |  | MobileIron Core<br>or Cloud<br>implementation<br>services   |        |             |
| MI-PS-MTD-SMB          | MTD Implementation (up to 1,000 devices). Includes MobileIron Core or MobileIron Cloud integration with Zimperium zConsole and zConsole policy configuration.  | Remote implementation  Must be purchased with or added to MobileIron Core or Cloud implementation services            | 693622 | \$2500.00   |
| Note: Statement of Wor | rk required.   |   |        |             |

| SKU                                     | Product Description  | Notes  | Price Plan ID | Price per Unit |
|---|--|--|---------------|----------------|
| MI-PS-<br>EBFMIGRATOR-<br>DEVICELICENSE | Access to EBF Migrator per<br>Device License(s) to support<br>a migration to MobileIron<br>Cloud or MobileIron Core. | 50 minimum quantity purchase.  Must be purchased with MobileIron Professional Services to assist with the migration (MI-PS-SOW, MIPS-SOW-PUF, MI-PSFIXED, MI-PS-HOURS-PUF, any of the MI-PS-C2CMIGRATE-XXX SKUs) | 682962        | \$7.50         |

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

Note: Statement of Work required.

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

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

#### eFax Corporate

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

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

| SKU# Description |   | Monthly Cost Annual Cost |                      |  |
|------------------|---|--------------------------|----------------------|--|
| GOV_SELECT       | Provides up to 2 fax numbers and up to 200 pages.   | \$7.99<br>(730005)       | \$86.29<br>(730004)  |  |
| GOV_STANDARD     | Up to 5 fax numbers and up to 500 pages.            | \$17.99<br>(729957)      | \$194.29 (729956)    |  |
| GOV_PRO          | Up to 10 fax numbers and up to 1000 pages per month | \$35.99<br>(729953)      | \$388.29<br>(729952) |  |

EFAX\_OVERAGE

### **GEORGIA TECHNOLOGY AUTHORITY**

Overage charges for exceeding fax

| _  | sent/received pag<br>month  | e allowance   | per        | (730053) |  |  |  |
|--|-----------------------------|---------------|------------|----------|--|--|--|
| Note: Customers must have an active email address to initiate service and receive eFax welcome email. eFax page allowance is per page (sent/received). Multiple licenses and stacking are permitted. eFax licenses on the same account will share page allowances. The eFax application may be used from any internet connection. eFax is compatible with One Talk service and connected multifunction printers with the eFax app installed. eFax licenses are for a 12 month term, no proration. Faxing to International phone numbers is not currently available. Government customers must use the eFax numbers provided by Verizon to receive onshore eFax support (833) 753-2563. Please also refer to the terms of service and privacy statement provided at the links below for additional governing terms. |                             |               |            |          |  |  |  |
| Terms of Service https://enterprise.org  | efax.com/company/cus        | stomer-agreem | <u>ent</u> |          |  |  |  |
| Privacy Statement https://enterprise   | <u>.efax.com/company/pr</u> | ivacy-policy  |            |          |  |  |  |
|  |                             |               |            |          |  |  |  |

\$0.10 per page

Overage

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

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

#### Asavie Moda Government Customers Only

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

| Description                              | SKU Name   | Plan ID             | Quantity  | Annual  | Monthly |
|--|------------|---------------------|-----------|---------|---------|
| <sup>1</sup> Asavie Moda<br>for MPN Gov  | ModaMPNG   | 677970<br>(Annual)  | 1-199     | \$80.92 | \$7.49  |
| Customers                                |            |                     | 200-499   | \$68.85 | \$6.38  |
|  |            | 677971<br>(Monthly) | 500-999   | \$60.75 | \$5.63  |
|  |            |                     | 1000-2499 | \$52.65 | \$4.88  |
|  |            |                     | 2500-9999 | \$48.60 | \$4.50  |
|  |            |                     | 10000+    | \$40.50 | \$3.75  |
|  |            |                     |           |         |         |
| <sup>2</sup> Asavie Moda<br>Global (OTT) | ModaGLOBAL | 677969<br>(Annual)  | 1-199     | \$80.92 | \$7.49  |
| Gov<br>Customers                         |            | 677968<br>(Monthly) | 200-499   | \$68.85 | \$6.38  |
|  |            |                     | 500-999   | \$60.75 | \$5.63  |
|  |            |                     | 1000-2499 | \$52.65 | \$4.88  |
|  |            |                     | 2500-9999 | \$48.60 | \$4.50  |
|  |            |                     | 10000+    | \$40.50 | \$3.75  |

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

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

<sup>2</sup>Asavie Moda Global (OTT) Gov Customers – **Does not** require Private Network.

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

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

# Asavie IoT Connect® Government Customers Only

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

| Name          | SKU Name     | Plan ID             | Quantity  | Annual  | Monthly |
|---------------|--------------|---------------------|-----------|---------|---------|
| IoT MPN 25 MB | IOTCMPN25MBG | 677959<br>(Annual)  | 1-199     | \$24.22 | \$2.24  |
|               |              |                     | 200-499   | \$20.59 | \$1.91  |
|               |              | 677958<br>(Monthly) | 500-999   | \$18.16 | \$1.68  |
|               |              |                     | 1000-2499 | \$15.74 | \$1.46  |
|               |              |                     | 2500-9999 | \$14.53 | \$1.35  |
|               |              |                     | 10000+    | \$12.11 | \$1.12  |

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

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

Asavie IoT Connect® with Cloud Connect

|                     |                         | Governr             | nent Custom       | ers Only            |             |
|---------------------|-------------------------|---------------------|-------------------|---------------------|-------------|
|                     | The price below reflect | ts the monthly a    | access discounts. | No additional disco | unts apply. |
| IoT MPN 25 MB<br>CC | IOTCMPN25MBCCG          | 677953<br>(Annual)  | 1-199             | 31.46               | 2.99        |
|                     |                         |                     | 200-499           | 26.74               | 2.54        |
|                     |                         | 677952<br>(Monthly) | 500-999           | 23.59               | 2.24        |
|                     |                         |                     | 1000-2499         | 20.45               | 1.95        |
|                     |                         |                     | 2500-9999         | 18.87               | 1.80        |
|                     |                         |                     | 10000+            | 15.73               | 1.5         |
|                     |                         | •                   | •                 |                     |             |
| IoT MPN 150<br>MB   | IOTCMPN150MBG           | 677957<br>(Annual)  | 1-199             | \$40.42             | \$3.74      |
|                     |                         |                     | 200-499           | \$34.36             | \$3.18      |
|                     |                         | 677956              |                   |                     |             |

Verizon Wireless I Confidential I Subject to Contract

500-999

1000-2499

2500-9999

10000+

(Monthly)

\$30.31

\$26.27

\$24.25

\$20.21

\$2.81

\$2.43

\$2.25

\$1.87

<sup>&</sup>lt;sup>1</sup> Requires customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows.

| IoT MPN 150+<br>MB | IOTCMPN150MBPLUSG | 677955<br>(Annual)  | 1-199     | \$80.92 | \$7.49 |
|--------------------|-------------------|---------------------|-----------|---------|--------|
|                    |                   |                     | 200-499   | \$68.78 | \$6.37 |
|                    |                   | 677954<br>(Monthly) | 500-999   | \$60.69 | \$5.62 |
|                    |                   |                     | 1000-2499 | \$52.60 | \$4.87 |
|                    |                   |                     | 2500-9999 | \$48.55 | \$4.50 |
|                    |                   |                     | 10000+    | \$40.46 | \$3.75 |

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

Products shown or referenced are provided by Asavie Technologies, Inc. ("Asavie"), a Verizon Partner Program Member, which is solely responsible for the representations and the functionality, pricing and service agreements. Asavie can connect to several different systems including cloud based and server based applications. Customer may purchase Asavie licenses and services ("Asavie Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Asavie Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Asavie Services are manufactured by Asavie Technologies, Inc. Any license for Asavie Services must be obtained directly from Asavie either upon purchase or installation of the Asavie Services. Asavie Services are subject to Asavie terms and conditions and can be viewed here: <a href="https://support.moda.us.asavie.com/About/eulagreement-">https://support.moda.us.asavie.com/About/eulagreement-</a>

government.htm. Verizon Wireless will direct Asavie to fulfill Customer's Asavie Services order. Customer support for Asavie Services must

be obtained directly from Asavie Technologies, Inc. If Verizon Wireless in its sole discretion determines that an inquiry from a subscriber is related to Asavie Services and is not one concerning Equipment or Wireless Service, it may transfer the service request to appropriate Asavie representatives.

<sup>&</sup>lt;sup>1</sup> Requires customers to use pricing and equipment in accordance with the Private Network terms and conditions as your contract allows.

#### Verizon Secure Cloud Gateway

Powered by iboss

These licenses are not eligible for monthly access discounts.

Secure Cloud Gateway is a cloud-based secure web gateway service that provides security for web traffic and protects users from internet-threats through enforcement of internet policy compliance. Built for the cloud and the modern, distributed organization, Secure Cloud Gateway helps meet the cybersecurity needs of today's organizations who are challenged with enforcing internet policy and security across decentralized networks, branch offices, and remote and mobile users. The Secure Cloud Gateway service is powered by iboss, a leading web security company.

| SKU                   | Description     | PPID   | Billing | Cost   |
|-----------------------|-----------------|--------|---------|--------|
| CG-WIRELESS-NNI-SLED  | Core Gateway    | 737952 | Monthly | \$2.72 |
| MDF-WIRELESS-NNI-SLED | Malware Defense | 699514 | Monthly | \$4.17 |

**Note:** Secure Cloud Gateway powered by iboss solution requires a Mobile Private Network Tiered Hierarchy design where iboss operates the parent private network and each mutual customer of iboss and Verizon Wireless must have a private network built as a child of the iboss parent. \*A minimum quantity of 50 user licenses per order is required. Licenses bill in full monthly increments with no prorations with a one year line term.

- \*Devices that are certified for private network include:
  - Verizon Jetpacks
  - LTE Enabled routers [Consult with sales and product manager for the number of licenses associated with multi user devices.] LTE enabled tablets, phones and laptops
- <sup>1</sup>These SKUs are mutually exclusive and cannot be combined.

| Verizon Secure Cloud Gateway Core Package: Web Gateway   | Verizon Secure Cloud Gateway Plus Package: Malware Defense   |  |  |
|--|--|--|--|
| Core Package delivers compliance based web gateway features to all devices   | Plus Package delivers all Core Package features and advanced malware defense   |  |  |
| <ul> <li>Web and Content Filtering</li> <li>Protection for outdated browsers and Operating<br/>System (OS)</li> <li>Secured Socket Layer (SSL) visibility and traffic<br/>management</li> <li>Single pane of glass management</li> <li>Cloud apps and social media controls</li> <li>Advanced, near real-time reporting</li> <li>Flexible data traffic re-direction for devices, virtually<br/>everywhere</li> </ul> | <ul> <li>Advanced malware detection and prevention for polymorphic threats.</li> <li>Command and Control (CnC) callback monitoring across enterprise ports and protocols.</li> <li>Signature based intrusion detection and prevention.</li> <li>Protection across all devices and locations including HQ, remote offices, mobile and Bring Your Own Device (BYOD).</li> <li>Behavioral Malware Sandboxing</li> </ul> |  |  |

#### One Talk Solution: Government Subscribers Only

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

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

| Desk Phone/Mobile Client (App)    |   |  |  |  |  |
|-----------------------------------|---|--|--|--|--|
| Price Plan Type                   | Line Level Plans (e.g. Flexible Business Plans, Custom Flexible Business Plans, Nationwide) | Account Level Plans<br>(e.g. Verizon Plans, More Everything) |  |  |  |
| One Talk Primary MDN              | Monthly Access  | Monthly Access   |  |  |  |
| One Talk Price Plan (100 MB Data) | \$10.00   | \$0.00 (the new Verizon Plans)                               |  |  |  |
| One Talk Feature                  | \$15.00   | \$15.00  |  |  |  |

| One Talk Line Access Charge                           | N/A  | \$10.00 (96029)  |  |
|---|--|--|--|
|   | лр (HG)  |  |  |
| Price Plan Type                                       | Line Level Plans<br>(e.g. Flexible Business Plans,<br>Custom Flexible Business Plans,<br>Nationwide) | Account Level Plans<br>(e.g. Verizon Plans, More Everything) |  |
| One Talk Primary MDN                                  | One Talk Primary MDN Monthly Access  |  |  |
| One Talk <b>AR Price Plan</b><br>(100 MB Data)        |  | \$0.00   |  |
| One Talk <b>AR Feature</b>                            | \$10.00  | 440.00   |  |
| One Talk AR Line Access Charge                        | N/A  | \$10.00  |  |
| One Talk <b>HG Price Plan</b><br>(100 MB Data) \$0.00 |  |  |  |
| One Talk <b>HG Feature</b>                            | ]  | \$0.00   |  |
| One Talk <b>HG Line Access Charge</b>                 | N/A  |  |  |

One Talk Side View (Smartphone, One Talk Dialers, and Mobile Client Apps) Only)<sup>3</sup>
Business App Integrations

One Talk Basic Integrations<sup>3</sup> provides access to the Google Workspace/Microsoft 365 apps Contacts, Email, Calendar, and productivity suite. This feature is included with One Talk Smartphone, One Talk Dialers, and Mobile Client App activations

One Talk Basic Integrations

Optional Features

One Talk Premium Visual Voicemail for Android Smartphone

One Talk Premium Visual Voicemail for Desk Phone & Mobile App

One Talk Voicemail To Text for iOS Smartphones

One Talk Caller Name ID

\$0.00 (SPO 1922)

\$2.99

#### Additional Devices per MDN<sup>1</sup>

Standard One Talk Desk Phones: For MDN's activated on a Smartphone, Standard Desk Phone or, Mobile App, a maximum of up to eight (8) additional devices can be shared with the MDN as follows: one (1) Smartphone, up to two (2) standard One Talk desk phones and up to five (5) mobile Apps.

| Additional Device Pricing                                    |  |  |  |  |  |
|--|--|--|--|--|--|
| Smartphone Device  | One Talk Standard Desk Phone   | <b>Mobile Client (App)</b> <sup>2</sup> (Includes Smartphones and Tablets)         |  |  |  |
| Additional devices (endpoint) incur a \$10.00 monthly access | \$0.00 for additional devices<br>(excluding Smartphone devices with<br>One Talk Dialers) | \$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers) |  |  |  |

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

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

For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. ¹Each One Talk phone number can be shared between devices with the following limits: Up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, two standard desk phones and a single smartphone using One Talk. You may only make voice and/or video calls with up to three (3) devices per One Talk phone number at the same time. ²The Mobile App can be used in eligible devices (includes devices from other carriers); Smartphones (without One Talk Dialers (Basic, Enhanced, and Native)), wireless and WiFi tablets. The Desktop app can be used in Windows PCs and Mac OS devices, limit five (5) total per MDN (including primary device. Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data. ³All Google Workspace business plans are supported, however, Gmail is not supported; and all Microsoft 365 personal and business plans are supported.

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

This is a current retail plan and is subject to change or be discontinued without notice to the customer. This One Talk Connected desk phone is not compatible with Private Network Traffic Management (PNTM) or Private Network.

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

| 4G Business Unlimited One Talk Plans Government Subscribers Only |  |  |  |  |
|--|--|--|--|--|
| These plans are NOT eligib                                       | ole for monthly access fee discounts.            |  |  |  |
| Auto   | Receptionist                                     |  |  |  |
| Monthly Access Fee \$10.00 (99319)                               |  |  |  |  |
| Voice Minutes Allowance  | Unlimited  |  |  |  |
| Data Allowance <sup>1</sup> Unlimited                            |  |  |  |  |
| Mobile Client (App)/S  | Mobile Client (App)/Standard One Talk Desk Phone |  |  |  |
| Monthly Access Fee \$10.00 (99320)                               |  |  |  |  |
| Voice Minutes Allowance Unlimited                                |  |  |  |  |
| Data Allowance <sup>1</sup> Unlimited                            |  |  |  |  |
| SMS (Text) Domestic Messaging Unlimited (73503)                  |  |  |  |  |

## One Talk Side View (Smartphone, One Talk Dialers, and Mobile Client Apps) Only)<sup>5</sup> Business App Integrations

**One Talk Basic Integrations**<sup>5</sup> provides access to the Google Workspace/Microsoft 365 apps Contacts, Email, Calendar, and productivity suite. This feature is included with One Talk Smartphone, One Talk Dialers, and Mobile Client App activations

One Talk Basic Integrations \$0.00 (SPO 1922)

#### Additional Devices per MDN<sup>3</sup>

**Standard One Talk Desk Phones:** For MDN's activated on a Smartphone, Standard Desk Phone or, Mobile Client, a maximum of **up to eight (8) additional devices** can be shared with the MDN as follows: one (1) Smartphone, up to two (2) standard One Talk desk phones and up to five (5) mobile clients.

One Talk Connected 4G Desk Phones: For MDN's activated on a One Talk Connected desk phone, a maximum of up to seven (7) additional devices can be shared with the MDN as follows: one (1) One Talk Connected desk phone, one (1) additional One Talk standard desk phone and up to five (5) mobile clients

| Additional Device Pricing                                    |  |   |  |  |  |
|--|--|---|--|--|--|
| Smartphone Device  | One Talk Standard Desk Phone   | <b>Mobile Client (App)</b> <sup>4</sup> (Includes Smartphones and Tablets)            |  |  |  |
| Additional devices (endpoint) incur a \$10.00 monthly access | \$0.00 for additional devices<br>(excluding Smartphone devices with<br>One Talk Dialers) | \$0.00 for additional devices (excluding<br>Smartphone devices with One Talk Dialers) |  |  |  |

**Notes:** Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 4G network.

One Talk service is applied to the Verizon Wireless MDN and is available on all of the user's devices. One Talk is not compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls originated from a One Talk Connected desk phone drop if either party leaves Verizon 4G coverage. When outside of the 4G coverage area devices will only operate over Wi-Fi or LAN with standard voice and SMS messaging capabilities and all One Talk features available to the user. One Talk Connected desk phones will operate over LAN when no 4G service is available.

For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. <sup>3</sup>Each One Talk phone number can be shared between devices with the following limits: (a) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, a single LTE Desk phone and a single standard desk phone or (b) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, two standard desk phones and a single smartphone using One Talk. <sup>4</sup>The Mobile App can be used in eligible devices (includes devices from other carriers);

Smartphones (without One Talk Dialers (Basic, Enhanced, and Native)), wireless and WiFi tablets. The Desktop app can be used in Windows PCs and Mac OS devices, limit five (5) total per MDN (including primary device. Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data. <sup>5</sup>All Google Workspace business plans are supported, however, Gmail is not supported; and all Microsoft 365 personal and business plans are supported.

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

<sup>1</sup>After 22 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS globalcapable device.

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

This is a current retail plan and is subject to change or be discontinued without notice to the customer. Business Unlimited One Talk Plans is not compatible with Private Network Traffic Management (PNTM) or Private Network.

| One Talk Call Queue  Government Subscribers Only  No Domestic Roaming or Long Distance Charges |   |  |  |  |  |  |
|--|---|--|--|--|--|--|
| Th   | This plan is NOT eligible for monthly access fee discounts. |  |  |  |  |  |
| Monthly Access Fee \$25.00 \$45.00   |   |  |  |  |  |  |
| Calls in Queue10 calls held in queue25 calls held in queue                                     |   |  |  |  |  |  |
| Monthly Call Queue Agent Feature   | \$1.00 per line/per month*                                  |  |  |  |  |  |

**Notes:** Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 4G network. One Talk service is applied to the Verizon Wireless MDN and is available on all of the user's devices. One Talk **is not** compatible with Fax machines, credit card POS solutions, or Security Systems. One Talk calls drop if either party leaves Verizon 4G LTE coverage. When outside of the 4G LTE coverage area and without 3G or WiFi service, the device operates as a standard device (1X calling) with standard voice and SMS messaging capabilities with no One Talk features available to the user. <sup>1</sup>One (1) additional Desk Phone can be added as an additional device per MDN. <sup>2</sup>Mobile Client (App) eligible devices (includes devices from other carriers); Smartphones (without One Talk Dialers), wireless and WiFi tablets; limit five (5) total per MDN (including primary device. Installing the One Talk Mobile App consumes an estimated 30MB of data, the Desktop App consumes approximately 110MB of data.

- 1. Call queue has a maximum limit of 40 agents per call queue setup.
- 2. Dial MDN direct or be routed through Auto Receptionist

For additional information regarding One Talk please visit: <a href="https://www.verizon.com/business/products/voice-collaboration/unifiedcommunications/one-talk/">https://www.verizon.com/business/products/voice-collaboration/unifiedcommunications/one-talk/</a>

| One Talk Messaging for Hunt Group                  |  |  |  |  |
|--|--|--|--|--|
| This feature is not eligible for further discounts |  |  |  |  |
| Monthly Access Fee \$9.99 (88212)                  |  |  |  |  |
| Hunt Group Recipients  Up to 20 maximum per line   |  |  |  |  |
| SMS/MMS Unlimited¹ Included                        |  |  |  |  |

**Note:** Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 4G network. One Talk service is applied to the Verizon MDN and Hunt Group delivers one or more One Talk

phone numbers to provide specialized support to customers. Mobile devices associated with the One Talk App can send and receive text messages to Hunt Groups.

<sup>1</sup>One Talk SMS is only available on the Mobile Client (App).

\*Messaging for Hunt Groups can support having simultaneous call sequence – once a customer sends out an SMS it will be sent to all the Messaging for Hunt Group members\*

For additional information regarding One Talk please visit: <a href="https://www.verizon.com/business/products/voice-collaboration/unifiedcommunications/one-talk/">https://www.verizon.com/business/products/voice-collaboration/unifiedcommunications/one-talk/</a>

| One Talk Connected 4G Desk Phone Plans  Government/Corporate Subscribers Only  |  |                         |                       |  |  |  |
|--|--|-------------------------|-----------------------|--|--|--|
| These pla  | ans are NOT elig   | gible for monthly       | y access fee disco    | unts.                                    |  |  |
| Plan   | Monthly<br>Access  | Voice Minutes Allowance | Data<br>Allowance     | Data Overage                             |  |  |
| <b>47598</b> – Flexible Business LTE Desk<br>Phone Unlimited Talk and Text   |  |                         | 500 MB<br>(Share)     |  |  |  |
| <b>48043</b> – Nationwide for Business LTE Desk Phone Unlimited Talk and Text  | \$10.00  | Unlimited               | 500 MP                | \$10.00/GB                               |  |  |
| <b>48083</b> - One Talk LTE Desk Phone Unlimited Talk and Text   |  |                         | 500 MB                |  |  |  |
| <b>48084</b> - Business Unlimited LTE Desk<br>Phone  | \$10.00  | Unlimited               |                       | Unlimited <sup>1</sup>                   |  |  |
|  | Auto Reception   | ist (AR) and Hu         | nt Group (HG)         |  |  |  |
| One Talk Primary MDN   |  |                         | Monthly Acc           |  |  |  |
| •  |  | vel Plans               | Account Level Plans   |  |  |  |
| One Talk <b>Auto Receptionist</b> Feature  |  | 0.00                    |                       |  |  |  |
| One Talk <b>Auto Receptionist</b> Line Access Charge   |  | /A                      | \$0.00                |  |  |  |
| One Talk <b>Hunt Group</b> Feature   | \$0  | .00                     |                       |  |  |  |
| One Talk <b>Hunt Group</b> Line Access Charge  |  | /A<br>ptional Features  | <sup>r</sup> eatures  |  |  |  |
| One Talk <b>Premium Visual Voicemail</b> for An  | droid Smartpho   | ne                      |                       |  |  |  |
| One Talk <b>Premium Visual Voicemail</b> for De (App)  | sk Phone & Mol   | oile Client             |                       | \$2.99                                   |  |  |
| One Talk Voicemail To Text for iOS Smartp  | hones  |                         |                       |  |  |  |
| One Talk <b>Caller Name ID</b>   |  |                         |                       |  |  |  |
|  | Additio  | nal Devices per         | MDN <sup>1</sup>      |  |  |  |
| For MDN's activated on a One Talk Connect MDN as follows: one (1) One Talk Connecte Clients (Apps).  *Current One Talk customers adding a One Talk | ed desk phone, o   | one (1) additiona       | al One Talk standar   | rd desk phone and up to five (5) Mobile  |  |  |
| One Talk Standard Desk Phone  Mobile Client (App) <sup>2</sup> (Includes Smartphones and Tablets)  |  |                         |                       |  |  |  |
| \$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers)   | \$0.00 for additional devices (excluding Smartphone devices with One Talk Dialers) |                         |                       |  |  |  |
| Notes: Current coverage details and additional Verizon Wireless 4G network. Only One Ta  | lk Connected d   | lesk phone dev          | ices can be activa    | ted on this plan.                        |  |  |
| One Talk service is applied to the Verizon V   | /ireless MDN ar  | nd is available o       | n all of the user's d | levices. One Talk is not compatible with |  |  |

Verizon Wireless

Fax machines, credit card POS solutions, or Security Systems. One Talk calls originated from a One Talk Connected 4G desk phone

Confidential

- 1

Subject to Contract

drop if either party leaves Verizon 4G coverage. When outside of the 4G coverage area devices will only operate over Wi-Fi or LAN with standard voice and SMS messaging capabilities and all One Talk features available to the user. One Talk Connected desk phones will operate over LAN when no 4G service is available.

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

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

<sup>1</sup>After 22 GB of data usage on a line during any billing cycle, usage may be prioritized behind other customers in the event of network congestion. To ensure users are able to maximize their high-speed data use for business applications, video applications will stream at up to 1080p. For data usage in Canada and Mexico, after the first 512 MB of usage in a day, throughput speeds for additional usage will be reduced for the remainder of the day. Usage outside of the United States requires a 4G LTE GSM/UMTS global-capable device

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For additional information regarding One Talk please

visit:https://www.verizon.com/business/products/voicecollaboration/unified-communications/one-talk/

| doForms                 |  |       |             |                           |                    |         |                      |  |
|-------------------------|--|-------|-------------|---------------------------|--------------------|---------|----------------------|--|
| A discount has b        | A discount has been applied. doForms Licenses and Professional services are not eligible for any further discounts |       |             |                           |                    |         |                      |  |
|                         |  |       | C           | ore                       | Subscription Costs |         |                      |  |
| Sku Name                | Sku Name Sku   |       | Per Use     | _ Pricing                 |                    | Cost    |                      |  |
| Sku Name                |  | Sku   | Pel USE     |                           | Frequency          | Monthly | Annual               |  |
| 30 Day                  | G  | DFT30 | Per Use     | r                         | 30 days            | \$0.00  | -                    |  |
| Free Trial1             |  |       |             |                           |                    |         |                      |  |
| Standard                | GI   | DFSTD | Per User    | -                         | Monthly or 1 yr.   | \$9.95  | \$99.95<br>(675956)  |  |
| Advanced                | G  | DFADV | Per User    | -                         | Monthly or 1 yr.   | \$14.95 | \$149.95<br>(675960) |  |
| Premium                 | GE   | OFPRE | Per User    | •                         | Monthly or 1 yr.   | \$19.95 | \$199.95<br>(675958) |  |
|                         |  |       | Professiona | al Se                     | ervices – One Time | Charges |                      |  |
| Sku Name                |  | S     | Sku         | Р                         | ricing Frequency   | Price   |                      |  |
| Professiona<br>Services | Professional GDEPSV (  |       |             | e Time Charge per<br>Hour | \$95.00 (675953)   |         |                      |  |
|                         | One Time Charges3  |       |             |                           |                    |         |                      |  |
|                         | The below credits do not expire  |       |             |                           |                    |         |                      |  |
| 1000 Credits            | s  | GDI   | FCR1        | 0                         | ne Time Charge     |         | \$250.00 (675952)    |  |
| 5000 Credits            | S  | GDI   | FCR5        | 0                         | ne Time Charge     |         | \$1,000.00 (675954)  |  |

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

- 1. 30 Day Free Trial. Limit 1 30-day trial at no cost per customer profile.
- 2. Professional Services. Provides custom forms, custom reports, custom PDF templates, integration support, training, product enhancements, design consulting, custom development.
- 3. Credit. Credits are required for forms completed or sent outside of the doForms mobile app. Credits are used to when forms are sent as links in emails or embedded in documents as hyperlinks for each form submitted. Website forms require a credit for each

form submitted. Scheduled reports require a credit each time they are run (distribution is unlimited). Dispatched form links or Fill & Send forms require a credit when sent and submitted. C \* doForms Credits do not expire as long as Customer's subscription remains active\*

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

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| doForms Service Feature Options |          |          |         |  |  |  |
|---------------------------------|----------|----------|---------|--|--|--|
| Features                        | Standard | Advanced | Premium |  |  |  |
| Web Portal / Web Browser Client | X        | Х        | X       |  |  |  |
| doForms Mobile App              | X        | Х        | X       |  |  |  |
| Form Builder                    | X        | Х        | X       |  |  |  |
| Reporting                       | X        | Х        | X       |  |  |  |
| Dispatch Portal / Google Maps   |          | Х        | X       |  |  |  |
| Job Dispatch / Scheduling       |          | Х        | X       |  |  |  |

| Barcode Scanning / Labeling   | Х | Х |
|---|---|---|
| NFC Tag Reading   | Х | Х |
| Excel Plug-in   | Х | Х |
| Secure Email / Scheduled Reporting & Dashboard / Editable Document Forwarding/Transport | Х | Х |
| Chain of Custody / Manifest Validation  | Х | Х |
| Web Services  |   | Х |
| Integration   |   | Х |

Description: Premium product includes all of the features of Advanced plus the doForms integration options such the Integration Gateway (aka Sync & Save), Web Services, Dispatch Integration, POD Manifest Integration, Included Interfaces (Database Pack, Microsoft Pack, Utility Pack, QuickBooks, Salesforce.com, Verizon Connect).

## Intrepid Networks®: Government Subscribers

Discount reflected below. No additional discounts apply.

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

| SKU                   | Name   | Description  | Price Plan<br>ID | Cost    |
|-----------------------|--|--|------------------|---------|
| INT_RESPONSE_LOCATE   | INTREPID<br>RESPONSE:<br>LOCATE MODULE<br>ANNUAL<br>SUBSCRIPTION   | One year subscription for an Intrepid Response: Locate Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates.   | 690053           | \$60.75 |
| INT_RESPONSE_CONNECT  | INTREPID<br>RESPONSE:<br>CONNECT<br>MODULE ANNUAL<br>SUBSCRIPTION  | One year subscription for an Intrepid Response: Connect Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates.  | 689460           | \$60.75 |
| INT_RESPONSE_ACTIVATE | INTREPID<br>RESPONSE:<br>ACTIVATE MODULE<br>ANNUAL<br>SUBSCRIPTION | One year subscription for an Intrepid Response: Activate Module user license, which enables secure user access to the Intrepid Response: Locate mobile capability on a single device and the Intrepid Response: Locate web application on a single device. The same unique credentials can be used for the web application and mobile application at the same time. Includes hosting, standard support, and routine product updates. | 689952           | \$27.00 |

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

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

Customer may purchase Intrepid Networks licenses and services ("Intrepid Networks Services"), to be billed by Verizon Wireless, at the prices listed above. Verizon Wireless is not the licensor of the Intrepid Networks Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. Intrepid Networks Services are manufactured by Intrepid Networks<sup>®</sup>. Any license for Intrepid Networks Services must be obtained directly from Intrepid Networks either upon purchase or installation of the Intrepid Networks Services. Intrepid Networks Services are subject to Intrepid Networks' terms and conditions and can be viewed on the attached document.

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

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

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

| Product  | Monthly Access |  |
|--|----------------|--|
| Tablet   | \$3.75         |  |
| Inter-carrier (only any device)                    | \$3.75         |  |
| 3rd Party Web (HTML) API Client                    | \$3.75         |  |
| Dispatch (License) Windows PC with PTT and mapping | \$22.50        |  |

**Notes:** Current coverage details can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. See attached Calling Plan and Feature Details for important information about calling plans, features and options. Push to Talk license only. Push to Talk Plus requires PTT+ capable device.

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

Push to Talk Plus service is required.

LMR licenses are not eligible for any further discounts.

| Product                 | Monthly Access |  |
|-------------------------|----------------|--|
| LMR Channel per account | \$0.00         |  |

Notes: Customer may have multiple channels.

#### **LMR FEATURE Only**

(When added to a Basic/Smartphone Device with PTT+)

Basic/Smartphone Devices (FEATURE) \$4.50 (85280)

Notes: LMR cannot be added to any device without Domestic Push to Talk Plus. Push to Talk Plus requires PTT+ capable device.

| LMR License bundled with PTT+ License                    |         |  |  |  |
|--|---------|--|--|--|
| To Tablet  | \$8.25  |  |  |  |
| Inter-carrier (any device)                               | \$8.25  |  |  |  |
| 3rd Party Web (HTML) API Client                          | \$8.25  |  |  |  |
| LMR with Dispatch (for Windows PC with PTT+ and mapping) | \$27.00 |  |  |  |

Notes: Current coverage details can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. See attached Calling Plan and Feature Details for important information about calling plans, features and options. Land Mobile Radio (LMR) Interoperability works with all PTT+ capable devices. To use PTT+, Customer needs a PTT+ feature (or a software license for tablets and dispatch) and a PTT+ compatible device. An Internet Protocol (IP) link is required to connect Verizon's PTT+ service with the customer's LMR network through the "IP Gateway". By purchasing the Land Mobile Radio for PTT+ Customer consents to the tracking of Land Mobile Radio for PTT+ equipment and must obtain authorized consent to tracking from all users and affected persons. No guarantee of accuracy of information transmitted, disclosed, displayed or otherwise conveyed or used. Service could be interrupted or disrupted due to atmospheric conditions, inaccurate ephemeris data and other factors associated with use of satellites and satellite data.

| Group First Response Dispatch and Video Bundles<br>National Security, Public Safety, and First Responders<br>Government Subscribers Only |                             |           |          |  |  |
|--|-----------------------------|-----------|----------|--|--|
| Description  | License Bundles             | Frequency | Price    |  |  |
| Dispatch Group<br>Command With Video   | DIS_PTT_GROUP_CMD_VIDEO     | Monthly   | \$300.00 |  |  |
| Dispatch Group<br>Advance with LMR<br>and Video  | DIS_PTT_GROUP_ADV_LMR_VIDEO | Monthly   | \$281.00 |  |  |
| Dispatch Group<br>Command with LMR<br>and Video  | DIS_PTT_GROUP_CMD_LMR_VIDEO | Monthly   | \$306.00 |  |  |
| Dispatch PTT+ with LMR and Video   | DIS_PTT_LMR_VIDEO           | Monthly   | \$236.00 |  |  |
| Dispatch Group<br>Advance with Video   | DIS_PTT_GROUP_ADV_VIDEO     | Monthly   | \$275.00 |  |  |
| Dispatch PTT+ with Video   | DIS_PTT_VIDEO               | Monthly   | \$230.00 |  |  |

**Note:** All lines must have a Group First Response compatible device with an active Push to Talk Plus feature to be eligible to purchase Group First Response Dispatch and Video Bundles. These features are available to National Security, Public Safety, and First Responder customers only as defined by the NAICS (formerly SIC) codes.

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

Basic/Smartphone evice Feature (87381)

\$3.00

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

The new Group Advanced features include:

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

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

**Group Advanced Feature Requirements** 

- PTT+ Group Advanced feature requires the Push to Talk Plus (PTT+) feature.
- At launch (3/28/19), this bundle only works on smartphones. Select basic devices are supported, beginning in 2Q2019.
- End users must upgrade the PTT+ application to R9.0.0 or later (available in stores on 3/28/19) for the functionality to show on devices as well as the PTT+ management portal (ECM).
- PTT+ Group Advanced works with the optional LMR feature/functionality. PTT+ Portal Information
- Large Groups o Within the PTT+ portal (ECM), there is a new group type "Large Group" under the Create Groups tab. When the group is created, only those contacts with the new PTT+ Group Advanced feature / SKU can be added to the group.
- Urgent Calling o The company POC is able to set the "Authorized User" as well as the primary and secondary contacts that are recipients when the Urgent Call is initiated. "Authorized users" also have to have the PTT+ Group Advanced feature / SKU.
- Location-Based Temporary Groups 
   On impact on the PTT+ management portal (ECM).

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

Basic/Smartphone Device Feature (87382)

\$7.50

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

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

- Discreet listening. Enables an authorized user or dispatcher to remotely listen to a user's PTT+ voice communication.
- Enable/Disable Radio o The ability to temporarily remove a device from a group conversation
- Includes Group Advanced functionality (large groups and urgent calling)

**Group Command Feature Requirements** 

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

Push to Connect – (PTT+)

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

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

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

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

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

(developer.pushtotalkplus.com)

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

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

|  | G  | roup Command Software<br>Sku's No additional<br>discounts apply. |          |
|--|--|--|----------|
| SKU Name<br>PTT+ Group                     | SKU Description PTT+ Group Command   | Term<br>Monthly  | \$100.00 |
| Command for Dispatch                       | for Dispatch includes PTT+ for Dispatch functionality and support for PTT+ Group Command features (large group and urgent calling).  | (658952)   |          |
| PTT+ Group<br>Command<br>for Dispatch-LMR  | PTT+ Group Command for Dispatch-LMR includes support for PTT+ Group Command features (large group and urgent calling), LMR Interoperability, and PTT+ for Dispatch features. | Monthly<br>(658953)  | \$106.00 |
|  |  |  |          |
| PTT+ Group<br>Command<br>for Cross-Carrier | PTT+ Group Command<br>for Cross Carrier-LMR<br>supports the PTT+<br>Group Command  | Monthly<br>(658954)  | \$11.25  |

| PTT+ Group<br>Command<br>for Cross-Carrier | PTT+ Group Command for Cross Carrier-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices. | Monthly<br>(658954) | \$11.25 |
|--|---|---------------------|---------|

| PTT+ Group<br>Command for Cross<br>Carrier-LMR | PTT+ Group Command for Cross Carrier-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices. | Monthly<br>(658955) | \$15.75 |
|--|---|---------------------|---------|
| PTT+ Group<br>Command for Tablet               | PTT+ Group Command for Tablet supports the PTT+ Group Command functionality (large group and urgent calling) including base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.  | Monthly<br>(658956) | \$11.25 |
| PTT+ Group<br>Command for<br>Tablet-LMR        | PTT+ Group Command for Tablet-LMR supports the PTT+ Group Command functionality (large group and urgent calling), LMR interoperability, and includes base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.  | Monthly<br>(658957) | \$15.75 |

|  | Group Advanced Software<br>Sku's No additional discounts<br>apply.   |                     |         |  |  |  |  |
|--|--|---------------------|---------|--|--|--|--|
| PTT+ Group<br>Advanced for<br>Dispatch   | PTT+ Group Advanced for Dispatch includes PTT+ for Dispatch functionality and support for PTT+ Group Advanced features (large group and urgent calling).   | Monthly<br>(657452) | \$75.00 |  |  |  |  |
| PTT+ Group Advanced for Dispatch LMR includes PTT+ for Dispatch functionality and support for PTT+ Group Advanced features (large group and urgent calling). | PTT+ Group Advanced for Dispatch-LMR includes support for PTT+ Group Advanced features (large group and urgent calling), LMR Interoperability, and PTT+ for Dispatch features.   | Monthly (657453)    | \$81.00 |  |  |  |  |
| PTT+ Group<br>Advanced for Cross-<br>Carrier   | PTT+ Group Advanced for Cross Carrier supports the PTT+ Group Advanced functionality (large group and urgent calling) including base PTT+ functionality. This works on a variety of Android and iOS phones. SupportsPTT+ functionality on AT&T, Sprint and T-Mobile devices. | Monthly (657454)    | \$6.75  |  |  |  |  |

| PTT+ Group<br>Advanced<br>for Cross Carrier-<br>LMR | PTT+ Group Advanced for Cross Carrier-LMR supports the PTT+ Group Advanced functionality (large group and urgent calling), LMR interoperability including base PTT+ functionality. This works on a variety of Android and iOS phones. Supports PTT+ functionality on AT&T, Sprint and T-Mobile devices. | Monthly<br>(657455) | \$11.25 |
|---|---|---------------------|---------|
| PTT+ Group<br>Advanced<br>for Tablet                | PTT+ Group Advanced for Tablet supports the PTT+ Group Advanced functionality (large group and urgent calling) including base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.  | Monthly<br>(657456) | \$6.75  |
| PTT+ Group<br>Advanced<br>for Tablet-LMR            | PTT+ Group Advanced for Tablet-LMR supports the PTT+ Group Advanced functionality (large group and urgent calling), LMR interoperability, and includes base PTT+ functionality. Works on a variety of 4G LTE and WiFi Android and iOS tablets.  | Monthly<br>(657457) | \$11.25 |

Note: Sku's are not interchangeable. Group advance Sku's must be used with the group advanced feature code and Group command Sku's must be used with the group command feature code.

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#### Radio Over Internet Protocol (ROIP) and Inter Sub-System Interface (ISSI) Virtual Deployment

Additional Discounts Not to Apply for Virtual Deployments.

|   | Price  |                          |                          |                       |                                      |                 |                     |  |
|---|--|--------------------------|--------------------------|-----------------------|--------------------------------------|-----------------|---------------------|--|
| *Virtual<br>Deployment<br>type            | Software<br>Plan Id and<br>Description                     | Provided<br>Via<br>Email | Provided<br>Via<br>Phone | Project<br>Management | Configuration of Equipment Equipment |                 | Up to 4 Talk Groups |  |
|   |  |                          |                          | Onetime Fee           |                                      |                 |                     |  |
|   | \$2,500  |                          |                          |                       |                                      |                 |                     |  |
| ROIP<br>Assisted<br>Virtual<br>Deployment | 623458:<br>PTT+/LMR<br>Assisted<br>Install: ONE<br>TIME    | Included                 | Not<br>Included          | Not Included          | Not Included                         | Not<br>Included | Not Included        |  |
|   |  |                          |                          | Onetime Fee           |                                      |                 |                     |  |
|   | \$8,000  |                          |                          |                       |                                      |                 |                     |  |
| ROIP<br>Managed<br>Virtual<br>Deployment  | 623459:<br>PTT+/LMR<br>Managed<br>Remote:<br>ONE<br>TIME   | Included                 | Included                 | Included              | Included                             | Included        | Included            |  |
|   |  |                          |                          | Onetime Fee           |                                      |                 |                     |  |
|   | \$25,000   |                          |                          |                       |                                      |                 |                     |  |
| ISSI<br>Managed<br>Virtual<br>Deployment  | 623461:<br>PTT+/LMR<br>Managed<br>Plus<br>P25: ONE<br>TIME | Included                 | Included                 | Included              | Included                             | Included        | Included            |  |

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

Virtual Deployments include on-boarding one single facility, accessible by Customer site to site VPN (Verizon Wireless will not go on-site for any Virtual Deployment). Warranty: Verizon Wireless makes no warranties, express or implied, with respect to ROIP or ISSI Virtual Deployment which it provides to Customer on an "AS IS" basis "WITH ALL FAULTS" and "AS

AVAILABLE." The accuracy, timeliness, completeness, suitability, or availability of any aspect of ROIP or ISSI Virtual Deployment cannot be guaranteed. THE IMPLIED WARRANTIES OF

MERCHANTABILTY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT ARE HEREBY EXPRESSLY DISCLAIMED IN THEIR ENTIRETY. **ROIP Assisted Virtual Deployment** *Customer Requirements:* 

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

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

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

A successful configuration for ROIP and ISSI occurs when:

· Backhaul connectivity successfully verified with IP gateway VPN

- Two-way traffic observed inside backhaul interface
- LMR Group Mobile Directory Number's (MDN) ordered and recorded A successful functional test occurs when based on the following criteria:

#### RoIP Virtual Deployment:

- Verizon Push to Talk (PTT) Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to RoIP Gateway successful
- RoIP Gateway originated group calls to Verizon PTT Plus Service successful ISSI Virtual Deployment:
- Verizon PTT Plus Service has LMR linked group published over the air to handsets
- Verizon PTT Plus Service originated group calls to ISSI Interconnect successful
- Talker ID Alias of LMR Group MDN observed on Verizon Push to Talk Plus Service handsets when LMR User is speaking **ROIP Managed Virtual Deployment and ISSI Managed Virtual Deployment** *Includes:*

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

Requests for managed deployment assistance can be reached at:

Phone Requests: (469) 476-0820

Email Requests: KODVZLMRSupport@motorolasolutions.com.

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

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

Access to add network elements to Customer's network.

Test and successfully complete calls between Push to Talk Plus Service and the LMR network.

Purchase separately ROIP Gateway(s) and cables for connected LMR.

ROIP Managed Virtual Deployment and ISSI Managed Virtual Deployment end once a successful configuration and functional test occur: A successful configuration for ROIP or ISSI occurs when:

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

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

#### RoIP Virtual Deployment:

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

Talker ID Alias of LMR Group MDN observed on Verizon PTT Plus Service handsets when LMR User is speaking

#### Verizon Wireless Network Performance Service Addendum

- 1. **Service Description**. Verizon Wireless will provide Customer with Wireless Network Performance, which is a self-service tool that provides certain network transparency, including, but not limited to, device, account experience and additional features as described herein (the "Service"). The purpose of this tool is to assist customers make faster decisions with more information about the Verizon network. Key functionalities include near-real time LTE, device and account experience, and site proximity information.
- 2. Service Features. The Service includes basic and premium features. Premium can be added for an additional fee.
  - 1. Basic features. Basic features include the following:
    - **1. Ticket Tracking**. Shows the number of network tickets in open status and the number of tickets opened in the last 30 days.
    - 2. Unplanned Events. Near real-time network events displayed on a map, hover over to get more details.
    - **3. Planned Maintenance**. Details of planned maintenances in the next 2 weeks (data updates every 30 minutes). Table shows planned maintenance detail for the specific customer.
    - **4. Data Usage**. Shows the enterprise level data usage for the time period of the 15<sup>th</sup> to the 14<sup>th</sup> of each month.
    - **5. Device Models**. Bar chart for the top 10 devices used by the enterprise customer.
    - **6. Static Coverage Map.** Verizon static coverage maps for 1X, EVDO, LTE, 5G (where available) AWS, CatM, 1X roaming and EVDO roaming.
  - 2. Premium features. Premium features include all of the basic features in addition to the following:
    - **1. Experience**. Single device's overall performance, score trend and anomaly devices. Users can access decision tree to see components making up the score.
    - 2. Site Proximity. Shows the azimuth and approximate distance for the nearest servicing nodes
    - 3. Near-Real Time LTE coverage. Provides map of LTE network coverage, updated about every 15 minutes.
    - 4. Device Location. Shows the general location (within 1000 meters) of connected 3G and 4G devices
    - 5. Connected Devices. Number of devices connected to the network in the last one hour.
    - **6.** Weather Overlays. Provides weather overlays, including radar from last 2 hours.
    - **7. Custom map Analytics**. Check network and device analytics in a selected custom service area (Network Event Analytics and Impacted devices).
    - **8. Service Notifications.** Virtualized self-portal for setting up custom alert on different features.
    - **9. Service Diagnostics Tool**. Device level troubleshooting reports.
- 3. Service Limitations. The coverage maps depicted are not a guarantee of coverage and may contain areas with no service. These maps reflect a general depiction of predicted and approximate wireless coverage of the Verizon Wireless Network and the networks of other carriers. Even within a coverage area, there are many factors, including a customer's equipment, terrain, proximity to buildings, foliage, and weather that may impact service. An all-digital device will not operate or be able to make 911 calls when digital service is not available. Some of the coverage area includes networks run by other carriers whose coverage depiction is based on their information and public sources, and we cannot ensure its accuracy. Although some alerts displayed on this service may generally impact your coverage area, your wireless service may not be affected. Some alerts reflect scheduled maintenance and have no impact on services. Your authorized contact will receive notifications regarding potential outage impacts.

#### 4. Customer Obligations.

- 1. Customer should use the user's guide before contacting Verizon Wireless for support. The user's guide contains many helpful tools and can be accessed by clicking on the question mark icon in the upper right corner of the tool.
- 2. Customer must provide its users access to the Wireless Network Performance tool through My Business. Customer acknowledges and agrees that the provision of such access to individual users will allow such users to have access to the Device Location feature, if Customer selects the Premium option. Customer shall be solely responsible for any use by its users of that Device Location functionality, including, but not limited to, providing any training that may be required regarding the appropriate business use of such functionality and ensuring compliance with the terms of section 6 below.
- 5. Fees. Customer can select between the basic and premium packages (the "Fees"). The Fees are set forth in Exhibit A for the features described in Section 2 above. Customer can choose between monthly or annual billing and can choose the auto renewal option. Customer may change its subscription to the Service within the MyBusiness portal as described in this Section 5. If Customer chooses the monthly billing option, Customer can upgrade to the annual billing and such upgrade will be effective at the beginning of the next monthly billing cycle. Customer acknowledges that in the event of such an upgrade, Customer's monthly charge for the current month will not be prorated. If Customer is on the monthly billing plan, the monthly fee will be determined on the billing cycle date based on the number of active Devices that are on the same profile/Company ID and billing cycle. Any Active devices that are added or removed from Customer's account during a billing cycle will incur the monthly charge associated with such active devices, which will be reflected on the invoice for the following monthly billing cycle. If Customer selects annual billing, Customer will incur a one-time charge that will be included in Customer's next monthly invoice. If Customer requests a change from annual to monthly billing, Customer may only make such a selection at the end of the annual term and prior to such term auto renewing, if Customer selected the auto-renew option. For such a change from annual to monthly billing to be effective, Customer must cancel annual billing at the end of the annual billing term and place a new order for monthly billing. For any Customer requested downgrade from the Premium to Basic package, Customer must cancel the Premium package and place a new order for the Basic package. For any Customer requested upgrade from Basic to the Premium package, the monthly fee will be prorated.
- 6. **Privacy; Notice and Consent. "Mobile Device"** (means any mobile device, including, but not limited to, smartphones, tablets, smartwatches or other wearables, laptops and netbook computers) that Customer provides to its End Users with Verizon Wireless MTNs. "End User" means any person (e.g., employee, contractor) to whom Customer has provided a Mobile Device and whose Location Information can be viewed by Customer using the Wireless Network Performance Service. "Location Information" means data that can be used to describe, determine or identify the location of the Mobile Device. Location Information may be presented in many forms such as latitude/longitude data, cell site/sector data, WiFi SSID, device signal strength or other format regardless of accuracy, type or source. Customer will be able to access information about all Mobile Devices associated with Customer's Verizon Wireless account.
  - 1. Customer will obtain affirmative, opt-in consent from End Users as appropriate to access, use, copy, store, collect or disclose Location Information. Customer will not access, use, copy, store or disclose any Location Information until the consent outlined below has been obtained. Customer shall ensure that each End User is provided with clear, conspicuous and comprehensive notice about how Location Information will be accessed, used, copied, stored, collected or disclosed by Customer and/or third parties (as applicable) in Customer's privacy policy and ensure that such notice is presented to End Users for acceptance prior to use of the Service and readily available and easily accessible by End Users. Depending upon the type of service and the means by which the notices can be presented to the End User,

the notices shall be displayed on a device, a website or a formal written paper contract or other mechanism as appropriate.

- 2. Revocation of Consent. As appropriate, Customer will ensure that each End User may deny, revoke or withdraw consent, through readily available means and/or mechanisms at any time. If consent is denied, revoked or withdrawn, Customer may not access or collect End User's Location Information or perform any other actions for which the End User's consent has been denied, revoked or withdrawn.
- 3. Use and Storage of Location Information. Customer may only use Location Information for the sole purpose of using the Service and as provided in the notice to the End User and shall only access, use, disclose and maintain Location Information as long as notice, consent and all other legal and End User requirements have been satisfied and maintained. Location Information shall not be accessed, used, copied, stored or disclosed for any other purpose without the explicit prior consent of the End User. Verizon does not provide Customer with access to any stored Location Information.
- 4. Privacy and Safeguard Considerations. Customer must implement security measures and safeguards that protect End User privacy and safety. It may be necessary to encrypt Location Information, provide periodic notices to End Users, send reminder messages to End Users, utilize audible, visual or other types of notifications and/or implement report abuse processes as appropriate in order to mitigate the risk of End Users being located without their knowledge and consent.
- 5. Record Retention. Customer must maintain records of any notice, consent and revocation for as long as the Wireless Network Performance Services are in use, plus an additional five (5) years. VZW can request this information at any time and it shall be provided to VZW within seven (7) business days of request.
- 7. **Customer Representations and Warranties**. Customer understands and agrees that Customer and any Customer agents and representatives may be subject to additional unanticipated obligations and legal requirements as a result of developing, distributing, operating or permitting distribution and/or use of the Service. In addition and supplemental to Customer's compliance with laws and obligations under the Agreement, the Service must, at all times, comply with all applicable federal, state and local government laws, criminal, civil and statutory laws, rules and regulations, industry practices, third party guidelines, policies and requirements, including but not limited to (a) all applicable consumer protection, marketing, data security, export and privacy laws, (b) Federal Trade Commission Privacy Initiatives, and (c) the CTIA Best Practices and Guidelines for Location-Based Services.

#### **Exhibit A Wireless Network Performance Fees**

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

#### Wireless Network Performance

The licenses are not eligible for further monthly access discounts.

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

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

- Analytics
- Mapping

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

## Lookout Mobile Endpoint Security These products do not qualify for further discounts.

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

| SKU                          | Description                            | Term   | Price   |
|------------------------------|--|--------|---------|
| MES-GOV-C-P-U1Y-PU           | GOV Comprehensive -<br>User w Phishing | Annual | \$75.60 |
| MES-GOV-C-P-U1Y-PD           | GOV Comprehensive/Dev<br>w<br>Phishing | Annual | \$54.00 |
| GOV-SPT-MES-PRMPLS-<br>U1YPD | GOV Prem Plus<br>Support/Device        | Annual | \$8.10  |
| GOV-SPT-MES-PRMPLS-<br>U1YPU | GOV Prem Plus<br>Support/User          | Annual | \$11.34 |
| GOV-SPT-MES-PRM-<br>U1Y-PD   | GOV Premium<br>Support/Device          | Annual | \$4.50  |
| GOV-SPT-MES-PRM-<br>U1Y-PU   | GOV Premium<br>Support/User            | Annual | \$6.75  |

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

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

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

| VZ IoT Managed Services  |                                |                           |   |  |  |  |  |
|--|--------------------------------|---------------------------|---|--|--|--|--|
|  | This service                   | does not qualify for ac   | dditional discounts   |  |  |  |  |
| Private Network Professional Services is a white-glove service for Verizon Wireless Private Network customers which provides remote configuration support for customer premise equipment (CPE) to ensure successful turn-up. |                                |                           |   |  |  |  |  |
| SKU#   | Description                    | Description Time Cost     |   |  |  |  |  |
| 690957 : VZ-CoE-MPN- Professional Services Up to 2 hours \$500.00  ENGG- SPRT : ONE TIME   |                                |                           |   |  |  |  |  |
| Notes: This service is for Veri  | zon Wireless Private Network C | ustomers and any customer | s who are interested in general configuration expertise on any of the |  |  |  |  |

**Notes:** This service is for Verizon Wireless Private Network Customers and any customers who are interested in general configuration expertise on any of the products specified routers. Customers may purchase additional hours of engineering services in 2 hour blocks for \$500.

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|------|---|---|---|---|-------|
|      |   |   |   |   |       |
|      |   |   |   |   |       |

Interoperability licenses are not eligible for any further discounts.

| Software Sku's         |  |                   |            |
|------------------------|--|-------------------|------------|
| Sku                    | Sku Description  | Pricing Frequency | Price      |
| U960-985-005-GOV       | Public Safety IWS Edge<br>Clients <sup>1</sup>                 | Monthly           | \$139.95   |
| U960-991-001-GOV       | Public Safety Multimedia PTT Clients <sup>2</sup>              | Monthly           | \$7.95     |
| U960-610-001-GOV       | Public Safety Radio<br>Gateway<br>Interconnection <sup>3</sup> | Monthly           | \$39.95    |
| U960-240-001-GOV       | Public Safety Video<br>Gateway Interconnection <sup>4</sup>    | Monthly           | \$46.95    |
| U960-260-001-GOV       | Public Safety Telephone<br>Interconnection <sup>5</sup>        | Monthly           | \$19.98    |
| U961-985-001-GOV       | Public Safety Soft Panic SW <sup>6</sup>                       | Monthly           | \$112.50   |
| Hardware Sku's One tim | ne charge  |                   |            |
| Sku                    | Sku Description  | Pricing Frequency | Price      |
| U980-100-001           | All Network provisioning                                       | One time          | \$795.00   |
| U990-800-001           | All Staging Testing  | One time          | \$300.00   |
| U500-614-001           | 4 PORT HW RADIO<br>GATEWAY                                     | One Time          | \$3,000.00 |
| U500-612-001           | 2 PORT HW RADIO<br>GATEWAY                                     | One Time          | \$2,400.00 |
| U500-610-001           | 1 PORT HW RADIO<br>GATEWAY                                     | One Time          | \$1,995.00 |
| M840-475               | VIDEO STREAMING<br>DEVICE                                      | One Time          | \$2,100.00 |
| M400-351               | SMART CABLE FOR VIDEO SCARPING                                 | One Time          | \$399.00   |

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

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

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

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

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

## LTE Vehicle Internet – CradlePoint Devices These hardware Sku bundles are not eligible for further discounts.

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

| SKU#    | Description  | OEM P/N          | Price      |
|---------|--|------------------|------------|
| 5642701 | 1-yr NetCloud Mobile<br>FIPS Essentials and<br>Advanced Plans and<br>IBR900 FIPS router with<br>WiFi (1000Mbps modem)  | MA1-900F120B-XFA | \$1,097.10 |
| 5642703 | 5-yr NetCloud Mobile<br>FIPS Essentials and<br>Advanced Plans and<br>IBR900 FIPS router with<br>WiFi (1000Mbps modem)  | MA5-900F120B-XFA | \$1,853.10 |
| 5642698 | 1-yr NetCloud Mobile<br>FIPS Essentials and<br>Advanced Plans and<br>IBR1700 FIPS router with<br>WiFi (1200Mbps modem) | MA1-170F120B-XFA | \$1,574.10 |

| 5642700 | 5-yr NetCloud Mobile FIPS<br>Essentials and Advanced<br>Plans and IBR1700 FIPS<br>router with WiFi<br>(1200Mbps modem) | MA5-170F120B-XFA | \$2,330.10 |
|---------|--|------------------|------------|
| 5642692 | 1-yr NetCloud Mobile<br>Essentials<br>Plan and IBR900 router<br>with<br>WiFi (1000Mbps modem)                          | MA1-0900120B-NNA | \$899.10   |

| 5642694 | 5-yr NetCloud Mobile<br>Essentials<br>Plan and IBR900 router<br>with<br>WiFi (1000Mbps modem)                    | MA5-0900120B-NNA | \$1,358.10 |
|---------|--|------------------|------------|
| 5584528 | 1-yr NetCloud Mobile<br>Essentials<br>Plan and IBR1700 router<br>with<br>WiFi (1200Mbps modem)                   | MA1-1700120B-NNA | \$1,448.10 |
| 5642691 | 5-yr NetCloud Mobile<br>Essentials<br>Plan and IBR1700 router<br>with<br>WiFi (1200Mbps modem)                   | MA5-1700120B-NNA | \$1,943.10 |
| 5691111 | 3-yr NetCloud IoT<br>Essentials<br>Plan and IBR600C router<br>with<br>WiFi (150 Mbps modem),<br>North<br>America | TB3-600C150M-NNN | \$458.10   |
| 5691112 | 5-yr NetCloud IoT<br>Essentials<br>Plan and IBR600C router<br>with<br>WiFi (150 Mbps modem),<br>North<br>America | TB5-600C150M-NNN | \$512.10   |
| 5642722 | 1-yr NetCloud Branch Essentials Plan with AER2200 router with WiFi (1200Mbps modem), North America               | BA1-2200120B-NNN | \$1,412.10 |
| 5642723 | 3-yr NetCloud Branch<br>Essentials Plan with<br>AER2200 router with WiFi<br>(1200Mbps modem),<br>North America   | BA3-2200120B-NNN | \$1,655.10 |
| 5642724 | 5-yr NetCloud Branch<br>Essentials Plan with<br>AER2200 router with WiFi<br>(1200Mbps modem),<br>North America   | BA5-2200120B-NNN | \$1,916.10 |
| 5691113 | 3-yr NetCloud IoT<br>Gateway Essentials Plan<br>and IBR200 router with<br>WiFi (10 Mbps modem) for<br>Verizon    | TB3-020010M-VNN  | \$278.10   |
| 5691114 | 5-yr NetCloud IoT<br>Gateway Essentials Plan<br>and IBR200 router with<br>WiFi (10 Mbps modem) for<br>Verizon    | TB5-020010M-VNN  | \$332.10   |

| 5642707 | LTE Advanced Pro<br>(1200Mbps) modem<br>upgrade for Mobile.<br>Includes IBR1700 & COR<br>Dock doors, no antennas                  | MA-MC400-1200M-B | \$539.99   |
|---------|---|------------------|------------|
| 5584526 | 3-yr NetCloud Mobile Essentials Plan and IBR1700 router with WiFi (1200Mbps modem), no AC power supply or antennas, North America | MA3-17001200-NNA | \$1,682.10 |
| 5642693 | 3-yr NetCloud Mobile Essentials Plan and IBR900 router with WiFi (1000Mbps modem), no AC power supply or antennas, North America  | MA3-09001200-NNA | \$1,123.20 |

**Note:** NetCloud functions vary for FIPS Hardware enabled devices. Consult the Cradlepoint website for specifics. Current coverage details and additional plan information can be found at <a href="www.verizonwireless.com">www.verizonwireless.com</a>. Coverage includes the Verizon Wireless 4G network; and the 3G and 3G Extended networks, while available. These hardware bundles can be used with 4G Mobile Broadband, Machine to Machine, and Public Safety Mobile Broadband Price Plans. A data plan is required for each modem purchase. There are no returns or exchanges accept under the manufactures commercial warranty. There are no prorations for the net cloud services. <a href="https://cradlepoint.com/aboutus/terms-of-service/">https://cradlepoint.com/aboutus/terms-of-service/</a>

| LTE Vehicle Internet These Accessories Sku's are not eligible for further discounts. |   |            |         |  |
|--|---|------------|---------|--|
| SKU#   | Description   | OEM P/N    | Price   |  |
| 4765224  | COR IBR1700, IBR900 power supply North America  | 170716-000 | \$22.49 |  |
| 3715571  | Dual-band 2.4/5.0 GHz<br>external<br>WiFi antenna for<br>AER3100,<br>AER2100, IBR900,<br>IBR1100 (1X) | 170628-000 | \$13.49 |  |
| 5427545  | Black, Universal 600MHz-<br>6GHz 3G/4G/LTE<br>2dBi/3dBi 6 in<br>antenna with SMA<br>connector (1x)    | 170760-000 | \$13.49 |  |
| 3774498  | Vehicle power adapter for COR   | 170635-000 | \$22.49 |  |

| 5503087 | 3 meter power and GPIO cable (direct wire) for IBR1700, IBR9x0 | 170585-001  | \$13.04  |
|---------|--|-------------|----------|
| 4381062 | Serial DB9 to GPIO cable, 3 meters                             | 170676-000  | \$16.19  |
| 4979362 | Panorama antenna 5IN1<br>Blk dome 2LTE 2WIFI<br>1GPS           | LP-IN1958-B | \$283.78 |
| 4979363 | Panorama antenna 5IN1<br>Wht dome 2LTE 2WIFI<br>1GPS           | LP-IN1958-W | \$283.78 |
| 5166824 | Panorama antenna 9IN1<br>Blk dome 4LTE 4WIFI<br>1GPS           | LG-IN2293-B | \$461.83 |
| 5166826 | Panorama antenna 9IN1<br>Wht dome 4LTE 4WIFI<br>1GPS           | LG-IN2293-W | \$461.83 |

**Note:** There are no returns or exchanges accept under the manufactures commercial warranty. Accessories can be purchased separately from hardware bundles.

http://www.panorama-antennas.com/site/index.php?route=information/information&information\_id=5

#### **Enterprise Messaging (Open Market)**

These plans are being offered as Open Market.

Contingent upon execution of a Participating Addendum or Purchasing Entity Agreement

| Enterprise Gateway for Public Safety Enterprise Messaging for Public Safety is NOT eligible for monthly access fee discounts |  |                                  |
|--|--|----------------------------------|
| # Messages Included  | Monthly Access   | Per Message Rate After Allowance |
| Public Safety Unlimited* (83431)   | \$0.00<br>(For Public Safety/First Responders only as<br>defined below*) | N/A                              |

**Note:** This plan is limited to Verizon On-Net Messaging Only and customers are not provided with an Inter-Carrier code for this offer; therefore, this plan does not even attempt best effort delivery to other carriers.

**621910** - Ambulance Services **922110** - Courts

922120 - Police Protection922130 - Legal Counsel & Prosecution922140 - Correctional Institutions922150 - Parole Offices & Probation Offices

922160 - Fire Protection (except private) 922190 - Other Justice, Public Order & Safety Activities

928110 - National Security

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

**Note:** This feature is limited to Verizon On-Net Messaging Only and customers are not provided with an Inter-Carrier code for this offer; therefore, this plan does not even attempt best effort delivery to other carriers.

| Text & Multimedia (SM | 15/WIVIS | 1 |
|-----------------------|----------|---|
|-----------------------|----------|---|

| # Messages Included |         | Monthly Access | Per Message Rate After Allowance |  |
|---------------------|---------|----------------|----------------------------------|--|
| 15,000              | (98234) | \$75           | \$0.02                           |  |
| 100,000             | (98235) | \$300          | \$0.02                           |  |
| 500,000             | (98236) | \$1,462.50     | \$0.02                           |  |
| 1,000,000           | (98238) | \$2,775        | \$0.02                           |  |
| 5,000,000           | (98239) | \$13,500       | \$0.01                           |  |

| Enhanced Messaging Features<br>SMS Only for EMAG Enhanced Features<br>The monthly access fee discounts are reflected in the pricing below. <i>NO</i> Further discounts apply |  |  |
|--|--|--|
| Enhanced Messaging Features (SMS Only)   |  |  |
| # Messages Included Monthly Access Per Message Rate After Allowance  |  |  |

<sup>\*</sup>The \$0.00 Monthly Access Unlimited plan is only available to Public Safety/First Responders classified with the following NAICS Codes:

| 15,000    | (22041) | \$75     | \$0.02  |
|-----------|---------|----------|---------|
| 100,000   | (22054) | \$468.75 | \$0.02  |
| 500,000   | (22088) | \$2,250  | \$0.015 |
| 1,000,000 | (22119) | \$4,200  | \$0.013 |
| 5,000,000 | (22127) | \$20,250 | \$0.008 |

#### **Subcategory N: Secure LAN Access**

# Private Network/Dynamic Mobile Network Routing (DMNR)/Service Based Access(SBA) Static IP – Isolated Pool w/Fixed End System (FES) [Internet Restricted]

The Account Set-Up Fees below reflect any applicable discount. No additional discounts apply.

| Mobile Broadband and metered data plans or features only |                         |          |                          |                |
|--|-------------------------|----------|--------------------------|----------------|
| Configuration  | Cost                    |          |                          |                |
| Per Account FES Connect Set-Up (One time fee)            | \$1,125.00              |          |                          |                |
|  | Private Network<br>Only |          | Private Network with SBA | Static IP Only |
| Per Account Level Set -Up (One time fee)                 | \$375.00                | \$187.50 | \$187.50                 | \$187.50       |

Public Safety Subscribers Account Set-Up: Verizon Wireless will waive all account set-up fees including the \$1,125.00 connection fee, \$375.00 Account Set-up Fee and the DMNR/SBA for new Public Safety builds classified with the following NAICS (formerly SIC) Codes only.

621910 Ambulance Services

922160 Fire Protection (except private)

922110 Courts

922190 Other Justice, Public Order, and Safety Activities

922120 Police Protection

**Note**: Set-Up fees apply to new Private Network/DMNR/SBA builds (Verizon Home Agent Portal (VHAP)). This applies to New Private Networks built as Standard, Parent or Child. Subscribers that are placed into this pool will be limited to utilizing the Verizon Wireless Network for transport to and from their FES connections to the Verizon Wireless Network. Static IP addresses will be available on remote access, Mobile Broadband and Unlimited metered data plans or features only. Fees may not apply in certain VPN environments. Fees are per account level (regardless of the number of IPs ordered) selecting Static IP, and may apply in addition to \$1500.00 Connect Fee in certain configurations. Does not include MPLS.

Static IP: Fees are per account level (regardless of the number of IPs ordered). Static IP addresses will be available on remote access, Mobile Broadband and metered data plans or features only. Static IP addresses may be reserved and should be assigned to the mobile numbers within 90 days. De-activated Static IP addresses will go into an "ageing pool" for 24 hours. After 24 hours, these Static IP addresses will be returned to reserved status for the account. Reserved Static IP addresses will be shown at the account level and can be viewed from the billing system. Feature activations will be stored in the "data warehouse" database along with the Static IP Address for reporting. A Static IP address is associated with the device's MDN (Mobile Dialing Number). Each time the subscriber initiates a data session the Static IP address that is associated with their MDN is assigned to their device for each session. Subscribers completing an ESN (Electronic Serial Number) change will retain their Static IP address.

Eligible 3G/4G data service: Mobile Broadband, Mobile Broadband Wireless Router, Telemetry (M2M), Wireless Email, or usage-based Megabyte pricing. DMNR and SBA are optional features that can co-exist on a Customer's Private Network profile.

| 4G LTE Private Network Traffic Management (PNTM)  Government Subscribers Only  Metered Data Pricing only. Not compatible with Unlimited Data Plans |   |                                 | ,             |
|--|---|---------------------------------|---------------|
| The plans b  | elow reflect any applicable disc  | count. No additional discounts  | apply.        |
| Class of Service ("CoS")   | Customer can allocate bandwidth for applications into the Mission Critical CoS according to the PNTM Service Option selected. |                                 |               |
| Mission Critical CoS Applications  | Recommended for video, Voice over IP, interactive services, and other mission critical applications.                          |                                 |               |
| <b>Best Effort CoS Applications</b>  | Suitable for best effort applica  | tions (e.g. email, web browsing | g)            |
|  | Enhanced  | Promium                         | Public Safety |

|  | Enhanced                                | Premium                                 | Public Safety                           |
|--|---|---|---|
| PNTM Service Options:                  | (Entry Level)                           | (Mid Level)                             | (Highest Level)                         |
|  | (85458)                                 | (85459)                                 | (85460)                                 |
|  |   | (Qr                                     | ualifying Public Safety NAICS Only)     |
| Monthly Access Fee (per line)          | Waived - \$0.00                         | Waived - \$0.00                         | Waived - \$0.00                         |
| Mission Critical CoS Speeds            | Mapped Up to 0.5 Mbps                   | Mapped Up to 2 Mbps                     | Mapped Up to 2 Mbps                     |
| Best Effort CoS Applications<br>Speeds | Remaining available<br>4G LTE bandwidth | Remaining available<br>4G LTE bandwidth | Remaining available<br>4G LTE bandwidth |
| RF Priority on access network          | N/A                                     | N/A                                     | During heavy network usage periods      |

**Qualifying Public Safety NAICS:** Public Safety Subscribers classified with the following NAICS codes, performing First Responder responsibilities only. The Public Safety PNTM service option is not an on demand service. The Public Safety PNTM must be provisioned on the account prior to use in the event of an emergency situation.

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

**NOTE:** 4G LTE Private Network subscribers with unlimited data plans are ineligible for Private Network Traffic Management. This service is only available while on Verizon Wireless' 4G network and is not available while roaming. VZ Private IP (MPLS) connectivity is recommended and may be required. PNTM relies on customer's applications (VoIP, video, etc.) to appropriately mark IP sessions in order to prioritize their application over the 4G LTE Private Network using Internet Protocol Differentiated Services Code Point (IP DSCP). PNTM 4G LTE device must be certified for use on the Verizon Wireless network (e.g. Open Development/Open Access certified, validated for Private Network and Private Network Traffic Management.)

#### NetMotion

#### These products Do Not qualify for additional discounts

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

| SKU                   | Description                       | Function  | Term    | Price    |
|-----------------------|-----------------------------------|---|---------|----------|
| NMSVZW-GOV-<br>SILVER | Mobility VPN -<br>Mobility Only   | "Mobility VPN" (Virtual Private Network for wireless connections) - An encrypted, secure tunnel for mobile devices  | Monthly | \$4.33   |
|                       |                                   |   | Annual  | \$52.00  |
|                       |                                   |   | 2 Year  | \$104.00 |
|                       |                                   |   | 3 Year  | \$156.00 |
| NMSVZW-GOV-<br>GOLD   | Mobility VPN +<br>Modules         | "Mobility VPN" + "Modules" (Policy, Network Access Control, Mobile Analysis)  | Monthly | \$6.93   |
|                       |                                   |   | Annual  | \$83.20  |
|                       |                                   |   | 2 Year  | \$166.40 |
|                       |                                   |   | 3 Year  | \$249.60 |
| NMSVZW-<br>GOVDIAMOND | MIQ - Operational<br>Intelligence | Mobility VPN + "Modules" + "Diagnostics" + "Mobile IQ" which includes performance assessment, threat defense, cost control, location intelligence and inventory, troubleshooting and system-wide status | Monthly | \$8.67   |
|                       |                                   |   | Annual  | \$104.00 |
|                       |                                   |   | 2 Year  | \$208.00 |
|                       |                                   |   | 3 Year  | \$312.00 |
| NMSVZW-GOV-<br>DIAGS  | Diagnostics (add-on)              | Comprehensive data collection and root cause detection software (addon feature)   | Monthly | \$4.33   |
|                       |                                   |   | Annual  | \$52.00  |
|                       |                                   |   | 2 Year  | \$104.00 |
|                       |                                   |   | 3 Year  | \$156.00 |
| NMSVZW-GOV-MIQ        | MobileIQ (add-on)                 | Visual<br>troubleshooting,<br>analytics and alerting  | Monthly | \$4.33   |
|                       |                                   |   | Annual  | \$52.00  |

|                   |                                   | dashboards (add-on feature)                        | 2 Year          | \$104.00    |
|-------------------|-----------------------------------|--|-----------------|-------------|
|                   |                                   |  | 3 Year          | \$156.00    |
| '11NMPS-GOV-8HR-S | Prof. Services - Up<br>to 8 Hours | Professional<br>Services - Up to 8<br>Hours        | One time Charge | \$2,000.00  |
| 11NMPS-GOV-4HR-S  | Prof. Services - Up<br>to 4 Hours | Professional<br>Services - Up to 4<br>Hours        | One time Charge | \$1,000.00  |
| 11NMTR-GOV-C      | Mobility Cert.<br>Training        | Mobility Certification<br>Training                 | One time Charge | \$2,295.00  |
| 11NMETS-GOV       | Elite Tech Svc. 0 -<br>4999 lic's | Elite Technical<br>Service (0 - 4,999<br>licenses) | One time Charge | \$30,000.00 |
| 11NMETS5K-GOV     | Elite Tech Svc.<br>5000+<br>lic's | Elite Technical<br>Service (5,000+<br>licenses)    | One time Charge | \$50,000.00 |
| 11NMPS-GOV-TAM    | Dedicated Tech Acc't<br>Mgr1 yr   | Dedicated Technical<br>Account Manager (1<br>year) | One time Charge | \$40,000.00 |

Note: Customer may purchase NetMotion Software, Inc. ("NetMotion") licenses and services ("NetMotion Services") at the prices listed above. NetMotion Services listed in the pricing sheet marked with an asterisks \*\*\* cannot be mixed or matched with other NetMotion Licenses or Services. Verizon Wireless is not the licensor of the NetMotion Services and makes no representations or warranties whatsoever, either express or implied, with respect to them. NetMotion Services are manufactured by NetMotion. NetMotion Software is subject to a separate End User License Agreement (EULA) with NetMotion, found at <a href="https://www.netmotionsoftware.com/legal-and-copyright">https://www.netmotionsoftware.com/legal-and-copyright</a>. Use of the NetMotion licenses or NetMotion Services is deemed to be the Customer's acceptance of the terms of the EULA. Customer must accept the EULA as the party liable for each license, and agrees that the Customer will comply with the obligations under the EULA. Verizon Wireless reserves the right to (i) modify or discontinue the Solution in whole or in part and/or (ii) terminate the Solution at any time without cause. Customer's sole and exclusive remedy for any damages, losses, claims, costs, and expenses arising out of or relating to use of the Solution will be termination of service.

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

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

### Verizon Wireless Private Network Terms and Conditions

Verizon Wireless Private Network Service ("Private Network"): Private Network extends Customer's IP network to its wireless equipment by segregating the data between such devices and Customer's servers from the public Internet (the "Internet"). Customer's use of Private Network is subject to the Private Network Roles and Responsibilities Customer Guidelines, which are available from your Sales representative.

**Customer Minimum Line Requirement:** Customer must maintain a minimum of 100 Machine-to-Machine lines at all times during the term of its Agreement in order to remain eligible for Private Network. If Customer falls below the 100-line minimum, Verizon Wireless reserves the right to discontinue Private Network for non-use.

Connection to Verizon Wireless Facility: Customer must establish a direct-connect circuit from its facilities to Verizon Wireless's facilities by the use of Virtual Private Network, Verizon Private IP, or Fixed End System connections. Customer is solely responsible for making arrangements with a local access provider for installation and ongoing maintenance of such a connection, with sufficient data throughput to meet Customer's anticipated data needs. Customer is also responsible for all charges incurred directly or through a third party associated with establishing the connection, as well as for accessing Private Network, including Internet access fees, hardware, software, license fees, and telecommunications charges.

Customer Provided Equipment ("CPE"): Customer must procure routers and any other CPE that meet Verizon Wireless requirements for Private Network connectivity.

Customer is responsible for ensuring any CPE meets its data capacity and throughput needs.

**IP** Addresses: Customer is responsible for procuring private IP addresses, which must be communicated to Verizon Wireless during implementation. Private Network supports static and dynamic addressing for 1X service and/or EVDO service; 4G LTE service; and Internet addressing system Internet Protocol version 4. Direct Internet access requires static IP addressing.

**Dynamic Mobile Network Routing ("DMNR"):** DMNR allows configuration of Private Network for dynamic routing to the subnets it serves (up to eight) to other devices on Customer's network and as support for mobile or stationary routers. DMNR is based off Mobile IPv4-based Network Mobility protocol and requires the router to be configured to support this capability. Customer is responsible for any charges associated with the customization of its CPE to support DMNR.

### Verizon Wireless Private Network Traffic Management

Private Network Traffic Management (PNTM): PNTM allows Customer to configure its Private Network to allow differentiated Quality of Service (QoS) by application over

Verizon Wireless's LTE network using standards-based IP packet marking. Customer can identify applications on its 4G LTE devices to get priority QoS over its Private Network. Verizon Wireless makes no guarantee of PNTM bandwidth allocations, which are subject to the limitations of wireless service availability as detailed in the Agreement. Customer is responsible for any charges associated with the customization of its CPE to support PNTM.

PNTM for Public Safety: Eligible public safety accounts can take advantage of priority access to a data channel over the Wireless Service for its data traffic during times of heavy network demand. While PNTM for Public Safety enables a dedicated data channel, Verizon Wireless makes no guarantee of Wireless Service availability, which is subject to the limitations of wireless service availability as detailed in the Agreement. PNTM for Public Safety is only available to Customers approved by Verizon Wireless that qualify as Public Safety Entities classified by NAICS codes...

**Customer Private Network Contact:** Customer must designate a Private Network representative and provide contact information, including a phone number and email address.

The Private Network contact will work with the Verizon Wireless solution engineer through the Private Network implementation and testing processes detailed below. The contact shall be available during business hours and any other time period that Customer utilizes Private Network for the purpose of assisting to resolve service problems and trouble shooting.

**Private Network Implementation and Testing:** Verizon Wireless will implement Customer's Private Network, which requires Customer to a) provide any information (e.g., account numbers, IP address ranges, router/CPE information) necessary to compete the Private Network Connectivity Form; b) participate in a Private Network turn-up call to ensure that CPE is properly configured to support the Private Network connection; and c) participate in a Solution Validation call to confirm that Private Network is working properly from Verizon Wireless to Customer's applications.

Wireless Devices/Network Access: Customer must use Private Network-compatible end-user Equipment and at Customer's expense must submit any devices not identified as Private Network compatible to Verizon Wireless, for network testing and Private Network certification. Private Network functionality is available on the Verizon Wireless 3G and 4G data network, subject to the limitations defined in this Addendum. While Private Network functionality may also be available on the networks of Verizon Wireless' domestic and international roaming partners, Verizon Wireless makes no representation of Private Network availability or reliability on such networks.

Permitted Use/Fraud: Customer shall use Private Network only for lawful purposes and shall not send or enable via the Private Network connection, by way of example, any SPAM, viruses, worms, trap doors, back doors or timers, nor shall Customer engage in any mail-bombing or spoofing via Private Network. Customer is responsible for the security of its network and end-user devices and is responsible for any unauthorized access to the Private Network. Verizon Wireless will treat any traffic over the Private Network as authorized by Customer. Verizon Wireless reserves the right but is not obligated to filter fraudulent usage. Maintenance/Service Changes/Termination of Private Network Service: Verizon Wireless may limit access to Private Network in order to perform maintenance to the service and will use reasonable efforts to provide Customer with prior notice of such maintenance. With reasonable advance notice, Verizon Wireless has the right to modify and reconfigure Private Network as it deems necessary to enhance Customer's experience or to safeguard the Verizon Wireless network. In addition, VERIZON WIRELESS CAN WITHOUT NOTICE LIMIT, SUSPEND OR CANCEL CUSTOMER'S ACCESS TO OR USE OF PRIVATE NETWORK IF CUSTOMER VIOLATES THE RESTRICTIONS OF THIS ADDENDUM OR FOR GOOD CAUSE. Good cause includes (a) breach of the terms of this Addendum or the Agreement; (b) unlawful use of Private Network; (c) using Private Network in a way that adversely affects the Verizon Wireless network or Verizon Wireless' customers; (d) breach of an obligation of Customer to comply with any applicable federal, state and local

government laws, rules and regulations, industry practices, third-party guidelines, or other applicable policies and requirements; (e) the suspension or termination by any governmental body of competent jurisdiction of Customer's service or the institution of a requirement, ruling or regulation that conflicts with this Addendum; or (f) for operational or governmental reasons.

**No Warranties:** Verizon Wireless makes no warranties, express or implied, with respect to Private Network, which it provides to Customer on an "AS IS" basis "WITH ALL

FAULTS" and "AS AVAILABLE." The accuracy, timeliness, completeness, suitability, or availability of any aspect of Private Network cannot be guaranteed. THE IMPLIED

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

ENTIRETY. The foregoing limitations, exclusions and disclaimers shall apply to the maximum extent permitted by applicable law. Verizon Wireless makes no representation that it supports any service levels with respect to the availability, performance, capacity, uptime or any similar metrics of Private Network.

**Subject to Private Network Terms of Use:** The terms of Private Network supplement the Agreement and are applicable to Customer's use of Private Network. If there are any inconsistencies between the terms of Private Network and the Agreement, the terms of Private Network shall control with respect to Private Network.

### Verizon Push to Talk Plus (PTT+) Terms and Conditions

This Agreement is between you as our Customer and Verizon Wireless ("**VZW**") and it sets forth the terms and conditions under which you agree to use and we agree to provide PTT+. By using PTT+, you accept these Terms & Conditions. VZW may change these terms and conditions from time to time. By continuing to use the Service after VZW has notified you of changes, you're agreeing to accept those changes.

- 8. **Customer Agreement.** For consumers, when you signed up to be a customer of VZW, your company entered into a Customer Agreement with us and PTT+ is subject to all of the terms in that Customer Agreement. For business customers, PTT+ is subject to your company's major account agreement with VZW.
- How the Service Works. You can access PTT+ in the following ways: (i) through a mobile application (the "Mobile App"), or (ii) by
  downloading computer software from the VZW website (the "Computer Client"). Not all PTT+ service features are available through all
  access methods.
- 2.1 Service Features. You can select from several PTT+ service features, including, but not limited to, the following:
  - **PTT+ with Dispatch.** Verizon PTT+ with Dispatch is an application that allows instant communication to individuals or groups at the push of a button.
    - With a dispatch console, your corporation's designated users can see group members on a map.
  - PTT+ Group Command. PTT+ Group Command brings enhanced features such as user check and discreet listening. With user check, you can check the location of a device and also check the battery strength, WiFi and cellular signal strength. With discreet listening, you can listen to a PTT+ conversation for training and other business purposes.
- 10. Charges. Your download of PTT+ will be billed according to the applicable data plan. Your use of PTT+ will be billed according to the monthly recurring fee that you agreed to pay, and use on certain devices will be billed according to the applicable data plan. For a list of those devices that will be billed according to your data plan, please visit http://www.verizonwireless.com/businessportals/support/faqs/DataServices/faq\_push\_to\_talk.html.
- 11. **Privacy.** VZW may use information about your activity in PTT+, subject to our Privacy Policy, which can be found at <a href="http://www.verizon.com/about/privacy/">http://www.verizon.com/about/privacy/</a>.
- 12. **Licenses.** You have a limited, non-exclusive, non-transferable license to use PTT+ and the object code version of PTT+'s software solely for the purposes for which it is provided and only in accordance with all documentation provided by VZW or its licensors or suppliers. The software contains some programming, scripts, tools, modules, libraries, components, or other items that were developed using "Open Source" code, and information about these items is available at <a href="https://www.verizon.com/opensource">www.verizon.com/opensource</a>. Nothing in this Agreement will be construed to limit any rights granted under such open source licenses.
  - PTT+ with Dispatch and PTT+ Group Command requires use of Google Maps. Use of Google Maps within PTT+ is subject to the Google Maps Terms of Service located at <a href="http://www.maps.google.com/help/terms\_maps.html">http://www.maps.google.com/help/terms\_maps.html</a>, the Google Legal Notices located at <a href="http://www.maps.google.com/help/legalnotices\_maps.html">http://www.maps.google.com/help/legalnotices\_maps.html</a>, and the Google Privacy Policy, located at <a href="http://www.google.com/privacy.html">http://www.google.com/privacy.html</a>. The Google Terms of Service and Google Legal Notices may be updated from time to time and

are incorporated into these Terms and Conditions by reference, as if set forth fully herein. If you do not accept the Google Maps Terms or Google's Privacy Policy, including all limitations and restrictions therein as may be updated by Google from time to time, you may not use PTT+. Your use of the Google Maps service within PTT+ will constitute your acceptance of the Google Maps Terms and Google's Privacy Policy

- 13. **Consent to Share Location Information.** PTT+ with Dispatch and PTT+ Group Command requires sharing of your Location Information (data that can be used to describe, determine or identify the location of the mobile device you use while accessing PTT+). With your consent, your Location Information will be shared with your employer, for business purposes only.
- 14. Additional Terms for Discreet Listening. The discreet listening feature within PTT+ Group Command permits your employer to discreetly listen into your conversation while you are using the mobile device. By using PTT+, you consent to your mobile device being monitored by your employer and you consent to any person authorized by your employer listening into your conversation for training and other legitimate business purposes. Employers shall restrict access to the discreet listening feature of PTT+ Group Command to only authorized employees, who shall only use the feature during business hours for training and other legitimate business purposes.
- 15. **Restrictions on Use.** You may not, or allow others to, adapt, alter, modify, de-compile, reverse engineer, translate, or create derivative works of PTT+ or any included software.
- 16. Termination. VZW may terminate or discontinue PTT+ at any time without notice, including if you breach these Terms and Conditions.
- 17. **Disclaimer of Warranty; Limitation on Liability.** PTT+ AND ANY INCLUDED SOFTWARE IS PROVIDED 'AS IS', WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND BY EITHER VZW OR ITS LICENSORS OR SUPPLIERS. VZW'S LIABILITY SHALL BE LIMITED AS SET FORTH IN THE CUSTOMER AGREEMENT (AND THE LIABILITY OF EACH VZW LICENSOR AND SUPPLIER SHALL BE LIMITED TO THE SAME EXTENT).
- 18. **Export Control.** You shall comply with all export laws and restrictions and regulations of the Department of Commerce, the United States Department of Treasury Office of Foreign Assets Control ("OFAC"), or other United States or foreign agency or authority, and not export, or allow the export or re-export of PTT+ in violation of any such restrictions, laws or regulations. By downloading or using PTT+, you agree to the foregoing and you represent and warrant that you are not located in, under the control of, or a national or resident of any restricted country or on any restricted parties list.
- 19. Safety. Please do not endanger yourself and others by using PTT+ while driving or engaging in any other activity that requires your full attention.

### **Intrepid Services Agreement**

#### Terms and Conditions

#### 1. DEFINITIONS

In this Agreement, capitalized terms shall have the meanings described on the Order Form or as set out below and in the text of the Agreement:

"Customer Data" means the customer-specific data, including personal data, available to the Customer through the Service. Customer data is further defined as Generic and Unique.

"Generic Customer Data" means information not personal or specific to operations including amount of traffic, usage patterns, and aggregate amounts of unique data.

"Unique Customer Data" means all other information that is not generic, including personal information, specific details of operations, locations, photographs, written communications, recordings, and biometric data. "Confidential Information" means all information disclosed by one party to the other party that is identified in writing as "confidential" or "proprietary" (or, in the case of oral disclosures, is summarized in writing and delivered to the receiving party within 30 days).

"Devices" means all hardware devices of Customer utilizing the Service, whether provided by Intrepid or from any other third party.

"Initial Term" means the period commencing on the Effective Date and ending on the last day of the Service Period.

"Service" means the online, web-based, and mobile access business application services, including content and associated offline components as well as support and training made available by Intrepid to Customer.

"Service Period" means the period beginning on the Effective Date and continuing for the period set forth on the Order Form.

**"User"** means any of the Customer's employees, representatives, consultants, contractors or agents utilizing the Service, with each such person or party who is authorized to use the Service to be supplied with a user identification and/or password by Customer (or by Intrepid at Customer's request).

#### 2. **SERVICES**

- 2.1 Subject to the terms and conditions of this Agreement and payment of all applicable fees and charges, Intrepid grants Customer a non-exclusive, non- transferable, revocable, limited right and license during the Term to use the Service for Customer's internal, in-house business use only within the United States of America. Intrepid reserves all rights in the Service not expressly granted herein.
- 2.2 Intrepid reserves the right to perform maintenance of the Service as needed and, except in the event of emergency maintenance, will use commercially reasonable efforts to provide prior notice to Customer of any Service unavailability and the reasons therefore.
- 2.3 A user account is required to access the Service, which may be used only by authorized Users. User accounts are non-transferable to other organizations or agencies but can be transferred to users in other departments within the purchasing organization or agency. User accounts shall not be shared or utilized by Users in non-purchasing organizations or agencies. Notwithstanding the foregoing, Customer shall make available for audit a list of all Users within five (3) business days when requested by Intrepid.
- 2.4 Customer is responsible for any and all activities that occur under Customer's User accounts, including without limitation any loss or damage that results from such use or misuse. Customer shall: (a) report to Intrepid immediately any unauthorized use of any password or account or any other known or suspected breach of security; (b) report to Intrepid immediately any copying or distribution of any content contained in, or accessible through, the Service that is known or suspected by Customer or its Users, and Customer shall take all necessary steps to stop or terminate such conduct; and (c) ensure that use of the Service shall at all times comply with the terms of this Agreement.
- 2.5 At all times during the Term of this Agreement, Customer will conduct its business and/or operations, and cause its Users to be, in compliance with all federal, state, provincial, local, or similar statutes, laws, ordinances,

regulations, rules, codes, orders, conventions, or rules of law (including common law) and governmental orders (collectively, "Laws"), applicable to Customer and Customer's business and/or operations, including, but not limited to any such Laws with respect to the use of the Service in Customer's business and/or operations.

- 2.6 Customer warrants that it is legally entitled to allow Intrepid to monitor the Customer account and each User in the account to process for Generic Customer Data in order to provide improvements to Intrepid products or resolve product defects.
- 2.7 Customer acknowledges and agrees that Intrepid shall not be responsible for providing internet access or any equipment or services necessary to utilize internet access by Customer or any User.

#### 3. LIMITATIONS AND RESTRICTIONS

- 3.1 Except as expressly set forth herein, Customer shall not (nor shall it permit others to) (a) copy, market, license, sublicense, sell, resell, transfer, assign, reproduce, distribute or otherwise make available to any third party the Service; (b) modify, adapt or make derivative works based on the software or intellectual property used in the Service; (c) retransmit or link the Service (including "framing" or "mirroring" any content contained in, or accessible from the Service) to any other server, wireless or Internet-based device. Customer shall ensure and be responsible for all of its Users' compliance with the terms of this Agreement; or (d) store or transmit any Content (as defined herein) that could give rise to civil or criminal liability.
- 3.2 To the extent that access to any software or other intellectual property is provided to Customer by Intrepid, Customer agrees that it will use such

software and intellectual property solely for Customer's own internal processing operations under this Agreement, and that Customer will not directly or indirectly disassemble, reverse engineer, or decompile, modify, create derivative works based on, or translate the Services, or any software or intellectual property included therein, or transfer or otherwise grant any rights in or access to such software or intellectual property in any form to any other party. Customer shall promptly report to Intrepid any actual or suspected violation of this Section 3.2 and shall take all further steps reasonably requested by Intrepid to prevent or remedy any such violation.

- 3.3 Users may be required to provide information about themselves in order to register for and/or use the Service. Intrepid shall not be responsible for the accuracy of any User information provided, and Customer agrees that any such information shall be accurate. Users are entirely responsible for maintaining the security of their user names and passwords and agree not to disclose such to any third party. Company acknowledges that it is necessary for Intrepid to send certain electronic communications to Users in order to deliver the Service and consents to such communications.
- 3.4 Customer is solely responsible for the pictures, audio, video, graphics, text, or other content ("Content") sent, displayed, or uploaded by Customer or its Users with or to the Service, either directly or through another application. Except for material that Intrepid licenses to Customer and as otherwise noted in this Agreement, Intrepid claims no ownership of any Content that is transmitted, stored, or processed in Customer's account(s). Intrepid also does not control, verify, or endorse the Content that Customer or its Users make available in the Service.

- 3.5 The Service provides functions that allow Customer and Users to control who may access Content. If Users enable the features that allow sharing Content with others, anyone with whom Content is shared (including the general public, in certain circumstances) may have access to Content. Customer hereby grants Intrepid and its agents the right to reproduce, distribute, display, and disclose Content with others authorized by Customer or its Users to view such Content as part of Intrepid's provision of the Service to such authorized users.
- Customer represents and warrants that: (a) Customer has all the rights in the Content necessary to use the Service and to grant the rights in this Agreement, and (b) the storage, use, or transmission of the Content doesn't violate any law, this Agreement, or the rights of any third parties. Customer will: (i) be solely responsible for the nature, quality, and accuracy of the Content; (ii) ensure that the Content (including the storage or transmission thereof) complies with this Agreement and any and all applicable laws and regulations; (iii) promptly handle and resolve any notices and claims relating to the Content, including any notices sent by any person claiming that any Content violates any person's rights, such as take-down notices pursuant to the Digital Millennium Copyright Act and any other notices; and (iv) maintain appropriate security, protection, and backup copies of the Content, which may include, Customer's use of additional encryption technology to protect the Content from unauthorized access. Although Intrepid is not responsible for any Content in violation of this provision, Intrepid may delete any Content in violation of any provision in this Agreement of which it becomes aware, at any time without notice. Customer must immediately notify Intrepid in writing of any unauthorized use of (a) any Content (b) any User account, or (c) the Service that comes to Customer's attention. In the event of any such unauthorized use by any third party that obtained access through Customer or its Users, Customer will take all steps necessary to terminate such unauthorized use. Customer will provide Intrepid with such cooperation and assistance related to any such unauthorized use as Intrepid may reasonably request.
- 3.7 If Customer becomes aware of any violation of this Agreement in connection with use of the Service by any User or person, Customer must notify Intrepid immediately. Intrepid may investigate any complaints and violations that come to its attention and may take any action that it believes is appropriate, including, but not limited to issuing warnings, removing Content, or terminating accounts and/or User profiles. Because situations and interpretations vary, Intrepid also reserves the right not to take any action. Under no circumstances will Intrepid be liable in any way for any data or other Content viewed while using the Service, including, but not limited to, any errors or omissions in any such data or Content, or any loss or damage of any kind incurred as a result of the use of, access to, or denial of access to any data or content.

#### 4. **PROPERTY RIGHTS**

Customer shall remain the sole and exclusive owner of Unique Customer Data. Unique Customer Data may be monitored or evaluated in an emergency situation or with permission or at the request of Customer or its Users for purposes such as assisting in customer operations, performing customer-specific analysis, or improving Intrepid's products. Customer explicitly grants Intrepid the right to monitor network traffic that includes Unique Customer Data for the purpose of optimizing the Service's performance. Intrepid is and shall remain the sole and exclusive owner of the Service and all documentation or other property provided by Intrepid during the Term of this Agreement, including any intellectual property developed, originated, or prepared on behalf of or in conjunction with Customer. This Agreement does not grant to Customer any shared development rights. Customer shall not reproduce in whole or in part (except as permitted under this Agreement), modify, merge, or incorporate any form or portion of the Service with other program material, create derivative work from the Service, reverse engineer, de-compile, or disassemble

all or any portion of the Service, and/or disclose, sell, sublicense, or otherwise transfer or make available all or any portion of the Service to any third party without the prior written consent of Intrepid.

#### 5. WARRANTIES, REMEDIES, LIMITATIONS OF LIABILITY, AND INDEMNIFICATIONS

5.1 Intrepid warrants to Customer that the Service will be provided in a professional and workmanlike manner. As Customer's exclusive remedy for breach of the foregoing warranty, Intrepid shall, at its option, repair or replace the nonconforming elements of the Service. Intrepid shall have no obligation hereunder if software or other intellectual property used in the Service, or hardware utilizing the Service, is modified, altered, merged or subjected to misuse, neglect, accident or improper use by Customer or any third party. If at any time Customer becomes unsatisfied with the Service, Customer's sole remedy is to cease using the Service.

EXCEPT AS EXPRESSLY PROVIDED HEREIN, THE SERVICE IS PROVIDED "AS IS" AND INTREPID, ITS SUPPLIERS AND VENDORS EXCLUDE ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE. INTREPID AND ITS SUPPLIERS AND VENDORS SPECIFICALLY DISCLAIM ALL EXPRESS OR IMPLIED WARRANTIES OF DESIGN, NON-INFRINGEMENT, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, THAT THE SERVICE OR DEVICES WILL MEET ALL OF CUSTOMER'S REQUIREMENTS, OR THAT THE SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE, VIRUS FREE, OR ERROR-FREE. NOR DOES INTREPID (OR ITS VENDORS OR SUPPLIERS) MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICE OR THAT ALL ERRORS IN THE SERVICE WILL BE CORRECTED.

- 5.2 INTREPID, ITS VENDORS AND SUPPLIERS ENTIRE LIABILITY FOR ANY CAUSE OF ACTION, WHETHER IN CONTRACT, WARRANTY, OR IN TORT (INCLUDING NEGLIGENCE) FOR ALL CLAIMS RELATING TO THIS AGREEMENT AND ITS PERFORMANCE, SHALL BE LIMITED IN THE AGGREGATE TO THE LESSER OF THE FEES PAID BY CUSTOMER TO INTREPID DURING THE TWELVE (12) MONTH PERIOD PRIOR TO THE CLAIM OR \$25,000.
- 5.3 IN NO EVENT SHALL ANY PARTY BE LIABLE FOR ANY LOST PROFITS, LOST REVENUE, INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES EVEN IF SUCH PARTY HAS BEEN ADVISED OF, OR COULD HAVE REASONABLY FORESEEN, THE POSSIBILITY OF SUCH DAMAGES.
- 5.4 Customer acknowledges that the limitations of liability and disclaimers of warranty set forth in this Agreement are independent of any remedies hereunder and apply regardless of whether any remedy fails its essential purpose. Customer acknowledges that Intrepid has set the pricing for the Service and other fees and charges in reliance on the disclaimers of warranty and limitations and exclusions of liability set forth in this Agreement and that the same form an essential basis of the bargain between the parties.
- 5.5 Intrepid shall indemnify Customer from and against any third-party liabilities, losses, damages, claims, suits, and expenses, including reasonable legal expenses, of whatever kind and nature ("Losses"), imposed upon, incurred by or asserted against Customer relating to or arising out of any third-party claim brought against Customer alleging that the Service used as contemplated by this Agreement violates any proprietary rights of such third party. This Section 5.5 states Intrepid's entire obligations regarding infringement of a third party's intellectual property rights with respect to the use of the Service.
- 5.6 Customer shall indemnify Intrepid, its suppliers and vendors from and against any and all Losses imposed upon, incurred by, or asserted against Intrepid relating to or arising out of a claim alleging that Intrepid's authorized

use of the Customer Data violates the proprietary rights of, or has caused harm to, any third party (including, without limitation, any User).

- 5.7 In addition to, and without limiting, any and all obligations of Customer set forth herein, Customer hereby assumes entire responsibility and liability for any and all damage or injury of any kind or nature to all persons, and to all property, real or personal, caused by, resulting from or associated with the use by Customer, or any of Customer's employees, representatives or agents (whether a User or not), of the Service and agrees to indemnify, defend, and hold harmless Intrepid, its suppliers and vendors from and against any and all Losses or injury to persons or to property caused directly or indirectly by Customer or any of Customer's employees, representatives or agents (whether a User or not), Customer's property or equipment, or any and all persons acting on Customer's behalf or under Customer's supervision or control, whether direct or indirect.
- 5.8 In consideration of the obligations of Intrepid hereunder, Customer acknowledges that the use of the Service by Customer is voluntary and may involve known and unknown risks that could result in physical injury (including death) and/or property damage. Customer, on behalf of itself and its employees, representatives and agents, (the "Customer Parties") hereby releases, remises, requites, satisfies and forever discharges Intrepid, its suppliers and vendors and their respective heirs, personal representatives, successors and assigns from any and all Losses whatsoever, in law, in equity or in arbitration that the Customer Parties have, had or may have (through all stages of settlement and litigation, including all appeals and all collection proceedings) arising out of or resulting from the Customer Parties' voluntary use of the Service.
- 5.9 The indemnity obligations set forth in this Section 5 are contingent upon (a) the indemnified party giving prompt written notice of any indemnified claim,
- (b) the indemnified party allowing the indemnifying party the sole control of the defense and related settlement negotiations for such claim; and (c) the indemnified party providing reasonable assistance and cooperating in the defense and settlement negotiations as requested by the indemnifying party and at the indemnifying party's expense.

#### 6. **CONFIDENTIALITY AND DATA PROTECTION**

By virtue of this Agreement, each party may have access to the Confidential Information of the other party. The parties expressly acknowledge that the Customer Data shall be governed by Sections 2.7 and 4 and shall not constitute Confidential Information. Each party agrees to keep confidential all Confidential Information disclosed to it by the other party or a third party, and to protect the confidentiality thereof in the same manner as it protects the confidentiality of similar information and data of its own (at all times exercising at least a reasonable degree of care in the protection of such Confidential Information). This Section 7 shall not apply to anything that: (i) is or becomes (through no improper action or inaction by the receiving party) generally available to the public, or (ii) was in the recipient's possession or known by it, without restriction, prior to receipt from the disclosing party, or (iii) was rightfully disclosed to the receiving party by a third party, or (iv) is required to be disclosed by a subpoena, request for documents, or other validly issued judicial or administrative process, provided that the party so required to disclose it promptly notifies the other party of the receipt of process and permits the other party a reasonable opportunity to

respond to such process; or (v) is necessary to be disclosed by a party in order to meet its obligations under this Agreement. If a party wishes to rely on one of these exclusions it shall give prompt written notice to the other party detailing the relevant information and the reason for disclosure.

#### 7. TERM AND TERMINATION

7.1 This Agreement shall commence on the Effective Date and shall remain in effect through the Initial Term unless earlier terminated as set forth below.

Either party may terminate this Agreement upon notice to the other party if the other party materially breaches this Agreement and such breach is not remedied within 30 days of such notice, except for breaches relating to non-payment for which such cure period shall be 5 business days.

Either party may terminate this Agreement immediately upon notice if the other party becomes subject to any proceeding under any statute of any governing authority relating to insolvency or the rights of creditors that is not dismissed within 60 days, or the equivalent occurs in any jurisdiction.

Upon termination of this Agreement for any reason, all accrued rights to payment shall become due, all licenses shall immediately terminate, Customer shall immediately discontinue all use of the Service and delete or remove any copies of the Service in its possession, and each party shall promptly return (or, if requested by the other party, destroy) all Confidential Information of the other party in its possession. Upon termination, Intrepid may immediately terminate Customer's access to the Service without notice and within 30 days thereafter delete Customer's Data and any related data.

7.2 Sections 1, 2.4, 2.5, 2.6, 3, 4, 5, 6, 7, 8, and 9 shall survive the termination or expiration of this Agreement in accordance with their terms.

#### 8. **EXPORT**

If, at the time or times of Intrepid's performance hereunder, a validated export license or other export authorization is required for Intrepid or its agents to lawfully export the goods, source code, or technical data from the United States of America or such other country of origin, then the issuance of such license or authorization to Intrepid or its agents in accordance with the rules and regulations of the applicable country(ies) shall constitute a condition precedent to Intrepid's performance of its obligations hereunder. Customer agrees to comply with all applicable export laws and regulations of the United States of America or such other country of origin. Specifically, but without limitation, customer agrees that it will not resell or re-export Intrepid products, source code, or technical data in any form without obtaining appropriate export or re-export licenses from the respective governmental authority of the United States of America, other country of origin, or country of export or re-export. Violation of this provision shall constitute cause for termination of this Agreement by Intrepid without liability to customer.

#### 9. MISCELLANEOUS

9.1 Neither party shall be liable for any delay or failure in performing any of its obligations under this Agreement if such delay or failure is caused by circumstances outside the reasonable control of the party concerned. The Service may be subject to limitations, unavailability, delays, and other problems inherent in the use of the internet, mobile telephone networks and electronic communications. Intrepid is not responsible for any delays, delivery failures, or

any loss or damage resulting from the same. Notwithstanding the foregoing, nothing herein shall relieve Customer of its obligations to pay monies due and owing to Intrepid hereunder.

- 9.2 Intrepid may reference Customer's status as a user of the Service on Intrepid's website, in marketing materials and in sale presentations.
- 9.3 The waiver by either party of any default or breach of this Agreement shall not constitute a waiver of any other or subsequent default or breach.
- 9.4 Customer may not assign or transfer any of its rights or obligations under this Agreement in whole or in part without Intrepid's prior written consent. Intrepid may freely assign, transfer, and sub-contract this Agreement and any or all of its obligations herein.
- 9.5 This Agreement shall not be amended or modified except in a writing executed by the duly authorized representatives of Intrepid and Customer.
- 9.6 If any provision of this Agreement is held to be invalid or unenforceable, the parties or any applicable tribunal shall substitute an enforceable provision that preserves the original intent and economic positions of the parties and the remaining provisions of this Agreement will remain in full force and effect.
- 9.7 All notices that are required to be given under this Agreement shall be in writing and sent to the addresses of the parties set out on the Order Form or to such other address as a party may designate by notice to the other party and shall be effective (a) on the date of delivery if sent by recorded delivery;
- (b) on the business day following the date of transmission of a fax as evidenced by a successful transmission report; or (c) immediately if delivered personally to the relevant address.
- 9.8 This Agreement forms the entire understanding of the parties in respect of the matters dealt with in it and supersedes all previous agreements, understandings, proposals, and negotiations between them.
- 9.9 This Agreement shall be governed by the laws of the State of Florida, without regard to its conflicts of laws principles. Any suit, action, or proceeding with respect to this Agreement shall be brought in the courts of Orange County, Florida or in the U.S. District Court for the Middle District of Florida, and the parties hereby accept the exclusive jurisdiction of those courts for the purpose of any suit, action, or proceeding.
- 9.10 The parties acknowledge that they are familiar with transactions of this nature and agree that the fact one of the parties may have drafted or structured any provision of this Agreement shall not be considered in construing the particular provision either in favor of, or against, such party.
- 9.11 The parties hereto are independent contractors and this Agreement does not create a joint venture or partnership, and neither party has the authority to bind the other party to any third party.
- 9.12 This Agreement may be executed in any number of counterparts, each of which, when taken together, shall be an original.

#### Exhibit A

#### Response Times

#### I. Intrepid Service

#### 1. Response Times

Intrepid shall use its commercially reasonable efforts to respond to all written requests for assistance in accordance with the following response times:

|   | Time to Respond   |   |  |  |
|---|---|---|--|--|
| Type of Problem   | During Normal Business Hours  | Outside Normal Business Hours   |  |  |
| Level 1 – Service unavailable<br>or data cannot be collected<br>from > 20% of the Users   | Within 24 hours Call Intrepid Support Hotline Phone Number or Email: <a href="mailto:support@intrepid-networks.com">support@intrepid-networks.com</a> | Within 24 hours Call Intrepid Support Hotline Phone Number or Email: <a href="mailto:support@intrepid-networks.com">support@intrepid-networks.com</a> |  |  |
| Level 2 — Part of the<br>functionality of the Service is<br>unavailable or data cannot<br>be collected from<br><= 5% to 20% of the Users    | By 6PM EST of the following 2 business days Email: <pre>support@intrepid-networks.com</pre>   | By 6PM EST of the following 2 business days Email:<br>support@intrepid-networks.com   |  |  |
| Level 3 – All other issues  Within 5 business days  Email: <a href="mailto:support@intrepid-networks.com">support@intrepid-networks.com</a> |   | Within 5 business days Email: <a href="mailto:support@intrepid-networks.com">support@intrepid-networks.com</a>  |  |  |

### One Talk<sup>SM</sup> and Message+ from Verizon - Government Terms of Service

One Talk from Verizon, together with its related devices, software and applications ("Service" or "One Talk"), is a commercially available business telephone solution that brings together the functions of office phones and mobile devices (smartphones and tablets) into a unified system, with all devices sharing the same communication features. (See <a href="https://www.verizonwireless.com/support/one-talkfeatures/">https://www.verizonwireless.com/support/one-talkfeatures/</a> for a listing of features currently available with the Service.)

The following terms of service apply to the One Talk Service. "Customer" means the eligible entity purchasing the One Talk service under the Contract along with any Customer end users using the Service.

**Customer Agreement.** Customer's use of the Service is subject to all Contract terms. This applies regardless of whether the end user device is on the Customer's account or paid for by the end user (e.g. a Bring Your Own Device arrangement between Customer and end user).

How the Service Works. For the Service to work on wireless devices, Customer must select the line on your agency's profile to which you wish to add the One Talk feature. Each One Talk phone number can be shared between devices with the following limits: (a) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, a single LTE Desk phone and a single standard desk phone or (b) up to five smartphones and/or tablets using the One Talk Mobile App or Microsoft® Windows® and/or Apple® Mac® computers using the One Talk Desktop App, two standard desk phones and a single smartphone using One Talk. You may only make voice and/or video calls with up to three (3) devices per One Talk phone number at the same time. The Service is not compatible with all price plans and desk phones are not available under all contracts. Check with your sales representative for plan compatibility with the Service and the availability of desk phones under the Contract.

Customer is solely responsible for managing its end user access to the One Talk Service, management of end user devices and management of information transmitted via the Service. Addition of devices and associated Service features is managed and administered by the Customer through Verizon Wireless' web portal.

#### A. One Talk Components

One Talk Dialers. If available, the One Talk Dialers (Basic, Enhanced, and Native) add various business features to a compatible device's native dialer, which on a compatible smartphones (see <a href="https://www.verizonwireless.com/support/compatible-one-talk-devices/">https://www.verizonwireless.com/support/compatible-one-talk-devices/</a> for a current list of supported devices.) With One Talk in Dialer mode, Customer's One Talk phone number will be the same as its Verizon Wireless phone number. Customer can obtain access to One Talk features by dialing numeric codes. Other devices that you select will share the same One Talk phone number.

One Talk Mobile App. The One Talk Mobile App is available for smartphone and tablets either from the Google Play™ Store for devices with Android™ 6.0 or higher or from the Apple® App Store for devices with iOS 10.0 or higher. To use the Service, Customer must add a One Talk phone number to the Mobile App and end users must use the Mobile App to make voice and video calls and to send and receive messages. You can also obtain access to One Talk features through the Mobile App. With the Mobile App, the device will have two phone numbers – one for its original native dialer (if available), and the other for the One Talk number. Other associated devices will share the same One Talk number. Users may install the One Talk Mobile App on a compatible device, including devices receiving service from other carriers. In such circumstances, One Talk phone numbers must be added to their devices, and the users will be Verizon Wireless subscribers for purposes of the Service only, even if they continue to use a different carrier for their original mobile telephone numbers. In order to use messaging through the One Talk Mobile App, the customer also must add the Message + App.

**Message+ App**. The Message+ App provides an integrated and customized messaging experience across an end user's mobile phone, tablet, PC, and other devices, and an integrated calling experience across a user's mobile phone and tablet. (Note that integrated calling is not part of the One Talk Service.) An end user can also send group, location and other multimedia messages ("MMS") in addition to traditional text messages. The Message+ App includes an Integrated Messaging feature that lets users send and receive text and multimedia messages on an end user's smartphone, tablet, computer or the web using a user's Verizon One Talk mobile telephone number. The service syncs up to 90 days of messages across an end user's devices.

One Talk Desk Phones. Each One Talk Desk Phone is a device that must be approved by and purchased from Verizon Wireless. At your location, you will need separate AC power and connectivity (e.g., through cellular service, broadband service, Ethernet or Wi-Fi). Check with your Verizon Wireless sales representative for the availability of desk phones under the Contract.

**Auto Receptionist: Hunt Group.** In order to utilize either of these features, Customer must activate a new Verizon Wireless line or port in a line from another carrier. The settings for the line must be configured using the One Talk section of the My Business web portal.

#### **B.** Charges

For each One Talk line, you will be charged a monthly recurring fee for the Service, in addition to the charges for data, voice, and messaging based on your service plan. Charges for international use may apply. You may be assessed additional 911 surcharges if required by law, for up to a maximum of three devices on each mobile phone number during the applicable billing cycle.

**Desk Phones.** Voice and video calls to and from One Talk desk phones will consume data on your existing broadband, cellular, or Wi-Fi connection.

The following applies if you use the VZW network to connect to the Service:

One Talk Dialers (Basic, Enhanced, and Native). Adding the One Talk feature to a smartphone does not consume any data. If you have a device that supports video calling, the voice portion will be billed as minutes of use and the video portion will be billed as data. Voice calls will be billed as minutes of use only.

One Talk Mobile App. Your download of the One Talk Mobile App will consume approximately 30 MB of data. Your use of the Service (including your download of the One Talk Mobile App) will be billed as data.

**One Talk Desktop App**. Your download of the One Talk Desktop App will consume approximately 110 MB of data. Voice and video calls to and from the One Talk Desktop App will consume data on your existing broadband connection.

Desk Phones. Voice and video calls to and from One Talk desk phones will consume data on your existing broadband connection.

**Auto Receptionist; Hunt Group.** You will be charged a monthly recurring fee for each Auto Receptionist and Hunt Group line in your company's profile.

Integrated Calling Charges (Message+). Integrated Calling does not have a separate monthly service fee, but data usage charges will be incurred in accordance with Customer's service plan. If a call is transferred among connected devices, each transfer will be billed as a separate call. Also, depending on the service address, Customer may be assessed an additional 911 charge if required by law. Any call made from a tablet to a U.S. number will be treated as a domestic call, no matter where the call originates. Any call made from a tablet to a non-U.S. number will be treated as an international long distance call that originates in the U.S., which is subject to U.S. taxes, fees and Verizon surcharges, no matter where the call actually originates. These calls will be billed in accordance with Customer's international calling plan and/or international Contract rates.

Emergency 911 Calls. End users can make a 911 call over a Wi-Fi connection when using the Service, but whenever possible, end users should avoid doing so because 911 calls over a WiFi connection will not work if there is a failure of your broadband connection or electrical

power, or if the 911 system doesn't recognize the address. In addition, when using a One Talk desk phone, voice functionality (including the ability to make and receive 911 calls) will not be available during a power outage, connection failure or other service disruption. Before any desk phone can be activated or the Service can be activated on any device, Customer must enter the U.S. address where Customer wants emergency services to be sent if end users call 911. It is not necessary to use the same address for all devices. It is very important that Customer updates its 911 address whenever Customer changes its location for any of these devices because this is the location that will be given to emergency services when end users dial 911. End users can go to their mobile device's Settings and change their 911 address at any time. Customer can change the 911 address for a desk phone on the One Talk section of the My Business web portal. Note: With a device using the One Talk Mobile App or the One Talk Desktop app, emergency services will use the 911 address you entered only if you use Wi-Fi to make the 911 call; otherwise, your device's built-in capabilities will provide the location of your device.

Integrated Messaging Text Message Feature. To send and receive SMS messages, Mobile devices associated with either One Talk Basic Dialer (if available) or One Talk Mobile App must download the Message+ App to the device. The Integrated Messaging functionality of Message+ enables you to synchronize messages across multiple devices, including smartphones, tablets and the web. Text messages sent and received while using the Service are separate from the native texting app (dual numbers) and are only temporarily retained on the One Talk message platform in the cloud. End users with access to the Service on a Smartphone or the Mobile Client can retrieve/download any text message sent or received using the Service.

HIPAA. Integrated Messaging is not designed for secure transmission or storage of personal healthcare information. Therefore, Customer agrees not to use Service to store or transmit Protected Health Information (PHI) as defined in the Health Insurance Portability & Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009 and accompanying regulations (collectively "HIPAA"). Covered Entities and Business Associates (as defined by HIPAA) will not use Integrated Messaging to store or transmit PHI. Customers that do not want its end users to save messages to the cloud (including all Covered Entities and Business Associates, as defined by HIPAA), must have an authorized representative block Integrated Messaging. For further information, go to https://web.vma.vzw.com/BusinessProduct. To learn more about HIPAA, go to: http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html.

#### **Third Party Products**

- A. General. If Customer uses any third party products or applications with One Talk, you authorize us to share information with third parties that is necessary for these services to operate. Some information from those third party products or applications may be transmitted into your account with us if you authorize such transmissions (Third Party Account Information) and any such Third Party Account Information transmitted to our applications or services will then be covered by our Privacy Policy. You may opt not to disclose such information to us from third party products or applications, but keep in mind some information may be needed in order for you to take advantage of some or all of the applications' or products' intended features.
- B. Google Services. When you provide Google Account credentials to sign into Google services or applications, Verizon will not use any Third Party Account Information in any way except to present it to the user. VZW will retain the minimal amount of information necessary in log files for 30 days to troubleshoot any reported issues with the application. Verizon will not have access to any email content. Use or transfer of any Third Party Account Information received from Google accounts will adhere to the Google API Services User Data Policy, including Limited Use Requirements.
- C. Disclaimer. With respect to all third party products and applications, you agree that: (1) We disclaim all warranties, express or implied, (2) We are not responsible and shall have no liability for such products or applications, and (3) you are solely responsible and liable for your use of such products and applications.

**Service Limitations.** The Service is not compatible with fax machines, credit card machines or certain security systems. Your Verizon Wireless representative can suggest other possible solutions for some of these functions. Please check with your provider to confirm the compatibility requirements of your security system.

Important Service Disclosures. CUSTOMER ACKNOWLEDGES AND AGREES THAT THE SERVICE IS IMPLEMENTED WITHOUT SPECIFIC CONTROLS THAT MAY GENERALLY BE REQUIRED OR CUSTOMARY FOR CUSTOMERS IN ANY PARTICULAR INDUSTRY AND ARE NOT DESIGNED TO SATISFY ANY SPECIFIC LEGAL OBLIGATIONS. CUSTOMER IS SOLELY RESPONSIBLE FOR DETERMINING THAT THE SERVICE SATISFIES ANY LEGAL, REGULATORY OR CONTRACTUAL OBLIGATIONS CUSTOMER MAY HAVE. CUSTOMER AGREES TO USE THE SERVICES IN ACCORDANCE WITH ALL APPLICABLE LAWS AND NOT TO USE THE SERVICES IN ANY MANNER THAT MAY IMPOSE LEGAL, REGULATORY OR CONTRACTUAL OBLIGATIONS ON VERIZON WIRELESS, OTHER THAN THOSE WITH WHICH WE HAVE EXPRESSLY AGREED TO COMPLY IN THIS ADDENDUM.

CUSTOMER IS ON NOTICE THAT ANY TEXT MESSAGES DELIVERED TO A DEVICE USING THE SERVICE WILL REMAIN ON THAT DEVICE, EVEN AFTER THE MESSAGING FEATURE IS REMOVED OR END USER IS DEREGISTERED AND NO LONGER HAS ACCESS TO THE SERVICE. END USERS CONTROL THE DELETION OF MESSAGES RECEIVED ON THEIR DEVICES.

**Software**. In connection with the Service, Verizon Wireless will provide software that is owned by us, our affiliates or third-party licensors ("**Software**"). Verizon Wireless may update the Software from time to time and Customer and/or end user failure to install any update may affect Customer's Service and/or use of the Software. Customer may use the Software only as part of, or for use with, the Service as authorized in this Addendum.

Verizon Wireless grants Customer a limited, non-exclusive, non-transferable license to use the Service and the Software solely as authorized in this Addendum. All rights regarding use of the Service and Software not expressly granted in this Addendum are reserved by Verizon Wireless and/or any third-party licensors. The Software contains some programming, scripts, tools, modules, libraries, components, or other items that were developed using "Open Source" code; which are available for download at <a href="https://www.verizon.com/opensource">www.verizon.com/opensource</a>.

Software was developed solely at private expense, and Customer has no other rights in software than those set forth herein. As such, customer may not adapt, alter, modify, reverse engineer, de-compile, disassemble, translate, attempt to derive source code from or create derivative works of the Service or Software, or otherwise tamper with or modify any security features or other Service components for any reason (or allow or help anyone else to do so). Customer also agrees to follow all rules and policies applicable to the Service, including the installation of required or automated updates, modifications and/or reinstallations of Software and obtaining available patches to address security, interoperability and/or performance issues.

Disclaimer of Warranty. THE SERVICE AND SOFTWARE ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND BY EITHER VERIZON WIRELESS, OUR AFFILIATES, OFFICERS, EMPLOYEES, LICENSORS, CONTRACTORS, AND AGENTS (TOGETHER, THE "VERIZON PARTIES"), INCLUDING BUT NOT LIMITED TO WARRANTIES OF TITLE, NON-INFRINGEMENT OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE VERIZON PARTIES AND ANY THIRD PARTY MOBILE APPLICATION STORE OPERATORS FROM WHICH YOU DOWNLOAD THE ONE TALK MOBILE APP WILL NOT BE LIABLE TO YOU OR ANYONE ELSE FOR ANY LOSSES OR DAMAGES OF ANY KIND OR ANY SECURITY ISSUES THAT MAY RESULT FROM YOUR USE OF THE SERVICE. NO ADVICE OR INFORMATION GIVEN BY THE VERIZON PARTIES SHALL CREATE ANY WARRANTY HEREUNDER.

UPDATED AS OF March 4, 2022

### ENTERPRISE MESSAGING TERMS OF SERVICE (PUBLIC SAFETY)

Verizon Wireless's Enterprise Messaging Access Gateway platform and portal ("EMAG") allows public safety customers ("Customer") to send high volumes of text messages. This agreement is between Customer as our subscriber and Verizon Wireless ("VZW") and it sets forth the terms and conditions under which Customer agrees to use and VZW agrees to provide access to EMAG. By using EMAG, Customer accepts these Terms of Service ("TOS"), which may be modified by VZW from time to time.

Enterprise Messaging. VZW provides the EMAG Service through two different EMAG plans. The Enterprise Gateway features allows a Customer to send bulk short message service ("SMS") messages and/or bulk multimedia messaging service ("MMS") messages, as applicable, to VZW subscribers, and send individual-to-individual messages to subscribers of most domestic wireless carriers. The Enhanced Messaging Features allow Customer to send bulk SMS messages to VZW subscribers and subscribers of eligible North American Numbering Plan ("NAMP") eligible carriers using VZW provided toll-free numbers. The Enhanced Messaging Features supports the sending and receiving of SMS messages only and not all carriers are supported. Contact your VZW Sales Representative for a complete list of supported destination countries and carriers. Availability, quality of coverage and service is not guaranteed, and supported destination countries may change without notice. Customer acknowledges that intercarrier messaging may be subject to message size, throughput requirements, blocking, throttling and filtering. Delivery of traffic may be affected by another carrier's policies and messaging terms. Customers must have a valid Blanket Purchase Agreement with at least five (5) active Government lines ("MDNs") and a physical address within VZW's licensed service area. Customer is solely responsible for monitoring its messaging operations. Customers using the EMAG Portal must provide a user ID and password and must safeguard the Portal credentials and prevent unauthorized use. VZW has the right to alter or not offer the EMAG service in part or at all. For the term of the TOS, Customer will receive for use the following depending on plan/features type: For the Enterprise On-Net Plan – Five (5) private On Network Messaging sending numbers for use on the VZW network only. For the Enhanced Messaging Features - One (1) Toll Free Enhanced Messaging sending number to use with the Enhanced Plan. VZW reserves the right upon prior notice to reclaim any phone number used for EMAG if Customer does not send sufficient traffic over it and the number may be re-assigned to another customer.

- 2. Term and TOS Termination. The term of this TOS shall be one year from the date EMAG Service is activated for the Customer ("Effective Date"). The TOS shall automatically renew for additional terms of one (1) year each, unless either Party shall give notice of cancellation at least thirty (30) days prior to the expiration of the original term or any renewal term or the TOS or service is otherwise terminated as per the terms of this TOS. Either party may terminate this TOS upon thirty (30) day's written notice to the other party for any reason. Fees are payable on a monthly basis and subject to increase upon thirty (30) days' notice to the Customer. Upon termination by the Customer, fees are due and payable up to the end of the month of termination.
- 3. Intellectual Property. VZW owns all rights, including intellectual property rights, in EMAG and its components, software, tools, portal, documentation, and other materials relating thereto, including modifications, updates, revisions or enhancements. All rights not explicitly given are reserved by VZW.
- 4. License Rights and Restrictions. Subject to the TOS and all documentation provided by VZW, VZW grants to Customer a personal, revocable, limited, nonexclusive, non-transferable, non-sublicensable license during the Term to access and use EMAG solely to send text and picture messages for internal business use. Customer will not, and will not allow any Third Party to, (a) modify, copy, or otherwise reproduce EMAG in whole or in part; (b) reverse engineer, decompile, disassemble, or otherwise attempt to derive the source code form or structure of any of the elements used in EMAG; (c) provide, lease or lend EMAG in whole or in part to any Third Party; (d) remove any proprietary notices or labels displayed on EMAG; (e) modify or create a derivative work of any part of EMAG; (f) use EMAG for any unlawful purpose; (g) use EMAG for any high risk or illegal activity; (h) use EMAG in contravention of any of VZW's policies, procedures, rules or guidelines provided or made available by VZW or use EMAG in such a way that it interferes with, disrupts, damages, or accesses in an unauthorized manner the servers, networks, or other properties or services of VZW; (i) export or re-export EMAG without the appropriate U.S. or foreign government licenses; (j) incorporate or combine EMAG in whole or in part with any open source software in such a way that would cause EMAG, or any portion thereof, to be subject to all or part of the license terms of such open source software; or (k) provide access to or use of EMAG to any Third Party or sublicense any rights in EMAG to any Third Party. Customer is not entitled to resell the EMAG services without the express written approval of VZW.
- 5. Content. Customer is solely responsible for its content it transmits through EMAG (or use by any person or entity Customer permits to access EMAG). Customer agrees that its messaging will comply with applicable industry guidelines (e.g. Mobile Marketing Associate's best practices for messaging, and CTIA's Messaging Principles and Best Practices) and VZW content standards (attached hereto as Exhibit "A"), which may updated from time to time ("Messaging Guidelines"). Customer will not send any unsolicited bulk commercial messages (i.e., spam), "phishing" messages intended to access private or confidential information through deception, other forms of abusive, harmful, or malicious, unlawful, or otherwise inappropriate messages, messages which required an opt-in that was not obtained, messages containing executable files or links to other content or premium or similar messages that require a subscription or surcharge, and as otherwise set forth in the Messaging Guidelines or as determined by VZW, in its sole discretion. Customer will not transmit any messages that would violate any federal, state or local law, court order, regulation or the Messaging Guidelines. Customer will cooperate with VZW and/or any governmental authority in investigating any violation or prohibited use of EMAG.
- 6. Consent Requirements. Customer agrees that it will send messages only to subscribers that have opted in to receive its messages by: a) establishing an opt-in process that effectively captures each subscriber's consent to receive Customer's messages, informs subscribers of the nature and scope of Customer's messaging campaigns and any financial obligations associated with the messaging; b) maintaining opt-in records for a minimum of 6 months from the date of a recipient's opt-in consent; and c) immediately complying with subscriber opt-out requests such as STOP, END, CANCEL, UNSUBSCRIBE or QUIT in compliance with the Messaging Guidelines. Customer will send messages that require opt-in consent only to those recipients that have affirmatively opted in to receive such messages. Although VZW may provide in the Portal a way to manage lists of opt-out records, it is up to the Customer to obtain the consents and maintain proper records and VZW accepts no responsibility for consents and retention of such records.
- 7. HIPAA. EMAG is not designed for secure transmission or storage of personal healthcare information. Customer will not use EMAG to store or transmit Protected Health Information ("PHI") as defined in the Health Insurance Portability & Accountability Act of 1996 and the Health Information Technology for Economic and Clinical Health Act of 2009 and accompanying regulations (collectively, "HIPAA"). If Customer is a Covered Entity or a Business Associate as defined by HIPAA, Customer will not use EMAG to store or transmit PHI. To learn more about HIPAA, go to: <a href="http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html">http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html</a>.

- 8. Fees. Customer will pay monthly to VZW the amount in the chart listed in Subcategory M for each SMS and/or MMS sent through EMAG. The billing and payment terms set forth in Customer's Government agreement with VZW will apply to the EMAG charges set forth on your VZW bill. Additional charges may apply for inter-carrier messaging Application to Person ("A2P") traffic. VZW reserves the right to increase pricing upon thirty (30) days' notice.
- 9. Public Safety/First Responders: Additionally, for eligible NAICS Customers, Customer acknowledges and agrees that the SMS only \$0.00 Enterprise Messaging Monthly Access Plan is being provided free of charge for the purpose of public safety only and hereby agrees that it will use this plan in good faith for purposes associated with public safety activities and no other activities.
- 10. Pilot Mobile Phone. VZW shall provide Customer with one pilot mobile phone at no charge to manage password setup and resets. Customer should safeguard the pilot mobile phone in case password resets are needed as VZW must rely on regular mail delivery of password resets if the phone is not available (password resets cannot be given over the phone or sent via email). This pilot mobile phone will not be capable of making any voice calls. Customer shall promptly notify VZW if the phone is lost, damaged or stolen and VZW reserves the right to charge Customer for replacement phones.
- 11. Security and Unauthorized Code. Customer will comply with VZW's information security requirements available at http://www.verizon.com/suppliers (or successor website) as updated from time to time. Customer will implement and maintain effective administrative, physical and technical security controls to protect VZW's assets, network and other facilities, information and EMAG that Customer accesses or uses. Customer will design, develop, build, operate and maintain your access to EMAG to sufficiently prevent the transmission of Unauthorized Code and mitigate security threats, including, but not limited to, unauthorized access, use or fraud. Customer will not send or introduce any Unauthorized Code to EMAG, VZW's network or any other VZW system or facility. Customer will not use EMAG, or permit any Third Party to use EMAG, to engage in any fraudulent, illegal, or unauthorized use. Customer will continually monitor for the presence of any Unauthorized Code. In the event you detect the presence of any Unauthorized Code, Customer will: (a) notify VZW in writing the same day the Unauthorized Code is detected; (b) promptly remove the Unauthorized Code; and (c) promptly remedy any condition caused by the Unauthorized Code. VZW may audit your use of EMAG. Should such audit request be denied, or should the audit reveal a violation of applicable laws, regulations, policies or procedures, or this TOS, VZW may immediately terminate this TOS and your use of EMAG. "Unauthorized Code" means any virus, Trojan horse, worm, rootkit, back door, trap door, time bomb, drop-dead device, timer, clock, counter or other limiting routine, as well as any other instructions, designs, software routines, or hardware components designed to: (a) disable, erase, or otherwise harm software, hardware, data, text or any other information stored in electronic form; (b) cause any of the foregoing with the passage of time; or (c) place a program or hardware under the positive control of a Third Party other than an owner or licensee of the program or hardware.
- 12. Certification Tests. VZW may conduct certification tests in its sole discretion. Customer will pass such certification tests furnished by VZW prior to using EMAG. If Customer fails any such certification tests, then VZW may, in its sole discretion, refrain from providing Customer with access to EMAG.
- 13. Data Retention and Access. VZW provides access to the metadata relating to the messages (time/date/sent/received) for up to one year. For messages sent or received over the EMAG APIs, VZW provides Customer access to messaging content for up to fourteen (14) days, after which time it is deleted. For messages sent or received over the Portal, VZW retains Customer message content for sixty (60) days, after which time it is deleted.
- 14. Customer Contact. Customer will provide to VZW contact information including a phone number and email address of an EMAG contact(s), who shall be available during business hours and during such time as Customer utilizes EMAG to assist with the resolving of service matters and trouble shooting. Customer must provide written notice of changes to contact information fourteen (14) days prior.
- 15. Termination of Service. VZW CAN, WITHOUT NOTICE, LIMIT, SUSPEND, OR CANCEL CUSTOMER'S ACCESS TO OR USE OF EMAG IF CUSTOMER VIOLATES THE RESTRICTIONS OF THIS TOS OR FOR GOOD CAUSE, which shall include, but is not limited to: (a) breaching this TOS or Customer's Government agreement with VZW; (b) spamming or other abusive messaging; (c) using EMAG in a way that adversely affects our network, our customers, or other customers; (d) allowing anyone to tamper with messaging applications in a manner contrary

to this TOS; (e) any governmental body of competent jurisdiction suspends or terminates Customer's service or institutes a requirement, ruling or regulation that conflicts with this TOS; or (f) operational or other governmental reasons.

- 16. Service Limitations. VZW may establish limits on the use of EMAG, including, but not limited to, the number of messages sent over a limited time period (i.e., per minute, hourly and daily), the number of active connections, and recommended connections per group, as set out in our User's Guide (available on the EMAG Portal) which may be updated form time to time. VZW provides no service level commitments or quality of service standards for EMAG. VZW will provide to Customer maintenance, technical and support services for EMAG, as determined by VZW in its sole discretion. VZW may extend, enhance, or otherwise modify EMAG at any time and for any reason without notice. There are limitations to wireless messaging which by their nature do not permit or may delay the delivery of text messages. These limitations include, but are not limited to, network limitations, when a wireless phone is not in range of one of our transmission sites or those of another company that carries our customer calls, insufficient network capacity, interference due to subscriber's equipment, terrain, proximity to buildings, foliage, and weather. Further, VZW does not own or control all of the various facilities and communications lines between a Customer's site and VZW's EMAG access point. Experience by carrier and region may cause the experience to vary. Due to these limitations and the limitation in the number of messages that can be sent, EMAG SHOULD NOT BE USED AS THE SOLE MEANS TO SEND MESSAGES THAT CONTAIN INFORMATION THAT IS ESSENTIAL TO THE PROTECTION OF LIFE OR PROPERTY, OR IS MISSION ESSENTIAL OR CRITICAL IN OTHER WAYS. VZW reserves the right to block any messaging traffic that violates this TOS or harms or may harm VZW, EMAG or our assets, network or facilities.
- 17. Disclaimer and Limitation of Liability. EMAG IS PROVIDED ON AN "AS IS" BASIS AND CUSTOMER'S USE OF EMAG IS ITS SOLE RESPONSIBILITY. VZW (AND ITS OFFICERS, EMPLOYEES, PARENTS, SUBSIDIARIES AND AFFILIATES), ITS THIRD PARTY LICENSORS, PROVIDERS VENDORS AND SUPPLIERS, DISCLAIM ANY AND ALL WARRANTIES FOR EMAG OR TEXT MESSAGE DELIVERY, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, NONINTERFERENCE, AND THOSE ARISING FROM COURSE OF DEALING, COURSE OF TRADE, OR ARISING UNDER STATUTE. VZW DOES NOT WARRANT THAT EMAG WILL BE WITHOUT FAILURE, DELAY, INTERRUPTION, ERROR, OR LOSS OF CONTENT, DATA, OR INFORMATION. VZW SHALL NOT BE LIABLE FOR ANY FAILURE TO PROVIDE EMAG, FOR ANY CONTENT, AND MAKES NO GUARANTEES THAT ANY TEXT MESSAGE WILL BE DELIVERED. NEITHER PARTY, NOR ITS AGENTS OR VENDORS, SHALL BE LIABLE TO THE OTHER PARTY, ITS EMPLOYEES, AGENTS OR ANY THIRD PARTY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES. IN THE EVENT OF ANY BREACH BY VZW OF THIS TOS, VZW'S LIABILITY TO CUSTOMER SHALL NOT EXCEED THE AMOUNT PAID TO VZW BY CUSTOMER UNDER THIS TOS DURING THE PREVIOUS THREE MONTHS.
- **18. Indemnification.** To the extent permitted by law, Customer shall defend, indemnify, and save harmless VZW and its successors, assigns, employees, and agents, and their heirs, legal representatives and assigns from any and all claims or demands, including claims for bodily injury or death, or damage to property, arising from Customer's use of EMAG, including reasonable counsel fees and costs.
- 19. Miscellaneous. Customer will not resell or aggregate EMAG or allow Third Parties to use or access EMAG without prior written permission from VZW. This TOS supplements Customer's Government agreement with VZW as it relates to EMAG. If there are any inconsistencies between this TOS and Customer's Government agreement with VZW, then this TOS shall control with respect to EMAG. Customer agrees that its use of EMAG will comply with any applicable local, state, national and international laws and regulations. This TOS may not be assigned in whole or in part by the Customer with prior written consent of VZW. Any failure of VZW to perform hereunder shall be excused if caused by failure of a third party wireless or telecommunications provider serving a particular area, power failure, national emergency, interference by any governmental agency, acts of God, strikes, other labor disturbance, severe weather conditions, fire, terrorism, riots, war, earthquakes, or any other causes beyond VZW's reasonable control.