



Prepared For:

City of Columbus

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Project Title:

E911 RedSky Deployment for Genesys and Cisco

Date:

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Version-4

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REQUIREMENTS OVERVIEW

The intent of this proposal is to define the scope of the services ConvergeOne will provide City of Columbus to implement the Genesys solutions as per the pricing schedule provided in the associated Solution Quote Report.

This Scope of Work (“SOW”) is subject to the terms and conditions of the Master Agreement between ConvergeOne (“C1”) and City of Columbus (“CLIENT”). The offer of this SOW is effective on 10/1/2021.

Actual project start date depends upon City of Columbus’s acceptance of this SOW and the availability of resources at that time. The project will be scheduled within two weeks of contract signature, barring any unforeseen delays. To accomplish these objectives, ConvergeOne will provide resources for Engineering, Implementation Consultation, Training and Project Management to administer the functions and responsibilities of ConvergeOne Professional Services. ConvergeOne will communicate with City of Columbus’s Project Manager, the appointed Point of Contact for City of Columbus on this project, who will be responsible for all communications and project management among all City of Columbus parties (staff, vendors, consultants) and for the escalation and resolution of any issues for City of Columbus.

This SOW is intended to provide deliverable goals and system functionality for City of Columbus. A significant portion of this project is dependent upon the joint design and team commitment between ConvergeOne and City of Columbus. City of Columbus should expect professionalism and commitment from the ConvergeOne team.

CONVERGEONE E911 OVERVIEW

FCC has passed rulings that cover Enhanced 911 (E911) legislation to better protect American workers in emergency situations. As a result, enterprises are now being tasked with implementing a solution that complies with the legislation. In addition, many enterprises are implementing distributed phone systems with centralized Telco trunking. As a result, enterprises have the requirement to provide accurate and reliable 911 (E911) service for the distributed locations. Failure to provide 911 (E911) protection to employees could result in regulatory fines, and more significantly, expose the enterprise to large damages from civil and criminal litigation.

ConvergeOne offers multiple options to meet your 911 (E911) needs and requirements as well as technical advice to assist you in choosing the optimal solution based on your company’s telecommunication solution’s needs. However, it is ultimately City of Columbus’s responsibility to determine what level of compliance, services and protection to implement to meet your legal requirements and company requirements. ConvergeOne will collaborate with City of Columbus to ensure the solution complies with Kari’s Law and RAY BAUMS Act.

These requirements must be complied with:

- Required to be able to dial 9-1-1 directly, without having to dial a prefix to reach an outside line.
- Required that all 911 calls must provide notification to front desk, security, and/or administrative personnel.
- All 911 calls must have a dispatchable location. Defined as:

- Street address
- Floor
- Room # or Zone
- City of Columbus is responsible for providing their definition what dispatchable location is and how they interpret the FCC regulations.
- These include three device types
 - Fixed Phones: Hard phones that are static in an environment. These phones must meet these requirements January 6th, 2021.
 - Remote: Off-premise 911 calls such as remote workers or people working from home. These phones must meet requirements by January 6th, 2022.
 - Non-Fixed: Softphones or Hard phones that move in the environment. These phones must meet these requirements by January 6th, 2022.

It is recommended that City of Columbus inform their users by conspicuous means, other than warning stickers or labels placed on phones that are completely reliant on the Internet for external connectivity. In the event that the Internet connection is out of service the phones will not be able to function in order to make an emergency call.

Calling E911 phone information will be dependent upon the location of the individual phone. Correct information for each phone and its location will be required in order to properly configure the phone for emergency dialing. The City of Columbus will be required to provide this location information for all phones and users on all systems covered by this agreement.

As E911/911 services are selected and implemented for the location(s) covered by this, Client acknowledges that (a) That the seller's implementation of the E911/911 services will be in accordance with the E911/911 documentation, (b) That such implementation does not ensure Client compliance with any regulations applicable to such E911/911 services, including but not limited to Kari's Law act of 2017, or the applicable provisions of RAY BAUMS Act, and (c) That it is the obligation of Client to ensure such compliance.

CONVERGEONE RECOMMENDED SOLUTION FOR E911 (PROJECT SCOPE)

ConvergeOne has partnered with RedSky to provide a comprehensive E911 solution for Genesys Cloud. This solution will provide City of Columbus a solution that will meet the FCC regulations to include RAY BAUMS Act and Kari’s Law.

Product	Description
E911 Anywhere® Service	E911 Anywhere® (“Service”) is a Software as a Service offering that allows businesses to have a cost-effective option for E911 compliance. Customer can use the E911 Anywhere® web portal to register the location of every phone in their enterprise and have emergency calls routed to the correct Public Service Answering Point (“PSAP”) based on the location of the caller. E911 Anywhere® also provides a NG9-1-1 based solution that allows the client to have dynamic location for 9-1-1 purposes and allows the proper delivery of a call to emergency responders.
ELINs	Subscription for Emergency Location Identification Numbers in E911 Anywhere®
My E911 Client	Support for standalone softphone clients that tracks the location of softphone users inside and outside the enterprise network.

Note: System will be statically configured locations to ELINs for buildings.

Genesys PureConnect and Genesys Cloud Deployment:

Licenses provided by RedSky to support the Genesys deployment:

- 300 RS-6784 - MyE911 Clients + E911 Anywhere + Annual Service Fee – 1000+ (subscriptions for Genesys Cloud users)
- 200 RS-6762 – E911 Anywhere – Annual Service Fee – 200 to 499 ELINs (licenses for the PureConnect Polycom users)
- 220 RS-6784 MyE911 Client + E911 Anywhere – Annual Service Fee -1000+ (E911 Anywhere subscriptions for the PureConnect Softphone users)

ConvergeOne Responsibilities:

- ConvergeOne provided overall project management.
- Configure Genesys to route properly formatted calls to the RedSky Gateway over a SIP trunk. These calls will be placed from the local Genesys Cloud Edge devices that are deployed in the CoC data centers. The 911 calls will pass through the Edge devices to the Cisco gateways and then over a SIP trunk that will be connected to the RedSky data center for termination.
- Configure the correct initial ELIN to be outpulsed based on the location of the caller.
- Provide a workbook document for the CoC to fill out on locations of all users in the office.
- Configure the stations for the users in the office to show the correct address and location within the building utilizing the configuration natively available in the platforms.

- DID numbers may be required to support the Genesys Cloud users. ConvergeOne has decided to hold off on ordering any DID numbers from Genesys or AT&T due to the soon to be released (July/August 2021) updates coming in Genesys Cloud which will eliminate the need for these DID numbers.
- Provide 3 days of post-deployment support by the install team.
- Provide first call support for ongoing RedSky support requirements. Any platform level support for a RedSky issues will be swivel-chaired back over to the RedSky support team.

RedSky Responsibilities:

- Project will be initiated upon RedSky acceptance of the Customer signed Agreement, SOW and Purchase Order. RedSky will provide City of Columbus access to the Service by establishing an account for the City of Columbus in the Service (“Interface”).
- Assign a PM that will act as the City of Columbus’s point of contact for RedSky.
- Consult with City of Columbus to determine best practices for defining ELINs or DID numbers (if required)
- Consult with City of Columbus and ConvergeOne to determine the best method of call routing.
- Provide City of Columbus with a project plan defining a high-level overview of the project including all major milestones.
- Provide Customer with access to the Service by establishing an account for the Customer in the Service (“Interface”).
- Accept properly formatted calls from City of Columbus as defined in the E911 Anywhere® Service.
- Perform emergency test calls on a mutually agreed upon subset of buildings not to exceed ten (10) percent of the total buildings defined in the Customer Information Worksheet.
- RedSky will use the calling party number in the “From” of the SIP INVITE as the call back number.
- RedSky will deliver the call to the Public Safety Answering Point (PSAP) with the ELIN.
- RedSky will configure E911 Anywhere® to route 9-1-1 calls to the Emergency Relay Center (ERC) in the event location of the caller cannot be determined. The ERC may not be able to transfer a call to the primary destination.
- RedSky will provide the appropriate number of voice channels to support the call volume desired.
- Provide remote administrative training sessions for up to eight (8) designated agents of City of Columbus .
- Provide 3 days of post-deployment support by the install team.
- Provide an online administration guide to the City of Columbus

City of Columbus Responsibilities:

- Execute the Agreement and this SOW and issue a Purchase Order.
- Complete a Project Completion Checklist within ten (10) days after submission by RedSky to City of Columbus
- Complete Customer Information Worksheet.
- Route properly formatted calls to the Service as defined in the ICD and initially configured by ConvergeOne.
- Ensure all relevant personnel are available during the defined testing period
- Follow the mutually agreed to call script during emergency test calls

- City of Columbus must use one of the supported browsers to access the Service User Interface. (See E911 Anywhere 7® Administration Guide)
- Administrator must have network access to <https://anywhere.e911cloud.com>
- City of Columbus will ensure the correct ELIN is outpulsed based on the location of the caller.
- City of Columbus will provide address information in the format specified in the Customer Information Worksheet for all locations under the scope of control for emergency dispatch.
- Assist in all testing of E911 services across all RedSky user types.
- Install any required RedSky clients onto the CoC workstations.
- City of Columbus must be capable of configuring and troubleshooting all required hardware and software needed during the implementation, including but not limited to:
 - Call servers
 - Session border controllers (setting up a SIP trunk to the RedSky data center)
 - Data switches
 - Wireless Access Points
 - Firewalls

Cisco PBX Deployment:

Licenses provided by RedSky to support the Cisco deployment:

- 200 RS-6762 - E911 Anywhere Annual Service Fee-200 to 499 ELINS subscriptions for users who go to remote locations
- 4220 RS-6784 - MyE911 Client + E911 Anywhere – Annual Service Fee -1000+ licenses for: Support for standalone softphone clients that tracks the location of softphone users inside and outside of the enterprise network.
- 1 E911 Anywhere Service Activation Fee- -Over 250 ELINs

ConvergeOne Responsibilities:

- ConvergeOne provided overall collaboration with CoC and RedSky teams.

RedSky Responsibilities:

- Project will be initiated upon RedSky acceptance of the Customer signed Agreement, SOW and Purchase Order. RedSky will provide City of Columbus access to the Service by establishing an account for the City of Columbus in the Service (“Interface”).
- Assign a PM that will act as the ConvergeOne and City of Columbus’s point of contact for RedSky.
- Consult with City of Columbus to determine best practices for defining ELINs and/or ERLs.
- Consult with City of Columbus and ConvergeOne to determine the best method of call routing.
- Provide City of Columbus with a project plan defining a high-level overview of the project including all major milestones.
- Provide Customer with access to the Service by establishing an account for the Customer in the Service (“Interface”).
- Accept properly formatted calls from City of Columbus as defined in the E911 Anywhere® Service.

- Perform emergency test calls on a mutually agreed upon subset of buildings not to exceed ten (10) percent of the total buildings defined in the Customer Information Worksheet.
- RedSky will use the calling party number in the form of the SIP INVITE as the call back number.
- RedSky will deliver the call to the Public Safety Answering Point (PSAP) with the ELIN.
- RedSky will configure E911 Anywhere® to route 9-1-1 calls to the Emergency Relay Center (ERC) in the event location of the caller cannot be determined. The ERC may not be able to transfer a call to the primary destination.
- RedSky will provide the appropriate number of voice channels to support the call volume desired.
- Provide remote administrative training sessions for up to eight (8) designated agents of City of Columbus .
- Work with City of Columbus to install and configure the Cisco integration with RedSky E911 services. ConvergeOne is willing to participate in the conversations but will not be doing any of the required configuration on the Cisco platform.
- Provide an online administration guide to the City of Columbus

City of Columbus Responsibilities:

- Execute the Agreement and this SOW and issue a Purchase Order.
- Complete a Project Completion Checklist within ten (10) days after submission by RedSky to City of Columbus
- Complete Customer Information Worksheet.
- City of Columbus will provide collaboration and project status tracking for the Cisco portion of the project.
- Route properly formatted calls to the Service as defined in the ICD and initially configured by ConvergeOne.
- Ensure all relevant personnel are available during the defined testing period.
- Follow the mutually agreed to call script during emergency test calls.
- City of Columbus is responsible for all Cisco work that needs to be completed (including configuration of the PBX and SBC units). Cisco work is not included from C1 in this Scope of Work.
- City of Columbus must use one of the supported browsers to access the Service User Interface. (See E911 Anywhere 7® Administration Guide)
- Administrator must have network access to <https://anywhere.e911cloud.com>
- City of Columbus will ensure the correct ELIN is outpulsed based on the location of the caller.
- City of Columbus will provide address information in the format specified in the Customer Information Worksheet for all locations under the scope of control for emergency dispatch.
- Provide SME for the Cisco integration with RedSky.
- Provide any Cisco licenses required for the addition of this RedSky functionality. There are no known additions at this time, but in the event something is discovered the City of Columbus will be required to provide any addition licenses in order to complete this engagement.
- City of Columbus will dedicate a unique phone number or Device User ID to identify each MyE911® user.
- DID numbers will be required to support the 200 MRA phones and we will use those 200 DIDs as the ELINs.

- Assist in all testing of E911 services across all RedSky user types.
- Install any required RedSky clients onto the CoC workstations.
- City of Columbus must be capable of configuring and troubleshooting all required hardware and software needed during the implementation, including but not limited to:
 - Call servers
 - Session border controllers
 - Data switches
 - Wireless Access Points
 - Firewalls

SIP TRUNKING:

City of Columbus Responsibilities:

- City of Columbus must send a 10-digit ELIN in the 'P-Asserted-Identify' field or 'From' field in the SIP INVITE for all calls routed to the service by SIP
- City of Columbus must send 911 as the called party in the SIP header for all calls routed to the service by SIP

RedSky Responsibilities:

- Provide customer with IP address of RedSky SIP gateway

PSTN TRUNKING

- Customer must outpulse a 10-digit ELIN for all calls routed to the service by PSTN

NOTIFICATION REQUIREMENTS:

Emergency On-Site Notification - Email/SMS

Customer Requirements

- City of Columbus will add redskytech.com as a white-listed domain name if SPAM controls are in place
- City of Columbus must be capable of receiving email or SMS messages

RedSky Requirements

- RedSky will configure the City of Columbus's account in the Service to send email/SMS notifications to all users identified as 9-1-1 call Notification Recipients in Customer Information Worksheet

Emergency On-Site Notification – Client

Customer Responsibilities

- City of Columbus will install the EON client to all workstations that will receive EON client notifications
- EON workstations must have network access to <https://anywhere.e911cloud.com>
- EON workstation must be a supported Operating System (See EON data sheet for specific details)

RedSky Responsibilities

- RedSky will provide EON client installer
- RedSky will configure the City of Columbus's account on the Service to send EON client notifications to all users identified as EON Notification Recipients in the Customer Information Worksheet

MyE911® for Mobile

- Customer Responsibilities
- Customer will be responsible for downloading and installing app from the Google Play and/or the Apple App Store (supported platforms)
 - Apple iOS v12.0+
 - Android OS v5.0+

Product Training

- RedSky will electronically provide an administration guide to the Customer
- RedSky will provide training to Customer for up to eight (8) agents via web conferencing. The training curriculum will be tailored to cover all the products and services purchased from RedSky.

CALL RECORDING:

Customer Responsibilities

- City of Columbus must provide an email of the person authorized and responsible for downloading Call Recording files
- City of Columbus must remove any Call Recording within thirty (30) days from the date time stamp of the 9-1-1 call
- City of Columbus must provide any and all archival storage facilities required for long term storage of Call Recording files and City of Columbus must transfer Call Recordings from the RedSky system to the City of Columbus's archival storage facility

RedSky Responsibilities

- RedSky will provide instructions for authorized sign-in to the Call Recording system
- RedSky will authorize access to the Call Recording system via authenticated Email and Password
- RedSky will store Call Recordings for thirty (30) days from the date time stamp of the 9-1-1 call
- RedSky will make the Call Recording file available via E911 Anywhere® to the authorized Administrators only
- RedSky will automatically delete Call Recordings on the 31st day after the call was recorded

CALL MONITORING:

Customer Responsibilities

- City of Columbus must provide RedSky with a dialable ten-digit telephone number of the desired termination device to be bridged into active 9-1-1 calls
- City of Columbus must subscribe to specific buildings where call monitoring is desired
- City of Columbus may answer bridged 9-1-1 calls for monitoring. This does not impact the delivery of the 9-1-1 call to the appropriate PSAP
- City of Columbus must provide adequate SIP facilities to carry inbound and bridged 9-1-1 calls to maintain a P.01 Grade of Service

RedSky Responsibilities

- RedSky will configure Enhanced Notifications to deliver all 9-1-1 calls originated from a subscribed building to the City of Columbus specified dialable ten-digit telephone number
- RedSky will attempt to create a conference call between the 9-1-1 caller, the PSAP, and the configured monitoring station. If the call is not answered at the monitoring station for any reason, no further action will be taken

IN PROCESS CALL BARGE:

Customer Responsibilities

- City of Columbus is responsible to notify Users that a company representative may participate in a 9-1-1 call for the purposes of enhancing the public safety response
- City of Columbus is responsible for training desired personnel on the methods of activating the In Process Call Barge process

RedSky Responsibilities

- RedSky will activate the In Process Call Barge feature for all 9-1-1 calls that originate in buildings that are subscribed to the Call Monitoring feature.
 - Note: In Process Call Barge is only available on a monitored call
- RedSky will provide City of Columbus instructions to activate the call In Process Call Barge process. This feature must be activated on a per call basis

IMPLEMENTATION ASSUMPTIONS:

- Engineering or configuration changes made by City of Columbus after project initiation may affect the agreed-upon project schedule and will require a project review to determine impact and schedule requirements.
- ConvergeOne and RedSky personnel will have access to configuration interfaces and work areas as needed, to be arranged with the designated City of Columbus contact. This access may be both during and after regular business hours. The type of access is to be determined and will adhere to the CoC security standards for remote access by external contractors.

- ConvergeOne is not responsible for the performance, quality, or delays caused by third-party vendors hired by City of Columbus. Additional professional services may be required should on-site work be delayed based on third-party vendors.
- ConvergeOne will collaborate with City of Columbus but maintains that ConvergeOne is the final arbitrator of what is in or out of scope.
- City of Columbus has available DID numbers to be used for emergency phone numbers (if needed).
- City of Columbus owns an available DID to be used as an emergency phone number for every location that will be defined in the application.
- City of Columbus is able to route 9-1-1 calls to RedSky Technologies.
- Implementation work is performed between the hours of 8-5 Eastern.

CUSTOMER OBLIGATIONS

- **City of Columbus Obligation to Provide Accurate and Complete User Location Data.** City of Columbus expressly acknowledges that it is solely City of Columbus's responsibility to enter correct, complete and current User Location Data into the Service for each soft phone or hard phone ("Phone"), Endpoint or ELIN. RedSky will provide City of Columbus access to the Service through the User Interface and City of Columbus shall enter accurate and current User Location Data; and City of Columbus will be responsible for updating such information promptly in response to changes in registered locations via the Service User Interface. Such location data will be as specific as possible to provide emergency personnel the information they require. City of Columbus acknowledges and understands that failure to maintain the current and correct physical address and location in the Service will result in emergency calls made by City of Columbus being routed to the incorrect local emergency service provider.
- **User Location Data Errors.** The Service may notify City of Columbus of any invalid or incomplete User Location Data entered by the City of Columbus. In such event, City of Columbus will re-enter valid or complete User Location Data in the Service. If City of Columbus is unable to enter such valid or complete User Location Data, City of Columbus will promptly notify the RedSky Technical Support Center by email (with delivery receipt of such email) or voice call for resolution. If RedSky determines that the User Location Data is invalid or incomplete, RedSky will advise City of Columbus of that determination.
- **City of Columbus Obligation to Provide Connectivity and Required Facilities and Networks.** City of Columbus will be responsible for providing, at its cost, all facilities, network connections and trunks required to operate with and interconnect to the Service and User Interface. City of Columbus will be responsible for regularly monitoring and managing its networks and equipment and undertakes to cause its Users to regularly monitor and manage their networks and equipment to ensure that there is no interruption in connectivity to the Service. City of Columbus will promptly notify RedSky Technical Support by email (with delivery receipt of such email) or voice call for resolution of any connectivity issues that may arise.
- **Primary Point of Contact.** City of Columbus will assign a Primary Point of Contact for support issues. Primary Point of Contact will address all issues regarding use of the Service. City of

Columbus's support staff may contact RedSky for technical support issues related to configuration of the Services.

REDSKY SERVICE RESPONSIBILITIES

- **Technical Support.** The Service Fees paid by the City of Columbus entitle the City of Columbus to technical support services including: (i) new features and functionality added to the E911 Anywhere® cloud service; (ii) Hotline Support to the RedSky Technical Support Group via telephone, and e-mail during RedSky's normal business hours of 8:00 AM to 5:00 PM, CT, Mon. - Fri., except national holidays; (iii) a reasonable amount of assistance over the web or by telephone in the event of difficulties in the use of the Service or the interpretation of results. City of Columbus will also provide RedSky with remote access via screen sharing to permit off-site technical support. If assistance is required at the City of Columbus's site and the problem is the failure of the Service to perform to the Product Description, no charge will be made.
- **Maintenance Window.** To the extent possible, scheduled maintenance will be conducted during the Maintenance Window. A regularly scheduled Maintenance Window is established every Tuesday from 1:00 AM through 4:00 AM Central Standard Time. For maintenance that will be conducted during the Maintenance Window, RedSky will send City of Columbus a Maintenance Notice ("Maintenance Notice") no less than seventy-two (72) hours in advance of the Maintenance Window. In the event that no maintenance will be required during the Maintenance Window, no Maintenance Notice will be sent.
- **Maintenance Outside the Maintenance Window.** RedSky will use email to notify City of Columbus seven (7) days in advance of any scheduled maintenance activities that fall outside of the Maintenance Window. Such activities include but are not limited to hardware or software upgrades.
- **Emergency Maintenance.** RedSky reserves the right to perform emergency maintenance without prior notice. If emergency maintenance is required, RedSky will notify City of Columbus within twenty-four (24) hours after the emergency event.
 - RedSky has redundant voice gateways, and we perform staggered maintenance to insure there is no impact to call routing.
 - Over the past 12 months there has been one occurrence of emergency maintenance.
 - In the event there is emergency maintenance we relay to our customers what the impact of that maintenance is
 - If an ERC call occurs because the admin portal was unavailable to make a location update, the customer will not be charged for the call.

SOLUTION DIAGRAM

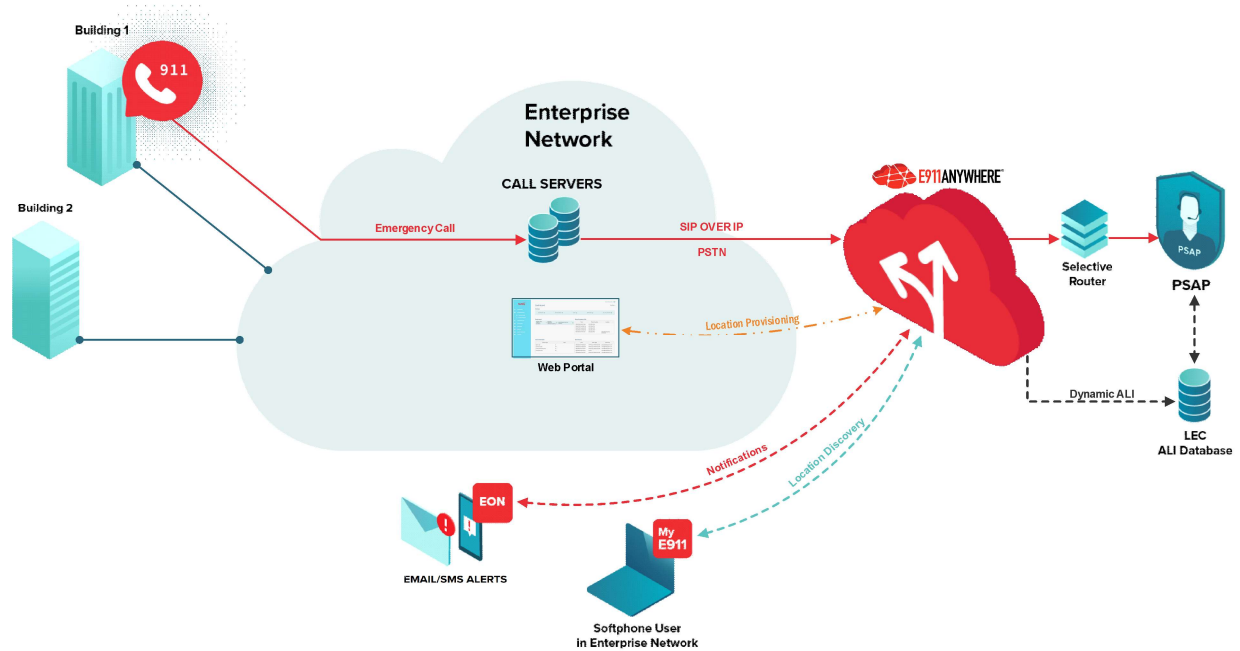


Figure 1 (Software Design): RedSky E911 Anywhere Solution

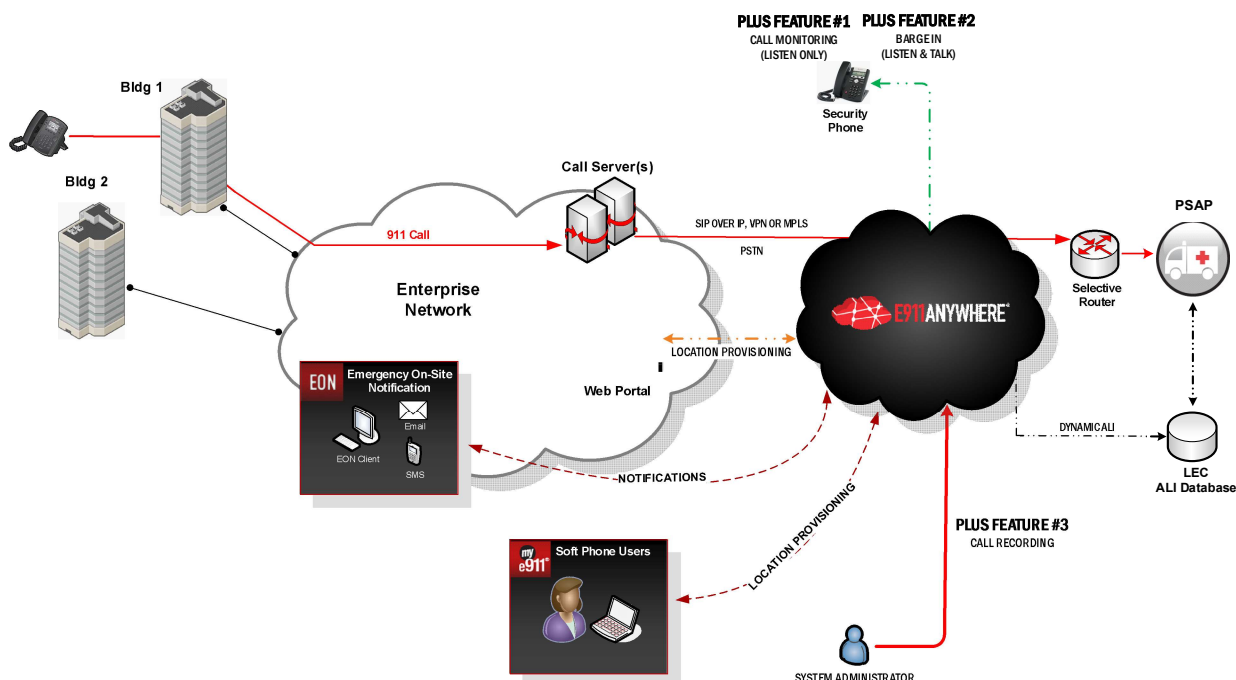


Figure 1 (Software Design): RedSky E911 Anywhere Solution with Genesys Cloud

Figure(s) above provide an overview of the RedSky suite of products including: E911 Anywhere® Service, MyE911®, Emergency Notification Services (“EON”), and Enhanced Notification services. As set forth in Project Scope, RedSky will provide access to the Service to Customer which includes the following components:

- RedSky E911 Anywhere®
- Emergency Call Delivery Interface
- Location Provisioning Interface
- Emergency On-Site Notification
 - Email/SMS alerts
 - Enhanced Notification (Optional Product)

PROJECT TIME FRAME

The actual project time frame and project plan will be jointly developed by ConvergeOne and City of Columbus during the initial planning phase of this project. It is expected this project will complete within 3 months from the start of this project. Should this project extend beyond 4 months due to City of Columbus request or delays due to the City of Columbus or City of Columbus contracted third party, ConvergeOne reserves the right to re-evaluate the pricing and re-scope the remaining project as needed.

RedSky and City of Columbus have dedicated tasks and responsibilities during each phase of the project.

The Project has a series of four (4) Phases described in detail below:

- The Assessment Phase which will begin with the Kickoff Meeting. The Kickoff Meeting will be scheduled within seven (7) calendar days of the SRSD and a Purchase Order is received by RedSky.
- The Implementation Phase which involves the setup and configuration of the solution.
- The Validation Phase which includes testing and validation of the solution.
- The Training Phase which involves RedSky providing training to the City of Columbus.
- The Service Activation Phase: The Service will become active at the SRSD.
- RedSky and City of Columbus have dedicated tasks and responsibilities in each phase:

Assessment Phase – (Estimated 1 week)

Description	Responsible Party
Kick-off Meeting	RedSky
Completion of all required forms	Customer
Receipt and verification of all required forms	RedSky
Identify test cases and users	RedSky/Customer
Determine call routing method	RedSky/Customer

Implementation Phase – (Estimated 1 week)

Description	Responsible Party
Upload of data	RedSky
MSAG Validation	RedSky
Configure Emergency Notification (EON Client and/or SMS/Email)	RedSky
Configure call routing method	RedSky/Customer

Validation Phase – (Estimated 1 week)

Description	Responsible Party
Perform internal testing	Customer
Switch to “LIVE” service	RedSky
Schedule testing with PSAP	Customer
Place test emergency calls	Customer
Confirm receipt of emergency notifications	Customer

Training and Transfer Phase – (Estimated 1 week)

Description	Responsible Party
Schedule training session	RedSky
Acceptance	RedSky and Customer

TRAVEL EXPENSES

Travel expenses are not included in this proposal. There are no plans for any ConvergeOne staff member or RedSky team member to travel to any City of Columbus location.

DELIVERABLE AND COST

- Deliverables

Deliverables	Description
Setup and Activation	RedSky will open an account for the Customer on the Service.
Documentation: Administration/User Guide	Administration and User documentation provided.
Training	Customer Training on the Service.
EON Alert Software (Client) EON Alert (Email)	(Optional) Software client which resides on a workstation that will receive emergency notifications of a 9-1-1 call. RedSky will configure Email/SMS notifications for 9-1-1 calls.
MyE911® Software/MyE911® for Mobile	Optional Software client which resides on a laptop, workstation or smartphone which provides real time location updates for softphone users.

REDSKY COST DESCRIPTIONS

- All costs, fees, expenses, and additional charges, including Annual Service Fees, Network Activation Fees, Call Routing Change Fees, Maintenance and Support Fees, Professional Service Fees, Licensing Fees and Emergency Relay Center (ERC) Expenses, are to be paid in US dollars. Payments shall be made by cash, check or ACH; any alternative form of payment requires RedSky prior written consent and will be subject to additional fees and expenses at the discretion of RedSky. All payments shall be due and payable 30 days after the invoice is sent.
- The Annual Service Fee – Annual service contract for ELIN usage with the Service. The Annual Service Fee will be based on the number of ELINs to be used with the Service. Customer will pay for Services in advance of Service being provided. The minimum Annual Service Fee will be

\$1,200.00 (\$100.00 per month). In no event and at no time shall the Annual Service Fee be less than \$1,200.00. At the end of each Annual Billing Period Customer shall have the option to voluntarily increase or decrease the number of ELINs by providing written notice to RedSky. Customer may add ELINs at any time by requesting a quotation and issuing a Purchase Order. Additional ELINs purchased in this manner will have the cost aligned with the Anniversary Date that currently exists. The initial term of the Service Fee shall be for three years. This is a prepaid term. The ELINs and MyE911 user's price shall remain the same during the initial three-year term.

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- The Service Activation Fee – City of Columbus shall pay a one-time service activation fee to cover start-up costs, fees and expenses associated with implementing a new user on the Service. RedSky will establish an account for City of Columbus in the Service.
- Additional Fees for Call Routing Changes: Additional fees may be charged at a later date if there are changes to the method of routing a 9-1-1 call to the Service after implementation including but not limited to:
 - Conversion of PSTN to SIP
 - Conversion of SIP to PSTN
 - Addition of a trunk
- Additional Fees for Maintenance and Support Services: Any additional services or assistance requested by City of Columbus from RedSky will be billed at the current RedSky professional services rate of \$250.00 per hour. (See Technical Support section and Limitations section below for more information about Technical Support).
- ERC EXPENSES. An emergency 911 call that cannot be connected to the appropriate Public Safety Answering Point (“PSAP”) due to incomplete or missing location data is a “Failed User Emergency 9-1-1 Call.” Failed User Emergency 9-1-1 Calls will be routed to an emergency call response center (“ERC”) which is an external call center, contracted by RedSky, that operates 24/7 and is staffed by trained and certified professionals that receive 911 calls which cannot be connected to the appropriate PSAP. The ERC will then, to the extent possible, route the call to the appropriate PSAP, based on the location information communicated by the 9-1-1 caller. The City of Columbus will be responsible for and will reimburse RedSky within 30 days for all expenses associated with any calls that are routed to the ERC (“ERC Expenses”). If you purchase a prepaid block of ERC calls, each ERC call will be deducted from your “bank” of calls. If you do not prepay for ERC calls, each call that arrives at the ERC will incur a charge of \$100.00 to you. RedSky will notify City of Columbus of any ERC Calls and associated ERC Expenses within 24 hours of such call. ConvergeOne will invoice the City of Columbus on the last day of every month for the ERC Expenses incurred by RedSky in connection with calls directed to the ERC during that month. Monthly invoices will be charges against City of Columbus current DoT account balance.

RedSky requires the following information for these charges:

Billing Address:

Accounting Department name and email:

Accounting Department phone:

INVOICING TRIGGERS

- E911 Anywhere® Annual Service Fee – invoiced either upon SRSD, City of Columbus Acceptance (defined below), or thirty (30) days after project Kickoff Meeting, whichever comes first. The date of invoicing for the Annual Service Fee will become City of Columbus’s Anniversary Date for service renewal and the start of the Annual Billing Period. Subsequent Annual Service Fees will be invoiced on the Anniversary Date.
- MyE911 Client for E911 Anywhere® Suite Service Activation Fee – invoiced either upon SRSD, City of Columbus Acceptance (defined below) or thirty (30) days after project Kickoff Meeting, whichever comes first. The date of invoicing for the Annual Service Fee will become Customer’s Anniversary Date for service renewal and the start of the Annual Billing Period. Subsequent Annual Service Fees will be invoiced on the Anniversary Date.
- E911 Anywhere® Enhanced Notification – invoiced upon execution of this SOW. Subsequent Annual Licensing Fees will be invoiced on the Anniversary Date.
- ERC Expenses - RedSky will notify City of Columbus of any ERC Calls and associated ERC Expenses within 24 hours of such call. ConvergeOne will invoice City of Columbus on the last day of every month for the ERC Expenses incurred by RedSky in connection with calls directed to the ERC during that month.

BILLING

All hardware and software required for this project will be billed as per the contract documentation. ConvergeOne will notify City of Columbus when each Deliverable and Product is ready for acceptance. City of Columbus shall provide ConvergeOne with a writing to indicate acceptance (“Customer Acceptance”) or rejection. City of Columbus shall use reasonable efforts to accept or reject each Deliverable and Product within thirty (30) calendar days from the receipt of the Deliverable or Product. If rejected, City of Columbus shall clearly state the reason(s) for rejection. Within five (5) business days of the notice of rejection, ConvergeOne shall present a corrective action plan to City of Columbus, for City of Columbus approval. ConvergeOne shall then make the corrections and resubmit the Deliverable or Product to City of Columbus without any additional cost or expense to City of Columbus.

The ConvergeOne Project Manager will report project hours/fees to City of Columbus on a monthly basis and will inform City of Columbus of any expected changes from the initial estimate. If required, the ConvergeOne Project Manager will issue a Change Order requesting additional funding. The impact to the cost and schedule will be assessed and reviewed as part of the Change Order process. If there are differences in the perceived meaning of the requirements language in this scope of work between any parties ConvergeOne will collaborate with City of Columbus about any issues of what is or is not in scope and what requires a change order. Professional services for change orders will be invoiced on a time and materials basis along with any new hardware or software at the time of change order execution.

All Services will be billed on a time and materials basis. As such, City of Columbus will be invoiced only for the actual hours worked by ConvergeOne on a monthly basis. City of Columbus requested or required after hours Services will be billed at one and a half (1.5) times the business hours rates. All other Services will be performed between 8:00 AM and 5:00 PM local Site time, Monday through Friday, excluding ConvergeOne-designated holidays.

Customers shall complete internal testing requirements in no later than 60 days of receiving ConvergeOne/RedSky work product. Should the customer fail to complete internal testing within 60 days, ConvergeOne reserves the right to bill for the remainder of the project.

These billing terms supersede any master service agreement in place and are only applicable to the project stated in this Scope of Work.

SCOPE OF WORK ACCEPTANCE

The signature below of an authorized City of Columbus representative indicates acceptance of the terms and conditions of this Scope of Work by City of Columbus. A signature by an authorized ConvergeOne representative indicates ConvergeOne's acceptance to perform the defined work under the terms of this proposal. Signatures by authorized representatives of both parties constitute the agreement.

**ConvergeOne, Inc.
Authorized Representative:**

Signature

Printed Name

Title

Date

City of Columbus Authorized Representative:

Signature

Printed Name

Title

Date

City of Columbus Primary Contact:

Printed Name

Title

Email Address

Phone Number