



ALAN M. ARAKAWA
MAYOR
MM/lu
OUR REFERENCE
YOUR REFERENCE

POLICE DEPARTMENT

COUNTY OF MAUI

55 MAHALANI STREET
WAILUKU, HAWAII 96793
(808) 244-6400
FAX (808) 244-6411
June 27, 2018



TIVOLI S. FAAUMU
CHIEF OF POLICE

DEAN M. RICKARD
DEPUTY CHIEF OF POLICE

Mr. Sananda Baz
Budget Director, County of Maui
200 South High Street
Wailuku, Hawaii 96793

Honorable Alan M. Arakawa
Mayor, County of Maui
200 South High Street
Wailuku, Hawaii 96793

APPROVED FOR TRANSMITTAL

Al Arakawa
Mayor

6/29/18
Date

For transmittal to:

Honorable Mike White, Chair
and Members of the Maui County Council
200 South High Street
Wailuku, Hawaii 96793

Dear Chair White and Members:

SUBJECT: WIRELESS ENHANCED 911 BOARD

In accordance with Ordinance No. 4456, Bill 65 (2017) Fiscal Year 2018 Budget, we are requesting to increase our budget amount by \$323,896 from \$2,705,104 to the amount listed in our Appendix A \$3,029,000. The attached documentation shows approval by the E911 Board regarding reimbursement for the Kihei Viper and Wireless Emergency Phone Services along with Text 2 9-1-1 charges.

Thank you for your attention to this matter. If you have any questions, please feel free to contact our accountant, Lesley Ann Uemae, at ext. 6309.

Sincerely,

Tivoli S. Faumu
TIVOLI S. FAAUMU
Chief of Police

RECEIVED
2018 JUN 29 PM 3:44
OFFICE OF THE
COUNTY CLERK

COUNTY COMMUNICATION NO. 18-257

Lesley Ann S. Uemae

From: Tagupa, Courtney T <courtney.tagupa@hawaii.gov>
Sent: Wednesday, June 27, 2018 11:27 AM
To: Lesley Ann S. Uemae
Subject: RE: FY18 Budget
Attachments: DOC623.pdf

Hi Lesley:

The E911 Board have authorized reimbursement for:

1. Wailuku Trunk Charges
2. Vipers – Kihei
3. Wireless Emergency Phone Service

I have attached a copy of the encumbrances initiated at the end of FY 2016.

If there are any questions, please let me know.

Courtney

From: Lesley Ann S. Uemae [<mailto:LesleyAnn.Uemae@mpd.net>]
Sent: Wednesday, June 27, 2018 10:14 AM
To: Tagupa, Courtney T <courtney.tagupa@hawaii.gov>
Cc: John D. Jakubczak <John.Jakubczak@mpd.net>; Sterling M. Kiyota <Sterling.Kiyota@mpd.net>
Subject: FY18 Budget

Hi Courtney,

I'm hoping you can help me. When I asked for our budget in FY18 from the County I only put in \$2,705,104 because that was the total of the Maui PSAP details attached. I realize now that it doesn't include some expenses that we've been getting reimbursed for. The amount listed for the Hawaiian Telcom trunk charges for all PSAPS is \$278,495 however with the addition of Kihei we paid around \$680,000 for the year. Also our Text 2 9-1-1 charges (~\$13,000) aren't listed in the budget along with any budget for the E911 meetings (~10,000) that we attend. I'm assuming some of these monies is coming out the Admin account. Anyways for me to increase our budget at the County level I need something from you that shows authorization of these additional funds. I actually need it today or tomorrow if possible so that we can get our CADS Upgrade contract encumbered before year end. I'm so sorry for the late notice and the rush. Please let me know if you have any questions or need any more information.

Thanks,

Lesley Ann Uemae

Accountant II

Maui Police Department, Ad Svcs

Ph# (808) 244-6309

Fax# (808) 244-6317

		Annual Cost	3 YR	5 YR	Encumbered Amt
	Monthly	FY18	(07/17 - 06/20)	(07/17 - 06/22)	
C5989					
NG911 Kihei	14,771.11	177,253.32		886,266.60	886,266.60
Wireless 911 Kihei	15,484.58	185,814.96	557,444.88		557,444.88
		<u>363,068.28</u>			<u>1,443,711.48</u>
C5971					
Txt 2 9-1-1 Molokai	134.64	1,615.68		8,078.40	8,078.40
C5972					
Txt 2 9-1-1 Wailuku	350.06	4,200.72		21,003.60	21,003.60
C6248					
Txt 2 9-1-1 Kihei	350.06	<u>4,200.72</u>		21,003.60	<u>21,003.60</u>
		<u>10,017.12</u>			<u>50,085.60</u>

Wireless Enhanced 911
Transactions by Account
As of June 27, 2018

4301 Encumbrances
4301.05 EncumFY2016
Maui Viper Eq

Type	Date	Num	Name	Memo	Class	Clr	Split	Amount	Balance
								1,443,711.40	1,443,711.40
								1,443,711.40	1,443,711.40
Check	07/11/2017	2604	Maui PSAP	HawTel one-time set up fee for Kihei ADC Vipers	2000	Special Fund-Cash		-45,893.08	1,397,818.32
Check	07/11/2017	2604	Maui PSAP	PO 354705 Dispatch Monitor Mounts	2000	Special Fund-Cash		-696.80	1,397,121.52
Check	11/21/2017	2712	Maui PSAP	7/20/17-10/18/17 Kihei Intrado Vipers	2000	Special Fund-Cash		-39,420.90	1,357,700.62
Check	11/21/2017	2712	Maui PSAP	10/19/14 - 11/18/17 Kihei Intrado Vipers	2000	Special Fund-Cash		-13,263.13	1,344,417.49
Check	11/21/2017	2712	Maui PSAP	7/20/17-10/18/17 Wireless Emergency Telephone Service	2000	Special Fund-Cash		-41,325.00	1,303,092.49
Check	11/21/2017	2712	Maui PSAP	10/19/17-11/18/17 Wireless Emergency Telephone Service	2000	Special Fund-Cash		-13,924.73	1,289,167.76
Check	12/14/2017	2728	Maui PSAP	11/19/17-12/18/17 Intrado Viper- Kihei	2000	Special Fund-Cash		-13,283.13	1,275,884.63
Check	12/14/2017	2728	Maui PSAP	11/19/17-12/18/17 Wireless Emerg. Telephone Service	2000	Special Fund-Cash		-13,924.73	1,261,959.90
Check	01/08/2018	2737	Maui PSAP	12/19/2017-01/18/18 Viper-Kihei	2000	Special Fund-Cash		-13,283.13	1,248,676.77
Check	01/08/2018	2737	Maui PSAP	12/19/17-01/18/18 Wireless Emergency Telephone Service	2000	Special Fund-Cash		-13,924.73	1,234,752.04
Check	02/07/2018	2764	Maui PSAP	1/19/18-2/18/18 Kihei Viper	2000	Special Fund-Cash		-13,283.13	1,221,468.91
Check	02/07/2018	2764	Maui PSAP	1/19/18-2/18/18 Wireless Emerg Phone Svc	2000	Special Fund-Cash		-13,924.73	1,207,544.18
Check	03/05/2018	2783	Maui PSAP	2/19/18-3/18/18 Kihei Viper	2000	Special Fund-Cash		-13,283.13	1,194,261.05
Check	03/05/2018	2783	Maui PSAP	2/19/18-3/18/18 Wireless Emergency Phone Service	2000	Special Fund-Cash		-13,924.73	1,180,336.32
Check	04/11/2018	2804	Maui PSAP	Kihei 3/19/2018 - 4/18/2018	2000	Special Fund-Cash		-13,283.13	1,167,053.19
Check	04/11/2018	2804	Maui PSAP	Wireless Emerg Tel Service 3/19/2018-4/18/2018	2000	Special Fund-Cash		-13,924.73	1,153,128.46
Check	05/07/2018	2838	Maui PSAP	4/19/18-5/18/18	2000	Special Fund-Cash		-13,283.13	1,139,845.33
Check	05/07/2018	2838	Maui PSAP	4/19/18-5/18/18	2000	Special Fund-Cash		-13,924.73	1,125,920.60
Check	06/25/2018	2884	Maui PSAP	5/19/18-6/18/18	2000	Special Fund-Cash		-13,283.13	1,112,637.47
Check	06/25/2018	2884	Maui PSAP	5/19/18-6/18/18	2000	Special Fund-Cash		-13,924.73	1,098,712.74
								-344,988.66	1,098,712.74
								-344,988.66	1,098,712.74
								-344,988.66	1,098,712.74
								-344,988.66	1,098,712.74

Total Maui Viper Eq
Total 4301.05 EncumFY2016
Total 4301 Encumbrances
TOTAL

C5989

SERVICE QUOTATION FORM
ENHANCED 9-1-1/NEXT-GENERATION 9-1-1


Price Quote For: County of Maui - Maui Police Department
 Street: 2201 Piilani Highway
 City, State ZIP: Kihei, Maui, HI 96753

Account Manager: Allison Shimabukuro
 Sales Engineer: Tracy Nimura

QUOTATION DATE (Quote is valid for 45 days from this date): November 5, 2015
 Quote Expiration: December 5, 2015

Transaction Type: New Install
 Service: Enhanced 9-1-1/Next-Generation 9-1-1
 Contract Term: 60 months
 Quotation Notes: CSP 2015-502355
 Secondary PSAP Site: 2201 Piilani Highway,
 Kihei, Maui, HI 96753

NON-RECURRING CHARGES	Non-Recurring Charge (NRC)	QUANTITY	Total NRC
Enhanced 9-1-1/Next-Generation 9-1-1			
Secondary Site: (8) NG911 Intrado Viper Workstations with MapFloX,			
(1) 3-Hour Standard UPS,			
(2) 25 Mbps Ethernet Private Line Circuits, Diverse Routing	\$ 81,855.00	1	\$ 81,855.00
Total Non-Recurring Charges			\$ 81,855.00

Estimated Taxes and Surcharges [1]	Rate		
Intrastate Surcharge	11.23%		\$ 9,192.32
PUC Fee	0.25%		\$ 204.64
TOTAL NON-RECURRING CHARGES with Taxes and Surcharges			\$ 81,251.96

MONTHLY RECURRING CHARGES	6-Year Monthly Recurring Charge (MRC)	QUANTITY	Total MRC	Total MRC over 60 Months (Total MRC x 60)
Enhanced 9-1-1/Next-Generation 9-1-1				
Secondary Site: (8) NG911 Intrado Viper Workstations with MapFloX,				
(1) 3-Hour Standard UPS,				
(2) 25 Mbps Ethernet Private Line Circuits, Diverse Routing	\$ 13,250.00	1	\$ 13,250.00	\$ 795,000.00
Total Monthly Recurring Charges			\$ 13,250.00	\$ 795,000.00

Estimated Taxes and Surcharges [1]	Rate		
Intrastate Surcharge	11.23%		\$ 1,487.98
PUC Fee	0.25%		\$ 33.13
TOTAL MONTHLY RECURRING CHARGES with Taxes and Surcharges			\$ 14,771.11

[1] - Taxes and Surcharges are subject to change.
 ** These estimated rates are presented for budgetary purposes only based on the information and tariffs available at the time of preparation.
 This is not a binding offer. Special construction may be required if adequate facilities are not available.
 The customer is responsible for providing all space, power and environmental controlled requirements for the equipment at the customer location(s).

Accepted and Agreed by

Company Name: County of Maui - Maui Police Department
 Printed Name: _____
 Signature: _____
 Title: _____
 Date: _____

SERVICE QUOTATION FORM
WIRELESS 9-1-1 EMERGENCY TELEPHONE SERVICE


Price Quote For: County of Maui - Maui Police Department
 Street: 2201 Piilani Highway
 City, State ZIP: Kihei, Maui, HI 96753

Account Manager: Alison Shimabukuro
 Sales Engineer: Tracy Nimura

QUOTATION DATE (Quote is valid for 45 days from this date): November 5, 2015
 Quote Expiration: December 5, 2015

Transaction Type: New Install
 Service: Wireless 9-1-1 Emergency Telephone Service
 Contract Term: 36 months
 Quotation Notes: PUC Tariff 20, Section 10
 Secondary PSAP Site: 2201 Piilani Highway,
 Kihei, Maui, HI 96753

NON-RECURRING CHARGES	Non-Recurring Charge (NRC)	QUANTITY	Total NRC
Wireless 9-1-1 Emergency Telephone Service			
Wireless 9-1-1 Emergency Telephone Service, 3 Year Term Commitment, per PSAP Position	\$0.00	6	\$0.00
Total Non-Recurring Charges			\$0.00
Estimated Taxes and Surcharges [1]	Rate		
Intrastate Surcharge	11.23%		
PUC Fee	0.25%		
TOTAL NON-RECURRING CHARGES with Taxes and Surcharges			\$0.00

MONTHLY RECURRING CHARGES	3-Year Monthly Recurring Charge (MRC)	QUANTITY	Total MRC	Total MRC over 36 Months (Total MRC x 36)
Wireless 9-1-1 Emergency Telephone Service				
Wireless 9-1-1 Emergency Telephone Service, 3 Year Term Commitment, per PSAP Position	\$ 2,315.00	6	\$ 13,890.00	\$ 500,040.00
Total Monthly Recurring Charges			\$ 13,890.00	\$ 500,040.00
Estimated Taxes and Surcharges [1]	Rate			
Intrastate Surcharge	11.23%		\$ 1,569.85	\$ 56,154.60
PUC Fee	0.25%		\$ 34.73	\$ 1,250.28
TOTAL MONTHLY RECURRING CHARGES with Taxes and Surcharges			\$ 15,484.58	\$ 557,444.88

[1] - Taxes and Surcharges are subject to change.

** These estimated rates are presented for budgetary purposes only based on the information and tariffs available at

This is not a binding offer. Special construction may be required if adequate facilities are not available.

The customer is responsible for providing all space, power and environmental controlled requirements for the equipment at the customer location(s).

Accepted and Agreed by

Company Name: County of Maui - Maui Police Department

Printed Name: _____

Signature: _____

Title: _____

Date: _____

Wireless Enhanced 911
Transactions by Account
As of June 27, 2018

		Type	Date	Num	Name	Memo	Class	Ctr	Split	Amount	Balance
4301	Encumbrances								BEGINNING BALANCE	25,609.38	25,609.38
	4301.05 EncumFY2018									25,609.38	25,609.38
	Maui PSAP text-2-911									25,609.38	25,609.38
		Check	07/06/2017	2588	Maui PSAP	6/19/2017-7/18/2017 Wailuku			2000 Special Fund-Cash	-338.54	25,270.82
		Check	07/06/2017	2588	Maui PSAP	6/19/2017-7/18/2017 Molokai			2000 Special Fund-Cash	-130.21	25,140.61
		Check	08/25/2017	2649	Maui PSAP	5/19/17-6/18/17 Wailuku Station			2000 Special Fund-Cash	-338.54	24,802.07
		Check	08/25/2017	2649	Maui PSAP	5/19/17-6/18/17 Molokai Station			2000 Special Fund-Cash	-130.21	24,671.86
		Check	08/28/2017	2655	Maui PSAP	7/19/17-8/18/17 Wailuku			2000 Special Fund-Cash	-338.54	24,333.32
		Check	08/28/2017	2655	Maui PSAP	7/19/17-8/18/17 Molokai			2000 Special Fund-Cash	-130.21	24,203.11
		Check	09/11/2017	2664	Maui PSAP	8/19/17 - 9/18/17 Wailuku			2000 Special Fund-Cash	-338.54	23,864.57
		Check	09/11/2017	2664	Maui PSAP	8/19/17-9/18/17 Molokai			2000 Special Fund-Cash	-130.21	23,734.36
		Check	09/11/2017	2664	Maui PSAP	7/19/17 - 8/18/17 Kihei Station			2000 Special Fund-Cash	-278.54	23,455.82
		Check	10/11/2017	2684	Maui PSAP	9/19/17-10/18/17 Wailuku			2000 Special Fund-Cash	-338.54	23,117.28
		Check	10/11/2017	2684	Maui PSAP	9/19/17-10/18/17 Molokai			2000 Special Fund-Cash	-130.21	22,987.07
		Check	11/21/2017	2711	Maui PSAP	7/20/17-10/18/17 Kihei Station			2000 Special Fund-Cash	-4,390.10	18,596.97
		Check	11/21/2017	2711	Maui PSAP	10/19/17-11/18/17 Kihei Station			2000 Special Fund-Cash	-338.54	18,258.43
		Check	11/21/2017	2714	Maui PSAP	10/19/17 - 11/18/17 Wailuku			2000 Special Fund-Cash	-338.54	17,919.89
		Check	11/21/2017	2714	Maui PSAP	10/19/17 - 11/18/17 Molokai			2000 Special Fund-Cash	-130.21	17,789.68
		Check	12/14/2017	2728	Maui PSAP	11/19/2017-12/18/2017 Wailuku			2000 Special Fund-Cash	-338.54	17,451.14
		Check	12/14/2017	2728	Maui PSAP	11/19/2017-12/18/17 Molokai			2000 Special Fund-Cash	-130.21	17,320.93
		Check	12/14/2017	2728	Maui PSAP	11/19/17-12/18/17 Kihei			2000 Special Fund-Cash	-338.54	16,982.39
		Check	01/08/2018	2741	Maui PSAP	12/19/17-01/18/18 Wailuku			2000 Special Fund-Cash	-338.54	16,643.85
		Check	01/08/2018	2741	Maui PSAP	12/19/17-01/18/18 Molokai			2000 Special Fund-Cash	-130.21	16,513.64
		Check	01/08/2018	2741	Maui PSAP	12/19/17-01/18/18 Kihei			2000 Special Fund-Cash	-338.54	16,175.10
		Check	02/07/2018	2765	Maui PSAP	1/19/18-2/18/18 Wailuku			2000 Special Fund-Cash	-338.54	15,836.56
		Check	02/07/2018	2765	Maui PSAP	1/19/18-2/18/18 Molokai			2000 Special Fund-Cash	-130.21	15,706.35
		Check	02/07/2018	2765	Maui PSAP	1/19/18-2/18/18 Kihei Station			2000 Special Fund-Cash	-338.54	15,367.81
		Check	03/05/2018	2784	Maui PSAP	2/19/18-3/18/18 Wailuku Station			2000 Special Fund-Cash	-338.54	15,029.27
		Check	03/05/2018	2784	Maui PSAP	2/19/18-3/18/18 Molokai Station			2000 Special Fund-Cash	-130.21	14,899.06
		Check	03/05/2018	2784	Maui PSAP	2/19/18-3/18/18 Kihei Station			2000 Special Fund-Cash	-338.54	14,560.52
		Check	04/11/2018	2805	Maui PSAP	Wailuku 3/19/2018-4/18/2018			2000 Special Fund-Cash	-338.54	14,221.98
		Check	04/11/2018	2805	Maui PSAP	Molokai 3/19/2018-4/18/2018			2000 Special Fund-Cash	-130.21	14,091.77
		Check	04/11/2018	2805	Maui PSAP	Kihei Station 3/19/2018-4/18/2018			2000 Special Fund-Cash	-338.54	13,753.23
		Check	05/07/2018	2840	Maui PSAP	4/19/18-5/18/18 - Wailuku		✓	2000 Special Fund-Cash	0.00	13,753.23
		Check	05/07/2018	2840	Maui PSAP	4/19/18 - 5/18/18 - Molokai		✓	2000 Special Fund-Cash	0.00	13,753.23
		Check	05/07/2018	2840	Maui PSAP	4/19/18-5/18/18 - Kihei		✓	2000 Special Fund-Cash	0.00	13,753.23
		Check	05/18/2018	2851	Maui PSAP	4/19/18-5/18/18 Wailuku			2000 Special Fund-Cash	-338.54	13,414.69
		Check	05/18/2018	2851	Maui PSAP	4/19/18-5/18/18 Molokai			2000 Special Fund-Cash	-130.21	13,284.48
		Check	05/18/2018	2851	Maui PSAP	4/19/18-5/18/18 Kihei			2000 Special Fund-Cash	-338.54	12,945.94
		Check	06/25/2018	2886	Maui PSAP	5/19/18-6/18/18 Wailuku			2000 Special Fund-Cash	-338.54	12,607.40
		Check	06/25/2018	2886	Maui PSAP	5/19/18-6/18/18 Molokai			2000 Special Fund-Cash	-130.21	12,477.19
		Check	06/25/2018	2886	Maui PSAP	5/19/18 - 6/18/18 Kihei			2000 Special Fund-Cash	-338.54	12,138.65
	Total Maui PSAP text-2-911									-13,470.71	12,138.65
	Total 4301.05 EncumFY2018									-13,470.71	12,138.65
	Total 4301 Encumbrances									-13,470.71	12,138.65
TOTAL										-13,470.71	12,138.65

3,447.94
paid in FY16

Company name: Hawaiian Telcom, Inc. (referred to in this Exhibit as "Company")
 State: Hawaii
 Customer name: County of Maui – Molokai Police Department
 ICB Case No.: 2015-502509

THE PRICES, TERMS AND CONDITIONS UNDER THIS AGREEMENT ARE VALID ONLY IF CUSTOMER SIGNS AND DATES SUCH AGREEMENT ON OR BEFORE MARCH 31, 2016. THIS AGREEMENT SHALL NOT BE CONSIDERED EFFECTIVE UNTIL SIGNED BY BOTH PARTIES.

1. Services, Location, and Quantity Commitments.

Customer agrees to purchase the Services at the locations identified below, from Company at the rates and in quantities set forth in Table 1, below, for the Service Period identified below. For purposes of this Agreement, Services shall mean TXT29-1-1[®] Power Service, which is a fully managed solution offering emergency delivery of short message service (SMS) over an Internet protocol (IP) network. Services will be provided in accordance with the Intrado® TXT29-1-1® Power Service Guide ("Service Guide"), which is attached hereto and incorporated herein. Any other work, services or facilities required will be provided subject to prevailing tariff rates and charges, or if no tariff is applicable, under separate individual case basis agreement or formal amendment to this Agreement. All facilities and equipment furnished by Company shall remain the property of Company.

Customer must have A9-1-1 VIPER Power 911 workstation services pursuant to an active, valid agreement with the Company. The Services and below pricing does not include such A9-1-1 VIPER Power 911 workstation service charges or NET short code fees. Services shall include one (1) train-the-trainer webinar for each PSAP. Applicable local, state or federal fees, taxes, required surcharges, special construction or any other applicable charges will be added to the below rates. Total MRC, including estimated taxes, are also included below for information only and are subject to change. MRC will be prorated based on a thirty (30) day month for the first invoice.

The Services shall be provided to Customer at the following location(s):
 Primary Site: 110 Ainoa Street, Kaunakakai, HI 96748 (3 seats)

Table 1: The following are quantities and rates for the Service:

	5 YEAR TERM		
	Quantity	Non-Recurring Charge ("NRC")	Monthly Recurring Charge ("MRC")
TXT29-1-1 Power			
TXT29-1-1 Power Service NRC*	3 seats	\$ 1,250.00 Waived	
TXT29-1-1 Power Service MRC	3 seats		\$ 125.00 (\$134.64- with estimated taxes)

* NRC is waived for this promotional offer.

For clarity, the total MRC for the Primary Site is \$125 (without taxes). Each production, backup & training A9-1-1 VIPER Power 911 Workstation qualifies as one (1) seat. Additional PSAPs and/or seats may be added through a change order request as described in Table 2.

Table 2: The following table references the TXT29-1-1 service size tier price schedule, which will be used to establish pricing for change orders. MRC for a Small, Medium, or Large PSAP tier is determined by the total number of seats. As Customer adds or removes seats, the Customer's MRC will be adjusted based on its new PSAP tier. If a PSAP changes to a different PSAP tier during the Service Period, the PSAP will be billed for the new tier, effective implementation or de-implementation of TXT29-1-1 on that position. MRC will not be prorated for change orders.

Company name: Hawaiian Telcom, Inc. (referred to in this Exhibit as "Company")
 State: Hawaii
 Customer name: County of Maui – Maui Police Department
 ICB Case No.: 2015-502508

THE PRICES, TERMS AND CONDITIONS UNDER THIS AGREEMENT ARE VALID ONLY IF CUSTOMER SIGNS AND DATES SUCH AGREEMENT ON OR BEFORE MARCH 31, 2016. THIS AGREEMENT SHALL NOT BE CONSIDERED EFFECTIVE UNTIL SIGNED BY BOTH PARTIES.

1. Services, Location, and Quantity Commitments.

Customer agrees to purchase the Services at the locations identified below, from Company at the rates and in quantities set forth in Table 1, below, for the Service Period identified below. For purposes of this Agreement, Services shall mean TXT29-1-1[®] Power Service, which is a fully managed solution offering emergency delivery of short message service (SMS) over an Internet protocol (IP) network. Services will be provided in accordance with the Intrado[®] TXT29-1-1[®] Power Service Guide ("Service Guide"), which is attached hereto and incorporated herein. Any other work, services or facilities required will be provided subject to prevailing tariff rates and charges, or if no tariff is applicable, under separate individual case basis agreement or formal amendment to this Agreement. All facilities and equipment furnished by Company shall remain the property of Company.

Customer must have A9-1-1 VIPER Power 911 workstation services pursuant to an active, valid agreement with the Company. The Services and below pricing does not include such A9-1-1 VIPER Power 911 workstation service charges or NET short code fees. Services shall include one (1) train-the-trainer webinar for each PSAP. Applicable local, state or federal fees, taxes, required surcharges, special construction or any other applicable charges will be added to the below rates. Total MRC, including estimated taxes, are also included below for information only and are subject to change. MRC will be prorated based on a thirty (30) day month for the first invoice.

The Services shall be provided to Customer at the following location(s):

Primary Site: 55 Mahalani Street, Wailuku, HI 96793 (10 seats)

Table 1: The following are quantities and rates for the Service:

	5 YEAR TERM		
	Quantity	Non-Recurring Charge ("NRC")	Monthly Recurring Charge ("MRC")
TXT29-1-1 Power			
	10 seats	\$ 3,250.00 Waived	
TXT29-1-1 Power Service NRC*			
	10 seats		\$ 325.00 (\$350.06 - with estimated taxes)
TXT29-1-1 Power Service MRC			

* NRC is waived for this promotional offer.

For clarity, the total MRC for the Primary Site is \$325 (without taxes). Each production, backup & training A9-1-1 VIPER Power 911 Workstation qualifies as one (1) seat. Additional PSAPs and/or seats may be added through a change order request as described in Table 2.

Table 2: The following table references the TXT29-1-1 service size tier price schedule, which will be used to establish pricing for change orders. MRC for a Small, Medium, or Large PSAP tier is determined by the total number of seats. As Customer adds or removes seats, the Customer's MRC will be adjusted based on its new PSAP tier. If a PSAP changes to a different PSAP tier during the Service Period, the PSAP will be billed for the new tier, effective implementation or de-implementation of TXT29-1-1 on that position. MRC will not be prorated for change orders.

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Table 1: The following are quantities and rates for the Services. MRC will be prorated on a thirty (30) day calendar month for the first MRC invoice.

Service	Quantity	5 Year Term	
		Non-Recurring Charge ("NRC")	Monthly Recurring Charge ("MRC")
TXT29-1-1 Power for Secondary Site (5 year term)	6 seats	\$ 3,250.00	\$ 325.00
IP Recording Kit for Secondary Site (one time purchase)	1	\$ 5,250.00	
PowerOps for Primary and Secondary Sites (one time purchase): . Configuration to Agent-Based ring groups at Primary Site . PowerOps workstations for Primary and Secondary Sites, including 2 PowerOps licenses, 1 software media (shared across both sites), 2 workstations, network cabling* . 3 days onsite installation covering both sites . 3 days onsite training covering both sites	1	\$37,500.00	
TOTAL		\$46,000 (\$49,330.00 with estimated taxes)	\$ 325 (\$350.06 with estimated taxes)

*All software and equipment shall be considered "Provided Equipment" as described in Section 5(c), below.

These services require active A9-1-1 VIPER Power 911 workstation service. Customer is responsible for providing site access, adequate rack or shelf space, power, adequate security for the communications equipment and an environment that meets equipment specifications at the service locations. Customer is responsible for providing all support structures within Customer's premises.

For clarity, the total MRC for the Secondary Site is \$325 (without taxes). Each production, backup & training A9-1-1 VIPER Power 911 Workstation qualifies as one (1) seat. Additional PSAPs and/or seats may be added through a change order request as described in Table 2.

Table 2: The following table references the TXT29-1-1 service size tier price schedule, which will be used to establish pricing for change orders. MRC for Small, Medium, or Large PSAP tier is determined by the total number of seats. As Customer adds or removes seats, the Customer's MRC will be adjusted based on its new PSAP tier. If a PSAP changes to a different PSAP tier during the Service Period, the PSAP will be billed for the new tier, effective implementation or de-implementation of TXT29-1-1 on that position. MRC will not be prorated for change orders.

Change Order Price Schedule:

TXT29-1-1 Power	5 Year Term	
	Non-Recurring Charge ("NRC")	Monthly Recurring Charge ("MRC")
TXT29-1-1 Power NRC - Small PSAP (1-4 seats)*	\$ 1,250.00	\$125.00
TXT29-1-1 Power NRC - Small PSAP (5-10 seats)*	\$ 3,250.00	\$325.00
TXT29-1-1 Power NRC - Small PSAP (11+ 4 seats)*	\$9,500.00	\$950.00

*PSAP size is determined by the number of total seats as of the effective date of the applicable change order. Each production, backup & training A9-1-1 VIPER Power 911 Workstation qualifies as one (1) seat.

- Service Period.** The Service Period for the TXT29-1-1 Power service shall include the Initial Period and any Extension Period(s):
- Initial Period.** Customer shall purchase the Services for a period of sixty (60) consecutive months following execution of the Agreement and Acceptance ("Initial Period"). Customer acceptance will occur on the earliest of the following events: (1) Customer provides written