

Quote Number: 57740451
Customer: E911 COCONINO COUNTY
Created On: 3/1/2021
Expiration Date: 7/31/2021
Account Manager: Gregg Holt
Sales Engineer: Colby Furniss
Customer Notes: See attached Customer Notes / Project Description section below.

Catalog Number	Description	Unit Price	Qty	Total Price
One-Time Transitional Data Management - geoMSAG Replacement Service				
Implementation				
GIS-SER	One-Time geoMSAG Replacement Fee	\$3,401.19	1	\$ 3,401.19
			Location Sub-Total	\$ 3,401.19
OPTIONAL: Ongoing Transitional Data Management Service				
Implementation				
GIS-SER	Monthly TDMS Fees billed at \$850.59 per month	\$ 850.59	12	\$ 10,207.08
			Location Sub-Total	\$ 10,207.08
			Implementation Total	\$13,608.27
			Grand Total Price to Customer	\$13,608.27

Terms and Conditions Governing This Order

1. This confidential Order may not be disclosed to third parties and is non-binding until accepted by Lumen, as set forth in section 2. "Lumen" is defined for purposes of this Order as CenturyLink Communications, LLC d/b/a Lumen Technologies Group and its affiliated entities providing Services under this Order. Customer places this Order by signing (including electronically or digitally) or otherwise acknowledging (in a manner acceptable to Lumen) this document and returning it to Lumen. Pricing is valid for 90 calendar days from the date indicated unless otherwise specified.

2. The Service identified in this Order is subject to the Lumen or CenturyLink Master Service Agreement(s) or Master Service Agreement(s), Public Safety Version, and applicable Service Schedule(s) between CenturyLink Communications, LLC d/b/a Lumen Technologies Group and Customer (or its affiliate if expressly provided for under such affiliate Master Service Agreement). If Customer has not executed a Lumen or CenturyLink Master Service Agreement or Master Service Agreement, Public Safety Version, with CenturyLink Communications, LLC d/b/a Lumen Technologies Group but has executed a services agreement for applicable services with an affiliate of Lumen ("Affiliate Agreement"), then the terms of the most recent Affiliate Agreement will apply to the Service (to the extent not inconsistent with this Order); in such cases, the current standard Service Schedule applicable to the Services will apply. If Lumen and Customer have not executed a Lumen or CenturyLink Master Service Agreement or Master Service Agreement, Public Safety Version,, and/or applicable Service Schedule(s) governing the Service and have not executed an Affiliate Agreement, Lumen's current standard Master Service Agreement/Service Schedule(s) will govern, a copy of which are available upon request. The Lumen entity providing Services is identified on the invoice. Notwithstanding anything in any Affiliate Agreement to the contrary, Lumen will notify Customer of acceptance of requested Service in this Order by delivering (in writing or electronically) the date by which Lumen will install Service (the "Customer Commit Date"), by delivering the Service, or by the manner described in a Service Schedule. Lumen will deliver a written or electronic notice that the Service is installed (a "Connection Notice"), at which time billing will commence. At the expiration of the Service Term, Service will continue month-to-month, and rates are subject to change upon 30 days' notice from Lumen. If the Affiliate Agreement governs and does not include early termination charges and if Customer cancels or terminates Service for any reason other than Lumen's uncured default or if Lumen terminates due to Customer's uncured default, then Customer will pay Lumen's standard early termination liability charges as identified in the Ancillary Fee Schedule at: www.lumen.com/ancillary-fees. "Affiliate Agreement" for CenturyLink Communications, LLC d/b/a Lumen Technologies Group or any companies that were affiliates of CenturyLink Communications, LLC before the merger with Level 3 Communications ("Merger") means only an applicable Interexchange Carrier (IXC) network agreement, e.g. CenturyLink Total Advantage Agreement, CenturyLink Total Advantage Express Agreement, or CenturyLink Wholesale Services Agreement (each, an Affiliate Agreement). Affiliate Agreement also includes an Agreement between Customer and any entity that was an affiliate of Level 3 Communications before the Merger.

3. Neither party will be liable for any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of data or cost of purchasing replacement service, or any indirect, incidental, special, consequential, exemplary or punitive damages arising out of the performance or failure to perform under this Order. Customer's sole remedies for any nonperformance, outages, failures to deliver or defects in Service are contained in the service levels applicable to the affected Service.

4. All transport services ordered from Lumen will be treated as interstate for regulatory purposes. Customer may certify transport service as being intrastate (for regulatory purposes only) in a format as required by Lumen, but only where the transport services are sold on a stand-alone basis, the end points for the service are located in the same state and neither end point is a Lumen provided IP port ("Intrastate Services"). Where Customer requests that services be designated as Intrastate Services, Customer certifies to Lumen that not more than 10% of Customer's traffic utilizing the Intrastate Services will be originated or terminated outside of the state in which the Intrastate Services are provided. Such election will apply prospectively only and will apply to all Intrastate Services stated in this Order.

5. Charges for certain Services are subject to (a) a monthly property tax surcharge and (b) a monthly cost recovery fee per month to reimburse Lumen for various governmental taxes and surcharges. Such charges are subject to change by Lumen and will be applied regardless of whether Customer has delivered a valid tax exemption certificate. For additional details on taxes and surcharges that are assessed, visit www.lumen.com/taxes.

6. Customer will pay Lumen's standard: (a) expedite charges (added to the NRC) if Customer requests a delivery date inside Lumen's standard interval duration (available upon request or in Control Center at <https://www.centurylink.com/business/login/>) and (b) ancillary charges for additional activities, features or options as set forth in the Ancillary Fee Schedule, available at www.lumen.com/ancillary-fees. If Lumen cannot complete installation due to Customer delay or inaction, Lumen may begin charging Customer and Customer will pay such charges.

7. Charges/Orders. Items described in the Catalog Number and Description columns above reflect the Lumen Services ordered and identified above the table. Despite anything to the contrary, NRCs are NOT waived unless this Order or an Order Addendum expressly states NRCs are waived or the NRCs appear in the waived column in the above table(s). If a Cancellation Charge requires Customer to pay the amount of any waived or discounted NRC, the NRC will be the amount stated in this Order or Order Addendum or shown in the "Waived NRC" column in the above table(s) despite anything to the contrary. If in this Order Customer is upgrading, moving, disconnecting or otherwise changing an existing Service, cancellation charges may apply as set forth in the Agreement.

8. MLTS Equipment. BY SIGNING THIS ORDER FOR MLTS EQUIPMENT, AS APPLICABLE, I ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE "ACCESS TO EMERGENCY SERVICES" CONTAINED IN THE APPLICABLE SERVICE SCHEDULE ATTACHED TO THE LUMEN OR CENTURYLINK MASTER SERVICE AGREEMENT OR MASTER SERVICE AGREEMENT, PUBLIC SAFETY VERSION, OR IN THE "ACCESS TO EMERGENCY RESPONSE SERVICES" SECTION OF THE TERMS AND CONDITIONS IN THE APPLICABLE STANDARD SERVICE SCHEDULE. IF I HAVE NOT EXECUTED A LUMEN OR CENTURYLINK MASTER SERVICE AGREEMENT OR MASTER SERVICE AGREEMENT, PUBLIC SAFETY VERSION, OR AN AFFILIATE AGREEMENT WITH AN APPLICABLE SERVICE SCHEDULE, I FURTHER ACKNOWLEDGE THAT I HAVE READ AND UNDERSTAND THE DISCLOSURE OF LIMITATIONS SET FORTH IN THE EMERGENCY SERVICES ADVISORY AVAILABLE AT <http://www.centurylink.com/legal/HVIQSIP/911advisory.pdf>.

Customer Representative: _____

Customer Signature: _____

Job Title: _____

Date: _____

Lumen Representative: _____

Lumen Signature: _____

Job Title: _____

Date: _____

Customer Notes / Project Description

DESCRIPTION OF QUOTED PRODUCTS AND SERVICES

Intrado is pleased to present Lumen with this quote for geoMSAG Replacement Services.

geoMSAG Replacement Services

An important consideration during NG9-1-1 adoption is how to meet NENA i3 requirements while simultaneously leveraging legacy location validation mechanisms. NENA has suggested creating a means to keep the MSAG in synchronization with a 9-1-1 Authority's authoritative GIS data. The process of initial and ongoing synchronization of the GIS data and the MSAG can be very time consuming and prone to inconsistencies.

Intrado Life & Safety's geoMSAG replacement enables the 9-1-1 Authority or their GIS authoritative source to replace the existing MSAG with a GIS based MSAG that is derived from the GIS road centerline data. Intrado refers to this as a 'geoMSAG'. Once data integrity is validated and tested to confirm no degradation in Wireline 9-1-1 service will occur, the existing MSAG will be replaced with the geoMSAG in conformance with the 9-1-1 Authority's ALI Data Management contract. Intrado's geoMSAG replacement offloads a considerable amount of the work for 9-1-1 Authorities that make frequent edits to their road centerline data use traditional means to keep the MSAG synchronized with the corresponding GIS data as well as take advantage of the higher level of accuracy that can be achieved within GIS data.

One-Time geoMSAG Replacement Services

The quoted geoMSAG replacement services include the following:

- Creation of a GIS-based MSAG load file from the 9-1-1 Authority's GIS road centerline data (geoMSAG) once a 98% or above Telephone Number (ALI) Simulation success rate is achieved
- Telephone Number (ALI) Simulation Testing against the geoMSAG to confirm no degradation in Wireline 9-1-1 service (up to 2 TN Simulations performed)
- Replacement of the tabular MSAG with a GIS-derived MSAG (geoMSAG)

If the County GIS authority purchases this service prior to implementation of Intrado's MapSAG GIS data management system, Intrado will provide additional training on how to perform road centerline (RCL) validations and corrections using MapSAG and implement the geoMSAG, saving the County significant time and money versus deploying concurrently with or after ESInet deployment.

Optional - Ongoing TDMS

Ongoing TDMS provides the County with purpose-built tools and portals to upload and validate RCL data and to identify and report GIS data discrepancies for error resolution.

Ongoing TDMS enables 9-1-1 address validation and management to be performed against the County's geoMSAG, which can be updated as often as changes are made to the underlying RCL data. Following the completion of the one-time geoMSAG replacement, the RCL data becomes the master data set and tabular MSAGs are derived from the RCL data, going forward.

Following the successful replacement of the MSAG with the new geoMSAG, ongoing GIS to MSAG synchronization will be performed using EGDMS. The GIS data is used exclusively to drive the tabular MSAG and 911Net (if applicable) is no longer required or used.

Ongoing TDMS includes ongoing GIS validation services and ongoing geoMSAG processing services. Once TDMS is implemented, the County will no longer use MSAG CRs for making MSAG updates and, instead, will perform updates to the geoMSAG by submitting RCL updates using Intrado's EGDMS. Ongoing TDMS includes Intrado's EGDMS and ongoing GIS support services, described in greater detail in this section below.

Ongoing TDMS is provided to GIS Authorities responsible for managing the jurisdiction's GIS data after the solution has been deployed.

Ongoing GIS data management using TDMS follows the steps outlined below.

1. The County submits GIS data to EGDMS
2. EGDMS performs validations on the County-submitted GIS data
3. EGDMS delivers critical error reports and GIS data representing errors; the County corrects critical errors in GIS data file and resubmits to EGDMS
4. RCL changes are submitted for the geoMSAG and ALI validation performed in Step 6
5. geoMSAG and ALI validations are performed to identify errors within the geoMSAG or the OSP TN information
6. geoMSAG referrals are communicated to the County
7. The County reviews the geoMSAG referrals and either corrects the RCL data and resubmits it through EGDMS indicates a TN issue needs to be resolved by the OSP
8. geoMSAG GIS changes that pass validations are applied to the production geoMSAG 9-1-1 database

Notes

One Time Fees will be invoiced once the legacy MSAG has been replaced by the geoMSAG or 90 days after contract signature, whichever is sooner.

The customer's GIS data must meet all of Intrado's accuracy, format, and content requirements prior to the implementation of quoted geoMSAG replacement services.