| Contractor: SimplexGrinnell | | | | | | | |
|---|---|----------|------------------|--|---------------------|-------|--------------|
| Sales Representative: | Heather Foster | | (District # | 494.00 Fire Alarm & Suppression Services : | TXMAS-5-03 | FAC |)10 |
| Street | : 1608 Royston Ln. | Bldg 1 | | Fire Ala | rm Services | | |
| City | : Round Rock | | | | | | |
| State | | | | | | | |
| Phone # | 512-634-1829 | | | | | | |
| End-User Facility Name | Williamson County A | nnex | | | | | |
| Address | <mark>s</mark> 412 Vance St., Taylor, T | Χ | | | | | |
| Zip Code | <mark>e</mark> | Enter of | quantity of each | of desired line items below the rose colored boxes | Full Service Pricin | | |
| | | Total F | rice will automa | tically be calculated at bottom of sheet. | Includes Annual In | nspec | tion |
| LINE ITEMS - Fire Alarm Contract | | | l otal initial | | | | |
| | Initial Test, Inspect, | | Test, Inspect, | | Annual Full | | Total Annual |
| (Addressable) SIN 561-001 | & Report | Qty | & Report | | Maint. | Qty | Full Maint. |
| Control Equipment | | | | | | | |
| Simplex 4010 (Fire Alarm Panel) | \$ 160.41 | | \$ - | | \$ 573.42 | | \$ - |
| Simplex 4020 (Fire Alarm Panel) Under 127 | | | | | | | |
| Points Mapnet Under 250 Idnet | \$ 160.41 | | \$ - | | \$ 669.79 | | \$ - |
| Simplex 4120 (Fire Alarm Panel) Over 127 Points | | | | | | | |
| Mapnet | \$ 160.41 | | \$ - | | \$ 882.42 | | \$ - |
| Simplex 4100U (Fire Alarm Panel) Over 508 Points | | | | | | | |
| Mapnet | \$ 160.41 | | \$ - | | \$ 1,307.68 | | \$ - |
| Simplex 2120 (Fire Alarm Panel) | \$ 160.41 | | \$ - | | \$ 882.42 | | \$ - |
| Simplex 4100 (Fire Alarm Panel) | \$ 160.41 | | \$ - | | \$ 1,307.68 | | \$ - |
| Simplex 4120 Multiplex (Fire Alarm Panel) | \$ 160.41 | | \$ - | | \$ 882.42 | | \$ - |
| Simplex 4008 | \$ 160.41 | | \$ - | | \$ 556.98 | | \$ - |
| Non-Simplex Fire Alarm Control Panel | | | | | | | |
| (Addressable) | \$ 160.41 | | \$ - | | \$ 1,307.68 | | \$ - |
| | | | | For Full Service, must insert panel quantities in | Test Only, See | | |
| Additional Panel (each) | \$ 76.14 | | \$ - | lines 13-21 | Line 106 | | |
| Control Panel Special Systems (ie preaction, CO2, | | | | | | | |
| Halon alternative, etc) | \$ 160.41 | | \$ - | | \$ 548.00 | | \$ - |
| | | | | | Test Only, See | | |
| Control Panel Central Transmitter | Included | <u> </u> | | | Line 106 | | |
| <u></u> | 1 | | | | Test Only, See | | |
| Central Station Receiver | Included | | | | Line 106 | | |
| Annunciator LED type | \$ 35.53 | | \$ - | | \$ 154.43 | | \$ - |
| | | | | | | | |
| NAC Power Extender (Includes Battery Testing) | \$ 76.14 | ļ | \$ - | <u> </u> | \$ 252.93 | | \$ - |
| Detter testing relical | Longon | | | | Test Only, See | | |
| Battery testing -gel cell | Included | ļ | | 1 | Line 106 | | |
| Della de la Nico I | 1 | | | | Test Only, See | | |
| Battery testing - Ni-Cad | Included | | | | Line 106 | | |
| D.A.C.T. | \$ 20.30 | | \$ - | | \$ 71.16 | | \$ - |

| | Ī | | | ı otal ir | iitiai | | | | |
|--|-------------------------|--------|-----|--------------------|--------|---|----------------------------|-----|-----------------------------|
| LINE ITEMS - Fire Alarm Contract (Addressable) SIN 561-001 | Initial Test, & Repo | | Qty | Test, Ins & Rep | | | Annual Full Maint. | Qty | Total Annual Full Maint. |
| | | | | | | | | | |
| Emergency voice/alarm communications equipment | | | | | | | | | |
| | | | | | | | Test Only, See | | |
| Emergency Telephone | \$ | 3.87 | | \$ | - | | Line 106 | | |
| | | | | | | | Test Only, See | | |
| Phone Jacks | \$ | 4.06 | | \$ | - | | Line 106 | | |
| | | | | | | | Test Only, See | | |
| Call-in signal; off-hook indicator | Included | | | | | | Line 106 | | |
| | | | | | | | Test Only, See | | |
| Amplifier & tone generators | Included | | | | | | Line 106 | | |
| | | | | | | | | | |
| Initiating Devices | | | | | | | | | |
| Duct detector Functional Test Only | \$ | 20.30 | | \$ | - | | \$ 114.77 | | \$ - |
| | | | | | | | Test Only, See | | |
| Duct detector, Inspection, Cleaning, Sensitivity | \$ | 35.53 | | \$ | - | | Line 106 | | |
| | | 45.00 | | | | | Test Only, See | | |
| Subfloor Detector (Test and Inspect) | \$ | 15.23 | | \$ | - | | Line 106 | | |
| Subfloor Detector (Test, Clean and Sensitivity) | \$ | 27.41 | | \$ | - | | A 07.05 | | |
| Heat detector: restorable | \$ | 11.17 | | \$ | | | \$ 37.05 | | \$ - |
| Heat detector: non-restorable | \$ | 11.17 | | \$ | - | | \$ 37.05 | | \$ - |
| Smoke Detector Test & Inspect | \$ | 7.75 | | \$ | - | | \$ 27.20 | | \$ - |
| Smoke detector: photoelectric (Includes Detector | | 40.57 | | _ | | | Test Only See | | |
| Cleaning) | \$ | 12.57 | | \$ | | | Line 104 | | |
| Smoke detector: beam detection | \$ | 42.64 | | \$ | - | For Inspections and Repairs of this device, Lift pricing will | \$ 146.50 | | \$ - |
| Smoke Detector Test/Inspect, Clean, and | Φ. | 04.00 | | _ | | | | | |
| Sensitivity Testing | \$ | 21.32 | | \$ | - | | \$ 67.57 | | \$ - |
| Consider Detector Considerity Depart from Danel | œ. | 100.00 | | φ. | | | Test Only, See | | |
| Smoke Detector Sensitivity Report from Panel | \$ \$ | 126.90 | | \$ | | | Line 106 | 1 | \$ - |
| Above ceiling grid smoke detector Inspection | Ф | 21.32 | | Ф | | | \$ 64.81 Test Only, See | | Ъ - |
| Smoke detector: laser | \$ | 40.61 | | \$ | - | | Line 106 | | |
| Master Box | \$ | 26.40 | | \$ | - | | \$ 171.18 | | \$ - |
| Fire Alarm Box (Manual Pull Station) | \$ | 3.87 | | \$ | - | | \$ 14.97 | | \$ - |
| Flame Detector | \$ | 40.61 | | \$ | - | | \$ 293.49 | | \$ - |
| | | | | | | | Test Only, See | | |
| Elevator Shunt Trip Test/Per Bank | \$ | 21.32 | | \$ | - | | Line 106 | | |
| Vesda Early Detection Device | \$ | 42.64 | | \$ | - | | \$ 249.10 | | \$ - |

| LINE ITEMS - Fire Alarm Contract (Addressable) SIN 561-001 | | est, Inspect, Report | Qty | Total Initial Test, Inspect, & Report | | Annual Full Maint. | Qty | Total Annual Full Maint. |
|---|----------|-------------------------|-----|---|--|----------------------------|----------|-----------------------------|
| Companyis and Davidson | | | | | | | | |
| Supervisory Devices | | | | | | Test Only, See | | |
| Fire Supervisory Signal, Emergency Generator | \$ | 3.87 | | \$ - | | Line 106 | | |
| Fire Supervisory Signal, Air Pressure | \$ | 6.60 | | \$ - | | \$ 24.12 | | \$ - |
| Sprinkler Water Flow Switch Electrical only | \$ | 6.60 | | \$ - | | \$ 25.92 | | \$ - |
| Sprinkler Tamper Switch Electrical only | \$ | 6.60 | | \$ - | | \$ 24.12 | <u> </u> | \$ - |
| Springer ramper Smitch Electrical city | + | 0.00 | | Ψ | | Test Only, See | | Ψ |
| Fire Supervisory Signal, Fire Pump | \$ | 3.87 | | \$ - | | Line 106 | | |
| | | | | | | | | |
| | | | | | | Test Only, See | | |
| Water tank; low level | \$ | 3.87 | | \$ - | | Line 106 | | |
| | | | | | | Test Only, See | | |
| Water tank; high level | \$ | 3.87 | | \$ - | | Line 106 | | |
| | | | | | | Test Only, See | | |
| Water tank; temperature | \$ | 3.87 | | \$ - | | Line 106 | | |
| Lift Rental per inspection / Service Call (If | | | | _ | | | | _ |
| Required) | \$ | 319.80 | | \$ - | | \$ 319.80 | | \$ - |
| Lift Rental per inspection (NYC) / Service call (If | | 500.00 | | | | | | |
| Required) | \$ | 533.00 | | \$ - | | \$ 533.00 | | \$ - |
| Door closer/Holder | \$ | 3.87 | | \$ - | | \$ 90.21 | | \$ - |
| Smake Dampere | ¢. | 60.60 | | œ. | | Test Only, See | | |
| Smoke Dampers | \$ | 69.62 | | \$ - | | Line 106 Test Only, See | | |
| Overhead fire doors | \$ | 152.28 | | \$ - | | Line 106 | | |

| LINE ITEMS - Fire Alarm Contract (Addressable) SIN 561-001 | Initial Test, Inspect, | Otv | Total Initial Test, Inspect, & Report | | Annual Full Maint. | Otre | Total Annual Full Maint. |
|---|------------------------|-----|---------------------------------------|---|-----------------------|------|-----------------------------|
| (Addressable) Silv 561-001 | & Report | Qty | a Report | | Maint. | Qty | Full Maint. |
| Alarm Notification Appliances | | | | | | | |
| Fire Alarm, Bell | \$ 3.87 | | \$ - | | \$ 15.27 | | \$ - |
| Speakers | \$ 3.87 | | \$ - | | \$ 15.27 | | \$ - |
| Fire Alarm Audio Visual Device (A/V) | \$ 3.87 | | \$ - | | \$ 18.67 | | \$ - |
| Horns | \$ 3.87 | | \$ - | | \$ 15.27 | | \$ - |
| TIOM C | ψ 0.01 | | Ψ | | Ψ 10.27 | | Ψ |
| Monitoring | | | | | | | |
| UL Central Station Monitoring (Fire) | \$ 319.80 | 1 | \$ 319.80 | | | | |
| Single Bldg fire alarm only including 24-hour dialer | | | | | | | |
| test | \$ 409.14 | | \$ - | | | | |
| Multiple Bldg. applications (same Dialer) Cost per | | | | | | | |
| each building) | \$ 153.30 | | \$ - | | | | |
| Single Bldg Burglar alarm | \$ 383.76 | | \$ - | | | | |
| Combo Fire & Security Monitoring - Single Bldg | \$ 537.06 | | \$ - | | | | |
| Holdup Duress | \$ 63.96 | | \$ - | | | | |
| Open/Close Logging (Log Only) | \$ 166.50 | | \$ - | | | | |
| Open/Close Logging Supervised | \$ 447.72 | | \$ - | | | | |
| Monthly opening and closing reports | \$ 89.34 | | \$ - | | | | |
| Weekly opening and closing reports | \$ 358.38 | | \$ - | | | | |
| Special Conditions(per initiating device) Monitoring | | | | | | | |
| of other alarm types such as temperature, nurse | | | | | | | |
| call) | \$ 63.96 | | \$ - | | | | |
| Digital Communicator and programming | \$ 710.38 | | \$ - | | | | |
| Reprogramming | \$ 160.41 | 0 | \$ - | | | | |
| Elevator Monitoring (per unit) | \$ 255.84 | | \$ - | | | | |
| Parking Lot Service (Phone) | \$ 255.84 | | \$ - | | | | |
| Video Alarm verification (Maximum 3 incidents per | | | | | | | |
| month, \$30 charge per incident over 3/mo: video | | | | | | | |
| archive time 5 days | \$ 1,265.99 | | \$ - | | | | |
| 24 Hour Dialer Test for non-fire system subscriber | | | | | | | |
| or second line test | \$ 77.16 | | \$ - | | | | <u> </u> |
| | | | | Note: For all items that state "Test Only" Full Service | | | |

| LINE ITEMS - Fire Alarm Contract (Addressable) SIN 561-001 | Initial Test, Inspect, & Report | Qty | Total Initial Test, Inspect, & Report | | Annual Full Maint. | Qty | Total Annual Full Maint. |
|--|------------------------------------|-----|---------------------------------------|---|-----------------------|-----|-----------------------------|
| OPEN MARKET Service Not on Schedule | | | | | | | |
| Monthly Cellular Fee | \$ 20.00 | 12 | \$ 243.66 | | \$ - | | \$ - |
| | \$ - | | \$ - | | \$ - | | \$ - |
| | \$ - | | \$ - | | \$ - | | \$ - |
| | \$ - | | \$ - | | \$ - | | \$ - |
| | \$ - | | \$ - | | \$ - | | \$ - |
| | \$ - | | \$ - | | \$ - | | \$ - |
| | \$ - | | \$ - | | \$ - | | \$ - |
| | \$ - | | \$ - | | \$ - | | \$ - |
| | \$ - | | \$ - | _ | \$ - | | \$ - |
| | \$ - | | \$ - | | \$ - | | \$ - |

If a Reduction is needed **type** it in here>

| Initial Test & Inspect. Sub | |
|-----------------------------|--------------|
| Total: | \$ 563.46 |
| Difficulty Factor | 1.15 |
| Sub Total | \$ 647.98 |
| Spot Reduction | \$ - |
| Price Reduction | \$ 8.50 |
| Total Initial Test & | |
| Inspection | \$ 639.48 |

| Annual Full Maintenance sub total: | \$ - |
|------------------------------------|------------|
| Difficulty Factor | 1.15 |
| Sub Total | \$ - |
| Spot Reduction | \$ - |
| Price reduciton | \$ 8.50 |
| Total Annual Full | |
| Maintenance | \$ - |

| | | Normal I | Business | By signing, customer acknowledges and agrees to the additional terms and |
|--|-----------------------------------|----------|--------------------|--|
| | | Но | urs | conditions below. SimplexGrinnell is not obligated to perform services until |
| Zip Code | 00000 | Order | ^r Total | signature is obtained. |
| | Williamson County | | | |
| End-User Facility Name | Annex | | | |
| | 412 Vance St., | | | |
| Address | Taylor, TX | \$ | 639.48 | Customer Signature: |
| Normal Business Hours are Monday - Friday 7:00 | am to 4:30 pm, excluding holidays | | | |
| | | | | Title:Date: |

| Zip Code 00000 | Business Hours | By signing, customer acknowledges and agrees to the additional terms and conditions below. SimplexGrinnell is not obligated to perform services unt signature is obtained. |
|--|----------------|--|
| Williamson County End-User Facility Name Annex 412 Vance St., | | |
| Address Taylor, TX | \$ 959.22 | Customer Signature: |
| Use only if inspections are required to be performed outside normal business hours | | |
| | | Title: Date: |

The below Negotiated hourly charges are for Repairs and Unscheduled Services Labor only.

Fire Alarm Technician (Software based)

Rates - NICET Level II Technician (Addressable System)

Repair Services per hour during normal hours (Monday through Friday)

Repair services per hour outside normal hours (Before 7:00 am and After 4:30 pm Monday Through Friday and all hours on Saturday)

Repair services per hour Sunday and Holidays

Per Hour

\$113.71

\$169.80

\$226.40

Travel time is permitted for all repairs and unscheduled services not covered in the line items ordered above. Maximum travel time charge is (4) hours.

Minimum charge for an Emergency and/or Priority Call is (3) Hours (Inspection Deficiencies are Excluded)

Repairs and unscheduled services are not to be quoted using this document, please use the applicable quote forms located on our SG Intranet site "http://simplexgrinnell.ia/government/US/index.asp" under GSA Schedules; Service.

Additional Terms and Conditions

As agreed upon by the GSA FSS Contracting Officer and documented in a Modification PS-0020 to the GSA FSS contract, the following SG Commercial Terms and Exclusions are For ease of understanding, as used in these SG Commercial Terms and Exclusions the term "Agreement" refers to the Orders issued by ordering activities, "Customer" refers to

- 1. Services. Company will perform the services described in the Agreement ("Services") for one or more system(s) or equipment as described in this Agreement or the listed
- 2. Code Compliance. Company does not undertake an obligation to inspect for compliance with laws or regulations unless specifically stated in the Agreement Scope of Work.
- 3. Reciprocal Waiver of Claims (SAFETY Act). Certain of SimplexGrinnell's systems and services have received Certification and/or Designation as Qualified Anti-Terrorism
- 4. Customer Responsibilities.
- a. Customer shall promptly notify Company of any malfunction in the Covered System(s) which comes to Customers attention. This Agreement assumes any existing system(s) are
- b. Customer further agrees to:
 - i. Provide Company clear working access to Covered System(s) to be serviced including, if applicable, lift equipment needed to reach inaccessible equipment
 - ii. Supply suitable electrical service, heat, heat tracing adequate water supply, and required system schematics and/or drawings;
 - iii. Notify all required persons, including but not limited to authorities having jurisdiction, employees, and monitoring services, of scheduled testing and/or repair of
 - iv. Provide a safe work environment;
 - v. In the event of an emergency or Covered System(s) failure, take reasonable precautions to protect against personal injury, death, and/or property damage and continue
 - vi. Comply with all laws, codes, and regulations pertaining to the equipment and/or services provided under this Agreement.
 - vii. If escorts are required, work must be started within one (1) hour of Company staff arrival to customer site. Any additional waiting / processing time (whether at entry

5. Reserved

- 6. Limitation of Liability; Limitations of Remedy. It is understood and agreed by the Customer that Company is not an insurer and that insurance coverage, if any, shall It is impractical and extremely difficult to fix the actual damages, if any, which may proximately result from failure on the part of Company to perform any of its IN NO EVENT SHALL COMPANY BE LIABLE FOR ANY DAMAGE, LOSS, INJURY, OR ANY OTHER CLAIM ARISING FROM ANY SERVICING,
- 7. Exclusions. This Agreement expressly excludes, without limitation, testing inspection and repair of duct detectors, beam detectors, and UV/IR equipment; provision of fire
- 8. Terms and Conditions Governing Alarm Monitoring Service.

u. Customer agrees and actionreages that company is sore and only congation shall be to provide alarm monitoring, nonficiation, and/or realise services as servicin in and

Agreement and to endeavor to notify the party(ies) identified by Customer on the Contact/Call List ("Contacts") and/or Local Emergency Dispatch Numbers for responding authorities. Upon receipt of an alarm signal, Company may, at our sole discretion, attempt to notify the Contacts to verify the signal is not false. If we fail to notify the Contacts or question the response we receive, we will attempt to notify the responding authority. In the event Company receives a supervisory signal or trouble signal, Company shall endeavor to promptly notify one of the Contacts. Company shall not be responsible for a Contact's or responding authority's refusal to acknowledge/respond to Company's notifications of receipt of an alarm signal, nor shall Company be required to make additional notifications because of such refusal. The Contacts are authorized to act on Customer's behalf and, if so designated on the Contact/Call List, are authorized to cancel an alarm prior to the notification of authorities. Customer understands that local laws, ordinances or policies may restrict Company's ability to provide the alarm monitoring and notification services described in this Agreement and/or necessitate modified or additional services and related charges to Customer. Customer understands that Company may employ a number of industry-recognized measures to help reduce occurrences of false alarm signal activations. These measures may include, but are not limited to, implementation of industry-recognized default settings; implementation of "partial clear time bypass" procedures at our alarm monitoring center and other similar measures at our sole discretion from time to time. THESE MEASURES CAN RESULT IN NO ALARM SIGNAL BEING SENT FROM AN ALARM ZONE IN CUSTOMER'S PREMISES AFTER THE INITIAL ALARM ACTIVATION UNTIL THE ALARM SYSTEM IS MANUALLY RESET. Upon receiving notification from Company that a fire or gas detection (e.g. carbon monoxide) signal has been received, the responding authority may forcibly enter the premises. Cellular radio

b. Customer's Duties.

- i. Customer shall regularly test the System(s) in accordance with applicable law and manufacturers' and Company's recommendations. Customer shall promptly notify Company of any malfunction in the Covered System(s) which comes to Customer's attention.
- ii. In the event of an emergency or Covered System(s) failure, take reasonable precautions to protect against personal injury, death, and/or property damage and continue such measures until the Covered System(s) are operational.
- iii. Customer agrees to furnish the names and telephone numbers of all persons authorized to enter or remain on Customer's premises and/or that should be notified in the event of an alarm (the Contact/Call List) and Local Emergency Dispatch Numbers and provide all changes, revision and modifications to the above to Company in writing in a timely manner. Customer must ensure that all such persons are authorized and able to respond to such notification.
- iv. Customer shall carefully and properly test and set the system immediately prior to the securing of the premises and carefully test the system in a manner prescribed by Company during the term of this Agreement. Customer agrees that it is responsible for any losses or damages due to malfunction, miscommunication or failure of Customer's system to accurately handle, process or communicate date data. If any defect in operation of the System develops, or in the event of a power failure, interruption of telephone service, or other interruption at Customer's premises of signal or data transmission through any media, Customer shall notify Company immediately. If space/interior protection (i.e. ultrasonic, microwave, infrared, etc.) is part of the System, Customer shall walk test the system in the manner recommended by Company.
- v. When any device or protection is used, including, but not limited to, space protection, which may be affected by turbulence of air, occupied airspace change or other disturbance, forced air heaters, air conditioners, horns, bells, animals and any other sources of air turbulence or movement which may interfere with the effectiveness of the System during closed periods while the alarm system is on, Customer shall notify Company.
 - vi. Customer shall promptly reset the System after any activation.
 - ii. Customer shall notify Company regarding any remodeling or other changes to the protected premises that may affect operation of the system.
- viii. Customer shall follow all instructions and procedures which may be prescribed for the operation of the system, the rendering of services and the provision of security for the premises.

lines connecting Customer's premises to Company. Customer acknowledges that alarm signals from Customer's premises to Company are transmitted over Customer's telephone or other transmission service and that in the event the telephone or other transmission service is out of order, disconnected, placed on "vacation", or otherwise interrupted, signals from Customer's alarm system will not be received by Company, during any such interruption in telephone or other transmission service and the interruption will not be known to Company.

c. Communication Facilities.

- i. **Digital Communicator.** Customer understands that a digital communicator (DACT), if installed under this Agreement, uses traditional telephone lines for sending signals which eliminate the need for a dedicated telephone line and the costs associated with such dedicated lines.

 Between Local Chalmer. The Communication Company's services provided to Customer in Commercian with the Services may include Derived Local Chalmer.
- service. Such service may be provided under the Communication Company's service marks or service names. These services include providing lines, signal paths, scanning and transmission.

TRANSMISSION MODE IS NOT OPERATING OR HAS BEEN CUT, INTERFERED WITH OR IS OTHERWISE DAMAGED OR IF THE ALARM SYSTEM IS UNABLE TO ACQUIRE, TRANSMIT OR MAINTAIN AN ALARM SIGNAL OVER CUSTOMER'S TELEPHONE SERVICE FOR ANY REASON INCLUDING NETWORK OUTAGE OR OTHER NETWORK PROBLEMS SUCH AS CONGESTION OR DOWNTIME, ROUTING PROBLEMS, OR INSTABILITY OF SIGNAL QUALITY. CUSTOMER UNDERSTANDS THAT OTHER POTENTIAL CAUSES OF SUCH A FAILURE OVER CERTAIN TELEPHONE SERVICES (INCLUDING BUT NOT LIMITED TO SOME TYPES OF DSL, ADSL, VOIP, DIGITAL PHONE, INTERNET PROTOCOL BASED PHONE OR OTHER INTERNET INTERFACE-TYPE SERVICE OR RADIO SERVICE, INCLUDING CELLULAR OR PRIVATE RADIO, ETC. ("NON-TRADITIONAL TELEPHONE SERVICE")) INCLUDE BUT ARE NOT LIMITED TO: (1) LOSS OF NORMAL ELECTRIC POWER TO CUSTOMER'S PREMISES (THE BATTERY BACK-UP FOR THE ALARM PANEL DOES A NON-TRADITIONAL TELEPHONE LINE OR SERVICE. CUSTOMER FURTHER UNDERSTANDS THAT THE ALARM PANEL MAY BE UNABLE TO SEIZE THE PHONE LINE TO TRANSMIT AN ALARM SIGNAL IF ANOTHER CONNECTION IS OFF THE HOOK DUE TO IMPROPER CONNECTION OR OTHERWISE.

- d. Verification; Runner Service. Some jurisdictions may require alarm verification by telephone or on-site verification (Runner Service) before dispatching emergency services. In the event that a requirement of alarm verification becomes effective after the date of this Agreement, such services may be available at an additional charge. Company shall not be held liable for any delay or failure of dispatch of emergency services arising from such verification. Where Runner Service is indicated, such services may be provided by a third party. COMPANY WILL NOT ARREST OR DETAIN ANY PERSON.
- e. **Personal Emergency Response Service.** If Customer has selected Personal Emergency Response Services, Customer agrees that the very nature of Personal Emergency Response Services, irrespective of any delays, involves uncertainty, risk and possible serious injury, disability or death, for which Company should not under any circumstances be held responsible or liable; that the equipment furnished for Personal Emergency Response Services is not foolproof and may experience signal transmission failures or delays for any number of reasons, whether or not our fault or under Company's control; that the actual time required for medical emergency providers to arrive at the premises and/or to transport any person requiring medical attention is unpredictable and that many contributing factors, including but not limited to such things as telephone network operation, distance, weather, road and traffic conditions, alarm equipment function and human factors, both with responding authorities and with Company, may affect response.
- f. **System Equipment.** If, in Company's sole judgment, any peripheral device or other system equipment, which is attached to the Covered System(s), whether provided by Company, Customer or a third party, interferes with the proper operation of the Covered System(s), Customer shall remove or replace such device or equipment promptly upon notice from Company. Failure of Customer to remove or replace the device shall constitute a material breach of this Agreement. If Customer adds any third party device or equipment to the Covered System(s), Company shall not be responsible for any damage to or failure of the Covered System(s) caused in whole or in part by such device or equipment.

- g. **Remote Service.** If Customer selects Remote Service, Customer understands and agrees that, while Remote Service provides for communication regarding Customer's fire alarm system to Company via the internet, Remote Service does not constitute monitoring of the system and Customer understands that Remote Service does not provide for Company to contact the fire department or other authorities in the event of a fire alarm. The Customer understands that if it wishes to receive monitoring of its fire alarm system and notification of the fire department or other authorities in the event of a fire alarm, it must select monitoring services as a separate service under this Agreement.

 services listed, including telephone company line charges, if any. Customer shall comply with all laws and regulations relating to the equipment and its use and shall promptly pay when due all sales, use, property, excise and other taxes and all permit, license and registration fees now or hereafter imposed by any government body or agency upon the equipment or its use. If Customer fails to maintain any required licenses or permits, Company shall not be responsible for performing the services and may terminate the services without notice to Customer.
- i. **Outside Charges.** Customer understands and accepts that Company specifically denies any responsibility for charges associated with the notification or dispatching of anyone, including but not limited to fire department, police department, paramedics, doctors, or any other emergency personnel, and if there are any charges incurred as a result of said notification or dispatch, said charges shall be the responsibility of Customer.