



**ICESOFT**  
TECHNOLOGIES

## Voyent Alert! Hosted Services Quote

**Quote Number:** VQ-Chase City 2022

**Date:** 09/13/2022

**Quote Expiry Date:** 12/15/2022

*Date format: mm/dd/yyyy*

**Service Provider Details:**

ICESoft Technologies, Inc.

23350 N. Pima Road

Scottsdale, AZ 85255 USA

Email [product.sales@icesoft.com](mailto:product.sales@icesoft.com)

**Prepared For:**

Town of Chase City

319 North Main Street

Chase City, VA, 23924

**Attention:**

Name: Dusty Forbes

Email: [cctownmanager@gmail.com](mailto:cctownmanager@gmail.com)

Phone: 434-372-5136

**ICESoft Contact Information:**

Name: Liana Munroe

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**Product/Description:**

**Amount**

**Voyent Alert! Annual Service Subscription**

**USD 2,600.00**

Subscription Level / Term: Premium\* / 1-Year

(see note 4 below re: Premium upgrade)

**Entitlements:**

- Inclusive of unlimited registrations for the Town of Chase City
- Unlimited emergency and day to day communications on all channels
- Up to 4 administrator seats

**Additional Terms:**

- i) Payment Terms Net 30 days. Invoicing to occur as of Subscription Start Date.
- ii) Return Policy: 60 Day unconditional return / cancellation from start of Subscription term.  
Cancellation request shall be evidenced by letter or email sourced from client staff.
- iii) Subscription pricing guaranteed for 2 years.
- iv) In return for the Town of Chase City:
  - a. Agreeing to provide feedback on new roadmap features, and
  - b. Agreeing to act as reference and provide use case examples regarding service offering the Town of Chase City shall receive:
  - c. a complimentary subscription upgrade to Premium Level (per Attachment 1) or equivalent for so long as they maintain an active Service Subscription.
- v) All services provided are subject to ICESoft Voyent Alert! Terms of Service Agreement.

**Attachment 1**  
**Voyent Alert!**  
**Product Description Sheet**

Plan Options	Standard	Premium
<b>Geofencing</b>		
Rich Alert Zone Editor	✓	✓
<b>Pre-defined Alert Templates</b>		
Basic Library	✓	✓
Premium Library		✓
<b>Communication Channels</b>		
Mobile App (iOS and Android)	✓	✓
SMS/Email/Text to Voice	✓	✓
Social Media (Facebook/Twitter)		✓
<b>Premium Exclusive Features</b>		
Alert Scheduler		✓
Group/Team Alerting		✓
Topic Groups		✓
Recipient Response and Receipt Acknowledgement		✓
Training Environment		✓
KML/KMZ map file import		✓
3 <sup>rd</sup> Party Service Integration		✓
CAP-CP Integrations		✓
Multi-Tier Administration		✓
Rich Media Support		✓
Emergency Concierge Service		✓
<b>Training and Support</b>		
Support Hours	9 AM to 7 PM EST	24/7/365
Access to Online Training	✓	✓
FAQ/Knowledge Base	✓	✓
SLA Support	✓	✓
Remote Desktop Service		✓
Phone Support		✓
<b>Community Onboarding Collateral Kit</b>		
Sample web page content		✓
Print-ready pdf files for mailers and one-pagers		✓
Print-ready pdf files for banners		✓
Sample social media post content		✓
End User YouTube Videos	✓	✓
End User community Info/FAQ site	✓	✓
<b>Trial Period</b>	60 Days	60 Days
<b>Return/Cancellation Policy</b>	60 Days	60 Days