

## MASTER SOFTWARE AND SERVICES AGREEMENT

This Master Software and Services Agreement ("MSA") is entered into as of the date of the last signature set forth on the signature page hereto (the "Effective Date"):

BETWEEN:

Manor Police Department (TX) (hereafter referred to as "Customer")

–and–

Versaterm Public Safety US, Inc., a corporation incorporated under the laws of the state of Delaware (hereafter referred to as "Versaterm")

### Background

- A. Versaterm (including its affiliates) develops and licenses proprietary software related to public safety agencies.
- B. The Parties contemplate that from time-to-time the Customer will wish to obtain, and Versaterm will provide, a license and associated services from Versaterm to permit the Customer to access such software and related materials, all of which shall be governed by the terms and conditions of this MSA.

NOW THEREFORE in consideration of the covenants contained in this MSA, and for other good and valuable consideration, the receipt and adequacy of which are hereby acknowledged, the Parties agree as follows:

### 1. Definitions.

For the purposes of this MSA, each Service Schedule, and each Statement of Work, these terms will have the following meanings:

- 1.1. "Authorized User" means an employee, consultant, or contractor of Customer authorized by Customer to access and use the Services on Customer's behalf.
- 1.2. "Confidential Information" means this Agreement, any Service Schedule, the Software, Customer Data and all ideas, designs, business models, databases, drawings, documents, diagrams, formulas, test data, marketing, financial or personnel data, technology, products, sales information, trade services, know-how customer or supplier information, including information provided by such customers or suppliers, or any other information already furnished or to be furnished or made available by one Party to the other, whether in oral, written, graphic or electronic form including any such information

exchanged during informational sessions designated as confidential, including, without limitation, information concerning a Party's actual and potential customers and other Intellectual Property Rights of such Party, provided, however, that Confidential Information shall not include any data or information: (i) that, at the time of disclosure, is in or, after disclosure, becomes part of the public domain, through no act or failure on the part of the receiving Party, whether through breach of this Agreement or otherwise; (ii) that, prior to disclosure by the disclosing Party, was already in the possession of the receiving Party, as evidenced by written records kept by the receiving Party in the ordinary course of its business, or as evidenced by proof of actual prior use by the receiving Party; (iii) independently, custom developed by the receiving Party, by Persons having no direct or indirect access to the disclosing Party's Confidential Information provided that the receiving Party provides clear and convincing evidence of such independent development; (iv) which, subsequent to disclosure, is obtained from a third Person: (A) who is lawfully in possession of the such information; (B) who is not in violation of any contractual, legal, or fiduciary obligation to either Party, as applicable, with respect to such information; and (C) on a non-confidential basis; or (v) is further disclosed with the prior written consent of the disclosing Party, but only to the extent of such consent.

- 1.3. "Customer Data" means collectively any data, files, documentation, or other information: (i) that Customer or any of its Authorized Users may upload to Versaterm Platform when using the Services; and (ii) processed through the use of the Services, excluding Third Party Data and any Versaterm Data.
- 1.4. "Customizations" means all Customer requested modifications made to the Software or User Documentation by or for Versaterm in accordance with the terms of a Service Schedule or Work Order, which shall be at Customer's expense.
- 1.5. "Enhancements" means any changes or additions to the Software, that improve functions, add new functions, improve performance, or correct errors by changes in system design or coding, including but not limited to changes or additions that are made to the Software to provide substantial additional value or utility.
- 1.6. "Fees" means the Subscription Fees, the License Fees, the Maintenance and Support Fees, the Customization Fees, and all other fees and charges charged by Versaterm under this MSA, any Service Schedule, any SOW, or any other attachment.
- 1.7. "Including" means "including without limitation" and is not to be construed to limit any general statement which it follows to the specific or similar items or matters immediately following it.
- 1.8. "Initial Subscription Term" as further defined in Section 3.3 of the MSA.
- 1.9. "Intellectual Property" means any property, tangible or intangible, that may be subject to Intellectual Property Rights, including without limitation, ideas, formulae, algorithms,

concepts, techniques, processes, procedures, approaches, methodologies, plans, systems, research, information, documentation, data, data compilations, specifications, requirements, designs, diagrams, programs, inventions, technologies, software (including its source code), tools, products knowledge, know-how, including without limitation, trade secrets, and other materials or things.

- 1.10. "Intellectual Property Rights" means: (a) any and all proprietary rights anywhere in the world provided under: (i) patent law; (ii) copyright law, including moral rights; (iii) trademark law; (iv) design patent or industrial design law; (v) semiconductor chip or mask work law; (vi) trade secret law; (vii) privacy law; or (viii) any other statutory provision or common law principal applicable to this Agreement which may provide a right in either: (A) Intellectual Property; or (B) the expression or use of Intellectual Property; and (b) any and all applications, registrations, licenses, sub-licenses, franchises, agreements or any other evidence of a right in any of the foregoing.
- 1.11. "Licensed Materials" means collectively the Versaterm Platform, Software and the User Documentation.
- 1.12. "Maintenance and Support Fees" means the fees charged by Versaterm in respect of maintenance and support services as further identified in a Service Schedule.
- 1.13. "Open Source Software Components" means software programs, libraries, or distributables (commonly known as "public", "open source" or "free" software) made publicly available by the copyright holders.
- 1.14. "Party" means either Customer or Versaterm and "Parties" means both.
- 1.15. "Person" means any individual, company, corporation, partnership, government or government agency, authority or entity howsoever designated or constituted.
- 1.16. "Point of Access" means Versaterm's, or its subcontractor's, border router, which is used to establish connectivity from the Versaterm Platform to Versaterm's, or its subcontractor's, internet provider, or the public internet.
- 1.17. "Professional Services" all professional services purchased by Customer in respect of the Subscription Services or use of Software (if installed on Customer's premises), including implementation services, data migration, specialized support, training services and any other services as further described in a Service Schedule or Statement of Work.
- 1.18. "Project Kick-Off" means the initial meeting of the Parties or formal start of the project, as may be further defined in a Statement of Work.
- 1.19. "Provisioning" means the Software has been made available and accessible by Versaterm to the Customer by providing the Customer with a log-in.

- 1.20. "Renewal Subscription Term" as defined in Section 3 of this MSA.
- 1.21. "Service Schedule" means the applicable written document, signed by Customer and Versaterm, which incorporates by reference the terms and conditions of this MSA, the terms and conditions of Subscription Service or the terms and conditions regarding use of the Software, any attached SOW, and any other relevant terms and conditions with respect to Customizations, Professional Services, Implementation or the provision of other technical services.
- 1.22. "Software" means the computer programs owned by Versaterm and which are licensed to Customer under a Service Schedule, including: (a) all maintenance modifications (updates and upgrades); (b) Enhancements; (c) Customizations, now developed or to be developed by or for Versaterm during the Term; and (d) all formulas, routines, subroutines, algorithms, concepts, techniques, know-how and ideas implemented or embodied in any of the foregoing, in any form. For the avoidance of doubt, Software excludes Third Party Components.
- 1.23. "Statement of Work" or "SOW" means the applicable written document, signed by Customer and Versaterm or incorporated as part of Service Schedule, under which Versaterm may provide Customer additional Professional Services related to the Software, including training, specialized support and data migration, which shall be attached to the applicable Service Schedule.
- 1.24. "Subscription Fee" means the fees charged by Versaterm in respect of the Subscription Service or in respect of the provision of Software to Customer on an on-premises basis, as further identified in a Service Schedule as further identified in a Service Schedule.
- 1.25. "Subscription Service" means any combination of the following: (i) limited access and use rights to the Versaterm Platform on a hosted basis, (ii) hosting services, (iii) support services, and (iv) any other similar generally applicable services that Versaterm provides to its customers in accordance with the User Documentation. For the avoidance of doubt, Subscription Services do not include Professional Services.
- 1.26. "Subscription Term" means the Initial Subscription Term and any Renewal Subscription Terms.
- 1.27. "Term" means the term set out in Section 3.1.
- 1.28. "Third Party Data" means any data owned by a third party that the Customer accesses via the Software.

1.29. "Third Party Component" means any components of the Subscription Services provided by third parties, including Open Source Software Components and third party proprietary software or services (e.g. Amazon Web Services (AWS)).

1.30. "Third Party Supplier" means any party who provides products and/or services, including Open Source Software and Third Party Components that contribute to the overall Software provided to the Customer by Versaterm.

1.31. "User Documentation" means the user manuals, guides, and specifications with respect to the operation, use, functions, and performance of the Software, as revised from time to time, and any additional documentation for Customizations produced by Versaterm, in written or online electronic form.

1.32. "Versaterm Platform" means the Software, Versaterm Server and such devices and peripherals physically located with the Versaterm Server, including all computer hardware, software, network elements, and electrical and telecommunications infrastructure located behind the Point of Access.

1.33. "Versaterm Server" means that computer server located at Versaterm's premises, or a third-party provider of hosting and/or network services, that houses the Software.

## 2. Scope of Agreement

2.1. It is the intention of Versaterm and Customer that, where Software and services are to be provided by Versaterm under this MSA, particular details and terms will be specified in a Service Schedule. If there is a conflict between a Service Schedule and this MSA, the Service Schedule will prevail over the conflicting provisions of this MSA to the extent of the inconsistency but only for the purposes of that Service Schedule. Except for such conflicts, the provisions of this MSA will not be deemed to be amended, cancelled, waived, or released by the execution of a Service Schedule.

2.2. Each Service Schedule shall contain the following minimum information, to the extent the same is applicable:

2.2.1. the express incorporation of this MSA by reference;

2.2.2. a list and description of the applicable Software;

2.2.3. Subscription Term;

2.2.4. Customizations and custom application programming interfaces ("APIs") if any, to the Software and the terms and conditions upon which same will be provided;

- 2.2.5. the Fees, including onboarding fees, escrow agreement fees and implementation fees, as applicable;
- 2.2.6. the License Fee or Subscription Fee for the Software;
- 2.2.7. the Maintenance and Support Fee;
- 2.2.8. the site(s) at which the Software are permitted to be installed if Software is installed on Customer's premises;
- 2.2.9. the project schedule (which may include project implementation dates, installation dates, training session dates) for the Software;
- 2.2.10. training, if applicable;
- 2.2.11. any other terms relating to the maintenance, enhancement or support of the Software; and
- 2.2.12. any special terms and conditions agreed upon by Versaterm and Customer.

### 3. Effective Dates.

- 3.1. This MSA shall have an initial term of three (3) years from the Effective Date (the "Initial Term"), unless earlier terminated in accordance with the provisions under Section 19, and shall automatically renew for consecutive additional one (1) year terms (each a "Renewal Term"), unless either Party provides a written termination notice to the other Party at least sixty (60) days prior to the expiration of the Initial Term or the then-current Renewal Term, as applicable. The Initial Term and Renewal Terms, if any, are collectively referred to herein as the "Term". Notwithstanding any termination or expiration of this MSA, the MSA shall continue to be in effect until the termination or expiration of the last effective Service Schedule.
- 3.2. Each Service Schedule will be effective from the date set out in such Service Schedule and for the term specified in that Service Schedule.
- 3.3. Upon expiration of each Subscription Term, unless otherwise specified in the applicable Service Schedule, all rights to access and use or the license to use Licensed Materials, as applicable, granted under such Service Schedule and this MSA shall automatically be renewed for additional one (1) year periods, and Versaterm will invoice Customer at the then-current subscription-based price for such additional Subscription Term year at Versaterm's then-current rates, subject to the cap set forth in Section 8.7 (or such other rates mutually agreed by the Parties), unless a Party provides written notice to the other Party to terminate at least sixty (60) days prior to the expiration of the Subscription Term or any renewal term.

#### 4. License

- 4.1. Customer shall have the right to access and use or install and use the Licensed Materials solely as expressly granted or otherwise set forth in this MSA and the applicable Service Schedule.
- 4.2. Provided that Customer is not in default of payment, for the duration the Subscription Term, Versaterm hereby grants to Customer a revocable, limited, non-exclusive, non-sublicensable, non-transferable, and royalty-free license to access and use of the Subscription Service or Licensed Materials identified the Service Schedule for Customer's operations.
- 4.3. Customer shall not:
  - 4.3.1. use, reproduce, display, perform or otherwise exploit the Software except as expressly authorized in this MSA or in a Service Schedule;
  - 4.3.2. copy any of the Software or User Documentation except as reasonably necessary to use the Software for its internal use as authorized herein or in a Service Schedule, and in all cases subject to the confidentiality provisions hereof, and provided that all copyright notices and any other proprietary notices are included;
  - 4.3.3. assign this MSA or transfer, lease, export or grant a sublicense of the Software or the license contained in this MSA to any Person except as expressly authorized herein or in a Service Schedule;
  - 4.3.4. decompile, disassemble, reverse engineer, or otherwise access or attempt to gain access to the Software's source code;
  - 4.3.5. give any Person other than its employees, consultants, contractors and/or clients of Customer or other individuals listed pursuant to a Service Schedule access to the Software or;
  - 4.3.6. rent or lend, with or without charge, any system which includes the Software to any Person including clients and customers;
  - 4.3.7. operate at any time on a regular or irregular basis an online or offline customer service bureau involving the Software;
  - 4.3.8. permit (and Customer shall take all necessary precautions to prevent) third parties (including, any parties affiliated or related to Customer) to use the Software in any way that would constitute a breach of this MSA or any Service Schedule;

- 4.3.9. use any APIs, other than the APIs expressly authorized for use by Versaterm, with the Software or use any authorized APIs in a manner that is not permitted or published by Versaterm;
  - 4.3.10. remove or modify any proprietary marking or restrictive legends placed on the Licensed Materials;
  - 4.3.11. use any device, software, or routine to interfere with the proper working of the Software or to bypass any security features of the Software;
  - 4.3.12. introduce into the Versaterm Platform any viruses, worms, defects, trojan horses, malware, or any items of a destructive nature; or
  - 4.3.13. use the Software or Services in any way that would cause Versaterm to have unescorted access to unencrypted criminal justice information in violation of the FBI Criminal Justice Information Services Security Policy.
- 4.4. Customer shall be solely and exclusively responsible for the supervision, management, and control of Customer's and each of its Authorized User's use of the Licensed Materials and shall require each Authorized User to maintain all passwords and other access credentials with respect thereto.
5. Customer's Obligations
- 5.1. Where the Software will require access and use of the Versaterm Platform, Versaterm shall operate and maintain the Versaterm Platform in accordance with the applicable Service Schedule. Access to the Versaterm Platform may be through a secure connection with the public internet or using a Network Aggregator Provider. Customer acknowledges and agrees that Versaterm is not responsible or liable for any communication over the public internet, or for the Network Aggregator Provider's network or its operation or the Network Aggregator Provider's network's failure to deliver communication to and from the Versaterm Platform on a timely basis.
  - 5.2. Customer shall be fully responsible for the acts and omissions of all Persons that are authorized or otherwise allowed, by Customer, to use or have access to the Software and User Documentation.
  - 5.3. Customer agrees to co-operate with and advise Versaterm of all information which would be reasonably required to permit Versaterm to deliver and, if applicable, install the Software. Customer shall respond promptly to any Versaterm request to provide information, approvals, authorizations or decisions that are reasonably necessary for Versaterm to provide the Software.

- 5.4. Subject to the terms and conditions of this MSA, each Service Schedule, and if applicable, each SOW, Customer shall provide Versaterm with all reasonable access, which may include remote access, and any necessary escorted supervision to Customer's systems and premises for the purpose of Versaterm performing its obligations pursuant to this MSA, and the failure of Customer to provide such access shall relieve Versaterm of its obligation to perform such obligations.
- 5.5. Customer shall notify Versaterm immediately of any actual or suspected unauthorized use of any identity, authentication, or authorization credentials for the Versaterm Platform.

## 6. Ownership

- 6.1. Customer acknowledges and agrees that all rights, title and interests in and to the Licensed Materials, including all Intellectual Property embodied therein, are and shall at all times remain the exclusive property of Versaterm and that, except as expressly set forth herein, no rights, title or interests, including any license, is granted to Customer hereunder by implication, estoppel, or otherwise of any kind whatsoever in or to the Licensed Materials or any portion thereof, except, in each case, for the rights and licenses expressly granted to Customer herein. Customer further acknowledges and agrees that all Third Party Components are and shall at all times remain the property of the applicable Third Party Suppliers.
- 6.2. Customer shall not remove any Versaterm trademark, service mark or logo, or any proprietary notices or labels (including any copyright or trademark notices) from the Service.
- 6.3. If Customer provides any feedback, comments, suggestions, ideas, descriptions of processes, or other information to Versaterm about or in connection with any Licensed Materials, including any ideas, concepts, know-how or techniques contained therein (collectively, "Feedback"), then Customer hereby grants Versaterm and its affiliates a worldwide, fully paid-up, royalty-free, non-exclusive, perpetual and irrevocable license to use, copy, modify and otherwise exploit the Feedback for any purpose, without any compensation to Customer or any restriction or obligation on account of Intellectual Property Rights or otherwise. Without limiting the generality of the foregoing, nothing in this MSA limits Versaterm's right to independently use, develop, evaluate, or market products, whether incorporating Feedback or otherwise.

## 7. Customer Data and Hosting Provider

- 7.1. Customer hereby grants to Versaterm a limited, non-exclusive, non-transferable, royalty-free right to use, reproduce, manipulate, display, transmit and distribute the Customer Data solely in connection with providing the Licensed Materials to Customer, and improving and developing the Licensed Materials. In addition, Versaterm may analyze Customer Data, and data of other customers, to create aggregated or anonymized

statistics or data that do not identify Customer or any individual, and Versaterm may during and after the Term use and disclose such statistics or data in its discretion. Except as specified otherwise in the Agreement, Customer shall be solely responsible for providing, updating, uploading and maintaining all Customer Data.

- 7.2. Customer acknowledges and agrees that Versaterm: (i) will not be responsible for the accuracy, completeness or adequacy of any Customer Data or the results generated from any Customer Data uploaded to the Versaterm Platform and processed by the Software; (ii) has no control over any Customer Data or the results therefrom; (iii) does not purport to monitor Customer Data; and (iv) if Software is installed on Customer premises, shall not be responsible to back up or maintain any back up of the Customer Data or any portion thereof.
- 7.3. Versaterm may change its third party hosting provider ("Hosting Provider") at any time. Customer's use of the Licensed Materials is subject to any applicable restrictions imposed by the Hosting Provider. Notwithstanding any other provision of this MSA, Versaterm shall not be liable for any problems, failures, defects or errors with the Licensed Materials to the extent caused by the Hosting Provider. Customer acknowledges that the Fees payable for the Licensed Materials reflect the fact that Versaterm is not responsible for the acts and omissions of the Hosting Provider.

## 8. Fees and Payment Terms

- 8.1. All Fees applicable to a Service Schedule will be specified therein. All amounts invoiced and due in accordance with the payment terms of the applicable Service Schedule shall be paid by Customer within thirty (30) days of the date of an invoice for such amounts.
- 8.2. Any additional services, such as Professional Services or Customizations, requested by Customer shall be subject to additional Fees, unless otherwise agreed to in writing by the Parties.
- 8.3. All invoices under a Service Schedule will be in writing, reasonably substantiate the charges set out therein and will be emailed by Versaterm to Customer at email address specified in the applicable Service Schedule or may be submitted through an alternative electronic platform as agreed to between the Parties (i.e.: Customer's portal) as identified in the applicable Service Schedule.
- 8.4. Where Customer fails to pay any amount in accordance with Section 8.1 above, Versaterm shall have the right, in addition to any other remedies, to charge, and Customer shall pay, interest on such overdue amounts at the rate of one and a half per cent (1.5%) per month (18% per annum), or, if less, the maximum rate of interest allowed by law.
- 8.5. In all cases, all undisputed amounts due under this Agreement will be paid by Customer in full without any withholding, set-off, counterclaim or deduction.

8.6. If, acting in good faith, Customer disputes any item within an invoice, it shall raise such dispute by written notice to Versaterm prior to the date that payment on such invoice is due, and the Parties shall negotiate in good faith to attempt to resolve the dispute promptly. If the dispute is not resolved within thirty (30) days of the said notice being given, the dispute shall be resolved in accordance with Section 33. Any amounts not disputed in accordance with this section shall be deemed accepted and must be paid by Customer in accordance with Section 8.1.

8.7. Versaterm reserves the right to increase the fees on an annual basis, as identified in a Service Schedule, by no more than 7%. Notwithstanding the foregoing, Versaterm may increase fees beyond the cap of 7% for Third Party Components.

## 9. Taxes.

In addition to all charges under a Service Schedule, Customer shall pay to Versaterm all taxes, duties, and other such assessments or charges which may be assessed, levied, or imposed with respect to any Software, services or products provided under a Service Schedule, except taxes based on Versaterm's income and capital. The foregoing provision includes sales, use, service, excise and personal property taxes, whether collected or withheld by Versaterm or otherwise assessed, and any penalty and interest payments related to the foregoing (which penalty and interest payments are not due to any fault on the part of Versaterm) but does not include taxes for which Customer is exempt by law and for which Customer has provided to Versaterm a bona fide tax exemption certificate prior to such tax becoming due.

## 10. Confidentiality

10.1. Each Party acknowledges that all Confidential Information consists of confidential and proprietary information. Except as required by law, each Party shall hold Confidential Information of the other Party in trust and confidence for and on behalf of such other Party, and shall take commercially reasonable measures to maintain the confidentiality of the Confidential Information, which measures shall in any event be no less than what such Party would implement to protect its own Confidential Information of a similar nature or value. Each Party agrees not to make use of Confidential Information other than to the extent necessary for the exercise of rights or the performance of obligations under this MSA or any Service Schedule, and not to release, disclose, communicate or otherwise make it available to any third-party other than officers, directors, employees, consultants and contractors of Versaterm or Customer, as applicable, who reasonably need to know it in connection with the exercise of rights or the performance of obligations under this MSA or any Service Schedule.

10.2. Each Party agrees that any breach of this Section 10 ("Confidentiality") may give rise to irreparable damage to the other Party, the injury to the other Party from any such breach would be difficult to calculate, and that money damages would therefore be an inadequate

remedy for such breach. Each Party agrees that the other Party will be entitled, in addition to all other remedies that the other Party may have under this MSA, at law or in equity, and without showing or proving any actual damage sustained by it, to a permanent or temporary injunction or other order to restrain any breach, threatened breach or the continuation of any breach of this Section 10.

10.3. Upon the termination or expiration of each Service Schedule, each Party will return to the other Party all Confidential Information with respect to such Service Schedule which is then in its possession or control.

10.4. Notwithstanding the above, Versaterm reserves the right to retain Customer Data on audit logs and server system logs and in support tickets, support requests, and direct communications with Versaterm, saved as part of routine back-ups or as otherwise may be required by law.

## 11. Representations and Warranties of Versaterm.

Versaterm represents and warrants as follows:

11.1. Versaterm has the power and the capacity to enter into, and to perform its obligations under this MSA. This MSA and each of the agreements, contracts and instruments required by this MSA to be delivered by Versaterm have been duly authorized by Versaterm. This MSA has been duly executed and delivered by Versaterm and is a valid and binding obligation of Versaterm, enforceable in accordance with its terms;

11.2. Neither the entering into of this MSA, nor the performance by Versaterm of any of its obligations under this MSA will contravene, breach, or result in any default under any organizational documents of Versaterm or under any agreement to which Versaterm is a party or by which Versaterm is otherwise bound; and

11.3. Versaterm will use commercially reasonable efforts to ensure that all Software delivered to Customer is, at the time of shipment, free of any known computer software viruses.

## 12. Representations and Warranties of Customer.

Customer represents, warrants, and covenants, as follows:

12.1. Customer has the corporate power and the capacity to enter into, and to perform its obligations under this MSA. This MSA and each of the agreements, contracts and instruments required by this MSA to be delivered by Customer have been duly authorized by Customer. This MSA has been duly executed and delivered by the Customer and is a valid and binding obligation of the Customer, enforceable in accordance with its terms; and

12.2. Neither the entering into of this MSA, nor the performance by Customer of any of its obligations under this MSA will contravene, breach, or result in a default under the articles, by-laws, constituting documents or other organizational documents of Customer or under an agreement or regulatory policy to which the Customer is a party or by which Customer is otherwise bound.

### 13. Versaterm's Indemnity

**13.1. Versaterm will defend at its own expense any claim, proceeding or suit (for purposes of this Section 13, a "Claim") brought against Customer to the extent such Claim alleges that any Licensed Materials provided under a Service Schedule infringes a proprietary right of a third-party which is enforceable within Canada or the United States and will indemnify and pay all damages finally awarded against Customer by courts of competent jurisdiction on account of such infringement together with all reasonable costs and expenses (including reasonable legal fees as determined by courts of competent jurisdiction) incurred by Customer as a direct result of such Claim, provided Versaterm is given: (i) prompt written notice, however, no later than ten (10) days, of the Claim; (ii) all reasonable information and assistance which it may require to defend the Claim; (iii) sole control of the defense of the Claim, and all negotiations for its settlement or compromise; and provided further: (iv) that the alleged infringement does not result from any alterations, modifications or enhancements to the Software or Documentation made by Customer or on its behalf by a third-party, or the use or operation of the Licensed Materials in combination with other software, products, data, apparatus or equipment not provided by Versaterm.**

13.2. Notwithstanding anything to the contrary in this MSA or any Service Schedule, Versaterm shall not be responsible for any cost, expense or compromise incurred or made by Customer in respect of a Claim without Versaterm's express prior written consent.

13.3. If any Claim has occurred, or in Versaterm's opinion is likely to occur, Versaterm may, at its option and expense:

(i) procure for Customer the right to continue using the applicable Licensed Materials;

(ii) replace or modify the same so that it becomes non-infringing without loss of material functionality; or

(iii) if none of the foregoing alternatives is reasonably available, or available on commercially reasonable terms, at Versaterm's discretion, discontinue the Service and use of the Software and refund to Customer any pre-paid and unused portion of the Fees paid by Customer in respect of use of the Software for the remainder of the then-current portion of the Term.

13.4. Notwithstanding the above Versaterm shall have no obligation for any Claim based upon Third Party Components, which are warranted solely by the individual Third Party Supplier.

13.5. This Section 13 states the entire obligations of Versaterm with respect to any infringement of any Intellectual Property Rights of any third party.

#### 14. Customer's Indemnity

Unless not permissible by law, Customer shall defend at its own expense any Claim brought against Versaterm, its affiliates or any of their respective directors, officers, employees, consultants, contractors or agents (each, a "Versaterm Indemnitee"), to the extent such Claim: (i) alleges, directly or indirectly, that any Customer Data infringes any Canadian or U.S. Intellectual Property Right of a third person; (ii) alleges, directly or indirectly, that Customer's use of the Software, services, or products violates or is contrary to applicable law or that this contract is unenforceable as a matter of policy; or (iii) is in relation to Customer's use of the Software, including contrary to applicable law, except however to the extent Versaterm is obligated to indemnify Customer pursuant to Section 13; provided that Customer is given:

- i. prompt written notice of the Claim or of any allegations or circumstances known to Versaterm which could result in a Claim;
- ii. all reasonable information and assistance from Versaterm, at Customer's expense, which Customer may require to defend the Claim; and
- iii. sole control of the defense of the Claim, and all negotiations for its settlement or compromise thereof; provided that Versaterm's express prior written consent shall be required for any such settlement or compromise that (A) does not fully and irrevocably release all Versaterm Indemnitees from any liability of any kind a full release with respect thereto, (B) limits in any manner Versaterm's right to use, distribute or commercialize any Licensed Materials, or (C) that includes any admission of wrongdoing by or creates or is reasonably likely to create any reputational harm to any Versaterm Indemnitee.

#### 15. Exclusion of Other Warranties and Conditions

15.1. EXCEPT AS EXPRESSLY STATED IN THIS MSA, ANY SERVICE SCHEDULE, OR ANY SOW, THE LICENSED MATERIALS, THIRD PARTY COMPONENTS OR ANY SERVICES PROVIDED HEREUNDER, ANY SERVICE SCHEDULE OR ANY SOW ARE PROVIDED ON AN "AS IS", "WHERE-IS" AND "AS AVAILABLE" BASIS, WITHOUT ANY WARRANTY OF ANY KIND. THE REPRESENTATIONS AND WARRANTIES GIVEN BY VERSATERM IN SECTION 11 ARE IN LIEU OF ALL OTHER REPRESENTATIONS, WARRANTIES OR CONDITIONS, WHETHER EXPRESS OR IMPLIED, IN RELATION

TO ANY LICENSED MATERIALS, THIRD PARTY COMPONENTS OR SERVICES PROVIDED UNDER THIS MSA, ANY SERVICE SCHEDULE OR ANY SOW, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT AND THOSE ARISING BY STATUTE OR OTHERWISE IN LAW, OR FROM A COURSE OF DEALING OR USAGE OF TRADE. VERSATERM HEREBY DISCLAIMS ALL LIABILITY AND RESPONSIBILITY FOR ANY THIRD PARTY COMPONENTS OR THE ACTS OR OMISSIONS (INCLUDING WITH RESPECT TO THE PROVISION OF ANY SERVICES) OF ANY THIRD PARTY SUPPLIER.

15.2. CUSTOMER EXPRESSLY ACKNOWLEDGES AND AGREES THAT THE USE AND OPERATION OF ANY SOFTWARE OR THIRD PARTY COMPONENTS, AND THE RESULTS OBTAINED FROM SUCH USE AND OPERATION, ARE AT THE SOLE AND EXCLUSIVE RISK OF CUSTOMER AND THAT VERSATERM ASSUMES NO LIABILITY OR RESPONSIBILITY WITH RESPECT TO ANY RELIANCE UPON THE RESULTS OBTAINED BY CUSTOMER OR ANY THIRD-PARTY.

16. Exclusion of Indirect Damages.

UNDER NO CIRCUMSTANCES WILL VERSATERM BE LIABLE FOR ANY OF THE FOLLOWING UNDER THIS AGREEMENT FOR ANY REASON: (A) SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL, PUNITIVE OR EXEMPLARY DAMAGES OF ANY KIND, INCLUDING WITH RESPECT TO LOSS OF PROFITS, REVENUES, CUSTOMERS OR CONTRACTS, LOSS OF USE OF EQUIPMENT, LOSS OF OR DAMAGE TO DATA OR CUSTOMER RECORDS, REPUTATIONAL HARM, OPERATIONAL OR SERVICE INTERRUPTIONS, BUSINESS INTERRUPTION, OR LACK OF AVAILABILITY OF CUSTOMER MATERIALS OR FACILITIES, INCLUDING CUSTOMER'S COMPUTER RESOURCES, SOFTWARE AND ANY STORED DATA (INCLUDING CUSTOMER DATA) OR RECORDS; OR (B) ANY THIRD-PARTY CLAIMS AGAINST CUSTOMER FOR LOSSES OR DAMAGES (EXCEPT AS EXPRESSLY PROVIDED IN SECTION 13), IN EACH CASE, EVEN IF ADVISED OF THE POSSIBILITY OF SAME OR EVEN IF SAME WERE REASONABLY FORESEEABLE.

17. Limitation of Direct Damages.

THE TOTAL AGGREGATE LIABILITY OF VERSATERM UNDER THIS AGREEMENT IS LIMITED TO THE AMOUNT CUSTOMER PAID VERSATERM FOR THE SERVICES PURSUANT TO WHICH SUCH LIABILITY AROSE OR IS ASSOCIATED DURING THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE DATE ON WHICH THE CLAIM GIVING RISE TO THE LIABILITY AROSE. NOTWITHSTANDING THE FOREGOING, THE LIMITATIONS OF LIABILITY SET FORTH IN THIS SECTION SHALL NOT APPLY TO DAMAGES ARISING FROM VERSATERM'S GROSS NEGLIGENCE OR WILLFUL MISCONDUCT.

## 18. Insurance.

Versaterm shall secure and maintain insurance coverage throughout the MSA and any Service Schedule in amounts that it deems reasonable in its sole discretion.

## 19. Termination.

In addition to any other rights or remedies hereunder:

19.1. Either Party reserves the right to terminate this MSA or any Service Schedule for convenience by providing sixty (60) days written notice to the Customer;

19.2. Versaterm may terminate this MSA and/or any Service Schedule at any time on giving Customer notice in writing if: (i) Customer infringes any copyright or other Intellectual Property Right or other industrial or proprietary right of Versaterm; (ii) in Versaterm's reasonable judgment, Customer's use of the Software poses a security risk to the Software or any third party; (iii) Customer fails to pay in full any sum owed by it under this MSA or Service Schedule within thirty (30) days of the due date therefor; or (iv) Customer fails to observe or perform any other material obligation or covenant required to be observed or performed by it under this MSA or Service Schedule, and solely in the case of (iv) above, such failure continues for a period of thirty (30) days after delivery of written notice by Versaterm to Customer requiring Customer to cure such failure.

19.3. In the event Customer becomes unable to pay future amounts due under any Service Schedule or SOW due to a material reduction in or cancellation of public funding, Customer may terminate the applicable Service Schedule or SOW upon thirty (30) days' written notice to Versaterm, and Versaterm shall be entitled to retain any advance payments made by Customer to Versaterm.

19.4. Subject to applicable law, Customer may terminate this MSA immediately upon giving written notice to Versaterm if Versaterm: (i) makes any general assignment for the benefit of creditors or otherwise enters into any composition or arrangement with its creditors; (ii) is unable to pay its debts as they mature; (iii) has a receiver and/or manager appointed over its assets or an application is made to do so; (iv) becomes bankrupt or insolvent or commits an act of bankruptcy or (v) Versaterm fails to observe or perform any other material obligation or covenant required to be observed or performed by it under this MSA or Service Schedule, and solely in the case of (v) above, such failure continues for a period of thirty (30) days after delivery of written notice by Versaterm to Customer requiring Customer to cure such failure.

## 20. Orderly Termination

20.1. Upon any termination or other expiration of a Service Schedule or SOW or this MSA, each Party shall forthwith return to the other Party all Confidential Information,

documentation, papers, material, and other property of the other Party in its possession or control.

20.2. In addition to the obligations in Section 20.1 above, upon termination of a Service Schedule or upon expiration of the License Term for Software which is not renewed in accordance with the Service Schedule, Customer shall:

20.2.1. immediately discontinue use of the Licensed Materials;

20.2.2. ensure that all Persons using the Licensed Materials pursuant to this MSA cease all use thereof;

20.2.3. promptly (and in any event within five (5) days) return to Versaterm all copies of the Licensed Materials in its (or any Authorized Users' or other Persons' to whom it provided access to any Licensed Materials) possession or control;

20.2.4. permanently erase all Licensed Materials, in whole or in part, from all computer systems, storage devices and other electronic recording systems in Customer's possession or control and cause each Authorized User and each other Person to whom it provided access to any Licensed Materials to do the same;

20.2.5. deliver within thirty (30) calendar days of such termination or expiration a certificate certifying that Customer and all such Persons to whom Customer has provided access to any Licensed Materials have complied with the terms of this Section 20.2, as applicable; and

20.2.6. pay Versaterm the full amount of any charges outstanding, including for any Professional Services performed, as of the date of termination, if any, whether invoiced or not (including any amounts due as late payment charges), and all other monies owing to Versaterm.

## 21. Suspension

If Customer has materially violated the MSA or any Service Schedule, including failure to pay any Fees or any portion thereof when due (other than invoiced amounts disputed in good faith pursuant to Section 8.6), Versaterm may immediately suspend Customer's and each of its Authorized Users' right to access or use any Licensed Materials (including access to the Versaterm Platform) or receive any Services.

## 22. Relationship

This MSA and each Service Schedule and SOW are agreements between separate legal entities and neither Party is the agent, employee, or partner of the other for any purpose whatsoever. The Parties do not intend to create a partnership or joint venture between

themselves. Neither Party shall have the right to bind the other to any Service Schedule with a third-party or to incur any obligation or liability on behalf of the other Party.

### 23. Notices.

Unless specified otherwise in a Service Schedule, all notices, requests, demands and other communications under this MSA and each Service Schedule shall be in writing and shall only be duly given:

23.1. on the date of sending if sent by email to the email address indicated in Section 23.2; or

23.2. on the third business day after posting if sent, during normal postal conditions, by registered or certified mail to the Party for which it is intended and addressed as follows:

To Versaterm at:

**Versaterm Public Safety US, Inc.**  
1 North MacDonald, Suite 500  
Mesa, Arizona, USA  
85201

Attention: Legal Department  
E-mail: [legal@versaterm.com](mailto:legal@versaterm.com)

With copy to:

**Versaterm Public Safety Inc.**  
1331 Clyde Avenue, Suite 400  
Ottawa, Ontario, Canada  
K2C 3G4

To Customer at:

**Manor Police Department (TX)**  
P. O. Box 317  
Manor, Texas, USA  
78653

Attention: Regan Frederick  
Email: [rfr frederick@manortx.gov](mailto:rfr frederick@manortx.gov)

### 24. Waiver.

Any waiver of, or consent to depart from, the requirements of any provision of this MSA or a Service Schedule or SOW shall be effective only if it is in writing and signed by the Party giving it, and only in the specific instance and for the specific purpose for which it has been given. No failure on the part of any Party to exercise, and no delay in exercising, any right under this MSA shall operate as a waiver of such right. No single or partial exercise of any such right shall preclude any other or further exercise of such right or the exercise of any other right. No amendment or variation to this MSA shall be effective unless signed in writing by both Parties.

25. Assignment.

Customer may not assign any rights or benefits under this MSA (including any Service Schedules or SOWs), in whole or in part, to any Person without the express prior written consent of Versaterm. Versaterm may assign its rights and benefits under this this MSA (including any Service Schedules or SOWs) to any Person by providing written notice to the Customer and may contract with any other Person to perform its obligations under this MSA (including any Service Schedules or SOWs) without obtaining Customer's consent to any such contract. Notwithstanding the foregoing, Versaterm may assign its rights and benefits under this MSA (including any Service Schedules or SOWs) to any Person without providing written notice to the Customer if such assignment is due to a corporate restructure, merger, or acquisition.

26. Force Majeure.

Except as expressly provided otherwise in a Service Schedule, dates and times by which Versaterm or Customer is required to render performance (other than dates and times for payment of money) under a Service Schedule or SOW shall be postponed automatically to the extent and for the period of time that Versaterm or Customer, as the case may be, is prevented from meeting them by reason of any causes beyond its reasonable control, provided the Party prevented from rendering performance notifies the other Party promptly and in detail of the commencement and nature of such a cause, and provided further that such Party uses its commercially reasonable efforts to render performance in a timely manner utilizing to such end all resources reasonably required in the circumstances, including obtaining supplies or services from other sources if same are reasonably available.

27. Severability.

If any provision of this MSA or any Service Schedule or SOW is determined to be invalid or unenforceable by a court of competent jurisdiction from which no further appeal lies or is taken, that provision shall be deemed to be severed herefrom, and the remaining provisions of this MSA, Service Schedule or SOW shall not be affected thereby and shall remain valid and enforceable.

28. Survival.

All obligations accrued to the date of termination as well as the Sections of this MSA listed below shall survive the termination of this MSA and any Service Schedule or SOW made pursuant to this MSA for as long as necessary to permit their full discharge: 1, 4.2, 6, 8, 9, 10, 13, 14, 15, 16, 17, 20, 22, 23, 24, 25, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41 and 42.

#### 29. Headings

Section headings used in this MSA or any Service Schedules or SOWs are for convenience of reference only and shall not be construed as defining, limiting, or describing the scope or intent of this MSA or of the Service Schedule or SOW, as applicable.

#### 30. Currency

Unless otherwise specified, all references to monetary amounts, including the symbol "\$", are in respect of American Dollars.

#### 31. Benefits

This MSA and any Service Schedule or SOW made pursuant to this MSA shall be binding upon and ensure to the benefit of the Parties and their respective successors and permitted assigns.

#### 32. Interpretation

In this MSA and each Service Schedule, words in the singular number include the plural and vice versa; words in the masculine gender include the feminine and neutral genders.

#### 33. Good Faith Discussions

Prior to the commencement of any legal proceeding under this MSA or any Service Schedule or SOW, all claims must be raised for good faith discussion between authorized representatives of both Parties with authority to resolve the dispute. Should the claims not be resolved within thirty (30) days of the date of the first request such discussion, each Party shall be free to pursue its legal remedies pursuant to the terms of this MSA.

#### 34. Amendments.

None of this MSA, and Service Schedule or any SOW shall be changed or amended except in writing by an amendment executed by authorized representatives of each Party.

#### 35. Governing Law.

35.1 This MSA, each Service Schedule and each SOW as well as any matters relating to this MSA, any Service Schedule or any SOW, shall be construed and governed by and in accordance with the laws of the State or Province of the Customer and the applicable federal laws of the Customer's country (excluding any conflict of laws rule or principles that might refer such construction to the laws of another jurisdiction).

35.2 Notwithstanding the above, if the Customer is located outside of North America, this MSA, each Service Schedule and each SOW as well as any matters relating to this MSA, any Service Schedule or any SOW, shall be construed and governed by and in accordance with the laws of the State of Delaware and the applicable federal laws of the United States of America (excluding any conflict of laws rule or principles that might refer such construction to the laws of another jurisdiction).

### 36. Entire Agreement.

36.1. This MSA, together with each Service Schedule and SOW and all schedules attachments and exhibits hereto and thereto, constitutes the entire agreement between the Parties with respect to the subject matter hereof. All prior agreements, negotiations, undertakings, and discussions, whether oral or written, are superseded by this MSA and there are no warranties, representations, or covenants between the Parties in connection with this MSA, except as specifically set forth or referred to in this MSA.

36.2. Each Party acknowledges that it has not been induced to enter into this MSA or any Service Schedule by any representations, warranties or covenants not expressly stated herein or therein.

36.3. The Parties agree that any terms or conditions set forth in a purchase order, acknowledgement or any other document or response issued by Customer shall not apply to this MSA or any Service Schedule or SOW shall be deemed automatically rejected by Versaterm without need of any further or additional notice of rejection and void and of no effect.

### 37. Consultants and Agents.

Customer shall ensure that its employees, consultants, contractors and agents comply with the terms and conditions of this MSA and any Service Schedule or SOW to the extent that such Persons are entitled or obligated under the terms hereof or thereof to exercise any rights or perform any obligations hereunder or thereunder. Customer shall be responsible for the actions of all such employees, consultants, contractors and agents.

### 38. Publicity/Press Releases.

Versaterm may reference the existence of this MSA and the business relationship between the Parties for the purposes of: (a) issuing press releases to announce the beginning or

continuation, as applicable, of the business relationship between the Parties; or (b) referencing Customer as a customer of Versaterm including in Versaterm's customer list and other marketing materials.

39. Counterparts.

This MSA, any Service Schedule and any SOW or part thereof or attachment thereto may be executed in any number of counterparts and by exchange of signature pages by electronic mail or by any other electronic means. Each executed counterpart will be deemed to be an original. All executed counterparts taken together will constitute one agreement. The execution of this MSA, any Service Schedule or SOW by electronic mail or by any other electronic means shall be deemed to constitute effective execution of this Agreement as to the parties hereto. Such electronic signatures may be used by the parties in lieu of the original signature page[s] of this MSA, any Service Schedule or SOW for any and all purposes.

40. United Nations.

Pursuant to Article 6 of the United Nations convention on contracts for the International Sale of Goods ("UN Convention"), the Parties agree that the UN Convention shall not apply to this MSA.

41. Extending pricing

Subject to Versaterm's discretion, Customer may extend pricing, terms and conditions of this Agreement to other governmental entities that have signed an intergovernmental agreement with the Customer to be system users.

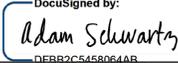
42. Language

The Parties have expressly required that this MSA and all documents and notices relating hereto be drafted in English. Les parties aux présentes ont expressément exigé que la présente convention et tous les documents et avis qui y sont afférents soient rédigés en anglais.

[signature page to follow]

**Versaterm Public Safety US, Inc.:**

**Manor Police Department (TX):**

**By:**  \_\_\_\_\_  
DEBB2C5458064AB...

**By:** \_\_\_\_\_  
*(Signature)*

**Name:** Adam Schwartz \_\_\_\_\_  
*(Printed Name)*

**Name:** \_\_\_\_\_  
*(Printed Name)*

**Title:** CRO \_\_\_\_\_

**Title:** \_\_\_\_\_

**Date:** 01-28-2026 \_\_\_\_\_

**Date:** \_\_\_\_\_

**DRAFT**

**Versaterm Public Safety US, Inc.**

(referred to hereafter as "Versaterm")

1 North MacDonald, Suite 500  
 Mesa, Arizona USA  
 85201

Email address for notices:

[legal@versaterm.com](mailto:legal@versaterm.com)

**SERVICE SCHEDULE**

Manor Police Department (TX) P. O. Box 317 Manor, Texas, USA 78653 rfrederick@manortx.gov (referred to hereafter as "Customer")	Invoices shall be sent to  Manor Police Department (TX) P. O. Box 317 Manor, Texas, USA  Attention: Manor Police Department (TX) Email: rfrederick@manortx.gov  Is a purchase order required? No
Initial Subscription Term: 12 months commencing upon Provisioning	

Item	Quantity	Price per Unit	Discount	Net Total
CommunityConnect Platform: Investigations Module; Includes Portal Feature.	41	\$99.00		\$4,059.00
CommunityConnect Platform: Insights Module	41	\$99.00		\$4,059.00
CommunityConnect Integration & Deployment	1	\$1,750.00		\$1,750.00

Total:	\$9,868.00
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The amounts indicated above are exclusive of sales taxes

**INVOICING**

Versaterm shall invoice the Customer for the above Subscription Fees for the Subscription Services at the beginning of the Initial Subscription Term and annually on each anniversary date for the duration of the Subscription Term.

### **INVOICING TERMS FOR PROFESSIONAL SERVICES FEES**

If Professional Services are under \$100,000 Professional Services Fees shall be invoiced upon the earliest of RFU or 4 months provisioning. If Professional Services are more than \$100,000, they will be invoiced 25% at Provisioning and 75% at earliest of RFU or 4 months from Provisioning

Other :

If Professional Services are for a cloud-migration or adding additional license Professional Services Fees shall be invoiced upon Provisioning

### **SPECIFIC SUBSCRIPTION SERVICES/SERVICES**

The following terms apply to the software and service(s) identified above.

#### **Community Connect**

##### **1. Service Level Agreement**

- A. Up-time Availability. During the Term, Versaterm's API will be operational and available to the Customer at least 99.9% of the time in any calendar month. Note that even during API downtime, once the API availability is re-established, Versaterm will receive all data since the last time the API was available. The Versaterm Platform will generate and send any messages that can still be responsibly sent.
- B. Downtime. Customer agrees that from time to time the Service may be inaccessible or inoperable for various reasons, including (i) equipment malfunctions; (ii) periodic maintenance procedures or repairs which Versaterm may undertake from time to time; or (iii) causes beyond the control of Versaterm or which are not reasonably foreseeable by Versaterm (collectively "Downtime"). Versaterm shall use commercially reasonable efforts to provide twenty-four (24) hour advance notice to Customer in the event of any scheduled Downtime. Versaterm shall use commercially reasonable efforts to minimize any disruption, inaccessibility and/or inoperability of the service in connection with Downtime, whether scheduled or not.

##### **2. Support Services**

- A. Versaterm shall establish, sufficiently staff, and maintain the organization and processes necessary to provide telephone and/or email-based technical support, troubleshooting, error identification, isolation and remediation, and other assistance directly to the Customer and its authorized users.
- B. Versaterm will provide the Customer with any resource containing information that will aid in problem and error resolution and correction, as well as any other technical resources made electronically available to any of Versaterm's other customers.

##### **3. Response Times**

- A. Customer may raise a support issue with Versaterm – CommunityConnect product group, by emailing [support@spidrtech.com](mailto:support@spidrtech.com) or phoning 877-746-8276. Versaterm shall endeavor to respond in a timely fashion based on the priority and description highlighted below. It is recommended to phone for priority 0.
- B. Versaterm is deemed to have responded when it has replied to the Customer’s initial request. This may be in the form of an email or telephone call, to either provide a solution, request further information, or propose an ETA for a solution.
- C. Initial target response times depend on the priority of the item(s) affected and the severity of the issue. They are shown in the table below:

Priority	Response Time	Description
Priority 0	< 1 hour	Complete Degradation – Impacts entire agency. CommunityConnect Tech API completely unavailable
Priority 1	< 2 hours	Significant degradation – critical functional unavailable, business impacting. Incorrect/misleading messages
Priority 2	1 business day	Limited degradation: minor functionality unavailable, business processes can continue. Message schedule and timelines Administrative interface issues
Priority 3	Best Effort	Very minor degradation: no business process impact
Priority 4	Best Effort	General support requests such as configuration changes

- D. Response times apply to typical business hours. Commercially reasonable efforts will be used for cases after normal business hours and on holidays, as necessary to support Versaterm’s obligations under the Service Schedule. Complete outages are monitored and acted upon 7x24x365.

**4. Resolution times**

- A. Versaterm shall endeavor to use commercially reasonable effort to resolve problems as swiftly as possible. Versaterm does not guarantee resolution times.

## 5. Security

- A. Versaterm performs background checks on all employees, including criminal records checks in accordance with the residency of the employee, sex offender registry checks, motor vehicle records, and credit history (as permitted by law) in addition to identity verification and work authorization checks. All employees are required to take annual security training and may be required to take additional security training based on their authority to access specific information or information systems. Additional background checks required by a Customer can be accommodated on prior notice at Customer's time and expense. Project or Service delays due to acquiring Customer-specific background checks are not included in the calculation of response times and availability under this service schedule.
- B. Where Versaterm has ongoing access to Criminal Justice Information (CJI), such access shall be limited to those employees who have or are escorted by those who have passed a fingerprint-based background check as required by the Criminal Justice Information Systems (CJIS) Security Policy. Customer agrees to escort Versaterm personnel for access to CJI on Customer's premises or when temporary access to CJI is necessary.
- C. Customer acknowledges and agrees that CommunityConnect Tech Services are hosted by Amazon Web Services (AWS) GovCloud. Information on AWS security compliance programs is available at: <https://docs.aws.amazon.com/govcloud-us/latest/UserGuide/govcloud-compliance.html>. Documentation describing Versaterm's deployment on AWS GovCloud is available on request.
- D. Versaterm will and does not install, own, or manage any equipment within your agency's network. Our Services are hosted in the cloud, and the networks talk to each other via a secure Virtual Private Network (VPN) or API.
- E. For the provision of the Subscription Services Versaterm utilizes a Federal Information Processing Standard (FIPS) 140-2 compliant encryption method to encrypt CJI at rest, including database backups and volumes.
- F. Email services for the agency subdomain are secured using Sender Policy Framework (SPF) and Domain Keys Identified Mail (DKIM) records. Web services are secured using Secure Sockets Layer (SSL) certificates and Transport Layer Security (TLS) connections.
- G. Customers acknowledge that user role security can be optimized by using the agency's Single Sign On (SSO) provider which can include multi-factor authentication.

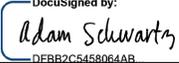
## 6. Professional Services (if applicable)

- A. The Professional Services related to the implementation of the Software are further defined in the Statement of Work appended to this Service Schedule as Schedule A.

This "Service Schedule" is entered into as of the date of the last signature set forth on the signature page hereto (the "Effective Date"), by and between Versaterm Public Safety US, Inc. and Customer. The Service Schedule and its schedules (if applicable) are incorporated into that certain Master Software and Services Agreement between Customer and Versaterm ("MSA"). The terms and conditions that are specific to this Service Schedule are set forth herein. In the event of a conflict

between the provisions of this Service Schedule and the Master Agreement, the provisions of Section 2 a) of the MSA shall control such conflict. Each person signing this Service Schedule has the full authority to execute this Service Schedule.

**Versaterm Public Safety US, Inc.:**

**By:**   
\_\_\_\_\_  
(Signature)

**Name:** Adam Schwartz  
\_\_\_\_\_  
(Printed Name)

**Title:** CRO  
\_\_\_\_\_

**Date:** 01-28-2026  
\_\_\_\_\_

**Manor Police Department (TX):**

**By:** \_\_\_\_\_  
(Signature)

**Name:** \_\_\_\_\_  
(Printed Name)

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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## **Schedule A Statement of Work**

### **1. Deliverables**

The Implementation Team will deliver the following:  
The CommunityConnect modules identified in the Service Schedule  
Language support for : English, Spanish, French

### **2. Project Kickoff**

The Versaterm team will host a pre-kickoff meeting at a mutually agreed time to review the implementation process with the agency's team and will then schedule a kickoff meeting. At the kickoff meeting, the parties shall establish a project timeline that is based on the parties' availability and resources.

There are two concurrent phases to the CommunityConnect deployment process: technical deployment and non-technical deployment.

The typical CommunityConnect implementation timeframe is approximately 30 - 60 days depending on the availability of the required resources. Implementation that requires more than 100 hours or is not completed in 90 days from KickOff, due to no fault of Versaterm may be subject to additional charges.

### **3. Versaterm Project Roles and Responsibilities**

Versaterm's project team will include an Implementation Manager ("IM"), Deployment Engineer ("DE"), and a Partner Success Manager ("PSM"). Versaterm's project team will provide services remotely via teleconference, web-conference, or other remote method in filling its commitments as outlined. The personnel role descriptions noted below provide an overview of typical project team members.

#### **A. Implementation Manager**

An IM will be assigned as the principal Versaterm representative and point of contact for your agency, during the implementation and deployment. The IM's responsibilities include:

- All non-technical tasks over the course of the deployment process.
- Manage the Versaterm responsibilities related to implementation.
- Maintain the project schedule and coordinate agency resources.
- Manage the change order process per the agreement.
- Report project status and risks.

Conduct status meetings.

### **B. Deployment Engineer**

The DE is responsible for the delivery of the technical elements of the solution, meeting contracted requirements. DE's will support your agency in a technical capacity throughout the project duration.

### **C. Partner Success Manager**

A Partner Success Representative will be assigned to your agency at the start of the project to be the agency's trusted advisor post deployment, Responsibilities include:

- Assist the agency with maximizing the value of their CommunityConnect.
- Manage, escalate, and log issues with Support, Product Management, and Sales.
- Conduct business reviews and share information on product features.

## **4. Agency Project Roles and Responsibilities**

Successful implementation relies on a committed project team participating in project activities. The agency project team should be engaged from project initiation through beneficial use of the system.

### **A. Project Manager/Agency Champion**

The Project Manager ("PM") will act as the main agency point of contact for the project's duration. The PM's responsibilities include:

- Communicate and coordinate with other project participants including the IM.
- Manage the agency project team, including vendors and subcontractors.
- Evaluate progress against the project schedule.
- Attend status meetings.
- Respond to issues related to project progress.
- Ensure network access and other technical details are available for the DE.
- Signoff on milestone certifications and change orders.

### **B. Subject Matter Experts**

The PM will need support from operational decision makers including subject matter experts in the operations of the agency related to 911 response, crime reporting, investigations and case processes. Other key resources needed during implementation are:

Technical Points of Contact- network, database, system, or domain administrators

Security Officer – primary resource for verifying data security is met to the agency’s standard.

Public Information Officer – responsible for branding, media releases, etc.

Training Officer - A representative who will serve as the internal agency trainer.

## 5. Interface Implementation

CommunityConnect interfaces are provided to the agency and are flexible and can be tailored to meet the specific requirements of your agency. Interfaces connect to your RMS, CAD and CMS systems as applicable to extract the data required to operate the system and to give your agency the most value. This information is securely transmitted from your server to the CommunityConnect Service.

### A. Data Used

Versaterm limits the use of agency data to the data needed to power and monitor the system. The platform requires CAD, RMS and CMS (if applicable) event metadata, examples include CAD event number, timestamps, call type, reporting party phone number, case report number, report date & time, division/beat, case management information, involved parties, etc. During deployment an Interface Control Document (ICD) can be provided for review.

The agency has the responsibility that no CJIS/CPIC data is extracted and transmitted to the Service.

### B. Configuration

The Software is highly configurable and modular, allowing for customization to match your agency’s policy. Configuration options include:

- Call types & offense codes that send messages and those that won’t
- Recipient role definitions
- Age exclusions for communications
- Contents of each message
- Time to delay before sending a message
- Time windows for “Do Not Disturb”
- Maximum age of data to act on

## 6. Quality Assurance

Versaterm's work is considered complete, once the interfaces are connected, messages are configured, and surveys are built.

Agency task completion will occur in a way that enables the CommunityConnect team to complete their tasks without delay. The agency will provide CommunityConnect written notification, to the IM, that it does not accept the completion of a task or rejects a CommunityConnect notification within five (5) business days of completion or receipt of the notification.

## **7. Training**

Versaterm makes its CommunityConnect software easy to realize its full capabilities. The implementation team conducts Train-the-Trainer sessions, and will provide online training and training materials for your agency throughout the life of the partnership.

## **8. Invoicing Professional Services**

Any Professional Services indicated in the Service Schedule shall be invoiced as follows: 25% of fees paid at provisioning and 75% at earliest of RFU or 3 months.