



POLICE DEPARTMENT

CHARTER TOWNSHIP OF WHITE LAKE

MATTHEW IVORY
CHIEF OF POLICE

July 30, 2026

Rik Kowall, Township Supervisor
White Lake Township

RE: PHONE/RADIO RECORDING EQUIPMENT REFRESH

As with most police agencies, the need to record and preserve phone calls and radio traffic is paramount. The nature of our work requires that we have the ability to pull phone calls and audio logs for a myriad of reasons. Quality control, court discovery, internal investigations, and Freedom of Information Act (FOIA) requests come into the police station on a daily basis. The system we currently use is the Equature Recording Solution. This recording solution was approved by the Township Board in 2022 and has worked flawlessly for the past four years. With the new Public Safety Building (PSB) nearing completion and the five-year contract with Equature coming to an end, we find ourselves in need for refreshing the equipment, as well as adding additional equipment/licenses in order to meet the demands of the new building.

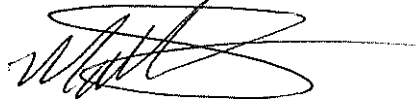
It should be noted that Equature is the selected solution of choice for all Public Safety Answering Points (PSAPs/Dispatch Centers) across Oakland County, including Oakland County Central Dispatch. Despite having our own Equature Recording System, Oakland County also maintains various recording channels for all other PSAPs as a redundant back-up, should our system experience problems. Because of the prior relationship with Equature and taking into consideration that this solution is accepted County-wide as the sole source provider of recording equipment, I reached out to our Equature representative, Paul Frezza, to address the need for updated systems and added lines of recording. Mr. Frezza has been brought into the design and planning phase of the new PSB. It should be additionally noted that IT rack space is at a premium and selecting another vendor would require both recording systems be in place for an indeterminate amount of time, taking up further rack space and requiring additional monies be spent to accommodate this increase.

I received a quote from Mr. Frezza which is broken into a five (5) year contract. The year one payment is higher than the remaining years because of implementation. Year one will cost \$23,254.06, with the additional four years each being \$14,949.04. This takes into consideration all of the new phones that need to be recorded as well as three streams for recording the new Carbyne 911 call handling equipment. Should an additional one to three dispatch stations be installed before the end of this contract, we will be able to add recording capability at those stations for the additional cost of three licenses. Mr. Frezza has advised that this can occur at any time.

As it pertains to the total cost of this recording solution, the final landed price, including the cost of shipping and installation, is \$83,050.22. I respectfully request that this purchase be brought before the Township Board for consideration during the August Board of Trustees' meeting.

I have attached all supporting documentation for your review and am available for any questions, comments, or concerns that may arise.

Sincerely,

A handwritten signature in black ink, appearing to read 'Matt', with a large, loopy flourish extending to the right.

Matthew Ivory
Chief of Police



WHITE LAKE TOWNSHIP PD - UPGRADE & RENEWAL

Prepared for

White Lake Township Police Department

7525 Highland Rd
White Lake, MI 48383
United States

Equature

18311 W 10 Mile Road
Southfield, MI 48075

Paul Frezza
pfrezza@equature.com



EXECUTIVE SUMMARY

Equature empowers organizations to enhance safety, performance, and operational intelligence through innovative communication and training technologies. Our solutions are designed to unify critical communication, streamline data management, and strengthen decision-making — all within a secure, scalable platform.

The Equature ecosystem includes advanced recording and incident replay, AI-driven analytics such as automated transcription, call summarization, tagging, and SmartScore AutoQA, and tools for interactive learning and workforce development like SmartSim and Apprentice. Equature also offers SmartAgent, an AI-powered voice assistant that helps organizations manage routine, non-emergency call volume by intelligently engaging callers, capturing relevant information, and delivering consistent, accurate responses — allowing staff to remain focused on higher-priority interactions.

Together, these capabilities provide a seamless environment for capturing, analyzing, automating, and improving every aspect of your team's communication and performance.

Each deployment is supported by Equature's 24×7×365 U.S.-based service team, ensuring reliability and success at every stage of the partnership. Whether implementing a new recording platform, expanding with communications intelligence, introducing AI-driven call handling with SmartAgent, or enhancing training and QA programs, Equature delivers proven technology and expert support focused on one mission — helping you perform at your best when it matters most.

2 SOLUTION & PARTNERSHIP OVERVIEW

Solution & Partnership Overview

Equature provides a comprehensive communications intelligence ecosystem designed to improve operational efficiency, enhance decision-making, and strengthen organizational performance. Our integrated suite of solutions includes recording, analytics, training, and field connectivity—each built to help teams capture, understand, and act on information in real time.

Unified Technology Platform

- **Recording & Replay:** Reliable capture of 911, radio, and administrative audio with secure, tamper-evident storage and intuitive retrieval tools.
- **AI-Driven Intelligence:** Automated transcription, call summarization, tagging, and SmartScore AutoQA deliver actionable insight without manual review. Equature also offers SmartAgent, an AI-powered voice assistant that helps manage routine, non-emergency call volume by intelligently engaging callers, capturing relevant information, and providing consistent, accurate responses—allowing call-takers and dispatchers to stay focused on higher-priority incidents.
- **Training & Simulation:** SmartSim and Apprentice platforms provide scenario-based learning and QA-driven improvement opportunities for dispatchers and supervisors.
- **Field Collaboration:** Equature Connect enables secure sharing of live audio, video, and GPS data between the field and command center.

Commitment to Partnership

Every deployment is backed by Equature's White Glove Service, ensuring a seamless experience from installation through ongoing system optimization. Our 24x7x365 U.S.-based support team provides continuous monitoring, proactive assistance, and regular software updates to maintain reliability and performance throughout the system's lifecycle.

Program Benefits

Choosing Equature delivers lasting operational and organizational value:

- **Efficiency:** Reduce time spent on manual reviews, improve quality assurance workflows, and alleviate routine call handling through AI-assisted automation.
- **Transparency:** Centralized, searchable data enhances accountability and reporting.
- **Future Readiness:** Scalable platform designed to support next-generation AI capabilities, including intelligent call handling, analytics, and integrations.
- **Cost Stability:** Multi-year partnership options lock in pricing and eliminate unplanned expenses.

Equature's goal is simple—to serve as a trusted technology partner, ensuring your agency or organization operates more efficiently, communicates more effectively, and performs at its highest level when it matters most.

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PRICING

#20260409-102813986

Issued
April 9, 2026
Expires
September 1, 2026

Any/All Prepaid or Unused Maintenance will be applied to the Solution Agreement.
Additional VoIP License (Increases Annual Investment by \$184.50)

Item ID	Products & Services	Billing Frequency	Term in Months	Quantity
EQADVSRVR	Equature Advanced Server - PPP		60	1

Item ID	Products & Services	Billing Frequency	Term in Months	Quantity
EQCORE	Equature Core License - PPP		60	1
EQCARBYNE	Carbyne Integration - PPP		60	1
EQLD1609-EH	16 Port Analog Card - PPP		60	1
EQA001	Analog Voice License - PPP		60	10
EQV001	VoIP License - PPP 3 Carbyne Cloud 30 Admin VoIP		60	33
EQCI-T2	Communications Intelligence - Tier 2 - PPP EQT2: Transcription, Summaries, & Call Classifications		60	5
EQSIM	SmartSim 1200 Calls Per Year		60	1
EQ-INST	Installation			1
PROFSVCS	Professional Services			1

Premier Partner Program Plan

Name	Due date	Amount
Year 1 (Solution, Implementation & Maintenance)	08/31/2026	\$23,254.06
Year 2 (Solution & Maintenance)	August 31, 2027	\$14,949.04
Year 3 (Solution & Maintenance)	August 31, 2028	\$14,949.04
Year 4 (Solution & Maintenance)	August 31, 2029	\$14,949.04
Year 5 (Solution & Maintenance)	August 31, 2030	\$14,949.04

4 TERMS OF AGREEMENT

Procurement & Payment Allocations are contingent on Board Approval on the White Lake Township August agenda.

MASTER SERVICES AGREEMENT

This Master Services Agreement ("Agreement") is entered into by and between Equature (hereinafter the "PROVIDER") and the above-designated entity (hereinafter the "CUSTOMER"). Upon acceptance of this Agreement by an authorized officer of the PROVIDER, this Agreement governs all products and services purchased by the CUSTOMER from the PROVIDER.

The pricing, term, and scope of products and services are set forth in QUOTE Reference No. 20260409-102813986 (hereinafter the "QUOTE"). The QUOTE, including all referenced exhibits, is incorporated herein by reference and, together with this Agreement, forms the entire agreement between the parties.

1. DEFINITIONS

For purposes of this Agreement:

- **Hardware:** Servers, components, appliances, recording interfaces, workstations, or other physical equipment furnished by the PROVIDER.
- **Installed Software:** Software installed on CUSTOMER-owned or PROVIDER-provided hardware, including Equature ViewPoint, media management tools, and other on-premises modules.
- **Cloud Services:** Hosted or cloud-delivered services operated and maintained by the PROVIDER, including web portals, cloud-hosted software instances, and the Nexus Cloud platform where AI Services are performed and results are delivered to the CUSTOMER's environment.
- **AI Services:** Automated or machine-learning-based services that analyze or produce outputs such as transcription, summarization, classifications, call classifications, summaries, AutoQA evaluations, intent detection, automated call handling, and SmartSim.
- **Maintenance Services:** Services provided to ensure proper functioning of Hardware and Installed Software, including support, updates, and diagnosis, as defined in the QUOTE.
- **Professional Services:** Implementation, installation, training, configuration, integration, or consulting work performed by the PROVIDER.
- **Data:** Any CUSTOMER recordings, logs, transcripts, metadata, or other information generated or collected through the use of PROVIDER products or services.
- **Anonymized Data:** Data processed so that PII, PHI, and other sensitive information is removed or obscured in compliance with applicable laws such that no individual, entity, or CUSTOMER can reasonably be identified.
- **Permitted Purposes:** PROVIDER's internal business purposes, including product improvement, research, development, machine-learning training, statistical analysis, and aggregated reporting.

2. SCOPE AND TERM

The PROVIDER agrees to furnish to the CUSTOMER maintenance, service, and other products and services in accordance with the details outlined in the applicable QUOTE.

The PROVIDER agrees to provide turn-key services as outlined in the QUOTE, including all required hardware, software, maintenance, support, warranty, and monitoring, as applicable.

The term of this Agreement, including any renewal or extension provisions, shall be as stated in the applicable QUOTE and governed by the terms therein. In the event of conflict between the QUOTE and this Agreement, the QUOTE shall govern.

2.1 Trial Period

Where explicitly designated in the QUOTE, the PROVIDER may offer a trial period for Cloud Services or AI Services to allow the CUSTOMER to evaluate functionality prior to full commitment.

Trial Terms:

- The trial period duration, scope of services, data limits, and user access shall be specified in the QUOTE.
- Trial services are provided "as is" without warranty of any kind, express or implied.
- The PROVIDER may suspend or terminate trial access at any time without notice or liability.
- The CUSTOMER agrees not to use trial services for production, live emergency call handling, or mission-critical operations.

Data and Conversion:

- Data created during the trial may be retained for up to thirty (30) days following trial conclusion.
- If the CUSTOMER converts to a paid agreement within thirty (30) days of trial completion, trial data will be migrated to the production environment at no additional cost.
- If the CUSTOMER does not convert within thirty (30) days, all trial data will be permanently deleted unless otherwise agreed in writing.

No Payment Obligation:

- Unless otherwise stated in the QUOTE, trial services are provided at no charge.
- The CUSTOMER is not obligated to purchase services following trial completion.
- Standard payment terms apply upon conversion to a paid agreement as specified in the QUOTE.

Confidentiality:

- Trial services are considered Confidential Information of the PROVIDER.
- The CUSTOMER agrees not to disclose trial results, performance metrics, or service capabilities to third parties without the PROVIDER's prior written

consent.

3. CUSTOMER RESPONSIBILITIES

The CUSTOMER agrees to:

- Provide required information, access credentials, network configuration details, and other dependencies identified by the PROVIDER.
- Coordinate required third-party vendors (telephony carriers, PBX vendors, CAD vendors, radio vendors, IT providers) to support installation and ongoing services.
- Maintain suitable network, power, and environmental conditions for proper operation of Hardware, Installed Software, Cloud Services, and AI Services.
- Not route live emergency or life-safety calls to AI Services for primary call handling unless explicitly stated in the QUOTE and approved in writing by the PROVIDER.
- Notify the PROVIDER of material changes to infrastructure, telephony routing, or workflows that may affect the services.

Failure to meet these responsibilities may result in delays or incomplete installation. The PROVIDER may charge additional fees for subsequent visits or rescheduling, communicated in advance and payable under the Payment Terms.

4. PAYMENT TERMS

4.1 Invoicing

The CUSTOMER shall make payments in accordance with the schedule and amounts specified in the QUOTE. Unless a written payment schedule is expressly attached to and incorporated into the QUOTE, all invoices are due within fifteen (15) days of receipt of the invoice (Net 15). Any attached payment schedule shall govern solely with respect to the invoices covered by that schedule.

4.2 Cure Period and Suspension

If payment is not received by its due date, the PROVIDER will issue a written notice specifying the overdue amount. The CUSTOMER shall have a thirty (30) day cure period from the original due date to remit payment. If payment remains overdue beyond the cure period, the PROVIDER may suspend services until the balance is paid in full. Suspension does not relieve the CUSTOMER of obligations or limit the PROVIDER's other rights or remedies.

4.3 Expired Maintenance / Time-and-Materials

Failure to renew maintenance or this Agreement will result in the CUSTOMER forfeiting priority support status. All service and support will transition to a time-

and-materials billing structure at the PROVIDER's prevailing hourly rates. Before initiating any analysis, troubleshooting, training, or other activities in this mode, the PROVIDER will provide an estimate and require a purchase order or written authorization from the CUSTOMER. Time-and-materials work will be handled on a first-come, first-served basis, with priority given to customers with active maintenance agreements. Renewal options may include multi-year or one-year agreements as stated in the QUOTE.

5. CLOUD SERVICES AND AI SERVICES

5.1 Cloud Services

The PROVIDER will use commercially reasonable efforts to maintain availability of Cloud Services. No specific uptime guarantee applies unless explicitly stated in the QUOTE. The CUSTOMER is responsible for internet access, carrier routing, network infrastructure, firewall rules, and any third-party systems required for Cloud Services. Temporary interruptions for maintenance, hosting provider outages, or network issues do not constitute a breach.

5.2 AI Services

AI Services use probabilistic models and may occasionally generate incorrect or incomplete outputs. The PROVIDER does not warrant the accuracy, completeness, or appropriateness of AI-generated results. AI Services are designed to support emergency services operations through post-call analysis, transcription, quality assurance, and operational insights. AI Services are not intended to handle live emergency or life-safety calls directly unless explicitly stated in the QUOTE and approved in writing by the PROVIDER. The CUSTOMER shall not route live emergency calls to AI Services for primary call handling without such written authorization. Subject to the Limitation of Liability section, the PROVIDER is not liable for decisions or actions taken in reliance on AI outputs except in cases of gross negligence or willful misconduct.

6. MAINTENANCE, SUPPORT, AND PROFESSIONAL SERVICES

6.1 Maintenance Agreement Charge / Coverage

Where maintenance is purchased, the annual payment includes labor, parts, and support services required for proper functioning of the hardware and software, and upgrades to the Equature software version. It does not include:

- Hardware upgrades
- Operating system upgrades or updates
- Consumable supplies or external factors outside the PROVIDER's control

The PROVIDER will furnish maintenance, technical support, and service for the recording system under this Agreement. Support includes hardware, software, interfaces, and custom integrations explicitly agreed to as part of the QUOTE. It does not extend to custom integrations developed separately from the original agreement.

6.2 Exclusions and Additional Charges

Maintenance Services do not include:

- Repairs necessitated by unauthorized modifications or misuse
- Onsite support for CUSTOMER-requested changes outside the QUOTE
- Third-party telephony, carrier, PBX, CAD, or radio issues
- Microsoft Windows hot fixes, updates, and service packs
- Anti-virus, anti-malware, and anti-spyware software (assistance may be offered at cost and at the PROVIDER's discretion)
- Hardware upgrades unless purchased separately

The PROVIDER is not responsible for any data loss, service interruption, or system malfunction caused by factors outside its control, including but not limited to:

- Acts of God (natural disasters, terrorist attacks, war)
- Malicious attacks (hacking, ransomware, data breaches)
- Customer infrastructure failures (network outages, switches, firewalls, servers not provided by the PROVIDER, telephony carrier or PBX issues, radio console failures, CAD/RMS system issues)
- Environmental conditions (power outages, electrical surges, insufficient HVAC, water damage, improper physical handling of equipment)
- Customer or third-party actions (unauthorized configuration changes, network modifications, software updates, equipment relocation, user error)
- Third-party software or operating system updates (Windows patches, antivirus quarantines, firmware updates, database utilities)
- Hardware failures not caused by PROVIDER negligence (normal component wear, drive failures, RAID failures)

The PROVIDER will provide support and assistance with troubleshooting these issues, but the PROVIDER is not liable for resulting data loss, delays, or damages. Related work may be billable if outside the QUOTE or maintenance coverage.

Additional charges apply only where explicitly excluded, and only after the PROVIDER issues a written estimate and receives prior written approval from the CUSTOMER. No billable work will commence without such approval.

6.3 Technical Support, Monitoring, and Process

The PROVIDER provides 24/7/365 technical support by phone at 888-305-3428 and email at support@equature.com. Upon notification of a malfunction, the PROVIDER assigns a service technician. The CUSTOMER shall provide necessary access, including passwords used in normal operation. Remote troubleshooting is attempted first; if unsuccessful, onsite support may be dispatched and may be billable if due to CUSTOMER or third-party causes.

The PROVIDER monitors systems in real time and responds to alerts based on severity: critical failures are addressed immediately, high-priority failures by the next business day, and standard failures within two business days. Issues are reported by the CUSTOMER via phone or email, assigned a severity level, and escalated to engineering or vendors as needed. Status updates are provided, and onsite visits are scheduled if required. If support personnel cannot resolve an issue within a reasonable time, the PROVIDER will escalate to its Engineering Department or appropriate vendor.

6.4 Professional Services

Professional Services (implementation, installation, configuration, training, migration, consulting) are performed in accordance with the QUOTE. If a visit cannot be completed due to CUSTOMER readiness issues (including unavailable access, credentials, or vendors), the PROVIDER may charge additional fees for subsequent visits or rescheduling, communicated in advance and payable under the Payment Terms.

7. DATA RETENTION POLICY

The PROVIDER shall maintain CUSTOMER data stored on the Equature system for up to five (5) years, including recordings, logs, metadata, and related files retained on PROVIDER's servers or associated storage.

Upon implementation of new hardware or replacement systems, the PROVIDER will migrate up to five (5) years of existing data from the previous system to the new system at no additional cost.

If the CUSTOMER requires data retention beyond five (5) years, a separate Data Archive Plan must be established. This plan may include additional costs for long-term storage, retrieval, or restoration, as defined by the PROVIDER's options at the time of request.

The PROVIDER is not responsible for maintaining or restoring data beyond the defined five-year retention period unless covered under an active Data Archive Plan. The CUSTOMER is responsible for identifying data requiring extended retention or archival.

8. USE OF ANONYMIZED DATA

The CUSTOMER grants the PROVIDER a non-exclusive, royalty-free, worldwide, perpetual license to collect, process, anonymize, store, and use Anonymized Data for the Permitted Purposes, subject to the CUSTOMER's opt-out right.

The PROVIDER will handle Data and Anonymized Data in accordance with applicable laws, including HIPAA, GDPR, and relevant state privacy laws, and will use industry-standard techniques (redaction, aggregation, pseudonymization, de-identification) so Anonymized Data cannot reasonably be used to identify the CUSTOMER, its personnel, or individuals involved in recorded communications. The PROVIDER will not attempt to re-identify Anonymized Data or combine it with other data for that purpose.

The CUSTOMER may opt out at any time by written notice to info@equature.com or through any administrative interface provided. Upon receipt, the PROVIDER will cease further use of CUSTOMER Data for anonymization and Permitted Purposes on a going-forward basis. Anonymized Data created before opt-out may continue to be used only in aggregated and non-attributable form. Opting out does not affect the validity of this Agreement or the CUSTOMER's payment obligations, and does not entitle the CUSTOMER to any refund or fee reduction.

The CUSTOMER retains all ownership rights in original Data. The PROVIDER will treat Data, prior to anonymization, as Confidential Information and will not disclose it to third parties without the CUSTOMER's prior written consent, except as required by law. Ownership of Anonymized Data belongs to the PROVIDER, subject to the restrictions in this Agreement.

The PROVIDER will maintain records of anonymization processes and use of Anonymized Data for three (3) years following termination. Upon reasonable request and at the CUSTOMER's expense, the PROVIDER will permit the CUSTOMER or its designated auditor to review such records once per calendar year to verify compliance, in a manner that does not unduly interfere with the PROVIDER's operations. This section survives termination or expiration.

9. WARRANTY

The PROVIDER warrants that all hardware and installed software provided will be free from defects in materials and workmanship during the warranty period defined in the applicable QUOTE, provided that (a) the CUSTOMER maintains an active Maintenance Services plan, and (b) the hardware is within five (5) years of the system's original installation or initial acceptance date, whichever occurs first. During such warranty period, the PROVIDER will repair or replace defective components at no additional cost to the CUSTOMER.

Cloud Services and AI Services are provided using commercially reasonable efforts and otherwise on an "as is" basis, except as expressly stated in this Agreement or the QUOTE. The PROVIDER does not warrant that Cloud Services or AI Services

will be error-free or uninterrupted, or that outputs will be accurate, complete, or suitable for any particular purpose.

Except as expressly set forth in this Agreement, the PROVIDER disclaims all other warranties, express, implied, statutory, or otherwise, including implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

10. MATERIAL BREACH, TERMINATION, AND FORCE MAJEURE

In the event of a material breach, the non-breaching party shall provide written notice specifying the breach and a ninety (90) day cure period. If the breach is not remedied within that period, the non-breaching party may terminate this Agreement with immediate effect. Upon such termination, the non-breaching party is relieved of further obligations except for accrued rights and remedies.

Early termination by the CUSTOMER (where permitted) results in: (a) payment of all amounts accrued through the termination date; (b) a prorated penalty based on the remaining contract term and services rendered as specified in the QUOTE; and (c) an additional termination penalty equal to fifty percent (50%) of the total remaining contract value, except where termination is due to the PROVIDER's material breach.

Neither party is liable or deemed in default for delay or failure in performance or interruption of service resulting from events beyond its reasonable control, including acts of God, acts of government, war, national emergency, accidents, fires, riots, strikes, labor disputes, pandemics, damage to or delay of equipment in transit, or failures of carriers, hosting providers, or other third-party infrastructure.

11. CONFIDENTIALITY AND INTELLECTUAL PROPERTY

Each party will protect the other's Confidential Information with at least the same degree of care it uses for its own similar information, and not less than reasonable care. Confidential Information may be used only to perform this Agreement and disclosed only to personnel or contractors with a need to know and equivalent confidentiality obligations. These obligations do not apply to information that is public through no fault of the receiving party, received lawfully from a third party, independently developed, or required to be disclosed by law (with prompt notice where permitted).

As between the parties, the PROVIDER retains all right, title, and interest in and to Hardware designs, Installed Software, Cloud Services, AI Services, documentation, and related intellectual property, including enhancements developed while performing this Agreement. The CUSTOMER retains all right, title, and interest in and to its Data. No IP is assigned under this Agreement. The PROVIDER grants the CUSTOMER a non-exclusive, non-transferable (except as permitted under Assignment) license to use the products and services identified in the QUOTE for

the CUSTOMER's internal business purposes during the applicable term, subject to this Agreement.

12. LIMITATION OF LIABILITY

To the maximum extent permitted by law:

- Neither party is liable for incidental, indirect, punitive, special, or consequential damages, including lost profits, lost data, or business interruption, even if advised of their possibility.
- The PROVIDER's total aggregate liability arising out of or related to this Agreement shall not exceed the fees paid by the CUSTOMER under the applicable QUOTE during the twelve (12) months preceding the event giving rise to the claim.
- The PROVIDER is not liable for telephony carrier issues, network outages, improper routing, third-party system failures, or CUSTOMER misconfigurations.

These limitations apply to all theories of liability except for amounts that are required to be paid (e.g., unpaid fees) or where liability cannot be limited by law.

13. ASSIGNMENT, GOVERNING LAW, SURVIVAL, ENTIRE AGREEMENT

This Agreement may not be assigned, transferred, sublet, or pledged by either party without the other's written consent, except to an affiliate under common control or a successor by merger or acquisition that assumes all obligations.

This Agreement is governed by and construed in accordance with the laws of the State of Michigan, exclusive of its conflict of law rules.

All obligations accrued but unfulfilled prior to expiration or termination, and provisions relating to payment, data rights, anonymized data, confidentiality, limitation of liability, and dispute-related rights, shall survive expiration or termination.

This Agreement, together with any incorporated QUOTES and exhibits, constitutes the entire agreement between the CUSTOMER and the PROVIDER and supersedes all prior proposals, agreements, commitments, or representations, whether oral or written, with respect to the PROVIDER's services.

5 ACCEPTANCE

Signature

Signature

Date

Printed name

Print