

This Master Service Agreement ("Agreement") is between **CENTURYLINK COMMUNICATIONS, LLC** ("CenturyLink") and **MARION COUNTY, A POLITICAL SUBDIVISION OF THE STATE OF FLORIDA** ("Customer") and is effective on the date the last party signs it (the "Effective Date"). This Agreement provides the terms and conditions applicable to Customer's purchase of products and services ("Service") from CenturyLink.

1. Term. The term of the Agreement will commence on the Effective Date and continue until the expiration of the last Service term, unless earlier terminated in accordance with the Agreement ("Term").

2. Service. CenturyLink will provide Service in accordance with the Agreement, including all applicable Service Schedules, Service Exhibits, Statements of Work, Order(s), pricing attachments, and any other documents that are attached or expressly incorporated into the Agreement ("Service Attachments"). The following Service Attachments, if any, are initially attached and incorporated into the Agreement. At CenturyLink's discretion, additional Service Attachments may be added by Amendment or by Customer placing an Order.

▪ **Sales/Installation/Maintenance Service Schedule**

3. Order(s). Customer may submit requests for Service in a form designated by CenturyLink ("Order"). The term for a Service is defined in the applicable Service Attachment ("Service Term"). Unless otherwise set forth in a Service Attachment, Service will continue month-to-month at the expiration of the Service Term at the existing rates, subject to adjustment by CenturyLink on 30 days' written notice. CenturyLink will notify Customer of acceptance of requested Service in the Order by delivering (in writing or electronically) the date by which CenturyLink will install Service (the "Customer Commit Date"), by delivering the Service, or by the manner described in a Service Attachment. Renewal Orders will be accepted by CenturyLink's continuation of Service. For moves, adds or changes agreed to by CenturyLink, Customer will pay CenturyLink's then current charges unless otherwise specifically stated in a Service Attachment.

4. Billing and Payment.

4.1 Commencement of Billing. Unless otherwise set forth in a Service Attachment, CenturyLink will deliver written or electronic notice (a "Connection Notice") to Customer when Service is installed, at which time billing will commence ("Service Commencement Date"). If Customer notifies CenturyLink within three days after delivery of the Connection Notice that Service is not functioning properly, CenturyLink will correct any deficiencies and, upon Customer's request, credit Customer's account in the amount of 1/30 of the applicable monthly recurring charge (MRC) for each day the Service did not function properly. If CenturyLink cannot complete installation due to Customer delay or inaction, CenturyLink may begin charging Customer for the Service, and Customer will pay such charges.

4.2 Payment of Invoices and Disputes. Unless otherwise set forth in a Service Attachment, invoices are delivered or made available monthly and due 30 days after the invoice date. Fixed charges are billed in advance and usage-based charges are billed in arrears. Customer's payments to CenturyLink must be made via an ACH transfer or any CenturyLink approved payment portal (e.g., CenturyLink Control Center) in the currency stated on the invoice. CenturyLink may charge administrative fees where Customer's payment and invoice preferences deviate from CenturyLink's standard practices. Past due amounts bear interest at 1.5% per month or the highest rate allowed by law (whichever is less). CenturyLink may charge Customer reasonable attorneys' fees and any third-party collection costs CenturyLink incurs in collecting such amounts. Customer is responsible for all charges regarding the Service, even if incurred as the result of unauthorized use. If Customer reasonably disputes an invoice, Customer must pay the undisputed amount and submit written notice of the disputed amount (with details of the nature of the dispute and the Services and invoice(s) disputed). Disputes must be submitted in writing within 90 days from the date of the invoice. If CenturyLink determines in good faith that a disputed charge was billed correctly, Customer must pay such amounts within 10 days after CenturyLink provides notice of such determination. Customer may not offset disputed amounts from one invoice against payments due on the same or another account.

4.3 Taxes and Fees. Excluding taxes based on CenturyLink's net income, Customer is responsible for all taxes and fees arising in any jurisdiction imposed on or incident to the provision, sale or use of Service. This includes value added, consumption, sales, use, gross receipts, withholding, excise, access, bypass, ad valorem, franchise or other taxes, fees, duties or surcharges (e.g., regulatory and 911 surcharges), whether imposed on CenturyLink or a CenturyLink affiliate, along with similar charges stated in a Service Attachment (collectively "Taxes and Fees"). Some Taxes and Fees, and costs of administering the same, are recovered through imposition of a percentage surcharge(s) on the charges for Service. If Customer is required by law to make any deduction or withholding of withholding Taxes from any payment due hereunder to CenturyLink, then, notwithstanding anything to the contrary in this Agreement, the gross amount payable by Customer will be increased so that, after any such deduction or withholding for such withholding Taxes, the net amount received by CenturyLink will not be less than CenturyLink would have received had no such deduction or withholding been required. Charges for Service are exclusive of Taxes and Fees. Customer may present CenturyLink with an exemption certificate eliminating CenturyLink's liability to pay certain Taxes and Fees. The exemption will apply prospectively.

4.4 Non-Appropriations. Customer intends to continue this Agreement for its entire Term and to satisfy its obligations hereunder. For each fiscal period for Customer: (a) Customer agrees to include in its budget request appropriations sufficient to cover Customer's obligations under this Agreement; (b) Customer agrees to use all reasonable and lawful means to secure these appropriations; (c) Customer agrees it will not use non-appropriations as a means of terminating this Agreement in order to acquire functionally equivalent products or services from a third party. Customer reasonably believes that sufficient funds to discharge its obligations can and will lawfully be appropriated and made available for this purpose. In the event that Customer is appropriated insufficient funds, by appropriation, appropriation limitation or grant, to continue payments under this Agreement and has no other funding source lawfully available to it for such purpose (as evidenced by notarized documents provided by Customer and agreed to by CenturyLink), Customer may terminate this

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Agreement without incurring any termination charges by giving CenturyLink not less than 30 days' prior written notice. Upon termination and to the extent of lawfully available funds, Customer will remit all amounts due and all costs reasonably incurred by CenturyLink through the date of termination.

4.5 Regulatory and Legal Changes. If changes in applicable law, regulation, rule or order materially affect delivery of Service, the parties will negotiate appropriate changes to this Agreement. If the parties cannot reach agreement within 30 days after CenturyLink's notice requesting renegotiation, CenturyLink may, on a prospective basis after such 30-day period, pass any increased delivery costs on to Customer. If CenturyLink does so, Customer may terminate the affected Service on notice to CenturyLink delivered within 30 days of the cost increase taking effect.

4.6 Cancellation and Termination Charges. Unless otherwise set forth in a Service Attachment:

(a) Customer may cancel an Order (or portion thereof) prior to the delivery of a Connection Notice upon written notice to CenturyLink identifying the affected Order and Service. If Customer does so, Customer will pay CenturyLink a cancellation charge equal to the sum of: (1) for "off-net" Service, third party termination charges for the cancelled Service; (2) for "on-net" Service, one month's monthly recurring charges for the cancelled Service; (3) the non-recurring charges for the cancelled Service; and (4) CenturyLink's out-of-pocket costs (if any) incurred in constructing facilities necessary for Service delivery.

(b) Customer may terminate a specified Service after the delivery of a Connection Notice upon 30 days' written notice to CenturyLink. If Customer does so, or if Service is terminated by CenturyLink as the result of Customer's default, Customer will pay CenturyLink a termination charge equal to the sum of: (1) all unpaid amounts for Service actually provided; (2) 100% of the remaining monthly recurring charges for months 1-12 of the Service Term; (3) 50% of the remaining monthly recurring charges for month 13 through the end of the Service Term; and (4) if not recovered by the foregoing, any termination liability payable to third parties resulting from the termination and any out-of-pocket costs of construction to the extent such construction was undertaken to provide Service hereunder. The charges in this Section represent CenturyLink's reasonable liquidated damages and are not a penalty.

5. Default. If (a) Customer fails to make any payment when due and such failure continues for five business days after CenturyLink's written notice, or (b) either party fails to observe or perform any other material term of this Agreement and such failure continues for 30 days after the other party's written notice, then the non-defaulting party may: (i) terminate this Agreement and/or any Order, in whole or in part, and/or (ii) subject to Sections 6.1 (Damages Limitations) and 6.3 (Service Levels), pursue any remedies it may have at law or in equity.

6. Liabilities and Service Levels. The remedies and limitations of liability for any claims arising between the parties are set forth below and, as may be applicable, in the Tariff, regulation, or statute.

6.1 Damages Limitations. Neither party will be liable for any damages for lost profits, lost revenues, loss of goodwill, loss of anticipated savings, loss of data or cost of purchasing replacement services, or any indirect, incidental, special, consequential, exemplary or punitive damages arising out of the performance or failure to perform under this Agreement or Service Attachment. UNLESS OTHERWISE SET FORTH IN A SERVICE ATTACHMENT. CUSTOMER'S EXCLUSIVE REMEDIES FOR CLAIMS WILL BE LIMITED TO THE TOTAL MRCs OR USAGE CHARGES PAID BY CUSTOMER TO CENTURYLINK FOR THE AFFECTED SERVICE IN THE ONE MONTH IMMEDIATELY PRECEDING THE OCCURRENCE OF THE EVENT GIVING RISE TO THE CLAIM. CENTURYLINK'S LIABILITY FOR ANY LOSS OR DAMAGE ARISING FROM ERRORS, INTERRUPTIONS, DEFECTS, FAILURES, OR MALFUNCTIONS OF ANY SERVICE OR ANY PART THEREOF CAUSED BY THE NEGLIGENCE OF CENTURYLINK WILL NOT EXCEED THE GREATER OF \$50.00 OR AN AMOUNT EQUIVALENT TO THE PRO RATA CHARGES FOR THE SERVICE AFFECTED DURING THE TIME THE SERVICE WAS FULLY OR PARTIALLY INOPERATIVE. FURTHER CENTURYLINK, ITS AFFILIATES, AGENTS AND CONTRACTORS PROVIDING SERVICES ASSOCIATED WITH ACCESS TO 911 EMERGENCY SERVICE WILL NOT HAVE ANY LIABILITY WHATSOEVER FOR ANY PERSONAL INJURY TO OR DEATH OF ANY PERSON, FOR ANY LOSS, DAMAGE OR DESTRUCTION OF ANY PROPERTY RELATING TO THE USE, LACK OF ACCESS TO OR PROVISION OF, 911 EMERGENCY SERVICE. IN ADDITION, CENTURYLINK WILL NOT BE LIABLE FOR ANY DAMAGE THAT RESULTS FROM INFORMATION PROVIDED TO CUSTOMER BY ANY OTHER DATA PROVIDER(S).

6.2 Disclaimer of Warranties. CENTURYLINK MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR USE OR NON-INFRINGEMENT, EXCEPT THOSE EXPRESSLY SET FORTH IN THIS AGREEMENT OR ANY APPLICABLE SERVICE ATTACHMENT. CUSTOMER ASSUMES TOTAL RESPONSIBILITY FOR USE OF THE SERVICE. IF CENTURYLINK INTEGRATES ANY RECORDS PROVIDED TO CENTURYLINK BY ANY OTHER DATA PROVIDER, FOR INCLUSION IN THE CUSTOMER'S 9-1-1 DATA, CENTURYLINK MAKES NO REPRESENTATION OR WARRANTY AND ASSUMES NO LIABILITY REGARDING THE ACCURACY OF THE DATA PROVIDED BY ANY OTHER DATA PROVIDER. IN ADDITION TO ANY OTHER DISCLAIMERS OF WARRANTY STATED IN THE AGREEMENT, CENTURYLINK MAKES NO WARRANTY, GUARANTEE, OR REPRESENTATION, EXPRESS OR IMPLIED, THAT ALL SECURITY THREATS AND VULNERABILITIES WILL BE DETECTED OR THAT THE PERFORMANCE OF THE SERVICES WILL RENDER CUSTOMER'S SYSTEMS INVULNERABLE TO SECURITY BREACHES, OR THAT THE SERVICES WILL BE PROVIDED ERROR-FREE.

6.3 Service Levels.

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(a) Any "Service Level" commitments applicable to Services are contained in the Service Attachments applicable to each Service. If CenturyLink does not meet a Service Level, CenturyLink will issue to Customer a credit as stated in the applicable Service Attachment on Customer's request. CenturyLink's maintenance log and trouble ticketing systems are used to calculate Service Level events. Scheduled maintenance under Section 7 and force majeure events are considered Excused Outages.

(b) Unless otherwise set forth in a Service Attachment, to request a credit, Customer must contact Customer Service (contact information is located at <http://www.level3.com>) or deliver a written request with sufficient detail to identify the affected Service. The request for credit must be made within 60 days after the end of the month in which the event occurred. Total monthly credits will not exceed the charges for the affected Service for that month. Customer's sole remedies for any nonperformance, outages, failures to deliver or defects in Service are contained in the Service Levels applicable to the affected Service.

6.4 Right of Termination for Installation Delay. Unless otherwise set forth in a Service Attachment, in lieu of installation Service Level credits, if CenturyLink's installation of Service is delayed by more than 30 business days beyond the Customer Commit Date, Customer may terminate the affected Service without liability upon written notice to CenturyLink, provided such written notice is delivered prior to CenturyLink delivering a Connection Notice for the affected Service. This Section will not apply where CenturyLink is constructing facilities to a new location not previously served by CenturyLink.

7. Customer Premises; Title to Equipment. If access to non-CenturyLink facilities is required for the installation, maintenance, grooming, movement, upgrade and/or removal of CenturyLink network or equipment, Customer will, at its expense: (a) secure such right of access and (b) arrange for the provision and maintenance of power and HVAC as needed for the proper operation of such equipment and network. Title to CenturyLink-provided equipment (including software) remains with CenturyLink. Customer will not create or permit to be created any encumbrances on CenturyLink-provided equipment.

8. Scheduled Maintenance and Local Access. Scheduled maintenance will not normally result in Service interruption. Unless otherwise set forth in a Service Attachment, if scheduled maintenance requires Service interruption CenturyLink will: (1) provide Customer seven days' prior written notice, (2) work with Customer to minimize interruptions and (3) use commercially reasonable efforts to perform such maintenance between midnight and 6:00 a.m. local time. If third-party local access services are required for the Services, Customer will: (1) provide CenturyLink with circuit facility and firm order commitment information and design layout records to enable cross-connects to CenturyLink Service(s) (provided by CenturyLink subject to applicable charges), (2) cooperate with CenturyLink (including changing demarcation points and/or equipment and providing necessary LOAs) regarding circuit grooming or re-provisioning, and (3) where a related Service is disconnected, provide CenturyLink a written disconnection firm order commitment from the relevant third-party provider. CenturyLink may re-provision any local access circuits from one off-net provider to another or to the CenturyLink owned and operated network (on-net), and such changes will be treated as scheduled maintenance.

9. Public Records. Subject to any provisions of this Agreement relating to confidential trade secrets of CenturyLink, and provided CenturyLink is determined to be a contractor under Section 119.0701 of Florida Statutes, CenturyLink specifically acknowledges its obligations to comply with Section 119.0701, Florida Statutes, with regard to public records, and shall:

- a. keep and maintain public records required by Customer to perform the Service;
- b. upon written request from Customer's custodian of public records, provide Customer with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law;
- c. ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Service term and following completion of the Service if CenturyLink does not transfer the records to Customer; and
- d. upon completion of the Service, transfer, at no cost, to Customer, all public records in possession of CenturyLink for Service or keep and maintain public records required by Customer to perform the Service. If CenturyLink transfers all public records to Customer upon completion of the Service, CenturyLink shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If CenturyLink keeps and maintains public records upon completion of the Service, CenturyLink shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to Customer upon request from Customer's custodian of public records in a format that is compatible with the information technology systems of Customer.

IF CENTURYLINK HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO CENTURYLINK'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THE AGREEMENT, CONTACT CUSTOMER'S CUSTODIAN OF PUBLIC RECORDS AT:

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Public Relations
601 SE 25th Ave, Ocala, FL 34471
Phone: 352-438-2300 | Fax: 352-438-2309
Email: PublicRelations@MarionCountyFL.org

10. General Terms.

10.1 Force Majeure. Neither party will be liable, nor will any credit allowance or other remedy be extended, for any failure of performance or equipment due to causes beyond such party's reasonable control ("force majeure event").

10.2 Assignment and Resale. Neither party may assign its rights or obligations under this Agreement or any Service Attachment without the prior written consent of the other party, which will not be unreasonably withheld. However, either party may assign its rights and obligations under this Agreement or any Order without the consent of the other party: (1) to any subsidiary, parent, or affiliate that controls, is controlled by, or is under common control with that party; (2) pursuant to the sale or transfer of substantially all of the business or relevant assets of that party; or (3) pursuant to any financing, merger, or reorganization of that party. This Agreement and all Service Attachments will apply to any permitted transferees or assignees. Any assignee of Customer must have a financial standing and creditworthiness equal to or better than Customer's. Unless otherwise set forth in a Service Attachment, Customer may provide Service to third parties or use the Services in connection with goods or services provided by Customer to third parties ("Customer Provided Services"). To the extent permitted under law, Customer will be responsible for any claims arising from or related to any Customer Provided Services. If Customer sells telecommunications services, Customer certifies that it has filed all required documentation and will at all times have the requisite authority with appropriate regulatory agencies respecting the same. Nothing in this Agreement confers upon any third party any right, benefit or remedy hereunder.

10.3 Affiliates. CenturyLink may use a CenturyLink affiliate or a third party to provide Service to Customer, but CenturyLink will remain responsible to Customer for Service delivery and performance. Customer's affiliates may purchase Service under this Agreement, and Customer will be jointly and severally liable for all claims and liabilities related to Service ordered by any Customer affiliate.

10.4 Notices. Notices will be in writing and deemed received if delivered personally, sent via facsimile, pre-paid overnight courier, electronic mail (if an e-mail address is provided below) or sent by U.S. Postal Service or First Class International Post. Unless otherwise provided for in a Service Attachment, requests for disconnection of Service (other than for default) must be submitted to CenturyLink via Customer's portal at <https://www.centurylink.com/business/login/> or via the following website / link: <http://www1.level3.com/disco/disco.html> and will be effective 30 days after receipt (or such longer period set forth in a Service Attachment). Notices for billing inquiries/disputes or requests for Service Level credits must be submitted to CenturyLink via Customer's portal at <https://www.centurylink.com/business/login/> or via Email at: billing@centurylink.com. Customer failure to follow this process and/or provide complete information may result in continued charges that will not be credited. All legal notices will be addressed to CenturyLink at: 931 14th Str., #900, Denver, CO 80202; Fax: 888-778-0054; Attn.: Notice Coordinator; and to any electronic or physical address of Customer as provided in the Agreement or in its absence, to Customer's address identified on the Order or as reflected in CenturyLink's records, Attn. General Counsel.

10.5 Acceptable Use Policy and Data Protection. Customer must comply with the CenturyLink Acceptable Use Policy ("AUP"), which is available at <http://www.centurylink.com/legal>, for Services purchased under this Agreement and acknowledge the CenturyLink Privacy Policy, which is available at <http://www.centurylink.com/aboutus/legal/privacy-policy.html>. CenturyLink may reasonably modify these policies to ensure compliance with applicable laws and regulations and to protect CenturyLink's network and customers.

10.6 Confidentiality. Except to the extent required by an open records act or similar law, neither party will: (a) disclose any of the terms of the Agreement; or (b) disclose or use (except as expressly permitted by, or required to achieve the purposes of, the Agreement) the Confidential Information received from the other party. A party may disclose Confidential Information if required to do so by a governmental agency, by operation of law, or if necessary in any proceeding to establish rights or obligations under the Agreement. Each party will limit disclosure and access to confidential information to those of its employees, contractors, attorneys or other representatives who reasonably require such access to accomplish the Agreement's purposes and who are subject to confidentiality obligations at least as restrictive as those contained herein. "Confidential Information" means any commercial or operational information disclosed by one party to the other in connection with the Agreement and does not include any information that: (a) is in the public domain without a breach of confidentiality; (b) is obtained from a third party without violation of any obligation of confidentiality; or (c) is independently developed by a party without reference to the Confidential Information of the other party.

10.7 Intellectual Property Ownership; Use of Name and Marks. Nothing in the Agreement or the performance thereof will convey, license, or otherwise transfer any right, title, or interest in any intellectual property or other proprietary rights held by either party or its licensors. Neither party will use the name or marks of the other party or any of its affiliates for any purpose or issue any press release or public statement relating to this Agreement without the other party's prior written consent.

10.8 Governing Law; Amendment. This Agreement will be governed and construed in accordance with the laws of the State in which Customer's principal office is located, without regard to its choice of law rules. Each party will comply with all applicable laws, rules and regulations associated respectively with CenturyLink's delivery or Customer's use of the Service under the Agreement. This Agreement,

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including any Service Attachments, constitutes the entire and final agreement and understanding between the parties with respect to the Service and supersedes all prior agreements relating to the Service. CenturyLink is not subject to any obligations that are not explicitly identified in this Agreement. This Agreement may only be modified or supplemented by an instrument executed by an authorized representative of each party. No failure by either party to enforce any right(s) hereunder will constitute a waiver of such right(s).

10.9 Critical 9-1-1 Circuits. The Federal Communications Commission's 9-1-1 reliability rules mandate the identification and tagging of certain circuits or equivalent data paths that transport 9-1-1 calls and information ("9-1-1 Data") to public safety answering points. These circuits or equivalent data paths are defined as Critical 911 Circuits in 47 C.F.R. Section 12.4(a)(5). CenturyLink policies require tagging of any circuits or equivalent data paths used to transport 9-1-1 Data. Customer will cooperate with CenturyLink regarding compliance with these rules and policies and will notify CenturyLink of all Services Customer purchases under this Agreement utilized as Critical 911 Circuits or for 9-1-1 Data.

10.10 International Services. For Services provided outside the United States, Customer or its local affiliate may be required to enter into a separate local country addendum/agreement (as approved by local authorities) ("LCA") with the respective CenturyLink affiliate that provides the local Service(s). Such CenturyLink affiliate will invoice Customer or its local affiliate for the respective local Service(s).

10.11 Relationship and Counterparts. The relationship between the parties is not that of partners, agents, or joint venturers. This Agreement may be executed in one or more counterparts, all of which taken together will constitute one instrument. Digital signatures and electronically exchanged copies of signed documents will be sufficient to bind the parties to this Agreement.

CENTURYLINK COMMUNICATIONS, LLC



Authorized Signature

ON BEHALF OF STEPHEN ADRIANSON

Name Typed or Printed

IT MANAGER, OFFICE MANAGEMENT

Title


3/3/20

Date

ATTEST:

MARION COUNTY, A POLITICAL SUBDIVISION
OF THE STATE OF FLORIDA


DAVID R. ELLSPERMANN, DATE
CLERK OF COURT


KATHY BRYANT
CHAIRMAN
BCC APPROVED DATE 3/24/2020

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

20C-056


MATTHEW MINTER, DATE
COUNTY ATTORNEY 3-19-2020

**CENTURYLINK MASTER SERVICE AGREEMENT
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SALES/INSTALLATION/MAINTENANCE SERVICE SCHEDULE**

1. Products and Services Description.

1.1 Product Sales. CenturyLink will provide and Customer will purchase the hardware and/or software ("Products") specified in the valid CenturyLink-issued quote. Customer will purchase Products to provide public safety emergency communications services.

1.2 Installation. CenturyLink will install Products specified in the valid CenturyLink-issued quote under the Installation Terms and Conditions described in Addendum 1. Products delivered to Customer will be available at site on the estimated installation dates identified in Addendum 1.

1.3 Maintenance Services.

(a) Onsite Maintenance. CenturyLink will provide onsite maintenance services for the Products specified in the valid CenturyLink-issued quote under the CenturyLink Centurion On-Site Maintenance Terms and Conditions in Addendum 2.

(b) Vendor-provided Remote Maintenance. CenturyLink will charge Customer for any vendor-provided supplemental remote maintenance included as part of this Service Schedule. Supplemental maintenance provided by vendors will be under vendor's terms and conditions. Supplemental maintenance terms and conditions for the following vendors are at the websites below, or any successor websites designated by the vendors:

- Cisco terms and conditions are available at "Cisco Smart Net Total Care" under technical support services at <http://www.cisco.com/c/en/us/about/legal/service-descriptions.html>
- West (formerly Intrado) terms and conditions are available at <https://www.west.com/legal-privacy/terms/#call-handling>

2. Service Term. The term of the Products will commence on upon execution of this Service Schedule and will continue until expiration of the last ordered Maintenance Term as specified in the valid CenturyLink-issued quote ("Service Term").

3. Billing and Payment. Customer will pay the monthly recurring charges ("MRCs") and non-recurring charges ("NRCs") related to the Services set forth in the valid CenturyLink-issued quote in accordance with this Service Schedule. All charges are due within 30 days of the invoice date and in accordance with the Payment Schedule on Addendum 3.

4. Customer Responsibilities. Customer will (a) ensure that its personnel are available to receive delivery of Products at site, at a date and time to be determined between CenturyLink and Customer; (b) grant reasonable right of entry to CenturyLink's representatives to deliver the Products or perform all services contemplated under or by virtue of this Service Schedule, or both, and will make available a reasonable amount of appropriate, secure space for storage of Products or parts as necessary; and (c) ensure proper site preparation and meet and maintain proper environmental conditions, including air conditioning, cleanliness, temperature requirements, and electrical requirements as indicated by the manufacturers of Products specified in the valid CenturyLink-issued quote. Customer agrees to follow the National Emergency Numbering Association ("NENA") recommendations and guidelines for site preparation as set forth in the NENA Technical Information Document 04-502, which can be found at www.nena.org.

5. Title, Invoicing and Security Interest. Ownership and all risk of loss of Product will transfer to Customer upon delivery, except damage caused by CenturyLink, its agents or subcontractors. Until Customer pays CenturyLink in full for any Product, Customer (a) grants to CenturyLink a continuing security interest in such Product, including additions, replacements and proceeds; (b) authorizes CenturyLink to file a financing statement with or without Customer's signature, and (c) will not transfer the Product or change its name or organizational status except upon at least 30 days prior written notice to CenturyLink.

6. Health and Safety Compliance. CenturyLink and Customer will adhere to all applicable health and safety laws, rules and regulations including the Occupational Safety and Health Administration's (OSHA) rules and regulations. Customer agrees to certify that there is no asbestos on any premises in any areas where CenturyLink will be working. In the event Customer will not certify an asbestos free environment or asbestos is discovered in the CenturyLink work area, there may be additional costs to perform under this Service Schedule in compliance with OSHA's rules and regulations. Customer understands and agrees this Service Schedule does not include the prices attributable to working in an asbestos environment including, but not limited to, asbestos sampling, testing, cleanup, or rerouting or delays caused by any of the above. Customer understands and agrees that prices attributable to any of the above will be in addition to the price agreed to herein and Customer agrees to pay the additional amounts. Customer's non-compliance with this provision will be considered as Customer's default under this Service Schedule.

7. Customer Acceptance. CENTURYLINK AND CUSTOMER MUST REVIEW AND SIGN THE CUSTOMER ACCEPTANCE FORM. THE CUSTOMER ACCEPTANCE FORM OUTLINES CENTURYLINK'S ACCEPTANCE POLICY AND IS INCORPORATED BY REFERENCE INTO THIS SERVICE SCHEDULE. IF THERE IS A CONFLICT BETWEEN THE TERMS OF THE CUSTOMER ACCEPTANCE FORM AND THE TERMS OF THIS SERVICE SCHEDULE, THE TERMS OF THIS SERVICE SCHEDULE WILL CONTROL. CUSTOMER MUST NOTIFY CENTURYLINK IN WRITING AND SPECIFY ANY PORTIONS OF THE PRODUCTS LISTED IN THE VALID CENTURYLINK-ISSUED QUOTE THAT ARE UNACCEPTABLE. IF CUSTOMER DOES NOT NOTIFY CENTURYLINK WITHIN 10 BUSINESS DAYS FROM THE INSTALLATION DATE OR DELIVERY DATE, WHICHEVER IS APPLICABLE, PRODUCTS WILL BE DEEMED ACCEPTED. ANY PRODUCT INSTALLED BY CENTURYLINK IS CONSIDERED ACCEPTABLE AND BILLABLE IF IT IS INSTALLED AND OPERATES MATERIALLY IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS.

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CENTURYLINK RESERVES THE RIGHT TO CORRECT ANY PORTION OF A PRODUCT THAT HAS BEEN REJECTED BY CUSTOMER. ANY PORTION OF A PRODUCT THAT HAS NOT BEEN REJECTED BY CUSTOMER AND IS FUNCTIONALLY DIVISIBLE WILL BE DEEMED ACCEPTED AND MAY BE INVOICED SEPARATELY. MOVES AND CHANGES ARE CONSIDERED ACCEPTED WHEN THE DESCRIBED WORK IS MATERIALLY COMPLETED. ANY PORTION OF A PRODUCT THAT IS FOUND TO BE UNACCEPTABLE AFTER THE 10-DAY ACCEPTANCE PERIOD MAY BE REPORTED TO THE CENTURYLINK E911 CALL CENTER AT 1-800-357-0911.

8. Adds; Changes. Any changes to a Product order or installation request, including an increase in quantity, must be by written amendment or by submitting a 911 CPE purchase order ("Purchase Order") to CenturyLink. The amendment or Purchase Order will be signed by authorized representatives of both parties and made a part of this Service Schedule.

9. Right to Subcontract. It is specifically agreed that CenturyLink may subcontract all or any portion of the work without the prior written consent of Customer. CenturyLink will remain responsible for the work of any subcontractor.

10. HIPAA. To the extent the Services involve the ongoing storage of or routine access to PHI (as defined under the Health Insurance Portability and Accountability Act of 1996, as amended, "HIPAA"), or CenturyLink is otherwise acting as a Business Associate (pursuant to HIPAA), CenturyLink will agree to the terms in its then-current Business Associate Agreement upon Customer's request.

11. Liabilities. OPERATION OF PUBLIC SAFETY SYSTEMS, CUSTOMER PREMISES SERVICES AND PRODUCTS IS THE SOLE RESPONSIBILITY OF CUSTOMER. CENTURYLINK'S SOLE UNDERTAKING IS LIMITED TO PROVIDING THE PRODUCTS SOLD AND INSTALLATION AND MAINTENANCE OF THE PRODUCTS IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THIS SERVICE SCHEDULE. THE PROVISION OF PRODUCTS SOLD AND SERVICES PERFORMED BY CENTURYLINK TO CUSTOMER WILL NOT BE INTERPRETED, CONSTRUED, OR REGARDED, EITHER EXPRESSLY OR IMPLIED, AS BEING FOR THE BENEFIT OF, OR CREATING ANY CENTURYLINK OBLIGATION TOWARD ANY THIRD PARTY OR LEGAL ENTITY OTHER THAN CUSTOMER. CENTURYLINK'S OBLIGATIONS EXTEND SOLELY TO CUSTOMER. CENTURYLINK'S ENTIRE LIABILITY FOR ANY CLAIM OR LOSS, DAMAGE OR EXPENSE FROM ANY CAUSE WHATSOEVER WILL IN NO EVENT EXCEED THE HIGHER OF THE REPAIR OR REPLACEMENT COST OF THE ITEM WHICH DIRECTLY GIVES RISE TO THE CLAIM. ALL SERVICES AND PRODUCTS ARE PROVIDED "AS IS.". CenturyLink is not responsible for any Product or Service defects or damages resulting from mishandling, abuse, misuse, accident, electrical power surges or current fluctuations, Force Majeure Events, improper storage, or operation, including use in conjunction with equipment electrically or mechanically incompatible with or of inferior quality to the supplied equipment or failure to maintain the environmental conditions specified by the manufacturer or licensor.

12. Software License. One or more of the Products may be or may contain software. In some cases the Products manufacturer (CenturyLink's vendor) has embedded such software into the hardware as an integral part of the Products. All software remains the property and full ownership of the creator, developer, manufacturer, or copywriter, whichever the case may be. If required by creator, developer, manufacturer or copywriter, a license must be agreed to by the end-user (CenturyLink's Customer), to use such software and may contain specific terms and conditions for such use. These specific terms and conditions for use are governed entirely by said creator, developer, manufacturer, or copywriter and will be adhered to by both parties. Upon the requirement of creator, developer, manufacturer or copywriter to execute a software license agreement by end-user, such license must be executed by CenturyLink's Customer as required, and will become a part of this Service Schedule by reference.

13. Other Terms.

13.1 Cancellation and Termination Charges. This Section replaces Section 4.6, the Cancellation and Termination Charges set forth in the Agreement:

Cancellation and Termination Charges. Either party may terminate Service: (a) as set forth within this Service Schedule with 60 days' prior written notice to the other party, or (b) for Cause. If Service is terminated by Customer for any reason other than for Cause or by CenturyLink for Cause prior to conclusion of the applicable Service Term, then Customer will pay the termination charges, in addition to any and all charges that are accrued but unpaid as of the termination date. "Cause" means the failure of a party to perform a material obligation under the Agreement, which failure is not remedied: (a) for payment defaults by Customer, within five days of separate written notice from CenturyLink of such default; or (b) for any other material breach, within 30 days after written notice (unless a shorter notice period is identified in a Service Addendum).

13.2 Service Notices. Notices for disconnection of Service must be submitted to CenturyLink via Email at: BusinessDisconnects@Centurylink.com. Notices of non-renewal for Services must be sent via e-mail to: CenturyLink, Attn.: CenturyLink NoRenew, e-mail: Norenew@centurylink.com. Notices for billing inquiries/disputes or requests for Service Level credits must be submitted to CenturyLink via Customer's portal at <https://www.centurylink.com/business/login/> or via Email at: Care.Inquiry@Centurylink.com. All other routine operational notices will be provided by Customer to its CenturyLink sales representative.

13.3 Conflicts. If a conflict exists among the provisions of the Service Attachments, the order of priority will be as follows: this Service Schedule and its Addendums, the general terms of the Agreement, SLA, SOW (if any) and Order Form, as applicable, and then any other documents attached or expressly incorporated into the Agreement.

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**ADDENDUM 1
INSTALLATION TERMS AND CONDITIONS**

1. CenturyLink's Responsibilities. CenturyLink will ensure that the Products set forth in valid CenturyLink-issued quote have been installed according to the manufacturer's specifications.

2. Time and Materials Charges. Additional time and materials charges are applicable under the following circumstances:

2.1 Any modifications to building's electrical system required to install listed Products that are not properly performed or provided by Customer;

2.2 Drilling of access holes and provisioning of suitable conduit (if required) from equipment room to dispatch center for cable access that are not properly performed or provided by Customer; or

2.3 Customer requests that CenturyLink connect the Products to voice recorder equipment which was not purchased under this Service Schedule.

3. Target Dates.

3.1 Installation begin date (estimated): 09/1/2020

3.2 Installation complete date (estimated): 09/30/2020

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**ADDENDUM 2
CENTURION™ ON-SITE MAINTENANCE SERVICE TERMS AND CONDITIONS**

1. General; Definitions. Capitalized terms not defined herein are defined in the Service Schedule or Agreement.

"Best Effort Network" means any private or public network that cannot sustain Quality of Service (QoS) for time sensitive traffic from one end point to another.

"Cause" means the failure of a party to perform a material obligation under the Service Schedule, which failure is not remedied: (a) for payment defaults by Customer, within five days of separate written notice from CenturyLink of such default; or (b) for any other material breach, within 30 days after written notice.

"Center" means the CenturyLink Customer Service Center.

"Covered Hours" means (a) for standard maintenance, 8:00 am to 5:00 pm Local Time, Monday through Friday, excluding CenturyLink-observed holidays; or (b) for premium maintenance, 24 hours per day, 7 days per week, including CenturyLink observed holidays.

"Covered Product" means CPE hardware and software manufactured by a CenturyLink approved vendor and is part of CenturyLink's standard portfolio for which CenturyLink will provide maintenance coverage as described herein.

"CPE" means any customer equipment, software, and/or other materials of Customer used in connection with the Service.

"End of Life" or "EOL" means equipment or software that is no longer available or supported by the manufacturer or producer.

"End of Sale" or "EOS" means new equipment or software that is no longer available for purchase from the manufacturer or producer but support and replacement equipment is available from the manufacturer or producer.

"Engagement" means when the Center confirms with Customer entitlement to support and technician assignment.

"Field Replaceable Unit" means a circuit board, part, or assembly that can be quickly and easily removed and replaced by a technician without having to send the entire product or system to a repair facility.

"Lease" means a separate agreement with a CenturyLink preferred leasing vendor to finance Service.

"Local Time" means the time zone in which Covered Product is located.

"Maintenance Release" means an incremental release of Software that provides maintenance fixes or corrective content and may provide additional Software features.

"MD" means that the Covered Product or Software has been designated by the vendor as no longer supportable by manufacturing, design, and related processes. Covered Product designated as MD is no longer available for sale. Software designated as MD may no longer be available for upgrades or expansion, depending on the current state of the software.

"Non-Standard Products" means hardware or software purchased from CenturyLink that is not part of CenturyLink standard product portfolio and is no longer available for new sale or limited support through the manufacturer.

"Response" means the period of time between (a) when CenturyLink and Customer determine remote diagnostic efforts are inadequate to resolve reported problem, a Field Replaceable Unit is identified for replacement or a Maintenance Release is needed; and (b) when CenturyLink technician arrives at the site of the Covered Product.

"Service" means CenturyLink maintenance of the Covered Product, which may include embedded software, in accordance with the manufacturer's specifications.

"System Integrity" means: (a) CenturyLink is the Customer's channel partner of record for Covered Product; and (b) all system hardware is covered by this Service or other CenturyLink maintenance services.

"Zip-to-Zone Guide" means the matrix used by CenturyLink to determine Service and Service Level Objective availability. Availability information will be provided to Customer upon request.

2. Service and Scope. CenturyLink will provide maintenance on the Products listed in the valid CenturyLink-issued quote (the "Covered Products.")

3. Term of Centurion On-Site Maintenance Service. CenturyLink will provide Centurion On-Site maintenance service for the number of months specified in the valid CenturyLink-issued quote (the "Maintenance Term") beginning upon Customer Acceptance of Products. The Maintenance Term may be renewed for annual terms by written amendment. The rates and charges may be revised at the time of renewal and any renewal will specify any change in compensation or charges payable to CenturyLink. If Customer requests additional maintenance service after the expiration of the Maintenance Term ("Post Maintenance Term"), each Post Maintenance Term request will be subject to CenturyLink's approval, the terms of this Schedule will apply, and charges will be on a time and material basis at CenturyLink's then-current time and material rates until a new Schedule is in place. If Customer orders EOL/EOS under this Schedule, the EOL/EOS Term is limited to one-year at a time. All EOL/EOS maintenance and all renewal amendments must be approved by CenturyLink.

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4. **System Integrity.** To receive Service from CenturyLink, Customer agrees to maintain System Integrity. CenturyLink reserves the right to deny Service if Customer fails to maintain System Integrity including but not limited to adding hardware and software not provided by CenturyLink. CenturyLink may request Customer to provide documentation demonstrating System Integrity.
5. **Service Warranty.** CenturyLink warrants that Service will be: (a) provided in a professional manner in accordance with CenturyLink's standard procedures, (b) performed by appropriately knowledgeable and skilled personnel, and (c) conform to the standards generally observed in the industry for similar services.
6. **CenturyLink Responsibilities.** CenturyLink will perform the following tasks:
- Accept trouble reports 24 hours per day, 7 days per week, including CenturyLink observed holidays
 - Perform trouble isolation during Covered Hours
 - If CenturyLink and Customer determine an on-site Response is required, CenturyLink will complete Response during Covered Hours (a) for standard maintenance, the next business day provided such determination was made before 3:00 PM; or (b) for premium maintenance, within four hours
 - CenturyLink will make a reasonable effort to arrive at Customer's site with all required replacement parts
7. **Customer Responsibilities.** Customer will perform the following tasks:
- Provide information to assist CenturyLink in determining Service entitlement
 - Provide serial numbers and specific location of the Covered Product
 - Assist CenturyLink in accessing the Covered Product remotely either by modem or Internet
 - Provide 30-day notice to CenturyLink of any changes to the Covered Product
 - Provide five-day notice to CenturyLink of any changes to the personnel authorized to contact CenturyLink
 - Perform due diligence to protect the Covered Product from abuse and misuse
 - Comply with all manufacturer environmental requirements
8. **Trouble Reports.** Customer will report problems with the Covered Product to Center and CenturyLink will follow then-current methods and procedures to resolve the trouble report. CenturyLink will work each reported problem based on priority as defined in this section.
- 8.1 **Priority 1 (High) – Service Outage:** A service outage is the most critical event and is assigned to problems that severely affect service, capacity, billing, and maintenance capabilities. Customer's staff must be available as required by CenturyLink to aid in problem diagnosis and provide remote or on-site access to the Covered Product. Examples of priority one events are:
- Total network element outage
 - Any loss of safety or emergency capability (e.g., emergency calls such as 911 in North America)
 - Total loss of the ability of the system to provide any required critical major alarms
- 8.2 **Priority 2 (Medium) – Service Affecting Impairment:** These are issues that affect system operation, maintenance or administration and require immediate attention. Their priority is lower than a service outage because, while impacted by the service issue, Customer is not inhibited from conducting business. Examples of priority two events are:
- A reduction in capacity or traffic handling capability such that expected loads cannot be handled
 - Failure resulting in dynamic routing, switching capability or transport loss
 - System restarts, whether or not the system has recovered or not, and where root cause has not been defined
- 8.3 **Priority 3 (Low) – Service Affecting Intermittent Impairment:** These are issues that intermittently affect system operation, maintenance or administration. Due to their transient nature, resolution of these issues may be protracted. Examples of priority three events are:
- Traffic impacting system restarts
 - Disruption of billing or accounting capability
- 8.4 **Priority Level 4 – Customer Inquiry:** These are issues that require CenturyLink technical assistance such as software application issues that do not impact service or follow-up to all other reported problems.
9. **Preventative Maintenance Option.** Manufacturer of the Covered Product may provide guidance on methods and procedures that must be completed to protect warranties and extend the useful life of the Covered Product. CenturyLink will provide preventative maintenance information and or guidelines per manufacturer requirements.
10. **Service Level Objective (SLO).** CenturyLink will make commercially reasonable efforts to (a) complete Engagement within one hour after Customer initiation of a trouble report; or (b) complete Response during Covered Hours (i) for standard maintenance, the next business day provided need for Response was determined before 3:00 PM; or (ii) for premium maintenance, within four hours after determination by Customer and the Center that such Response is required.
11. **Remote Access Device.** As part of the Service, CenturyLink may install a Remote Access Device ("RAD") at Customer location to allow CenturyLink to remotely diagnose and resolve problems on Covered Product. When connected to the Internet, the RAD initiates contact with the CenturyLink management platform. After authentication, a secure tunnel between the CenturyLink management platform

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and RAD is established. The RAD cannot accept incoming requests and is coded to only contact the CenturyLink management platform. Customer must return the RAD to CenturyLink within 30 days of termination of the Service. If the RAD is not returned to CenturyLink, Customer will be charged \$500, unless otherwise agreed to by CenturyLink and Customer.

12. Problem Isolation Billing; Service Exclusions. In the event CenturyLink spends time (a) isolating problems to equipment, software, or LAN/WAN elements that are not part of the Covered Product, or (b) associated with Service exclusions, Customer will pay CenturyLink for such effort at then-current time and material rates. Service exclusions include:

- CPE hardware not listed on the valid CenturyLink-issued quote
- CPE software not listed on the valid CenturyLink-issued quote unless embedded in the Covered Product
- Products missing serial numbers or other identification required by the manufacturer
- Problems caused by integration with non-CenturyLink provided hardware or software
- Problems associated with Operating Systems not provided by CenturyLink
- Product failure due to manufacturer excluded causes such as accident, abuse or misuse
- Product failure due to non-compliance of electrical or environmental requirements
- Product usage not in accordance to manufacturer specification
- Failure of Customer to follow proper operating procedures
- Servicing not authorized by CenturyLink
- Upgrades of software

13. MD, EOS and EOL Products. CenturyLink will make an annual review of Customer's Covered Product to identify MD, EOS and EOL equipment and software. This Detailed Description excludes MD, EOS and EOL equipment or software from Service. Acceptance of a PO for Service does not bind CenturyLink to the maintenance of MD, EOS or EOL equipment or software under this Detailed Description.

14. Non-Standard Products. CenturyLink may purchase Non-Standard Products on behalf of Customer for the purchasing convenience of Customer. CenturyLink will review Customer's Covered Product to identify Non-Standard Products. Acceptance of a PO for Service does not bind CenturyLink to maintenance of Non-Standard Products. Service for Non-Standard Products is provided at the discretion of CenturyLink and is subject to change without notice. If CenturyLink discontinues support of Non-Standard Products, CenturyLink will either: (a) reimburse customer for Service charges associated with Non-Standard Products if Customer received no benefit, or (b) charge Customer at then-current time and material rates for support of Non-Standard Products. Support of Non-Standard Products is further defined in the Detailed Description for Non-Standard Part Support Service.

15. Non-Disclosed Pre-Existing Issues. Customer must disclose pre-existing issues that have a material impact to the Covered Product and would cause CenturyLink to incur an immediate cost to resolve. CenturyLink reserves the right to charge Customer for corrective action associated with such non-disclosed pre-existing issues within the first 90 days of the coverage period.

16. Voice over Internet Protocol (VoIP) Quality Exclusion. CenturyLink may perform tasks to maintain QoS for VoIP, on behalf of Customer. Nevertheless, CenturyLink makes no warranty on the quality of voice/video transmissions over private or public IP network in this Service Schedule. Further, CenturyLink does not recommend VoIP deployments over a Best Effort Network. Customer acknowledges that quality issues relative to voice/video transmission may occur on a Best Effort Network. Issues, such as jitter, echo, and dropped calls may occur with varied degrees of frequency depending on network use and latency. Trouble reports that have been isolated and diagnosed as intermittent QoS issues will be billable to Customer at then-current time and material rates.

17. Termination. If, prior to the conclusion of the Maintenance Term, Service is terminated either by Customer for any reason other than Cause or by CenturyLink for Cause, Customer will pay all unpaid billed charges for Service. If Customer is progress billed, Customer will also pay the unpaid balance for Service remaining in the Maintenance Term. If Customer pays in advance this Termination Language, as written, may not be applicable.

18. Lease Option. Customer may pay for Service pursuant to a Lease. CenturyLink will provide the Service to Customer and receive payment for the Service from the CenturyLink preferred leasing vendor. If Customer fails to execute such Lease or comply with Lease, including without limitation, any requirements for Acceptance of Service, which results in the CenturyLink preferred leasing vendor's refusal to pay CenturyLink in full for Service, Customer agrees to pay CenturyLink in full for Service.

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**ADDENDUM 3
PAYMENT SUMMARY**

1. Product Payment:

A. Option A. CenturyLink will invoice Customer for hardware specified in the CenturyLink-issued quote as follows:

Description	Percentage of Total Payment Due
Contract Signing	0%
Equipment Delivery	0%
Date of Acceptance	100%

Quote # 56832321. Total Hardware (911 CPE) is \$1,225,727.09 for all (3) PSAP's.

2 Maintenance Payment Schedule. Customer will pay for the maintenance specified in the CenturyLink-issued quote in accordance with the following payment schedule.

Description	Billing Schedule
Maintenance Term	N/A – Will be provided under a separate Amendment

3. Software and Hardware Support Payment Schedule.

Customer will pay for the software upgrade program and vendor-provided supplemental remote maintenance specified in the CenturyLink-issued quote in accordance with the following payment schedule. The Service Term for the software is set forth in the quote.

Quote # 56832321. Total for (5) Years of Motorola Vendor Support = \$779,261.99. To be billed Annually at \$155,852.40/Year.

Description	Billing Schedule
Support for 911 CPE	Billed Annually

*Any labor required and provided by a vendor or CenturyLink will be billed on a time & material basis at then-current rates and charges.



Customer: Marion County, a political subdivision of the State
Quote #: 56832321
Project Name: New 911 VESTA for Marion PSC
Created On: 1/19/2020
Expiration Date: 3/24/2020
Account Manager: Ford Frey / DHDL
Sales Engineer: Doug Cunningham
Customer Notes: New Hardware and Implementation

Catalog Number	Description	Unit Price	Qty	Total Price	Contract Term (Months)
LOCATION: Side A					
Materials					
870899-0104R7.2U	V911 R7.2 DOC/MED UPG	\$ -	1	\$ -	
873099-03002U	V911 CAD INTF LIC UPGD	\$ -	1	\$ -	
853031-DLLL-GD-2	V-DL SVR LG LOW BNDL GEO	\$ 21,568.00	1	\$ 21,568.00	
04000-00414	SVR WIN2008/12/16 CAL 5PK	\$ 338.67	10	\$ 3,386.70	
870809-00801	V911 MQD MODULE	\$ -	1	\$ -	
873090-11202	V911 LIC EIM I3 MOD	\$ -	28	\$ -	
870891-66301	VESTA 9-1-1 SMS LIC	\$ -	1	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
873099-01602	VESTA 9-1-1 PKT DIAL PSAP MOD	\$ 7,333.33	1	\$ 7,333.33	
853031-DLSVRCFS	V-DL CFS SVR BNDL	\$ 11,333.33	1	\$ 11,333.33	
870810-01302	VESTA 9-1-1 AAC PSAP MOD	\$ 7,333.33	1	\$ 7,333.33	
873099-00602	V911 CDR SVR LIC	\$ 1,453.33	1	\$ 1,453.33	
873099-01102	V911 CDR PER SEAT LIC	\$ 120.00	28	\$ 3,360.00	
873099-00802U	V911 ACT VIEW LIC PER ST UP	\$ -	28	\$ -	
873099-00702U	V911 ACTIV VIEW SYS LIC UPG	\$ -	3	\$ -	
61000-409611	DKTP ELITE MINI 705 G4 W/O OS	\$ 1,100.00	1	\$ 1,100.00	
04000-00441	WINDOWS 10 LTSC LIC	\$ 124.00	1	\$ 124.00	
63000-241692	MNTR 24IN FP WIDE SCR LED	\$ 508.00	1	\$ 508.00	
BA-MGD-VSSL-M	GEO-DIV LIC MIG SYS	\$ -	1	\$ -	
PS-0AD-VSML-M	VADV MLTP SEAT LIC NFEE	\$ -	28	\$ -	
873099-00502U	V911 IRR LIC UPGD	\$ -	28	\$ -	
61000-409602SFF	WKST HP Z2 G4 SFF W/O OS	\$ 1,685.33	2	\$ 3,370.66	
65000-00260	GRAPHICS QUAD/ADPTR BNDL	\$ 909.33	2	\$ 1,818.66	
63000-241692	MNTR 24IN FP WIDE SCR LED	\$ 508.00	6	\$ 3,048.00	
64007-50022	KEYPAD 24-KEY USB CBL 25FT	\$ 165.33	2	\$ 330.66	
65000-00197	KIT CBL DP/USB 15FT EXT	\$ 28.00	2	\$ 56.00	
853030-00302	V911 SAM HDWR KIT	\$ 2,202.67	2	\$ 4,405.34	
833401-00104G-15	CBL SAM JKBX 15FT	\$ 48.00	4	\$ 192.00	
853004-00401	SAM EXT SPKR KIT	\$ 224.00	2	\$ 448.00	
65000-00124	CBL PATCH 15FT	\$ 18.67	2	\$ 37.34	
02800-20501	HDST 4W MOD ELEC MIC BLK	\$ 49.33	2	\$ 98.66	
03044-20000	HDST CORD 12FT 4W MOD BLK	\$ 4.00	2	\$ 8.00	

870890-07501	CPR/SYSPREP MEDIA IMAGE	\$	-	1	\$	-
61000-409611	DKTP ELITE MINI 705 G4 W/O OS	\$	1,100.00	26	\$	28,600.00
04000-00441	WINDOWS 10 LTSC LIC	\$	124.00	26	\$	3,224.00
63000-241692	MNTR 24IN FP WIDE SCR LED	\$	508.00	26	\$	13,208.00
64007-50022	KEYPAD 24-KEY USB CBL 25FT	\$	165.33	26	\$	4,298.58
65000-00197	KIT CBL DP/USB 15FT EXT	\$	28.00	26	\$	728.00
853030-00302	V911 SAM HDWR KIT	\$	2,202.67	26	\$	57,269.42
833401-00101G-15	CBL SAM JKBX 15FT	\$	48.00	52	\$	2,496.00
853004-00401	SAM EXT SPKR KIT	\$	224.00	26	\$	5,824.00
65000-00124	CBL PATCH 15FT	\$	18.67	26	\$	485.42
02800-20501	HDST 4W MOD ELEC MIC BLK	\$	49.33	26	\$	1,282.58
03044-20000	HDST CORD 12FT 4W MOD BLK	\$	4.00	26	\$	104.00
870890-07501	CPR/SYSPREP MEDIA IMAGE	\$	-	1	\$	-
64040-60020	PRNTR USB/ETHERNET B/W LJ	\$	525.33	1	\$	525.33
65000-13403	CBL USB 2.0 A/B 10FT	\$	4.00	1	\$	4.00
65000-00124	CBL PATCH 15FT	\$	18.67	1	\$	18.67
03800-03060	FIREWALL 60E	\$	760.00	2	\$	1,520.00
04000-29666-X	SWITCH 2960-X +CBL 48-PORT	\$	4,121.33	2	\$	8,242.66
04000-00129	MED 1000B CHASSIS BNDL	\$	2,446.67	3	\$	7,340.01
04000-00116	MED 1000 FXO-LS BNDL	\$	461.33	4	\$	1,845.32
04000-00119	MED 1000 FXS-O BNDL	\$	442.67	3	\$	1,328.01
04000-00112	MED 1000 2-SPAN BNDL	\$	5,424.00	1	\$	5,424.00
04000-00159	BLKBX TL159A 8-PORT DATACAST	\$	517.33	1	\$	517.33
65000-00262	KIT CBL RJ11 ADPTR DB25	\$	20.00	8	\$	160.00
04000-09485	NETCLOCK 9483 +OCXO+3PORT	\$	9,304.00	1	\$	9,304.00
04000-08185	DISPLAY CLOCK 4IN LED	\$	1,161.33	2	\$	2,322.66
04000-08230	GPS/GNSS OUTDOOR ANTENNA	\$	432.00	1	\$	432.00
04000-08231	GPS ANTENNA POST MT KIT	\$	124.00	1	\$	124.00
04000-08228	GPS ANTENNA SURG PROTECTR	\$	374.67	1	\$	374.67
04000-20601	GND KIT FOR 8226	\$	524.00	1	\$	524.00
04000-67022	GPS CBL CONN	\$	60.00	1	\$	60.00
04000-13150	CBL GPS ANTENNA 150FT	\$	712.00	1	\$	712.00
873399-00103.4U	V-ANLYT 3.4 DOC/MED UPGD	\$	-	1	\$	-
873391-00501U	V-ANLYT STD LIC UPGD	\$	-	1	\$	-
873391-00301U	V-ANLYT USER LIC UPGD	\$	-	4	\$	-
PA-MSG-ASSL-M	V-ANLYT STD SEAT LIC MIG	\$	-	28	\$	-
873391-00901U	V-ANLYT RPT PKG LIC UPGD	\$	-	1	\$	-
873391-03009U	V-ANLYT LIC-1000P MIG DASHBD UPGD	\$	-	1	\$	-
62040-G819203	SVR 2U RACK ENH DL380/G10	\$	6,634.67	1	\$	6,634.67
06500-00201	2-POST RELAY RACK MNT KIT	\$	228.00	1	\$	228.00
64000-20066	HARD DRIVE 600GB SAS 10K	\$	849.33	4	\$	3,397.32
64000-20064	HARD DRIVE 300GB 12G SAS 10K	\$	585.33	4	\$	2,341.32
6400C-40044	8GB RAM G10	\$	416.00	4	\$	1,664.00
62033-2GB4T02	SVR NAS 4TB BNDL	\$	2,206.67	1	\$	2,206.67
04000-00444	SVR WIN2019 STD DWNGRD 2012	\$	1,697.33	1	\$	1,697.33
04000-00319	SQL 2014 CAL RUN EMB LIC	\$	146.67	1	\$	146.67
04000-00346	SQL 2014 SVR RUN EMB LIC	\$	4,765.33	1	\$	4,765.33
04000-00436	PRESENTENSE TIME CLIENT 5.1	\$	73.33	1	\$	73.33
61000-409611	DKTP ELITE MINI 705 G4 W/O OS	\$	1,100.00	2	\$	2,200.00
04000-00441	WINDOWS 10 LTSC LIC	\$	124.00	2	\$	248.00

63000-241692	MNTR 24IN FP WIDE SCR LED	\$ 508.00	2	\$ 1,016.00	
871399-50102.0	VMAP LOCAL R2 PREM LIC-KEY/MED	\$ 5,000.00	1	\$ 5,000.00	
871391-50101.0	VMAP LOCAL PREM LIC ONLY	\$ 5,000.00	17	\$ 85,000.00	
64000-40118	8GB RAM DDR Z2	\$ 310.67	2	\$ 621.34	
6400C-40050	8GB RAM DDR4 705 G4	\$ 277.33	26	\$ 7,210.58	
63000-241692	MNTR 24IN FP WIDE SCR LED	\$ 508.00	18	\$ 9,144.00	
6400C-40050	8GB RAM DDR4 705 G4	\$ 277.33	1	\$ 277.33	
63000-241692	MNTR 24IN FP WIDE SCR LED	\$ 508.00	1	\$ 508.00	
871391-50101.0	VMAP LOCAL PREM LIC ONLY	\$ 5,000.00	1	\$ 5,000.00	
62030-M819204	SVR TWR ML110/G10	\$ 3,920.00	1	\$ 3,920.00	
04000-00444	SVR WIN2019 STD DWNGRD 2012	\$ 1,697.33	1	\$ 1,697.33	
64000-20066	HARD DRIVE 600GB SAS 10K	\$ 849.33	2	\$ 1,698.66	
870890-07501	CPR/SYSPREP MEDIA IMAGE	\$ -	1	\$ -	
QBOM install MAT	Miscellaneous material and cables	\$ 333.33	32	\$ 10,666.56	
SMX1000	SMART UPS X 1000VA RACK/TOWER LCD 120V	\$ 766.67	28	\$ 21,466.76	
SMX2000RMLV2U	SMART UPS X 2000VA RT RACK / TOWER LCD 100-127V	\$ 1,733.33	2	\$ 3,466.66	
SMX120RMBP2U	EXTERNAL BATTERY PACK FOR SMART UPS X RT 120V CUST PAYS FRT	\$ 926.67	2	\$ 1,853.34	
Implementation					
QINTR-AIRBUS	Integration	\$ 29,135.04	1	\$ 29,135.04	
809800-17007	FIELD ENG-STANDARD	\$ 133.33	40	\$ 5,333.20	
809800-00102	GENERIC WKST CFG FEE	\$ 333.33	1	\$ 333.33	
809800-35109	V911 IWS CFG	\$ 266.67	2	\$ 533.34	
809800-35108	V911 IWS STG FEE	\$ 400.00	2	\$ 800.00	
809800-35109	V911 IWS CFG	\$ 266.67	26	\$ 6,933.42	
809800-35108	V911 IWS STG FEE	\$ 400.00	26	\$ 10,400.00	
809800-00201	VPN CFG SVCS	\$ 266.67	2	\$ 533.34	
809800-00200	CFG NTWK DEVICE	\$ 177.33	2	\$ 354.66	
809800-80044	SVR CAB CFG FEE	\$ 1,466.67	1	\$ 1,466.67	
809800-01416	MIS SVR CFG	\$ 666.67	1	\$ 666.67	
809800-00102	GENERIC WKST CFG FEE	\$ 333.33	2	\$ 666.66	
809800-44119	VMAP LOCAL GIS SVCS	\$ 5,830.67	1	\$ 5,830.67	
809800-17007	FIELD ENG-STANDARD	\$ 133.33	3	\$ 399.99	
809800-00112	GENERIC SVR CFG FEE	\$ 333.33	1	\$ 333.33	
809800-17007	FIELD ENG-STANDARD	\$ 133.33	116	\$ 15,466.28	
809800-17007	FIELD ENG-STANDARD	\$ 133.33	328	\$ 43,732.24	
809800-17007	FIELD ENG-STANDARD	\$ 133.33	80	\$ 10,666.40	
809800-SMSSVCS-E	VESTA SMS IMP SVCS - EXPRESS	\$ 13,196.00	1	\$ 13,196.00	
809800-51009	PROJECT MGMT - SUPPORT	\$ 1,600.00	20	\$ 32,000.00	
000001-06701	V9-1-1 AGENT TRNG	\$ 1,600.00	8	\$ 12,800.00	
000001-06704	V9-1-1 ADMIN FOR STD	\$ 5,333.33	1	\$ 5,333.33	
000001-06708	V9-1-1 ADMIN FOR COMPLEX	\$ 6,933.33	1	\$ 6,933.33	
000001-06075	E-LEARN V9-1-1 ACT-VIEW TRNG	\$ 660.00	2	\$ 1,320.00	
000001-06806	E-LEARN V9-1-1 SMS AGENT DELTA TRNG	\$ 393.33	8	\$ 3,146.64	
000002-24404	V-ANLYT ADMIN TRNG	\$ 2,666.67	1	\$ 2,666.67	
000001-69012	E-LEARN VESTA MAP LOCAL AGENT TRNG	\$ 393.33	8	\$ 3,146.64	
000001-69014	E-LEARN VMAP LOCAL SYS GIS DATA HUB TRNG	\$ 133.33	1	\$ 133.33	
000001-08541	CUTOVER COACHING	\$ 4,666.67	4	\$ 18,666.68	
Shipping and Handling					
Shipping & Handling	Shipping & Handling	\$ 7,759.34	1	\$ 7,759.34	

			Materials Total	\$413,761.20	
			Support Services Total	\$0.00	
			Implementation Total	\$232,927.86	
			Shipping and Handling Total	\$7,759.34	
			Grand Total Price to Customer	\$654,448.40	

Note: Changes to configuration may result in pricing changes. This quote also excludes sales tax, which will be added to the invoice. Any expedite fees incurred after quote acceptance will be added to the invoice.

This quote is subject to the agreement currently in force between CenturyLink and Customer under which Customer has agreed to the terms and conditions for purchase of equipment and any associated installation and maintenance (the "Agreement"). This quote will not become effective unless and until CenturyLink and Customer have executed the Agreement referenced in this section.

Customer Representative: KATHY BRYANT

Customer Signature: Kathy Bryant

Job Title: CHAIRMAN

Date: MARCH 24, 2020

CenturyLink Representative: PHILIP FORD FRAY

CenturyLink Signature: [Signature]
ON BEHALF OF STEPHEN HENSON

Job Title: MANAGER, OFFICE MAINTENANCE

Date: 3/3/20

20C-056



Customer: Marion County, a political subdivision of the State
Quote #: 56832321
Project Name: New 911 VESTA for Ocala PD
Created On: 1/27/2020
Expiration Date: 3/27/2020
Account Manager: Ford Frey
Sales Engineer: Doug Cunningham
Customer Notes: Hardware and Implementation

Catalog Number	Description	Unit Price	Qty	Total Price	Contract Term (Months)
LOCATION: Side B					
Materials					
870899-0104R7.2U	V911 R7.2 DOC/MED UPG	\$ -	1	\$ -	
873099-03002U	V911 CAD INTF LIC UPGD	\$ -	1	\$ -	
853031-DLLL-GD-2	V-DL SVR LG LOW BNDL GEO	\$ 21,568.00	1	\$ 21,568.00	
873090-11202	V911 LIC EIM I3 MOD	\$ -	10	\$ -	
870891-66301	VESTA 9-1-1 SMS LIC	\$ -	1	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
873099-01602	VESTA 9-1-1 PKT DIAL PSAP MOD	\$ 7,333.33	1	\$ 7,333.33	
870810-01302	VESTA 9-1-1 AAC PSAP MOD	\$ 7,333.33	1	\$ 7,333.33	
873099-00602	V911 CDR SVR LIC	\$ 1,453.33	1	\$ 1,453.33	
873099-01102	V911 CDR PER SEAT LIC	\$ 120.00	10	\$ 1,200.00	
873099-00802U	V911 ACT VIEW LIC PER ST UP	\$ -	10	\$ -	
873099-00702U	V911 ACTIV VIEW SYS LIC UPG	\$ -	2	\$ -	
BA-MGD-VSSL-M	GEO-DIV LIC MIG SYS	\$ -	1	\$ -	
PS-0AD-VSML-M	VADV MLTP SEAT LIC NFEE	\$ -	10	\$ -	
873099-00502U	V911 IRR LIC UPGD	\$ -	10	\$ -	
61000-409602SFF	WKST HP Z2 G4 SFF W/O OS	\$ 1,685.33	1	\$ 1,685.33	
65000-00260	GRAPHICS QUAD/ADPTR BNDL	\$ 909.33	1	\$ 909.33	
63000-241692	MNTR 24IN FP WIDE SCR LED	\$ 508.00	3	\$ 1,524.00	
64007-50022	KEYPAD 24-KEY USB CBL 25FT	\$ 165.33	1	\$ 165.33	
65000-00197	KIT CBL DP/USB 15FT EXT	\$ 28.00	1	\$ 28.00	
853030-00302	V911 SAM HDWR KIT	\$ 2,202.67	1	\$ 2,202.67	
833401-00101G-15	CBL SAM JKBX 15FT	\$ 48.00	2	\$ 96.00	
853004-00401	SAM EXT SPKR KIT	\$ 224.00	1	\$ 224.00	
65000-00124	CBL PATCH 15FT	\$ 18.67	1	\$ 18.67	
02800-20501	HDST 4W MOD ELEC MIC BLK	\$ 49.33	1	\$ 49.33	
03044-20000	HDST CORD 12FT 4W MOD BLK	\$ 4.00	1	\$ 4.00	
870890-07501	CPR/SYSPREP MEDIA IMAGE	\$ -	1	\$ -	
61000-409611	DKTP ELITE MINI 705 G4 W/O OS	\$ 1,100.00	9	\$ 9,900.00	
04000-00441	WINDOWS 10 LTSC LIC	\$ 124.00	9	\$ 1,116.00	

63000-241692	MNTR 24IN FP WIDE SCR LED	\$ 508.00	9	\$ 4,572.00	
64007-50022	KEYPAD 24-KEY USB CBL 25FT	\$ 165.33	9	\$ 1,487.97	
65000-00197	KIT CBL DP/USB 15FT EXT	\$ 28.00	9	\$ 252.00	
853030-00302	V911 SAM HDWR KIT	\$ 2,202.67	9	\$ 19,824.03	
833401-00101G-15	CBL SAM JKBX 15FT	\$ 48.00	18	\$ 864.00	
853004-00401	SAM EXT SPKR KIT	\$ 224.00	9	\$ 2,016.00	
65000-00124	CBL PATCH 15FT	\$ 18.67	9	\$ 168.03	
02800-20501	HDST 4W MOD ELEC MIC BLK	\$ 49.33	9	\$ 443.97	
03044-20000	HDST CORD 12FT 4W MOD BLK	\$ 4.00	9	\$ 36.00	
870890-07501	CPR/SYSPREP MEDIA IMAGE	\$ -	1	\$ -	
64040-60020	PRNTR USB/ETHERNET B/W LJ	\$ 525.33	1	\$ 525.33	
65000-13403	CBL USB 2.0 A/B 10FT	\$ 4.00	1	\$ 4.00	
65000-00124	CBL PATCH 15FT	\$ 18.67	1	\$ 18.67	
03800-03060	FIREWALL 60E	\$ 760.00	2	\$ 1,520.00	
04000-29638-X	SWITCH 2960-X+CBL 24-PORT	\$ 2,410.67	2	\$ 4,821.34	
04000-00129	MED 1000B CHASSIS BNDL	\$ 2,446.67	2	\$ 4,893.34	
04000-00116	MED 1000 FXO-LS BNDL	\$ 461.33	2	\$ 922.66	
04000-00119	MED 1000 FXS-O BNDL	\$ 442.67	3	\$ 1,328.01	
04000-00112	MED 1000 2-SPAN BNDL	\$ 5,424.00	1	\$ 5,424.00	
04000-00159	BLKBX TL159A 8-PORT DATACAST	\$ 517.33	1	\$ 517.33	
65000-00262	KIT CBL RJ11 ADPTR DB25	\$ 20.00	8	\$ 160.00	
04000-09485	NETCLOCK 9483 +OCXO+3PORT	\$ 9,304.00	1	\$ 9,304.00	
04000-08185	DISPLAY CLOCK 4IN LED	\$ 1,161.33	1	\$ 1,161.33	
04000-08230	GPS/GNSS OUTDOOR ANTENNA	\$ 432.00	1	\$ 432.00	
04000-08231	GPS ANTENNA POST MT KIT	\$ 124.00	1	\$ 124.00	
04000-08228	GPS ANTENNA SURG PROTECTR	\$ 374.67	1	\$ 374.67	
04000-20601	GND KIT FOR 8226	\$ 524.00	1	\$ 524.00	
04000-67022	GPS CBL CONN	\$ 60.00	1	\$ 60.00	
04000-13150	CBL GPS ANTENNA 150FT	\$ 712.00	1	\$ 712.00	
873391-00301U	V-ANLYT USER LIC UPGD	\$ -	2	\$ -	
PA-MSG-ASSL-M	V-ANLYT STD SEAT LIC MIG	\$ -	10	\$ -	
61000-409611	DKTP ELITE MINI 705 G4 W/O OS	\$ 1,100.00	1	\$ 1,100.00	
04000-00441	WINDOWS 10 LTSC LIC	\$ 124.00	1	\$ 124.00	
63000-241692	MNTR 24IN FP WIDE SCR LED	\$ 508.00	1	\$ 508.00	
871399-50102.0	VMAP LOCAL R2 PREM LIC-KEY/MED	\$ 5,000.00	1	\$ 5,000.00	
871391-50101.0	VMAP LOCAL PREM LIC ONLY	\$ 5,000.00	9	\$ 45,000.00	
64000-40118	8GB RAM DDR Z2	\$ 310.67	1	\$ 310.67	
6400C-40050	8GB RAM DDR4 705 G4	\$ 277.33	9	\$ 2,495.97	
63000-241692	MNTR 24IN FP WIDE SCR LED	\$ 508.00	10	\$ 5,080.00	
6400C-40050	8GB RAM DDR4 705 G4	\$ 277.33	1	\$ 277.33	
63000-241692	MNTR 24IN FP WIDE SCR LED	\$ 508.00	1	\$ 508.00	
871391-50101.0	VMAP LOCAL PREM LIC ONLY	\$ 5,000.00	1	\$ 5,000.00	
QBOM install MAT	Miscellaneous material and cables	\$ 333.33	11	\$ 3,666.63	
SMX1000	SMART UPS X 1000VA RACK/TOWER LCD 120V	\$ 766.67	10	\$ 7,666.70	
SMX2000RMLV2U	SMART UPS X 2000VA RT RACK / TOWER LCD 100-127V	\$ 1,733.33	2	\$ 3,466.66	

Date: March 24, 2020

CenturyLink Representative: CHARLES FORD FREY

CenturyLink Signature: 

Job Title: ON BEHALF OF STEPHEN A. HESON
MANAGER, OFFICE MANAGEMENT

Date: 3/3/20

20C-056



Customer: Marion County, a political subdivision of the State
Quote #: 56832321
Project Name: New 911 VESTA for Marion Backup
Created On: 1/27/2020
Expiration Date: 3/27/2020
Account Manager: Ford Frey
Sales Engineer: Doug Cunningham
Customer Notes: Hardware and Implementation

Catalog Number	Description	Unit Price	Qty	Total Price	Contract Term (Months)
LOCATION: Remote - Marion Co Backup					
Materials					
873090-11202	V911 LIC EIM I3 MOD	\$ -	16	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
809810-00102	V911 ADV DATA LVL 1 ANNUAL SUB	\$ -	1	\$ -	
873099-01602	VESTA 9-1-1 PKT DIAL PSAP MOD	\$ 7,333.33	1	\$ 7,333.33	
870810-01302	VESTA 9-1-1 AAC PSAP MOD	\$ 7,333.33	1	\$ 7,333.33	
873099-01102	V911 CDR PER SEAT LIC	\$ 120.00	16	\$ 1,920.00	
873099-00802U	V911 ACT VIEW LIC PER ST UP	\$ -	16	\$ -	
873099-00702	V911 ACTIV VIEW SYS LIC	\$ 4,666.67	1	\$ 4,666.67	
PS-0AD-VSML-M	VADV MLTP SEAT LIC NFEE	\$ -	16	\$ -	
873099-00502U	V911 IRR LIC UPGD	\$ -	16	\$ -	
04000-00441-UPGD	UPGD - WINDOWS 10 LTSC LICENSE	\$ -	8	\$ -	
04000-00436	PRESENTENSE TIME CLIENT 5.1	\$ 73.33	8	\$ 586.64	
870890-07501	CPR/SYSPREP MEDIA IMAGE	\$ -	1	\$ -	
61000-409602SFF	WKST HP Z2 G4 SFF W/O OS	\$ 1,685.33	1	\$ 1,685.33	
65000-00260	GRAPHICS QUAD/ADPTR BNDL	\$ 909.33	1	\$ 909.33	
63000-241692	MNTR 24IN FP WIDE SCR LED	\$ 508.00	3	\$ 1,524.00	
64007-50022	KEYPAD 24-KEY USB CBL 25FT	\$ 165.33	1	\$ 165.33	
65000-00197	KIT CBL DP/USB 15FT EXT	\$ 28.00	1	\$ 28.00	
853030-00302	V911 SAM HDWR KIT	\$ 2,202.67	1	\$ 2,202.67	
833401-00101G-15	CBL SAM JKBX 15FT	\$ 48.00	2	\$ 96.00	
853004-00401	SAM EXT SPKR KIT	\$ 224.00	1	\$ 224.00	
65000-00124	CBL PATCH 15FT	\$ 18.67	1	\$ 18.67	
02800-20501	HDST 4W MOD ELEC MIC BLK	\$ 49.33	1	\$ 49.33	
03044-20000	HDST CORD 12FT 4W MOD BLK	\$ 4.00	1	\$ 4.00	
870890-07501	CPR/SYSPREP MEDIA IMAGE	\$ -	1	\$ -	
61000-409611	DKTP ELITE MINI 705 G4 W/O OS	\$ 1,100.00	7	\$ 7,700.00	
04000-00441	WINDOWS 10 LTSC LIC	\$ 124.00	7	\$ 868.00	
63000-241692	MNTR 24IN FP WIDE SCR LED	\$ 508.00	7	\$ 3,556.00	
64007-50022	KEYPAD 24-KEY USB CBL 25FT	\$ 165.33	7	\$ 1,157.31	
65000-00197	KIT CBL DP/USB 15FT EXT	\$ 28.00	7	\$ 196.00	

853030-00302	V911 SAM HDWR KIT	\$ 2,202.67	7	\$ 15,418.69	
833401-00101G-15	CBL SAM JKBX 15FT	\$ 48.00	14	\$ 672.00	
853004-00401	SAM EXT SPKR KIT	\$ 224.00	7	\$ 1,568.00	
65000-00124	CBL PATCH 15FT	\$ 18.67	7	\$ 130.69	
02800-20501	HDST 4W MOD ELEC MIC BLK	\$ 49.33	7	\$ 345.31	
03044-20000	HDST CORD 12FT 4W MOD BLK	\$ 4.00	7	\$ 28.00	
870890-07501	CPR/SYSPREP MEDIA IMAGE	\$ -	1	\$ -	
64040-60020	PRNTR USB/ETHERNET B/W LJ	\$ 525.33	1	\$ 525.33	
65000-13403	CBL USB 2.0 A/B 10FT	\$ 4.00	1	\$ 4.00	
65000-00124	CBL PATCH 15FT	\$ 18.67	1	\$ 18.67	
04000-29638-X	SWITCH 2960-X+CBL 24-PORT	\$ 2,410.67	2	\$ 4,821.34	
04000-00159	BLKBX TL159A 8-PORT DATACAST	\$ 517.33	1	\$ 517.33	
65000-00262	KIT CBL RJ11 ADPTR DB25	\$ 20.00	8	\$ 160.00	
04000-01751	TS-4 PORT TERMINAL SVR	\$ 864.00	1	\$ 864.00	
65000-00182	CBL RJ45-10P/DB25M 4FT	\$ 28.00	2	\$ 56.00	
04000-RS232	BLKBX TL601A-R2 DATASHARE	\$ 492.00	1	\$ 492.00	
04000-01014-10	CBL SRL DB25M/DB9F 10FT	\$ 13.33	2	\$ 26.66	
PA-MSG-ASSL-M	V-ANLYT STD SEAT LIC MIG	\$ -	16	\$ -	
871399-50102.0	VMAP LOCAL R2 PREM LIC-KEY/MED	\$ 5,000.00	1	\$ 5,000.00	
871391-50101.0	VMAP LOCAL PREM LIC ONLY	\$ 5,000.00	15	\$ 75,000.00	
64000-40113	8GB RAM DDR4 PRODESK 600 G3	\$ 154.67	8	\$ 1,237.36	
64000-40118	8GB RAM DDR Z2	\$ 310.67	1	\$ 310.67	
6400C-40050	8GB RAM DDR4 705 G4	\$ 277.33	7	\$ 1,941.31	
63000-241692	MNTR 24IN FP WIDE SCR LED	\$ 508.00	16	\$ 8,128.00	
QBOM install MAT	Miscellaneous material and cables	\$ 333.33	16	\$ 5,333.28	
SMX1000	SMART UPS X 1000VA RACK/TOWER LCD 120V	\$ 766.67	16	\$ 12,266.72	
SMX2000RMLV2U	SMART UPS X 2000VA RT RACK / TOWER LCD 100-127V	\$ 1,733.33	2	\$ 3,466.66	
SMX120RMBP2U	EXTERNAL BATTERY PACK FOR SMART UPS X RT 120V CUST PAYS FRT	\$ 926.67	2	\$ 1,853.34	
WS-C2960L-8TS-LL	Catalyst 2960L 8 port GigE, 2 x 1G SFP, LAN Lite	\$ 672.80	4	\$ 2,691.20	
ISR4221/K9	Cisco ISR 4221 (2GE,2NIM,8G FLASH,4G DRAM,IPB)	\$ 1,931.49	4	\$ 7,725.96	
Implementation					
QINTR-AIRBUS	Integration	\$ 22,591.28	1	\$ 22,591.28	
809800-17007	FIELD ENG-STANDARD	\$ 133.33	32	\$ 4,266.56	
809800-35109	V911 IWS CFG	\$ 266.67	1	\$ 266.67	
809800-35108	V911 IWS STG FEE	\$ 400.00	1	\$ 400.00	
809800-35109	V911 IWS CFG	\$ 266.67	7	\$ 1,866.69	
809800-35108	V911 IWS STG FEE	\$ 400.00	7	\$ 2,800.00	
809800-44119	VMAP LOCAL GIS SVCS	\$ 5,830.67	1	\$ 5,830.67	
809800-17007	FIELD ENG-STANDARD	\$ 133.33	74	\$ 9,866.42	
809800-17007	FIELD ENG-STANDARD	\$ 133.33	144	\$ 19,199.52	
809800-17006-SMS	FIELD ENG-EXPRESS SMS	\$ 97.33	16	\$ 1,557.28	
809800-51007-SMS	PROJECT MGMT - REMOTE SMS	\$ 100.00	32	\$ 3,200.00	



Customer: Marion County, a political subdivision of the State
Quote #: 56832321
Project Name: New 911 VESTA for Marion PSC
Created On: 1/19/2020
Expiration Date: 3/24/2020
Account Manager: Ford Frey / DHDL
Sales Engineer: Doug Cunningham
Customer Notes: 5y Vendor Support

Catalog Number	Description	Unit Price	Qty	Total Price	Contract Term (Months)
LOCATION: Side A					
Support					
04000-68009	V-SVR BASIC SPT 5YR	\$ 634.67	2	\$ 1,269.34	60
04000-68009	V-SVR BASIC SPT 5YR	\$ 634.67	1	\$ 634.67	60
809800-35124	V911 ACT VIEW SW SPT 5YR	\$ 2,940.00	3	\$ 8,820.00	60
809800-35130	V911 SW SPT TRNSFR	\$ -	3	\$ -	60
SS-0AD-VSSL-5Y	SPT VADV 5YR	\$ 6,860.00	28	\$ 192,080.00	60
809800-35130	V911 SW SPT TRNSFR	\$ -	28	\$ -	60
809800-35114	V911 IRR SW SPT 5YR	\$ 836.00	28	\$ 23,408.00	60
809800-35130	V911 SW SPT TRNSFR	\$ -	28	\$ -	60
03800-03065	WARR FIREWALL 60E 5YR	\$ 1,120.00	2	\$ 2,240.00	60
04000-29685	WARR 2960-X 48P 24X7 5YR	\$ 4,070.67	2	\$ 8,141.34	60
04000-00190	SW SPT M1000 GATEWAY 5YR	\$ 2,000.00	3	\$ 6,000.00	60
04000-00195	SW SPT M1000 T1 MOD 5YR	\$ 2,000.00	1	\$ 2,000.00	60
SA-MSG-ALSL-5Y	SPT V-ANLYT STD 5YR	\$ 637.33	28	\$ 17,845.33	60
809800-03405	SPT V-ANLYT DB-1000P 5YR	\$ 7,980.00	1	\$ 7,980.00	60
809800-46005	VMAP LOCAL PREM SPT 5YR	\$ 4,200.00	18	\$ 75,600.00	60
809800-46005	VMAP LOCAL PREM SPT 5YR	\$ 4,200.00	1	\$ 4,200.00	60
04000-01623	WARR 24X7 ML110G10 5YR	\$ 1,564.00	1	\$ 1,564.00	60
04000-01620	WARR 24X7 DL380G10 5YR	\$ 7,437.33	3	\$ 22,312.00	60
04000-01604	WARR 24X7 Z240/Z2 WKST 5YR	\$ 602.67	2	\$ 1,205.33	60
04000-01593	WARR 24X7 600/705 G2/G3/G4 5YR	\$ 502.67	30	\$ 15,080.00	60
Materials Total				\$0.00	
Support Services Total				\$390,380.02	
Implementation Total				\$0.00	
Shipping and Handling Total				\$0.00	
Grand Total Price to Customer				\$390,380.02	

Note: Changes to configuration may result in pricing changes. This quote also excludes sales tax, which will be added to the invoice. Any expedite fees incurred after quote acceptance will be added to the invoice.

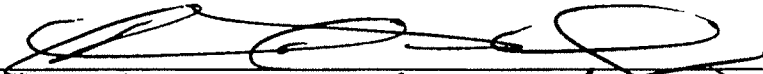
This quote is subject to the agreement currently in force between CenturyLink and Customer under which Customer has agreed to the terms and conditions for purchase of equipment and any associated installation and maintenance (the "Agreement"). This quote will not become effective unless and until CenturyLink and Customer have executed the Agreement referenced in this section.

Customer Representative: KATHY BRYANT - CHAIRMAN

Customer Signature: Kathy Bryant

20C-05L

DATE
March 24, 2020

Job Title: CHAIRMAN
Date: 3/24/20
CenturyLink Representative: CHARLES FORD FRYE
CenturyLink Signature: 
Job Title: CO DIRECTOR OF STEPHAN ANDERSON
Date: MANAGER, OFFICE MANAGEMENT
3/3/20
20C-056



Customer: Marion County, a political subdivision of the State
Quote #: 56832321
Project Name: New 911 VESTA for Ocala PD
Created On: 1/27/2020
Expiration Date: 3/27/2020
Account Manager: Ford Frey
Sales Engineer: Doug Cunningham
Customer Notes: 5yr Vendor Support

Catalog Number	Description	Unit Price	Qty	Total Price	Contract Term (Months)
LOCATION: Side B					
Support					
04000-68009	V-SVR BASIC SPT 5YR	\$ 634.67	2	\$ 1,269.34	60
809800-35124	V911 ACT VIEW SW SPT 5YR	\$ 2,940.00	2	\$ 5,880.00	60
809800-35130	V911 SW SPT TRNSFR	\$ -	2	\$ -	60
SS-0AD-VSSL-5Y	SPT VADV 5YR	\$ 6,860.00	10	\$ 68,600.00	60
809800-35130	V911 SW SPT TRNSFR	\$ -	10	\$ -	60
809800-35114	V911 IRR SW SPT 5YR	\$ 836.00	10	\$ 8,360.00	60
809800-35130	V911 SW SPT TRNSFR	\$ -	10	\$ -	60
03800-03065	WARR FIREWALL 60E 5YR	\$ 1,120.00	2	\$ 2,240.00	60
04000-29716	WARR 2960-X 24P 24X7 5YR	\$ 3,666.67	2	\$ 7,333.34	60
04000-00190	SW SPT M1000 GATEWAY 5YR	\$ 2,000.00	2	\$ 4,000.00	60
04000-00195	SW SPT M1000 T1 MOD 5YR	\$ 2,000.00	1	\$ 2,000.00	60
SA-MSG-ALSL-5Y	SPT V-ANLYT STD 5YR	\$ 637.33	10	\$ 6,373.33	60
809800-46005	VMAP LOCAL PREM SPT 5YR	\$ 4,200.00	10	\$ 42,000.00	60
809800-46005	VMAP LOCAL PREM SPT 5YR	\$ 4,200.00	1	\$ 4,200.00	60
04000-01620	WARR 24X7 DL380G10 5YR	\$ 7,437.33	1	\$ 7,437.33	60
04000-01604	WARR 24X7 Z240/Z2 WKST 5YR	\$ 602.67	1	\$ 602.67	60
04000-01593	WARR 24X7 600/705 G2/G3/G4 5YR	\$ 502.67	11	\$ 5,529.33	60
Materials Total				\$0.00	
Support Services Total				\$165,825.35	
Implementation Total				\$0.00	
Shipping and Handling Total				\$0.00	
Grand Total Price to Customer				\$165,825.35	

Note: Changes to configuration may result in pricing changes. This quote also excludes sales tax, which will be added to the invoice. Any expedite fees incurred after quote acceptance will be added to the invoice.

This quote is subject to the agreement currently in force between CenturyLink and Customer under which Customer has agreed to the terms and conditions for purchase of equipment and any associated installation and maintenance (the "Agreement"). This quote will not become effective unless and until CenturyLink and Customer have executed the Agreement referenced in this section.

Customer Representative: KATHY BRYANT

Customer Signature:

Kathy Bryant

Job Title:

CHAIRMAN - KATHY BRYANT

Date:

March 24, 2020

CenturyLink Representative:

PIERRE FRED FRED

CenturyLink Signature:



Job Title:

ON BEHALF OF STEPHEN ANDERSON

Date:

SYNOPSIS OFFER MANAGEMENT

3/3/20

2DC-056



Customer: Marion County, a political subdivision of the State
Quote #: 56832321
Project Name: New 911 VESTA for Marion Backup
Created On: 1/27/2020
Expiration Date: 3/27/2020
Account Manager: Ford Frey
Sales Engineer: Doug Cunningham
Customer Notes: 5y Vendor Support

Catalog Number	Description	Unit Price	Qty	Total Price	Contract Term (Months)
LOCATION: Remote - Marion Co Backup					
Support					
809800-35124	V911 ACT VIEW SW SPT 5YR	\$ 2,940.00	1	\$ 2,940.00	60
SS-0AD-VSSL-5Y	SPT VADV 5YR	\$ 6,860.00	16	\$ 109,760.00	60
809800-35130	V911 SW SPT TRNSFR	\$ -	16	\$ -	60
809800-35114	V911 IRR SW SPT 5YR	\$ 836.00	16	\$ 13,376.00	60
809800-35130	V911 SW SPT TRNSFR	\$ -	16	\$ -	60
04000-29716	WARR 2960-X 24P 24X7 5YR	\$ 3,666.67	2	\$ 7,333.34	60
SA-MSG-ALSL-5Y	SPT V-ANLYT STD 5YR	\$ 637.33	16	\$ 10,197.33	60
809800-46005	VMAP LOCAL PREM SPT 5YR	\$ 4,200.00	16	\$ 67,200.00	60
04000-01604	WARR 24X7 Z240/Z2 WKST 5YR	\$ 602.67	1	\$ 602.67	60
04000-01593	WARR 24X7 600/705 G2/G3/G4 5YR	\$ 502.67	7	\$ 3,518.67	60
04000-01593	WARR 24X7 600/705 G2/G3/G4 5YR	\$ 502.67	8	\$ 4,021.33	60
CON-SNT-ISR4221K	SNTC-8X5XNBD Cisco ISR 4221 (2GE,	\$ 756.81	4	\$ 3,027.23	60
CON-SNT-WSC296TW	SNTC-8X5XNBD Catalyst 2960L 8 por	\$ 270.01	4	\$ 1,080.05	60
Materials Total				\$0.00	
Support Services Total				\$223,056.62	
Implementation Total				\$0.00	
Shipping and Handling Total				\$0.00	
Grand Total Price to Customer				\$223,056.62	

Note: Changes to configuration may result in pricing changes. This quote also excludes sales tax, which will be added to the invoice. Any expedite fees incurred after quote acceptance will be added to the invoice.

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Customer Representative:

KATHY BRYANT - CHAIRMAN

Customer Signature:

Kathy Bryant
20C-056

DATE
March 24, 2020

Job Title:

Chairman

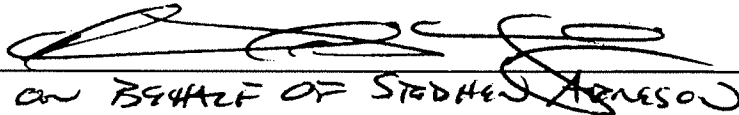
Date:

March 24, 2020

CenturyLink Representative:

CHARLES FRED FREY

CenturyLink Signature:


ON BEHALF OF STEPHEN J. JENSEN

Job Title:

MANAGER, OFFICE MANAGEMENT

Date:

3/3/20