

## Total Response Addendum #1

This is an Addendum to the Master Services Agreement (MSA) #: 12-5064 between PowerPhone, Inc. and LFUCG. PowerPhone and LFUCG agree to the following changes and/or additions to the above referenced MSA:

### I. Addendum to Client Abstract

LFUCG, a Total Response implemented agency, will expand Emergency Medical Dispatch to their Police Department, who currently transfers their EMS calls.

First, each telecommunicator will be required to successfully pass an Emergency Medical Dispatch competency exam to demonstrate basic EMD knowledge. After successful completion of the competency exam, each telecommunicator will complete an Emergency Medical Dispatch recertification to refresh their skills. Twelve tablets with protocols that support Emergency Medical Dispatch will be deployed.

### II. Addendum to Products and Services

1. **Core Certification training**—Defined as essential certification seminar for emergency communications professionals:
  - 30 telecommunicators will be required to complete a competency exam to gauge basic EMD knowledge
  - 32 telecommunicators will complete Emergency Medical Dispatch recertification upon successfully passing the EMD competency exam
2. **Protocol Tablets**—PowerPhone will provide paper protocols to LFUCG according to the following configuration:
  - 12 protocols designed to administer calls of Emergency Medical Dispatch nature
  - 12 card stands for protocol use for live call taking

The additional cost to LFUCG is \$9,176.00, and payment shall be made within 30 days of invoice.

### III. Price Agreement

Pricing for products and training are valid from 9/1/2013-8/31/2014

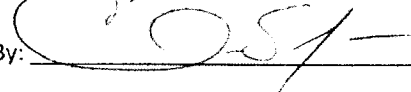
- (1) EMD Protocol Subset Tablet costs \$349.00 + shipping
- (1) Full Service Tablet costs \$749.00 + shipping
- An upgrade from current EMD Tablet costs \$549.00 + shipping
  
- Competency Exam costs \$25.00 per person
- EMD recertification costs \$129.00 per person
- Law Enforcement Dispatch Certification costs \$359.00 per person
- Fire Service Dispatch Certification costs \$359.00 per person

All payments will be made within 30 days of invoice

Acceptance

This Addendum is to be effective as of the date last entered below.

PowerPhone, Inc.

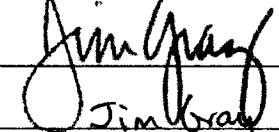
By: 

Name: Chris Salafia

Title: President & CEO

Date: October 7, 2013

LFUCG

By:   
Name: Jim Gray

Title: Mayor

Date: 10-16-13

**Please fax this page to 203.245.3022 attn: Stacey or  
scan and e-mail to MSA@powerphone.com**

## Exhibit A Product Schedule



1321 Boston Post Rd  
Madison, CT 06443  
1 800 537 6937

**Quote**  
**Quote Number:** 6785  
**Date:** 08/02/2013  
**Sales Person:** Tara Milardo  
**Valid Until:** 08/30/2013

Bill To	Ship To
Mr. David Lucas Lexington-Fayette Urban County Gov't; Enhanced 911 200 E Main Street, Rt 313 Lexington, KY 40507	Mr. David Lucas Lexington-Fayette Urban County Gov't; Enhanced 911 200 E Main Street, Rt 313 Lexington, KY 40507

### Certification Training

Quantity	Part Number:	Product	List Price	Unit Price	Ext. Price
30	TRCOMP	Test Competency Exam	\$25.00	\$25.00	\$750.00
32	3EMDR	Recertification: Emergency Medical Dispatch	\$129.00	\$129.00	\$4,128.00
12	TEMD	Tablet: Partial - 1	\$349.00	\$349.00	\$4,188.00
			Subtotal:		\$9,066.00
			Tax:		\$0.00
			Shipping:		\$110.00
			Total:		\$9,176.00

### Grand Total

Currency:	USD	Subtotal:	\$9,066.00
Tax Rate:	0.00%	Tax:	\$0.00
Shipping Provider:		Shipping:	\$110.00
		Total:	\$9,176.00