

Network and Hosted Remote

Under the Hosted/Remote Concept, there is no longer an established DeMarc or “Hand-Off”, the Guardian Positions and associated peripheral equipment become and are part of the network, thereby extending the AK responsibility into each remote PSAP with responsibility only to the Guardian equipment. This change in operational mode brings about the below associated charges and will be applied to all “New” PSAP’s ***not already listed on the original RFP document***. This pricing scale will also be applied to existing Legacy PSAP’s which “Migrate” to the Hosted/Remote Concept.

I. Maintenance with Network Only (no remote Guardian positions)

“Remote PSAP Trouble Response/Resolution”:

- All new network PSAP sites utilizing Legacy CPE - \$3,000.00 (**Annual**)

II. Maintenance for Hosted/Remotes Guardian Positions

- All new network PSAP sites utilizing or migrating to Guardian Remote Positions for ***AK Associates Basic Maintenance***
- **Based on a “Per PSAP, Per Position Count” Scale (Annual)**
 - PSAP with up to and including Three (3) Remote Positions - \$12,000.00
 - PSAP with Four (4) or Five (5) Remote Positions - \$16,000.00
 - PSAP with Six (6) or Seven (7) Remote Positions - \$22,000.00
 - PSAP with Eight (8) or Nine (9) Remote Positions - \$28,000.00
 - PSAP with Ten (10) or Eleven (11) Remote Positions - \$32,000.00
 - PSAP with Twelve (12) or Thirteen (13) Remote Positions - \$36,000.00
- Covers (labor only) Basic Maintenance service
 - Guardian Workstation(s)
 - Position PAC (s)
 - Position Back-Up SIP Phone(s)
 - Includes Guardian Site
 - Switches
 - UPS
 - IP to Serial Device(s)
 - Media Gateway Device(s)
 - Remote Diagnostics, will be done immediately upon receipt of service problem
 - Response Time for major outages is within 2 hours and 4 hours for minor outages

Billing/Invoicing for AK Associates Basic Maintenance

Basic Maintenance as outlined within Section I & II of this Attachment will be billed by AK Associates to LFUCG E911 and LFUCG E911 in-turn will pay AK Associates on behalf of the remote site.

Billing/Invoicing for Tier II Manufacture’s Support

All Guardian Remote Position Solacom Tier II support will be billed by AK Associates through LFUCG E911 and LFUCG E911 who in-turn will pay AK Associates, unless LFUCG and AK Associates agree in writing (on a case by case bases) for alternative arrangements.

III. AK Additional Services

Adding additional incorporated network features (i.e., IP PBX, etc) to remote PSAP: Annual additional - \$5,000.00 upon individual review of each PSAP configuration.

Note: Non-maintenance, such as adding new, reconfiguring or moving existing equipment will be billed at a rate of \$125.00 per hour, plus travel charge of \$195.

IV. AK Elite Premier Maintenance

If a county requests to upgrade to AK Elite Premier Maintenance, AK will provide a quote based on how many days the county elects for on-site maintenance service.

Note: non-AK Associate Customer Network Sites will not be required to become AK Associates Customer sites. LFUCG/AK Associates will provide Tier I support on only the Guardian Position(s) and related equipment. The site will be allowed to pick the Tier I provider of their choice for additional services if needed or requested.

Additional Billing/Invoicing for AK Associates Services

Maintenance, services and products provided by AK Associates, at the request of individual remote PSAPs, not outlined specifically within the agreement or Section I & II of this Attachment will be billed by AK Associates directly to the remote PSAP and/or the requesting non-LFUCG entity.