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RapidSOS Paid Modules Order Form

RapidSOS Contact Information	Customer Contact Information
3 Park Ave Floor 22 New York, NY 10016 Regional Manager: Rob Neal RM rneal@rapidsos.com	Agency Name: Kootenai County Agency Address: 451 North Government Way, Couerd`Alene, Idaho 83814, United States Agency Contact 1: Jeff Howard LT. jhoward@kcgov.us 2084461851

Quote Reference Number: Q-03463

Effective Date: Date on which this Order Form is fully executed by both parties

Initial Term (in months): 42 months from Subscription Start Date

Subscription Start Date: The earlier of (a) Go-Live, as defined in the accompanying SOW(s), of all Purchased Module(s), as determined by RapidSOS, or (b) Launch or 30 days from Effective Date days from the Effective Date

Renewal:
1. Upon the expiration of Initial Term, subscription products will automatically renew for 12 months periods unless notice is provided via email at least 60 days prior to expiration of the term.
2. Verbal cancellations not accepted.

Subscription Product Invoice Terms:
- Due annual starting on Subscription Start Date
- Payments due Net 30 of receipt of invoice

Additional Payment Terms:
- One-time Services fees due net 30 of the Effective Date
- Invoices issued thirty (30) days before Subscription Start Date (for the Initial Term) and up to thirty (30) days prior to the start of each anniversary the Subscription Start Date
- Payments will be made electronically

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Year 1 (6 Months)

Product Name	List Price	Quantity	Discount	Total Price
Non-Emergency Automation - Alarm Call Automation	$900.00	5	100	$0.00
	Year 1 Subscription Total		$0.00	

Year 2 (12 Months)

Product Name	List Price	Quantity	Discount	Total Price
Non-Emergency Automation - Alarm Call Automation	$1,800.00	5	0	$9,000.00
	Year 2 Subscription Total		$9,000.00	

Year 3 (12 Months)

Product Name	List Price	Quantity	Discount	Total Price
Non-Emergency Automation - Alarm Call Automation	$1,800.00	5	0	$9,000.00
	Year 3 Subscription Total		$9,000.00	

Year 4 (12 Months)

Product Name	List Price	Quantity	Discount	Total Price
Non-Emergency Automation - Alarm Call Automation	$1,800.00	5	0	$9,000.00
	Year 4 Subscription Total		$9,000.00	

One-Time Services

Service Name	List Price	Quantity	Discount	Total Price
UNITE Premium Module Set Up Fee - 1 Module	$5,000.00	1	50	$2,500.00
	One-Time Services Total		$2,500.00	

	Order Summary	Payment
	Total Year1 Subscription and Services Price	$2,500.00

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Year 2 Software Price	$9,000.00
Year 3 Software Price	$9,000.00
Year 4 Software Price	$9,000.00
Total Contract Value	$29,500.00

Product Definitions

The Non-Emergency Automation module uses AI to answer & process non-emergency requests as Digital Alerts within RapidSOS UNITE. The Alarm Call Automation portion handles traditional 10-digit alarm calls.

Includes:
- New 10-digit phone line powered by RapidSOS HARMONY
- Agency-specific configuration to gather data for ECC alarm protocols
- Built-in transfer mechanism to escalate calls to telecommunicators as needed

Comments: Agency may cancel this Order Form with or without cause before February 1, 2026, by providing written cancellation to the Agency's assigned RapidSOS regional representative. Verbal cancellations not accepted.

Terms and Conditions:

This order ("Order") is entered into by and between RapidSOS, Inc. ("RapidSOS") and the Customer identified in the signature block. This Order, together with the annexes, is governed by the terms and conditions of RapidSOS's Master Services Agreement, which is located at: https://rapidsos.com/psgpaidmodulesmsa/, including its exhibits, references, and/or addenda (collectively, the "Agreement"). By purchasing the above services ("Purchased Module(s)"), the Customer acknowledges and agrees to adhere to the End User License Agreement (EULA) and/ or Addendum terms specific to each product listed in the Annexes attached to this Order.

Annexes. The following Annexes are appended to and a made a part of this Order:

    ○   RapidSOS Non-Emergency Automation EULA

    ○   RapidSOS UNITE Statement of Work for Non-Emergency Automation Module

Except as expressly provided herein, the terms and conditions of the Agreement remain in full force and effect as to any services previously purchased. Customer is responsible for complying with the requirements of the Statement of Work ("SOW"), if any, which is incorporated by reference into this Order Form.

Customer's access to RapidSOS Purchased Module(s) will not be provided by RapidSOS until RapidSOS has received this signed Order Form from Subscriber, together with the Budgetary Quote and the final SOW.

[Signature on following page]

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Signature Line

The signatories to this Order represent that they are duly authorized to execute this Order Form and the Agreement on behalf of the party they represent.

ORDER EFFECTIVE DATE: Effective Date Upon Signature hereof.

KOOTENAI COUNTY SIGNATURE:	RAPIDSOS SIGNATURE:
Name: Jeff Howard Title: Date:	Name: Chad Somodi Title: VP, Public Sector Sales Date:

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RapidSOS Non-Emergency Automation EULA

This RapidSOS Non-Emergency Automation EULA is made as of the Effective Date on the accompanying Order Form by and between the Agency listed on the Order Form ("**Agency**") and RapidSOS, Inc. ("**RapidSOS**"), and is incorporated into the Master Services Agreement ("**Agreement**"). All terms not defined herein shall have the meanings ascribed to them in the Agreement.

1. **Description of Services.** RapidSOS Non-Emergency Automation provides automated answering, transcribing, and synthesizing of 10-digital alarm calls from monitoring agents and generating a Digital Alert of the call for display in Agency's existing RapidSOS UNITE or integrated CAD.

2. **Third-Party Services.** RapidSOS Non-Emergency Automation may use the services or applications of third parties ("**Third Party Services**"). RapidSOS does not control such Third Party Services. RapidSOS shall not be responsible or liable to Agency, Agency Authorized User, or any other Person for the failure, non-performances or unavailability, faulty service or errors of any such Third Party Services. RapidSOS makes no warranties with respect to any Third Party Services, their performance, availability, or accuracy.

3. **Services Use and Disclaimer.**
   a. *Accuracy and Reliability.* Agency acknowledges and agrees that any transcriptions, synthesis, or display of Non-Emergency Automation calls ("**ACA Output**") is dependent upon inputs by monitoring agent or caller ("**Caller Input(s)**"), which may contain errors and deficiencies. Agency and Agency Authorized Users are responsible for independently verifying the accuracy of all such Caller Inputs and all results of the ACA Output. RapisSOS is not responsible for the accuracy or reliability of the Caller Inputs or ACA Output. RAPIDSOS ASSUMES NO LIABILITY, WARRANTY, OR RESPONSIBILITY TO AGENCY, AGENCY AUTHORIZED USERS, OR ANY OTHER PERSON WITH RESPECT TO ANY CONCLUSIONS, INTERPRETATION, DECISIONS, OR ACTIONS BASED ON THE USE OF THE SERVICES OR ANY CALLER INPUTS OR ACA OUTPUT BY AGENCY OR AGENCY AUTHORIZED USERS.
   b. *User Submissions.* Agency acknowledges that RapidSOS has no control over the Caller Inputs transmitted by a monitoring agent or caller and made available to Agency Authorized Users via RapidSOS Non-Emergency Automation. RapidSOS shall have no obligation to screen or filter any Caller Inputs.

4. **Ownership.** In addition to the Intellectual Property rights granted in Section 7.1 of the Agreement, Agency acknowledges and agrees that RapidSOS owns all right, title, and interest in the RapidSOS Non-Emergency Automation services and related documentation, including any alterations, adjustments, and all improvements, enhancements, and derivatives thereof, including all associated intellectual property rights found therein (collectively, "**RapidSOS Non-Emergency Automation IP**"). RapidSOS grants Agency a non-exclusive, non-sublicensable, and non-transferable license, for the Term specified in the Order Form, to use RapidSOS Non-Emergency Automation IP strictly for Agency's own internal, legitimate, and non-commercial purposes. Agency acknowledges and agrees that RapidSOS Non-Emergency Automation IP constitutes and contains valuable confidential/proprietary information and trade secrets of RapidSOS, its licensors and/or its suppliers, embodying substantial creative efforts and confidential information, ideas, and expressions. Accordingly, Agency agrees to treat and ensure that all users treat RapidSOS Non-Emergency Automation IP as confidential, and to protect the confidentiality thereof, at all times exercising at least a reasonable degree of care in the protection of such confidential information. Agency shall not under any circumstances share or permit access to RapidSOS Non-Emergency Automation, documentation, or RapidSOS Non-Emergency Automation IP to any actual or potential competitor of RapidSOS.
   a. **Caller Inputs and Agency Output**. RapidSOS acknowledges and agrees that Agency, to the extent allowable by law, owns all right, title, and interest in Caller Inputs and ACA Output. Agency grants RapidSOS a non-exclusive, non-sublicensable, and non-transferable license, for the Term specified in the Order Form, to use and store Caller Inputs and ACA Output to provide the Services under this EULA.

5. **Storage Services Use and Disclaimer**. Agency agrees that Caller Inputs and ACA Output may be uploaded, copied, and stored by RapidSOS ("**Storage Services**") as a part of the RapidSOS Non-Emergency Automation services for the Term of the Agreement. RapidSOS may use, copy and reproduce the Caller Inputs and Agency Data in order to provide the Services. RapidSOS shall have no obligation to store Caller Inputs and ACA Output after the expiration or termination of this Agreement.

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- *Backups*. Storage Services do not replace the need for Agency to maintain regular data backups or redundant data archives of Caller Inputs and ACA Output. RAPIDSOS HAS NO OBLIGATION OR LIABILITY FOR ANY LOSS, DESTRUCTION, DAMAGE, OR CORRUPTION OF ANY ANY CALLER INPUTS AND AGENCY OUTPUT.

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RapidSOS UNITE Statement of Work (SOW) for Non-Emergency Auotmation Module

THIS STATEMENT OF WORK (this "SOW") is entered into by RapidSOS and the Agency named on the accompanied Order Form (the "Subscriber") for RapidSOS Alarm Call Automation as a supplement to the overall Master Services Agreement.

Overview

The RapidSOS Alarm Call Automation module streamlines alarm call processing by using RapidSOS HARMONY artificial intelligence (AI) to answer traditional 10-digit alarm calls. The module follows ECC-specific protocols to gather call-for-service data, and then transmits that data as Digital Alerts within RapidSOS UNITE and/or an integrated CAD.

Key Features

RapidSOS Alarm Call Automation leverages Harmony AI to process 10-digit alarm calls and deliver them as a Digital Alert into RapidSOS UNITE and/or an integrated CAD.

Functionality
- Alarm Call Automation agent powered by RapidSOS Harmony AI
- Flexible Alarm Protocol Question Trees
- Real-Time Access to Call Transcript + Audio Recordings
- Built-in Transfer and Failsafe Mechanisms
- Simultaneous Alarm Call Autoscaling
- Digital Alerts via RapidSOS UNITE and/or integrated CAD
- Storage of Digital Alerts and full call recordings for 7 years
- Implementation, Training, and Testing Support

1. **Introduction**
   This Statement of Work (SOW) outlines the requirements, deliverables, and scope for the implementation of RapidSOS Alarm Call Automation.

2. **Project Objectives**
   - Configure PSAP specific Alarm Call Automation agent
   - Provision 'test' and 'real' 10-digit Alarm Call Automation phone numbers
   - Test, Refine, and Deploy Alarm Call Automation agent

3. **Scope of Work**
   3.1. Planning and Kickoff
   - Initial meeting with stakeholders to discuss project scope, objectives, and timelines ● Develop a detailed project plan

   3.2. Alarm Call Automation agent fine-tuning
   - Determine PSAP specific Alarm Protocol Question Tree
   - Determine PSAP specific information
   - Provision 'test' 10-digit Alarm Call Automation phone number

   3.3. Test and Refine Alarm Call Automation agent
   - Conduct comprehensive testing of the system
   - Review metrics and perform analysis on metrics
   - Resolve any identified issues

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3.4. Deploy Alarm Call Automation agent*
- Provision 'real' 10-digit Alarm Call Automation phone number
- Connect to Monitor Centers
- *Note that RapidSOS will work with each PSAP in determining the best approach for connecting their Alarm Call Automation agent to Monitor Centers, but RapidSOS will not be responsible for any direct outreach to Monitor Centers.*

4. Deliverables
- PSAP specific Alarm Protocol Question Tree
- PSAP specific 'test' 10-digit Alarm Call Automation phone number
- PSAP specific 'real' 10-digit Alarm Call Automation phone number
- Training and enablement materials

5. Requirements
System Requirements
- It is mutually understood that the Subscriber is responsible for the system, whereby Subscriber users will be accessing the Digital Alerts created by Alarm Call Automation module, and that these systems meet the minimum specification provided at project kickoff.

Network Requirements
- The Subscriber is responsible for providing resources needed in order to successfully configure the network, in order to ensure successful functioning and transmission of data for the Alarm Call Automation module. RapidSOS shall provide whitelisting requirements provided at project kickoff.
- Subscriber is solely responsible for obtaining its own internet connection and supporting hardware and infrastructure needed to perform the delivery of features.

General Requirements
- Subscriber is responsible for assisting with the scheduling and then attending necessary meetings, such as project kickoff, design review and others as needed.
- Subscriber is responsible for providing pertinent project information and documentation in a timely & complete manner.
- Subscriber is responsible for providing a responsive single point-of-contact for communication throughout the project and system implementation.
- Subscriber is responsible for making available any relevant vendor contacts or resources that are required for the integration and setup of features described herein.
- Subscriber is responsible for assigning and scheduling appropriate staff for training.

6. Schedule

Phase	Timeline*
Project Planning & Kickoff**	Week 1
Alarm Call Automation agent fine-tuning	Week 2
Test and Refine Alarm Call Automation agent	Week 3
Deploy Alarm Call Automation agent	Week 4

*Timeline is an estimation and relies on Subscriber providing information necessary for fine-tuning, making time to test, and providing feedback in order for further fine-tuning. RapidSOS staff will communicate with the customer throughout the duration of the project to communicate critical deliverables, deadlines, and scheduling impacts in a timely manner.

**Any changes in scope, delays in resources being made available, or missing requirements will result in a corresponding delay in timeline.

7. **Roles and Responsibilities**
   - RapidSOS Project Manager (PM): Oversees project and ensure milestones are met
   - RapidSOS Trainer: Conduct training sessions and develop materials
   - RapidSOS Engagement Team: Provide ongoing support post-implementation
   - ECC Project Manager (PM): Engages with RapidSOS PM to ensure milestones are met
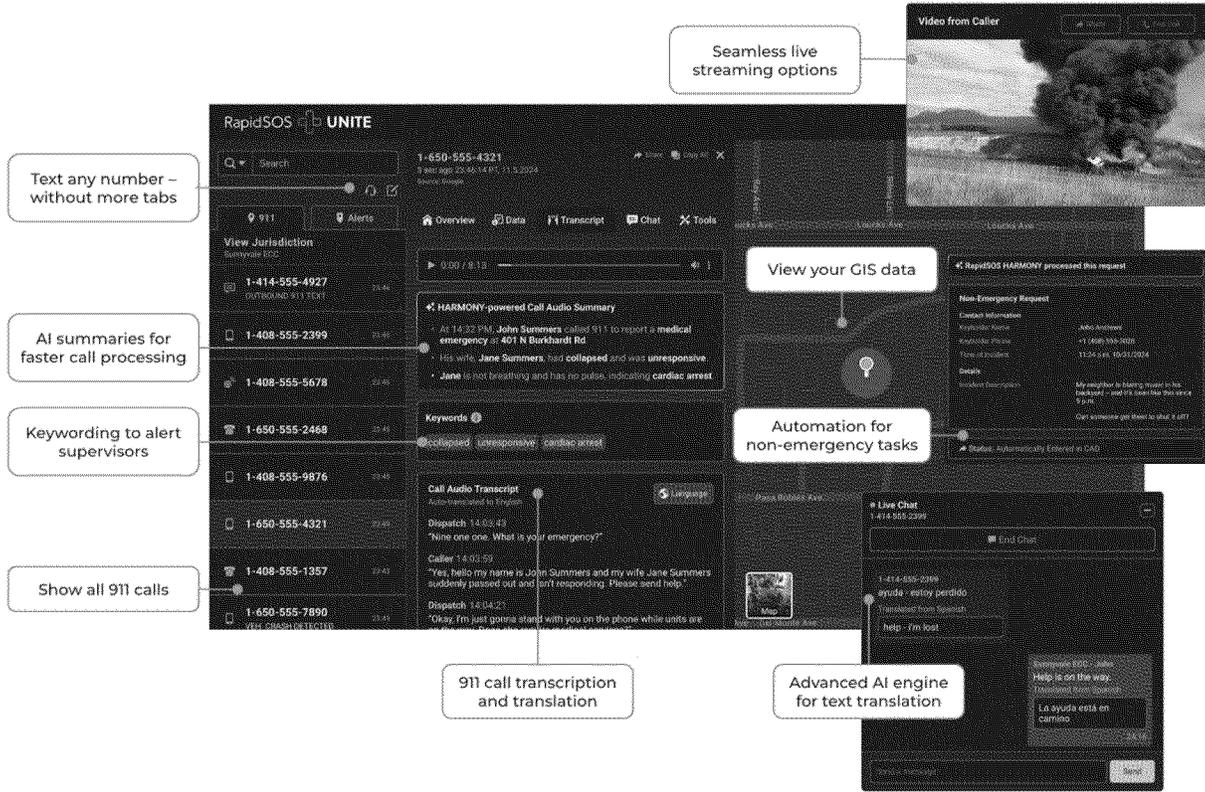   - ECC Technical Point of Contact(s): ECC technical changes & provide insights as applicable

8. **Acceptance Criteria**
   - Successful deployment and configuration of RapidSOS Alarm Call Automation
   - No critical issues post go-live for a period of 2 weeks

RapidSOS ⊕ UNITE

All Your Intelligence, One Unified View

Designed to simplify your ECC operations, RapidSOS UNITE consolidates disjointed tools in a single AI-powered screen. Special offer available now!

Seamless live streaming options

Text any number – without more tabs

View your GIS data

AI summaries for faster call processing

Keywording to alert supervisors

Automation for non-emergency tasks

Show all 911 calls

911 call transcription and translation

Advanced AI engine for text translation

When your emergency systems and screens aren't united, response becomes fragmented, leaving telecommunicators scrambling to get the complete picture.

RapidSOS UNITE combines human expertise with the most advanced technology — bringing everything together in one seamless view.

This empowers telecommunicators to act with speed and confidence, ensuring they make the right decisions faster when everything is on the line.

Simplify workflows
Local intelligence with global data – in one view

Seamlessly communicate
Overcome barriers and communicate with who you want and how you want

Reduce workload with AI built with you, for you
Practical innovations to combat staffing crisis

RapidSOS ⊕ UNITE

How UNITE Simplifies ECC Operations

Call Handling
Consolidate all calls and local GIS context **in streamlined call-handling map** with redundant connection to plot mobile calls amid outages

Requests for Service
Reduce workload by **offloading non-emergency call processing** via same workflow connected to **10+ school safety panic button providers**

Analytics
Go beyond call-handling to **show unseen workload to decision-makers**

Communicating
Easier communication by text, video and voice, with **Emergency SOS Live Video**, **RCS Messaging**, language translation, and **911 call transcription**

Interoperability
Share data with nearby ECCs and out to the field with field-tested solution already used by **1M field responders**

AI Built For You
Ease burden on staff with HARMONY through **automation**, **incident summarization**, and customization, including by **integrating your SOPs**

Spotlight on Advanced Communication Tools

All your voice, video, and text needs now integrated natively within UNITE.

You can have a single screen for:

- Language translation for text and chat
- Video on-screen transcription with voice translation
- Voice call language transcription and translation
- Voice call AI summarization and keyword alerting
- Unlimited configurable text quick responses
- Text, Voice, Video and Multimedia storage
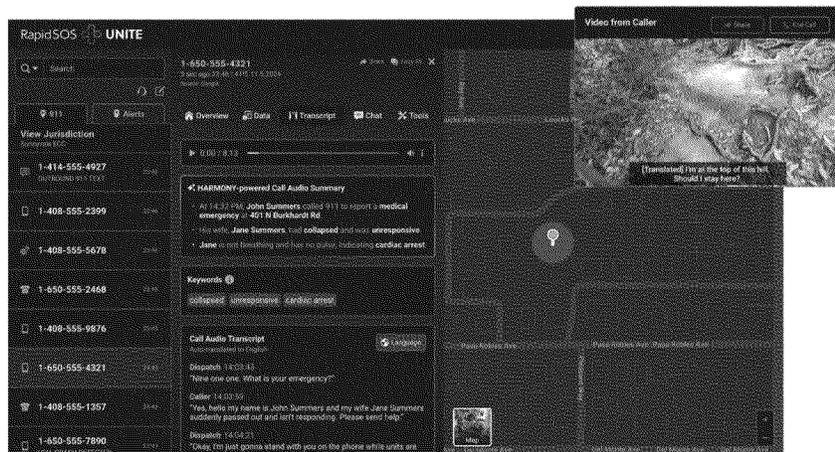
For more information and resources, contact RapidSOS today.

Website: www.rapidsos.com | Email: psgsales@rapidsos.com