

Versaterm Public Safety US, Inc.

(referred to hereafter as “Versaterm”)

1 North MacDonald, Suite 500
Mesa, Arizona USA
85201

Email address for notices:
legal@versaterm.com

SERVICE SCHEDULE

Monterey County Sheriff's Office (CA) 1414 Natividad Rd, Salinas, CA 93906, United States CurtrightAC@countyofmonterey.gov (referred to hereafter as “Customer”)	Invoices shall be sent to 1414 Natividad Rd, Salinas, CA 93906, United States Attention: Monterey County Sheriff's Office (CA) Email: 230-SOFiscal@countyofmonterey.gov Is a purchase order required? No
Initial Subscription Term: 12 months commencing upon Provisioning	

Item	Quantity	Price per Unit	Discount	Net Total
IAPro NextGen HR Integration Process Off- site development and deployment	1	\$5,000.00		\$5,000.00
BlueTeam front-line users training	1	\$1,500.00		\$1,500.00
On-site Training cost per day	1	\$2,050.00		\$2,050.00
Advanced Training cost per day	1	\$1,500.00		\$1,500.00

IAPro NextGen, License Subscription (On-Prem)	1	\$11,000.00		\$11,000.00
BlueTeam NextGen, License Subscription (On-Prem)	1	\$11,000.00		\$11,000.00

Total Year 1:	\$32,050.00
Total Year 2:	\$22,880.00
Total Year 3:	\$23,795.20
Total for 3 Years	\$78,725.20

The amounts indicated above are exclusive of sales taxes

INVOICING

Versaterm shall invoice the Customer for the above Subscription Fees for the Subscription Services at the beginning of the Initial Subscription Term and annually on each anniversary date for the duration of the Subscription Term.

INVOICING TERMS FOR PROFESSIONAL SERVICES FEES

If Professional Services are under \$100,000 Professional Services Fees shall be invoiced upon the earliest of RFU or 4 months provisioning. If Professional Services are more than \$100,000, they will be invoiced 25% at Provisioning and 75% at earliest of RFU or 4 months from Provisioning

Other :

If Professional Services are for a cloud-migration or adding additional license Professional Services Fees shall be invoiced upon Provisioning

SPECIFIC SUBSCRIPTION SERVICES/SERVICES

The following terms apply to the software and service(s) identified above.

A. CI- TECH

1. General Information

- A. Customers shall contact Versaterm as its decided 24-hour hour 1-800 number, or if it is a low-priority issue, by e-mail.
- B. Versaterm will typically be available after working hours if a high-priority problem is pending. Versaterm responds to emails and phone calls between 8:30 a.m. and 5:30 p.m. EST from Monday to Friday, excluding the statutory holidays observed in the state of New Hampshire and weekends (“Business Hours”).

2. General Response Time

- A. Unless otherwise indicated in section 2, provided that call or email is received during Business Hours, Versaterm attempts to respond as follows:
 - within two hours for medium and high priority calls.
 - within (24) twenty-four hours calls or e-mails related to training or usage issues within 24 hours.

3. Problem reporting and resolution procedures:

- A. The following escalation procedures will be employed to ensure an appropriate response to any service interruption to minimize downtime—Versaterm normally problems quickly during Business Hours.
- B. When a problem is encountered during regular business hours, Customer must follow following the steps:

Step 1

Customer users should first contact its IAPro designated coordinator. This is the individual most familiar with either IAPro or IT areas. The IAPro designated coordinator will attempt to correct the problems. The IAPro designated coordinator will verify network connects, resolve printer problems, and any desktop issues associated with using IAPro.

Customer users may also call Versaterm dedicated product group directly, however, it's recommended the IAPro designated coordinator be included in problem resolution.

Step 2

If the problem requires assistance from Versaterm, the IAPro designated coordinator may contact Versaterm through e-mail or phone. Versaterm resources will work with the Customer to diagnose the problem. After investigating the issue, Versaterm and the Customer will jointly categorize the problem into:

Type of Problem	Ownership
Server Hardware Problem	Customer IT
Desktop Hardware Problem	Customer IT
Network Communication	Customer IT
Isolated Workstation Issue	Customer IT
Database Performance/storage	Versaterm
Application or software related	Versaterm

4. Problem Definition and Priority:

The following table provides a list of the types of problems that can be experienced:

Description of Problem	Category	Priority
All services unavailable: (Customer Wide) The system is unavailable. Cases cannot be processed.	Showstopper	High
Efficiency/Performance/Throughput: System is functional but does not match the performance criteria.	Showstopper	High
System not performing as specified: Functions are not executing correctly and are stopping cases from being processed. No workaround available.	Showstopper	High
User Error:	Training Issue/Questions	Low

Problem reported by user that was a result of user error or misunderstanding. Isolated workstation failure.		
Enhancement: System does not perform the required functionality. Functionality was not within requirements.	Enhancement - These will be added to the enhancement list and addressed with Versaterm as needed.	Low
System not performing as specified (workaround available). An error is experienced but the problem can be worked around.	Workaround Available Complex workaround Decrease system's efficiency/performance/throughput Decreases user/department's efficiency in completing tasks	Medium
	Workaround available Easy to implement workaround. No impact on system performance No impact on user/department's efficiency	Low

5. Support Restore Requirements

The following table provides a guideline for restoration times in case of a problem:

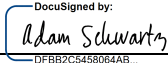
Priorit y	Restore Time
High	Response within 2 hours of contact. Resolution within 6 hours from time of notifying the vendor contact(s) through voice mail (first level support contact) and e-mail. If feasible, Versaterm will provide after-hours support into the evening or during early morning hours.
Med	Resolution within 2 business days from time of notifying the vendor contact(s) through voice mail (first level support contact) and e-mail to the entire list.

Low	No resolution time designated. Added to enhancement list or addressed through updates to user documentation.
-----	--------------------------------------------------------------------------------------------------------------

This “Service Schedule” is entered into as of the date of the last signature set forth on the signature page hereto (the “Effective Date”), by and between Versaterm Public Safety US, Inc. and Customer. The Service Schedule and its schedules (if applicable) are incorporated into that certain Master Software and Services Agreement between Customer and Versaterm ("MSA"). The terms and conditions that are specific to this Service Schedule are set forth herein. In the event of a conflict between the provisions of this Service Schedule and the Master Agreement, the provisions of Section 2 a) of the MSA shall control such conflict. Each person signing this Service Schedule has the full authority to execute this Service Schedule.

Versaterm Public Safety US, Inc.:

Monterey County Sheriff's Office (CA):

By: 
(Signature)

By: _____
(Signature)

Name: Adam Schwartz
(Printed Name)

Name: _____
(Printed Name)

Title: CRO

Title: _____

Date: Sep 29, 2025 | 10:46 AM PDT

Date: _____