



## Welcome to Carbyne

We welcome the opportunity to deploy c-Live Universe with the **Broward County FL** with the ultimate desire of earning your business. Our goal will be to make this solution, c-Live Universe, a game changer in your agency. We thank you for your consideration.

Carbyne has created the c-Live Universe solution with a sole purpose in mind; to enable any Telecommunicator to fully immerse themselves into the incident, receive the right information as quickly as possible in order to dispatch efficiently, and with great confidence, that they are providing the right response.

The power of the c-Live Universe solution is that it is a cloud native solution. Therefore, it can simply be installed on any computer having internet connection with zero interruption to existing working products, whether it be 9-1-1, 3-1-1, or any ECC.

c-Live Universe solution has three core panes:

- Device based location with mapping
- Live video and photo sharing / capture
- Instant messaging capability

### Project Approach

A Project will consist of the **Broward County FL** deploying Carbyne's c-Live Universe Public Safety solution which will be configured and operated from the **Broward County FL's** Public Safety Answering Point.

During the project period, the **Broward County FL** will use the c-Live solution as part of its normal operations. The solution resides within Carbyne's Cloud which does not require integration into any existing 9-1-1 call handling, CAD, or other, third-party application.

The solution will require the **Broward County FL** to provide access to the host locations for Auto-Detect Implementation and a High-Speed internet connection as described in **Exhibit B**.

### Distinguishing Features

1. Carbyne c-Live Universe is delivered as Software-as-a-Service (SaaS), and sits on top of any Call Center workstation and / or laptop as a typical software icon until opened, default to local map screen, minimized to a very small "Carball" and can be deployed quickly and remotely, if required.
2. c-Live Universe displays any incoming Wireless calls, (9-1-1 or administrative) with data-rich features including real-time video from the Caller's device, advanced device-based location, and silent-instant chat.

#### Broward County FL

Carbyne c-Live Universe Standard Proposal

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Date 01-19-2022



3. Events History provides Domain Awareness via a user interface which presents the PSAP data via customizable reports and views including heat maps for incidents. These incidents can be filtered to see concentrated areas of geography per incident type.

### Additional Features

- Precise, persistent, and accurate location of the Caller
- The ability to initiate an SMS text to the calling party for approval to share their location as well as live video stream for on-scene situational awareness. This provides the Telecommunicator / Agency with a higher level of confidence regarding incident response and field resource support & safety.
- Two-way Instant Silent Chat Dropped-Call protection - backup data connection if voice call drops for any reason. The Telecommunicator can continue to communicate / instant chat and / or check on the Caller should the voice call end unexpectedly.
- Instant Chat delivery confirmation via the GUI
- Event History - Jurisdictional Map view

Carbyne extends its thanks to the **Broward County FL** for allowing us to share how we can serve as your ***provider of precise location information with video, pictures and chat to enhance your current 9-1-1 and CAD systems from 9-1-1 to Live-1-1.***

Sincerely,

Kevin Wattenbarger  
Kevin Wattenbarger  
Regional Sales Manager

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## Solution Overview:

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### c-Live Universe

Carbyne's c-Live Universe is delivered as Software-as-a-Service (SaaS), and sits as an unobtrusive icon on the client's screen until activated. Even then, it can be minimized to a small 'floating' icon that can be moved anywhere on the display until needed and allow the full use of other applications when not in use. All windows are configurable and can be minimized / maximized at any time during the Telecommunicator's workflow. c-Live Universe requires no integration with existing systems and can be run using commercially available, custom-off-the-shelf (COTS) hardware and software.

The c-Live Universe is uniquely poised to help agencies minimize response time and maximize efficiency while empowering the way Callers communicate with emergency services in crisis situations, as well as in non-emergency situations.

### Next Gen Features

**AML:** Carbyne can activate Advanced Mobile Location (AML) to provide 9-1-1 calls with precise location from the operating system.

**Device Based Location:** To deliver location services for every call without an app (non-emergency, 3-1-1, 10-digit, etc.) - Carbyne partnered with SMS providers offering Enterprise level services to send an automatic link to a Caller. This ensures that the Caller is in full control of their data and information they consent to share without the need to download any app.

**Live Video:** The Live Video feature allows Telecommunicators to activate a video session with a Caller (once accepted). This enhances situational awareness through interaction between the Caller, the Telecommunicator & First Responders, for the first time. Viewing live video, while optional, is a powerful tool to address incidents where the Caller's communications are not clear or visual images can help the Telecommunicator gain additional information not available. At any time, the video session can be viewed by the Telecommunicator. Likewise, the video screen can be closed at any time, or reopened as desired, without interference of recording the full video session. The video session is in-bound only, and at no point can the Caller see the Telecommunicator.

**Photo Capture:** Once a c-Live session has been initiated the caller has the ability to take photos from their device in standard or selfie mode. Additionally, the telecommunicator has the ability to remotely take photos using the caller's smartphone camera. These pictures are transmitted directly to the Chat session in Universe and not retained on the caller's device.

**Text Communications:** Silent Instant Chat (similar to WhatsApp, iMessage) is an effective tool to communicate with non-verbal Callers in order to overcome environmental factors and / or compromising factors that could impede verbal communication. Silent Instant Chat capabilities by

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Carbyne also provides effective communications with the deaf and hard of hearing community. Telecommunicators will see an indicator on the Chat window validating that their message was delivered to the Caller.

**Instant Implementation:** Carbyne's interactive communication platform is cloud native. As such, it allows for immediate implementation with zero interruption to existing emergency communications platforms and infrastructure. Our intuitive user interface is currently being used throughout seven countries requiring minimal training due to the simplicity of use. It follows the familiar mobile interface experience most citizens have grown accustomed to.

**Citizen Data Protection:** The rich data that a citizen has consented to share with an agency is securely stored within the AWS GovCloud and FEDRAMP certified facilities. This data can only be accessed by Authorized administrative role-based users that each Agency appoints. This data is accessible and downloadable only by those defined users for evidentiary purposes per the Agency Legal process.

**Audit and Tracking:** The c-Live Universe platform collects citizen (consented) rich data on a per-incident basis which can then be compared and analyzed across the jurisdiction of the PSAP over user-defined time periods.

**Carbyne Call:** c-Live Universe creates a Carbyne Data-rich Session between the Caller, the Telecommunicator & First Responders from any smartphone and does NOT require an App to be installed on the Caller's device.

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*Carbyne "Carball" simulated on a call-taking screen.*

**Carbyne c-Live Universe solution adds the following enhanced components:**

1. Precise, persistent, and dynamic device location of the Caller and can also include network-based and / or sensor-based location as applicable.

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2. The 9-1-1 Telecommunicator receives the Caller's consent to enable their camera presenting an on-scene video stream providing situational awareness between the Caller's wireless device and the ECC. This is a one-way multi-media path where the Telecommunicator can see what the Caller's camera is seeing, receive photos and take photos through the Caller's device. During the session, the Caller does not see the Telecommunicator. Once the session has ended, the Telecommunicator / Agency has no access to the original Callers' device without initiating a new session and gaining consent.
3. Two-way silent instant chat with no audible notifications provide an extra level of security for the Caller for situations where their personal safety is a concern.
4. Dropped-Call Protection; c-Live Universe provides a backup data connection to the Caller's wireless device, meaning that the 9-1-1 Telecommunicator can continue to communicate with the caller as well as track their current location should the voice call end unexpectedly.
5. Network Outage Mitigation: Should there be a network outage and calls are being routed to local administrative lines you would still have the ability to manually initiate a session with Caller's and receive precise location information, as well as multimedia communications such as video, photos, and chat.
6. Profile information is securely stored in the AWS Gov-Cloud about the Caller, precise location breadcrumbs to include in motion / moving devices with all incident details. PSAP personnel defined with Admin level roles can access this data via the c-Live Events History platform.

Historical records of all video, chat sessions and location information captured during a session is recorded and stored in the cloud utilizing Carbyne's Event History platform.

## How c-Live Universe Works

c-Live Universe appears as an icon on a computer / laptop within any deployed center. It is unobtrusive, easily moved, taking up minimal real estate on a Telecommunicator's GUI. The c-Live Universe solution is risk-free in that it requires no integration to your existing Call Handling, CAD or any workstation within your center. The investment in your existing system is preserved and c-Live Universe enhances your existing call-taking application with true Next Gen feature functionality and rich data providing not only situational awareness but can also provide a full domain awareness at any level required (Local PSAP, Agency, Government, State). The incoming caller's number is captured via a Serial-to-IP converter connected in line with the ANI / ALI spill similar to how CAD and Mapping systems typically receive information.

Additionally, telecommunicators can enter a telephone number manually and initiate a c-Live Universe session. This capability is especially crucial in times such as the recent outage where your 9-1-1 calls were being routed to your local administrative lines. With c-Live Universe, the agency

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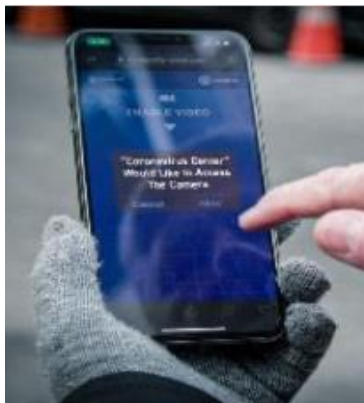
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could initiate a c-Live Universe session and get the exact device location, as well as all the features and functionality of c-Live Universe.

Either method will produce a SMS message to the Caller, requesting consent to share their device location and camera for the purpose of video and capturing still pictures.

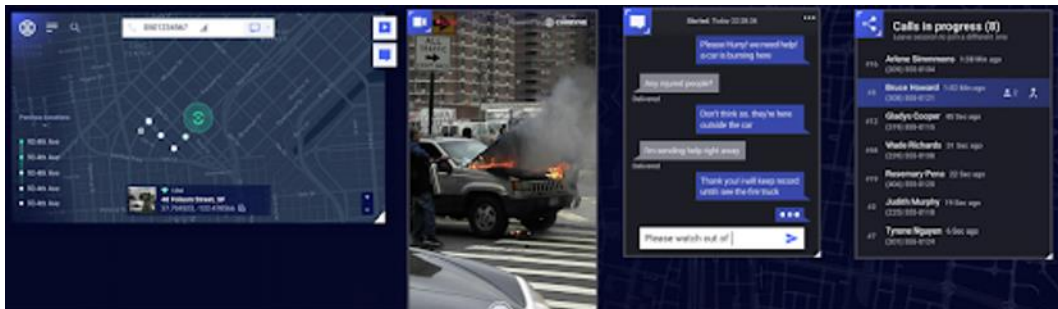


### Caller Consent Required

At this point, the Caller will need to open the text message (SMS) notification, as shown in the graphic, and click on the attached link. This will open the mobile device's web browser and will request the relevant permissions/consent to proceed with the Carbyne enhanced call. Telecommunicators should guide the Caller accordingly, as needed. Once the Caller clicks on the permissions link within the text message, Telecommunicators will then be able to open (3) windows that provide them:

- Enhanced Device Location
- Live video from the phone
- Two-way silent instant chat

Click on the appropriate icon to open location, video, and chat windows. Another click on the same icon closes the corresponding window enabling the Telecommunicator to have opened only the windows (location, video, chat) that are relevant at that time. The graphic below shows the c-Live Universe icon in open mode displaying all three opened customizable windows.



## Location

### Map & Satellite Land Views (zoom +/- for situational awareness)

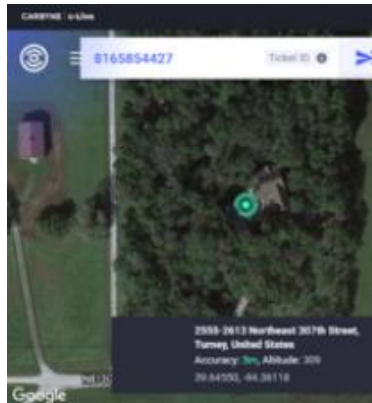
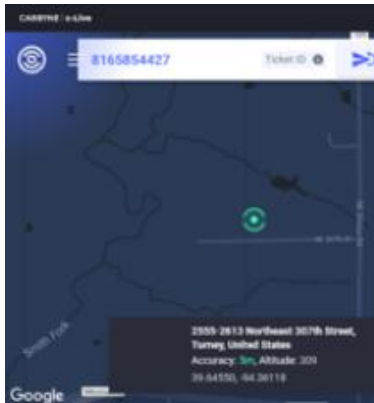
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Carbyne provides Agencies with instant and accurate Caller device location, as shown in the graphic. Telecommunicators can view locations in a map view or satellite view providing immediate situational awareness. In addition, Carbyne's dynamic location feature provides live tracking while Callers are on the move both on land and water (boats). All tracking requires approval / consent of the Caller in compliance with GDPR regulations.



### Video / Picture

For live video stream and / or Pictures (up to 100 per incident) to be sent from the Caller's phone, a link is sent to the Caller and the Caller must grant permission / consent to see their phone camera view. Once permission is granted, the camera is automatically activated and the video from the phone begins streaming to the Telecommunicators' c-Live Universe video window. Video is always being recorded in the cloud even if the Telecommunicator opts to hide the video from view. A supervisor monitoring the call can see the video on their screen for support and / or call escalation assistance. The video is also available within the Events History application (discussed later in this document).

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### Chat Window

Silent Instant Chat (similar to WhatsApp and iMessage with no audible notification) is an effective tool to communicate with Callers who cannot communicate or are in compromised situations (hiding), or to overcome sound barriers that sometimes occur in phone conversations. Silent Instant Chat capabilities by Carbyne also enable effective communications with the Deaf and Hard of Hearing Community.

### Dropped Call Protection

When a Carbyne session is established, it creates an additional, non-audible communication path using Wi-Fi or cellular data which will remain in session even if the original voice connection fails. C-Live Universe's added Next Gen features (video, location, and silent instant chat) will remain active if the Caller doesn't disconnect their device. Should the call end unexpectedly, the Telecommunicator can continue viewing video and location of the Caller from the scene while communicating via the Chat feature.

### Carbyne Events History

c-Live Universe comes with an Events History module which stores the complete history of each incident reported in the cloud. Event history provides the PSAP with a valuable tool to analyze incidents and events happening in their jurisdiction.

### Events History Features

- Caller profile information (but not limited to)
  - Caller number
  - Time of call
  - Call duration
  - Incident ticket numbers
  - Home Address
  - Work Address
  - Email

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- Gender, Age
  - Allergies, Medical Info, Disabilities, etc.
- Event / Incident locations (a breadcrumb depiction of movement is updated approximately every 3 seconds which is extremely valuable when the Caller is in a moving vehicle or a boat on the water and requires assistance)
- Video and pictures (if applicable)
- Full chat dialogue with confirmed receipt icons

In addition to comprehensive incident information, c-Live Universe allows:

- All information to be accessible from a browser without any on-premises installation required.
- Events History is customizable to add descriptions or comments when necessary (auditable actions showing who added info and when). It provides clear, simple to use, configurable list and map view options such as Heat maps allowing PSAPs, Regional Emergency Management Agencies & State level Emergency Management the opportunity to proactively forecast resources: Police; Fire; & EMS Mobile units, etc. before and as crises occur and as situations escalate.
- Records will be stored with redundancy and encryption within the Microsoft U.S. Government Cloud. Events log will be displayed by configurable filters to provide reports either by lists and / or multiple map views to provide situational awareness and / or Domain Awareness for any level of Agency your center grants permissions for.

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**CARBYNE**



**Redefining Emergency Collaboration**

## Ticket Table

| ID       | Status             | Location        | Other Details |
|----------|--------------------|-----------------|---------------|
| 1754 882 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 883 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 887 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 888 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 889 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 890 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 891 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 892 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 893 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 894 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 895 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 896 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 897 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 898 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 899 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |
| 1754 900 | 4-11-2020 17:36... | unassigned case | 18-04-2020    |

## Event Information

**New Ticket**

**Event Information**

**Location History**

- 0-CALL September 02 2020 10:42:15  
Lat: 27.77015, Lon: -82.45146  
AC: 0-999 1/2/7 0-999  
Unassigned Road, Apollo Beach, Central Station
- 0-CALL September 02 2020 10:42:16  
Lat: 27.77015, Lon: -82.45146  
AC: 0-999 1/2/7 0-999  
Unassigned Road, Apollo Beach, Central Station
- 0-CALL September 02 2020 10:42:17  
Lat: 27.77015, Lon: -82.45146  
AC: 0-999 1/2/7 0-999  
Unassigned Road, Apollo Beach, Central Station
- 0-CALL September 02 2020 10:42:18  
Lat: 27.77015, Lon: -82.45146  
AC: 0-999 1/2/7 0-999  
Unassigned Road, Apollo Beach, Central Station
- 0-CALL September 02 2020 10:42:19  
Lat: 27.77015, Lon: -82.45146  
AC: 0-999 1/2/7 0-999  
Unassigned Road, Apollo Beach, Central Station

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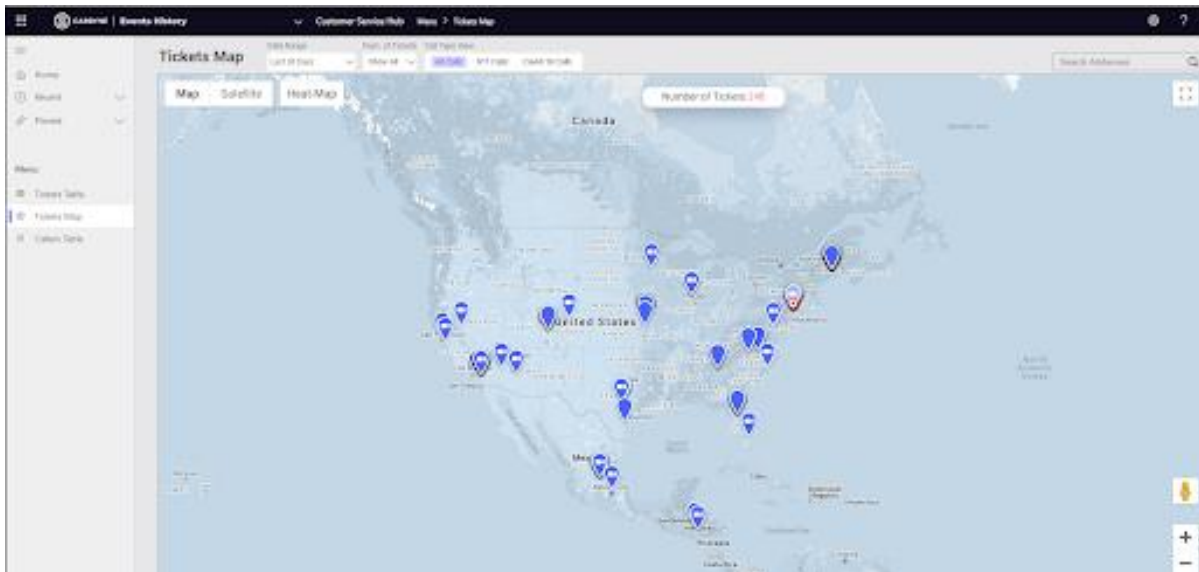
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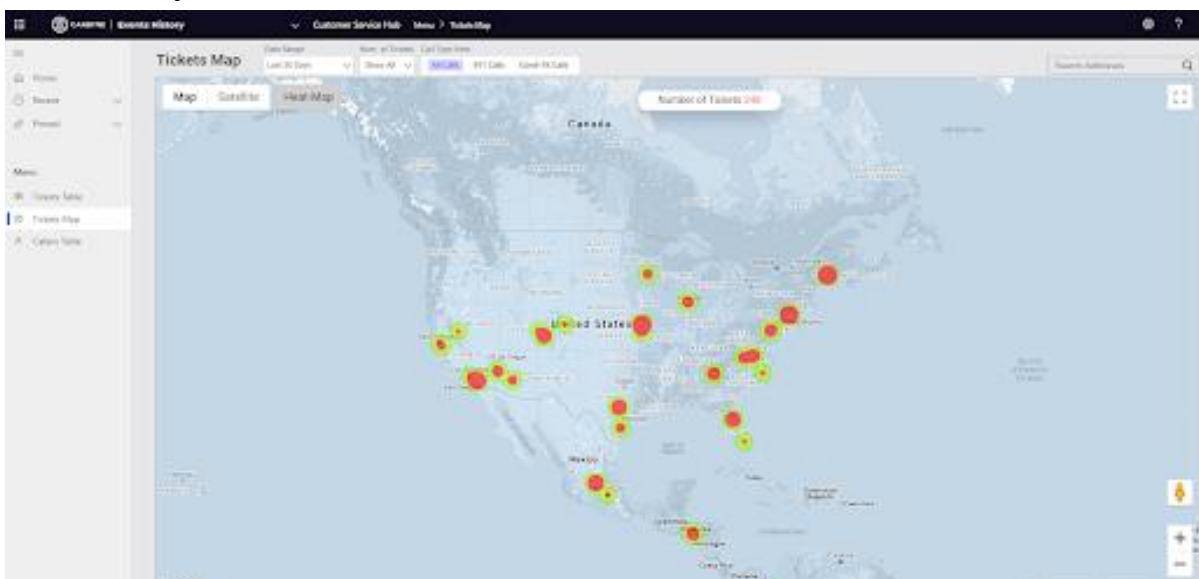
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## Tickets Map



## Tickets Map Heat View



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## License(s)

The following pricing includes a total of **80 primary** active c-Live Universe licenses and **0 Primary Backup** c-Live Universe licenses.

Training and remote support for the term of contract, included. An agreed upon training schedule will include a specified number of remote training sessions to accommodate all staff.

## Pricing Details

| Item Name                                                                               | List Price/Unit | Quantity | Duration | List Price | Discount % | Net Price |
|-----------------------------------------------------------------------------------------|-----------------|----------|----------|------------|------------|-----------|
| c-Live Universe (CLU) Primary License                                                   | \$500           | 80       | 12       | \$480,000  | 15%        | \$408,000 |
| Events History                                                                          | \$1,500         | 1        | 12       | \$18,000   | 0%         | \$18,000  |
| c-Live Universe system set-up, on-going operation and training modules, training portal | \$20,000        | 1        | 1        | \$20,000   | 0%         | \$20,000  |

## Pricing Summary

| List Price | Discount | Net Price |
|------------|----------|-----------|
| \$518,000  | 13.90%   | \$446,000 |

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## Payment Terms - Standard Partial Upfront

| MileStones:                  |            |
|------------------------------|------------|
| OT-NRC:                      | \$20,000   |
| Partial Upfront Amount       | 446,000    |
| Annual Recurring Cost (ARC): | (\$20,000) |

## Special Payment Terms:

In the case the customer upgrades the solution to c-Live APEX platform (Carbyne Cloud Call-Taking Solution), the remainder of the term will be taken into consideration toward the new solution. In all cases, detailed contracts will be sent upon agreement of pricing, terms, conditions, etc.

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## Annual Booking: 1 Year

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| Annual                     |                                                           |           |
|----------------------------|-----------------------------------------------------------|-----------|
| 12 - Mos                   | One Time Non-Recurring Charge (OT_NRC) & Annual Recurring | \$446,000 |
| Total Contract Value (TCV) |                                                           | \$446,000 |

## Payment Terms

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Within 30 Days after contract execution;

Additional optional features can be added at any time via an amended sales order(s) and will be prorated based on the remaining term of this sales order. No prepayment penalties apply.

## Product Features

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| Item Name                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Events History                             | The Events History is a Control Center application that enables a detailed analysis of all ongoing and recent calls captured in the platform. It is an essential tool for post-event analysis and assessment of agent performance, and to assist decision-makers in the accurate analysis of patterns in caller behavior, help predict future patterns and assist in strategic planning. In addition, the customization options for exporting event details allow select information to be exported for internal and external investigations, or sent to media channels when required. The Events History map view displays all call incidents on a live map. Using the map zoom function, decision makers can focus the map on specific areas, or scroll back to see more areas within the map. |
| Call Duration and Waiting Time Information | Duration is the total time length of the event from when the call entered the queue until the call ended.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Street View                                | In Street view, a photograph of the location is displayed as panoramic stitched images of streets. This option is only available in an ongoing call.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Satellite View                             | In Satellite view, the ariel view shows more detailed visibility of the size of buildings and topography.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Google                                     | In the regular Google map view, map data and roads are displayed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Map Layer - Traffic                        | The Recent Calls layer displays previous calls that were completed in the Call Center within the time range determined by your Call Center. The agent can display or hide the layer in the map.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Map Layer - On-Going Calls                 | The Ongoing Calls layer presents in real time all the c-Live Universe ongoing calls in the Call Center. The agent can display or hide the layer in the map.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Location Presented on Map                  | The call pins displayed on the map are color-coded for easy identification of the source (network or device location) and includes radiating rings depicting the level of accuracy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Visual Interface                           | The c-Live Universe map is always available when the platform is open. You can use the map to view the locale, by using the map views, buttons and map layers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| ANI / ALI Location - Coming Soon           | ANI/ALI location is based on tower triangulation and is not as accurate as device-location. ANI (Automatic Number Identification) is the phone number passed to the Call Center. ALI (Automatic Location Identification) is the location detail, such as the address along with additional details including the building name, suite number, floor or room, associated with the ANI from the database.                                                                                                                                                                                                                                                                                                                                                                                          |
| Carbyne Location (Device Based Location)   | Carbyne Location, also referred to as Device Based Location and Mobile Phone Location is a device-based location type that collects data directly from the device sensors (GPS, barometer, altimeter, Wifi, Bluetooth) and sends it to the call center even if the caller has no data plan or GPS connection. The location is refreshed every few seconds. To use Carbyne Location, the caller taker must send a Carbyne Link to the caller via SMS or WhatsApp™, and the caller must accept the location permissions.                                                                                                                                                                                                                                                                           |

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| Item Name                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Advanced Mobile Location (AML)                 | AML source data. Also referred to as; Hybridized Emergency Location, Emergency Location Service : Google, and Enhanced Emergency Data : Apple<br>AML is only activated for emergency calls, not for admin calls. Displayed directly on the map and in the Event Summary. The accuracy radius is presented around the map pin, indicating the accuracy of the location. The smaller the radius the more accurate the data. |
| Live Streaming - Rear Camera                   | Caller Video & Images (one-way from the caller to the call taker). Unique Patented Technology                                                                                                                                                                                                                                                                                                                             |
| Live Streaming - Front Camera                  | Caller Video & Images (one-way from the caller to the call taker). Unique Patented Technology                                                                                                                                                                                                                                                                                                                             |
| Video Only - Front Camera                      | Enhanced Calls - Video only, without images.                                                                                                                                                                                                                                                                                                                                                                              |
| Video Only- Rear Camera                        | Enhanced Calls - Video only, without images.                                                                                                                                                                                                                                                                                                                                                                              |
| Caller Snapshot                                | If the video is unclear, the caller can click the snapshot button in the video to take a snapshot. When the caller takes the snapshot, a preview image is displayed on the caller's device. The snapshot is sent in high resolution and may provide a clear, still image of what the caller sees. In addition, the caller can also send images from their gallery through the "Chat".                                     |
| Agent Snapshot                                 | During a call, while video is streaming from the caller's device, the agent can take a snapshot of the video to save an image with valuable data, without interrupting the video.                                                                                                                                                                                                                                         |
| Gallery                                        | All images and snapshots from both caller and agent are saved in the event Chat gallery.                                                                                                                                                                                                                                                                                                                                  |
| Mobile Caller Interface                        | The Mobile Caller Interface enables a caller to send their location, video and images to the agent through their mobile browser. In addition, they can communicate with the agent through silent chat if they are unable to talk.                                                                                                                                                                                         |
| Chat - Message Confirmation                    | Confirmation the chat message was received by the caller device, from the icons displayed in each chat message. Each chat message displays a timestamp in HH:MM:SS indicating the time your station sent or received the message.                                                                                                                                                                                         |
| Chat                                           | Chat functionality for the agent to communicate silently with callers who are unable to speak, should not speak or who disconnect from the voice call unexpectedly. The chat opens in a Chat Pane in the Carbyne UI                                                                                                                                                                                                       |
| Chat Overlay                                   | A Chat pane opens in the caller's mobile browser, without the need for an app. The caller can also send images in the chat.                                                                                                                                                                                                                                                                                               |
| Incident Conferencing - Share Chat             | Enables agents in the call center who have joined another agent's ongoing call, to view the chat conversation related to that call.                                                                                                                                                                                                                                                                                       |
| Incident Conferencing - Share Video and Images | Enables agents in the call center who have joined another agent's ongoing call, to view the caller video and images related to that call.                                                                                                                                                                                                                                                                                 |

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| Item Name                                                                               | Description                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Incident Conferencing - Share Location                                                  | Enables agents in the call center to view the caller location of another agent's ongoing call in the Ongoing Calls map layer, and click the map pin to join the call.                                                                                                                                                                                            |
| Auto Detect from ALI Spill                                                              | Automates the phone number entry process to detect the incoming call phone number and enter the number into the Phone Number field. After Carbyne Auto Detect validates the call as wireless, c-Live Universe checks for AML information and/or sends a message link, depending on the site configuration.                                                       |
| SMS                                                                                     | The Carbyne Link and message is sent to the caller's device via SMS. The caller cannot respond directly by SMS, only from the Carbyne Mobile Caller Interface.                                                                                                                                                                                                   |
| Phone Number Input - Auto Detect                                                        | Auto Detect saves time and eliminates human error by automating the phone number entry process to detect the incoming call phone number and enter the number into the Phone Number field. After Carbyne Auto Detect validates the call as wireless, c-Live Universe checks for AML information and/or sends a message link, depending on the site configuration. |
| Phone Number Input - Manual                                                             | MANUAL SEND - If the caller makes a cellular call from a mobile device to a phone number that is configured for MANUAL SEND mode or the agent dials an outbound Admin call, the agent can enter a phone number manually in the UI, to send the Carbyne Link to a caller or other individual.                                                                     |
| Jurisdiction Map - Ongoing Calls                                                        | In Ongoing Calls Jurisdiction view, the borders of the Call Center jurisdiction are imposed on the map, and all Recents Calls (based on the Call Center time configuration) within the jurisdiction are displayed.                                                                                                                                               |
| Modular and Resizable Components                                                        | The map and additional panes are modular and can be resized and moved on the screen by the agent                                                                                                                                                                                                                                                                 |
| Training Portal                                                                         | Online training portal                                                                                                                                                                                                                                                                                                                                           |
| Jurisdiction Map - Recent Calls                                                         | In Recent Calls Jurisdiction view, the borders of the Call Center jurisdiction are imposed on the map, and all Recents Calls (based on the Call Center time configuration) within the jurisdiction are displayed.                                                                                                                                                |
| Open API                                                                                | Open API Integration                                                                                                                                                                                                                                                                                                                                             |
| Live 24/7/365, dedicated client and technical support team                              | Live 24/7/365, dedicated client and technical support team                                                                                                                                                                                                                                                                                                       |
| On-Site Training Session / Training Portal                                              | On-Site Training Session / Training Portal                                                                                                                                                                                                                                                                                                                       |
| Remote set-up and configuration                                                         | Remote set-up and configuration                                                                                                                                                                                                                                                                                                                                  |
| c-Live Universe system set-up, on-going operation and training modules, training portal | c-Live Universe system set-up, on-going operation and training modules, training portal                                                                                                                                                                                                                                                                          |

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## Trusted Partnership

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### **Carbyne's Virtual Round Table**

This is an exclusive Carbyne partnership User Forum. Designed to invest in all agency partners, to gain a better understanding and feedback from the industry experts and to make Carbyne solutions more useful and efficient within the 9-1-1 industry.

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## Exhibit A - Terms and Conditions

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These terms and conditions (the "**Agreement**") and the relevant Sales Order to which they are attached govern Client's use of the Product and the Services (as such terms are defined below).

**WHEREAS**, Carbyne is the owner of certain proprietary technology hosted on a third party cloud service (the "**Platform**") and accessible by customers through a client software component (the "**Client Software**", and together with the Platform, the "**Product**"), which enables the reporting of certain events, the management of such reports, the analyses of reports and users and an additional information layer for the product; and **WHEREAS** Client wishes to use the Products in connection with events reported via calls to the Client's call center ("**Events**") by individuals using mobile devices (the "**Customers**"), as further detailed in the Sales Order and the Documentation and to obtain from Carbyne certain integration, support and maintenance services in connection therewith; **NOW, THEREFORE**, in consideration of the conditions herein contained, the parties, intending to be legally bound, agree as follows:

### 1. License; Services

1.1. During the Term and subject to Client's compliance with the terms and conditions of this Agreement, Carbyne grants Client: (i) a right to access the Platform and use the Product by its Authorized Users through the Client Software in accordance with the terms hereof; and (ii) a non-exclusive, non-transferable, non-sublicensable, limited, revocable right to install and use the "Client Software" Product on up to the number of CPUs set forth in the Sales Order (each, a "**Client Software License**") to be used by Client employees, agents, representatives and contractors who are permitted access to the Product by Carbyne ("**Authorized Users**") for Client's internal business use.

1.2. As part of Client's use of the Services, Client may receive access to Third Party Content. Client is responsible for complying with, and causing its Authorized Users to comply with, any terms that may be presented to Client when Client accesses such Third Party Content. Third Party Content is available "AS IS" without indemnification, support (unless otherwise specified), or warranty or condition of any kind. Carbyne may suspend or terminate provision of any Third-Party Content at any time, and that suspension or termination will not be deemed a material, detrimental change or a breach of this Agreement.

### 2. Statements of Work

2.1. Subject to Client's compliance with the terms of this Agreement, Carbyne undertakes to provide Client with services for the installation of the Products on Client's systems and for the integration of the Products therewith (the "**Services**"), as detailed in the Sales Order.

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2.2. During the Term, either Party may request in writing a change to the Sales Order (“**Change Order**”). A Change Order signed and dated by authorized representatives of each party will modify the Sales Order. It is mutually acknowledged and agreed that any such Change Order may affect the fees or charges payable to Carbyne and/or the project schedule. Neither party shall have any obligation respecting any change until an appropriate Change Order or amendment is executed and delivered by both parties.

### **3. Technical support and availability**

3.1. Technical support and availability of the Platform and the Client Software shall be in accordance with the Service Level Agreement.

3.2. Carbyne may from time to time: (i) change the Services, or (ii) elect to cease providing any features or functionalities of the Services. If Carbyne makes a material, detrimental change to the Services that affects Client’s use of the Services, Carbyne will notify Client and Client may terminate this Agreement by notifying Carbyne in writing no later than ten (10) days after the date of such notice. If Client terminates this Agreement pursuant to this Section, the termination will be effective as of: (a) the date Carbyne receives the notice of termination; or (b) any later date specified in the notice (but in any event the effective termination date must not be more than 90 days after the date on which the notice is received, unless otherwise agreed between the parties). In the event that Client terminates pursuant to this Section, Client will be responsible for all fees incurred to, and including, the effective date of any termination pursuant to this Section, and Carbyne will refund any prepaid fees prorated as of the effective date of the termination, less any discounts not earned as of the effective date of the termination. Carbyne may provide advanced notice to Client for planned minor changes when practicable. Client’s continued use of the Services after the effective date of any change will be deemed acceptance of the modified Services.

3.3. Carbyne may suspend Client’s use of any Services if: (i) Client is in breach of this Agreement and does not cure that breach within twenty (20) days after Carbyne notifies Client of such breach; (ii) Client’s use of the Services poses a security risk to the Services or to other users of the Services; or (iii) suspension is required pursuant to a subpoena, court order, or other legal requirement. To the extent permitted by law, Carbyne will give Client twenty (20) days written notice before suspending Client’s use of the Services, unless Carbyne reasonably determines that providing such notice may be detrimental to the Services, to other users of the Services, or to any person or property, in which case Carbyne will notify Client as soon as feasible or permitted. Carbyne will suspend Client’s access only to the Services that are the subject of the issue giving rise to the suspension. Carbyne will promptly reinstate Client’s access to the Services once Carbyne has determined that the issue causing the suspension has been resolved. In the event of a suspension of the Services, Carbyne may provide Client with access to Client Data as needed to maintain continuity of Client’s operations. For the avoidance of doubt, Client will remain responsible for all

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fees incurred before and during any suspension, and Client will not be entitled to any service credits under this Agreement that Client might have otherwise accrued during any suspension.

#### **4. Client's Obligations and Acknowledgements**

Client hereby agrees and/or acknowledges:

- 4.1. To provide Carbyne with the data required by Carbyne in connection with each Event report submitted by a Customer as well as any other information required by Carbyne to provide the Services.
- 4.2. To use the Product and all related software and Documentation, as well as process all Product data, in compliance with all applicable laws and regulations, including but not limited to applicable data security and privacy laws. Client represents and warrants that no third party agreement prevents it from using the Products as contemplated hereunder.
- 4.3. To manage and secure all Client Software keys and login credentials used by Authorized Users in connection with their use of the Platform, and protect the same against unauthorized use or disclosure.
- 4.4. To specifically authorize Carbyne, and each of Carbyne's licensors or vendors that provide Carbyne with Event data, to provide Client with such Event data.
- 4.5. The Product is provided as a supplementary source of emergency data; Product data should not replace other emergency location information and should not be exclusively relied-upon in an emergency scenario.

#### **5. Fees**

In consideration for the Services, Client shall pay Service Fee and Integration Fee set forth in the Sales Order (the "Fees"). Fees shall be payable within 30 days of the date of the invoice issued by Carbyne. All payments not made when due, shall be subject to a late charge of 1.5% per month compounded annually. Payment of Fees shall be made by wire transfer or check to the account details provided by Carbyne in writing, or such other account as may be designated by Carbyne from time to time. The Fees are exclusive of any applicable taxes.

#### **6. Intellectual Property Rights**

- 6.1. All intellectual property rights in the Product, Services and all specifications, user manuals and other documentation associated therewith (the "**Documentation**") and any part thereof, including any and all derivatives, changes and improvements thereof lie exclusively with Carbyne.
- 6.2. Client shall not, directly or indirectly: (i) attempt to infiltrate, hack, reverse engineer, decompile, or disassemble the Product or any part thereof for any purpose; (ii) interfere with, modify, disrupt or disable features or functionality of the Product; (iii) represent that it possesses any proprietary interest in Product, Documentation or any part or derivative thereof; (iv) take any action to contest Carbyne's intellectual property rights or infringe them in any way; (v) remove or

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use the name, trademarks, trade-names, logos and other proprietary notices of Carbyne contained on or in Products or Documentation (except as specifically authorized by Carbyne in writing); (vi) copy any part or content of the Product or of Documentation other than for Client's own internal business purposes (except as specifically permitted herein); (vii) use the Product or any part thereof to build a competitive product or service; (viii) sell, rent, lease, sublicense, distribute, redistribute, syndicate, create derivative works of, assign or otherwise transfer or provide access to, in whole or in part, the Product or any Product data to any third person (except in accordance with the license rights granted in Section 1 of this Agreement); (ix) permit other individuals or entities to create links to the Platform or Product, or "frame" or "mirror" the Platform on any other server, or wireless or Internet-based device, or otherwise make available to a third party any token, key, password, or other login credentials to the Product; (x) transmit software viruses or any other computer code, files, or programs designed to interrupt, destroy, or limit the functionality of any computer software or hardware or telecommunications equipment into the Platform or Carbyne's network environment; (xi) misrepresent the source or ownership of Product data; (xii) use the Product or Product data in any manner or for any purpose that violates any applicable law or regulation or any rights of any person. Client shall provide commercially reasonable assistance to Carbyne to prevent the occurrence of any such activities by any third parties.

6.3. Client and its Authorized Users retain all right, title and interest in and to any all data, records, reports and files uploaded or transmitted to Carbyne by Client or otherwise generated by Client or its Authorized Users when accessing or using the Services ("**Client Data**") and all intellectual property rights therein. Client's rights to access and use the Client Data via the Services are limited to those expressly granted herein. Client hereby grants Carbyne a non-exclusive, royalty-free, perpetual, worldwide license to use, reproduce, and prepare derivative works of all Client Data, solely as required to perform the operations of the Product in accordance with the Documentation and as set forth in this Agreement, and to analyze the Client Data and create internal databases solely for the purpose of offering products and services based on the analysis of customer behavior and transaction information, all subject to Carbyne's compliance with applicable law and privacy regulations.

## **7. Confidentiality**

7.1. The receiving party agrees (i) not to disclose the disclosing party's Confidential Information to any third parties other than to its directors, employees, advisors, or consultants (collectively, its "**Representatives**") on a "need to know" basis and provided that such Representatives are bound by confidentiality obligations not less restrictive than those contained herein; (ii) not to use or reproduce any of the disclosing party's Confidential Information for any purposes except to carry out its rights and responsibilities under this Agreement; (iii) to keep the disclosing party's Confidential Information confidential using at least the same degree of care it uses to protect its own confidential information, which shall in any event not be less than a reasonable degree of care.

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Notwithstanding the foregoing, if the receiving party is required by legal process or applicable law, rule, or regulation to disclose any of the disclosing party's Confidential Information, then prior to such disclosure, if legally allowed, receiving party will give prompt notice to the disclosing party so that it may seek a protective order or other appropriate relief.

7.2. The confidentiality obligations hereunder shall expire three years from the date of termination or expiration of this Agreement and shall supersede any previous confidentiality undertakings between the parties.

7.3. For the purposes hereof, "**Confidential Information**" means any proprietary or trade secret information disclosed by one party to the other which can be reasonably understood under the circumstances to be confidential, but excluding any information that: (i) is now or subsequently becomes generally available in the public domain through no fault or breach on the part of receiving party; (ii) the receiving party can demonstrate in its records to have had rightfully in its possession prior to disclosure of the Confidential Information by the disclosing party; (iii) the receiving party rightfully obtains from a third party who has the right to transfer or disclose it, without default or breach of this Agreement; (iv) the receiving party can demonstrate in its records to have independently developed, without breach of this Agreement and/or any use of or reference to the Confidential Information.

#### **8. Disclaimer; Limitation of Liability**

8.1. **EXCEPT AS EXPRESSLY PROVIDED HEREIN OR IN THE DOCUMENTATION, CARBYNE PROVIDES THE PRODUCT AND DOCUMENTATION TO CLIENT ON AN "AS IS" BASIS, WITHOUT WARRANTIES OR REPRESENTATIONS OF ANY KIND, AND CARBYNE EXPRESSLY DISCLAIMS ALL WARRANTIES - WHETHER STATUTORY, EXPRESS, IMPLIED OR OTHERWISE - INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, NON INFRINGEMENT, FITNESS FOR A PARTICULAR PURPOSE, OR ACCURACY. CARBYNE FURTHER DISCLAIMS ANY WARRANTY THAT THE OPERATION OF THE CARBYNE PLATFORM OR ANY RELATED SERVICES WILL BE UNINTERRUPTED OR ERROR-FREE.**

8.2. **EXCEPT FOR WILLFUL MISCONDUCT OR FRAUD, AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, CARBYNE'S MAXIMUM AGGREGATE LIABILITY UNDER, ARISING OUT OF OR RELATING TO THIS AGREEMENT SHALL NOT EXCEED THE TOTAL AMOUNT OF FEES PAID BY CLIENT TO CARBYNE DURING THE 12 MONTHS PRECEDING THE DATE THE LIABILITY FIRST ARISES. TO THE MAXIMUM EXTENT PERMITTED BY LAW, IN NO EVENT WILL EITHER PARTY BE LIABLE FOR LOST PROFITS, LOSS OF USE, LOSS OF DATA (INCLUDING CUSTOMER DATA), COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, OR FOR SPECIAL, PUNITIVE, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED, WHETHER FOR BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY), OR OTHERWISE, WHETHER OR NOT CARBYNE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**

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**9. Indemnification.** To the extent permitted by law, each Party (each, an “**Indemnifying Party**”) will indemnify, defend and hold harmless the other Party, its officers, employees (the “**Indemnified Party**”) from and against any and all damages, liabilities, costs and expense (including reasonable attorneys’ fees) resulting from any claim, demand, judgment, or proceeding (collectively, “**Claims**”) brought by a third party either arising out of or relating to a material breach by the Indemnifying Party of this Agreement. Client will indemnify and hold harmless Carbyne and its directors, officers, shareholders and agents from any Claims brought by a third party either arising out of or relating to (b) the Client Data, the Client Software, or the actions or omissions of any Authorized Users. With respect to any third party claims or proceedings, the Indemnified Party shall (i) promptly notify the Indemnifying Party in writing of any claim, suit or proceeding for which indemnity is claimed, provided that failure to so notify will not remove the Indemnifying Party’s obligation except to the extent it is prejudiced thereby, and (ii) allow the Indemnifying Party to solely control the defense of any claim, suit or proceeding and all negotiations for settlement provided that the Indemnifying Party will not settle any claim without the Indemnified Party’s prior written consent (such consent not to be unreasonably withheld or delayed). The Indemnified Party shall also provide the Indemnifying Party with reasonable cooperation and assistance in defending such claim (at the Indemnifying Party’s cost).

**10. Data Security And Data Privacy.** The terms and conditions that govern the Parties’ respective rights and obligations arising from and relating to data protection and privacy, including Carbyne's practices with respect to the collection, use and disclosure of certain data and/or personal information provided within the framework of the Services, are set forth in Carbyne's privacy policy, available at: <https://carbyne911.com/app-privacy-policy/>.

**11. Term; Termination**

11.1. This Agreement shall commence on the Effective Date and will continue for the Term set forth in the Sales Order. The Agreement shall automatically renew for additional 12 months periods unless either party provides written notice of its desire to terminate to the other party at least 30 days prior to the expiry of the then applicable term, unless otherwise terminated in accordance with the terms of this Section 7 (“**Term**”).

11.2. Either party may terminate this Agreement immediately by giving written notice to the other party if: (i) the other party breaches a material provision of this Agreement and fails to cure the breach within seven days after being given written notice thereof; (ii) the other party is judged bankrupt or insolvent, makes a general assignment for the benefit of its creditors, a trustee or receiver is appointed for such party; or (iii) any petition by or on behalf of such party is filed under any bankruptcy or similar laws, provided that Carbyne may also terminate this Agreement if Carbyne reasonably believes Client intends to undergo any of the foregoing or is or will be presently unable to provide Client’s services to Customers.

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11.3. Upon termination of this Agreement, Client will immediately cease use of the Product and any Service, each party shall return to the other party all of the other party's Confidential Information in its possession and any outstanding Fees shall become due and payable. Sections 4, 5.3, 6, 8 and 9 shall survive any expiration or termination of this Agreement.

## **12. Notices**

All notices or other communications hereunder shall be in writing and given in person, by registered mail, by an overnight courier service which obtains a receipt to evidence delivery, or by facsimile or email transmission with written confirmation of receipt, addressed to the address set forth above or to such other address as any party hereto may designate to the other in accordance with the aforesaid procedure. All notices and other communications delivered in person or by courier service shall be deemed to have been given upon delivery, those given by facsimile or email transmission shall be deemed given on the business day following transmission, and those sent by registered mail shall be deemed given three calendar days after posting.

## **13. General**

Carbyne may, with Client's prior approval, issue publicity or general marketing communications concerning its involvement with the Client. This Agreement constitutes the entire agreement between Carbyne and Client and supersedes any previous agreements or representations, either oral or written, with respect to the subject matter of this Agreement. All amendments will be made only in writing. Client shall not transfer or assign its rights or obligations under this Agreement to any third party. Any purported assignment contrary to this section shall be void. Carbyne may assign its rights and obligations under this Agreement upon a prior written notice to Client. Some of Carbyne's licensors and suppliers may be third-party beneficiaries under this Agreement. This Agreement may be updated, amended, or modified from time to time in Carbyne's reasonable discretion as required to comply with applicable law or as required by Carbyne's licensors or vendors. If any part of this Agreement is declared invalid or unenforceable for any reason, such part shall be deemed modified to the extent necessary to make it valid and operative and in a manner most closely representing the intention of the parties, or if it cannot be so modified, then eliminated, and such elimination shall not affect the validity of any remaining portion, which shall remain in force and effect. Any failure by a party to insist upon or enforce performance by the other of any of the provisions of this Agreement or to exercise any rights or remedies under this Agreement or otherwise by law will not be construed as a waiver or relinquishment of any right to assert or rely upon the provision, right or remedy in that or any other instance. This Agreement is governed by the laws of the **State of New York**, without regard to its conflict of law principles, and any dispute arising from this Agreement shall be brought exclusively before the courts of **New York, USA**.

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## Exhibit B - c-Live Universe Technical Requirements

The following hardware requirements are provided by Customer:

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>c-Live System</b>        | <p>PC specifications:</p> <ul style="list-style-type: none"><li>• <b>CPU:</b> Core i5, RAM Minimum 8GB.</li><li>• <b>Disk Space:</b> 20% free disk space, 1G used at install</li><li>• <b>Operating System:</b> Windows 7, 8.1 &amp; 10 Professional. 64bit (all)</li><li>• A physical Internet NIC (Ethernet / Wi-Fi)</li></ul> <p>Note: For an optimized view of the interface the dimensions of the operator's screen should be 19" with 1400x1050 pixels or better</p> <p><b>Power Plan:</b> Set to "High Performance" to avoid video lag or abnormal program performance</p> <p><b>Permissions:</b> For Installation only: administrator privileges; for BAU Operation: Standard User privileges</p> <p><b>Software Updates:</b> Require <b>modify / write</b> permissions to the <b>C:\Carbyne\CLite folder</b>, inclusive of any endpoint security software such as anti-virus software</p> |
| <b>Network Requirements</b> | <p>Internet connection provided by the Customer:</p> <ul style="list-style-type: none"><li>• The PC's must have external High-Speed internet connectivity</li><li>• Network Speed:<ul style="list-style-type: none"><li>○ Downstream Minimum: 2 Mbps download, 1 Mbps upload per workstation</li><li>○ Upstream Minimum: 3Mbps</li><li>○ Static IP</li></ul></li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Firewall</b>             | <p>Content Filtering: Firewall "Layer 7" content filtering should allow for the *.carbyneapi.com (Inbound Not applicable)</p> <ul style="list-style-type: none"><li>• Outbound *.carbyneapi.com<ul style="list-style-type: none"><li>○ TCP / 3128: Registration, location, chat, software updates</li><li>○ UDP / 1937: Video via using WebRTC and H.264 / VP8 / VP9 codecs</li><li>○ TCP / 1937: Video where UDP is not available</li></ul></li><li>• C-records.crm9.dynamics.com<ul style="list-style-type: none"><li>○ TCP / 443: Event History access*</li></ul></li><li>• Local or remote DNS server<ul style="list-style-type: none"><li>○ TCP / UDP 53: UDP Resolution</li></ul></li></ul>                                                                                                                                                                                                  |
|                             | String Text can be inserted into the SMS, which precedes the unique URL Link                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

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|                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SMS Title<br/>Text &amp; Logo</b> | <ol style="list-style-type: none"><li>1. Should contain English letters or numbers only</li><li>2. Up to 100 characters</li></ol> <p>A Logo can be inserted not the cloud instance, which is displayed to the caller while they are in an active session.</p> <ol style="list-style-type: none"><li>1. Image should be provided preferably as a vector (SVG) file, but a raster (BMP / JPG / GIF / PNG) is acceptable</li></ol>                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Notes</b>                         | <ul style="list-style-type: none"><li>• The message from c-Live to the wireless smartphones uses SMS technology which relies on commercial wireless carriers and their infrastructure and throughput limitations.</li><li>• Additional URLs may need to be whitelisted. In order to access all components of Carbyne's Event History web portal. Microsoft has published a full list of URLs for Dynamics 365 and Power BI here</li><li>• By accepting this offer, the customer agrees with the terms of use for the Carbyne product as published on the Carbyne website (<a href="https://carbyne911.com/terms-of-use/">https://carbyne911.com/terms-of-use/</a>).</li><li>• A standard weekly maintenance window for system upgrades may take place.</li><li>• Auto Detect ALI (if applicable, manual by default) See Exhibit C.</li></ul> |

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## Exhibit C - ANI / ALI Spill for Auto Detect

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The ANI / ALI spill is typically provided by your existing Call Handling Equipment (CHE) to other third parties such as your voice logger, mapping, CAD platform etc. via a serial or IP configuration. Using Auto Detect does require a small level of on-premises configuration, including installation of a palm-sized Serial-to-IP converter to read your existing ANI / ALI spill data.

### Call Taker Flow

1. A call is answered by the Call Taker at their position, by the Call Handling Equipment (CHE).
2. The CHE triggers an ANI / ALI lookup utilizing the existing ANI / ALI modem already on-premises.
3. Once the ANI / ALI data is returned (if available), Carbyne takes a copy of the data using a standard serial splitter.
4. The data is then converted from a serial format to an IP format, and transmitted via HTTPS (TLS) to Carbyne's Serial Analog Gateway (SAG) Service, which is part of Carbyne's Cloud AWS platform.
5. A new c-Live Universe session is started automatically for that specific Call Taker, and AML (EED / ELS) location is automatically displayed, where available.
6. A SMS can be sent either manually or automatically, in order to allow the Call Taker to enhance the c-Live Universe session enhanced data (Carbyne's location, video and chat services).

### Supported Configurations

PSAPs that are spread over two or more physical locations can be supported as long as the CHE uniquely identifies the Call Taker positions at each physical location uniquely.

- Location A has CT01, CT02, CT03
- Location B has CT11, CT12, CT13

### Requirements & Limitations:

1. We can only automatically initiate a new start c-Live Universe session during a 9-1-1 emergency call, since we rely on the ANI Spill data which is managed by the Incumbent Local Exchange Carrier (ILEC) and subsequent companies. ANI / ALI data is not automatically generated for non-emergency calls e.g. Administrative calls.

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2. The Serial-to-IP converter requires an outbound IP connection to the internet. The network connection (Ethernet RJ45) can be segregated from all other networks at the PSAP, if required.

|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Content Filtering</b> | Firewall “Layer 7” content filtering should allow for the *.carbyneapi.com (Inbound Not applicable) <ul style="list-style-type: none"><li>• Outbound *.carbyneapi.com<ul style="list-style-type: none"><li>○ TCP / 443: Service to parse the CAD ANI spill data to extract the Caller’s phone number</li></ul></li><li>• Remotemanager.digi.com<ul style="list-style-type: none"><li>○ TCP / 3199: Allows for remote management and monitoring of the onsite device</li></ul></li><li>• Local DNS server/Remote DNS Server (1.1.1.1.8.8.8.8)<ul style="list-style-type: none"><li>○ TCP / UDP 53: DNS Resolution</li></ul></li></ul> |
|                          | <ul style="list-style-type: none"><li>• The Serial-to-IP converter requires a direct serial cable connection to the source of the CAD ANI spill data. If a splitter with an available port is not available, a splitter box should be provided to facilitate this requirement.</li></ul>                                                                                                                                                                                                                                                                                                                                             |

3. The serial-to-IP converter requires a direct serial cable connection to the source of the CAD ANI spill data. If a splitter with an available port is not available, a splitter box may need to be purchased to facilitate this requirement.

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## Exhibit D - c-Live Universe System Architecture

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### Architecture Overview

Carbyne's main infrastructure is hosted on Secure AWS GovCloud. Carbyne utilizes a secure scalable cloud computing platform designed for high dependable availability. It is Carbyne's top priority to protect the confidentiality for record retention, data integrity and secure availability of our systems as we continually strive to improve, build and sustain your trust and confidence in our business relationship.

AWS infrastructure allows Carbyne to deliver services to the end customer that are fast, reliable, highly available, scalable, and secure. Carbyne has designed this solution to take advantage of AWS architecture, to tolerate system or hardware failures with minimal-to-no customer impact. Data centers are built based on availability zones (clusters) in various global regions, while all data centers are 'active' and serving customers; no data center is 'cold'.

### Cloud Infrastructure

#### Data Storage

Data storage traverses the AWS infrastructure and is stored in Microsoft Azure Cloud, providing all the benefits of cloud-based solutions and data received is stored in the Events History platform. Data transmitted and received from the Caller and the agency is securely retained within the data repository entirely located within the United States. Data is stored irrespective of whether the Telecommunicator is viewing the data via c-Live Universe. At present, Carbyne's data retention policies allow for data to be stored based on each Agencies data retention requirements.

#### Services

Carbyne's cloud services are built as microservices and served via AWS cloud on a global scale. Each service provides unique functionality, such as location, user and reporting-based services. Together they form a robust platform that allows for flexible scalability as the Carbyne ecosystem grows.

#### Video Streaming Server

Carbyne video streaming service enables proactive load and performance management, utilizing the latest multi-threaded software tools and platforms. This delivers live streaming from standard mobile phones to PSAPs' equipment where c-Live Universe is installed.

### Security

#### Access Controls to Agency Data and Configuration

Carbyne's infrastructure assigns authenticated c-Live Universe clients a set of temporary, limited

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privilege credentials to initially access resources establishing their Agency User profile. c-Live Control users will be Agency-defined as either a User or Admin (requiring 2FA) role with different levels of access and provision abilities. c-Live Universe clients authenticate with the Carbyne c-Live platform cloud using a unique pre-configured ID and Token.

### Monitoring

Carbyne's monitoring tools are designed to detect unusual, unauthorized activities and conditions at both ingress and egress points. These tools monitor server and network usage, port scanning activities, application usage, and unauthorized intrusion attempts to ensure the end-to-end security of the ecosystem. The tools can set custom performance metrics thresholds for unusual activity. Carbyne has implemented password protection, domain-level security, and link sharing protection in all its relevant features.

### Auto Detect Option

Carbyne's c-Live Universe can be configured to initiate a new c-Live Universe session automatically. This feature does require the on-premise installation of a palm-sized Serial-to-IP converter to read your existing ANI-ALI spill data. This data is typically already provided by your existing Call Handling Equipment (CHE) to other third parties such as your voice logger, CAD and / or map platform's. For more information, please refer to [Exhibit C](#).

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