

## **FIRST AMENDMENT TO THE AGREEMENT FOR PROFESSIONAL SERVICES**

**THIS FRIST AMENDMENT to the AGREEMENT FOR PROFESSIONAL SERVICES** (the “Agreement”) is made and entered into, by and between the County of Douglas (the “County”), the Douglas County Sheriff’s Office for purposes of emergency communications and dispatch operations (“DCSO”) and ConvergeOne, Inc., a Minnesota corporation authorized to do business in Colorado (the “Vendor”) with the Douglas County Emergency Telephone Service Authority (“Authority”) as the funding agency.

### **RECITALS**

**WHEREAS**, the Douglas County Emergency Telephone Service Authority, doing business as the Douglas County Emergency Communication Authority (the “Authority”) funds costs directly related to the acquisition, installation, and operation of emergency telephone service equipment for the County’s operation of emergency telephone services, such funding is hereinafter referred to as “Authority Funded Improvements;” and

**WHEREAS**, the County and the Vender entered into the Agreement for Professional Services, dated October 29, 2025; and

**WHEREAS**, the Douglas County Sheriff’s Office operates the County’s emergency communications and dispatch services, including 911 call handling; and

**WHEREAS**, the Authority funds costs directly related to the acquisition, installation, and operation of emergency telephone service equipment and services for the County’s emergency communications system; and

**WHEREAS**, the Authority has approved additional Authority Funded Improvements for the implementation of the Carbyne APEX Solution to support dispatch and emergency call handling operations; and

**WHEREAS**, the Vendor is ready, willing, and able to provide such additional services, equipment, and support under the terms and conditions of the Agreement; and

**WHEREAS**, the parties desire to amend the Agreement to include such additional services and associated compensation.

**NOW, THEREFORE**, for and in consideration of the premises and other good and valuable consideration, the parties agree as follows:

1. **SCOPE OF SERVICES:** Section 1 of the Agreement is hereby amended to include additional services as set forth in **Exhibit A-1 – Carbyne APEX Solution Summary (Quote #SO-000999672, dated March 2, 2026)**. Exhibit A-1 is incorporated into the Agreement and made a part thereof as if fully set forth herein.

2. COMPENSATION: Section 2 of the Agreement is hereby supplemented as follows:

Compensation for the additional services described in Exhibit A-1 shall be paid by the Authority in accordance with the terms of the Agreement and the applicable Solution Summary.

The total compensation for services under this Amendment shall not exceed: \$2,630,467.35.

Payment shall be structured as follows:

- Annual subscription services billed annually in advance
- One-time costs for hardware and professional services
- Annual managed services and cloud connectivity services

Consistent with the Agreement, the Vendor understands and agrees that all payment inquiries and disputes shall be made directly to, and handled solely by, the Authority, and that the County and Sheriff's Office shall have no financial liability for such payments.

3. TERM: The services added under this Amendment shall be provided for a period of five (5) years, consistent with Exhibit A-1, unless earlier terminated in accordance with the Agreement.

4. ROLE OF THE AUTHORITY: Consistent with Section 25 of the Agreement, the Authority is a signatory to this Amendment solely as the funding agency. The Authority shall provide all compensation for the products and services described herein. Ownership of all products and services provided under this Amendment shall remain with the County, and such products and services shall be used in support of DCSO's emergency communications and dispatch operations.

5. Except as expressly modified herein, all terms and conditions of the Agreement shall remain in full force and effect. This Amendment does not alter, modify, or amend any other provision of the Agreement except as expressly set forth herein.

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**BOARD OF COUNTY COMMISSIONERS  
OF THE COUNTY OF DOUGLAS**

**DOUGLAS COUNTY SHERIFF'S OFFICE**

BY: \_\_\_\_\_  
George Teal, Chair

BY: \_\_\_\_\_  
Darren Weekly, Sheriff

DATE: \_\_\_\_\_

DATE: \_\_\_\_\_

**APPROVED AS TO CONTENT:**

BY: \_\_\_\_\_  
Douglas J. Debord, County Manager

DATE: \_\_\_\_\_

**APPROVED AS TO FISCAL CONTENT:**

**APPROVED AS TO LEGAL FORM:**

\_\_\_\_\_  
Christie Guthrie, Director of Finance

\_\_\_\_\_  
Kelly Dunnaway, Douglas County Attorney

DATE: \_\_\_\_\_

DATE: \_\_\_\_\_

**Authority As Funding Agency:**

**DOUGLAS COUNTY EMERGENCY  
TELEPHONE SERVICE AUTHORITY**

BY: \_\_\_\_\_  
Tim Gorman, President

DATE: \_\_\_\_\_

**ATTEST:**

\_\_\_\_\_  
Deni Shinn, 911 Board Coordinator

**Exhibit A-1**  
**SCOPE OF SERVICES**



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Bloomington, MN 55437

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Documents #: OP-000882988  
SO-000999672

Solution Name: Carbyne APEX

Customer: Douglas County Sheriff E-911

## Solution Summary

### Carbyne APEX – 5YR Solution Quote

<b>Customer:</b> Douglas County Sheriff E-911	<b>Primary Contact:</b> Grace Reinis
<b>Ship To</b> 4000 JUSTICE WAY	<b>Email:</b> greinis@dcsheriff.net
<b>Address:</b> CASTLE ROCK, CO 80109-7802	<b>Phone:</b> 303-660-7500
<b>Bill To Address:</b> PO BOX 2140	<b>Account Executive:</b> Brian Kelley
DCSO/DCETSA	<b>Email:</b> bkelley@onec1.com
ATTN: DENI SHINN	<b>Phone:</b> +17202795812
CASTLE ROCK, CO 80104-1511	
<b>Customer ID:</b> VTWDOUCOU0003	
<b>Customer PO:</b>	

Solution Summary	Billing Frequency	Due	Total Project
Carbyne Subscriptions	Annual	\$371,167.32	\$1,855,836.60
Call-Handling & Backroom Hardware & Software	One-time	\$147,879.43	\$147,879.43
C1 & Carbyne Professional Services	One-Time	\$146,17.72	\$146,117.72
C1 – Public Safety Managed Services	Annual	\$66,300.00	\$331,500.00
C1-Masergy Cloud Connections	Annual	\$29,826.72	\$149,133.60
<b>Project Subtotal</b>			<b>\$2,630,467.35</b>
Estimated Tax			NOT INCLUDED
Estimated Freight			NOT INCLUDED
Estimated Recycling Fee			NOT INCLUDED
<b>Project Total</b>			<b>\$2,630,467.35</b>

This Solution Summary summarizes the document(s) that are attached hereto and such documents are incorporated herein by reference (collectively, this "Order"). Customer's signature on this Order (or Customer's issuance of a purchase order in connection with this Order) shall represent Customer's agreement with each document in this Order and acknowledgement that such attached document(s) are represented accurately by this Solution Summary.

Unless otherwise specified in this Order, this Order shall be subject to the following terms and conditions (the "Agreement"): (i) the Master Sales Agreement or other applicable agreement in effect as of the date hereof between ConvergeOne, Inc. and/or its subsidiaries and affiliates (collectively, "C1" or "Seller") and Customer; or (ii) if no such applicable agreement is currently in place between C1 and Customer, the Online General Terms and Conditions currently found on the internet at: <https://www.onec1.com/agreements>. If Customer's Agreement is a master agreement entered into with one of C1 predecessors, affiliates and/or subsidiaries ("Legacy Master Agreement"), the terms and conditions of such Legacy Master Agreement shall apply to this Order, subject to any modifications, located at: <https://www.onec1.com/agreements>. In the event of a conflict between the terms and conditions in the Agreement and this Order, the order of precedence shall be as follows: (i) this Order (with the most recent and specific document controlling if there are conflicts between the Solution Summary and any applicable supporting document(s) incorporated into this Order), (ii) Attachment A to the Agreement (if applicable), and (iii) the main body of the Agreement.

This Order may include the sale of any of the following to Customer: (a) any hardware, third party software, and/or Seller software (collectively, "Products"); (b) any installation services, professional services, and/or third party provided support services that are generally associated with the Products and sold to customers by Seller (collectively, "Professional Services"); (c) any Seller-provided vendor management services, software release management services, remote monitoring services and/or, troubleshooting services (collectively, "Managed Services"); and/or (d) any Seller-provided maintenance services ordered by Customer to maintain and service Supported Products or Supported Systems at Supported Sites to ensure that they operate in conformance with their respective documentation and specifications (collectively, "Maintenance Services"). For ease of reference only, Professional Services, Managed Services and Maintenance Services may be referred to collectively as "Services." Unless otherwise defined herein, capitalized terms used herein will have the same meanings as set forth in the Agreement.

Products and/or Services not specifically itemized are not provided hereunder.

Unless otherwise expressly specified herein, all Services shall be provided by Seller to Customer remotely. In the event Customer requests that Seller provide Services on-site at Customer's location(s), Customer agrees to reimburse Seller for all reasonable, out-of-pocket travel and/or other expenses incurred by Seller in connection with the provision of such Services (including without limitation, travel time at Seller's applicable then-current hourly rate for the applicable resources and subject to any applicable minimum charges).

Due to rapidly changing prices in the market for third party Products and/or Services, this Order will be valid for a period of thirty (30) days following the date hereof; provided however, that Seller reserves the right to charge Customer for any additional costs incurred by Seller in connection with the Products identified in this Order due to



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the applicable manufacturer and/or other vendor passing along additional indirect costs associated with tariffs and/or similar tax-like charges. Thereafter, this Order will no longer be of any force and effect. After the expiration of the foregoing 30 day period, Seller reserves the right to adjust offerings and/or prices accordingly prior to issuing any new Order(s).

LIMITATIONS OF LIABILITY

Notwithstanding any contrary provisions contained the in Legacy Master Agreement, ConvergeOne and Customer acknowledge and agree to the following:

(a) Customer acknowledges that the Services may not function properly: (i) during any disruption of power at the Customer's location; (ii) during any disruption of internet connectivity to the Customer's location; (iii) during any period in which the Customer's VoIP telephony service provider or Local Exchange carrier has cancelled or suspended delivery of services to Customer for any reason (including suspension or cancellation for failure to pay or other default); (iv) during any period of Service outage or failure beyond ConvergeOne's reasonable control (including natural disasters, wide-spread telephony or Internet network failures or a service failure of ConvergeOne or its third party suppliers); (v) if Customer's equipment fails to function, is not properly configured or is defective.

(b) SHOULD CUSTOMER, OR ANY PARTY CLAIMING TO HAVE IN ANY WAY RELIED UPON THE SERVICES, SUFFER ANY LOSS, DAMAGE, COST OR EXPENSE FROM ITS USE, OR OPERATION OF THE SERVICES, THEN THE MAXIMUM AGGREGATE AMOUNT OF LIABILITY OF CONVERGEONE, ITS OFFICERS, EMPLOYEES AND AGENTS WILL BE LIMITED TO THE AMOUNT OF FEES PAID OR PAYABLE TO CONVERGEONE BY CUSTOMER DURING THE TWELVE (12) MONTH PERIOD PRECEDING THE FIRST ACT GIVING RISE TO LIABILITY FOR THE SERVICES THAT CAUSED OR ALLEGEDLY CAUSED SUCH LOSS, DAMAGE, COST OR EXPENSE. IN NO EVENT SHALL CONVERGEONE BE LIABLE OR OBLIGATED IN ANY MANNER FOR ANY INDIRECT, SPECIAL, INCIDENTAL, COLLATERAL, CONSEQUENTIAL, STATUTORY, OR PUNITIVE DAMAGES. THE LIABILITIES LIMITED HEREIN APPLY: (i) TO LIABILITY FOR NEGLIGENCE; (ii) REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, EQUITY, TORT, OR OTHERWISE (INCLUDING BREACH OF WARRANTY AND STRICT LIABILITY IN TORT); (iii) EVEN IF CONVERGEONE IS INFORMED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES OCCURRING AND EVEN IF SUCH DAMAGES WERE FORESEEABLE; AND (iv) EVEN IF CUSTOMER'S REMEDIES FAIL OF THEIR ESSENTIAL PURPOSE. THIS LIMITATION IS SEPARATE AND INDEPENDENT OF ANY OTHER REMEDY LIMITATIONS AND SHALL NOT FAIL IF SUCH OTHER LIMITATION OR REMEDY FAILS. IF APPLICABLE LAW LIMITS THE APPLICATION OF THE PROVISIONS HEREIN, CONVERGEONE'S LIABILITY WILL BE LIMITED TO THE MAXIMUM EXTENT PERMISSIBLE. THESE PROVISIONS WILL NOT CREATE ANY THIRD PARTY BENEFICIARY RIGHTS OR BENEFITS TO PARTIES OTHER THAN CUSTOMER.

This Order is a configured order and/or contains software.

ACCEPTED BY:

BUYER: \_\_\_\_\_ DATE: \_\_\_\_\_ SELLER: \_\_\_\_\_ DATE: \_\_\_\_\_  
TITLE: \_\_\_\_\_ TITLE: \_\_\_\_\_



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Solution Name: Carbyne APEX

Customer: Douglas County Sheriff E-911

## Solution Quote

#	Item Number	Description	Term In Months	Qty	Unit Price	Extended Price
<b>Annual Subscription Fees</b>						
1	110503	AI-V Admin Assist (Up to 300K annual Admin Queue Only calls)	60	9	\$690.00	\$372,600.00
2	110403	110403 - Translation & Transcription - Per Every 276K Annual Calls	60	23	\$184.00	\$253,920.00
3	101100	APEX Concurrent License	60	12	\$1,150.00	\$828,000.00
4	110417	110417 - Event Assist - Per Every 276K calls per year	60	23	\$138.00	\$190,440.00
5	101300	APEX Responder Connect	60	12	\$69.00	\$49,680.00
6	101202	101202 - APEX Control Center Events History (11-19)	60	1	\$690.00	\$41,400.00
7	110502	AI-V Emergency Call Triage (Up to 300K annual 9-1-1 Queue Only Calls)	60	7	\$161.00	\$67,620.00
8	101208	101208 - APEX Control Center Analytics (11-19)	60	1	\$690.00	\$41,400.00
9	105301	APEX Essential Customer Success Services	60	1	\$0.00	\$0.00
10	105304	APEX Essentials Technical Services	60	1	\$0.00	\$0.00
11	106707	APEX SIP Trunk Service for Inbound/Outbound Dialing	60	1	\$179.61	\$10,776.60
<b>Annual Subscription Fees Subtotal:</b>						\$1,855,836.60
<b>Carbyne - Professional Services</b>						
12	105202	Additional Integration Fee - M		3	\$2,941.18	\$8,823.54
13	105208	APEX Emergency Call Triage Integration Fee		1	\$5,882.35	\$5,882.35
14	105200	Standard Integration Package (3 Included)		1	\$0.00	\$0.00
15	105102	APEX Deployment Package - (11 - 19 Licenses)		1	\$76,470.59	\$76,470.59
16	107001	Carbyne Audio Trigger Module		17	\$941.18	\$16,000.06
17	105201	Additional Integration Fee - L		2	\$1,470.59	\$2,941.18
<b>Carbyne - Professional Services Subtotal:</b>						\$110,117.72
<b>C1 - Professional Services - Project Management</b>						
18	SERVICES-SECURITY	Security Services		1	\$35,000.00	\$35,000.00
19	MISC CABLES	CONSUMABLES, CABLE SUPPLIES		1	\$1,000.00	\$1,000.00
<b>C1 - Professional Services - Project Management Subtotal:</b>						\$36,000.00
<b>Backroom Hardware</b>						
20	FRU/MP5XX/RMK	MediaPack 5xx spare part - rackmount kit		1	\$150.00	\$150.00
21	AUC-ACTS9X5SBC_S80YR ACTS9X5-SBC_S80/YR	Support Contract ACTS 9x5		20	\$67.00	\$1,340.00
22	AUC-SW/SBC/10S/10-25 SW/SBC/10S/10-250	SBC session license upgrade for 10 sessions		4	\$588.00	\$2,352.00
23	AUC-AHRM500S16YR AHR-M500_S16/YR	Advanced Hardware Replacement (AHR) Serv		20	\$27.00	\$540.00
24	ACTS24X7-M500_S16/YR	24X7 ANNUAL REMOTE SUPPORT		20	\$90.00	\$1,800.00
25	AUC-M500ESBC M500-ESBC	Mediant 500 base SBC		4	\$757.50	\$3,030.00
26	AHR-M500_S17/YR	ADVANCED HARDWARE REPLACEMENT (AHR) SERV		20	\$35.00	\$700.00
27	ACTS24X7-M500_S17/YR	SUPPORT CONTRACT ACTS 24X7		20	\$120.00	\$2,400.00



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28	MP508/8S/SIP	MEDIAPACK 5XX ANALOG VOIP GATEWAY WITH 8	4	\$920.00	\$3,680.00
29	SRSHELF4PHDTM	RACK ENCLOSURE HEAVY DUTY SHELF RACK FIXED TOOLLESS MOUNT 250LB 4POST	4	\$263.90	\$1,055.60
30	SMX120RMBP2U	APC SMART-UPS X 120V EXTERNAL BATTERY PACK RACK/TOWER	4	\$1,855.00	\$7,420.00
31	EZ04-WA00-GLB	CONNECT EZ4 KIT COMMERCIAL WI-FI POWER SUPPLY	2	\$870.00	\$1,740.00
32	GC98FF	DB9 SERIAL TO RJ45 MODULAR ADAPTER F/F	4	\$7.99	\$31.96
33	SMX2000RMLV2UNC	APC-SMART-UPS X 1920 VA TOWER/RACK MOUNTABLE - 1920 VA/1800W - 2U TOWER/RACK MOUNTABLE - 11 MINUTE	2	\$3,193.88	\$6,387.76
34	GC258MF	ADAPTER DB25M TO RJ45F Weight: 19.50	4	\$8.99	\$35.96
35	FC-10-148FP-247-02-60	FortiSwitch-148F-POE 5 Year FortiCare Premium Support	2	\$1,039.50	\$2,079.00
36	FS-148F-POE	FORTISWITCH-148F L2+ MANAGEMENT SWITCH	2	\$2,079.00	\$4,158.00

**Backroom Hardware Subtotal:** \$38,900.28

**Carbyne Workstation Hardware**

37	CA-2890	SPK USB SPKBAR 10W MOUNTS TO BOTTOM-VOL CONTROL-MUTE	17	\$24.99	\$424.83
38	CABLMANAGERH	SERVER RACK CABLE MANAGEMENT D-RING HORIZONTAL CABLE ORGANIZER	4	\$52.99	\$211.96
39	786C6AA	DA75 CPNT	17	\$73.95	\$1,257.15
40	783Q1AA#ABA	ENCOREPRO HW510, NA, OTH MONAURAL, NOISE	17	\$131.95	\$2,243.15
41	SMC1000C	APC Smart-UPS C SMC1000C UPS 600W 1000VA w/APC SmartConnect	17	\$688.00	\$11,696.00
42	TLP606B	TRIPP LITE SURGE PROTECTOR	17	\$27.98	\$475.66
43	27813	C2G 10FT CAT6 ORANGE SNAGLESS PATCHCABL CBL	68	\$10.99	\$747.32
44	CP24-USBHID	CONTROL PAD 24KEY USB HID 6FT CABLE	17	\$89.97	\$1,529.49
45	MISC CABLES	DELL PRO 32IN PLUS 4K USB-C HUB MONITOR	17	\$749.99	\$12,749.83
46	MISC CABLES	5YR PRO SUPPORT PLUS FOR 408XP	17	\$374.88	\$6,372.96
47	MISC CABLES	DELL PRO SLIM QCS1250 180W TPM 32GB 512GBSSD INTEGRATED WIN11PRO	17	\$2,172.81	\$36,937.77
48	KV0004A-LED	BLACK BOX : KVM SWITCH LED MONITOR IDENTIFICATION KIT	34	\$443.98	\$15,095.32
49	KV0004A-R2	Black Box KM Switch with Glide & Switch Mouse Switching - 4 Computer(s) - 1 Local User(s) - 2 x Network	17	\$936.63	\$15,922.71
50	WBEXTWAR3YR-SP-02	SERVICE PACK 3 YEAR WARRANTY EXTENSION (NEW PRODUCT PURCH)	17	\$195.00	\$3,315.00

**Carbyne Workstation Hardware Subtotal:** \$108,979.15

**Cloud Connection - DIA - 100Mbps**

51	TRANSPORT SERVICES	MONTHLY SERVICE CIRCUIT CHARGE	60	1	\$696.80	\$41,808.00
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**Cloud Connection - DIA - 100Mbps Subtotal:** \$41,808.00

**Cloud Connection - Ethernet SD-WAN - 100Mbps**

52	TRANSPORT SERVICES	MONTHLY SERVICE CIRCUIT CHARGE	60	1	\$1,788.76	\$107,325.60
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**Cloud Connection - Ethernet SD-WAN - 100Mbps Subtotal:** \$107,325.60

**Total:** \$2,298,967.35



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Solution Name: Carbyne APEX

Customer: Douglas County Sheriff E-911

## Summary Maintenance Services Order Form

<b>Customer:</b> Douglas County Sheriff E-911	<b>Quote #:</b> SO-000999672
<b>Bill To Address:</b> PO BOX 2140 DCSO/DCETSA ATTN: DENI SHINN CASTLE ROCK, CO 80104-1511	<b>Quote Date:</b> 3/2/2026 <b>Quote Valid Until:</b> 5/1/2026
<b>Customer ID:</b> VTWDOUCOU0003	<b>Master Maintenance Agreement #:</b>
<b>Contact:</b> Grace Reinis	<b>Region:</b> West Public Sec
<b>Contact Phone:</b> 303-660-7500	<b>Customer PO:</b>
<b>Account Executive:</b> Brian Kelley	
<b>Email:</b> bkelley@onec1.com	

Supported Sites Address, City, State, Zip	Sold To	Total Annual Price
4000 JUSTICE WAY, CASTLE ROCK, CO, 80109-7802		\$66,300.00

The term of this contract is for 60 months.	Total Annual Payment	\$66,300.00
	Total Value for this MSO	\$331,500.00

For the purchase of Maintenance Services, C1 will determine the start date for the Maintenance Services upon C1's acceptance of the applicable Order.

For Maintenance Services or Managed Services that are provided for a term that exceeds twelve (12) months or are subject to renewal for any successive term(s), the Price shall be subject to annual increase as follows: upon completion of the first year of the term, the Price specified in a Solution Summary, Maintenance Services Order Form, or Statement of Work (as applicable) is subject to automatic annual increase by the lesser of: (A) five percent (5%), or (B) the CPI Adjustment (as defined below). The "CPI Adjustment" is a percentage equal to the amount of the increase in the unadjusted Consumer Price Index for all Urban Consumers as published in the Summary Data from the Consumer Price Index News Release by the Bureau of Labor Statistics, U.S. Department of Labor ("CPI"), reported in the month immediately preceding the month of completion of each annual period during the current term or renewal term (the "Current Period CPI") from the CPI reported for the same month twelve (12) months prior (the "Previous Period CPI"). The CPI Adjustment is calculated by: (1) subtracting the Previous Period CPI from the Current Period CPI to obtain the amount of the "Index Point Change", and (2) dividing the Index Point Change by the Previous Period CPI and multiplying that amount by 100.

The pricing on this Order is based on the port and item counts provided to C1. If the actual quantities of ports that are maintained at the inception of this Order vary by more than five percent (5%) from the port count that had been provided to C1, and/or there is a discovery of additional items, C1 reserves the right to adjust the pricing for this Order to reflect the actual quantities being maintained.

In some cases, the Maintenance Services ordered hereunder (and the associated billing) may commence during the applicable Product warranty period. C1, at its discretion, may perform a true-up on a quarterly basis to reconcile future billing on any items that have been added (activated) or removed (deactivated) during the previous period.



## Supported Site Details Appendix

<b>Customer</b>	Douglas County Sheriff E-911	<b>Quote #</b>	SO-000999672
<b>Customer ID</b>	VTWDOUCOU0003	<b>Quote Date</b>	3/2/2026

This Supported Site Details Appendix provides an itemized list of the Products and Price for each Supported Site included in the Summary Maintenance Services Order Form. Each Supported Site detail below is considered a separate Order Form under the Agreement.

Site Detail					
Address, City, State, Zip		Sold To	Address Code		Total Annual Price
4000 JUSTICE WAY, CASTLE ROCK, CO, 80109-7802			SHIP7		\$66,300.00
Qty	Product #	Description	Coverage	Annual Unit Price	Total Annual Price
1	VTWHCH-MAN	<b>C1 – Public Safety Managed Services:</b> <ul style="list-style-type: none"> <li>• Unlimited               <ul style="list-style-type: none"> <li>• 24x7 Onsite Maintenance</li> <li>• 24x7 Remote Support</li> <li>• 24X7 Carbyne CHE &amp; Carbyne Backroom Network Monitoring</li> </ul> </li> <li>• Customer Service Center Ticketing Portal</li> <li>• C1-Carbyne Monthly Reports</li> <li>• 2- hour SLAs</li> <li>• Includes C1 Services for Carbyne APEX software upgrades when available</li> <li>• Includes 24x7 Managed Services for Masergy Cloud Connections</li> </ul>		\$66,300.00	\$66,300.00
Total Annual Price					\$66,300.00
Total Value for Site					\$331,500.00