



MASTER MONITORING CONTRACT

This Master Monitoring Contract (together with the Proposal and all attachments, schedules, addenda, and other terms and conditions attached hereto or referenced herein, this "Agreement") is made as of the date of acceptance of the Proposal by Subscriber whose details are set forth on the Proposal ("Subscriber") and Pavion Corp., a Delaware corporation with its principal place of business at 4151 Lafayette Center Drive, Suite 700, Chantilly, Virginia 20151 (the "Contractor" and/or "Pavion Corp."). Pavion Corp. and Contractor refers to Pavion Corp. and its affiliates performing the work under this Agreement. Pavion Corp. and Subscriber may be referred to individually as a "Party" and collectively as the "Parties". This Agreement includes and incorporates the Proposal and the accompanying terms and conditions below. Capitalized terms used in this Agreement but not otherwise defined herein shall have the meanings ascribed to them in the Proposal.

1. **Services.** Contractor shall provide monitoring services during the term of this Agreement, for Subscriber as specified in the Schedule of Protection in the Proposal, it being understood and agreed that any transmission equipment installed by Contractor in order to provide said monitoring service, including all devices, instruments and appliances, and all connections, wires, conduits and other materials associated therewith, is and shall be and remain personal property owned solely by Contractor.
2. **Payment Terms.** Subscriber agrees to pay Contractor, its agents or assigns, upon connection of said monitoring service, the sum set forth in the Proposal, in advance for a period of five (5) years from the date service is operative under this Agreement. Following the expiration of the initial five (5) year term, this Agreement shall automatically continue on a month-to-month basis at the then-current monthly rate (calculated as 1/12th of the annual rate), unless terminated by either Party with thirty (30) days' written notice. Contractor shall have the right to increase the annual service charge provided for herein at any time after the expiration of one (1) year to cover increases in costs, except those otherwise provided for in paragraph 3 herein, of furnishing the service provided for under this Agreement. Contractor's representative will, upon request, review the items of increased costs with the Subscriber. Service under this Agreement shall be operative on the date said monitoring service commences or as outlined in the Proposal, whichever is later.

2.1 **Subscriber Option.** If during the term of this Agreement any change of transmission equipment or method becomes necessary due to governmental, regulatory, or network provider action, Contractor shall make the necessary change at no additional charge to Subscriber. In exchange, Subscriber agrees to pay Contractor a fee to be determined per month and as set forth in the Schedule of Protection in the Proposal.

3. **Taxes.** Any tax applicable to, based upon, or measured by the receipts from or amount paid for service rendered by Contractor hereunder, shall be paid by Subscriber in addition to the respective amounts otherwise payable by Subscriber as herein provided. This includes without limitation all sales taxes, use taxes, excise taxes and other taxes imposed by any governmental authority, regardless of whether such taxes are imposed on Contractor or Subscriber under applicable law. Subscriber agrees to pay, in addition to any other sums herein provided to be paid, all taxes, false alarms fees and other fees and charges imposed by any governmental authority, such as the Fire and/or Police Department, relating to the installation, service, and/or transmission of alarm signals and/or images of said signaling system and to pay any charges to Contractor by the public entity providing wire connections for the transmission of signals or images. If Subscriber claims tax-exempt status, Subscriber must provide valid tax exemption certificates prior to service commencement. Subscriber shall be liable for any taxes, penalties, or interest assessed if exemption certificates are invalid or inapplicable. Contractor may collect and remit taxes regardless of claimed exemptions until valid documentation is provided and verified. All tax amounts shall be separately stated on invoices and paid when due. Subscriber's failure to pay applicable taxes shall constitute a material breach of this Agreement.
4. Except as otherwise provided herein, in the event Contractor's alarm monitoring services is furnished under this Agreement, Contractor agrees to transmit to the municipal fire and/or police department all fire and/or burglar alarm signals or images received at its remote station from the system installed hereunder, unless it is the best judgment of Contractor that the causes of such signals shall be first investigated by telephoning or dispatching a representative to Subscriber's premises. Contractor shall also make reasonable effort to similarly notify the Subscriber or Subscriber's designated representative.
5. The electric current and/or water necessary for said signaling system shall be furnished by Subscriber at Subscriber's expense. Subscriber acknowledges that transmission of signals and/or images to the Contractor may be via internet, radio or wire (telephone wire) and that alternative or additional protection can be installed at Subscriber's request and expense. Subscriber further acknowledges that signals and/or images which are transmitted by radio, digital cellular, wireless, internet, Voice over Internet Protocol (VoIP) or over telephone lines are wholly beyond the control of Contractor and are maintained and serviced by the telephone or utility company, and, therefore, Contractor shall not be liable or responsible for telephone line(s), wireless, internet, VoIP, radio, or digital cellular failure which prevents signals and/or images from reaching Contractor or the failure of anyone whom Contractor attempts to notify of an alarm condition to respond to Contractor's attempted telephonic communication. In the event Contractor utilizes a digital communicator to transmit signals and/or images, Subscriber shall furnish and maintain all necessary telephone lines and jacks for said communicator and advise Contractor of any changes in the Subscriber's telephone line number(s).
6. In the event Subscriber elects to utilize Voice over Internet Protocol (VoIP) or Digital Subscriber Line (DSL) phone service (also known as Digital or Internet Phone service) for transmitting signals and/or images to Contractor's monitoring facility, Subscriber acknowledges there may be times when the Contractor will be unable to acquire or transmit alarm signals and/or images. Subscriber agrees to indemnify and hold harmless Contractor for any failures attributable to Subscriber's use of VoIP and/or DSL phone lines for the transmission of alarm signals and/or images to Contractor.
9. In the event Subscriber elects to utilize Internet Protocol (IP) for transmitting signals and/or images to Contractor's monitoring facility,

Subscriber acknowledges there may be times when the Contractor will be unable to acquire or transmit alarm signals and/or images. Subscriber agrees to indemnify and hold harmless Contractor for any failures attributable to Subscriber's use of IP for the transmission of alarm signals and/or images to Contractor. In the event Contractor utilizes Internet Protocol (IP) to transmit signals and/or images, Subscriber shall furnish and maintain the necessary internet connection/router and back-up power supply for said signaling system and advise Contractor of any changes in the Subscriber's internet connection/router. Subscriber acknowledges that signals which are transmitted by an internet connection/router are wholly beyond the control of Contractor and are maintained and serviced by an internet service provider/carrier, and therefore, Contractor shall not be liable or responsible for internet router (ISP) failure which prevents signals and/or images from reaching Contractor or the failure of anyone whom Contractor attempts to notify of an alarm condition to respond to Contractor's attempted telephonic communication. Additionally, the internet connection/router utilized by Subscriber must be specifically listed for the purpose of transmitting alarm signals and/or images and the router/modem should have batteries or standby power.

10. Subscriber must furnish Contractor with a written list of names and telephone numbers and email addresses of those persons Subscriber wishes Contractor to notify of alarm signals and Contractor, in performing its obligations under this Agreement, will rely on the information given by the Subscriber. Subscriber must furnish Contractor with a password for verifying potential alarm conditions. It is the Subscriber's sole responsibility to ensure that all phone numbers, fax numbers, and/or email addresses on file at Contractor are kept current. All changes and revisions shall be supplied to Contractor in writing and shall become effective only when actually received by Contractor. It is Subscriber's sole responsibility to keep current its notification list with Contractor.
11. In the event an Intrusion or Alarm system is being monitored hereunder, Subscriber shall carefully and properly set the alarm system each night or at such other times as the Subscriber shall close its premises. Subscriber shall carefully and properly test the alarm system prior to each close period and shall immediately report to Contractor any claimed inadequacy or failure of the system.
12. In the event VIDEO VERIFICATION SERVICE is provided hereunder, if the Subscriber's police or fire department now or in the future requires physical or visual verification of an emergency condition before responding to a request for assistance, the Subscriber agrees to subscribe to such service if provided by the Contractor or otherwise take the appropriate actions to comply with such requirements. Upon receipt of alarm signal, Contractor will review any video available to said signal and dispatch if warranted.
13. In the event VIDEO ANALYTICS SERVICE is provided hereunder, Subscriber agrees to make known to Contractor the form of response to give in the event of detection of alarm condition. Responses range from notification given to Subscriber based on Subscriber's Emergency Contact List, to notification of local authorities, or for Contractor to use a pre-recorded message created by Subscriber. Subscriber is also responsible for informing Contractor with exact specifications regarding setting alarm condition parameters. Subscribers shall test the system periodically in order for Contractor to determine any inadequacies or failure of the system. Subscriber shall ensure all video equipment remains in good view of any desired areas of protection. Subscriber agrees to refrain from creating or causing false alarms or unnecessary service calls and to pay to the Contractor a fee based upon Contractor's current costs for each Subscriber caused or created false alarm or unnecessary service call.
14. If Subscriber shall default in the making of any payment herein provided for or fails to comply with any of the other terms, conditions or covenants of this Agreement, Contractor may give Subscriber ten (10) days written notice of intention to terminate this Agreement and thereupon at the expiration of said ten (10) days (if such default continues) this Agreement shall terminate, and Contractor may in all respects discontinue the service. Such notice shall be deemed to be sufficiently given if delivered to Subscriber personally, or sent by facsimile, email or certified mail postpaid and addressed to Subscriber at said premises; and the time of giving such notice shall be deemed the time when same is delivered or mailed as aforesaid. In the event of such termination and discontinuance of service Subscriber agrees to pay Contractor, in addition to the amount then accrued and due, a sum equal to seventy-five (75) percent of the service charge prorated for the period from such termination to the next permissible termination date by Subscriber plus attorney's fees and/or collection charges not exceeding twenty-five (25) percent. Contractor reserves the right to charge Subscriber 1 ½% per month on the unpaid balance of all invoices thirty (30) days past due.
15. If, for any reason, including Contractor's equipment failure, Contractor is unable to provide its monitoring services, Contractor, in its sole discretion, shall be permitted to suspend its monitoring services at any time, and without notice to Subscriber. In the event Contractor, in its sole discretion, determines that it will not be able to resume its monitoring services within the next succeeding full business day, Contractor agrees to notify Subscriber and installer by telephone, fax, email and/or in writing that monitoring services have been suspended. There shall be no refund, offset or deduction in Contractor's monitoring fees for suspended service provided suspended service does not exceed ten (10) days. Contractor will make a pro rata refund or off-set to Subscriber for any period of suspension of services in excess of ten (10) days.
16. **Termination.** Upon termination (which includes expiration or non-renewal) of this Agreement, Subscriber must: (a) immediately cease use of the services, and (b) pay for use of the services up to and including the date of termination (together with interest, reasonable collection costs and attorney's fees, if applicable). Termination of this Agreement shall not limit either party from pursuing other remedies available to it, nor shall such termination relieve Subscriber's obligation to pay all fees and charges that have accrued or are otherwise owed by Subscriber under the Proposal. Upon termination of this Agreement, it shall be the obligation of the Subscriber to disconnect the transmitting device which transmits the alarm signal and/or images to Contractor, and Subscriber shall allow Contractor to enter the premises during regular business hours and disconnect the transmitting device. Subscriber's failure or refusal to disconnect the transmitting device shall make Subscriber liable for all loss or damage Contractor may sustain including, but not limited to, Contractor's ability to assign to another user of Contractor's alarm monitoring service the number of designations theretofore assigned to Subscriber. Subscriber understands that disconnection has not been completed until proprietary codes are physically or electronically removed from equipment at premises by Contractor and agrees that no other party shall be allowed to remove or alter said codes.

17. Contractor shall not be responsible for any fees, charges, or assessments imposed by any Government authority or other persons in conjunction with false alarms from any equipment located at Subscriber's premises.
18. Any removal by Subscriber of its alarm system from the premises set forth in this Agreement and any change or alteration in the monitoring system (except for replacement of its units thereof with identical units) without the written approval of Contractor shall terminate Contractor's liability to perform services hereunder.
19. This Contract may be terminated at any time and without previous notice, at the option of Contractor and without liability of any sort on its part, in case the connecting wires, equipment in Subscriber's premises, or other facilities are destroyed by the fire or other catastrophe, or so substantially damaged that it is impracticable to continue service, or in case Contractor is unable either to secure or retain the connections or privileges necessary for the transmission of signals and/or images and may likewise be terminated by Subscriber in the event that Subscriber's said premises are so destroyed or damaged.
20. In the event Subscriber requests Contractor to perform any service related to Subscriber's systems other than monitoring Subscriber agrees that any such service performed by Contractor shall be on a time and material basis.
21. This Contract excludes the equipment replacement cost of batteries, auxiliary back-up power supplies, printer toner, print ink cartridges and printer.
22. If Subscriber contracts for remote video service for their own viewing, Subscriber acknowledges that at no times is Contractor responsible for, or actually involved with transmitting any type of signal and/or images to Subscriber. Subscriber acknowledges that Contractor is not able to view any images from said video service. Subscriber acknowledges that a third party is actually providing the signals and/or images for Subscriber to view, and as such discharges Contractor from any liability and agrees to indemnify and hold harmless the Contractor.
23. If Subscriber purchases video monitoring or video verification service(s) Subscriber acknowledges and agrees to pay user fees for said service.
24. Contractor never guarantees system approval by the local governing authority. Subscriber agrees that Contractor's duty is limited to requesting an inspection by the local governing authority.
25. **Acceptance.** This Agreement shall be deemed accepted by Pavion Corp. upon Pavion Corp.'s commencement of performance under this Agreement; provided, however, that Pavion Corp. may review Subscriber's creditworthiness and, if Subscriber's credit report is not satisfactory to Pavion Corp., Pavion Corp. may require reasonable assurances of payment, including advance payment or other mutually acceptable security. The dollar amounts stated herein remain subject to correction for any mathematical error or deviation from Pavion Corp.'s standard prices.
26. Should Contractor be required to perform any service or furnish or replace any equipment or material not specifically covered by the terms of this Agreement, because of change in existing or hereafter enacted law, change in technology, obsolete or manufacturer's end of life equipment, Subscriber agrees to pay Contractor for such service or material. The pricing to be paid by Subscriber in this Agreement is based on current pricing by Contractor's suppliers and vendors. In view of supply shortage and inflation Subscriber agrees to pay any increase for equipment or services to Contractor by Contractor's suppliers and vendors in connection with equipment and services to be provided by Contractor to Subscriber. Contractor will notify Subscriber of any such increase, and Subscriber shall have the option of paying the increase or alternative equipment and services, if available, for the prices set forth in this Agreement.
27. Subscriber understands that any filing fees, permit fees, or other fees associated with either filing this job or requesting an inspection of this job are not included in the contract price unless expressly stated otherwise.
28. Subscriber acknowledges that events may occur in which Contractor must file additional items with the local governing bodies. If such additional filings are required Subscriber agrees that Contractor may charge and Subscriber will pay an additional filing fee.
29. **Title.** Until Subscriber's full payment of the Net Amount, Subscriber hereby grants Contractor a purchase money security interest in the equipment sold hereunder in accordance with the Uniform Commercial Code. Contractor may, at any time, file a copy of this Agreement or a financing statement (which Subscriber agrees to execute upon Contractor's request) with appropriate authorities as a financing statement in order to perfect Contractor's security interest. Any such filing shall not constitute acceptance of this Agreement by Contractor. Title to all equipment shall not pass to Subscriber until the Net Amount (including all freight and taxes, if applicable) has been paid. Title to all equipment shall remain at all times with Contractor until fully paid for. Contractor shall have a security interest in the equipment sold hereunder until it is fully paid for and Subscriber agrees to perform all acts which may be necessary to assure Contractor's security interest in the equipment. Should Subscriber default in any payment for the equipment, Subscriber authorizes and empowers Contractor to remove the equipment from the premises, to disconnect the equipment, to render the equipment incapable of communicating with a central station and to enforce any valid and all of Contractor's rights as a secured party under the Uniform Commercial Code. Such removal and/or disconnection shall not be deemed a waiver of Contractor's right to damages sustained as a result of Subscriber's default, and Contractor shall have the right to enforce any other legal remedy or right. Furthermore, Contractor shall be in no way be obligated to repair, restore, or redecorate the premises in the event the equipment is removed as a result of Subscriber's breach of this Agreement. Contractor shall in no event be liable for direct, special, incidental, or consequential expense, loss or damage to the Subscriber resulting from such removal, disconnection and/or rendering the equipment incapable of communicating, and Subscriber hereby releases Contractor from all such foregoing expenses, loss and damage incurred by the Subscriber in this regard.

30. Subscriber acknowledges that none of the equipment installed at Subscriber's premises is the property of Contractor, nor has Contractor approved or disapproved thereof, except for any equipment sold and installed by Contractor to Subscriber pursuant to any other agreement. Contractor has made no representation, warranties, or agreements regarding the equipment, nor has Contractor participated in the design or installation of the alarm system or the alarm equipment. Contractor has no responsibility for the condition or operation of the alarm system or the alarm equipment and Contractor is not responsible for the maintenance, service or repair of said alarm system or equipment. Contractor shall not be liable or responsible for equipment failure which prevents signals and/or images from reaching Contractor. When Subscriber utilizes an IP signaling system or VoIP, Subscriber expressly understands it is Subscriber's sole responsibility to provide a battery back-up and necessary routers. In no way does Subscriber expect Contractor to be responsible for the battery backup or router associated with IP or VoIP.
31. It is understood and agreed that if radio transmission is provided the radio transmitter described herein used for the transmission of signals and/or images may be the sole property of the Contractor and that, in the event of cancellation of service, the transmitter described herein will be returned to Contractor. If Contractor is unable to recover said transmitter, Subscriber shall be responsible for damages in the amount of \$1,000.
32. **Maintenance.** Contractor shall perform all necessary maintenance and warranty related repairs on Subscriber's installed system at the premises listed for ninety (90) days. Maintenance shall be for the equipment provided for in this Agreement with the exception of conduit. It is expressly understood and agreed that maintaining the equipment and in granting the service herein described, Contractor makes no warranties which extend beyond the description contained in this Agreement.
33. In the event any maintenance is to be performed hereunder when applicable, this Agreement excludes the equipment replacement cost of batteries, auxiliary back-up power supplies, printer toner, print ink cartridges and printer paper, modems and routers.
34. **Limited Warranty.** Contractor warrants the equipment will be free from defects in workmanship and materials under normal use for a period of ninety (90) days from the earlier of: (i) installation or (ii) shipment of the equipment or components F.O.B. shipping point. Contractor agrees to furnish at no charge to Subscriber replacement part(s) for any portion of said system which proves to be defective in workmanship or material under normal use for ninety (90) days from the date of original installation. No charge will be assessed for labor to repair or replace said part for ninety (90) days from original installation date, after which time a standard service call charge will be assessed for the remainder of the term of this Agreement. The warranty period for equipment is for parts and labor for the first ninety (90) days. After the initial ninety (90) days and for the remainder of this Agreement, the warranty shall be for parts only per manufacturer's warranty. THE FOREGOING WARRANTY CONSTITUTES CONTRACTOR'S AND ITS AFFILIATES' ENTIRE WARRANTY AND SOLE LIABILITY WITH RESPECT TO THE SERVICES, SUBSCRIBER SOFTWARE, CONTRACTOR SOFTWARE, EQUIPMENT, AND MATERIALS OR OTHERWISE PROVIDED TO SUBSCRIBER UNDER THE AGREEMENT, AND IS IN LIEU OF ALL OTHER WARRANTIES, LIABILITIES, AND REMEDIES. EXCEPT AS EXPRESSLY SET FORTH IN THE AGREEMENT, CONTRACTOR EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY, INFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE AND SUBSCRIBER ACKNOWLEDGES AND AGREES THAT THE SERVICES, EQUIPMENT, AND MATERIALS PROVIDED TO SUBSCRIBER UNDER THE AGREEMENT ARE PROVIDED TO SUBSCRIBER ON AN "AS IS", "WHERE IS", BASIS WITH AND SUBJECT TO ALL FAULTS AND CONTRACTOR DOES NOT WARRANT THAT THE SERVICES, EQUIPMENT, OR MATERIALS PROVIDED TO SUBSCRIBER UNDER THE AGREEMENT WILL MEET ANY OF SUBSCRIBER'S REQUIREMENTS OR THAT USE OF SUCH WILL BE ERROR-FREE, UNINTERRUPTED, VIRUS-FREE, OR SECURE. SUBSCRIBER ACKNOWLEDGES THAT NO OTHER REPRESENTATIONS WERE MADE TO IT OR RELIED UPON BY IT WITH RESPECT TO THE PURPOSE, QUALITY AND FUNCTION OF THE EQUIPMENT. THIS WARRANTY SHALL NOT APPLY TO THE EQUIPMENT OR ANY PART THEREOF WHICH HAS BEEN SUBJECT TO ACCIDENT, NEGLIGENCE, TAMPERING, ALTERATION, ABUSE OR MISUSE, OR IF DAMAGE TO THE EQUIPMENT HAS BEEN CAUSED BY ATTACHMENT THERETO OR USE IN CONNECTION THEREWITH OF PARTS, COMPONENTS AND/OR EQUIPMENT NOT SOLD BY PAVION CORP.
35. NEITHER CONTRACTOR, PAVION CORP. NOR OWNER WILL BE LIABLE FOR ANY LOSS OR DAMAGE CAUSED BY A CYBER EVENT, CYBER BREACH, RISK OR VULNERABILITY, COMPUTER VIRUS OR OTHER TECHNOLOGICALLY HARMFUL MATERIAL THAT MAY INFECT SUBSCRIBER'S OR ANY USER'S COMPUTER EQUIPMENT, COMPUTER PROGRAMS, DATA NETWORK OR OTHER PROPRIETARY MATERIAL DUE TO USE OF THE SERVICES, OWNER'S WEBSITE OR THE SERVICE OR ITEMS PURCHASED OR OBTAINED THROUGH THE WEBSITE OR THE SERVICE. NEITHER PAVION CORP. NOR OWNER NOR ANY PERSON ASSOCIATED WITH EITHER OF THEM MAKES ANY WARRANTY OR REPRESENTATION TO ANY USER WITH RESPECT TO THE COMPLETENESS, SECURITY, RELIABILITY, QUALITY, FUNCTIONALITY OR AVAILABILITY OF THE SERVICES. WITHOUT LIMITING THE FOREGOING, NEITHER PAVION CORP. NOR OWNER NOR ANYONE ASSOCIATED WITH EITHER OF THEM REPRESENTS OR WARRANTS THAT THE SERVICES WILL BE RELIABLE, ERROR-FREE OR UNINTERRUPTED, THAT DEFECTS WILL BE CORRECTED, FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS OR THAT THE SERVICES WILL OTHERWISE MEET THE NEEDS OR EXPECTATIONS OF SUBSCRIBER OR ANY USER.
36. Subscriber is solely responsible for making the workspace available for the installation to occur. Subscriber is solely responsible for making available to Contractor any and all portions of the system to either be inspected and/or serviced.
37. Subscriber acknowledges that all work shall be performed in a timely manner consistent with industry standards. Subscriber may request an accelerated timetable and Contractor will apprise Subscriber of any additional costs associated therewith whereupon, if agreed to in writing, Contractor will accelerate its performance accordingly.
38. Subscriber may be required to acknowledge, agree to upon portal login and/or sign certain manufacturer terms of service. For example, End User License Agreement (EULA), Software as a Service (SaaS), Software Support Agreements (SSA's) and/or certain Privacy Act Terms

and Conditions such as California Consumer Privacy Act (CCPA). These documents are updated from time to time and will be made available upon request.

39. Subscriber agrees to properly test all batteries in any wireless detection devices and all ultrasonic, microwave, photoelectric or electronic equipment designated on the Schedule of Protection according to procedures prescribed by Contractor prior to setting the alarm system and to notify Contractor promptly if such batteries or equipment fail to respond to the test. Contractor shall not be liable for testing of said batteries or equipment nor for any interruptions in service due to non-functioning batteries or equipment. All batteries in any wireless detection devices should be replaced by the Subscriber as suggested by the manufacturer of equipment.
40. Subscriber acknowledges if a Radio Communication Enhancement System or (RCES), including Bi-Directional Amplifier (BDA) system and Auxiliary B Radio Communication System (ARCS) is installed, that Subscriber itself shall maintain and test said system. Contractor shall not be liable for testing of said batteries or equipment nor for any interruptions in service due to non-functioning batteries or equipment.
41. Applicable to fire systems only. In the event MANUAL FIRE ALARM SERVICE, AUTOMATIC FIRE ALARM SERVICE, SPRINKLER ALARM SERVICE, MONITORING OF SUBSCRIBER OWNED FIRE ALARM SYSTEM OR SPRINKLER SUPERVISORY SERVICE is furnished under this Agreement, Contractor's system will be tested periodically by Contractor's employees. During the test time, the system will be out of service. Before each test, Contractor's employees will notify Subscriber's designated representative at the premises, that the test is to be made, and Subscriber agrees to notify all persons who may be affected, that the system is out of service during such test. Additionally, Subscriber may elect to have Contractor place the system into test status. If Subscriber elects to place the system into test by using a desktop/laptop, or tablet, or smartphone, he/she may do so by using the designated app at no charge. If Subscriber calls in to place the system into test Subscriber may be subject to an excessive calls fee. During the time a system is placed into test status Contractor will continue to receive signals and/or images, if transmitted to Contractor, but will not notify the premise(s) nor the authorities. A system can remain in test status for up to eight (8) hours unless the system is terminated prior to the eight (8) hour limit. A system will automatically be removed from test status unless other arrangements have been made.
42. **No Prior Knowledge of Premises.** Subscriber acknowledges that Pavion Corp. has no knowledge of existing hidden pipes, wires, or other like objects within walls, floors, ceilings, and other concealed spaces, and it is Subscriber's obligation to advise Pavion Corp. of such hidden objects, failing which Pavion Corp. shall have no liability whatsoever for any damages, losses or expenses for personal injury, including death, or to real or personal property caused by or involving such hidden objects during installation and/or repair of the system, even if due to the active or passive, sole, joint or several negligence of Pavion Corp. and/or its agents, servants, employees, suppliers, or subcontractors.
43. **Cancellation and Returned Equipment.** This Agreement may be terminated by Subscriber only with Contractor's written consent upon payment of reasonable and proper cancellation charges. Goods may be returned only when specifically authorized in writing by Contractor and Subscriber will be charged, for placing returned goods in saleable condition, any sales expenses then incurred by Contractor plus a restocking charge and any outgoing and incoming transportation costs which Contractor pays.
44. **Risk of Loss.** Risk or loss or destruction of or damage to the equipment shall pass to Subscriber upon the earlier of delivery to Subscriber or delivery to a carrier for delivery to Subscriber. Merchandise received by Subscriber shall be inspected for damage and quantity counts, at time of receipt and, if not objected to in writing within thirty (30) days thereafter, shall be deemed accepted by Subscriber as to condition and quantity, and the Subscriber shall be responsible for all merchandise thereafter. Subscriber agrees that the equipment, upon installation, shall remain personal property and in no event shall it be deemed to be realty whether affixed to the premises or not.
45. **Insurance; Waiver of Subrogation.** Subscriber shall maintain appropriate coverages during the term of this Agreement. Contractor shall not be responsible for any portion of any loss or damage which is recovered or recoverable by Subscriber from insurance covering such loss or damage or for such loss or damage against which Subscriber is indemnified or insured. Contractor shall maintain such insurance policies and coverage amounts as are reasonable and customary in the industry and will provide verification of such coverage upon request from Subscriber. Subscriber on its behalf and any insurance carrier waives any right of subrogation Subscriber's insurance carrier may otherwise have against Contractor or Contractor's subcontractors arising out of this agreement or the relation of the parties hereto.
46. **Force Majeure.** Contractor assumes no liability for delays in installation or alterations of equipment or for interruptions of service due to strikes, riots, floods, fires, acts of God, or any other cause beyond the exclusive control of Contractor, and Contractor will not be required to supply service while such delay or interruption shall continue.
47. **Remote Access and Data Transfer.** Subscriber expressly authorizes Contractor and its designated third-party service providers to remotely access Subscriber's systems, networks, equipment, devices, and related interfaces as reasonably necessary to provide technical support, inspection, maintenance, troubleshooting, monitoring, and related services under this Agreement, including installation of software on Subscriber's systems that may transfer data to Contractor limited to system status updates and information, and shall obtain any third-party consents for such access and installation (as applicable). Subscriber shall defend, indemnify, and hold them harmless from any third-party claims, losses, damages, liabilities, costs, and expenses (including reasonable attorneys' fees) arising from such authorized remote access, except to the extent finally determined to have been caused by Contractor's sole gross negligence or willful misconduct.
48. **Third-Party Products.** To the extent that products or services described in the Proposal include third-party manufacturers, service providers, software, hardware, or components ("Third-Party Products"), Subscriber acknowledges and agrees that use of such Third-Party Products shall be subject to the applicable third-party terms and conditions, terms of use, policies, and licensing requirements ("Third-Party Terms"). Contractor

shall provide Subscriber with copies of all applicable Third-Party Terms upon request, and Subscriber agrees to comply with all such Third-Party Terms as a condition of receiving the products or services. Subscriber shall be directly bound by and responsible for compliance with all Third-Party Terms and shall indemnify, defend, and hold harmless Contractor from any claims, damages, or liabilities arising from Subscriber's violation of Third-Party Terms or use of Third-Party Products. Contractor makes no representations, warranties, or guarantees regarding Third-Party Products and disclaims all liability for third-party product performance, availability, or compliance. Contractor may immediately terminate or suspend services if Subscriber violates Third-Party Terms, and Subscriber acknowledges that changes to Third-Party Terms may require modification of this Agreement or termination of affected services at Contractor's sole discretion.

49. **LIMITATION OF LIABILITY.** IT IS UNDERSTOOD THAT NEITHER THE CONTRACTOR NOR ANY THIRD PARTY DESIGNATED BY THE CONTRACTOR WHICH PROVIDES SERVICE TO THE SUBSCRIBER IS AN INSURER. THAT INSURANCE, IF ANY, SHALL BE OBTAINED BY THE SUBSCRIBER AND THAT THE AMOUNTS PAYABLE TO THE CONTRACTOR HEREUNDER ARE BASED UPON THE VALUE OF THE SERVICES AND THE SCOPE OF LIABILITY AS HEREIN SET FORTH AND ARE UNRELATED TO THE VALUE OF THE SUBSCRIBER'S PROPERTY OR THE PROPERTY OF OTHERS LOCATED IN SUBSCRIBER'S PREMISES. CONTRACTOR MAKES NO GUARANTEE OR WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS, THAT THE SYSTEM OR SERVICES SUPPLIED WILL AVERT OR PREVENT OCCURRENCES OR THE CONSEQUENCES THEREFROM WHICH THE SYSTEM OR SERVICE IS DESIGNED TO DETECT. THE SUBSCRIBER DOES NOT DESIRE THIS AGREEMENT TO PROVIDE FOR FULL LIABILITY OF THE CONTRACTOR OR ANY SUCH THIRD PARTY AND AGREES THAT THE CONTRACTOR AND ANY SUCH THIRD PARTY SHALL BE EXEMPT FROM LIABILITY FOR LOSS OR DAMAGE DUE DIRECTLY OR INDIRECTLY TO OCCURRENCES, OR CONSEQUENCES THEREFROM, WHICH THE SERVICE IS DESIGNED TO DETECT OR AVERT; THAT IF THE CONTRACTOR OR ANY SUCH THIRD PARTY SHOULD BE FOUND LIABLE FOR LOSS OR DAMAGE DUE TO A FAILURE OF SERVICE IN ANY RESPECT, ITS LIABILITY SHALL BE LIMITED TO A SUM EQUAL TO TEN PERCENT OF THE ANNUAL SERVICE CHARGE ATTRIBUTABLE TO EFFECTED PREMISES OR \$250, WHICHEVER IS GREATER, AND THAT THE PROVISIONS OF THIS PARAGRAPH SHALL APPLY IF LOSS OR DAMAGE, IRRESPECTIVE OF CAUSE OR ORIGIN, RESULTS DIRECTLY OR INDIRECTLY TO PERSON OR PROPERTY FROM PERFORMANCE OR NONPERFORMANCE OF OBLIGATIONS IMPOSED BY THIS CONTRACT OR FROM NEGLIGENCE OF ANY DEGREE, ACTIVE OR OTHERWISE OF THE CONTRACTOR AND ANY SUCH THIRD PARTY AND THEIR AGENTS OR EMPLOYEES. NO SUIT OR ACTION SHALL BE BROUGHT AGAINST THE CONTRACTOR MORE THAN ONE (1) YEAR AFTER THE ACCRUAL OF THE CAUSE OF ACTION. FURTHER, IF A CONNECTING COMPANY IS USING THE TRANSMISSION FACILITIES OF CONTRACTOR, THE CONNECTING COMPANY AGREES TO INCLUDE IN ALL OF ITS CONTRACTS WITH ITS SUBSCRIBERS WHO RECEIVE SERVICE THROUGH THE CONNECTION INVOLVED THEREIN, A CLAUSE PROTECTING CONTRACTOR FROM ANY LIABILITY, COST AND EXPENSE INCLUDING ATTORNEY'S FEES IN DEFENDING ANY CLAIM MADE AGAINST CONTRACTOR, BEYOND THAT SET FORTH IN THIS PARAGRAPH.
50. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL CONTRACTOR OR ITS AFFILIATES BE LIABLE TO SUBSCRIBER FOR ANY PUNITIVE, SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL, OR EXEMPLARY DAMAGES ARISING OUT OF, RESULTING FROM, OR RELATED TO, THIS AGREEMENT, HOWEVER CAUSED, UNDER ANY THEORY OF LIABILITY (INCLUDING CONTRACT, TORT, WARRANTY, NEGLIGENCE, OR OTHERWISE) EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES IN ADVANCE.
51. SUBSCRIBER IS HEREBY GIVEN AN ABSOLUTE AND UNEQUIVOCAL OPTION TO REQUIRE THE CONTRACTOR TO ASSUME LIABILITY BEYOND THAT INDICATED ABOVE. IF THE SUBSCRIBER EXERCISES SUCH OPTION, A RIDER TO THIS CONTRACT WILL BE ENTERED INTO AND SIGNED BY THE PARTIES HERETO PROVIDING FOR THE EXTENT OF CONTRACTOR'S ADDITIONAL LIABILITY IN CONSIDERATION FOR WHICH SUBSCRIBER AGREES TO PAY THE CONTRACTOR ADDITIONAL SERVICE CHARGES SPECIFIED IN THE RIDER WHICH SHALL BE CONSISTENT WITH CONTRACTOR'S ADDITIONAL COST OF OBTAINING LIABILITY INSURANCE COVERING THE FULL SCOPE OF LIABILITY REQUESTED BY SUBSCRIBER, IN WHICH EVENT THE DOLLAR AMOUNT IN PARAGRAPH NO. 49 ABOVE WILL BE NULL AND VOID, PROVIDED, HOWEVER, THAT SUCH ADDITIONAL OBLIGATION SHALL IN NO WAY BE INTERPRETED TO HOLD CONTRACTOR AS AN INSURER.
52. **Assignment.** This Agreement may be assigned by Subscriber provided the written consent of Contractor is first obtained, which consent shall not be unreasonably withheld and shall be conditioned upon the assignee's agreement, in form satisfactory to Contractor to make payments herein provided and to perform and comply with all the other terms, covenants, and conditions hereof on Subscriber's part to be performed and complied with. Contractor shall have the unrestricted right to assign without notice to or consent by Subscriber, to transfer, delegate or subcontract this contract, to any successor entity or third party and shall be relieved of any obligations created herein upon such assignment.
53. Subscriber does hereby for itself and any other Parties claiming under it, release and discharge Contractor from and against all hazards covered by Subscriber's insurance, it being expressly agreed and understood that no insurance company or insurer will have any right of subrogation against Contractor.
54. **Indemnification.** Subscriber agrees to indemnify and hold Contractor harmless, including reasonable attorney's fees, from and against all claims, lawsuits and losses alleged to be caused by Contractor negligent performance or failure to perform under this Agreement. The Subscriber agrees to and shall indemnify and hold harmless the Contractor and any third party designated by the Contractor which provides service and all their employees and agents, for and against any claims, suits, losses, demands and expenses arising from any death or injury to any person or any loss or damage to property occasioned or alleged to be occasioned by Contractor's or any third party's performances or failure to perform its obligations under this Agreement whether due to Contractor's negligence or otherwise, or through burglary, theft, robbery, fires or any other cause.
55. SUBSCRIBER IRREVOCABLY AND UNCONDITIONALLY WAIVES (I) ANY RIGHT IT MAY HAVE TO A TRIAL BY JURY, AND (II) ANY RIGHT TO ASSERT ANY COUNTERCLAIM, IN RESPECT OF (FOR CLARITY, EACH OF (I) AND (II)) ANY LEGAL ACTION ARISING OUT OF OR RELATING TO THIS

AGREEMENT OR THE TRANSACTIONS CONTEMPLATED HEREBY.

56. **Governing Law; Arbitration.** This Agreement will be governed by and construed under the laws of the State of Delaware, without regard to conflicts of law principles therein. Any dispute, whether contractual or otherwise, arising out of or in connection with this Agreement or these dispute resolution procedures, including without limitation their existence, validity, applicability or termination, shall be referred to and finally resolved by arbitration administered by the American Arbitration Association in accordance with its Commercial Arbitration Rules. The number of arbitrators shall be one. The seat, or legal place or arbitration shall be Wilmington, Delaware. The language to be used in the arbitral proceedings shall be English. Judgment upon the award may be entered by any court having jurisdiction of the award or having jurisdiction over the relevant party or its assets.
57. **Mold, Obstacles and Hazardous Conditions.** Subscriber shall notify Contractor in writing of any undisclosed, concealed or hidden conditions in any area where installation is planned, and Subscriber shall be responsible for removal of such conditions. In the event Contractor discovers the presence of suspected asbestos or other hazardous material, Contractor shall stop all work immediately and notify Subscriber. It shall be Subscriber's sole obligation to remove such conditions from the premises, and if the work is delayed due to the discovery of suspected asbestos or other hazardous material or conditions then an extension of time to perform the work shall be allowed and Subscriber agrees to compensate Contractor for any additional expenses caused by the delay until work can resume. If Contractor, in its sole discretion, determines that continuing the work poses a risk to Contractor or its employees or agents, Contractor may elect to terminate this agreement on three (3) days notice to Subscriber and Subscriber shall compensate Contractor for all services rendered and material provided to date of termination. Contractor shall be entitled to remove all its equipment and uninstalled equipment and material from the job site. Under no circumstances shall Contractor be liable to Subscriber for any damage caused by mold or hazardous conditions or remediation thereof.
58. **Additional Systems or Equipment Disclaimer.** The Subscriber acknowledges Contractor has explained additional equipment, systems and protection that may be available from Contractor, for additional charges, and the Subscriber has had sufficient opportunity to consider the additional services that may be available and has decided not to request or contract for such additional equipment, systems or protection.
59. **Electronic Media; Personal Information; Consent to Call, Text or Email.** Either Party may scan, fax, email, image, or otherwise convert this Agreement into an electronic format of any type or form, now known or developed in the future. Any unaltered or unadulterated copy of this Agreement produced from such an electronic format will be legally binding upon the Parties and equivalent to the original for all purposes, including litigation. Contractor may rely upon Subscriber's assent to the terms and conditions of this Agreement, if Subscriber has the proposal or has demonstrated its intent to be bound whether by electronic signature or otherwise.
60. **Non-Solicitation.** To the extent not prohibited by California Business Professions Code Section 16600, Subscriber agrees that it will not solicit for employment for itself, or any other entity, or employ, in any capacity, any employee of Contractor, assigned by Contractor to perform and who performs any service for or on behalf of Subscriber during the term of this Agreement, any renewals thereof and for a period of two (2) years thereafter. In the event of Subscriber's violation of this provision, in addition to injunctive relief, Contractor shall recover from Subscriber an amount equal to such employee's salary based on the average three (3) months preceding employee's termination of employment with Contractor, times twelve (12), together with Contractor's counsel and expert witness fees.
61. **Weapons Detection.** If Pavion Corp. provides Weapons Detection Systems or Services, such Systems and Services are further governed by the Weapons Detection Addendum available at <https://www.pavion.com/legal>, which is incorporated herein by reference in its entirety and shall control in the event of a conflict with this Agreement. "Weapons Detection Systems or Services" means any "Systems" and/or "Services" as defined in the Weapons Detection Addendum.
62. **Information Security and Data Processing.** If Pavion Corp. provides systems or Services that involve or relate to information security requirement, the processing of personal data, or access to Subscriber's data, networks, systems, or environments, such systems and Services are further governed by the Information Security Addendum and the Data Processing Addendum available at <https://www.pavion.com/legal>, each of which is incorporated by reference in its entirety. The Information Security Addendum and Data Processing Addendum shall each apply to the extent relevant to the applicable Systems or Services and shall control in the event of a conflict with this Agreement. "Personal Data" shall have the meaning set forth in the Data Processing Addendum.
63. **Biometric Technology and Data.** Subscriber and Subscriber's end users, if any, owns and controls any biometric data, including but not limited to fingerprints, retina scans, and facial recognition, and is responsible for satisfying all applicable compliance obligations with data laws and following relevant data laws to the extent such laws apply to Subscriber and Subscriber's end users use of the technology and/or biometric data.
64. **Tariffs.** Contractor reserves the right, and Subscriber agrees, for Subscriber to pay potential price increases if the Contractor's cost(s) increases. Contractor agrees it will not charge more than a 15% price increase after the Agreement is executed. In regards to tariffs, Contractor reserves the right and the Subscriber agrees to an increase due to the tariffs being imposed.
65. **Miscellaneous.** This Agreement (1) constitutes the entire contract between Subscriber and Pavion Corp., and (2) supersedes all prior correspondences and communications between Subscriber and Pavion Corp., with respect to the equipment, including any parts or equipment furnished as a replacement. No representation or statement not expressed herein shall be binding on Pavion Corp. the foregoing terms and conditions shall prevail regardless of any variance with the terms and conditions of any order submitted by subscriber with respect to the equipment. Subscriber's signature on this Agreement of acceptance of delivery shall constitute Subscriber's acceptance

of these terms and conditions. If any term, covenant, condition, or provision of this Agreement is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remainder of the provisions of this contract shall remain in full force and effect and shall in no way be affected, impaired or invalidated. The Subscriber agrees that there are no third-party beneficiaries of this Agreement. All information with respect to the design, operation or other characteristics of the equipment furnished directly or indirectly by Pavion Corp. its subsidiaries or agents (except such information as may be established to be in the public domain) shall be received and held by Subscriber in confidence, and Subscriber shall exercise reasonable care to prevent the improper use of such information. Nothing in this Agreement nor any Addendum hereto shall be construed to create any partnership, association, joint venture or employment between the parties. Contractor is, and shall remain, an independent contractor. No modification, amendment, or waiver of this Agreement shall be effective unless set forth in a written instrument executed by both parties.

SUBSCRIBER HAS READ AND AGREES TO THE TERMS AND CONDITIONS ON ALL PAGES OF THIS AGREEMENT

PROPOSITION 65 WARNING: Equipment and packaging may contain components containing chemicals known to the State of California to cause cancer, birth defects or other reproductive harm.