

CODERED SERVICES AGREEMENT

This Services Agreement ("Agreement") is made and effective as of **July 12, 2010** by and between Emergency Communications Network, Inc. a Florida Corporation ("Licensor") located at 9 Sunshine Boulevard, Ormond Beach, FL 32174 and the **City of Gahanna**, a body politic and corporate of the State of **Ohio** ("Licensee") located at **200 South Hamilton, Gahanna, OH 43230**.

Licensor is the owner of a service identified as "CodeRED® Emergency Notification System" (The "Service"), which allows users to place prerecorded telephone calls at high speed to call recipients. Licensee desires to utilize the "Service" for the purpose of communicating matters of public interest and concern.

In consideration of the promises set forth, the parties agree as follows:

1. **License:** Licensor grants Licensee a non-exclusive and non-transferable license to use the "Service" (hereinafter referred to as "The License") for Licensee's own purposes in accordance with the terms outlined in this Agreement. Licensee understands and agrees that they are fully responsible for the use of such services by anyone whom Licensee authorizes or permits to use the "Service", and anyone who accesses the "Service" by utilizing Licensee's Confidential access codes.
 - a. The Licensee may not modify the "Service", disable any license or control features of the "Service." Licensee may not (i) assign, license, sublicense, rent, sell, transfer the "Service", this agreement, or any portion thereof or (ii) utilize the "Service" except as expressly permitted in the Agreement between Licensee and Licensor. The License will include pass codes for up to **five (5)** authorized "Service" users. Additional users pass codes may be obtained at an additional annual fee as outlined in Exhibit A.
2. **Ownership:** The "Service" is owned and copyrighted by Licensor. The Licensee's license confers no title or ownership in the "Service" whatsoever.
3. **Copyright:** United States copyright laws and international treaty provisions protect the "Service". Except for the limited license provided, Licensor reserves all rights in and to the "Service" and all underlying data, compilations, and information maintained by Licensor relating to the "Service", including but not limited to, the source or object code.
4. **Functionality:** The "Service" provides Licensee the ability to access pre-defined geographically selected calling areas or listed databases via an Internet based software application. The "Service" has the ability to select calling databases via a geographic mapping component. Licensee's database(s) shall be limited by Licensor to the geographic boundaries (determined by Lat/Lon coordinates) of the **City of Gahanna, Ohio**. The "Service" will also allow Licensee to utilize an interactive voice response telephone service to record messages and initiate call out projects. The "Service" is designed to be active 24 hours per day/ 365 days a year.
5. **Costs for The "Service":** During the term of this agreement Licensee agrees to pay all costs for utilizing the "Service" as described in Exhibit A - Service Charges; attached to and made a part of this Agreement. Licensee will purchase prepaid "Service" (System Minutes). Whenever Licensee utilizes the "Service" the actual calling minutes used by Licensor while utilizing the "Service" will be deducted from the balance of System Minutes remaining in Licensee's account. Licensee is responsible to maintain a sufficient balance of System Minutes on account. Payment for the "Service" is due and payable upon receipt of invoice (ROI). Finance charges at a rate of 1% per month (12% per annum) will be charged on all balances outstanding beyond 60 days. If a law which applies to this finance charge is interpreted so that the interest or other finance charges collected or to be collected in connection with this agreement exceed the permitted limits, then (i) any such loan charge shall be reduced by the amount necessary to reduce the charge to the permitted limit, and (ii) any sums already collected from Licensee which exceed permitted limits

will be refunded to Licensee. All payments due under this agreement shall be paid to: Emergency Communications Network, Inc. at 9 Sunshine Blvd., Ormond Beach, FL 32174.

6. **Free Minute Blocks:** Licensee is allotted free time on the system for the purpose of testing and training. The following must be met in order for Licensee to utilize the free minute bank specified in Exhibit A:
 - a. Minutes will be deducted from Licensee's minute bank at the time of using the "Service".
 - b. Licensee must notify Licensors in writing within 60 days of the use of the "Service" specifying qualified project(s) to obtain eligible free minutes and restoration of the deducted minutes into Licensee's minute bank. If Licensee fails to notify Licensors within 60 days of the use of the "Service", the minutes used will not be eligible for consideration as free minutes and will remain as a deduction from Licensee's minute bank as described above in paragraph 5.
 - c. Any unused minutes remaining in these blocks are not transferable.
 - d. Licensors will have the final right to deem all free calling minutes eligible or ineligible.
7. **Term of Service Agreement:** The License will extend for a period of three (3) years beginning on July 12, 2010. On the date this Agreement terminates, Licensee will forfeit all Prepaid System Minutes remaining on account. It is at the Licensors discretion to honor the service agreement quoted fees for an agreement which has not been returned to the Licensors for over 90 days from the date it was drafted for the Licensee.
8. **Annual System Minute Bank Replenishment:** Each year, Licensee will have access to 30,000 System Minutes. The System Minute Bank will be refilled every year, to 30,000 System Minutes, upon the anniversary of the effective date of this Agreement. System Minutes are not transferable and do not rollover from year to year. If the entire bank of System Minutes is exhausted during the given year, Licensee will be required to repurchase System Minutes according to the Minute Bank Refill feature described in paragraph 10.
9. **Discount Contract Extension:** Upon completion of the original term of this Agreement as outlined above in section seven (7), the term of this Agreement will extend for an additional **three-year** period. This contract extension provision (the "extension provision") will continue to extend the contract period by three (3) additional years at the end of each three (3) year contract period. **Either party may cancel this renewal provision by submitting written notice to the other no less than 30 days prior to the end of the current term of the agreement.**

The activation of the extension provision will trigger the following events:

 - a) Licensee's minute bank will be replenished to the annual 30,000 minute balance;
 - b) Licensors will update its systems to extend the active software license and associated access codes for additional year(s) of use;
 - c) Licensors will invoice Licensee for additional year(s) of service at the rate of seven thousand five hundred dollars (\$7,500) per year for a total amount of twenty-two thousand five hundred dollars (\$22,500) over the 3-year term. Note: Licensee will be responsible for payment of the contract extension fee upon receipt of invoice from the Licensors.
10. **Minute Bank Refill feature:** The parties recognize that Licensee may utilize the "Service" in a manner that results in the actual System Minute usage exceeding Licensee's active Minute Bank. In the event using the "Service" completely exhausts Licensee's remaining Minute Bank Licensors will immediately refill Licensee's Minute Bank with a block of 3,000 System Minutes, and will invoice Licensee for this block of minutes at the Additional System Minute price as indicated in Exhibit A. Licensee will be responsible for payment of Additional System Minute blocks upon receipt of invoice from Licensors. Licensee agrees to purchase all such additional blocks of minutes as needed in order to maintain a positive System Minute balance. The purpose of this refill feature is to ensure that calls being placed via the "Service" are not interrupted as the result of Licensee's depletion of their Minute Bank.
11. **Appropriate Use of The Service:** To access the "Service" Licensors will provide Licensee with unique user name(s) and password(s). Licensee agrees to maintain such user name(s) and password(s) as private and confidential information. Licensee agrees to use the "Service" in a

way that conforms with all applicable laws and regulations. Licensee specifically agrees not to make any attempt to gain unauthorized access to any of Licensor's systems or networks. Licensee agrees that Licensor shall not be responsible and liable for the content of the message(s) delivered by the "Service" on behalf of Licensee.

12. Security: Licensee understands that Internet communications are not secure, and may be subject to interception or loss. Licensee understands and acknowledges that Licensor is providing the "Service" on the World Wide Web through an "upstream" third party Internet Service Provider, utilizing public utility services. Licensor shall not be liable to Licensee in the event of any interruption of service or lack of presence on the Internet as a result of any disruption by the third party Internet Service Provider or public utility. In the event of any disruption of service, Licensor will use its best efforts to notify Licensee and to expedite resumption of service.

13. Warranty: (a) Licensee acknowledges that software in general is not error-free and agrees that the existence of such errors in software used in conjunction with the "Service" shall not constitute a breach of this License.

(b) In the event that Licensee discovers a material error which substantially affects Licensee's use of the "Service" and notifies Licensor of the error, Licensor shall use reasonable measures to correct that part of the "Service" which does not so comply, provided that such non-compliance has not been caused by any modification, variation or addition to the "Service" not performed by Licensor, its agents or contractors, or caused by its incorrect use, abuse or corruption of the "Service" software, or by use of the "Service" with other software or on equipment with which it is incompatible.

(c) Licensee is responsible for maintaining access to the Internet. Licensor in no way warrants Licensee's access to the Internet via Licensee's Internet Service Provider(s).

(d) Under certain rare instances not all technologies are compatible without manual intervention by both parties. Licensee agrees that their staff will cooperate with Licensor's staff to make necessary modifications to allow the Service to perform as required for satisfaction.

14. Warranty Disclaimer: To the extent permitted by the applicable law, Licensor disclaims all other warranties with respect to the "Service", either express or implied, including but not limited to any implied warranties of merchantability or fitness for any particular purpose. In no event (even should circumstances cause any or all of the exclusive remedies to fail of its/their essential purpose and even if Licensor has been advised of the possibility of such damages) shall Licensor be liable for any special, indirect, incidental or consequential damages of any nature (regardless of whether such damages are alleged to arise in contract, tort or otherwise), including, but not limited to, loss of anticipated profits or other economic loss in connection with or ensuing from the existence, furnishing, function, or Licensee's use of any item of products or services provided for in this Agreement. Licensee understands that the cumulative liability of Licensor for any and all claims relating to the "Service" provided by Licensor, in contract, tort or otherwise, shall not exceed that total amount paid by Licensee for the most recently purchased block of Prepaid System Minutes.

15. Indemnification: Licensee understands that Licensor does not restrict the use of the "Service" by Licensee and therefore Licensee agrees that Licensor shall not be responsible and/or liable for the content of the message(s) created by Licensee delivered by the "Service" on behalf of Licensee. To the extent permitted by law Licensee agrees to defend, indemnify and hold harmless Licensor and its affiliates, subcontractors, employees and agents from any and all liabilities, costs, and expenses, including reasonable attorneys' fees, arising from any violation of this Agreement by Licensee or those who access the "Service" through Licensee's account, or the use of the "Service" or the placement or transmission of any message, information or other materials by Licensee or by those who have access to the "Service" through Licensee's account. Licensee shall be responsible for compliance with all applicable laws regarding outbound telemarketing, which may include, but are not limited to the Federal Telephone Consumer Protection Act of 1991, The Telemarketing and Consumer Fraud and Abuse Prevention Act of

1999 and the rules and regulations promulgated thereunder, as well as State and Local telemarketing laws and requirements. Licensee shall, to the extent permitted by law, defend, indemnify and hold Licensors harmless from all lawsuits, demands, liabilities, damages, claims, losses, costs or expenses, including attorneys' fees (whether by salary, retainer or otherwise), arising out of or resulting from, in whole or in part, a violation of such laws. Licensee will be solely responsible and liable for any such violations. The provision of this Article shall survive termination of this Agreement.

16. Non-Disclosure: (a) Licensee acknowledges and agrees that in providing the "Service", Licensors may disclose to Licensee certain confidential, proprietary trade secret information of Licensors ("Confidential Information"). Confidential Information may include, but is not limited to, the "Service", computer programs, flowcharts, diagrams, manuals, schematics, development tools, specifications, design documents, marketing information, financial information or business plans. During this Agreement and for a period of five (5) years thereafter, Licensee agrees that it will not, without the express prior written consent of Licensors, disclose any Confidential Information or any part thereof to any third party. At the termination of this Agreement, Licensee will cease utilizing the "Service" and will return all Confidential Information to Licensors unless Licensee renews the "Service" as outlined in this agreement. Nothing in this Agreement will be deemed to prohibit the disclosure of any information in response to a subpoena or other similar order by a court or agency with jurisdiction to issue it relevant to the resolution of any dispute between the parties. The Licensee will promptly notify the Licensors of the receipt of any subpoena or other similar order and of any request under the Public Information Act or any other similar law. The Licensee will cooperate with the Licensors in defending against disclosure of any confidential information under any such subpoena, order or request.

(b) Licensee also agrees that it shall not duplicate, translate, modify, copy, printout, disassemble, decompile or otherwise tamper with the "Service" or any software provided.

17. Termination: Licensee may terminate this Agreement by notifying the Licensors in writing no less than 30 days in advance of desired termination. Licensee will return all Confidential Information and copies to Licensors. Licensee will forfeit all Pre-Paid System Minutes upon termination of this Agreement. Licensee understands that Licensors reserves the right to terminate Licensee's account at any time for reasons including, but not limited to, failure to abide by the terms of this agreement or failure to pay any fees or charges when due. In the event that Licensors terminates this agreement for reasons other than Licensee's failure to abide by this agreement, Licensors will refund to Licensee an amount equal to the balance of Prepaid System Minutes in Licensee's account. Upon termination, Licensee agrees to remove from Licensee's computer(s) any files related to the "Service".

18. Merger: This Agreement terminates and supersedes all prior understandings or agreements on the subject matter hereof. Only a further writing that is duly executed by both parties may modify this Agreement. The terms and conditions of this agreement will supersede any additional terms provided unless mutually agreed to by both parties, including additional terms contained in standard purchase order documents and third party application terms.

19. Confidential Data: Licensors agrees that in view of the confidential nature of Licensee supplied data and files that it is to prepare, process or maintain under this Agreement, it will perform its duties in such a manner as to prevent the disclosure to any persons not employed by Licensors of any such data and files unless Licensors and Licensee mutually agree in writing otherwise.

20. Integrity of Data: Licensors cannot guarantee the integrity of any Licensee supplied data. As such, any errors, duplications, or inaccuracies related to Licensee supplied data will ultimately reside with Licensee.

21. **Notices:** All notices or requests, demands and other communications hereunder shall be addressed to the parties as follows:

As to **Licensor:** Emergency Communications Network, Inc. 9 Sunshine Blvd. Ormond Beach, FL 32174

As to **Licensee:** **City of Gahanna, Attn: James Williams/Director of Emergency Operations, 200 South Hamilton, Gahanna, OH 43230**

22. **General:** Each party to this Agreement agrees that any dispute arising under this Agreement shall be submitted to binding arbitration according to the rules and regulations of the American Arbitration Association. If any dispute arises the prevailing party shall be entitled to the costs and attorney's fees from the losing party for enforcement of any right included in this Agreement, in Arbitration, a Court of first jurisdiction and all Courts of Appeal.

IN WITNESS WHEREOF, the parties execute this Agreement on the date(s) indicated below.

Licensee: **City of Gahanna, Ohio**

By: _____

Printed Name: _____

Title: _____

Date: _____

Licensor: **Emergency Communications Network, Inc.**

By: _____

Printed Name: _____

Title: _____

Date: _____

Exhibit A – Service Charges

Three (3) year Discount CodeRED Service Agreement **\$ 22,500.00**

Payments due in annual installments of \$ 7,500.00

Up to 30,000 Annual CodeRED System Minutes **\$ Included** (see section 8)

Additional System Minutes **\$ 0.25 per minute**

500 minutes for testing and training **\$ No Charge** (see section 6)

Email and Text Messaging **\$ No Charge**

Licensee recognizes that once email and text messages have been released from Licensor's equipment, the ultimate delivery of the messages depends on the message recipient's local network. As a result Licensor cannot guarantee the delivery of email and text messages to a recipient.

Up to 5 CodeRED user pass codes **\$ Included**

Additional pass codes may be purchased for an annual fee of \$150.00 per pass code.

Initial Residential Database Upload **\$ Waived**

One (1) CodeRED distance training session **\$ Included**

Additional distance training sessions may be purchased for \$150.00 per hour (one hour minimum).

System usage will be charged against Prepaid System Minutes at actual minutes of time connected while delivering prerecorded System calls. All calls will be billed in 6-second increments. Only connected calls (live connections, answering machine connections and fax tone connections) will result in connection charges being incurred.

Database Accuracy Updates

Licensor Supplied Database: "Database Accuracy Updates" ensure that the data population maintained by Licensor under this Agreement undergoes periodic accuracy checks using the Licensor's most current in-house compiled database including, but not limited to, household addresses and telephone numbers. It will be the sole responsibility of the Licensee to maintain database accuracy and request updates from the Licensor.

One annual "Database Accuracy Update" will be performed by the Licensor upon request by the Licensee at no charge. Additional updates requested by Licensee will incur charges at the rate listed below after the update service is completed by Licensor.

2.5¢ per record in final updated database population.

Licensee Supplied Database: A service labor fee of One Hundred Dollars (\$100.00) per hour will be billed to Licensee for any data importing, manipulating, and loading any database supplied by Licensee or on Licensee's behalf to Licensor.

\$100 per hour for database maintenance

Annual System Maintenance, including all Software Upgrades **\$ No Charge**