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TXShare
Your Public Sector Solutions Center

MASTER SERVICES AGREEMENT # 2026-033
Standards-Based NG9-1-1 Call Handling System (NG9-1-1 CHE), Data Analytics, Dispatch Mapping, and Ancillary Services

THIS MASTER SERVICES AGREEMENT ("**Agreement**"), effective the last date of signed approval ("**Effective Date**"), is entered into by and between the **North Central Texas Council of Governments** ("**NCTCOG**"), a Texas political subdivision and non-profit corporation, with offices located at 616 Six Flags Drive, Arlington, TX 76011, and

Carbyne, Inc.
("Contractor")
with offices located at
45 W. 27th Street
New York, NY 10001

ARTICLE I
RETENTION OF THE CONTRACTOR

1.1 This Agreement defines the terms and conditions upon which the Contractor agrees to provide **Standards-Based NG9-1-1 Call Handling System (NG9-1-1 CHE), Data Analytics, Dispatch Mapping, and Ancillary Services** (hereinafter, "Services") to governmental entities participating in the TXShare program (hereinafter "Participating Entities"). The Contractor is being retained to provide services described below to Participating Entities based on the Contractor's demonstrated competence and requisite qualifications to perform the scope of the services described herein and in the Request for Proposals **#2026-033** (hereinafter, "RFP"). The Contractor demonstrated they have the resources, experience, and qualifications to perform the services described, which is of interest to Participating Entities and was procured via the RFP. NCTCOG agrees to and hereby does retain the Contractor, as an independent contractor, and the Contractor agrees to provide services to Participating Entities, in accordance with the terms and conditions provided in this Agreement and consistent with Contractor's response to the RFP.

ARTICLE II
SCOPE OF SERVICES

2.1 The Contractor will provide Services described in a written Purchase Order issued by NCTCOG or a TXShare Participating Entity. Any such Purchase Order is hereby incorporated by reference and made a part of this Agreement and shall be subject to the terms and conditions in this Agreement. In the event of a conflict between any term or provision in this Agreement and any term or provision in a fully executed Purchase Order, the term or provision in the Purchase Order shall control.

2.2 All Services rendered under this Agreement will be performed by the Contractor: i) with due care; ii) in accordance with generally prevailing industry standards; iii) in accordance with Participating Entities' standard operating procedures and applicable policies, as may be amended from time to time; and iv) in compliance with all applicable laws, and government regulatory requirements.

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

2.3 Any agreed-upon changes to a Purchase Order shall be set forth in a subsequent Purchase Order amendment. Contractor will not implement any changes or any new Services until a Purchase Order has been duly executed by Participating Entity. For the avoidance of doubt, the Contractor acknowledges that Participating Entity is under no obligation to execute a Purchase Order. Participating Entity shall not be liable for any amounts not included in a Purchase Order in the absence of a fully executed amendment of Purchase Order.

2.4 The Contractor may expand its designated service area(s) beyond those identified in Appendix A.2 at any time during the term of this Agreement. Such expansion shall not require a formal amendment or change order to this Agreement, provided that the Contractor notifies NCTCOG in writing of the updated service area(s). NCTCOG reserves the right to publish or update service area information for public awareness and contract administration purposes.

2.1 The pricing set forth in Appendix A.1 establishes the contractually approved pricing structures and rates applicable to the solutions offered by the Contractor under this Agreement. Services may be priced on a fixed-fee basis or a percentage discount, as expressly identified in Appendix A.1.

The Contractor and a Participating Entity may establish pricing more favorable to the Participating Entity than that set forth in Appendix A.1, including but not limited to a greater percentage discount and/or a lower fixed rate for any item or service covered under this Agreement.

2.5 **NCTCOG Obligations**

2.5.1 NCTCOG shall make available a contract page on its TXShare.org website which will include contact information for the Contractor(s).

2.6 **Participating Entity Obligations.**

2.6.1 In order to utilize the Services, Participating Entities must have executed a Master Interlocal Agreement for TXShare with NCTCOG. This agreement with the Participating Entity will define the legal relationship between NCTCOG and the Participating Entity.

2.6.2 In order to utilize the Services, Participating Entities must execute a Purchase Order with the Contractor. This agreement with the Participating Entity will define the Services and costs that the Participating Entity desires to have implemented by the Contractor.

2.7 **Contractor Obligations.**

2.7.1 Contractor must be able to deliver, perform, install, and implement services with the requirements and intent of RFP #**2026-033.**

2.7.2 If applicable, Contractor shall provide all necessary material, labor and management required to perform this work. The scope of services shall include, but not be limited to, items listed in Appendix A.

2.7.3 Contractor agrees to market and promote the use of the TXSHARE awarded contract whenever possible among its current and solicited customer base. Contractor shall agree to follow reporting requirements in report sales made under this Master Services Agreement in accordance with Section 4.2.

ARTICLE III
TERM

3.1 This Agreement will commence on the Effective Date and remain in effect for an initial term ending on **July 31, 2028** (the "**Term**"), unless earlier terminated as provided herein. This Agreement may be automatically renewed, unless NCTCOG explicitly desires otherwise, for up to three (3) additional one-year periods, not to exceed five (5) years in total, through **May 31, 2031**.

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

3.2 **Termination.** NCTCOG and/or Participating Entities may terminate this Agreement and/or any Purchase Order to which it is a signatory at any time, with or without cause, upon thirty (30) days' prior written notice to Contractor. Upon its receipt of notice of termination of this Agreement or Purchase Order, Contractor shall follow any instructions of NCTCOG respecting work stoppage. Contractor shall cooperate with NCTCOG and/or Participating Entities to provide for an orderly conclusion of the Services. Contractor shall use its best efforts to minimize the amount of any non-cancelable obligations and shall assign any contracts related thereto to NCTCOG or Participating Entity at its request. If NCTCOG or Participating Entity elects to continue any activities underlying a terminated Purchase Order after termination, Contractor shall cooperate with NCTCOG or Participating Entity to provide for an orderly transfer of Contractor's responsibilities with respect to such Purchase Order to NCTCOG or Participating Entity. Upon the effective date of any such termination, the Contractor shall submit a final invoice for payment in accordance with Article IV, and NCTCOG or Participating Entity shall pay such amounts as are due to Contractor through the effective date of termination. NCTCOG or Participating Entity shall only be liable for payment of services rendered before the effective date of termination. If Agreement is terminated, certain reporting requirements identified in this Agreement shall survive termination of this Agreement.

3.2.1 Termination for Convenience: Either party may terminate the agreement for its convenience in whole or in part at any time without cause, upon 30 days written notice. Upon termination for convenience, the contractor will be entitled to payment for goods or services satisfactorily performed or delivered.

3.2.2 Termination for Cause: Either party may immediately terminate this Agreement if the other party breaches its obligations specified within this Agreement, and, where capable of remedy, such breach has not been materially cured within thirty (30) days of the breaching party's receipt of written notice describing the breach in reasonable detail.

3.2.3 Termination for Breach: Upon any material breach of this Agreement by either party, the non-breaching party may terminate this Agreement upon twenty (20) days written notice to the breaching party. The notice shall become effective at the end of the twenty (20) day period unless the breaching party cures such breach within such period.

ARTICLE IV
COMPENSATION

4.1 **Invoices.** Contractor shall submit an invoice to the ordering Participating Entity upon receipt of an executed Purchase Order, with Net 30 payment terms. Costs incurred prior to execution of this Agreement are not eligible for reimbursement. There shall be no obligation whatsoever to pay for performance of this Agreement from the monies of the NCTCOG or Participating Entities, other than from the monies designated for this Agreement and/or executed Purchase Order. Contractor expressly agrees that NCTCOG shall not be liable, financial or otherwise, for Services provided to Participating Entities.

4.2 **Reporting.** NCTCOG intends to make this Agreement available to other governmental entities through its TXShare cooperative purchasing program. Contractor shall submit to NCTCOG on a calendar quarterly basis a report that identifies Participating Entities, the date and order number, and the total contracted value of services that each Participating Entity has purchased and paid in full under this Master Service Agreement. Reporting and invoices should be submitted to:

Civic Marketplace, Inc.
6502 Glen Abbey
Abilene, TX 79606
Email: support@civicmarketplace.com

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

ARTICLE V
SERVICE FEE

5.1 **Explanation.** NCTCOG will make this Master Service Agreement available to other governmental entities, Participating Entities, and non-profit agencies in Texas and the rest of the United States through its TXShare cooperative purchasing program. The Contractor is able to market the Services under this Agreement to any Participating Entity with emphasis that competitive solicitation is not required when the Participating Entity purchases off of a cooperative purchasing program such as TXShare. However, each Participating Entity will make the decision that it feels is in compliance with its own purchasing requirements. The Contractor realizes substantial efficiencies through their ability to offer pricing through the TXShare Cooperative and that will increase the sales opportunities as well as reduce the need to repeatedly respond to Participating Entities' Requests for Proposals. From these efficiencies, Contractor will pay an administrative fee to TXSHARE calculated as a percentage of sales processed through the TXSHARE Master Services Agreement. This administrative fee is not an added cost to TXSHARE participants. This administrative fee covers the costs of solicitation of the contract, marketing and facilitation, as well as offsets expenses incurred by TXSHARE.

5.2 **Administrative Fee.** NCTCOG will utilize an administrative fee, in the form of a percent of cost that will apply to all contracts between awarded contractor and NCTCOG or participants resulting from this solicitation. The administrative fee will be remitted by the contractor to NCTCOG on a quarterly basis, along with required quarterly reporting. The remuneration fee for this program will be 2.5% on sales.

5.3 **Setup and Implementation.** NCTCOG will provide instruction and guidance as needed to the Contractor to assist in maximizing mutual benefits from marketing these Services through the TXSHARE purchasing program.

ARTICLE VI
RELATIONSHIP BETWEEN THE PARTIES

6.1 **Contractual Relationship.** It is understood and agreed that the relationship described in this Agreement between the Parties is contractual in nature and is not to be construed to create a partnership or joint venture or agency relationship between the parties. Neither party shall have the right to act on behalf of the other except as expressly set forth in this Agreement. Contractor will be solely responsible for and will pay all taxes related to the receipt of payments hereunder and shall give reasonable proof and supporting documents, if reasonably requested, to verify the payment of such taxes. No Contractor personnel shall obtain the status of or otherwise be considered an employee of NCTCOG or Participating Entity by virtue of their activities under this Agreement.

ARTICLE VII
REPRESENTATION AND WARRANTIES

7.1 **Representations and Warranties**. Contractor represents and warrants that:

7.1.1 As of the Effective Date of this Agreement, it is not a party to any oral or written contract or understanding with any third party that is inconsistent with this Agreement and/or would affect the Contractor's performance under this Agreement; or that will in any way limit or conflict with its ability to fulfill the terms of this Agreement. The Contractor further represents that it will not enter into any such agreement during the Term of this Agreement.

7.1.2 NCTCOG is prohibited from making any award or permitting any award at any tier to any party which is debarred or suspended or otherwise excluded from, or ineligible for, participation in federal assistance programs under Executive Order 12549, Debarment and Suspension. Contractor and its subcontractors shall include a statement of compliance with Federal and State Debarment and suspension regulations in all Third-party contracts.

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

7.1.3 Contractor shall notify NCTCOG if Contractor or any of the Contractor's sub-contractors becomes debarred or suspended during the performance of this Agreement. Debarment or suspension of the Contractor or any of Contractor's sub-contractors may result in immediate termination of this Agreement.

7.1.4 Contractor and its employees and sub-contractors have all necessary qualifications, licenses, permits, and/or registrations to perform the Services in accordance with the terms and conditions of this Agreement, and at all times during the Term, all such qualifications, licenses, permits, and/or registrations shall be current and in good standing.

7.1.5 Contractor shall, and shall cause its representatives to, comply with all municipal, state, and federal laws, rules, and regulations applicable to the performance of the Contractor's obligations under this Agreement.

ARTICLE VIII
CONFIDENTIAL INFORMATION AND OWNERSHIP

8.1 **Confidential Information.** Contractor acknowledges that any information it or its employees, agents, or subcontractors obtain regarding the operation of NCTCOG or Participating Entities, its products, services, policies, customer, personnel, and other aspect of its operation ("Confidential Information") is proprietary and confidential, and shall not be revealed, sold, exchanged, traded, or disclosed to any third person, company, or other entity during the period of the Contractor's retention hereunder or at any time thereafter without the express written permission of NCTCOG or Participating Entity.

Notwithstanding anything in this Agreement to the contrary, Contractor shall have no obligation of confidentiality with respect to information that (i) is or becomes part of the public domain through no act or omission of Contractor; (ii) was in Contractor's lawful possession prior to the disclosure and had not been obtained by Contractor either directly or indirectly from the NCTCOG or Participating Entity; (iii) is lawfully disclosed to Contractor by a third party without restriction on disclosure; (iv) is independently developed by Contractor without use of or reference to the NCTCOG's Participating Entity's Confidential Information; or (v) is required to be disclosed by law or judicial, arbitral or governmental order or process, provided, if legally possible, Contractor gives the NCTCOG or Participating Entity prompt written notice of such requirement to permit the NCTCOG or Participating Entity to seek a protective order or other appropriate relief. Contractor acknowledges that NCTCOG and Participating Entities must strictly comply with applicable public information laws, in responding to any request for public information. This obligation supersedes any conflicting provisions of this Agreement.

8.2 **Ownership.** No title or ownership rights to any applicable software are transferred to the NCTCOG by this agreement. The Contractor and its suppliers retain all right, title and interest, including all copyright and intellectual property rights, in and to, the software (as an independent work and as an underlying work serving as a basis for any improvements, modifications, derivative works, and applications NCTCOG may develop), and all copies thereof. All final documents, data, reports, information, or materials based on or including NCTCOG or Participating Entity data ("Customer Data") are and shall at all times be and remain, upon payment of Contractor's invoices therefore, the property of NCTCOG or Participating Entity and shall not be subject to any restriction or limitation on their future use by, or on behalf of, NCTCOG or Participating Entity, except otherwise provided herein. Subject to the foregoing exception, if at any time demand be made by NCTCOG or Participating Entity for any financial documentation related to this Agreement and/or applicable Purchase Orders for the NCTCOG and/or any Participating Entity, whether within 5 years after termination of this Agreement of otherwise, the same shall be turned over to NCTCOG without delay, and in no event later than thirty (30) days after such demand is made. Contractor shall have the right to retain copies of documentation, and other items for its archives. If for any reason the foregoing Agreement regarding the ownership of Customer Data is determined to be unenforceable, either in whole or in part, the Contractor hereby assigns and agrees to assign to NCTCOG all rights, title, and interest that the Contractor may have or

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

at any time acquire in said documentation and other materials, provided that the Contractor has been paid the aforesaid.

ARTICLE IX
GENERAL PROVISIONS

9.1 **Notices.** All notices from one Party to another Party regarding this Agreement shall be in writing and delivered to the addresses shown below:

If to NCTCOG:
North Central Texas Council of Governments
P.O. Box 5888
Arlington, TX 76005-5888
Attn: Elisa Littrell, Purchasing Agent
Phone Number: 817-704-5674
elittrell@nctcog.org

If to Contractor:
Carbyne, Inc.
45 W. 27th Street
New York, NY 10001
Attn: Legal Department
axon911-legal@axon.com

9.1.1 If your sales point of contact is different than the above, please provide the following information:

Contact Name: Thomas Marsh

Phone: 336-978-8708

Email: tmarsh@axon.com

The above contact information may be modified without requiring an amendment to the Agreement.

9.2 **Tax.** NCTCOG and several participating entities are exempt from Texas limited sales, federal excise and use tax, and does not pay tax on purchase, rental, or lease of tangible personal property for the organization's use. A tax exemption certificate will be issued upon request.

9.3 **Indemnification.** Contractor shall defend, indemnify, and hold harmless NCTCOG and Participating Entities, NCTCOG's affiliates, and any of their respective directors, officers, employees, agents, subcontractors, successors, and assigns from any and all suits, actions, claims, demands, judgments, liabilities, losses, damages, costs, and expenses (including reasonable attorneys' fees and court costs) (collectively, "Losses") arising out of or relating to: (i) Services performed and carried out pursuant to this Agreement; (ii) breach of any obligation, warranty, or representation in this Agreement, (iii) the negligence or willful misconduct of Contractor and/or its employees or subcontractors ; or (iv) any infringement, misappropriation, or violation by Contractor and/or its employees or subcontractors of any right of a third party; provided, however, that Contractor shall have no obligation to defend, indemnify, or hold harmless to the extent any Losses are the result of NCTCOG's or Participating Entities' gross negligence or willful misconduct.

9.4 **Limitation of Liability.** In no event shall either party be liable for special, consequential, incidental, indirect or punitive loss, damages or expenses arising out of or relating to this Agreement, whether arising from a breach of contract or warranty, or arising in tort, strict liability, by statute or otherwise, even if it has been advised of their possible existence or if such loss, damages or expenses were reasonably foreseeable.

Notwithstanding any provision hereof to the contrary, neither party's liability shall be limited by this Article with respect to claims arising from breach of any confidentiality obligation, arising from such party's infringement of the other party's intellectual property rights, covered by any express indemnity

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

obligation of such party hereunder, arising from or with respect to injuries to persons or damages to tangible property, or arising out of the gross negligence or willful misconduct of the party or its employees .

9.5 **Insurance.** At all times during the term of this Agreement, Contractor shall procure, pay for, and maintain, with approved insurance carriers, the minimum insurance requirements set forth below, unless otherwise agreed in a Purchase Order between Contractor and Participating Entities. Further, Contractor shall require all contractors and sub-contractors performing work for which the same liabilities may apply under this Agreement to do likewise. All subcontractors performing work for which the same liabilities may apply under this contract shall be required to do likewise. Contractor may cause the insurance to be effected in whole or in part by the contractors or sub-contractors under their contracts. NCTCOG reserves the right to waive or modify insurance requirements at its sole discretion.

9.5.1 Workers' Compensation: Statutory limits and employer's liability of $100,000 for each accident or disease.

9.5.2 Commercial General Liability:

9.5.2.1 Required Limits:

Minimum $1,000,000 per occurrence;
$3,000,000 General Aggregate

9.5.2.2 Commercial General Liability policy shall include:

9.5.2.2.1 Coverage A: Bodily injury and property damage;
9.5.2.2.2 Coverage B: Personal and Advertising Injury liability;
9.5.2.2.3 Coverage C: Medical Payments;
9.5.2.2.4 Products: Completed Operations;

9.5.2.3 Policy coverage must be on an "occurrence" basis using CGL forms as approved by the Texas State Board of Insurance.

9.5.2.4 Attachment of Endorsement CG 20 10- additional insured e. All other endorsements shall require prior approval by the NCTCOG.

9.5.3 Comprehensive Automobile/Truck Liability: Coverage shall be provided for all owned hired, and non-owned vehicles.

9.5.3.1 Required Limit:

$1,000,000 combined single limit each accident.

9.5.4 Professional Errors and Omissions liability:

9.5.4.1 Required Limits:

$1,000,000 Each Claim
$1,000,000 Policy Aggregate

9.6 **Conflict of Interest.** During the term of this Agreement, and all extensions hereto and for a period of one (1) year thereafter, neither party, shall, without the prior written consent of the other, directly or indirectly, whether for its own account or with any other persons or entity whatsoever, employ, solicit to employ or endeavor to entice away any person who is employed by the other party, except this prohibition shall not apply to an employee's response to a general solicitation for employment.

9.7 **Force Majeure.** It is expressly understood and agreed by both parties to this Agreement that, if the performance of any provision of this Agreement is delayed by force majeure, defined as reason of war, civil commotion, act of God, governmental restriction, regulation or interference, fire, explosion, hurricane, flood, failure of transportation, court injunction, or any circumstances which are reasonably beyond the control of the party obligated or permitted under the terms of this Agreement to do or perform the same, regardless of whether any such circumstance is similar to any of those enumerated

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

herein, the party so obligated or permitted shall be excused from doing or performing the same during such period of delay, so that the period of time applicable to such requirement shall be extended for a period of time equal to the period of time such party was delayed. Each party must inform the other in writing within a reasonable time of the existence of such force majeure.

9.8 **Ability to Perform.** Contractor agrees promptly to inform NCTCOG of any event or change in circumstances which may reasonably be expected to negatively affect the Contractor's ability to perform its obligations under this Agreement in the manner contemplated by the parties.

9.9 **Availability of Funding.** This Agreement and all claims, suits, or obligations arising under or related to this Agreement are subject to and limited by the receipt and availability of funds which are received from the Participating Entities by NCTCOG dedicated for the purposes of this Agreement.

9.10 **Governing Law.** This Agreement will be governed by and construed in accordance with the laws of the State of Texas, United States of America. The mandatory and exclusive venue for the adjudication or resolution of any dispute arising out of this Agreement shall be in Tarrant County, Texas.

9.11 **Waiver.** Failure by either party to insist on strict adherence to any one or more of the terms or conditions of this Agreement, or on one or more occasions, will not be construed as a waiver, nor deprive that party of the right to require strict compliance with the same thereafter.

9.12 **Entire Agreement.** This Agreement and any appendices/amendments, as provided herein, constitutes the entire agreement of the parties and supersedes all other agreements, discussions, representations or understandings between the parties with respect to the subject matter hereof. No amendments hereto, or waivers or releases of obligations hereunder, shall be effective unless agreed to in writing by the parties hereto.

9.13 **Assignment.** This Agreement may not be assigned by either Party without the prior written consent of the other Party.

9.14 **Severability.** In the event any one or more of the provisions contained in this Agreement shall for any reason be held to be invalid, illegal, or unenforceable in any respect, such invalidity, illegality, or unenforceability shall not affect any other provision(s) hereof, and this Agreement shall be revised so as to cure such invalid, illegal, or unenforceable provision(s) to carry out as near as possible the original intents of the Parties.

9.15 **Amendments.** This Agreement may be amended only by a written amendment executed by both Parties, except that any alterations, additions, or deletions to the terms of this Agreement, which are required by changes in Federal and State law or regulations or required by the funding source, are automatically incorporated into this Agreement without written amendment hereto and shall become effective on the date designated by such law or regulation.

9.16 **Dispute Resolution.** The parties to this Agreement agree to the extent possible and not in contravention of any applicable State or Federal law or procedure established for dispute resolution, to attempt to resolve any dispute between them regarding this Agreement informally through voluntary mediation, arbitration or any other local dispute mediation process, including but not limited to dispute resolution policies of NCTCOG, before resorting to litigation.

9.17 **Publicity.** Contractor shall not issue any press release or make any statement to the media with respect to this Agreement or the services provided hereunder without the prior written consent of NCTCOG.

9.18 **Survival.** Rights and obligations under this Agreement which by their nature should survive will remain in effect after termination or expiration hereof.

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

ARTICLE X
ADDITIONAL REQUIREMENTS

10.1 **Equal Employment Opportunity**. Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, gender identity, or national origin. Contractor shall take affirmative actions to ensure that applicants are employed, and that employees are treated, during their employment, without regard to their race, religion, color, sex, sexual orientation, gender identity, or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

10.2 **Davis-Bacon Act.** Contractor agrees to comply with all applicable provisions of 40 USC § 3141 – 3148.

10.3 **Contract Work Hours and Selection Standards.** Contractor agrees to comply with all applicable provisions of 40 USC § 3701 – 3708 to the extent this Agreement indicates any employment of mechanics or laborers.

10.4 **Rights to Invention Made Under Contract or Agreement.** Contractor agrees to comply with all applicable provisions of 37 CFR Part 401.

10.5 **Clean Air Act, Federal Water Pollution Control Act, and Energy Policy Conservation Act.** Contractor agrees to comply with all applicable provisions of the Clean Air Act under 42 USC § 7401 – 7671, the Energy Federal Water Pollution Control Act 33 USC § 1251 – 1387, and the Energy Policy Conservation Act under 42 USC § 6201.

10.6 **Debarment/Suspension.** Contractor is prohibited from making any award or permitting any award at any tier to any party which is debarred or suspended or otherwise excluded from or ineligible for participation in federal assistance programs under Executive Order 12549, Debarment and Suspension. Contractor and its subcontractors shall comply with the Certification Requirements for Recipients of Grants and Cooperative Agreements Regarding Debarments and Suspensions.

10.7 **Restrictions on Lobbying.** CONTRACTOR agrees to comply with all applicable provisions of 2 CFR §200.450. CONTRACTOR shall include a statement of compliance with the Lobbying Certification and Disclosure of Lobbying Activities in procurement solicitations exceeding $100,000. Lobbying Certification and Disclosure of Lobbying Activities shall be completed by subcontractors and included in subcontractor contracts, as applicable. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award.

10.8 **Procurement of Recovered Materials**. Contractor agrees to comply with all applicable provisions of 2 CFR §200.322.

10.9 **Drug-Free Workplace.** Contractor shall provide a drug free workplace in compliance with the Drug Free Work Place Act of 1988.

10.10 **Texas Corporate Franchise Tax Certification.** Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for profit corporations that are delinquent in making state franchise tax payments.

10.11 **Civil Rights Compliance.**

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

Compliance with Regulations: Contractor will comply with the Acts and the Regulations relative to Nondiscrimination in Federally-assisted programs of the U.S. Department of Transportation (USDOT), the Federal Highway Administration (FHWA), as they may be amended from time to time, which are herein incorporated by reference and made part of this agreement.

Nondiscrimination: Contractor, with regard to the work performed by it during the contract, will not discriminate on the grounds of race, color, sex, or national origin in the selection and retention of subcontractors, including procurement of materials and leases of equipment. Contractor will not participate directly or indirectly in the discrimination prohibited by the Acts and the Regulations, including employment practices when the contract covers any activity, project, or program set forth in Appendix B of 45 CFR Part 21.

Solicitations for Subcontracts, Including Procurement of Materials and Equipment: In all solicitations either by competitive bidding or negotiation made by Contractor for work to be performed under a subcontract, including procurement of materials or leases of equipment, each potential subcontractor or supplier will be notified by Contractor of obligations under this contract and the Acts and Regulations relative to Nondiscrimination on the grounds of race, color, sex, or national origin.

Information and Reports: Contractor will provide all information and reports required by the Acts, the Regulations, and directives issued pursuant thereto, and will permit access to its books, records, accounts, other sources of information, and facilities as may be determined by the State or the FHWA to be pertinent to ascertain compliance with such Acts, Regulations or directives. Where any information required of Contractor is in the exclusive possession of another who fails or refuses to furnish this information, Contractor will so certify to NCTCOG, the Texas Department of Transportation ("the State") or the Federal Highway Administration, as appropriate, and will set forth what efforts it has made to obtain the information.

Sanctions for Noncompliance: In the event of Contractor's noncompliance with the Nondiscrimination provisions of this Agreement, NCTCOG will impose such sanctions as it or the State or the FHWA may determine to be appropriate, including, but not limited to: withholding of payments to the Contractor under this Agreement until the Contractor compiles and/or cancelling, terminating or suspension of this Agreement, in whole or in part.

Incorporation of Provisions: Contractor will include the provisions of the paragraphs listed above, in this section 10.11, in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Acts, the Regulations and directives issued pursuant thereto. Contractor will take such action with respect to any subcontract or procurement as NCTCOG, the State, or the FHWA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, that if Contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier because of such direction, Contractor may request the State to enter into such litigation to protect the interests of the State. In addition, Contractor may request the United States to enter into such litigation to protect the interests of the United States.

10.12 **Disadvantaged Business Enterprise Program Requirements.** Contractor shall not discriminate on the basis of race, color, national origin, or sex in the award and performance of any U.S. Department of Transportation (DOT)-assisted contract or in the administration of its DBE program or the requirements of 49 CFR Part 26. Contractor shall take all necessary and reasonable steps under 49 CFR Part 26 to ensure non-discrimination in award and administration of DOT-assisted contracts. Each sub-award or sub-contract must include the following assurance: *The Contractor, sub-recipient, or sub-contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Agreement. The Contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by the Contractor to carry out these requirements is a material breach of this agreement, which may result in the termination of this agreement or such other remedy as the recipient deems appropriate*.

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

10.13 **Pertinent Non-Discrimination Authorities.** During the performance of this Agreement, Contractor, for itself, its assignees, and successors in interest agree to comply with the following nondiscrimination statutes and authorities; including but not limited to:

10.13.1 Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21.

10.13.2 The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects).

10.13.3 Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), as amended, (prohibits discrimination on the basis of sex).

10.13.4 Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.) as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27.

10.13.5 The Age Discrimination Act of 1975, as amended, (49 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age).

10.13.6 Airport and Airway Improvement Act of 1982, (49 U.S.C. Chapter 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex).

10.13.7 The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, subrecipients and contractors, whether such programs or activities are Federally funded or not).

10.13.8 Titles II and III of the Americans with Disabilities Act, which prohibits discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131-12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38.

10.13.9 The Federal Aviation Administration's Nondiscrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex).

10.13.10 Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures nondiscrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations.

10.13.11 Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, the parties must take reasonable steps to ensure that LEP persons have meaningful access to the programs (70 Fed. Reg. at 74087 to 74100).

10.13.12 Title IX of the Education Amendments of 1972, as amended, which prohibits the parties from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq.).

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

10.14 **Ineligibility to Receive State Grants or Loans, or Receive Payment on State Contracts.** In accordance with Section 231.006 of the Texas Family Code, a child support obligor who is more than thirty (30) days delinquent in paying child support and a business entity in which the obligor is a sole proprietor, partner, shareholder, or owner with an ownership interest of at least twenty-five (25) percent is not eligible to:

10.14.1 Receive payments from state funds under a contract to provide property, materials or services; or

10.14.2 Receive a state-funded grant or loan.

By signing this Agreement, the Contractor certifies compliance with this provision.

10.15 **House Bill 89 Certification.** If contractor is required to make a certification pursuant to Section 2270.002 of the Texas Government Code, contractor certifies that contractor does not boycott Israel and will not boycott Israel during the term of the contract resulting from this solicitation. If contractor does not make that certification, contractor state in the space below why the certification is not required.

10.16 **Certification Regarding Disclosure of Conflict of Interest**. The undersigned certifies that, to the best of his or her knowledge or belief, that:
"No employee of the contractor, no member of the contractor's governing board or body, and no person who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of this contract shall participate in any decision relating to this contract which affects his/her personal pecuniary interest.

Executives and employees of contractor shall be particularly aware of the varying degrees of influence that can be exerted by personal friends and associates and, in administering the contract, shall exercise due diligence to avoid situations which give rise to an assertion that favorable treatment is being granted to friends and associates. When it is in the public interest for the contractor to conduct business with a friend or associate of an executive or employee of the contractor, an elected official in the area or a member of the North Central Texas Council of Governments, a permanent record of the transaction shall be retained.

Any executive or employee of the contractor, an elected official in the area or a member of the NCTCOG, shall not solicit or accept money or any other consideration from a third person, for the performance of an act reimbursed in whole or part by contractor or Department. Supplies, tools, materials, equipment or services purchased with contract funds shall be used solely for purposes allowed under this contract. No member of the NCTCOG shall cast a vote on the provision of services by that member (or any organization which that member represents) or vote on any matter which would provide a direct or indirect financial benefit to the member or any business or organization which the member directly represents".

No officer, employee or paid consultant of the contractor is a member of the NCTCOG.

No officer, manager or paid consultant of the contractor is married to a member of the NCTCOG.

No member of NCTCOG directly owns, controls or has interest in the contractor.

The contractor has disclosed any interest, fact, or circumstance that does or may present a potential conflict of interest.

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

No member of the NCTCOG receives compensation from the contractor for lobbying activities as defined in Chapter 305 of the Texas Government Code.

Should the contractor fail to abide by the foregoing covenants and affirmations regarding conflict of interest, the contractor shall not be entitled to the recovery of any costs or expenses incurred in relation to the contract and shall immediately refund to the North Central Texas Council of Governments any fees or expenses that may have been paid under this contract and shall further be liable for any other costs incurred or damages sustained by the NCTCOG as it relates to this contract.

10.17 **Certification of Fair Business Practices.** That the submitter affirms that the submitter has not been found guilty of unfair business practices in a judicial or state agency administrative proceeding during the preceding year. The submitter further affirms that no officer of the submitter has served as an officer of any company found guilty of unfair business practices in a judicial or state agency administrative during the preceding year.

10.18 **Certification of Good Standing Texas Corporate Franchise Tax Certification.** Pursuant to Article 2.45, Texas Business Corporation Act, state agencies may not contract with for profit corporations that are delinquent in making state franchise tax payments. The undersigned authorized representative of the corporation making the offer herein certified that the following indicated Proposal is true and correct and that the undersigned understands that making a false Proposal is a material breach of contract and is grounds for contract cancellation.

10.19 **Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment.** Pursuant to Public Law 115-232, Section 889, and 2 Code of Federal Regulations (CFR) Part 200, including §200.216 and §200.471, NCTCOG is prohibited from using federal funds to procure, contract with entities who use, or extend contracts with entities who use certain telecommunications and video surveillance equipment or services provided by certain Chinese controlled entities. Contractor has certified its compliance with the requirements of Section 889 of the National Defense Authorization Act (NDAA) through execution of the "Prohibited Telecommunications and Video Surveillance Services or Equipment Certification" included in its RFP submission (Attachment X of the NCTCOG attestations). This certification is incorporated herein by reference. The Contractor shall pass these requirements down to any of its subcontractors funded under this Agreement. The Contractor shall notify NCTCOG if the Contractor cannot comply with the prohibition during the performance of this Contract.

10.20 **Discrimination Against Firearms Entities or Firearms Trade Associations.** Pursuant to Texas Local Government Code Chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who discriminate against firearm and ammunition industries. NCTCOG is prohibited from contracting with entities, or extend contracts with entities who have practice, guidance, or directive that discriminates against a firearm entity or firearm trade association. Contractor has certified its compliance through execution of the "Discrimination Against Firearms Entities or Firearms Trade Associations Certification," included in its RFP submission (Attachment VIII of the NCTCOG attestations). The Contractor shall pass these requirements down to any of its subcontractors funded under this Agreement. The Contractor shall notify NCTCOG if the Contractor cannot comply with the prohibition during the performance of this Contract.

10.21 **Boycotting of Certain Energy Companies.** Pursuant to Texas Local Government Code Chapter 2274, Subtitle F, Title 10, prohibiting contracts with companies who boycott certain energy companies. NCTCOG is prohibited from contracting with entities or extend contracts with entities that boycott energy companies. Contractor has certified its compliance through execution of the "Boycotting of Certain Energy Companies Certification," included in its RFP submission (Attachment VIII of the NCTCOG attestations). The Contractor shall pass these requirements down to any of its subcontractors funded under this Agreement. The Contractor shall notify NCTCOG if the Contractor cannot comply with the prohibition during the performance of this Contract.

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

10.22 **Domestic Preference for Procurements.** As appropriate and to the extent consistent with law, the CONTRACTOR should, to the greatest extent practicable, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States (including but not limited to iron, aluminum, steel, cement, and other manufactured products). Consistent with §200.322, the following items shall be defined as: "Produced in the United States" means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States. "Manufactured products" means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

10.23 **Trafficking in Persons.** Contractor agrees to comply with all applicable provisions of 2 CFR §175.15. NCTCOG, the Contractor, and its subcontractors are prohibited from (i) engaging in severe forms of trafficking in persons during the period of time that the award is in effect; (ii) procure a commercial sex act during the period of time that the award is in effect; (iii) use forced labor in the performance of the award or subawards under the award. The Federal award agency may unilaterally terminate the award, without penalty, if the Contractor (i) is determined to have violated an applicable prohibition; (ii) has an employee who is determined by the agency officially authorized to terminate the award to have violated an applicable prohibition of this award term. NCTCOG must notify the Federal award agency immediately if any information received from the Contractor indicates a violation of the applicable prohibitions.

10.24 **Whistleblower Protection.** PROVIDER agrees to comply with whistleblower rights and protections under 41 USC 4712 and 2 CFR 200.217. NCTCOG, the PROVIDER, and its subcontractors shall not discharge, demote, or otherwise discriminate against an employee as a reprisal for disclosing to a person or body described in paragraph (a)(2) of 41 U.S.C. 4712 information that the employee reasonably believes is evidence of gross mismanagement of a Federal contract or grant, a gross waste of Federal funds, an abuse of authority relating to a Federal contract or grant, a substantial and specific danger to public health or safety, or a violation of law, rule, or regulation related to a Federal contract (including the competition for or negotiation of a contract) or grant. NCTCOG and the PROVIDER must inform their employees in writing of employee whistleblower rights and protections under 41 U.S.C. 4712.

10.25 **Internal Controls.** The PROVIDER agrees to comply with all applicable provisions of 2 CFR 200.303 to establish, document, and maintain effective internal control over the federal award in compliance with federal statutes, regulations, and the terms and conditions of the federal award, including reasonable cybersecurity and other measures to safeguard information.

IN WITNESS WHEREOF, the parties have executed this Agreement as of the Effective Date.

******signatures to follow on next page******

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

Carbyne, Inc.

Signed by:
Robert Driscoll
55E0629EB297431...

11/5/2026
Signature Date

Robert Driscoll
Printed Name

Deputy General Counsel
Title

North Central Texas Council of Governments

Signed by:
Monte Mercer
06576CEE6CC3414...

11/5/2026
Signature Date

Monte Mercer
Acting Executive Director

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

APPENDIX A
Statement of Work

1. Purpose

This Statement of Work ("SOW") defines the goods and services to be provided by Contractor under the Master Services Agreement ("Agreement") for **Standards-Based NG9-1-1 Call Handling System (NG9-1-1 CHE), Data Analytics, Dispatch Mapping, and Ancillary Services** made available through the TXShare Cooperative Purchasing Program administered by the North Central Texas Council of Governments ("NCTCOG").

The purpose of these services is to provide participating governmental entities and eligible nonprofit organizations with access to standards-based NG9-1-1 technologies, software platforms, implementation services, training, maintenance, technical support, and professional services necessary to support emergency communications operations. Solutions may include NG9-1-1 Call Handling Equipment (CHE), dispatch mapping, data analytics and reporting, ancillary NG9-1-1 services, and related integrations designed to support secure, interoperable, resilient, and standards-compliant public safety communications environments.

2. Incorporated Documents

This SOW incorporates the following documents by reference:

- RFP No. 2026-033 – Standards-Based NG9-1-1 Call Handling System (NG9-1-1 CHE), Data Analytics, Dispatch Mapping, and Ancillary Services;
- Contractor's Proposal, including technical responses, awarded service categories, and pricing;
- Attachment B – Functional Elements Supporting NG9-1-1 CHE, Data Analytics, Dispatch Mapping, and Ancillary Services; and
- Any subsequent approved and agreed amendments, service descriptions, catalogs, or pricing schedules.

In the event of a conflict, the Master Services Agreement shall govern, followed by this SOW, the RFP, and then the Contractor's response.

3. Scope of Services

The Contractor shall provide one or more of the following service categories, as awarded:

- Standards-Based NG9-1-1 Call Handling Equipment (CHE);
- NG9-1-1 Dispatch Mapping Solutions;
- NG9-1-1 Data Analytics, Reporting, and Intelligence Solutions; and
- Ancillary NG9-1-1 Services and Functional Elements.

Services may include software, licensing, hosting, cloud services, hardware (where applicable), implementation, integration, configuration, migration, testing, training, maintenance, technical support, managed services, professional services, and related enhancements.

The Contractor shall furnish all labor, software, equipment, hosting resources, documentation, support personnel, and other resources necessary to deliver the awarded solutions.

4. Functional Requirements

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

The Contractor's solution shall comply with the applicable functional, technical, interoperability, cybersecurity, performance, and operational requirements identified in **Attachment B – Functional Elements Supporting NG9-1-1 CHE, Data Analytics, Dispatch Mapping, and Ancillary Services**, as applicable to the awarded service categories, except where indicated by the Contractor that the solution does not comply.

At a minimum, solutions shall:

- Support applicable NENA i3 and NG9-1-1 standards;
- Interoperate with NGCS, ESInet, CAD, GIS, Text-to-911, RTT, recording, and related public safety systems where applicable;
- Provide resiliency, redundancy, failover, monitoring, and operational continuity capabilities;
- Support cybersecurity, data protection, access control, logging, auditing, and incident response requirements;
- Support standards-based data exchange, location services, analytics, reporting, and multimedia capabilities as applicable; and
- Maintain compliance with evolving industry standards and regulatory requirements throughout the contract term.

5. Implementation and Integration Services

The Contractor shall provide implementation and integration services, as applicable, including:

- Project planning and deployment support;
- Configuration and system provisioning;
- Migration and transition services;
- Integration with ESInet, NGCS, CAD, GIS, recording, analytics, and other supported systems;
- Testing, validation, and acceptance support;
- Cutover planning and operational readiness activities; and
- Project management and deployment documentation.

6. Training, Support, and Maintenance

The Contractor shall provide ongoing training, maintenance, and support services, including:

- Administrator and end-user training;
- Technical and operational documentation;
- Help desk and technical support services;
- Software maintenance and updates;
- Monitoring and incident management services;
- Security updates and vulnerability remediation;
- System performance monitoring and reporting; and
- Account management and customer support.

7. Cooperative Purchasing Framework

This SOW establishes the general scope of services available under the TXShare Cooperative Purchasing Program.

Specific project requirements, implementation schedules, service levels, acceptance criteria, deployment locations, deliverables, and pricing shall be defined through purchase orders, statements of work, service agreements, or other authorized ordering documents executed by participating entities.

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

Participating entities may establish supplemental technical, operational, cybersecurity, compliance, and performance requirements provided such requirements remain within the scope of the awarded contract.

Nothing in this SOW obligates any participating entity to purchase goods or services.

8. Deliverables

Deliverables may include, as applicable:

- NG9-1-1 Call Handling Equipment (CHE);
- Dispatch Mapping Solutions;
- Data Analytics and Reporting Platforms;
- Ancillary NG9-1-1 Functional Elements and Services;
- Software licenses and subscriptions;
- Cloud-hosted or managed service solutions;
- Integration and implementation services;
- Training materials and documentation;
- Technical support and maintenance services;
- Reports, dashboards, and analytical outputs; and
- Software enhancements and updates.

9. Performance Standards

The Contractor shall perform all services in accordance with:

- The requirements of Attachment B;
- Applicable federal, state, and local laws;
- Applicable NENA, IETF, ATIS, NIST, CJIS, and other industry standards identified in RFP No. 2026-033;
- Applicable cybersecurity and data protection requirements; and
- Industry best practices for mission-critical public safety communications systems.

10. Data Ownership, Security, and Regulatory Compliance

The Contractor shall maintain commercially reasonable administrative, technical, and physical safeguards to protect systems and data associated with the services provided under this Agreement.

Unless otherwise specified by a participating entity, all customer-generated data, including call records, location data, analytics data, GIS data, text communications, reports, and other operational data, shall remain the property of the participating entity.

The Contractor shall cooperate with participating entities in providing information reasonably necessary to support cybersecurity, regulatory, grant, procurement, audit, and compliance requirements applicable to the participating entity.

Service Categories Awarded:

Service Category #1 – Standards-Based NG9-1-1 Call Handling Equipment (CHE)
Service Category #2 – Dispatch Mapping Solutions
Service Category #3 – Data Analytics Solutions
Service Category #4 – Ancillary NG9-1-1 Services

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

APPENDIX A.1
Pricing for TXShare Cooperative Purchase Program Participants

Discount Structure 10% off List Price

TXShare 2026 Carbyne Pricing Catalog

All tiered pricing is based on total number of licenses.

Product Code	Product Name	Service Category	Currency	MRC/NRC	Optional	Discount	Variable
501100	APEX Concurrent License	1	USD	MRC		10%	*per license*
501101	APEX Primary License	1	USD	MRC		10%	*per license*
501102	APEX Backup License	1	USD	MRC		10%	*per license*
501103	APEX Additional Installed Workstations Recurring	1	USD	MRC		10%	*per workstation*
501104	APEX Workstation License	1	USD	MRC		10%	*per workstation*
501105	APEX Platform Fee	1	USD	MRC		10%	*per project*
503100	Translation & Transcription - Per Every 12K calls per year	4	USD	MRC	X	10%	*per call volume*
503101	Event Assist with Translation & Transcription - Per Every 12K calls per year	4	USD	MRC	X	10%	*per call volume*
503106	Emergency Call Triage - Per Every 12K calls per year (9-1-1 Queue Only)	4	USD	MRC	X	10%	*per call volume*
503107	Admin Assist - Per Every 12K calls per year (Admin Queue Only)	4	USD	MRC	X	10%	*per call volume*
504100	Bridge Desk Essentials	4	USD	MRC	X	10%	*per project*
504101	Bridge Desk Premium Package (Includes 36K annual calls per year)	4	USD	MRC	X	10%	*per call volume*
504102	Bridge Desk Premium Package (Includes Event Assist up to 36K Annual Calls)	4	USD	MRC	X	10%	*per call volume*
504103	Package	4	USD	MRC	X	10%	*per call volume*
504105	calls above Premium Package	4	USD	MRC	X	10%	*per call volume*
504104	Bridge Desk Platform Fee	4	USD	MRC	X	10%	*per project*
505106	Control Center Analytics (1 - 4)	3	USD	MRC	X	10%	*per CNC*
505107	Control Center Analytics (5 - 10)	3	USD	MRC	X	10%	*per CNC*
505108	Control Center Analytics (11 - 19)	3	USD	MRC	X	10%	*per CNC*
505109	Control Center Analytics (20 - 34)	3	USD	MRC	X	10%	*per CNC*
505110	Control Center Analytics (35-49)	3	USD	MRC	X	10%	*per CNC*
505111	Control Center Analytics (50+ Custom)	3	USD	MRC	X	10%	*per CNC*
505112	Control Center Seat Map (1 - 4)	4	USD	MRC	X	10%	*per CNC*
505113	Control Center Seat Map (5 - 10)	4	USD	MRC	X	10%	*per CNC*
505114	Control Center Seat Map (11 - 19)	4	USD	MRC	X	10%	*per CNC*
505115	Control Center Seat Map (20 - 34)	4	USD	MRC	X	10%	*per CNC*
505116	Control Center Seat Map (35 - 49)	4	USD	MRC	X	10%	*per CNC*
505117	Control Center Seat Map (50+ Custom)	4	USD	MRC	X	10%	*per CNC*
505118	Control Center Video Board	4	USD	MRC	X	10%	*per CNC*
506101	Responder Connect	4	USD	MRC	X	10%	*per license*
509100	APEX Deployment Package - (1-4 Licenses)	1	USD	NRC		10%	*per project*
509101	APEX Deployment Package - (5-10 Licenses)	1	USD	NRC		10%	*per project*
509102	APEX Deployment Package - (11-19 Licenses)	1	USD	NRC		10%	*per project*
509103	APEX Deployment Package - (20-34 Licenses)	1	USD	NRC		10%	*per project*
509104	APEX Deployment Package - (35-49 Licenses)	1	USD	NRC		10%	*per project*
509105	APEX Deployment Package - (50+ Licenses) Per additional License	1	USD	NRC		10%	*per project*
509106	APEX Deployment Additional Physical Location	1	USD	NRC		10%	*location*
509139	Bridge Desk Premium Deployment	4	USD	NRC		10%	*per project*
509110	Platform Deployment Fee	4	USD	NRC		10%	*per platform*
509111	Professional Hourly Rate	4	USD	NRC		10%	*per hour*
509112	Open API	4	USD	NRC		10%	*per integration*

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

TXShare 2026 Carbyne Pricing Catalog

All tiered pricing is based on total number of licenses.

509113	Custom Integration	4	USD	NRC		10%	*per integration*
509116	Integration Fee	4	USD	NRC		10%	*per integration*
509117	Essentials Customer Success Services	1	USD	MRC		10%	*per project*
509118	Premium Customer Success Services	4	USD	MRC	X	10%	*per project*
509119	Premium Customer Success Services (Custom 50+ seats)	4	USD	MRC	X	10%	*per project*
509120	Essentials Technical Services	1	USD	MRC		10%	*per project*
509121	Premium Technical Services - XSmall (1-4)	4	USD	MRC		10%	*per project*
509122	Premium Technical Services - Small (5-10)	4	USD	MRC		10%	*per project*
509123	Premium Technical Services - Medium (11-19)	4	USD	MRC		10%	*per project*
509124	Premium Technical Services - Large (20-34)	4	USD	MRC		10%	*per project*
509125	Premium Technical Services - XLarge (35-49)	4	USD	MRC		10%	*per project*
509126	Premium Technical Services - (50+ Custom)	4	USD	MRC		10%	*per project*
509127	Professional Services Ongoing Maintenace & Support	1	USD	MRC		10%	*per project*
509139	Bridge Desk Premium Deployment	4	USD	NRC		10%	*per project*
509142	Travel Fees	4	USD	NRC		10%	*per trip*
509143	Additional PSE Trip	4	USD	NRC		10%	*per trip*
509144	Training 1-Day Virtual	4	USD	NRC		10%	*per session*
509145	Training 3-Day On-Site	4	USD	NRC		10%	*per session*
509146	Training 1-Week On-Site	4	USD	NRC		10%	*per session*
509154	Carbyne POI Connect Implementation	1	USD	MRC		10%	*per project*
510100	Connectivity Subscription for HA backbone (recurring)	1	USD	MRC		10%	*per project*
510101	Connectivity Subscription (recurring)	1	USD	MRC		10%	*per project*
510102	Special Construction (one-time)	1	USD	NRC		10%	*per project*
510103	SIP Trunking Services	1	USD	MRC		10%	*per project*
510104	Carbyne POI Connect (recurring)	1	USD	MRC		10%	*per project*
511100	Third Party Hardware	1	USD	NRC		10%	*per project*
511101	Carbyne Sound Trigger Module	1	USD	NRC		10%	*per device*
511102	DIGI Device	1	USD	NRC		10%	*per device*
511103	Serial Splitter	1	USD	NRC		10%	*per device*
108000	GeoComm Maps License	2	USD	MRC	X	10%	*per license*
108001	GeoComm Maps Integration	2	USD	NRC	X	10%	*per project*
108002	GeoComm Maps Remote Configuration & Training (0-50)	2	USD	NRC	X	10%	*per project*
108003	GeoComm Maps Remote Configuration & Training (50+)	2	USD	NRC	X	10%	*per project*

Docusign Envelope ID: 27400548-E205-82D5-835A-8AEF15F4EAE4

APPENDIX A.2
Service Area Designation Forms

Carbyne, Inc. will service all fifty (50) states.