

**AMENDMENT 2 TO THE ORDER FOR ENTERPRISE 911 PRODUCTS AND SERVICES WITH INTRADO LIFE & SAFETY, INC.**

This Amendment 2 (“Amendment 2”) to the “Order for Enterprise 911 Products and Services” executed on January 13, 2022, as amended by Amendment 1 on January 9, 2024 (the “Agreement”), by and between Snohomish County, a political subdivision of the State of Washington (the "County") and Intrado Life & Safety, Inc., a Delaware Corporation registered to conduct business in the State of Washington (the “Contractor”) is made and entered into as of the last date set forth in the signature block below (“Effective Date”).

**RECITALS**

WHEREAS, the Agreement includes two (2) two-year optional extensions with written notice from the County to the Contractor; and

WHEREAS, the current term of the Agreement ends on January 31, 2026; and

WHEREAS, pricing for the current term of the Agreement will end on January 31, 2026, and new pricing will begin on February 1, 2026.

WHEREAS, the total cost for the Second Renewal Term from February 1, 2026 through January 31, 2028 shall not exceed Sixty-One Thousand Seven Hundred Ninety Dollars and Sixty-Four Cents (\$61,790.64) plus applicable sales tax.

**AGREEMENT**

NOW, THEREFORE, for and in consideration of the mutual benefits conferred on both parties, the parties agree as follows:

1. Section 1 of the Agreement shall be amended as follows:

**Information**

|                             |  |
|-----------------------------|--|
| <b>Customer Name</b>        | Snohomish County, Washington   |
| <b>Order Effective Date</b> | February 1, 2022   |
| <b>Initial Term</b>         | February 1, 2022 to January 31, 2024   |
| <b>First Renewal Term</b>   | February 1, 2024 to January 31, 2026   |
| <b>Second Renewal Term</b>  | February 1, 2026 to January 31, 2028   |
| <b>Renewal Terms</b>        | Snohomish County reserves the right to extend the term for up to two, two-year terms with written notice to Intrado. |

|  |   |
|--|---|
| <b>Governing Agreement</b>                         | General Terms for Enterprise 911 (attached as <u>Exhibit A and by this reference incorporated herein</u> )  |
| <b>Products and Services Description and Terms</b> | USA Service Guide Version 2021.01.27; and Service Guide for Technical Support, License, Maintenance, and Implementation Services Version 2021-01.28 attached herein as <u>Exhibit C</u> . |
| <b>Quote Number – Initial Term</b>                 | ERS-00500 (attached as <u>Exhibit B</u> )   |
| <b>Quote Number – First Renewal Term</b>           | ERS-00861-A (attached as Exhibit D)   |
| <b>Quote Number – Second Renewal Term</b>          | ERS-01162-A (attached as Exhibit E)   |

2. All other terms and conditions of the Agreement shall remain in full force and effect except as expressly modified by this Amendment 2.

IN WITNESS WHEREOF, the parties hereto have caused this Amendment 2 to be duly executed as of the final execution date below.

**COUNTY:**

Snohomish County, a political subdivision of the State of Washington

By \_\_\_\_\_

Name: Ken Klein  
Executive Director

Title: \_\_\_\_\_

**CONTRACTOR:**

Intrado Life & Safety, Inc., A Delaware Corporation


By JAC

Name: Joe Custer

Title: CFO

Approved as to form only:

**Wendling,  
Rebecca**

 Digitally signed by Wendling, Rebecca  
Date: 2025.10.15 10:58:46 -07'00'

Deputy Prosecuting Attorney      Date



EXHIBIT E

**PREPARED FOR:**  
**Snohomish County**  
**Dee White**  
 Senior IT Contract Specialist  
[D.White@snoco.org](mailto:D.White@snoco.org)

**PREPARED BY:**  
**Mariana Ikeda**  
 Sr. Customer Contract Administrator  
[mariana.ikeda@intrado.com](mailto:mariana.ikeda@intrado.com)

**DETAILS:**  
 Quote Number: ERS-01162-A  
 Created: September 22, 2025  
 Currency: USD  
 Expiry date: 90 days

**Exhibit E: Coverage period: February 1, 2026 through January 31, 2028**

| <b>EMERGENCY ROUTING SERVICES</b>   |                                   |
|---|-----------------------------------|
| <b>Service Description:</b>   |                                   |
| The ERS is a hosted service that provides organizations with E911 connectivity to Public Safety Answering Points (PSAPs) across the US and Canada. Using a single SIP connection, 911 calls are routed to the ERS from the customer’s system(s), which then delivers the call and precise location information to the appropriate PSAP. The ERS is a fully managed service, eliminating the need to purchase PS-ALI accounts and additional local trunks. |                                   |
| <b>1- Enterprise 911 Service Minimum MRC Fee</b>  | <b>Price per month</b>            |
| Item Code: EN911-MMRCEU   | \$2,042.50                        |
| <b>2- ERS Enterprise Endpoints</b>  | <b>Monthly billable endpoints</b> |
| Item Code: EN911-EPOMRC   | 0 - 1,000      \$0.97             |
| Either the total endpoint count fee is charged, or the monthly minimum, whichever is the greater.   | 1,001 - 2,500      \$0.65         |
|   | 2,501 - 5,000      \$0.38         |
|   | 5,001 +      \$0.27               |
| <b>Monthly billable based on 4,000 endpoints:</b>   | <b>\$2,515.00</b>                 |
| <b>Total annual charge:</b>   | <b>\$30,180.00</b>                |
| <b>3- 911 Response Center Call Fees</b>   | <b>Price per call</b>             |
| Item Code: RE911-UNPRRC   | \$80.63                           |
| This item will be charged for calls routed to the emergency call relay center unless caused by Intrado’s error.   |                                   |
| <b>4- Network and Telecom Surcharge 2.37%</b>   | <b>Price per month</b>            |
| Item Code: EN911-NetTelSur  | \$59.61                           |
| Surcharge for TDM connectivity required to support and deliver 911 calls.   |                                   |
| <b>Total annual charge:</b>   | <b>\$715.32</b>                   |
| <b>Grand total for the renewal:</b>   |                                   |
| <b>\$61,790.64</b>  |                                   |



#### PRICING NOTES

- Terms: Net 30 - Payment 30 days after invoice date
- Recurring fees are not prorated for the first or last month
- All prices are in USD unless otherwise stated in this Quote
- No pro-rata billing will apply to Endpoints added or deleted in the current month
- All payments are nonrefundable
- Minimum recurring fees, if applicable, will begin the earlier of the date the services are made available or six months after receipt of customer's order.

| Payment Schedule and Terms (As Applicable) |  |  |
|--|--|--|
| Payment                                    | Milestone                                | Invoice Frequency                        |
| Appliances and Hardware                    | On Order                                 | One time - on order                      |
| Software Licenses                          | On Order                                 | One time - on order                      |
| ERS One-Time Fees                          | On Order                                 | One time - on order                      |
| ERS Recurring Fees                         | On activation of live service            | Monthly (last day of the calendar month) |
| ERS Usage Fees                             | On activation of live service            | Monthly (last day of the calendar month) |
| ERS Connectivity Options                   | On activation of live service            | Monthly (last day of the calendar month) |
| Professional Services                      | On Order                                 | One time - on order                      |
| Support and Maintenance                    | On each anniversary of the shipping date | Annual - 60 days prior to service expiry |
| PSAP Link Service Packages and Fees        | On Order                                 | One time - on order                      |

To purchase the products and services in this Quote, send us a purchase order referencing this quote number above.

**Please issue "Purchase Orders" in the name of:**

**Intrado Life & Safety, Inc.**

PO Box 74007077  
Chicago, IL 60674-7077  
Phone: 877-262-3775

**Purchase Order & Billing Contact: [renewals@intrado.com](mailto:renewals@intrado.com)**

Product and service descriptions and terms and conditions can be found at <https://www.intrado.com/en/legal-privacy/terms-conditions>.

Those descriptions and terms will apply to this quote and your purchase order unless the parties have entered into a separate written agreement.

Your purchase order will constitute acceptance of such descriptions and terms, and no additional or conflicting terms in your purchase order will apply.