

## ***Master License and Services Agreement***

This Master License and Services Agreement (the “**Agreement**”), made and entered into as of this 12 day of April 2021 (the “**Effective Date**”), by and between Liberty County Sheriff’s Office (the “**County**”) and HomeWAV, LLC, a Delaware limited liability company (“**HomeWAV**”). Each of the County and HomeWAV may be referred to herein as a “**Party**” and collectively, the “**Parties**.”

### **RECITALS**

**Whereas**, HomeWAV is a provider of a unique, custom all-in-one inmate communications solution comprised of patented technology, software applications, hosted services, and equipment that has been adapted for use in secured detention facilities as more particularly described herein (collectively, the “**System**”); and

**Whereas**, the County desires that HomeWAV provide the System to one or more of its secured detention facilities (each a “**Facility**” and collectively, the “**Facilities**”), and HomeWAV desires to provide the System identified herein to the County pursuant to the terms and conditions set forth herein.

**Now, therefore**, in consideration of the mutual covenants and promises contained herein, and for other good and valuable consideration, the Parties agree as follows:

1. **Definitions.**

- a. “**Equipment**” means the specific HomePAS™ Kiosks, ComPAS™ Tablets, ComPAS™ Charging, PoE Adaptor Sets, routers, switches and other such hardware and equipment as set forth on Exhibit A which is provided to the County as part of the System licensed to it under this Agreement.
- b. “**Licensed Services**” means that portion of the System comprised of the Software and cloud-based applications that are run on a hosted system and which are provided by HomeWAV to the County pursuant to the license terms herein to enable inmate voice calls, video calls, and messaging services at each Facility.
- c. “**Professional Services**” means the installation, setup, configuration, and testing of the Equipment and the System, and training provided by HomeWAV to the County as more particularly described herein.
- d. “**Software**” means the proprietary and patented software program owned by HomeWAV and licensed to the County pursuant to the terms of this Agreement.

2. **Exclusivity.** The County acknowledges and agrees that this is an exclusive services agreement between the Parties; and accordingly, the County agrees that for as long as this Agreement remains in full force and effect HomeWAV will be its sole and exclusive provider of inmate voice calls, video calls, and messaging services for all of its Facilities. For purposes of clarity, this exclusive arrangement means, and the County agrees that the County is expressly prohibited from engaging using, licensing, purchasing, or accepting from any third party, employee, contractor, or related entity any software, equipment or services that are similar to some or any part of the System (including the Licensed Services) or the Professional Services for use at any of its Facilities.

3. **Term of this Agreement.** This Agreement is effective as of the Effective Date and continues in full force and effect until expiration of a Term or earlier termination. The System will be made fully available to the County for its use and the County’s license to the System pursuant to Section 7 will commence on June 1, 2021 (the “**Commencement Date**”) and HomeWAV will provide the System and related Professional Services and Licensed Services to the County for a period of two (2) years from the Commencement Date (the “**Initial Term**”) unless earlier terminated pursuant to Section 15. This Agreement will automatically renew for additional one (1) year periods (each a “**Renewal Term**”) unless either Party notifies the other Party of its desire not to renew this Agreement at least ninety (90) days prior to the commencement of the next Renewal Term. The Initial Term and each Renewal Term are collectively, the “**Term**.”

4. **Professional Services (No Charge).** HomeWAV will provide the following Professional Services to the County at no charge during the Term:

- arrange for the delivery of the Equipment to the County's Facilities included under this Agreement,
- load the Software onto the Equipment,
- coordinate the installation of the Equipment in designated wall mount locations within the Facilities,
- provide system testing and acceptance on all Equipment,
- provide staff and inmate training on platform features and functionality,
- arrange for high-speed Internet service at minimum of 0.5MB up/0.5MB down per kiosk, and any equipment associated therewith to service the System, and
- arrange for cat 5e or greater cable to be installed (if necessary) to each location within the Facility where Equipment is to be installed.

5. **Support and Maintenance (No Charge).** For the entire Term of this Agreement, and at no charge to the County, HomeWAV will support and maintain the Equipment located at each Facility pursuant to HomeWAV's Software and Hardware Service Level Agreement attached hereto as Exhibit C (the "**Service Agreement**"). Under no circumstances may the County or any third party acting on behalf of the County install, uninstall, or perform any maintenance or related services on the Equipment, it being understood and agreed that only an approved HomeWAV technician may provide Professional Services, support and maintenance on the Equipment.

6. **Ownership of Equipment and Software.** HomeWAV is the sole and exclusive owner of the Software and Equipment and retains all right, title and interest in and to the Software and Equipment at all times during the Term. The Software and Equipment are provided to the County pursuant to the System license granted in Section 7 below. HomeWAV will purchase and maintain insurance coverage for the Equipment and the Software comprising the System. HomeWAV will deliver the Equipment to the County's designated Facilities pursuant to a mutually agreed schedule and will install and configure the Equipment with the Software pursuant to the Professional Services set forth above. Without limiting the foregoing, HomeWAV represents and warrants to the County that HomeWAV holds all the intellectual property rights necessary to allow the County to benefit from the System as contemplated hereunder and that said System and the County's use of the same as authorized herein does not infringe upon or violate any U.S. or foreign patent or copyright, misappropriate any trade secret, or violate any third party's intellectual property right.

7. **License to System.** HomeWAV hereby grants to the County a limited, non-assignable, non-sublicensable, revocable, and nonexclusive license during the Term to use the Software, Equipment, and related components comprising the System solely for the limited purposes of providing voice calls and Internet video calls to inmates in each Facility and viewing or monitoring the records of such calls. In addition, if the County exercises its right to receive "**Add-On Features**" as set forth in Exhibit B attached hereto, HomeWAV will provide the County with reasonable assistance to enable the County to receive and use such Add-On Features with the System and will seek authorization from any third-party providers if necessary. The County will not, and will not permit any other person to, remove, alter, disfigure or cover up any numbering, lettering, insignia or any owner's tag(s) displayed upon the Equipment, and the County may not move the Equipment from the Facility or the location in the Facility where it is installed by HomeWAV. Any of the foregoing actions are deemed a material breach of this Agreement. The County's license to and use of the Software is governed by the terms of this Agreement, the Software End User License

Agreement provided with the Software (a copy of which is located at <https://app.homewav.com/account/terms>), and the Website Terms of Use and Privacy Policy located at [https://www.homewav.com/privacy\\_policy/](https://www.homewav.com/privacy_policy/), as such items may be updated, amended and modified in accordance with their respective terms (collectively, the “**Software Terms and Conditions**”). The County may not copy or modify the Software, or any adaptation, transcription or merged portion thereof, unless expressly authorized in writing by HomeWAV. Any modifications, improvements, enhancements, changes, or any other alterations to the Software, or any derivative works made therefrom (collectively, “**Modifications**”) that are made by the County or any third party acting on the County’s behalf, whether or not authorized by HomeWAV, are deemed the sole and exclusive property of HomeWAV. Accordingly, the County hereby assigns to HomeWAV all of its right, title and interest in and to such Modifications and shall take all necessary actions to ensure that any third party who has participated in the development of any Modifications likewise assigns all of their right, title and interest in the Modifications to HomeWAV. For the avoidance of doubt, the foregoing licenses to the Software, Equipment and any related System components shall terminate immediately upon the termination or expiration of this Agreement.

8. **The County’s Covenants and Obligations.** The County hereby covenants and agrees to the following terms as material conditions to its right to use the System:

- a. It will not sell, sublicense, or assign the Equipment, the Software, or any other components of the System.
- b. It will keep the Equipment free and clear of all liens and encumbrances.
- c. It will only use the Equipment, Software, and other components of the System for (i) the limited purposes provided under the license in Section 7 and (ii) if requested by and, as applicable, purchased by the County, any Add-On Features in all cases pursuant to the terms and conditions of this Agreement and the Software Terms and Conditions.
- d. It will use the System solely at the Facilities and locations within the Facilities where installed by HomeWAV
- e. It will use its best efforts to ensure that none of the Equipment or Software is damaged by misuse or neglect, including, without limitation, by misuse by the inmates.
- f. It will work with HomeWAV to ensure that all individuals to whom it grants access to and use the System will agree to the Software Terms and Conditions, and further acknowledges and agrees that it will be fully liable to HomeWAV for breach by any such individuals of the Software Terms and Conditions.
- g. It acknowledges and agrees that HomeWAV will be the sole and exclusive provider of inmate voice calls, video calls, and messaging services and all related Professional Services to all of the County’s Facilities.
- h. It will not move the Equipment without the advance written consent of HomeWAV.
- i. It will not remove, alter, disfigure, or cover up any numbering, lettering, insignia, or any owner’s tag(s) displayed upon the Equipment.
- j. It will provide an inmate roster from the Jail Management Software, via secure FTP or web services integration, at a minimum of every fifteen (15) minutes.

9. **Access to the Facility.** The County will grant HomeWAV and its employees and subcontractors reasonable and necessary access to the Facilities in order to enable HomeWAV to perform its obligations and exercise its rights hereunder. HomeWAV shall have the right, upon reasonable notice, to enter into each Facility to inspect the System.

10. **Use of the System.** The County agrees that it will use its best effort to ensure that the the System shall be available to inmates for voice calls and remote video calls for a minimum of twelve (12) hours per day, seven (7) days per week.

11. **System Usage Fees.** The Facility’s inmates shall be charged the following fees for using the System, or such other prices as may be agreed to by the County and HomeWAV (such amounts, the “Usage Fees”). Usage Fee shall be defined as the cost per minute for voice calls, video calls, and the cost per message for messaging.

Service	Fees
Domestic Voice Calls	\$0.20/minute
International Voice Call	International Rate + \$0.20/minute
Remote Video Calls	\$0.25/minute
Online Deposit Fee	\$2.00
PayNearMe Fee	\$1.99
Surcharge Fee	\$0.00
Connection Fee	\$0.00
Refund Fee	\$7.50
eMessaging	Fees
Text	\$0.0025 per character
Emoji	\$0.05 per
Stock Photo	\$0.05 per
Stock Gif	\$0.10 per
eMessages with Photo Attachments	\$0.25 per
Video Messages	\$0.50 per minute

Revenues from using the System shall be deposited into a dedicated account established and maintained by HomeWAV and HomeWAV is authorized to disburse such funds in accordance with Section 11. HomeWAV reserves the right to change the Usage Fees, upon 30 days’ written notice to the County if such changes arising from any one or combination of the following: (a) inflation, (b) a change in taxes, or any (c) rule, regulation, or other action by any government or regulatory entity resulting in increased costs to HomeWAV.

12. **Revenue Sharing.** HomeWAV shall pay to the County **50% of the Gross Billable Revenue (“GBR”) or Minimum Monthly Guarantee (“MMG”) (as outlined in the table below or)**, whichever is greater, from the usage of the System installed in the Facility. GBR shall be defined as Gross Revenue of the Usage Fees less internet fees, international calling fees, Federal, State, Local taxes, and Cost Recovery Fee. Any Add-On or 3<sup>rd</sup> party fees shall be deducted from MMG

ADP	MMG
175+	\$10,500/month
200+	\$12,000/month
225+	\$13,500/month
250+	\$15,000/month

For information on the Cost Recovery Fee and how they are applied, please refer to <https://www.homewav.com/understandingtaxes/>. In the event the Average Daily Population (“ADP”) falls below

175 for a given month, the County's revenue share shall automatically default to 50% until the ADP meets or exceeds 175 for any given month. The MMG will take effect in the proceeding calendar month after the County's prior service provider's system has been deactivated. HomeWAV shall pay to the County, on a monthly basis, its share of the revenues not later than the 10<sup>th</sup> day of following month.

13. **Call Recording.** The County hereby agrees that HomeWAV shall have no obligation to verify the users of the System and that the County is strictly liable to HomeWAV for any use of the Software by any of its users that violates the Software Terms and Conditions. HomeWAV will endeavor to make certain recordings available to the County on demand for a period of not less than 90 days after the date of such recording and, with advanced written notice, for a period of one year from the date this Agreement expires or is terminated. The County agrees that HomeWAV has no liability to the County or any third party for any failure to record, store, transmit, relay, review, or monitor any call.

14. **Financial Reporting Requirements.** HomeWAV shall maintain an accounting program that accurately reflects the revenues generated by the System in the Facilities and provide that information to the County monthly during the term of this Agreement. HomeWAV shall retain its share of the revenues as payment for its obligations hereunder, and shall remit the County's share of revenues, along with such monthly financial reports, to the County. HomeWAV shall issue call data, revenue, and expense information by the 10<sup>th</sup> day of each month with respect to call activity that occurred in the Facilities during the preceding month. HomeWAV shall maintain all books, documents, accounting records and other evidence pertaining to the services and payments under this Agreement and make such materials available for inspection at all reasonable times during the term of this Agreement, and for three (3) years after the date of the final payment under the Agreement.

15. **Termination.**

- a. **Rights of Termination.** The County may terminate this Agreement if HomeWAV breaches any of its obligations under this Agreement and such breach remains uncured thirty (30) days after notice thereof, provided, that if the County breaches the scope of the license to any part of the System as set forth in Section 7, HomeWAV may terminate this Agreement upon no less than thirty days' prior written notice to the County.
- b. **Effects of and Actions upon Termination or Expiration.** Upon termination or expiration of this Agreement, irrespective of the cause, the licenses granted by HomeWAV to the County shall terminate. The County shall take the following actions: (i) immediately cease and cause all of its users to immediately cease all access to and use of the System; (ii) and allow a HomeWAV authorized technician to remove the Equipment no later than (30) days following the termination or expiration date. In the event that any returned Equipment is not in good, working condition or any Equipment is not returned pursuant to this Section, normal wear and tear excepted, the County will be liable for the reasonable replacement cost of such Equipment or the reasonable cost of repair, whichever is less, and will remit payment in full upon demand by HomeWAV.
- c. **Survival.** Sections 11, 13, 15-18, 21-23, and 25-28 shall survive termination of this Agreement.

16. **Agreement Documents.** The attached Exhibit A, describing the Equipment and attached Exhibit B describing the Add-On Features, Exhibit C setting forth the terms of the Service Agreement, and the Software Terms and Conditions, and Exhibit D describing the ComPAS™ Tablet Applications are each made part of this Agreement and are each incorporated herein by this reference. This Agreement represents the entire agreement and understanding between HomeWAV and the County with respect to the subject matter hereof, and supersedes

any other agreement or understanding, written or oral, that the Parties hereto may have had with respect thereto. No statements, representations, promises or inducements with respect to the subject matter by either Party or by any agent or representative of either Party which is not contained in this Agreement shall be valid or binding between the Parties.

17. **Force Majeure.** To the extent allowable by law, any delays or failures by either Party hereto in the performance of the obligations hereunder shall be excused if and to the extent such delays or failures are caused by occurrences beyond such Party's control (a "Force Majeure"), including, without limitation, acts of God, strikes or other labor disturbances, war, whether declared or not, sabotage, failure of the Internet, or any part or element thereof and/or any other cause or causes, whether similar or dissimilar to those herein specified, which cannot reasonably be controlled by such Party.

18. **Governing Law.** This Agreement shall be governed by the laws of the State of Georgia, both as to interpretation and performance, AND HOMEWAV AGREES THAT ALL ACTIONS RELATING TO, OR ARISING OUT OF, THIS AGREEMENT OR THE SYSTEM MAY, AT THE ELECTION OF COUNTY, BE INSTITUTED AND PROSECUTED IN THE COURTS OF THE COUNTY OF LIBERTY, STATE OF GEORGIA, OR THE UNITED STATES DISTRICT COURT, SOUTHERN DISTRICT OF GEORGIA, AND BY EXECUTION OF THIS AGREEMENT, HOMEWAV IRREVOCABLY AND UNCONDITIONALLY SUBMITS TO THE JURISDICTION (BOTH SUBJECT MATTER AND PERSONAL) OF EACH SUCH COURT AND IRREVOCABLY AND UNCONDITIONALLY WAIVES: (A) ANY OBJECTION IT MIGHT NOW OR HEREAFTER HAVE TO THE VENUE IN ANY SUCH COURT; AND (B) ANY CLAIM THAT ANY ACTION OR PROCEEDING BROUGHT IN ANY SUCH COURT HAS BEEN BROUGHT IN AN INCONVENIENT FORUM.

19. **Independent Contractor.** Each party acknowledges and agrees that HomeWAV and its employees (and any subcontractors it engages) serve as independent contractors and that the County shall not be in any manner responsible for any payment, insurance, or incurred liability. Nothing in this Agreement will create an employer-employee relationship, association, joint venture, partnership, or other form of legal entity or business enterprise between the Parties, their agents, employees, or affiliates.

20. **Subcontractors.** HomeWAV shall have the right, in its sole and absolute discretion, to use subcontractors to perform its obligations and exercise its rights hereunder. HomeWAV shall be responsible for all acts and omissions of its subcontractors as if such acts or omissions were performed by HomeWAV.

21. **Notices.** All notices under this Agreement must be in writing and given to the other Party at the address or email below. Delivery is deemed to occur: (a) on the third (3<sup>rd</sup>) business day after bringing mailed first class, prepaid, (b) upon delivery from a nationally recognized overnight courier service, (c) upon delivery if hand delivered, and (d) upon receipt of an automated verification of receipt if sent by email. Either Party may change its address and/or addressee for notices at any time with fifteen (15) days' prior notice to the other Party in accordance with the foregoing.

HomeWAV: HomeWAV, LLC  
2020 Westport Center Dr.  
St. Louis, MO 63146

County: Liberty County Sheriff's Office  
201 South Main Street  
Hinesville, GA 31313

22. **Nondiscrimination and Non-Conflict Statements.** HomeWAV agrees that no person on the grounds of handicap, age, race, color, religion, sex or national origin, shall be excluded from participation in, or be denied benefits of, or be otherwise subjected to discrimination in the performance of this Agreement, or in the employment practices of HomeWAV. HomeWAV shall upon request show proof of such non-discrimination and shall post in conspicuous places available to all employees and applicants notices of nondiscrimination.
23. **Warranties and Disclaimers.**
- a. **Services Warranty.** HomeWAV warrants that it will perform the Professional Services, support and maintenance in a good and workmanlike manner using trained professionals, and that it will use commercially reasonable efforts to meet the performance terms in the Service Agreement.
  - b. **Disclaimers.** EXCEPT AS PROVIDED HEREIN, THE SYSTEM AND ALL RELATED SERVICES IN THIS AGREEMENT ARE DELIVERED AND PROVIDED "AS IS" AND WITHOUT WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
24. **Compliance with all Federal, State, and Municipal Laws.** HomeWAV will comply with all applicable federal, state, and local laws, statutes, ordinances, and regulations in any manner affecting the provision of inmate communication, and shall ensure that its third-party subcontractors, if any, obtain any necessary permits prior to installation of the Equipment in the Facilities.
25. **Assignment.** Neither Party may assign this Agreement or any or all of its rights or obligations hereunder without the prior written consent of the other Party; provided, however, that HomeWAV may assign this Agreement to any of its subsidiaries or affiliates or to any entity that acquires all or substantially all of HomeWAV's assets and agrees to assume responsibility hereunder. None of the provisions of this Agreement shall be construed to be for the benefit of or enforceable by any person or entity other than the Parties hereto and their successors and assigns.
26. **Severability.** If any provision of this Agreement is declared illegal, void, or unenforceable the remaining provisions shall not be affected but shall remain in force and in effect.
27. **Counterparts.** This Agreement may be executed in one or more counterparts, each of which will be deemed an original hereof and all of which, when taken together, will be deemed to constitute one and the same agreement. Signatures transmitted by facsimile or other electronic means will be deemed originals.
28. **Authorization; Third Party Beneficiaries.** Each person signing below warrants and represents that he/she has full power and authority to execute this Agreement on behalf of the Party he/she represents. There are no third-party beneficiaries to this Agreement.
29. **Indemnification.** HOMEWAV AGREES TO FULLY PROTECT, DEFEND, INDEMNIFY AND SAVE THE SHERIFF OF LIBERTY COUNTY (NAMED AS THE "COUNTY" HEREIN), LIBERTY COUNTY AND ITS BOARD OF COMMISSIONERS, AND THEIR RESPECTIVE OFFICIALS, MEMBERS, EMPLOYEES, AGENTS, AND REPRESENTATIVES HARMLESS AGAINST AND FROM ANY AND ALL LIABILITIES, CLAIMS, SUITS, PROCEEDINGS, DAMAGES, DEMANDS, PENALTIES, JUDGMENTS, COSTS AND EXPENSES (INCLUDING BUT NOT LIMITED TO LITIGATION EXPENSES, REASONABLE ATTORNEYS' FEES, EXPERTS' FEES, AND CLEAN-UP COSTS OR OTHER

REMEDIAL ACTION) OF EVERY KIND AND NATURE, WHETHER KNOWN OR UNKNOWN, RELATING TO OR ARISING FROM, EITHER DIRECTLY OR INDIRECTLY: (I) ANY BREACH, VIOLATION, OR NONPERFORMANCE OF THIS AGREEMENT BY HOMEWAV, OR ANY APPLICABLE LOCAL, STATE OR FEDERAL STATUTE, ORDINANCE, LAW OR REGULATION REQUIRED BY HOMEWAV TO BE OBSERVED (INCLUDING, WITHOUT LIMITATION, ANY DETERMINATION BY ANY STATE OR FEDERAL AGENCY HAVING JURISDICTION THAT THE RATES ESTABLISHED HEREIN FOR INMATES EXCEED ESTABLISHED REGULATORY RATE CAPS); OR (II) ANY INACCURACY OF ANY REPRESENTATION SET FORTH HEREON OR ANY BREACH OF THE WARRANTY, INCLUDING, WITHOUT LIMITATION, ANY REPRESENTATION OR WARRANTY REGARDING THE INTELLECTUAL PROPERTY RIGHTS OF HOMWAV RESPECTING THE SYSTEM.

*(signature page follows)*

In witness whereof, the Parties hereto have caused this Agreement to be executed on the day and year first above written, to be effective as of the Effective Date.

HomeWAV, LLC

By: John Best  
Name: John Best  
Title: CEO/President

Liberty County Sheriff's Office

By: Max R. Brown  
Name: MAX R. BROWN  
Title: Chief Deputy

By: \_\_\_\_\_  
Name:  
Title:

By: \_\_\_\_\_  
Name:  
Title:

## EXHIBIT A

### The Equipment

- Forty-one (41) HomePAS™ Kiosks (this number includes three (3) for the lobby and two (2) for the booking area)
- One (1) Mobile HomePAS™ Kiosk (for the Medical Unit and Segregation)
- ComPAS™ Tablets (1:1 Tablet to Inmate Ratio)
- ComPAS™ In-Pod and Mobile Charging (quantity provided after survey)
- One (1) Enterprise Router/Firewall
- Three (3) 24-port PoE Switches
- Enterprise Wireless Access Points (WAP's) (quantity provided after survey)

**EXHIBIT B**

**Add-On Features**

HomeWAV will provide to the County the add-on services selected below.

<b>Add-Ons</b>	<b>Description of Features/Benefits</b>	<b>Yes/No</b>	<b>Cost</b>
<b>Professional Remote Visits</b>	Professional remote private attorney visits through the all-in-one HomePAS™ kiosk.	Yes	<b>HomeWAV to cover cost.</b> \$0.0025/min.
<b>Lobby Call Feature</b>	Feature available onsite, through the all-in-one HomePAS™ kiosk, for visitors to call for HomeWAV contact center assistance.	Yes	<b>HomeWAV to cover cost.</b> \$0.0025/min.
<b>Premium Add-Ons</b>	<b>Description of Features/Benefits</b>	<b>Yes/No</b>	<b>Cost</b>
<b>Voice Biometric Investigative Platform</b>	Full voice biometric identification system/investigative suite for administrative users for voice and video calls.	Yes	\$0.01/min.
<b>Call Transcription</b>	Talk-to-text for voice and video calls	Yes	\$0.01/min.
<b>Mail Scanning</b>	Full mail scanning services to allow for physical mail sent to inmates to be routed to a secure processing facility for scanning into digitized mail. All mail is logged, organized, and stored securely by a certified technician. The mail is converted to a PDF with full-text search capability.	Yes	\$1/piece of scanned mail

## Exhibit C

### HomeWAV's Software and Hardware Service Level Agreement

#### Support and Maintenance

- Support and maintenance will be provided by phone, remote, and onsite. Phone support is available from 8:00 a.m. EST to 8:00 p.m. PST. Monday through Friday. After hours messages may be left for service (7) days a week, and three-hundred and sixty-five (365) days a year. These messages will be addressed the next business day beginning at 8:00 a.m. EST.
- Maintenance/repair calls from the facility will be resolved in the manner outlined in this section.

**Priority 1 Outage:** A P-1 failure is defined as:

- A failure of the kiosk processor, its common equipment, or power supplies which render the system incapable of performing its normal functions.
- A failure of the recording function or any of its components that affects the full recording operation.
- A failure of 100% of the kiosks in any one area within the facility.
- Holiday and weekend P-1 response will be handled on a case-by-case basis and is worked in conjunction with facility staff and our ability to gain access to the facility needing service.

Response to P-1 issues shall be available twenty-four (24) hours a day, seven (7) days a week, throughout the term of the contract.

HomeWAV shall respond to the service problem within sixty (60) minutes of initial trouble reported by facility personnel through the use of remote testing or access. Should the system not be accessible for remote testing, then HomeWAV shall have a qualified background-checked technician onsite at the facility within four (4) hours from the time it is determined that the problem cannot be resolved remotely.

If the issue can be worked on remotely, HomeWAV is committed to having completed the repair within 4 hours of the initial issue report. If it is determined that a technician must be on-site to correct the issue, then the technician will be onsite within 4 hours of the time it was determined that the problem could not be resolved remotely.

**Priority 2 Outage:** A P-2 failure is defined as:

- A Priority 2 condition exists when A failure of 50% of the kiosks in any one area within the facility occurs.

When a P-2 failure occurs, HomeWAV shall respond to the service problem within sixty (60) minutes of initial trouble reported by facility personnel through the use of remote testing or access. HomeWAV is committed to having completed repair within eight (8) hours of the initial issue report. Should the system not be accessible for remote testing, HomeWAV shall have a qualified background-checked technician onsite at the facility within sixteen (16) hours of the time it was determined that the problem could not be resolved remotely.

**Priority 3 Outage:** A P-3 failure is defined as:

- A Priority 3 is a normal ticket that does not fall into the P-1 or P-2 categories. These issues are handled as quickly as possible. When a P-3 failure occurs, HomeWAV shall respond to the service problem within two (2) hours of the initial trouble reported by facility personnel through the use of

remote testing or access. HomeWAV is committed to completing the repair within 48 to 72 hours of the initial issue report.

#### **Service Ticket Process**

- A service ticket is created for the issue/defect by submitting a request for support through the HomeWAV support portal in the HomeWAV web application.
- A service ticket will be generated with a ticket number, date and time stamp.
- Our Tier 1 technical support team will triage the issue and determine the next course of action. Our Tier 1 support staff will manage the issue and provide a status report to stake holders periodically as the ticket progresses.
- Tier 1 will create a dispatch if necessary and coordinate with the facility point of contact for technician access.
- Tier 1 will manage the ticket from the beginning to the end and will follow a close-out process with the point-of-contact to ensure all issues have been handled as they relate to the service request.

#### **Warranty**

- **HomeWAV Software Warranty:** Includes support, maintenance, schedule upgrades, and scheduled updates.
- **HomeWAV Hardware Warranty:** Includes parts and equipment, on-site maintenance for normal wear, defects in material and workmanship, and natural disaster.

## EXHIBIT D

### ComPAS™ Tablet Applications and Content

#### Description

HomeWAV shall deploy free basic tablets to the County. In addition to the free tablets, HomeWAV shall offer premium rental content. Premium content may include, but is not limited to, eBooks, education, music/podcasts, movies, and games. The County acknowledges that premium content is subject to availability and may change at the County's discretion. Premium content may also be subject to third-party licensing agreements with content providers. The County may request an application and content review with HomeWAV at any time during the term of this agreement. Any changes to the offering must be agreed upon by both parties.

Content types include free and paid content. Users use their account balance to make purchases in HomeWAV App Center. The content can be customized by facilities, i.e., it can be available in HomeWAV App Center for Users in one facility, and not available for Users in another facility.

During the term of the contract, HomeWAV shall offer tablets at no cost to the County. Available applications and content is as follows:

- **HomeWAV ComPAS™ App**
  - **Voice & Video Calls**
- **eMessaging**
  - **Text:** \$0.0025 per character
  - **Emoji:** \$0.05 per
  - **Stock Photo:** \$0.05 per
  - **Stock Gif:** \$0.10 per
  - **Video Message:** \$0.50 per minute
- **Entertainment**
  - **Games:** \$0.00 - \$1.00 (1 day rental)
  - **Movies:** \$0.00 - \$5.00 (2-day rental)
  - **Music:** \$0.00 - \$0.25 (7-day rental)
  - **eBooks/Ted Talks/Podcasts/Wiki\*:** \$0.00 - \$5.00 (30-day rental)
- **Education/Reentry**
  - **1Huddle Education:** \$5 per device per month
  - **Virtual Mentoring:** Varies by service
  - **Job Search\*:** No cost
- **Utility Tools**
  - **DigitalDocs™ Forms & Documents:** No cost
  - **MailScan Offsite Mail Scanning:** \$1/mail
  - **GoLegal™ Law Library:** \$2/inmate/mo.
  - **LegalEyes™ Video Court & Arraignment:** No cost
  - **Video Relay Service (VRS):** No cost
  - **TTY Softphone Application:** No cost
  - **Commissary Ordering:** No cost

\*Currently in development

#### Terms and Conditions

Premium content may be subject to third-party licensing agreements with content providers. HomeWAV is not responsible and hereby disclaims any liability for any content of third-party applications and any documents, videos, or forms published by the County or from outside sources.

The County shall provide the ComPAS™ Tablets to inmates according to their classification. The County acknowledges that premium content shall be rented and available only for the duration of an inmate's incarceration at the Facility.

HomeWAV shall not be liable for any indirect, incidental, or consequential damages, however arising, incurred by the County or inmate from the receipt or use of the ComPAS™ Tablet System.