



AGENDA

**NORTH CAROLINA 911 BOARD
 FUNDING COMMITTEE
 September 22, 2022
 10:00 a.m. – 12:00 p.m.
Via Simultaneous Communication**

<u>Tab</u>	<u>Topic</u>	<u>Presenter</u>
	Roll Call.....	Sarah Templeton
1.	Ethics Awareness/Conflict of Interest Statement	David Bone
2.	Executive Director’s Opening Remarks.....	Pokey Harris
3.	Chair’s Opening Remarks.....	David Bone
4.	Approval of July 2022 Minutes <i>(Roll Call Vote Required)</i>	David Bone
5.	Gates County FY2023 Funding Reconsideration <i>(Roll Call Vote Required)</i>	Angie Turbeville
6.	Approved Use of Funds Proposed Changes <i>(Roll Call Vote Required)</i>	Sarah Templeton
7.	PSAP Report Status Update.....	Sarah Templeton
8.	PSAP Eligibility Request Report.....	Kristen Falco/Sarah Templeton
9.	Closing Remarks.....	Pokey Harris/David Bone
	Adjourn	

Ethics Statement:

In accordance with G.S. 138A-15, it is the duty of every Committee member to avoid both conflicts of interest and potential conflicts of interest.

Does any member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Committee today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.



**North Carolina 911 Board
Funding Committee Meeting
MINUTES
July 21, 2022
10:00am – 12:00pm
Microsoft Teams, Raleigh, NC**

Meeting was Conducted via Use of Simultaneous Communications

<u>Members on Phone</u>	<u>Staff on Phone</u>	<u>Others on Phone</u>
Randy Beeman	Stephanie Conner	Zack Alexander (Johnston County)
David Bone	Greg Dotson	Summer Andrews (Hickory PD)
Greg Coltrain	Kristen Falco	Sheila Baskett (Warren County)
Chuck Greene	Tina Gardner	Krystal Batton (Robeson County)
Del Hall	Pokey Harris	Baumgardner (Joined after roll call)
Melanie Jones (<i>left at 11:00 AM</i>)	David Newberry	Josh Benfield (Caswell County)
Stephanie Wiseman	Amanda Reeder	Matt Boyles (Stokes County)
	Tom Rogers	Nick Brown (Surry County)
	Marsha Tapler	Amberlie Buff (McDowell County)
	Sarah Templeton	Kristin Byrd (Holly Springs)
	Angie Turbeville	Richard Caswell
		Aparicio Clifton (Raleigh-Wake)
		Justin Combs (Alexander)
		Jason Compton (NENA)
		Allen Cress (Rowan County)
		Chad Deese (Robeson County)
		Hope Downs (New Hanover County)
		Kenneth Everett (Caswell County)
		Madison Ezell (Carteret County)
		Greg Foster (911 Board)
		Bill French (Lumberton)
		Miranda Futrell (Jones-Lenoir County)
		Bill Grey (National Public Safety Group)
		Betzy Hardin (High Point)
		Brooke Hazlett (Buncombe County)
		Kim Hilton (High Point)
		Martha Hix (Winston-Salem)
		Jimmy Hodges (Pitt County)
		Jeff Howell (Yancey County)
		Valecia Jacobs (Columbus County)
		William Kehler (McDowell County)
		Stanley Kite (Craven County)
		Lisa Kovacs (MCP)

		Jimmy Machipness (Carteret County)
		Stori McIntyre (Cleveland County)
		Tammy Mcloud (Lumberton)
		Buck Mims
		Chris Murray (Pamlico County)
		James Neuhaus (Apex)
		Dominick Nutter (Raleigh-Wake)
		Mary Rector (Alleghany County)
		Mike Reitz (Chatham County)
		Andrew Richards (Vance County)
		Brent Robertson (Surry County)
		Taylor Rowling (Currituck County)
		Derrick Ruble (Buncombe County)
		Corinne Rust (Charlotte Medic)
		Jack Scarborough (Dare County)
		Christy Shearin (Franklin County)
		Amanda Smith (Union County)
		Gathany Smith (Cumberland County)
		Stephen Smith (Iredell County)
		Kyle Thaggard (High Point)
		Frank Thomason (MCP)
		Krystal Tutwiler (Perquimans County)
		Suzanne Walker (Raleigh-Wake)
		Travis Wilkerson (Richmond County)
		Jeff Williford (Wilson County)
		Paul Winstead (Carbyne)
		Doug Workman (Cary)
		Brett Wrenn (Carbyne)
		Donna Wright (911 Board)

1. Roll Call -

The meeting was called to order at 10:01 am by Mr. Bone. Ms. Falco proceeded to call the roll.

2. Ethics Awareness/Conflict of Interest Statement

Mr. Bone read the Ethics Awareness/Conflict of Interest Statement.

In accordance with G.S. 138A-15, it is the duty of every Committee member to avoid both conflicts of interest and potential conflicts of interest. Does any Committee member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Committee today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

No Committee members noted a conflict.

3. Executive Director’s Opening Remarks -

Ms. Harris welcomed the PSAP members and committee members attending the Funding Committee meeting and thanked the committee members for their participation. Ms. Harris anticipated the meeting would go the full two hours due to review of the Approved Use of Funds list.

4. Chair’s Opening Remarks -

Mr. Bone welcomed everyone attending the meeting and thanked staff for their efforts with the Approved Use of Funds update.

5. Approval of June 2022 Minutes (Vote Required) -

Mr. Bone requested a motion to approve the minutes as presented. No corrections were noted. Motion made by Mr. Greene to approve. Mr. Hall seconded the motion. After no discussion on the motion, Ms. Falco conducted a roll call vote. The motion passed unanimously.

Approval of June 2022 Funding Committee Minutes		
Committee Member	Vote to Approve	Vote to Not Approve
Randy Beeman	Y	
David Bone	Y	
Greg Coltrain (<i>Not Present</i>)		
Chuck Greene	Y	
Del Hall	Y	
Melanie Jones	Y	
Stephanie Wiseman (<i>Not Present</i>)		

6. Approved Use of Funds Updates (Vote Required) –

Ms. Harris remarked on the Board staff’s time spent working on the Use of Funds list starting back in June 2021, noting this was a goal of the Funding Committee that was approved during the December 2021 911 Board meeting, and thanked staff for their thoroughness and work spent on making revisions while referencing legislation and Administrative Code. Ms. Harris also advised Ms. Reeder had been engaged on all calls regarding the proposed changes and made sure staff proposed changes were in compliance with legislation and the Administrative Code.

Mr. Bone advised committee members and guests attending the meeting that questions from committee members would be taken during the presentation, and members of the PSAP community and local government would be permitted to ask questions or make comments at the end of the presentation.

Ms. Templeton presented the full Approved Use of Funds list proposed edits to the Funding Committee, going through each proposed change and explaining the reason for the suggested change. The proposed changes included updating the letterhead, re-organizing the list to make it flow better, suggested maximum allowable for radio

purchases option to be voted on by the Funding Committee, removing revised dates from each item to make the document cleaner, and updated language to some items to provide more clarity for PSAP managers with regards to how eligibility determinations are made.

Mr. Foster asked for clarification regarding percentages on determining eligibility. Ms. Harris advised prior to his retirement, at the September 16, 2021, Funding Committee meeting, Mr. Bradford, the 911 Board's former legal counsel, discussed the Board had found it necessary to implement percentage determinations since some expenses do not fall neatly into categories the statute identifies as eligible or ineligible, and if there is a rationale behind the determination for the percentage, then the practice is defensible. Ms. Harris also conferred with Ms. Reeder regarding the use of percentages used with rationale being defensible and asked Ms. Reeder if she had additional comments.

Ms. Reeder noted percentages are not arbitrary when they are defensible. The use of percentages to arrive at a sensible mechanism is acceptable because North Carolina legislation is circumscribed about what is eligible and sets tighter eligibility compared to the federal law. Ms. Reeder stated the 911 Board should be mindful of what is allowed pursuant to its specific legislation, and should work within the legislation to ensure an equitable determination is made. Ms. Reeder noted the staff had presented formulas based upon actual review of quotes, had considered inflation in the formula, and had worked to ensure there is a specific percentage stated, so she had no concerns about the use of percentages.

Committee members, Board members and guests proceeded to ask questions and make additional comments regarding the proposed changes. After lengthy discussion, Mr. Beeman made a motion to solicit input from the PSAP and local government communities, to be received by 5 PM, August 1, 2022. Mr. Hall seconded the motion. Ms. Falco took a roll call vote. The motion passed unanimously.

Vote to solicit input from the PSAP and local government communities, to be received by 5 PM, August 1		
Committee Member	Vote to Approve	Vote to Not Approve
Randy Beeman	Y	
David Bone	Y	
Greg Coltrain	Y	
Chuck Greene	Y	
Del Hall	Y	
Melanie Jones (<i>Not Present</i>)		
Stephanie Wiseman	Y	

7. PSAP Report Status Update -

Ms. Falco presented the PSAP report status update for FY2020 and FY2021 revenue expenditure reports as of July 14, 2022. For FY2020, 127 reports were received, 125 are finalized (98% complete), and two are in the clarification process. For FY2021, 128 reports were received, 97 are finalized (76% complete), 22 are in the clarification process, and 9 are awaiting the signed revised report.

8. PSAP Eligibility Request Report -

Ms. Falco reported there were 16 eligibility requests received for the Eastern and South-Central regions since the last Funding Committee meeting. Ms. Falco discussed the range of requests received, along with the total cost of the requests for eligible and ineligible being \$283,283.27. The total cost approved for eligible expenditures was \$141,503.29 based on legislation, Administrative Code, and the Approved Use of Funds List. Ms. Falco advised some requests are still under review by staff or are awaiting further information from the PSAP or vendor.

Ms. Templeton reported there were 22 eligibility requests received for the Western and North-Central regions since the last Funding Committee meeting. Ms. Templeton discussed the range of quotes received, along with the total costs of the requests for eligible and ineligible components being \$948,409.42. The total cost approved for eligible expenditures was \$447,024.76 based on legislation, Administrative Code, and the Approved Use of Funds List. Ms. Templeton advised some requests are still under review by staff or are awaiting further information from the PSAP or vendor.

9. Closing Remarks –

Ms. Harris thanked committee members and guests for attending the meeting and providing great input. Mr. Bone thanked committee members and guests for their participation and suggestions. Mr. Bone thanked staff for the effort on the Approve Use of Funds List and presenting the information in a clear understandable way.

The meeting was adjourned at 12:02 pm.

Reconsideration will not be processed without the information requested below:

1. All requests for review must be submitted electronically using this form in Microsoft Excel format.
2. Additional documentation must be submitted in Microsoft Word or Adobe PDF format.
3. All requests must be supported with documentation clearly indicating the cost being claimed, e.g. recent past invoices for recurring monthly charges and copies of either RFPs or contracts for proposed new expenditures.
4. **Include justification answering the following questions:**
 - a) The new funding model is based upon actual expenses: please explain why do you need additional expenses?
Our center is in need of upgrades based on the technology plan. There has been breakdown of equipment as well as programming that needs to be up graded to current standards.
Board for the program?
We did not receive grant funding for this year.
 - c) Please explain how the additional funding will improve your efficiency for delivering 911 services.
Due to the above mentioned breakdowns, we are not able to function at best capacity. Extra funding will be used for the purpose of getting our center up to standards to perform with in the capacity that is required.
5. **Please explain in detail how the current fund balance will be used to offset increases in expenses.**
Our current funds balance is at minimum. What is available will be used to maintain current expenditures with maintenace, supplys and preparations for new equipment.
6. **Complete time line of completion for capital expenses.**
Currently we are awaiting our NetClock for time Synchronization. The clock was ordered in July with a 10 week waiting time due to supply chain issues. We are also awaiting to complete our Radio install project due to the same reason. Radios and hardware were ordered in April and still waiting arrival of various parts at this time.
7. **Provide 5 year technology plan.**
Best practice replacment schedule is attached
8. **FY2023 Itemized Budget Detail must be provided.**
See attachment: PSAP Reconsideration - Budget

****Expenses listed on reconsideration follow the same guidelines as the Revenue-Expenditure report. If questions on whether the expense is eligible, please review the "Approved Use of Funds List" located on the**

TEMPLATE

FY2023 Funding Reconsideration Worksheet:

PSAP Name:

Gates County Communications

FY2021 Adjusted Ending Fund Balance	\$ 72,623.00
PSAP Funding Distribution for FY2023	\$ 50,117.50
Approved Budgeted Operational for FY2023	\$ 50,118.00
Approved Budgeted Capital for FY2023	\$ 72,623.00
Anticipated Operational/Capital Eligible Expenditures	\$ 81,073.20
Total Remaining Fund Balance for Use:	<u>\$ (81,073.70)</u>

If fund balance remains, this amount must be used as part of the request or before requesting additional funds.

North Carolina 911 Board

PSAP Name: Gtaes County Communications
 Contact Name: Heather Cenev
 Contact Address: 202 Court Street
 City: Gatesville, NC
 Zip: 27938
 Contact Email: hcenev@gatescountync.gov

Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting.
*****SEE INSTRUCTIONS tab for further requirements*** All requests are due by February 28, 2022. Email this form and all supporting documentation to your Regional Coordinator.**

FY2021 Adjusted Ending Emergency Telephone System Fund Balance: \$ 72,623.00

	FY2023 Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2023 Requested Increase Amount Recurring MONTHLY Cost	FY2023 Requested Increase Amount Recurring ANNUAL Cost	Comments
PHONE & FURNITURE Expenditure				
MPLS-Fiber used for backup PSAPs connections				
CenturyLink		\$ 111.00		Increase in services from Lumen
Furniture: Cabinets, tables, desks which hold 911 equipment	\$ 41,031.39			MCA/desks and chairs
TOTAL	\$ 41,031.39	\$ 111.00	\$ -	

	FY2023 Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2023 Requested Increase Amount Recurring MONTHLY Cost	FY2023 Requested Increase Amount Recurring ANNUAL Cost	Comments
SOFTWARE				
CAD (modules that are part of the call-taking process only)		0.00		Back Up/ Perquimans-Shoshin Maintenance
GIS (to create and display the base map showing street centerlines and address, address point layer)			1,800.00	ATLAS
Voice Logging Recorder				
Time Synchronization				
Dispatch Protocols (Law, Fire, Medical)			0.00	Priority Dispatch
ALI Database software				
Software Licensing			10,540.00	AMS, CAD, HARD, MDS - Southern Software
Radio console software. Some Radio console software will include many additional modules that are not a part of the 911 process and are not eligible.				
Console Audio Box (CAB) software				
Paging software (to send call from CAD to first responder pager or mobile phone)			805.00	Southern Software
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)				
Automated digital voice dispatching software				

Software Maintenance		594.00	
TOTAL	\$0.00	\$594.00	\$13,145.00

HARDWARE	FY2023 Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2023 Requested Increase Amount Recurring MONTHLY Cost	FY2023 Requested Increase Amount Recurring ANNUAL Cost	Comments
CAD server	14,399.96			Back Up/ Perquimans-Shoshin
GIS server				
Voice logging server				
Monitors	0.00			Primary workstation, Shoshin
Computer Workstations	3,036.90			Primary workstation, Shoshin
Computer Workstations	999.95			Backup workstation, Shoshin
Time Synchronization				
UPS, backup for workstations 548.99/each x 4				Primary
Generator				
Call Detail Record Printer (automatically captures incoming 911 telephone call data)				
Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CEB, IMC, NSS)				
Fax Modem (for rip & run)				
Printers (CAD, CDR, Reports, etc.)				Primary
Radio Console Dispatch Workstations				
Radio Console Ethernet Switch				
Radio Console Access Router				
Back Up Storage Equipment for 911 Data Base Systems				
Paging Interface With Computer Aided Dispatch (CAD) system				
Alpha / Numeric Pager Tone Generator				
Radio Consolette **as defined in Approved Use of Funds List				
Hardware Maintenance				
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.				
TOTAL	\$18,436.81	\$0.00	\$0.00	

List expenditures to be applied to fund balance and submit quotes or invoices for review.:

FY2021 Adjusted Ending Fund balance Available for Use \$72,623.00

Expenses applied to fund balance:

Recorder - Funds encumbered in FY22 and ordered. Has not been delivered	\$	64,405.00
Priority Dispatch - EMD Certification (5 Vacant positions) @ \$365/each	\$	-
APCO Registration - ETC Certification (5 Vacant positions) @ \$379/each	\$	220.00
CPR Certification - (5 Vacant positions) @ \$30/each	\$	150.00

Generator - Womble	\$ 12.00
Shoshin monthly maint. \$748 per month	\$ 7,836.00
Total remaining Fund balance:	<u><u>\$0.00</u></u>

Items below this cell are to be completed by 911 Board Staff

APPROVED FY2023 FUNDING	\$50,117.50
FY2023 Anticipated Capital Expenditures	\$59,468.20
FY2023 Anticipated Monthly Recurring	\$8,460.00
FY2023 Anticipated Annual Recurring	\$13,145.00
FY2023 Adjusted PSAP Funding Distribution	<u><u>\$131,190.70</u></u>

Staff Recommendation is to approve the additional increase for operation and capital costs of \$81,073.20

ACCOUNT 307464404

Department	Account #	Total Bill
Sheriff	11-4310-321	\$ 151.25
Telecommunications	11-4325-321	\$ 6.16
E911	22-4325-321	\$ 1,413.12
	Total Bill	\$ 1,570.53

7/22/2022

Department	Account	Product ID	Product Description	Monthly Charge	GCSO 4310-321	TELECOM 11-4325-321	E911 22-4325-321	
E911-Backup Center	22-4325-321	CenturyLink Pure Business Internet	Business Internet Package	\$ 69.97	\$ -	\$ -	\$ 69.97	
E911-Trunk	22-4325-321	(252) 127-2000	911 ANI/ALI (Database charges)	\$ -	\$ -	\$ -	\$ -	
GCSO Dispatch	11-4310-321	(252) 357-0210	Centrex Access Line - Dispatch	\$ 75.01	\$ 75.01	\$ -	\$ -	
E911-Admin	22-4325-321	(252) 357-0247	Centrex Access Line	\$ 56.71	\$ -	\$ 4.72	\$ 51.99	
E911-ECATS	22-4325-321	(252) 357-0348	Phone for DSL (ECATS - 3.0M)	\$ 59.80	\$ -	\$ -	\$ 59.80	
E911-Admin (Backup)	22-4325-321	(252) 357-1688	Centrex Access Line	\$ 51.81	\$ -	\$ 0.72	\$ 51.09	
E911-Admin (Backup)	22-4325-321	(252) 357-1699	Centrex Access Line	\$ 51.81	\$ -	\$ 0.72	\$ 51.09	
GCSO DSL Line	11-4310-321	CTL101092483	DSL 1.5M - Finger Print Machine	\$ 65.93	\$ 65.93	\$ -	\$ -	
E911-ECATS DSL Line	22-4325-321	CTL102477524	DSL 3.0M, Router, Static IP	\$ 93.93	\$ -	\$ -	\$ 93.93	
E911-Static IP (Backup)	22-4325-321	CTL107417577	Static IP for Backup Center (10.M)	\$ 38.98	\$ -	\$ -	\$ 38.98	
E911-Trunk	22-4325-321	F92-384-5633	Trunk	\$ -	\$ -	\$ -	\$ -	
E911-Trunk	22-4325-321	F92-384-5716	Trunk	\$ -	\$ -	\$ -	\$ -	
E911-Trunk	22-4325-321	F92-389-2159	Trunk	\$ -	\$ -	\$ -	\$ -	
E911-ANI/ALI	22-4325-321	F93-086-0837	911 ANI/ALI	\$ 894.50	\$ -	\$ -	\$ 894.50	
Taxes, Fees, Surcharges				Administrative Expense Fee	\$ 0.28	\$ 0.28	\$ -	\$ -
				Federal Property Surcharge	\$ -	\$ -	\$ -	\$ -
				Federal Universal Service Fund Surcharge	\$ 15.28	\$ 1.37	\$ -	\$ 13.91
				Federal and Other Cost Recovery	\$ 0.95	\$ 0.09	\$ -	\$ 0.86
				Gates County Sales Tax	\$ 0.60	\$ 0.05	\$ -	\$ 0.55
				North Carolina Franchise Cost Recovery	\$ 0.29	\$ 0.03	\$ -	\$ 0.26
				North Carolina Sales Tax	\$ 89.40	\$ 8.02	\$ -	\$ 81.38
				North Carolina State 911 Fee	\$ 3.90	\$ 0.35	\$ -	\$ 3.55
				Property Surcharge	\$ 0.90	\$ 0.08	\$ -	\$ 0.82
				North Carolina State Telecommunications Relay Service Surcharge	\$ 0.48	\$ 0.04	\$ -	\$ 0.44

\$ 1,570.53 \$ 151.25 \$ 6.16 \$ 1,413.12

0.089740

Kim Outland
8/8/22


 P.O. Box 4300
 Carol Stream, IL 60197-4300

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 Bill Date: Jul. 22, 2022

Important Notices and Information :
Allocation of charges:

Service Categories	Past Due	Current Month	Total Due
Basic Services	0.00	1,302.32	1,302.32
Other Services	0.00	268.21	268.21
All Services	0.00	1,570.53	1,570.53

Failure to pay Basic charges may result in the disconnection of those Services. Please contact CenturyLink regarding any questions or problems with your bill before the due date.

For High Speed Internet 24/7 Technical Support call 1-800-786-6272.

IMPORTANT NOTICE: Please make sure your CenturyLink payment is received by the payment remit date on your monthly bill in order to avoid a possible late fee to your voice services totaling either \$15.00 or 5%, whichever is greater. Additionally, a \$17.00 late fee may be assessed on your CenturyLink Internet Services.

CenturyLink works every day to bring you solutions that best meet your total communication needs. Learn more about our value pricing that will help reduce your household expenses when you bundle all of your services with CenturyLink. You can pay your bill and check out our newest products and services by visiting www.centurylink.com.

LATE FEE REMINDER: Late fees may be charged each month for any eligible unpaid balances not paid in full by the due date listed on your bill. The methods for calculating late fee amounts vary by state and product. For more information you may access Terms and Conditions and Tariff materials at <http://www.centurylink.com/tariffs>.

We are providing this required notice regarding changes to your billing account. This will not affect your services, pricing, features, or payment methods, and no action is required of you. We previously notified you that all long distance services currently provided by CenturyLink Communications, LLC that are associated with your local telephone service in AL, AR, GA, IL, IN, KS, LA, MI, MO, MS, NC, NJ, OH, OK, PA, SC, TN, VA, and WI (except for long distance services associated with local phone services provided by Telephone USA of Wisconsin, LLC ("Telephone USA")) and invoiced on this billing account will now be provided by its affiliate, CenturyTel Broadband Services, LLC effective on or after May 1, 2022. This change actually occurred on July 1, 2022.

Effective August 1, 2022, the late payment charge for local voice services will increase to the greater of \$16.00 or 5% of the unpaid balance. This charge is in addition to the applicable

307464404
 GATES COUNTY 911 SERVICES
 PO BOX 148
 GATESVILLE, NC 27938-0148

MONTHLY AUTOPAY AUTHORIZATION FORM

I authorize CenturyLink to draft my savings or checking account for any accrued balance on my account.

(We reserve the right to revoke this if bank approval is denied)

 Checking Account **Savings Account**

(Select the type of account to be drafted and attach a voided check/savings slip.)

Address Information Changes Effective Date _____

New Address _____

City _____ State _____ Zip _____

Work Phone () _____ Home Phone () _____

Signature required _____

Date _____

Please continue to pay your bill until notified on your statement that autopay is active.

P.O. Box 4300
Carol Stream, IL 60197-4300Page: 3 of 12
Bill Date: Jul. 22, 2022**Important Notices and Information :**

late payment charge assessed on unpaid balances for High-Speed Internet service.

Effective July 1, 2022, the monthly charge for Inside Wire Protection (IWP) plans, which covers the cost of inside wire trouble identification and repair, will increase by \$1.00 for residential customers and \$2.00 for business customers. Customers who have an IWP plan are exempt from the Trouble Isolation Charge that would otherwise apply when customers call for service repair and the trouble is found to be on the customers side of the network interface device. Your continued subscription to CenturyLinks IWP plan indicates your acceptance of the changes notified in this bill message. You must immediately contact CenturyLink to discontinue your IWP plan if you do not agree to these changes. If you have any questions, please visit Centurylink.com/wireprotection.

IMPORTANT INFORMATION:

At CenturyLink, we strive to provide you with quality products at great values. That's why we want to be sure you understand your rights as a customer, as well as the various rates and charges that are included in your CenturyLink service. Please call us at the number located in the Manage Your Account section of the bill if you have questions about any of this information.

Federal Universal Service Fund Changes - The Federal Universal Service Fund (USF) rate is reviewed on a quarterly basis by the Federal Communications Commission (FCC). Consequently, you may see changes on your bills in January, April, July and/or October. CenturyLink will apply rate changes on all applicable CenturyLink charges, such as those for the local line, private line interstate, long-distance interstate and international service. The Federal USF rate and charge are clearly identified on your bill. The effective rate can be found on <http://www.fcc.gov/encyclopedia/contribution-factor-quarterly-filings-universal-service-fund-usfmanagement-support>.

Federal Access Charge Changes - The annual adjustments of a federally approved telephone Subscriber Line Charge and Access Recovery Charge took effect July 1, 2022. These rates may be reviewed and adjusted in October, as well. These charges cover part of the cost for providing access to and maintenance of your local network. The effective rates can be found on your bill.

Like you, your business is unique. CenturyLink has the products and services you need to help your business grow. Call us today at 877-275-6214 and let us build a unique solution for you!

Thank you for choosing CenturyLink for your communication needs--we value you as our customer.

Third-Party Billing Block

Cramming occurs when unauthorized charges appear on your telephone bill. To help prevent unwanted third party charges on your bill, contact CenturyLink at 800-201-4099 and request, at no charge, a bill block that will prevent some third party charges such as charitable contributions, dial-up Internet by non-CenturyLink companies or other non-telecommunications charges from appearing on your bill.

Carolina Telephone and Telegraph Company, LLC DBA CenturyLink

For your convenience, information about your local phone service is available online at www.centurylink.com. To speak with a customer care associate, call Monday - Friday, 8 a.m. - 8 p.m. EST at the number found on your bill. You can also find our customer care number in the information pages of the telephone directory, or you can call us toll-free at 800-672-6242. Service problems can be reported 24 hours a day, seven days a week by calling 800-786-6272.

FREE Enrollment With Control Center, you can update your billing information, view and pay your bill and much more. Visit us online at www.centurylink.com/business/login.

CenturyLink should be notified within 90 days after the CenturyLink Bill Date of any billing discrepancies on your statement.


 P.O. Box 4300
 Carol Stream, IL 60197-4300

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Current Charges Summary Service From Jul. 22, 2022

Monthly Charges	Qty	Rate	Amount
911 ALI Daily Update, per 1000	3 @	26.00	78.00
911 ANI, per 1000	3 @	25.00	75.00
911 Transport Service Ch Term	4 @	33.45	133.80
911 Transport Service Mileage	298 @	1.35	402.30
Access Recovery Charge	5 @	4.08	20.40
Additional Listing-Bus	1 @	7.00	7.00
Broadband Cost Recovery Fee	3 @	3.99	11.97
Business Basics	1 @	4.00	4.00
Centrex Access Line	4 @	38.00	152.00
Facility Relocation Cost Recovery Fee	5 @	0.39	1.95
Fed Universal Service Chg	4 @	0.50	2.00
Fed Universal Service Chg	1 @	3.21	3.21
High Speed Internet 1.5M	1 @	36.95	36.95
High Speed Internet 3.0M	1 @	54.95	54.95
Long Distance Line Charge	4 @	0.72	2.88
Multi Line 1 Party Business	1 @	44.00	44.00
Prorated 911 ALI Daily Update, per 1000 From JUL 02 To JUL 21	3 @	17.33	52.00
Prorated 911 ANI, per 1000 From JUL 02 To JUL 21	3 @	16.66	50.00
Prorated 911 Transport Service Ch Term From JUL 02 To JUL 21	4 @	22.30	89.20
Prorated 911 Transport Service Mileage From JUL 02 To JUL 21	298 @	0.90	268.20
Router Equipment Fee	3 @	9.99	29.97
Static IP - IPV4	1 @	15.00	15.00
Static IP - IPV4	2 @	25.00	50.00
Subscriber Line Charge	5 @	8.12	40.60
CenturyLink Pure Business Internet	1 @	69.97	69.97

Total Monthly Charges 1,695.35

Usage Charges	Calls	Mins	
Business Basics	58	114.0	17.10
Total Usage Charges	58	114.0	17.10

Adjustments		
Remove 911 ALI Daily Update, per 1000 From JUL 02 To JUL 21		138.00 CR
Remove 911 ANI, per 1000 From JUL 02 To JUL 21		116.00 CR
Total Adjustments		254.00 CR

Taxes, Fees and Surcharges	
Administrative Expense Fee	0.28 ✓
Federal Universal Service Fund Surcharge	15.28 ✓
Federal and Other Cost Recovery Fee	0.95 ✓
GATES Sales Tax	0.60 ✓
NORTH CAROLINA Franchise Cost Recovery	0.29 ✓
NORTH CAROLINA Sales Tax	89.40 ✓
NORTH CAROLINA State 911 Fee	3.90 ✓
NORTH CAROLINA State Telecommunications Relay Service Surcharge	0.48 ✓
Property Surcharge	0.90 ✓
Total Taxes, Fees and Surcharges	112.08 ✓

Total Current Charges	1,570.53
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 P.O. Box 4300
 Carol Stream, IL 60197-4300

 Page: 5 of 12
 Bill Date: Jul. 22, 2022

Contact Numbers

www.centurylink.com/myaccount	Pay Online
1-866-712-1996	Pay by Phone
1-800-786-6272	Customer Service
1-800-786-6272	Repair Service

 Visit us online at www.centurylink.com.

Package Summary

CenturyLink Pure Business Internet

Monthly Recurring	69.97		
252-357-1042			
CTL107417577			
Business Essentials - High Speed Internet 10M - 2 year			
F92-498-6754			
Core Service Pack Business Essential			
Package Charges	69.97		
Subtotal Package		69.97	
Package Taxes, Fees and Surcharges		5.25	
Total Package			75.22

Charge Detail

Local Service from JUL 22 to AUG 21
Product-ID: 252-357-0210
Monthly Charges

Access Recovery Charge	4.08		
Centrex Access Line	38.00		
Facility Relocation Cost Recovery Fee	0.39		
Fed Universal Service Chg	0.50		
Subscriber Line Charge	8.12		
Total Local Exchange Services		61.09	
Additional Listing-Bus	7.00		
Centrex Line Hunt	0.00		
Pilot Number	0.00		
Long Distance Line Charge	0.72		
Total Optional Features/Services		7.72	
Total Monthly Charges			68.81
Usage Charges			
Business Basics	16.20		
Total Usage Charges			16.20

Charge Detail For 252-357-0210	75.01
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Product-ID: 252-357-0247
Monthly Charges

Access Recovery Charge	4.08
Centrex Access Line	38.00
Facility Relocation Cost Recovery Fee	0.39


P.O. Box 4300
Carol Stream, IL 60197-4300

Page: 6 of 12
Bill Date: Jul. 22, 2022

Charge Detail

Local Service from JUL 22 to AUG 21
Product-ID: 252-357-0247
Monthly Charges

Fed Universal Service Chg	0.50		
Subscriber Line Charge	8.12		
Total Local Exchange Services		61.09	
** Business Basics	4.00		
Centrex Line Hunt	0.00		
Hunt Number	0.00		
Long Distance Line Charge	0.72		
Total Optional Features/Services		4.72	
Total Monthly Charges			66.81
Usage Charges			
Business Basics	0.90		
Total Usage Charges			0.90

Charge Detail For 252-357-0247	56.71
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Product-ID: 252-357-0348 CTL102477524
Monthly Charges

Access Recovery Charge	4.08		
Facility Relocation Cost Recovery Fee	0.39		
Fed Universal Service Chg	3.21		
Multi Line 1 Party Business	44.00		
Subscriber Line Charge	8.12		
Total Local Exchange Services		59.80	
Total Monthly Charges			59.80

Charge Detail For 252-357-0348	59.80
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Product-ID: 252-357-1688
Monthly Charges

Access Recovery Charge	4.08		
Centrex Access Line	38.00		
Facility Relocation Cost Recovery Fee	0.39		
Fed Universal Service Chg	0.50		
Subscriber Line Charge	8.12		
Total Local Exchange Services		51.09	
Long Distance Line Charge	0.72		
Total Optional Features/Services		0.72	
Total Monthly Charges			51.81

Charge Detail For 252-357-1688	51.81
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Product-ID: 252-357-1699
Monthly Charges

Access Recovery Charge	4.08		
Centrex Access Line	38.00		


 P.O. Box 4300
 Carol Stream, IL 60197-4300

 Page: 7 of 12
 Bill Date: Jul. 22, 2022

Charge Detail

Local Service from JUL 22 to AUG 21
Product-ID: 252-357-1699
Monthly Charges

Facility Relocation Cost Recovery Fee	0.39		
Fed Universal Service Chg	0.50		
Subscriber Line Charge	8.12		
Total Local Exchange Services		51.09	
Long Distance Line Charge	0.72		
Total Optional Features/Services		0.72	
Total Monthly Charges			51.81

Charge Detail For 252-357-1699	51.81
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Product-ID: CTL101092483
Monthly Charges

** Broadband Cost Recovery Fee	3.99		
** High Speed Internet 1.5M	36.95		
** Router Equipment Fee	9.99		
** Static IP - IPV4	15.00		
Total Optional Features/Services		65.93	
Total Monthly Charges			65.93

Charge Detail For CTL101092483	65.93
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Product-ID: CTL102477524 252-357-0348
Monthly Charges

** Broadband Cost Recovery Fee	3.99		
** High Speed Internet 3.0M	54.95		
** Router Equipment Fee	9.99		
** Static IP - IPV4	25.00		
Total Optional Features/Services		93.93	
Total Monthly Charges			93.93

Charge Detail For CTL102477524	93.93
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Product-ID: CTL107417577
Monthly Charges

** Broadband Cost Recovery Fee	3.99		
** Router Equipment Fee	9.99		
** Static IP - IPV4	25.00		
Total Optional Features/Services		38.98	
Total Monthly Charges			38.98

Charge Detail For CTL107417577	38.98
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Product-ID: F93-086-0837
Monthly Charges

911 ALI Daily Update, per 1000	78.00		
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 P.O. Box 4300
 Carol Stream, IL 60197-4300

 Page: 8 of 12
 Bill Date: Jul. 22, 2022

Charge Detail

Local Service from JUL 22 to AUG 21
Product-ID: F93-086-0837
Monthly Charges

911 Transport Service Ch Term	133.80	
911 Transport Service Mileage	402.30	
Prorated 911 ALI Daily Update, per 1000 From JUL 02 To JUL 21	62.00	
Prorated 911 Transport Service Ch Term From JUL 02 To JUL 21	89.20	
Prorated 911 Transport Service Mileage From JUL 02 To JUL 21	268.20	
Total Local Exchange Services		1,023.50
911 ANI, per 1000	75.00	
Prorated 911 ANI, per 1000 From JUL 02 To JUL 21	50.00	
Total Optional Features/Services		125.00
Total Monthly Charges		1,148.50

Sent Angie & Kristen an email 8/8/22

Adjustments

Remove 911 ALI Daily Update, per 1000 From JUL 02 To JUL 21	138.00 CR
Remove 911 ANI, per 1000 From JUL 02 To JUL 21	116.00 CR
Total Adjustments	254.00 CR

Charge Detail For F93-086-0837	894.50
Total Charge Detail	1,388.48
Total Package Summary	69.97
Tax, Fees and Surcharges	112.08
Total Current Charges	1,670.53

**** Nonregulated Charge(s) - nonpayment for NONREGULATED SERVICES OR PRODUCTS may result in the disconnection or restriction of such services, and such delinquencies may be subject to collection. Local services will not be disconnected for nonpayment of nonregulated charges. Nonpayment of toll charges may result in the disconnection of toll service, and such delinquencies may be subject to collection.**



Account Name: GATES COUNTY 911 SERVICES
Account Number: 307464404

P.O. Box 4300
Carol Stream, IL 60197-4300

Page: 9 of 12
Bill Date: Jul. 22, 2022

CenturyLink Long Distance

Detailed activity on this page is informational only. This activity is billed and totaled from the charge detail page.

Recurring Charges

Table with 4 columns: Description, Amount, Total For, and Total. Rows include Long Distance Line Charge, Business Basics, and Total Recurring Charges.

Calling Plan Summary - Informational Only

Charges in this Summary are Itemized and Totalled in Other Sections of the Bill

Table with 4 columns: Plan Summary, Monthly Amount, Usage Amount, and Total Amount. Rows include Business Basics and Total.

Long Distance Call Detail

Table with 10 columns: Item, Date, Time, Called From, Called To, Number, Call Plan, Call Type, Min, and Charge. Contains 30 rows of call detail data.


P.O. Box 4300
Carol Stream, IL 60197-4300

Page: 10 of 12
Bill Date: Jul. 22, 2022

CenturyLink Long Distance

Detailed activity on this page is informational only. This activity is billed and totaled from the charge detail page.

Long Distance Call Detail

Item	Date	Time	Called From	Called To	Number	Call Plan	Call Type	MIn	Charge
31	JUL11	08:54 pm	ALEXANDRIA	VA	703-505-6584	\	Direct Call	1.0	0.15
32	JUL12	07:58 pm	SUFFOLK	VA	757-925-2030	\	Direct Call	1.0	0.15
33	JUL12	11:03 pm	NWPTNWSZN1	VA	757-706-1475	\	Direct Call	3.0	0.45
34	JUL13	04:26 am	NRFOLKZON3	VA	757-998-1118	\	Direct Call	2.0	0.30
35	JUL15	11:12 am	SUFFOLK	VA	757-925-2030	\	Direct Call	4.0	0.60
36	JUL15	11:16 am	SUFFOLK	VA	757-925-2278	\	Direct Call	3.0	0.45
37	JUL15	11:57 am	HALIFAX	NC	252-583-2488	\	Direct Call	1.0	0.15
38	JUL15	11:58 am	HALIFAX	NC	252-583-3081	\	Direct Call	1.0	0.15
39	JUL15	04:19 pm	GREENVILLE	NC	252-902-4259	\	Direct Call	1.0	0.15
40	JUL16	09:53 am	NORFOLK	VA	757-646-1834	\	Direct Call	1.0	0.15
41	JUL16	01:26 pm	NRFOLKZON3	VA	757-334-7459	\	Direct Call	1.0	0.15
42	JUL16	01:45 pm	GREENVILLE	NC	252-414-6876	\	Direct Call	1.0	0.15
43	JUL16	03:15 pm	NRFOLKZON3	VA	757-334-2728	\	Direct Call	2.0	0.30
44	JUL16	05:19 pm	GREENVILLE	NC	252-414-6876	\	Direct Call	1.0	0.15
45	JUL17	11:05 am	SUFFOLK	VA	757-925-2030	\	Direct Call	2.0	0.30
46	JUL17	11:52 am	NWPTNWSZN3	VA	757-509-0624	\	Direct Call	1.0	0.15
47	JUL17	11:24 pm	OSCEOLA	AR	870-549-7399	\	Direct Call	1.0	0.15
48	JUL17	11:27 pm	NRFOLKZON2	VA	757-323-3311	\	Direct Call	1.0	0.15
49	JUL18	08:27 pm	NRFOLKZON3	VA	757-409-0510	\	Direct Call	1.0	0.15
50	JUL19	02:34 pm	NORFOLK	VA	757-739-7941	\	Direct Call	1.0	0.15
51	JUL19	02:34 pm	NORFOLK	VA	757-739-7941	\	Direct Call	1.0	0.15
52	JUL19	02:35 pm	NORFOLK	VA	757-739-7941	\	Direct Call	1.0	0.15
53	JUL19	02:36 pm	NRFOLKZON2	VA	757-831-0642	\	Direct Call	2.0	0.30
54	JUL19	02:39 pm	NORFOLK	VA	757-651-4555	\	Direct Call	2.0	0.30
55	JUL19	07:48 pm	PENINSULA	VA	757-969-7619	\	Direct Call	1.0	0.15
56	JUL19	07:49 pm	PENINSULA	VA	757-969-7619	\	Direct Call	1.0	0.15
57	JUL21	01:20 am	COURTLAND	VA	757-742-1505	\	Direct Call	1.0	0.15
Total for 252-357-0210								108.0	16.20
58	JUL01	04:29 pm	RALEIGH	NC	919-707-0030	\	Direct Call	6.0	0.90
Total for 252-357-0247								6.0	0.90
Total Of Itemized Calls								114.0	17.10

Taxes, Fees and Surcharges

Administrative Expense Fee	0.28
Federal Universal Service Fund Surcharge	6.38
Federal and Other Cost Recovery Fee	0.95
NORTH CAROLINA Franchise Cost Recovery	0.29
NORTH CAROLINA Sales Tax	2.23
Property Surcharge	0.90

Total Taxes, Fees and Surcharges
11.03

Total CenturyLink Long Distance	35.01
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**Account Name: GATES COUNTY 911 SERVICES**
Account Number: 307464404P.O. Box 4300
Carol Stream, IL 60197-4300Page: 11 of 12
Bill Date: Jul. 22, 2022**CenturyLink Long Distance**

Detailed activity on this page is informational only. This activity is billed and totaled from the charge detail page.

Executive Bill Summaries

Line Summary Without Pins	Calls	Mins	Amount
252-357-0210	57	108.0	16.20
252-357-0247	1	6.0	0.90
Total	58	114.0	17.10



Account Name: GATES COUNTY 911 SERVICES
Account Number: 307464404

P.O. Box 4300
Carol Stream, IL 60197-4300

Page: 12 of 12
Bill Date: Jul. 22, 2022

CenturyLink Internet Services

We appreciate your business.

For Technical Support call 1-800-786-6272.

Pay by Phone 24 Hours/7 Days a Week 1-866-712-1996.

PRISM TV customers: Support for Video or Internet call 1-866-314-4148.

QUOTATION
266000817

Bill To:
 Gates County NC
 202 Court St
 Gatesville, NC 27938-9518

Ship To:
 Gates County NC
 202 Court St
 Gatesville, NC 27938-9518

Contact: Heather Ceney
Contact #: 252-506-0709,6

Contact: Heather Ceney
Contact #: 252-506-0709,6

Date: 08/04/2022		Customer #: 106836		Terms: NET 30 DAYS	
Qty	Item	Description	U/M	Unit Price	Extended
1	*MISC-PRT	Wrightline (2) Position Console System (Gates County 911) Wrightline Consoles Include: 2 G110A303630-B Dual 30X36X30, 90 Steel: (\$ 5100.53 each) Titanium - Laminate: American Cherry (Black Trim) 2 G623B303630-T Fab Core Skin Kit 30X36X30 (\$ 1172.56 each) 2 G911U-A01 Dpf4T Control Pad (\$ 108.57 each) 2 PBW4230D 42X30 Bullnose work surface: (\$ 330.66 each) Titanium-Laminate: American Cherry (Black Trim) 2 PBW2430D 42X30 Bullnose work surface: (\$ 239.48 each) Titanium-Laminate: American Cherry (Black Trim) 2 PC2429S1 24" Core, Single Sided Steel: Titanium (\$ 299.34 each) 4 PC3029S1 30" Core, Single Sided Steel: Titanium (\$ 360.13 each) 2 PC3629S1 36" Core, Single Sided Steel: Titanium (\$ 418.16 each) 2 PC4229S1 42" Core, Single Sided Steel: Titanium (\$ 478.03 each) 2 PCPD3628 Cpu Docker Steel: Titanium (\$ 1,335.53 each) 2 PCSK0400 4" Wide Core Skin Steel: Titanium (\$ 68.16 each) 2 PCSK2001 20" Wide Core Skin, Cable Access Steel: Titanium (\$ 108.69 each) 2 PDW2416S 24X16 Display Wall SS Steel: Titanium (\$ 418.16 each) 2 PDW4216S 42X16 Display Wall SS Steel: Titanium (\$ 597.76 each) 2 PDWT24S1 24" Wide Wall Top Trim, SS Steel: Titanium (\$ 134.68 each) 4 PDWT30S1 30" Wide Wall Top Trim, SS Steel: Titanium (\$ 364.63 each)	EA	40,698.64	40,698.64

QUOTATION

Page 2

266000817

Bill To:

Gates County NC
202 Court St
Gatesville, NC 27938-9518

Ship To:

Gates County NC
202 Court St
Gatesville, NC 27938-9518

Contact: Heather Ceney
Contact #: 252-506-0709,6

Contact: Heather Ceney
Contact #: 252-506-0709,6

Date: 08/04/2022	Customer #: 106836	Terms: NET 30 DAYS
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Qty	Item	Description	U/M	Unit Price	Extended
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- 2 PDWT36S1 36" Wide Wall Top Trim, SS Steel: Titanium (\$ 147.72 each)
 - 2 PDWT42S1 42" Wide Wall Top Trim, SS Steel: Titanium (\$ 138.16 each)
 - 4 PET45116 45D Stretched Conn Ergo T1 (16) Steel: Titanium (\$ 244.08 each)
 - 4 PMW3016S 30X16 Modular Wall SS Steel: Titanium (\$ 395.13 each)
 - 2 PMW3616S 36X16 Modular Wall SS Steel: Titanium (\$ 410.79 each)
 - Titanium - Laminate: American Cherry (Black Trim)
 - 1 PUPRFLH1 30"D Full Depth Upright Lh Steel: Titanium (\$ 239.48 each)
 - 1 PUPRFRH1 30"D Full Depth Upright Rh Steel: Titanium (\$ 247.64 each)
 - 2 PUPRSLH1 30"D Cantilever Top Support Lh Steel: Titanium (\$ 86.89 each)
 - 2 PUPRSRH1 30"D Cantilever Top Support Rh Steel: Titanium (\$ 70.01 each)
 - 2 PVET16T1 Vertical End Trim T1 (16) Steel: Titanium (\$ 93.10 each)
 - 4 PWFP3016 30X16 Fabric Insert (User Fac) Fabric: Network Hickory (\$ 304.12 each)
 - 2 PWFP3616 36X16 Fabric Insert (User Fac) Fabric: Network Hickory - (\$ 291.08 each)
 - Steel: Titanium
 - 8 LPS1620G Ba,120V, 20A, (6) 5-20, 5-20P, 15' Cord, 17"L (\$ 133.92 each)
 - 4 TOACTA1028B 28" Extension Pole (\$ 70.96 each)
 - 4 TOACGMA220B Pole Mount, Articulating Dual Swing Arm And 26" Array (\$ 691.02 each)
 - 4 ARRAYHANDLE Fpd Array Handle Steel: Titanium (\$ 117.89 each)
 - 2 KONWL9D Fpd Arm-Sw Hght Adj Single Fpd Black, Centris Head (\$ 262.23 each)
 - 2 TOALTASREVD Revo Led Double Arm Task Light Use Revo Mount (\$ 334.80 each)

QUOTATION
266000817

Bill To:
 Gates County NC
 202 Court St
 Gatesville, NC 27938-9518

Ship To:
 Gates County NC
 202 Court St
 Gatesville, NC 27938-9518

Contact: Heather Ceney
Contact #: 252-506-0709,6

Contact: Heather Ceney
Contact #: 252-506-0709,6

Date: 08/04/2022	Customer #: 106836	Terms: NET 30 DAYS
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Qty	Item	Description	U/M	Unit Price	Extended
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1	FT-INSTALL	Base: B0 Black Aluminum 2 TOALTASREVSU Revo Slatwall Mount (\$ 40.50 each) 2 C845 Box/Box/File Mobile Pedestal Steel: Titanium PROFILE CONSOLE (\$313.43 each) On site Installation Installation is estimated	EA	4,020.00	4,020.00
1	S&H	SHIPPING/ HANDLING Transportation Charge Includes inside delivery: strip & remove debris Includes shipping to Gates County 911 Center Atten: Heather Ceney	EA	6,777.00	6,777.00

Accepted By: _____ **Date:** _____

Please contact customer representative by phone or email with any questions:

Customer Rep: Warren Bell
 Phone #: 252-202-8179
 Email: warrenbell@callmc.com

Subtotal : **\$51,495.64**
 Tax : \$3,475.96
 Total Quote : \$54,971.60

Effective August 1, 2018, all credit card payments are subject to a 2% convenience fee

All orders are subject to partial shipment and partial invoice

Quote Valid for 30 Days.

MOBILE COMMUNICATIONS AMERICA INC. TERMS AND CONDITIONS

MCA" & "Company" shall mean Mobile Communications America, Inc. "Customer" & "Buyer" shall mean the customer named herein & "Products" shall collectively mean the equipment, parts, services & software referred to in the agreement.

CONDITIONS OF ACCEPTANCE OF ORDER: Mobile Communications America, Inc.'s acceptance of this order is expressly conditioned upon buyer's consent to the terms and conditions of sale as contained herein. This Agreement contains all of the terms and conditions of this purchase and sale. If these terms and conditions are not acceptable to buyer, buyer must so notify MCA prior to order placement by specific written objection. Buyer's consent to these terms and conditions will be inferred upon buyer's acceptance of a quote from MCA unless written objections are received prior to order placement. No waiver, alteration or modification of this Agreement shall be binding on MCA unless in writing and signed by an Executive officer of MCA.

CANCELLATION: In case of cancellation prior to delivery, customer will be charged and agrees to pay 20% of the total order, and in addition, pre-site and/or engineering charges as quoted, or at prevailing rates, will be invoiced to Customer. The order is not cancelable after delivery. Cancellations must be provided in writing. Special order items may not be cancelable depending on third party vendor terms and conditions. Programmed equipment is not returnable according to some Manufacturer's guidelines & therefore a cancellation or return may not be accepted by MCA in these instances.

DELIVERY: Unless otherwise specifically provided, delivery of all items shall be FOB seller's shipping facility or at seller's option, FOB point of manufacture. Ground shipment charges will be prepaid and added to invoice. Title and risk of loss or damage shall pass to buyer upon seller's delivery of the goods to a common carrier or other delivery agency for shipment to buyer. Standard commercial packing for domestic ground shipment is included in the FOB price. Insurance is not included in the price unless requested by buyer at the time of order placement. It shall be the responsibility of the buyer to file claims with the carrier for loss or damage to goods while in transit. Absent specific instructions, we will select the carrier for shipment, but by doing so, will not thereby assume any liability in connection with shipment nor shall the carrier in any way be construed to be our agent. MCA shall not be liable for any damages or penalty for delay caused solely by transportation or failure to give notice of such delay. The seller shall not be responsible for any failure to perform due to causes beyond its reasonable control, such as, but not limited to, acts of God, acts of the buyer, acts of civil or military authority, judicial action, default of subcontractors or vendors, priorities, labor disputes, accident, failure or delays on transportation, and inability to obtain necessary labor or materials. In the event of any delay due to such causes, or other difficulties, (whether or not similar in nature to any of those specified) the date of delivery shall be extended for a period equal to the time lost.

SHORTAGES AND DEFECTS: Buyer will be deemed to have accepted the Products upon shipment unless MCA is notified in writing of the rejection of any unit of the product. Any claim of shortages or defects must be made within 3 days of delivery. Claims must be provided to seller in writing & must inform MCA of the specific reason for rejection. Buyer shall afford seller prompt and reasonable opportunity to inspect all materials against which any claim is made. Buyer shall not return any equipment to seller without prior authorization. After MCA has reviewed the rejection notice & authorized the return, buyer will return the unit to MCA in the same condition as when it was received. All returns must be in the original container & packing along with all accessories & instructions included must be shipped freight prepaid.

TERMS AND METHODS OF PAYMENT: Each shipment shall be considered a separate and independent transaction and payment therefore shall be made accordingly. If installation or shipments are delayed by the buyer, payments shall be made due on the date when the company is prepared to make shipment or to install products. Products held for the buyer shall be at the risk and expense of the buyer. Products shipped as exchanges will be invoiced for full value until the product exchange is complete and product has been returned to MCA in good and working condition, only then will full value credit be given to buyer. If, in the judgment of the seller, the financial condition of the buyer at any time does not justify continuance of performance or shipment on the terms of payment specified, the seller may require full or partial payment in advance. In the event of bankruptcy or insolvency of the buyer, or in the event any proceedings are brought by or against the buyer under the bankruptcy or insolvency laws, the seller shall be entitled to cancel any order then outstanding and shall receive reimbursement for its cancellation charges.

Customer grants to MCA a purchase money security interest in the goods or supplies, including any software provided hereunder, and to the proceeds thereof until the full price and all other liabilities due to MCA are satisfied. Upon payment in full to MCA, title to the goods and supplies shall pass to Customer and MCA's security interest shall be terminated. Any invoiced amount which is not paid in accordance with the terms & conditions of this Agreement shall be considered overdue. MCA shall be entitled, without prejudice to any other rights or remedies, to charge buyer with interest at the rate of 1.5% of total past due amount. Buyer shall not deduct from any invoice any amounts, except such

amounts as are set forth in any written credit memorandum issued by MCA to buyer prior to the due date of the outstanding invoice. Upon any default or breach by Customer hereunder, MCA shall have all of the rights and remedies of a secured party under the Uniform Commercial Code or other applicable law, which rights shall be cumulative. MCA shall have the right to enter Customer's premises and repossess and remove any equipment goods or supplies, including any software, sold hereunder if full payment has not been received by MCA. Any controversy or claims arising under this Agreement or under any contract or order to which the terms and conditions of the Agreement apply, which is not settled by agreement of the parties, shall be exclusively subject to the Laws of the State of Delaware and jurisdiction to which buyer consents shall be exclusively in the courts of the State of Delaware. In the event that MCA brings an action for collection of any overdue amount payable under this contract, buyer shall pay the cost of collection including reasonable attorney's fees.

STANDARD TERMS: If Customer has not established preliminary credit with MCA, prepayment of full amount is required.

STANDARD TERMS WITH CREDIT:

- A. Up to \$50,000.00 - Net within 30 days after date of invoice.
- B. Over \$50,000.00 require the below Milestone payments:
 - 40% down at order entry
 - 50% at shipment
 - 10% within 30 days of invoice or completion of installation, if applicable.

NON-STANDARD CREDIT TERMS: Negotiable prior to order acceptance.

NON-STANDARD PAYMENT TERMS: Subject to convenience fees.

- A. Cash
- B. Credit card payments by customers with credit terms with MCA

LATE FEES:

If payment is outstanding after a 7 day grace period, 1.5% of the total past due amount will be added to the balance.

All quotations reflect U.S. Dollars.
All payments must be made in U.S. funds.

TAXES: The prices stated in this order may not include any provision for sales, use, excise, or similar taxes. The amount of any and all such present or future taxes or other government charges applicable to the goods sold will be added by seller to the sales price and shall be paid by the buyer, unless buyer provides seller with a tax-exemption certificate acceptable to the taxing authority. If MCA is required to pay or bear the burden of any excluded tax, the prices set forth herein shall be increased by the amount of such tax and any interest or penalty assessed, and Customer shall pay to MCA the full payment of any such increase no later than 10 days after receipt of invoiced charges.

GENERAL: The buyer shall not assign this order or any interest therein or any rights hereunder without the written consent of the seller, and any such assignment shall be void. In no event shall any claim for special or consequential damages be made by either party. The seller will comply with all applicable federal, state and local laws. Any provisions or conditions of the buyer's order which are in any way inconsistent with or in addition to these standard conditions of sales (except additional provisions specifying quantity, character of the product ordered and shipping instructions) shall not be binding on the seller and shall not be considered applicable to this sale. No additions to or modifications of any of these provisions shall be binding unless made in writing and signed by an executive officer of the seller. All such requests must be made within 10 days after Seller's receipt of the order to receive consideration. The validity hereunder shall be governed by the laws of the State of Delaware. The terms of sale shall be as outlined on this document, any terms or conditions not authorized by MCA will be void.

If any term or provision of this Agreement shall to any extent be held by a court or other tribunal to be invalid, void or unenforceable, then that term or provision shall be inoperative and void insofar as it is in conflict with the law, but the remaining terms and provisions shall nevertheless continue in full force and effect and the right and obligations of the parties shall be construed and enforced as if this agreement did not contain the particular term or provision held to be invalid, void or unenforceable. The failure of MCA to insist, in any one or more instances, upon the performance of any such term, covenant or conditions of this Agreement, or to exercise any right herein, shall not be construed as a waiver or relinquishment of the future performance of any such term, covenant or condition or the future exercise of such right, but the obligation of the Customer with respect to such future performance shall continue in full force and effect.

PATENT, COPYRIGHT AND TRADEMARKS:

- A. **COPYRIGHT AND MASK WORKS:** Laws in the United States and other countries preserve for Manufacturers certain exclusive rights, in the Manufacturer's Software, mask works and other works of authorship furnished hereunder, including without limitation the exclusive rights to prepare work derived from same, reproduce copies in same and distribute copies of same. Such Manufacturer's Software, mask works and other works of authorship may be used in and redistributed with only the Equipment

associated with same. No other use, including without limitation, the reproduction, modification, or disassembly of such Manufacturer's Software, mask works and other works of authorship or exclusive rights in same is permitted.

- B. REVERSE ENGINEERING:** Customer acknowledges Manufacturer's claim that the Manufacturer's Software and Equipment furnished hereunder contain valuable trade secrets of Manufacturer and therefore agrees that it will not translate, reverse engineer, decompile, or disassemble, or make any other unauthorized use of such Manufacturer's Software and Equipment. Since unauthorized use of such Manufacturer's Software and Equipment will greatly diminish the value of such trade secrets.

C. LOGOS AND TRADEMARKS:

The Products shipped under the Terms and Conditions of the Agreement may carry Manufacturer's logo or such other logo as expressly agreed to by Manufacturer. No buyer, without the express written consent of Manufacturer, shall have the right to use any such trademarks, names, slogans, or designations of Manufacturer in the sales, lease or advertising of any products or on any product. They may also not be used on product containers, component parts, business forms, sales, advertising and promotional materials or any other business supplies or materials whether in writing, orally or otherwise.

FCC AND OTHER GOVERNMENT MATTERS: Although MCA may assist in the preparation of FCC License Applications, Customer is solely responsible for obtaining any licenses dictated under the FCC's rules and regulations or required by any other Federal, State or Local government agency. Neither MCA nor any of its employees is an agent of Customer in FCC or other governmental matters.

LIMITATIONS:

- A. LIMITATIONS OF MCA LIABILITY:** Except for personal injury and except as provided for in the section "PATENT, COPYRIGHT AND TRADEMARKS", MCA's total liability arising out of or related to this Agreement whether for breach of contract, warranty, MCA's negligence, strict liability in tort, or otherwise, is limited to the price of the particular products sold hereunder with respect to which losses or damages are claimed. Customer's sole remedy is to request in writing that MCA at its option either refund the purchase price or repair or replace products that are not as warranted. In no event whether for breach of contract, warranty, MCA's negligence, strict liability in tort or otherwise, will MCA be liable for incidental, special or consequential damages. This includes, but is not limited to, frustration of economic or business expectations, loss of profits, loss of data, cost of capital, cost of substitute products, facilities, or services, downtime cost, or any claim against Customer by any other party.
- B. INSURANCE:** It is further understood that MCA is not an insurer and that Customer shall obtain all Insurance, if any, that is desired and that MCA does not represent or warranty that MCA products will avert or prevent occurrences, or the consequences therefrom, which are monitored, detected, or controlled with the use of the products sold herein.
- C. NO REPRESENTATIONS:** MCA's representatives are only authorized to fill in the blanks on this sales order or quote form with the information requested. Any and all representations, promises or statements by MCA representatives that differ in any way from the Terms and Conditions of this sales order, and any applicable warranties and licenses incorporated herein shall be given no force or effect. The issuance of information, advice, approvals, instructions or cost projections by MCA sales or service personnel or other representatives shall be deemed expressions of personal opinion only and shall not affect MCA and Customer's rights and obligations hereunder, unless that same is in writing and signed by an officer of MCA with the explicit statement that it constitutes an amendment to this Agreement.
- D. WARRANTY AND DISCLAIMED WARRANTIES:** As part of the Agreement MCA has provided Customer with the equipment Manufacturer's warranty and if applicable, it's Software License and Software Warranty which, to the extent applicable, are incorporated into and made a part of this Agreement. These warranties are given in lieu of all other warranties expressed or implied, which are specifically excluded, including, without limitation, implied warranties of merchantability and fitness for a particular purpose & noninfringement. Customer hereby acknowledges receipt of such warranties and license. Warranties are extended to the original End User of the Products and are not assignable or transferrable to any later purchaser. MCA does not warrant that the operation of the products will be uninterrupted or error-free, or that defects in the products will be corrected. No oral or written representations made by MCA or an agent thereof shall create a warranty or in any way increase the scope of this warranty. MCA does not warrant any products that have been operated in excess of specifications, damaged, misused, neglected or improperly installed by another vendor. All labor warranties in relation to installation or repairs made by MCA will be in effect for 30 days after such work is completed. All claims against MCA's labor warranty must be made in writing prior to the end of the 30 day warranty period & must identify specific labor defects. MCA will require a reasonable period to assess and correct the installation or repair warranted. All terms of limitations of MCA's liability under section "Limitations, A" apply to labor as well as product warranties. In addition, labor and travel charges incurred by MCA may not be covered under the Manufacturer's warranty. In such cases, buyer will be responsible for any related charges not covered by the Manufacturer or their warranty. Manufacturer Warranties on equipment, parts and/or software may not cover removal of defective products or reinstallation of repaired/replaced products. Customer shall be responsible for delivering defective products to MCA for warranty service. Customer shall be responsible for reinstallation of repaired/replaced products. MCA reserves the right to charge customer according to MCA's standard rates for any removal or reinstallation under warranty service.

THIS AGREEMENT AND THE RIGHTS AND DUTIES OF THE PARTIES SHALL BE GOVERNED AND INTERPRETED IN ACCORDANCE WITH THE LAWS OF THE STATE OF DELAWARE.

QUOTATION
266000811

Bill To:
 Gates County NC
 202 Court St
 Gatesville, NC 27938-9518

Ship To:
 Gates County NC
 202 Court St
 Gatesville, NC 27938-9518

Contact: Heather Ceney
Contact #: 252-506-0709,6

Contact: Heather Ceney
Contact #: 252-506-0709,6

Date: 07/20/2022		Customer #: 106836	Terms: NET 30 DAYS		
Qty	Item	Description	U/M	Unit Price	Extended
2	3142R1	Concept Seating Model 3142R1	EA	1,375.00	2,750.00
1	3152-CONCEPT SEAT	Concept Seating Model 3152- with black alternative leather cover material and c-loops arms, standard 701 base and clyi	EA	1,435.00	1,435.00
1	S&H	SHIPPING/ HANDLING RE: Delivery to Gates County 911 Center Atten: Heather Ceney GC Communications Supervisor PSAP Manager hceney@gatescountync.gov 202 Court Street Gatesville, NC 27938 Cell 252-209-4928 Office 252-506-7096	EA	350.75	350.75

Accepted By: _____ **Date:** _____

Please contact customer representative by phone or email with any questions:

Customer Rep: Warren Bell
 Phone #: 252-202-8179
 Email: warrenbell@callmc.com

Subtotal : \$4,535.75
 Tax : \$306.16
 Total Quote : \$4,841.91

Effective August 1, 2018, all credit card payments are subject to a 2% convenience fee

All orders are subject to partial shipment and partial invoice

Quote Valid for 30 Days.

MOBILE COMMUNICATIONS AMERICA INC. TERMS AND CONDITIONS

MCA" & "Company" shall mean Mobile Communications America, Inc. "Customer" & "Buyer" shall mean the customer named herein & "Products" shall collectively mean the equipment, parts, services & software referred to in the agreement.

CONDITIONS OF ACCEPTANCE OF ORDER: Mobile Communications America, Inc.'s acceptance of this order is expressly conditioned upon buyer's consent to the terms and conditions of sale as contained herein. This Agreement contains all of the terms and conditions of this purchase and sale. If these terms and conditions are not acceptable to buyer, buyer must so notify MCA prior to order placement by specific written objection. Buyer's consent to these terms and conditions will be inferred upon buyer's acceptance of a quote from MCA unless written objections are received prior to order placement. No waiver, alteration or modification of this Agreement shall be binding on MCA unless in writing and signed by an Executive officer of MCA.

CANCELLATION: In case of cancellation prior to delivery, customer will be charged and agrees to pay 20% of the total order, and in addition, pre-site and/or engineering charges as quoted, or at prevailing rates, will be invoiced to Customer. The order is not cancelable after delivery. Cancellations must be provided in writing. Special order items may not be cancelable depending on third party vendor terms and conditions. Programmed equipment is not returnable according to some Manufacturer's guidelines & therefore a cancellation or return may not be accepted by MCA in these instances.

DELIVERY: Unless otherwise specifically provided, delivery of all items shall be FOB seller's shipping facility or at seller's option, FOB point of manufacture. Ground shipment charges will be prepaid and added to invoice. Title and risk of loss or damage shall pass to buyer upon seller's delivery of the goods to a common carrier or other delivery agency for shipment to buyer. Standard commercial packing for domestic ground shipment is included in the FOB price. Insurance is not included in the price unless requested by buyer at the time of order placement. It shall be the responsibility of the buyer to file claims with the carrier for loss or damage to goods while in transit. Absent specific instructions, we will select the carrier for shipment, but by doing so, will not thereby assume any liability in connection with shipment nor shall the carrier in any way be construed to be our agent. MCA shall not be liable for any damages or penalty for delay caused solely by transportation or failure to give notice of such delay. The seller shall not be responsible for any failure to perform due to causes beyond its reasonable control, such as, but not limited to, acts of God, acts of the buyer, acts of civil or military authority, judicial action, default of subcontractors or vendors, priorities, labor disputes, accident, failure or delays on transportation, and inability to obtain necessary labor or materials. In the event of any delay due to such causes, or other difficulties, (whether or not similar in nature to any of those specified) the date of delivery shall be extended for a period equal to the time lost.

SHORTAGES AND DEFECTS: Buyer will be deemed to have accepted the Products upon shipment unless MCA is notified in writing of the rejection of any unit of the product. Any claim of shortages or defects must be made within 3 days of delivery. Claims must be provided to seller in writing & must inform MCA of the specific reason for rejection. Buyer shall afford seller prompt and reasonable opportunity to inspect all materials against which any claim is made. Buyer shall not return any equipment to seller without prior authorization. After MCA has reviewed the rejection notice & authorized the return, buyer will return the unit to MCA in the same condition as when it was received. All returns must be in the original container & packing along with all accessories & instructions included must be shipped freight prepaid.

TERMS AND METHODS OF PAYMENT: Each shipment shall be considered a separate and independent transaction and payment therefore shall be made accordingly. If installation or shipments are delayed by the buyer, payments shall be made due on the date when the company is prepared to make shipment or to install products. Products held for the buyer shall be at the risk and expense of the buyer. Products shipped as exchanges will be invoiced for full value until the product exchange is complete and product has been returned to MCA in good and working condition, only then will full value credit be given to buyer. If, in the judgment of the seller, the financial condition of the buyer at any time does not justify continuance of performance or shipment on the terms of payment specified, the seller may require full or partial payment in advance. In the event of bankruptcy or insolvency of the buyer, or in the event any proceedings are brought by or against the buyer under the bankruptcy or insolvency laws, the seller shall be entitled to cancel any order then outstanding and shall receive reimbursement for its cancellation charges.

Customer grants to MCA a purchase money security interest in the goods or supplies, including any software provided hereunder, and to the proceeds thereof until the full price and all other liabilities due to MCA are satisfied. Upon payment in full to MCA, title to the goods and supplies shall pass to Customer and MCA's security interest shall be terminated. Any invoiced amount which is not paid in accordance with the terms & conditions of this Agreement shall be considered overdue. MCA shall be entitled, without prejudice to any other rights or remedies, to charge buyer with interest at the rate of 1.5% of total past due amount. Buyer shall not deduct from any invoice any amounts, except such

amounts as are set forth in any written credit memorandum issued by MCA to buyer prior to the due date of the outstanding invoice. Upon any default or breach by Customer hereunder, MCA shall have all of the rights and remedies of a secured party under the Uniform Commercial Code or other applicable law, which rights shall be cumulative. MCA shall have the right to enter Customer's premises and repossess and remove any equipment goods or supplies, including any software, sold hereunder if full payment has not been received by MCA. Any controversy or claims arising under this Agreement or under any contract or order to which the terms and conditions of the Agreement apply, which is not settled by agreement of the parties, shall be exclusively subject to the Laws of the State of Delaware and jurisdiction to which buyer consents shall be exclusively in the courts of the State of Delaware. In the event that MCA brings an action for collection of any overdue amount payable under this contract, buyer shall pay the cost of collection including reasonable attorney's fees.

STANDARD TERMS: If Customer has not established preliminary credit with MCA, prepayment of full amount is required.

STANDARD TERMS WITH CREDIT:

- A. Up to \$50,000.00 - Net within 30 days after date of invoice.
- B. Over \$50,000.00 require the below Milestone payments:
 - 40% down at order entry
 - 50% at shipment
 - 10% within 30 days of invoice or completion of installation, if applicable.

NON-STANDARD CREDIT TERMS: Negotiable prior to order acceptance.

NON-STANDARD PAYMENT TERMS: Subject to convenience fees.

- A. Cash
- B. Credit card payments by customers with credit terms with MCA

LATE FEES:

If payment is outstanding after a 7 day grace period, 1.5% of the total past due amount will be added to the balance.

All quotations reflect U.S. Dollars.
All payments must be made in U.S. funds.

TAXES: The prices stated in this order may not include any provision for sales, use, excise, or similar taxes. The amount of any and all such present or future taxes or other government charges applicable to the goods sold will be added by seller to the sales price and shall be paid by the buyer, unless buyer provides seller with a tax-exemption certificate acceptable to the taxing authority. If MCA is required to pay or bear the burden of any excluded tax, the prices set forth herein shall be increased by the amount of such tax and any interest or penalty assessed, and Customer shall pay to MCA the full payment of any such increase no later than 10 days after receipt of invoiced charges.

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associated with same. No other use, including without limitation, the reproduction, modification, or disassembly of such Manufacturer's Software, mask works and other works of authorship or exclusive rights in same is permitted.

- B. REVERSE ENGINEERING:** Customer acknowledges Manufacturer's claim that the Manufacturer's Software and Equipment furnished hereunder contain valuable trade secrets of Manufacturer and therefore agrees that it will not translate, reverse engineer, decompile, or disassemble, or make any other unauthorized use of such Manufacturer's Software and Equipment. Since unauthorized use of such Manufacturer's Software and Equipment will greatly diminish the value of such trade secrets.

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The Products shipped under the Terms and Conditions of the Agreement may carry Manufacturer's logo or such other logo as expressly agreed to by Manufacturer. No buyer, without the express written consent of Manufacturer, shall have the right to use any such trademarks, names, slogans, or designations of Manufacturer in the sales, lease or advertising of any products or on any product. They may also not be used on product containers, component parts, business forms, sales, advertising and promotional materials or any other business supplies or materials whether in writing, orally or otherwise.

FCC AND OTHER GOVERNMENT MATTERS: Although MCA may assist in the preparation of FCC License Applications, Customer is solely responsible for obtaining any licenses dictated under the FCC's rules and regulations or required by any other Federal, State or Local government agency. Neither MCA nor any of its employees is an agent of Customer in FCC or other governmental matters.

LIMITATIONS:

- A. LIMITATIONS OF MCA LIABILITY:** Except for personal injury and except as provided for in the section "PATENT, COPYRIGHT AND TRADEMARKS", MCA's total liability arising out of or related to this Agreement whether for breach of contract, warranty, MCA's negligence, strict liability in tort, or otherwise, is limited to the price of the particular products sold hereunder with respect to which losses or damages are claimed. Customer's sole remedy is to request in writing that MCA at its option either refund the purchase price or repair or replace products that are not as warranted. In no event whether for breach of contract, warranty, MCA's negligence, strict liability in tort or otherwise, will MCA be liable for incidental, special or consequential damages. This includes, but is not limited to, frustration of economic or business expectations, loss of profits, loss of data, cost of capital, cost of substitute products, facilities, or services, downtime cost, or any claim against Customer by any other party.
- B. INSURANCE:** It is further understood that MCA is not an insurer and that Customer shall obtain all Insurance, if any, that is desired and that MCA does not represent or warranty that MCA products will avert or prevent occurrences, or the consequences therefrom, which are monitored, detected, or controlled with the use of the products sold herein.
- C. NO REPRESENTATIONS:** MCA's representatives are only authorized to fill in the blanks on this sales order or quote form with the information requested. Any and all representations, promises or statements by MCA representatives that differ in any way from the Terms and Conditions of this sales order, and any applicable warranties and licenses incorporated herein shall be given no force or effect. The issuance of information, advice, approvals, instructions or cost projections by MCA sales or service personnel or other representatives shall be deemed expressions of personal opinion only and shall not affect MCA and Customer's rights and obligations hereunder, unless that same is in writing and signed by an officer of MCA with the explicit statement that it constitutes an amendment to this Agreement.
- D. WARRANTY AND DISCLAIMED WARRANTIES:** As part of the Agreement MCA has provided Customer with the equipment Manufacturer's warranty and if applicable, it's Software License and Software Warranty which, to the extent applicable, are incorporated into and made a part of this Agreement. These warranties are given in lieu of all other warranties expressed or implied, which are specifically excluded, including, without limitation, implied warranties of merchantability and fitness for a particular purpose & noninfringement. Customer hereby acknowledges receipt of such warranties and license. Warranties are extended to the original End User of the Products and are not assignable or transferrable to any later purchaser. MCA does not warrant that the operation of the products will be uninterrupted or error-free, or that defects in the products will be corrected. No oral or written representations made by MCA or an agent thereof shall create a warranty or in any way increase the scope of this warranty. MCA does not warrant any products that have been operated in excess of specifications, damaged, misused, neglected or improperly installed by another vendor. All labor warranties in relation to installation or repairs made by MCA will be in effect for 30 days after such work is completed. All claims against MCA's labor warranty must be made in writing prior to the end of the 30 day warranty period & must identify specific labor defects. MCA will require a reasonable period to assess and correct the installation or repair warranted. All terms of limitations of MCA's liability under section "Limitations, A" apply to labor as well as product warranties. In addition, labor and travel charges incurred by MCA may not be covered under the Manufacturer's warranty. In such cases, buyer will be responsible for any related charges not covered by the Manufacturer or their warranty. Manufacturer Warranties on equipment, parts and/or software may not cover removal of defective products or reinstallation of repaired/replaced products. Customer shall be responsible for delivering defective products to MCA for warranty service. Customer shall be responsible for reinstallation of repaired/replaced products. MCA reserves the right to charge customer according to MCA's standard rates for any removal or reinstallation under warranty service.

THIS AGREEMENT AND THE RIGHTS AND DUTIES OF THE PARTIES SHALL BE GOVERNED AND INTERPRETED IN ACCORDANCE WITH THE LAWS OF THE STATE OF DELAWARE.



215 Racine Drive, Suite 201
 Wilmington, NC 28403
 Phone: 910-256-9892
 Fax: 910-256-9893
 Prepared by: Hays Lambert

QUOTE

DATE:	9/16/2022
QUOTE #	22-97
Customer ID	Gates
Valid Until:	9/16/2023

Customer

Heather Ceney
 Gates County , NC 911

DESCRIPTION	TAXED	AMOUNT
Gates County NG911/GIS Support / Annual Services		3,600.00
Tasks involved:		
Work with Southern Software on a Monthly basis to Acquire/Aggregate all data for Updating the CAD and Mapping engine. Develop routines to automate data flow to the CAD and Mapping Engine. Data Layers: Site locations, Road centerlines, Authoritative Boundaries, hydrants, fire stations, tax parcels.		
Data Submissions to Geocomm on a monthly basis. All Data Layers: Site locations, Road centerlines, Authoritative boundaries, hydrants, fire stations, tax parcels are reviewed for critical errors and edited when necessary for i3 compliane. Geocommm validaion report is generated by Geocomm monthly, any errors are then corrected by Atlas.		
On call support for any issues that may come up with Atlas scripts, remote connections		
\$3,600 is the Annual fee to provide these services on a monthly/ongoing basis		

If you have any questions about this price quote please contact

Hays Lambert 910-256-9892
hlambert@atlasgeodata.com

Thank You For Your Business!

Subtotal	\$	3,600.00
Taxable	\$	-
Tax rate		0.000%
Tax due	\$	-
Other	\$	-
TOTAL Due	\$	3,600.00



INVOICE

Medical Priority Consultants, Inc.
 dba Priority Dispatch Corp
 110 S Regent St Ste 500, Salt Lake City, UT, 84111-1997, US
 Phone: (801) 363-9127 Fax: (801) 746-5879
 www.prioritydispatch.net
 accounting@prioritydispatch.net

Invoice Number	SIN305952
Invoice Date	03/29/2022
Agency ID	10821

Billing Address

Gates County 911
 202 Court St
 Gatesville, NC 27938
 United States

Shipping Address

Gates County 911
 202 Court St
 Gatesville, NC 27938
 United States

Customer Reference	Quote #	PO #	Invoice Currency	Due Date
	Q-60687	22-01642	USD	Net 30

Product Name	Quantity	Total
Priority Dispatch System ESP (P) M <i>System License Renewal, Service & Support</i> 4/30/2022 - 4/30/2023	2	\$ 2,400.00
	Net Total	\$ 2,400.00
	Tax Total	\$ 143.04
	Invoice Total	\$ 2,543.04

Payment Detail
FEDERAL TAX ID# 87-0447422
Check payments: Medical Priority Consultants, Inc. dba Priority Dispatch Corp. P.O. Box 30847 Salt Lake City, UT, 84130-0847
Wire/ACH payments: Medical Priority Consultants, Inc. dba Priority Dispatch Corp. 110 South Regent Street, Suite 500 Salt Lake City, Utah 84111 Account Number: 002226546 Routing Number: 124000054 Swift Code: ZFNBUS55 Bank Name: Zions First National Bank
Credit Card payments: please visit https://payment.prioritydispatch.net Remittance Email: finance@prioritydispatch.net Questions or Corrections: accounting@prioritydispatch.net

FEB - 3 2022

INVOICE

SOUTHERN SOFTWARE, INC.
 150 PERRY DRIVE
 SOUTHERN PINES, NC 28387

INVOICE DATE	INVOICE NO.	PAGE
02/01/22	250376	1

(800) 842-8190

SOLD TO:

SHIP TO:

GATES COUNTY 911 CENTER
 PO BOX 148
 GATESVILLE, NC 27938

GATES COUNTY 911 CENTER
 PO BOX 148
 GATESVILLE, NC 27938

ORDER NO.	ORDER DATE	CUSTOMER NO.	SALES REP.	PURCHASE ORDER NO.	SHIP DATE	SHIP VIA
164	02/01/22	8178	1		ASAP	No ship via
QUANTITY ORDERED	UNIT	ITEM NO.	ITEM DESCRIPTION		PRICE UNIT	UNIT PRICE
QUANTITY SHIPPED		QUANTITY BACK ORD.			ITEM DISCOUNT	EXTENDED PRICE
1	EACH	RSPP-NC	RENEWAL SUPPORT FEE		EACH	8427.00
1			CAD 24/7			
1	EACH	RSPP-NC	RENEWAL SUPPORT FEE		EACH	1183.00
1			AMS			
1	EACH	RSPP-NC	RENEWAL SUPPORT FEE		EACH	5584.00
1			HARDWARE 24/7			
1	EACH	RSPP-NC	RENEWAL SUPPORT FEE		EACH	2173.00
1			MDS 24/7			

22-4325-440

MAR2022-FEB2023
 THANK YOU

JMS

SALES AMOUNT	17367.00
MISC. CHARGES	0.00
FREIGHT	0.00
SALES TAX	0.00
TOTAL	17367.00
PAYMENT REC'D	0.00
BALANCE DUE	17367.00

INVOICE

SOUTHERN SOFTWARE, INC.
 150 PERRY DRIVE
 SOUTHERN PINES, NC 28387

INVOICE DATE	INVOICE NO.	PAGE
12/02/21	249948	1

DEC - 6 2021

(800) 842-8190

SOLD TO:

SHIP TO:

GATES COUNTY 911 CENTER
 PO BOX 148
 GATESVILLE, NC 27938

GATES COUNTY 911 CENTER
 PO BOX 148
 GATESVILLE, NC 27938

ORDER NO.	ORDER DATE	CUSTOMER NO.	SALES REP.	PURCHASE ORDER NO.	SHIP DATE	SHIP VIA	
999729	12/01/21	8178	1		ASAP	No ship via	
QUANTITY ORDERED	UNIT	ITEM NO.	ITEM DESCRIPTION			PRICE UNIT	UNIT PRICE
QUANTITY SHIPPED		QUANTITY BACK ORD.				ITEM DISCOUNT	EXTENDED PRICE
1	EACH	RSPP-NC	RENEWAL SUPPORT FEE			EACH	798.00
1			PAGING				
			22-4325-440				
			12/17/21				

JAN 2022-DEC 2022
 MERRY CHRISTMAS

SALES AMOUNT	798.00
MISC. CHARGES	0.00
FREIGHT	0.00
SALES TAX	0.00
TOTAL	798.00
PAYMENT REC'D	0.00
BALANCE DUE	798.00

CAD Workstations and Backup Server

Prepared For:		Quote Information:	
Name:	Heather Ceney	Quote #:	004356
Company:	Gates County Emergency Management	Created:	08/02/2022
Address:	016 US Hwy. 158 East Gatesville, NC 27938	Expires:	08/31/2022
Phone:	(252) 357-0210	Rep:	Kathleen Wasniewski
Email:	hceney@gatescountync.gov	Email:	kathleen@shoshintech.com
		Phone:	252-449-7603

911 Center Upgrade -Labor	Price	Qty	Ext. Price
Project Labor <ul style="list-style-type: none"> New hardware and licensing installation for Backup site Hyper-V host Configure replication to Backup PSAP Backup site user VMs (x2) 	\$2,400.00	1	\$2,400.00
Project Labor <ul style="list-style-type: none"> Creation of new subnets at backup site Installation of a WAN switch to allow for other devices to utilize CenturyLink connectivity with separate public IP addresses Installation of new clustered firewalls to completely separate County and 911 networks VPN reconfiguration for new subnets and Backup PSAP replication traffic 	\$1,800.00	1	\$1,800.00
Project Labor <ul style="list-style-type: none"> Work with Recorder vendor to reconfigure equipment Work with Southern Software Work with County IT Assist with implementation of Rapid SOS and coordination with Southern Software if necessary 	\$1,200.00	1	\$1,200.00
Project Labor <ul style="list-style-type: none"> Configure and Installation of two CAD workstation, monitors and APC units 	\$1,200.00	1	\$1,200.00
Project Labor <ul style="list-style-type: none"> Determine NetClock functionality and recommend replacement if necessary. 	\$150.00	1	\$150.00
Project Labor <ul style="list-style-type: none"> Provide Network Map Provide documentation on failover procedures from primary to backup site. 	\$150.00	1	\$150.00

CAD Workstations and Backup Server

911 Center Upgrade -Labor	Price	Qty	Ext. Price
Project Notes Two network cables will need to be run by County IT / Subcontractor from County network closet (where Centurylink (ISP) router is located to the 911 center network closet for connectivity to the WAN switch.	\$0.00	1	\$0.00

911 Center Upgrade -Labor Subtotal **\$6,900.00**

911 Center Upgrade - Hardware	Price	Qty	Ext. Price
Custom nFina Server - Backup Site 12Gb/s 4U Tower Server 8x3.5 Drive Bays, 2x2.5 Fixed NVME/SSD/HDD, 1xM.2, 2x10GbE, IPMI, Dual 1280W PWR Supply Two Processors Silver 4208, 2.1/3.2GHz, 8C/16T Four 32GB ECC 2933 DDR4 Registered DIMM Two 2.5 500GB SSD 6G-5YR/.32DWPD/300TBW Four 2.5 1.92TB SSD SATA6GB 5YR/1.5DWPD/5256TBW (2-Way Mirror, 3.14TB) 4TB EdgePoint with 1YR Standard Support Microsoft Windows Server 2019 Standard 16Cores DVD (OEM) Microsoft Windows 10 Pro (2) 5 Year Standard Warranty, Tech Support 24*7 - Manufacturer Warranty, no additional charge	\$17,999.95	1	\$17,999.95
Custom nFina Workstation Intel Core i5-1135G7 8M Cache, 4.20GHz 8GB Memory M.2 250GB SSD SATA 6G Microsoft Windows 10 Pro 64 bit 5 yr Standard Warranty, Tech Support 24x7 - Manufacturer Warranty, no additional charge	\$1,695.95	2	\$3,391.90
24" Monitor - HDMI / DP	\$379.95	8	\$3,039.60
Keyboard and Mouse - USB Cable Keyboard - USB Cable Mouse - Optical - 1000 dpi - 3 Button	\$29.95	2	\$59.90
Kensington SlimBlade Trackball (Mouse)	\$109.99	2	\$219.98
APC Back-UPS 600 + charging station Connected only to 911 Center workstation and monitors.	\$89.95	2	\$179.90
Mini DisplayPort to HDMI Cable	\$15.95	2	\$31.90
USB-C to Displayport Cable	\$19.95	4	\$79.80

CAD Workstations and Backup Server

911 Center Upgrade - Hardware	Price	Qty	Ext. Price
Managed Switch 24-port switch with (16) 802.3at PoE+ ports, (8) 802.3bt PoE++ ports, and (2) 10 GB SFP+ ports	\$719.95	1	\$719.95
Lenovo Laptop ThinkPad E15: Intel i5; 8MB Ram; 256 SSD Backup PSAP Site workstation (1)	\$999.95	1	\$999.95
Monitor Secondary monitor for Backup PSAP Site Lenovo Laptop.	\$150.00	1	\$150.00
Digi USB/Ethernet Combo Hub	\$319.95	2	\$639.90
USB-Serial Port Adapter	\$14.95	2	\$29.90
Consumables Additional cables as needed.	\$100.00	1	\$100.00

911 Center Upgrade - Hardware Subtotal

\$27,642.63

911 Center Firewall Upgrade	Price	Qty	Ext. Price
Sonciwall TZ370 Sonciwall TZ370 with Total Secure - Essential Edition - 1 Year Annual Renewal of Essentials Protection Suite - \$630. after 1st year.	\$1,270.00	1	\$1,270.00
Sonciwall TZ370 HA Device	\$565.00	1	\$565.00
Managed Switch 24-port switch with (16) 802.3at PoE+ ports, (8) 802.3bt PoE++ ports, and (2) 10 GB SFP+ ports	\$719.95	1	\$719.95

911 Center Firewall Upgrade Subtotal

\$2,554.95

CAD Workstations and Backup Server

Maintenance Services	Recurring	Price	Qty	Ext. Rec.	Ext. Price
<p>Maintenance Agreement - Additions</p> <p>911 State Allocated Maintenance Agreement / Addition to existing Primary Site Maintenance Agreement with Primary Server</p> <p>All inclusive maintenance agreement for workstations, server and networking devices utilized by Gates County 911 Center, as listed below. Proactive with unlimited help desk, along with proactive maintenance (updates and patching) and monitoring, and includes our security service standards. Onsite not included, billed separately, if necessary at a discounted rate. Security Standards include: Antivirus - SentinelOne</p> <p>Covered Devices Include:</p> <ul style="list-style-type: none"> 2 - Terminals / CAD 911 - located in Gates County - replacing existing units 1 - Laptop / CAD 911 - B/U located in Perquimans County 1 - Server HV-Backupsite - located in Perquimans County 2 - Virtual CAD User VMs 1 - Virtual CAD Server <p>Additional 911 Network Equipment Sonicwall and HA Two Managed Switches</p> <p>**Includes one failover test prior to fiscal year end of 6/30/23 Agreement valid through 6/30/23</p>	\$675.00	\$0.00	1	\$675.00	\$0.00

Maintenance Services Recurring Subtotal \$675.00
Maintenance Services Subtotal \$0.00

CAD Workstations and Backup Server

Recap	Amount
911 Center Upgrade -Labor	\$6,900.00
911 Center Upgrade - Hardware	\$27,642.63
911 Center Firewall Upgrade	\$2,554.95
Maintenance Services	\$0.00
Subtotal	\$37,097.58
Tax	\$2,504.07
Total	\$39,601.65

Recurring Expenses	Amount
Maintenance Services	\$675.00
Recurring Subtotal	\$675.00
Recurring Total	\$720.56

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Signature

Date



Statement of Work

Client: Gates County Emergency Management / 911 Center

Project Name: 911 Center Hardware Replacement and Network Alignment

Estimated Project Duration: 30 days

Date: August 1, 2022

Project Introduction

Gates County Emergency Management / 911 Center is located within Gates County at 308 US-18, Gatesville, NC and provides Gates County residents and visitors with emergency support through 911 dispatch. The systems in place require upgrade, in order to efficiently and effectively support the County's population. This Statement of Work is the next phase to the approved Primary Server upgrade, providing a backup plan to Gates County. These upgrades provide for equipment in the Primary PSAP as well as Backup PSAP.

Project Background

Following an emergency and temporary re-location of dispatch services to the Perquimans County 911 Center in late December, a thorough review was completed by Shoshin Technologies on the existing Gates County 911 Environment – including hardware, configurations and backup/DR processes. From this review, recommendations are being made to bring the center into a current and future capable facility to better support the community.

Purpose Statement

The purpose of this project is to provide a backup plan to Gates County 911 at Perquimans County 911 Center, replace aging hardware and provide compliant separation between the County and the 911 Center.

Scope of Work

The proposed project will require significant staff time to implement. The two workstations to be located at Gates County will be used solely for 911. The second server and one laptop will be physically located at Perquimans County 911 Center as the dedicated backup location for Gates County.

Tasks & Milestones Breakdown

Current Situation & New Hardware Implementation

- The new CAD server and 2 of the 4 total user Virtual Machines has already been created
- A new ProQA server will be spun up on the new environment for Xlerator license services

- Primary server snapshot policies will be configured as well as Hyper-V replication of critical servers to backup PSAP site
- Server located at the backup PSAP will maintain its own snapshot policies with replicated traffic from Hyper-V

Separation of the 911 Environment

- A new subnet will be required to completely separate the 911 environment from the county network
- The final goal will be to install a WAN switch and a clustered firewall solution for the 911 network
- Coordination with the vendor who maintains the Recorder equipment will be required to move to the new subnet
- Secured routing between the new clustered firewalls for 911 and the County firewall will be configured for printing capabilities to the Sheriff's Office for CFS and DCI

Backup PSAP Site – Perquimans County

- A new subnet will be required at the Perquimans Backup PSAP site, solely for Gates County 911 use
- This subnet will be a new VLAN/routed interface on Perquimans existing 911 firewall cluster
- Conditional DNS forwarding to be utilized and firewall policies to limit inter-agency communications to only what is required for Backup PSAP functionality and user access from Perquimans CAD terminals to Gates CAD VMs as well as any direct CAD-to-CAD communications

Phone System and ProQA

- Digiport AnywhereUSB devices to be installed for the backup site
- One device will be configured for use by the CAD server for ANI/ALI feed from the phone system equipment
- One device will be configured for use by the new ProQA server for the hardware license dongle

Project Budget

Budgetary expectations are included in a separate proposal and include both hardware and labor.

Timeline

Projected timeline of implementation will be presented upon signing of SOW and receipt of Down Payment, if required. Supply chain issues are out of the control of Shoshin Technologies and will be communicated promptly to better anticipate full implementation.

Payment Information

A PO for the full project amount will be accepted to place order; payment for hardware will be due within 30 days of the order date. 50% labor will be billed at time of approval and due prior to order placement. Remainder of labor will be billed upon completion of the project.

Additional Project Requirements

Following the proposed project completion, Shoshin Technologies, will provide additional recommendations based on further engagement and knowledge of the needs of Gates County, if necessary.

Project Closure

Project completion will be determined at the fulfillment of said statement of work.

An ongoing support agreement has been attached through the end of this fiscal year to ensure all systems related to 911 Center are functioning properly and to provide Gates 911 Center with a maintenance agreement. A proposal for the next fiscal year will be offered after the initial 30 days of engagement of the initial agreement for budgetary planning. This will allow Shoshin and Gates County to work together and determine future needs.

SOW Acceptance & Authorization

Authorized Signer

Signer Name & Title

Date

Key:

Current Approved Use of Funds Language Font

Proposed Changes Font

Proposed Changes after comments received 8/1/2022 Font

BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE 911 FUND ELIGIBLE **PER APPROVED SEAT FOR PRIMARY PSAPS (TO INCLUDE BACKUP PSAPS) AND FOR SECONDARY PSAPS NOT TO EXCEED THE COST PER CALL** (as approved by the North Carolina 911 Board on 02/08/2008):

IF YOU HAVE QUESTIONS ABOUT EXPENDITURES NOT LISTED, PLEASE CONTACT 911 BOARD STAFF

Eligible 911 Fee Expenditures

REVISIONS

Revised April 11, 2008
Revised September 26, 2008
Revised November 20, 2009
Revised September 24, 2010
Revised January 27, 2012
Revised August 24, 2012
Revised March 22, 2013
Revised June 19, 2015
Revised June 24, 2016
Revised September 22, 2017
Revised April 26, 2019
Revised September 27, 2019

Revised May 9, 2008
Revised November 21, 2008
Revised September 10, 2010
Revised February 25, 2011
Revised February 24, 2012
Revised October 26, 2012
Revised January 24, 2014
Revised May 20, 2016
Revised March 31, 2017
Revised June 19, 2018
Revised August 23, 2019

179 comments were received from 17 respondents. Many of the commenters submitted multiple comments and several were duplicative. All comments were included in this document for transparency. Commenter names have been redacted and comments have been copied verbatim.

Phone Systems:

- *Comment 1: We have 13 phone answering positions in our Primary PSAP and are adding two more positions with staffing in the next 3 months. The board only recognizes or pays for 10 of what will be 15 positions. If a position exists in the PSAP are proven to the local governmental entity to be necessary for the purposes of answering and processing 911 calls, it should be eligible. G.S. 143 B-1406 (d) (1) c,d,e Staff Comment: The Funding Position Policy and Overflow Position Policy addresses requests to increase seat count (this particular item was discussed at the FC meeting). Also noted at the FC meeting, specific eligibility questions should be addressed with staff. Comments to the proposed changes to this document were not to include individual PSAP requests.*
 - *Comment 2: I agree with the Phone System Section change proposal. Staff Comment: Noted.*
1. ~~911 trunks and one administrative line per answering position in a primary PSAP.~~ (Moved to phone systems, numbers 2 and 10 in this document)
 2. ~~For the One legacy administrative line per~~ **approved** answering position, ~~including in a primary PSAP,~~ the features of caller identification (caller ID), three-way calling, call forwarding, **and** multi-line hunt. Funding for each administrative line will not exceed \$75.00 **per month/per approved answering position** unless prior approval is received from 911 Board staff. The cost of long-distance charges necessary for re-establishing contact with a 911 caller **is eligible for approved administrative lines per answering position and not included in the \$75.00 maximum allowable.** (January 24, 2014); (June 19, 2015)
 - *Comment 1: I don't think this should be limited to \$75 per month given the cost of the basic services that are allowable and the potential for long distance call backs. It's impossible to obtain prior approval for such calls. Staff Comment: Language has been added to address the comment and the sentence structure has been adjusted. Long distance is not included in the \$75 maximum allowable.*
 - *Comment 2: I just want to note the importance of admin lines for both outgoing and incoming emergency calls. Many emergency calls are dialed directly to admin lines, and many emergency calls are transferred to and from admin lines. The language in the item, and the word "administrative" itself implies a lower level of importance as compared to a 911 line, but in practice, these phone lines are just as important as 911. Staff Comment: Noted.*
 - *Comment 3: Wording should be specific and stet the One legacy administrative*

line per answering position PER MONTH. Staff Comment: Language has been added to address the comment.

- *Comment 4: would like spelled out \$75 per month/per phone line. Staff Comment: Language has been added to address the comment.*

3. ~~Telephone sets used to answer 911 calls, including CPE equipment, headsets, monitors, keyboards, mouse, and servers used exclusively for telephone sets; when servers host both 911 eligible and ineligible applications, only the percentage of the cost of the server representing the 911 eligible use is allowable.~~

Ancillary telephone equipment used to answer 911 calls including: headsets, handsets, push to talk (PTT) headset amplifier, and PTT batteries. and KVM switches used exclusively for telephone equipment. Moving to ancillary hardware.

- *Comment 1: ALL ancillary equipment, including servers, that are necessary for telephone operation should be eligible. Staff Comment: The telephone equipment has been moved from this section and placed in number 5 (This particular item was discussed at the FC meeting). The ancillary equipment will be eligible and moved to ancillary hardware.*

Some jurisdictions on ESINET are incurring additional costs for ANI/ALI and selective routing. These charges need to be added to the list of eligibility items. Staff Comment: These charges are included in item number 10 (phone) (This particular item was discussed at the FC meeting).

4. ~~PSAP A911 expenses shall not be eligible for reimbursement if contracted after the effective date of this policy. A911 reimbursements from the 911 fund will not be reduced or increased, during the term of a contract for A911 service provided that such contract was made prior to July 1, 2017 and ends on or before the date ESInet services are made available to the PSAP. A911 services provided on a month-to-month basis for purposed of continuity of service as a PSAP migrates to the ESInet may be eligible for reimbursement upon request of the PSAP subject to the approval of the Executive Director for a period (not to exceed six months) following the end date of the A911 contract. (September 22, 2017)~~

5. ~~The procurement of hosted CPE must be purchased through the contract between AT&T and the North Carolina 911 Board or a PSAP will only be reimbursed at an amount not to exceed the cost of the Board contracted CPE if purchased outside the contract. The contract offers Viper CPE from West or Vesta CPE from Airbus. Selecting either CPE through the state contract means the PSAP will no longer be invoiced for CPE and the cost will be paid directly by the 911 Board. (September 22, 2017).~~

Call handling equipment (CHE) – Hosted CHE is provided to PSAPs who choose to participate in the hosted solution offering provided through the contract between AT&T and the North Carolina 911 Board. This contract offers Viper CHE from Intrado or Vesta CHE from Motorola. Selecting either CHE through the State contract means the PSAP will no longer be invoiced for the CHE and the cost will be paid directly by the 911 Board.

A PSAP may choose to purchase on premise CHE in lieu of the hosted offering. This equipment must be certified for interconnection to the Statewide ESInet by AT&T. The maximum allowable amount for eligibility will be \$866.96 per approved seat per month. The \$866.96 is inclusive of CHE equipment, CHE maintenance costs, monitors, keyboards, firewalls, and servers as contracted by the Board., etc.

- *Comment 1: Should state that PSAP on a long-term contract will pay 100% until contract is up then if they choose to not do hosted pay only \$866.96 per seat. Staff Comment: See note below.*
 - *Comment 2: under long term contract, should read “until contract ends, for those that are under contract and can’t join the ESInet Staff Comment: See note below.*
 - *Comment 3: if there is a long-term contract in place this should specify that the agency’s in this situation must reach the end of the contract before they are able to join the ESInet. Staff Comment: See note below.*
 - *Comment 4: offered to agencies that are not under contract or agencies will be eligible to join the state ESInet when their contract ends. Staff Comment: See note below.*
 - *Staff Comment: Legislation, specifically G.S. 143B-1406(e1), only applies to migration to the ESInet. The hosted call handling equipment (CHE) is at the discretion of the PSAP and not required. Those ESInet-Only PSAPs that wish to join the CHE offering can do so at termination of third-party contracts or may elect to work with their vendor to determine an amicable contract termination as many have already done. Legislation specifically addresses the supplanting of funds in regard to supplier and recurring charges. If the on-premises CPE contract was signed prior to 9/22/2017, the \$866.96 per seat does not apply. As of this date, there are only two (2) PSAPs remaining to migrate to ESInet and both have opted to be part of the hosted solution.*
6. ~~Call Detail Record Printer or Call Detail Recorder (CDR) which automatically captures incoming 911 telephone call data. This is not a CAD printer. (Moved to “Hardware” September 10, 2010)~~
7. **TDD/TTY (Telecommunications device for the Deaf/Telephone Typewriter) for ESInet-Only PSAPs since TDD/TTY is offered through hosted call handling solution.**
- *Comment 1: under TTY/TTD. PSAPs not on hosted solution ESInet, POC , should a failure occur, it won’t work. Need a backup Staff Comment: See note below.*
 - *Comment 2: Does not support those PSAPs that are not on a hosted solution and create a point of failure in answering calls. Staff Comment: See note below.*
 - *Staff Comment: ESInet-Only is a PSAP not on the hosted call handling solution and addressed in our proposed changes.*
8. **Automatic Call Distributions Systems (ACD) whether facilities based, or premise based for ESInet-Only PSAPs since ACD is offered through hosted call handling solution.**

9. Interpretive Services (e.g. Language Line or Omni Lingual) ~~Interpretive services~~ are available at no cost to PSAPs through a Statewide contract provided by the 911 Board. For services not provided by the 911 Board contract, the maximum allowable expense is capped at \$0.75 per minute. ~~(May 20, 2016)~~
10. ~~Service provider selective routing and ALL provisioning charges.~~
PSAP phone invoice charges including Automatic Location Identification (ALI) updates, Automatic Number Identification (ANI) updates, and selective routing. Legacy 911 CAMA trunk charges if a PSAP is not on the Statewide ESInet.
11. Data connection for the sole purpose of collecting call information for analysis for **ESInet-Only PSAPS**. If connection is shared with non-eligible 911 devices, then only a percentage of the ~~eligible 911~~ cost is eligible. **If on the hosted call handling solution, this would not be an eligible expense as it is provided through the State contract.** ~~(August 24, 2012)~~
- *Comment 1: should say Primary and secondary PSAPs on the ESInet Staff Comment: This list addresses secondary PSAPs not to exceed the cost per call (header of the document).*
 - *Comment 2: This states that if connection is shared with non-eligible 911 devices that only a percentage of the eligible 911 cost would be eligible. Shouldn't 'eligible' in front of 911 be removed? If it is eligible it would be covered, right? Staff Comment: Corrected.*
 - *Comment 3: should this not reference both Primary and Secondary PSAPs on the ESInet. Staff Comment: This list addresses secondary PSAPs not to exceed the cost per call (header of the document).*
12. Fiber point-to-point connection. Agency shall seek a quote for any fiber connections (**i.e. CAD**) from the North Carolina Department Information Technology before seeking a quote from a private vendor **for replication of eligible expenses only**. Justification and approval from the 911 Board must be provided if a private vendor is utilized rather than NC DIT. ~~(June 24, 2016)~~

Furniture:

- *Comment 1: We have 13 furniture consoles in our Primary PSAP and are adding two more with approved new staffing in the next 3 months. The board only recognizes or pays for 10 of what will be 15 positions.-If a position exists in the PSAP are proven to the local governmental entity to be necessary for the purposes of answering and processing 911 calls, it should be eligible. G.S. 143 B-1406 (d) (1) c,d,e Staff Comment: The Funding Position Policy and Overflow Position Policy addresses requests to increase seat count (this particular item was discussed at the FC meeting). Also noted at the FC meeting, specific eligibility questions should be addressed with staff. Comments to the proposed changes to this document were not to include individual PSAP requests.*

- *Comment 2: I agree with the furniture section change proposals* **Staff Comment: Noted.**

1. ~~Cabinets, tables, or desks that hold eligible 911 equipment.~~ **Telecommunicator console furniture that holds eligible emergency dispatch equipment. This includes the workstation desk, cabinets, tables, resource center, lift columns that control the height of the desk, environmental control system, and task light.** ~~(September 10, 2010); (June 19, 2018)~~

- *Comment 1: Add Resource center if it holds card sets and agency SOG's* **Staff Comment: Resource center added.**
- *Comment 2: Wording should include as an example resource centers. These are used to hold equipment/manuals that are not able to be placed at the console but are eligible emergency dispatch equipment. Additionally, wording should include for both the main and backup centers* **Staff Comment: Primary and backup PSAPs eligibility are addressed in the header of this document. Resource center added.**
- *Comment 3: would like add resource centers because they hold to include card systems, back up PSAP plans, etc.* **Staff Comment: Resource center added.**
- *Comment 4: Has the topic of status lights been mentioned? We have attempted to get this covered by the county for the last 2 years and it has been removed before approval. Due to our console and monitor layout the lights would be a great visual indicator of when someone is on the phone and cut down on yelling across the room.* **Staff Comment: Status lights are not a part of 911 call process and not necessary for 911 system operation NCAC 06C .0202(a)(5).**
- *Comment 5: needs a clear definition of a resource center and what it holds that is eligible.* **Staff Comment: Added to hold eligible equipment.**
- *Comment 6: Furniture should include cabinets or furniture that house card sets and manual call taking materials necessary to continue call taking procedures if system is down.* **Staff Comment: Restated item to include language for cabinets and tables.**

2. **Furniture maintenance such as console cleaning and repairs of eligible components.**

3. Telecommunicator Chairs **maximum allowable is \$2,200.00** ~~cap \$1,800.00~~. **Shipping charges are eligible in addition to the maximum allowable. A chair approved for reasonable accommodation is not included in the per seat count.** ~~(September 10, 2010); (June 19, 2018)~~ (Approved by Board to become effective July 1, 2022)

- *Comment 1: Need to state that the freight charges are also eligible as previously discussed.* **Staff Comment: Added to statement.**
- *Comment 2: This covers only basic chairs - there should be provision for extra funding for heavy duty chairs.* **Staff Comment: See note below.**
- *Comment 3: Includes freight should be added to make sure it is known. Include if you can have one chair per approved position or that you can have 1 over approved positions.* **Staff Comment: Added shipping. Header of the document**

advises per approved seat. Spares are currently not eligible. Under review by staff.

- *Comment 4: The pricing deals with standard size chairs and does not account for larger staff needing oversized or heavy-duty chairs. There should be a separate cap for oversized or heavy-duty chairs. Additionally, this cost does not allow for shipping costs* *Staff Comment: See note below. Added shipping.*
- *Comment 5: Should include an additional line for heavy duty chairs, along should state that it includes shipping to be covered.* *Staff Comment: See note below.*
- *Comment 6: Need to have added heavy duty chairs along side or additionally with standard chairs and there needs to be wording that the shipping is covered.* *Staff Comment: See note below. Added shipping.*
- *Comment 7: There should be an allowance or approval process to purchase large chairs. Often larger chairs are needed due to obesity, which do not fall under ADA guidelines. The cost for such chairs are priced higher than standard TC chairs.* *Staff Comment: See note below.*
- *Staff Comment: The maximum allowable analysis included heavy duty chairs. Requests for larger capacity chairs are approved individually.*

4. Furniture for ~~ADA compliance~~ or reasonable accommodation under the ADA above a maximum allowable shall be submitted for review and approval. If a particular chair is required for reasonable accommodation, and it costs more than the \$2,200 maximum allowable for chairs, it will be reviewed and approved by staff for 100% eligibility. A chair approved for reasonable accommodation is not included in the per seat count.

- *Comment 1: I propose the following change to the verbiage of item #4 under Furniture to make it more clear and to keep it in alignment with §143B-1400 et seq. and NC Administrative Code 09 NCAC 06C.*
"4) If a particular chair is required for ADA compliance, and it costs more than the \$2,200 cap for chairs, it will be reviewed and approved by staff for 100% eligibility." *Staff Comment: Added.*
- *Comment 2: Include wording for specialized chairs (ex for obesity) since some things do not fall within the ADA laws.* *Staff Comment: Added.*
- *Comment 3: remove "Above a maximum allowable" Statement to include "heavy duty chairs", based on research to include caps. ***this section should include a statement that they are covered for primary and back up sites*** **If one chair is ADA, that should not be included in the count, since only one person can use it**** *Staff Comment: Primary and backup PSAPs are addressed in the header of this document. See revised statement above. A chair approved for individual use is not included in the per seat count.*
- *Comment 4: Heavy duty chairs are not necessarily ADA and need their own statement. This eligibility should be capped based on research and should be documented as eligible for primary and back up. There should also be noted that seat count and chair count will not be equal; having seating for trainees and for special sitting needs that will not be common to all.* *Staff Comment: The maximum allowable analysis included heavy duty chairs. Requests for larger*

capacity chairs are approved individually. Primary and backup PSAPs are addressed in the header of this document. See note below.

- *Comment 5: ADA chairs are specifically for one particular employee and should not be counted as part of the allowed chair count. Based on seat count, additional chairs should be allowed for training purposes. Call taker trainees train on the floor and should be afforded the same chair as the trainer. Staff Comment: See note below.*
- *Staff Comment: A chair approved for individual use is not included in the per seat count language added above.*

Position Funding has been moved to the bottom of the document.

Software:

- *Comment 1: We have 13 CAD positions in our Primary PSAP with licensing needs and are adding two more positions with staffing in the next 3 months. The board only recognizes or pays for 10 of what will be 15 positions. If a position exists in the PSAP are proven to the local governmental entity to be necessary for the purposes of answering and processing 911 calls, it should be eligible. G.S. 143 B-1406 (d) (1) c,d,e Staff Comment: The Funding Position Policy and Overflow Position Policy addresses requests to increase seat count (this particular item was discussed at the FC meeting).*
1. Computer Aided Dispatch (CAD) system modules that are part of the call taking process only. Some CAD systems will include many additional modules that are not part of the 911 process and are not eligible. **Examples of ineligible CAD modules include but are not limited to RMS, JMS, NCIC, Firehouse, AVL, etc. Review of the vendor quote and scope of work will be used to determine eligibility. Please reference the most current revenue expenditure workbook software tab for a list of approved nomenclatures.**
 - *Comment 1: AVL has been an item of contention for years. It is approved for some PSAP's but not for others. AVL is now commonly used as part of the primary dispatch function to ensure closest unit response and any CAD components that support AVL should be eligible. Staff Comment: See note below.*
 - *Comment 2: AVL should be allowable. It is currently allowed and that is taking away from Counties. Some places dispatch with AVL, so it should be allowed. Staff Comment: See note below.*
 - *Comment 3: AVL is used to dispatch ALL calls from CAD. That is what is used for recommendation to dispatch units. I don't think any CAD system today dispatches by beats/stations anymore and if they do, it is only as secondary to AVL. AVL should be an eligible expense. Staff Comment: See note below.*
 - *Comment 4: in reference to AVL listed as an ineligible CAD module - Our agency dispatches by AVL. While this could require a statute change, it could be represented in Administrative Code 09 NCAC 06C .0213 COMPUTER AIDED*

DISPATCHING (CAD) SYSTEMS under (f) CAD configurations shall include:(1) Recommending units for assignment to calls. (A) Ensuring that the optimum response units are selected. An argument could be made that AVL is the fastest way to dispatch the closest unit with the most needed capabilities to an emergency call. *Staff Comment: See note below.*

- *Comment 5: Agencies dispatch using AVL and that should not be excluded. Freedom Premium has been stated as funded at 50%, because it provides AVL. AVL is eligible Staff Comment: Freedom Premium is approved at 50% because of the various functionalities but AVL is not one of these. See note below.*
 - *Comment 6: I am still not certain how AVL is not just as important to the call taking and dispatching of emergency response as the Ortho image on CAD Mapping. AVL Software helps determine what emergency response vehicles are close to the emergency and available units are always visible. Staff Comment: See note below.*
 - *Comment 7: calls are dispatched via AVL at most agencies and should not be excluded from the list. Staff Comment: See note below.*
 - *Staff Comment: 09 NCAC 06C .0202(c)(3) states, "Ineligible costs include:" "Mobile or base station radios, pagers, or other devices used for response to, rather than receipt of, 911 calls, including mobile data terminals (MDT) and automatic vehicle location (AVL) systems used in response vehicles;"*
2. Geographic Information Systems (GIS) software that are used to create and display the base map showing street centerlines.
 3. GIS layers developed specifically for 911 addressing functions (February 25, 2001) as required datasets for i3 (for example: road centerlines, address points, PSAP boundaries, emergency service boundaries, and provisioning boundaries) maintained specifically for NextGen 911.
 4. Photo Imagery used for maintaining mapping systems such as Ortho or Oblique images. Either imagery solution is acceptable but only one is permissible in a four year cycle. (Deleted January 27, 2012) **Ortho Imagery is provided by the NC 911 Board.**
 - *Comment 1: BASIC software imagery is provided by the NC911 Board. Many counties utilize other enhanced imagery for emergency response which should be included for funding. Staff Comment: See comment below.*
 - *Comment 2: Oblique images should be allowable. These images show a different elevations and can tell if the caller is on a different floor. Staff Comment: See comment below.*
 - *Comment 3: with z axis info coming, should we remove oblique knowing this is coming? Staff Comment: See comment below.*
 - *Comment 4: z axis is a close reality, it is on the agenda for Managers Meeting, is it a good idea to remove oblique imaging knowing this? Staff Comment: See comment below.*
 - *Staff Comment: The item was removed from the list on January 27, 2012, and*

denoted as struck language. The new language is to show ortho imagery is provided by the NC 911 Board. Oblique imagery will not aid in indoor location accuracy, as it is not intended for precise measurement of horizontal or vertical distance. Oblique imagery allows for the measurement of the side and tops of buildings, to measure and analyze all sides of a structure or ground feature. The Z-axis, or the location accuracy metric, will best be displayed by an indoor mapping product.

5. Voice Logging Recorder software **required to record the 911 call taking process as defined in G.S. 143B-1400(7)**.
 - *Comment 1: Should this not say "Voice Logging Recorder software required to record the 911 call and DISPATCH process." Staff Comment: Added by adding the definition of "call taking" in statute. See note below.*
 - *Comment 2: The wording on this needs to remain as is because the proposed changes leave room for more nitpicking with percentages as they pertain to administrative lines. During outages 911 calls roll to administrative lines and should be covered as well. Staff Comment: See note below. Administrative lines are eligible to record per approved line.*
 - *Comment 3: Very specific wording addition. Is this going to lead to ONLY covering the "call"? Recommended to leave the addition off so future interpretation isn't questionable. Staff Comment: See note below.*
 - *Comment 4: Required to record the 911 call process could be taken out. This could be limited by the person interpreting the report. Staff Comment: See note below.*
 - *Comment 5: wording is not good and will only allow more to be cut out. TAC channels are used to dispatch calls. Statewide talk groups must be covered since agencies transfer them within state. Should strike "to record the 911 call process." Staff Comment: See note below.*
 - *Comment 6: should not include "required to record the 911 call process". Channels required for dispatch of calls on a radio system will be dictated by policy and procedure of operations in the PSAP. Staff Comment: See note below.*
 - *Comment 7: Voice Logging Recorder software should suffice without adding "required to record the 911 call process". This will remove subjectivity relative to what channels are used to dispatch as larger agencies may dispatch from several channels depending on the incident and the involvement of other agencies. Staff Comment: See note below.*
 - *Staff Comment: Language adjusted to include the call taking process which includes dispatch as defined by G.S.143B-1400(7). Use of channels required for dispatch is a part of eligibility review of quote.*
6. Management Information System (MIS) software for 911 phone system (after November 20, 2009)
7. Time synchronization device software (after November 20, 2009)

8. Law enforcement, fire, and medical **call-taking protocols pre-arrival instruction** including software, ~~flip-cards~~ **printed pre-arrival instructions**, and **training licenses for use in the PSAP.**
- *Comment 1: Tablets should be included. Staff Comment: See note below.*
 - *Comment 2: Tablets should be added to this list, because some protocol/ guide cards are moving to that trend. These are usually not on the network. The wording should be Law Enforcement, fire, and medical call taking protocols/guide cards, since protocols are just related to Priority Dispatch and other vendors use guide cards- should not be vendor specific. Staff Comment: See note below.*
 - *Comment 3: Flip-cards are no longer provided by our vendor and have been replaced by computer tablets. These need to be included as an eligible expense as a backup to the software protocols. Additionally, some software vendors refer to their protocols as "guide cards". Wording should include this as well. Staff Comment: See note below.*
 - *Comment 4: to include call taking tablets. also It should read protocols/guide cards, because of APCO Intellicom protocols? Staff Comment: See note below.*
 - *Comment 5: Priority Dispatch is now issuing tablets instead of the traditional flip-cards. Are these going to be covered/ Staff Comment: See note below.*
 - *Comment 6: "flip cards" is specific to a brand; protocol delivery avenue should reflect the PSAP policy and procedure of protocols/guide cards either electronic based or physically portable. Staff Comment: See note below.*
 - *Comment 7: It is my understanding that dispatch card sets will no longer be updated as IAED is moving to tablets. Tablets should be added to the list as eligible. Staff Comment: See note below.*
 - *Staff Comment: G.S. 143b-1406(d)(1)(e) states, "Emergency medical, fire, and law enforcement pre-arrival instruction software." Language adjusted to be consistent with legislation. Tablets are currently not eligible. Staff is not aware and have not received notice that printed pre-arrival instructions (flip-card) will no longer be provided. Should such decisions be made by vendors that require a PSAP to transition to tablets, there will need to be process/procedures implemented to address network and internet connectivity, software updates, ongoing monitoring for readiness, security, etc. (As a note, "flip-cards" is common nomenclature used in the 911 industry.)*
9. Quality assurance software used for training program of law enforcement, fire, and medical call-taking protocols.
10. ~~Automatic Location Identification (ALI) database software.~~
11. ~~Software Licensing Costs.~~
- *Comment 1: Licensing costs of all eligible software should be covered.*
 - *Staff Comment: Staff could not clearly define what software licensing costs this*

item was referring to during review of comments (this item was discussed at the FC meeting). No comments were made to assist in defining this item. Proposing to remove. Licensing costs for eligible software has been addressed within this list.

12. Radio console software **and licensing**. ~~Some radio console software will include many additional modules that are not a part of the 911 process and are not eligible. (September 10, 2010)~~ **Radio console software and licensing used for the dispatch of a 911 call per approved seat. This may include functionality that is not eligible. Review of the vendor quote and scope of work will be used to determine eligibility. Please reference the most current revenue expenditure workbook hardware tab for a list of approved nomenclatures.**

*****If this option is chosen in the re-organized document all radio components in this list will be listed under radio*****

OR: COMMITTEE VOTE ON WHICH OPTION TO HAVE ON USE OF FUNDS LIST

~~12a). Radio consoles, servers, consolettes, mobile radio, portables, AIS, radio network switch, console ethernet switch, console access router, maintenance, installation, and SUA – 60% eligible per approved seat for primary means of dispatch at the primary PSAP and backup PSAP workstation(s). Excluding base stations transmitters, towers, microwave links, and antennae. Redundancy is not eligible. If the PSAP provides justification to clearly justify a higher percentage based upon percentage of use, then the percentage will be reviewed for eligibility.~~

- *Staff Comment: As presented at the Funding Committee meeting, the determination of the 60% of eligible components was based on the average approved eligible expenditures for radio console equipment. The true average was 53.07%. The recommendation by staff was to approve 60% for radio console equipment to be consistent with how the chair and PC workstation maximum allowables were determined.*
- *Staff Comment: Current and previous Board Counsel have advised percentages are allowable, defensible, rational, and necessary to ensure compliance with administrative code and legislation. The percentage was presented as an option to the Funding Committee and intended to provide a known amount to the PSAP while also ensuring that statutorily prohibited components were not paid out of the ETSF.*
- *Staff Comment: Based on PSAP feedback, staff believes the current methodology for determining radio eligibility as clarified in the first option should continue.*
- *Staff Comment: The re-organized format of the list will include eligible components. Statute states dispatch equipment located exclusively within a building where a PSAP or back-up PSAP is located is eligible, and the statute expressly excludes base station transmitters. This list cannot supersede*

statute.

- *Staff Comment: Staff recommends exploration of a Statewide grant project to provide a portable radio unit for redundancy for each approved seat in a Primary PSAP. Details regarding type, selection, maximum allowable cost, funding process, maintenance, and replacement to be provided as part of exploration.*

- *Comment 1: 12 and 12a - I do not agree with the percentage, if something is 60% eligible then it is eligible. Staff Comment: see staff comments under 12a above.*
- *Comment 2: 12 - Both options should be included to give agencies a choice on which funding method works best for them. Sixty percent eligibility on these items is not enough. The 911 call taking and dispatch process cannot function without this equipment. It should be funded at 100%. Percentages should not be used for this equipment. The percentages have been used by the 911 Board to nitpick counties to death on funding items. Staff Comment: see staff comments under 12a above.*
- *Comment 3: The interoperability features of modern radio consoles allows for the virtually the entire radio console to be used for the initial dispatch. I understand the need to have a demark point for ETSF eligibility, but the radio hardware inside the PSAP is part of the initial dispatch. This includes the radio console, the attached radio, and all necessary connections. My vote is for 100% eligibility for the dispatch radio hardware and connections, and to demarcate the eligibility at the building exterior (per § 143B-1406 (d) (1) d. "Dispatch equipment located exclusively within a building where a PSAP or back-up PSP is located..") The statute excludes "base station transmitters" but I would argue to categorize the radio that is attached to the radio console as a critical component of the radio console itself (approved in statute as "Dispatch equipment"), not as an separate and independent "base station". Staff Comment: see staff comments under 12a above.*
- *Comment 4: Recommend to leave both options with a "which ever is greater" addition to the verbiage. Radio systems are very complex and each interpretation of line item quotes have been comparably different from PSAP to PSAP. Staff Comment: see staff comments under 12a above.*
- *Comment 5: Should include both 12 and 12A and say which ever is greater. 09 NCAC 06C.0212 B and C. Staff Comment: see staff comments under 12a above.*
- *Comment 6: Is there an option to leave both wordings on the table? Also, I believe 09-NCAC-06C.0212B-C indicates we must have redundancy. That should be eligible. Staff Comment: see staff comments under 12a above.*
- *Comment 7: in reference to radio consoles.....Redundancy needs to be included, Administrative Code 09 NCAC 06C .0212 DISPATCHING SYSTEMS states "(b) Telecommunicators who receive 911 calls shall have redundant means within the PSAP premises to dispatch calls. Staff Comment: see staff comments under 12a above.*
- *Comment 8: An across the board rule disallowing 40% of all radio projects is too broad and ensures that eligible expenses will be denied. Radio is an integral part of the dispatch process. We can take calls all day long but without the means to send*

- responders, it is all for nothing. Each radio project and maintenance agreement should be reviewed individually and only diluted IF there are specific items that have nothing to do with 911. [Staff Comment: see staff comments under 12a above.](#)
- Comment 9: Radio consoles.....Redundancy absolutely should be included, Admin code already says we have to have it. Admin code section 09-NCAC-06C.0212B and C (Can we leave both options on the table?) add verbiage to this one related to automated voice dispatching. [Staff Comment: see staff comments under 12a above.](#)
 - Comment 10: More specifically radio consoles software and licensing. With #12 being current and 12(a) proposing a 60% approval of funds use on a project of this nature, I ask why cant their be some clarity on the forefront of what exactly is ineligible? Based off reviews I have currently in hand from the 911 staff regarding new console purchases, a lot of the ineligible items are what is required to make the system function as designed not only on the software side but the hardware side as well. I am looking at a console replacement project that is reviewed as approved funds use around the 43% mark. The majority of the items that are showing not eligible are the minimum requirements for the system to work. If the calls cant get out of the building where they are received, it is a mute point. The definitions provided in 09NCAC 06C.0103 define pretty clear in (14) (15) (16) below what the process consist of for E-911 Call Processing and Dispatching. (14) "Emergency 911 Call Processing/Dispatching" means a process by which a 911 call answered at the PSAP is transmitted to Emergency Response Facilities (ERFs) or to Emergency Response Units (ERUs) in the field. (15) "Emergency Response Facility (ERF)" means a structure or a portion of a structure that houses PSAP equipment and personnel for receiving and dispatching 911 calls. (16) "Emergency Response Unit (ERU)" means a first responder, such as a police vehicle, a fire truck, or an ambulance. It also includes personnel who respond to fire, medical, law enforcement, or other emergency situations for the preservation of life and safety. Further it goes on to state that ineligible costs are for equipment listed for use in response vehicles- in 09NCAC 06C.0202 (c) Ineligible Cost (3) Mobile or base station radios, pagers, or other devices used for response to, rather than receipt of, 911 calls, including mobile data terminals (MDT) and automatic vehicle location (AVL) systems used in response vehicles.
Where in NCAC or NCGS does it state that these specific items or functions of items are not approved expenditures? I dont think for one instance the fund should be used for receiving end of an ERU by codified definition. But I do feel that the software and hardware portions that are ineligible fund use by review are consistent with NCAC cited above as being part of the process that calls are dispatched out by definition. I cannot provide a legal interpretation as I am not legal counsel, but what we have been reading for years is inconsistent with the funds reviews. [Staff Comment: see staff comments under 12a above.](#)
 - Comment 11: this need to truly align with Administrative Code 09-NCAC-05C.0212B and C. [Staff Comment: see staff comments under 12a above.](#)
 - Comment 12: I think you are headed in the right direction but again the percentage seems low maybe a better explanation on how to justify the higher percentage just

means maybe you should raise the limit and be done with the back and forth. (just my Comments) I would think most systems would be 80% in Emergency Call response nature. *Staff Comment: see staff comments under 12a above.*

- *Comment 13: Redundancy is a requirement under Admin code section 09-NCAC-06C.0212B/C. Staff Comment: see staff comments under 12a above.*

13. ~~Console Audio Box (CAB) software. (September 10, 2010)~~

14. Paging software including licensing costs to interface or integrate with CAD (to send call from CAD to first responder pager or mobile phone), or a PSAP's licensing cost to establish a web-based paging function in substitution for paging through CAD; but excluding costs for use of such software or functions by first responders. ~~(September 10, 2010); (October 26, 2012)~~

15. Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software sending CAD information **between primary PSAPs and to include secondary PSAPs to dispatch a 911 call. Formal agreements such as SOPs, SOGs, and/or ILAs must be in place between PSAPs.** ~~(September 10, 2010)~~

- *Comment 1: This should be eligible for multiple connections to multiple PSAPs*
- *Staff Comment: The language does allow multiple connections to multiple PSAPs; however, this list establishes requirements for the CAD-to-CAD interface.*

16. **CAD-to-CAD cloud-based subscription service such as the Unify hub. PSAPs must provide formal agreements to receive and dispatch 911 calls (ILAs, SOGs, SOPs) between primary PSAPs and to include secondary PSAPs. Eligibility will be at 50%. If a vendor provides quote or invoicing clearly denoting eligible and ineligible costs, eligible costs will be at 100%.** (Approved by Board to become effective July 1, 2022).

- *Comment 1: I am confused by this! What is 50%? What is 100%? Staff Comment: Assuming the PSAP can show the formal agreement, the subscription will be 50%. If the vendor provides an invoice specifying or specifically breaking out eligible components, eligible costs will be 100%. Current and previous Board Counsel have advised percentages are allowable, defensible, rational, and necessary to ensure compliance with administrative code and legislation.*
- *Comment 2: This should be eligible for multiple connections to multiple PSAPs Staff Comment: See note below.*
- *Comment 3: need language about cad to cad interface, shouldn't be a limitation to one interface, when there is a capability to interface with multiple agencies. Staff Comment: See note below.*
- *Comment 4: The language regarding cad-to-cad interface should not be limited. If the goal of the 911 Board is to have all 911 Centers able to talk to each other or take information no matter where the call goes then any PSAP should be accessible to any other. Staff Comment: See note below.*
- *Staff Comment: The language does allow multiple connections to multiple PSAPs; however, this list establishes ETSF eligibility requirements for the CAD-to-CAD*

subscription.

17. Automated digital voice dispatching software. (~~February 25, 2011~~)

- *Comment 1: This should clearly define and cover any ancillary software or hardware needed to complete an automated digital dispatch system. Currently some vendors have requirements for hardware and software that are being deemed not eligible and they are requirements of the project as a whole. This includes radio consoles (similar to AIS) that are NOT being funded. Staff Comment: Specific eligibility questions should be addressed with staff. There are pieces of the radio consoles that are eligible and not eligible.*

18. Message switch software that allows for voiceless dispatch, status updates, and mobile to Computer Aided Dispatch (CAD) messaging. This will include CAD licensing costs for mobile computer terminals, smartphones, and tablets. Some message switch software may include many additional modules, i.e. access to records management systems (such as RMS, Firehouse), access to local, state and national databases (such as warrants, DCI, NCIC), jail management systems (JMS), **and automatic vehicle location (AVL) or do not allow for voiceless dispatch, status updates, and mobile to CAD messaging, and these modules are not eligible as they are not a part of the 911 call taking and dispatch process.** (~~January 24, 2014~~)

- *Comment 1: I question how automatic vehicle location (AVL) is not a part of the 911 call taking and dispatch process when most agencies that have this software use it to determine the closest unit for dispatch. Without this software the dispatch process would be blind as to who to dispatch. Staff Comment: See note below.*
- *Comment 2: Again, AVL is removed from eligibility here. This needs to be addressed and included in eligible items as part of the dispatch process of a 911 call. Staff Comment: See note below.*
- *Comment 3: This excludes AVL and it should not be excluded. Staff Comment: See note below.*
- *Comment 4: Again, AVL should be an eligible expense as noted above. Staff Comment: See note below.*
- *Comment 5: AVL should be included since agencies dispatch using AVL. Staff Comment: See note below.*
- *Staff Comment: 09 NCAC 06C .0202(c)(3) states, "Ineligible costs include:" "Mobile or base station radios, pagers, or other devices used for response to, rather than receipt of, 911 calls, including mobile data terminals (MDT) and automatic vehicle location (AVL) systems used in response vehicles;"*

19. Base Message Mobile Server Software License needed for the use of message switch software licenses for voiceless dispatch is 50% eligible. (~~August 23, 2019~~)

- *Comment 1: Again, I do not agree with the percentage, if something is 50% eligible then it is eligible. Staff Comment: Percentages have been approved by the Board for over 20 years. Current and previous Board Counsel have advised*

percentages are allowable, defensible, rational, and necessary to ensure compliance with administrative code and legislation.

- *Comment 2: If Message switch software is 100% eligible, then the server software should be as well. One cannot function without the other and both are used in the primary dispatch of 911 calls for silent dispatch or AVL dispatch. Staff Comment: The message switch software is not 100% eligible if it runs AVL, NCIC or any of the ineligible components listed in number 18. See note below.*
- *Staff Comment: 09 NCAC 06C .0202(3) states, "Ineligible costs include:" "Mobile or base station radios, pagers, or other devices used for response to, rather than receipt of, 911 calls, including mobile data terminals (MDT) and automatic vehicle location (AVL) systems used in response vehicles;" The Base Message Mobile Server Software License has eligible and ineligible components therefore, it is 50% as approved by the Board on August 23, 2019.*

20. Archiving Interface Server (AIS) software.

- *Staff Comment: AIS added to list as removed from 12a the 60% radio option.*

Hardware per approved seat:

- *Comment 1: 100% of the servers, CAD software and equipment considered eligible. No matter it's capability when you purchase the software if it is used for the processing and receipt of a 911 call it should be eligible. We cannot purchase half a server or half a radio to dispatch the 911 calls. Tax payers should not be asked to pay more in general fund when they are already paying 911 fees that are NOT coming back to the location County. Staff Comment: Eligibility is determined by legislation and Administrative Code. The Board is charged with ensuring that 911 fees are spent on 911 services. Additional capabilities are to be funded by the local government. If the server is hosting only eligible CAD modules, it would be eligible at 100%.*

1. Servers and **ancillary components** used exclusively for Telephone (**ESInet-Only PSAPs**), CAD, Voice Logging Recorder, GIS, paging, **Call Handling Protocol**, ~~Console/~~Alias Database Management, ~~Radio Consoles~~ Network Switching, and Radio Console software systems, including monitor, keyboard, and mouse. ~~(September 10, 2010)~~

~~When servers host both 911 eligible and ineligible applications, only the percentage of the cost of the server representing the 911 eligible use is allowable. When submitting a server request for eligibility, a scope of work is required reflecting what applications are hosted on the server. When submitting a virtual server request for eligibility, a scope of work is required that clearly identifies core allocation for operational needs. If 911 eligible and ineligible costs are noted, a percentage will be determined as allowable.~~

- *Comment 1: Network switches and other items are a necessity for the equipment to function and should be included. Staff Comment: The radio*

network switch is eligible. This specifically speaks to a server for a radio network switch (this item was discussed at the FC meeting).

- *Comment 2: Percentages need to be defined up front in this document. A PSAP manager should be able to take this document, with percentages included, and make an educated guess on any quote obtained as to eligibility. Staff Comment: This document is intended to guide PSAPs in understanding the requirements of eligibility and denotes eligible components including common examples of ineligible expenses. Review of quotes, scope of work, and other relevant documents for the particular PSAP is necessary to make a percentage determination.*
- *Comment 3: workstations are exempt from percentage eligible, why are servers???? Staff Comment: Staff has explored determining a maximum allowable for servers, but it is more complex than a workstation. To assist the PSAPs, the staff reviews on an individual basis with each PSAP to determine eligibility of the specific server.*
- *Comment 4: need to include how they are figured and why eligible or not on percentages. Staff Comment: When a quote is provided to staff, it is marked up with a percentage to include how the percentage is calculated based on 911 eligible and ineligible expenditures. This document does denote eligible components including common examples of ineligible expenses.*

2. Computer workstations used exclusively for Telephone, CAD, ~~voice logging recorder~~, GIS AIS, and Radio consoles ~~software systems~~, **have a maximum allowable amount of \$1,700.00 \$2,300.00**, including monitor, keyboard, mouse, microphones, speakers, headset jacks, footswitches, and console audio box (CAB). When Funding **The cost** for computer workstations without monitors will not exceed ~~\$1,700.00~~ **\$2,300.00**, ~~and~~ such workstations will not be subject to a percentage allocation. ~~Funding for computer workstations without monitors exceeding \$1,000 and that are used for 911 eligible and ineligible applications will be eligible for the percentage of the cost of the workstation representing the 911 eligible use. (September 10, 2010; June 19, 2015) (May 20, 2016)~~ (Approved by Board to become effective July 1, 2022)

- *Comment 1: I am in support of the proposal to increase the CAD workstation cost cap to \$2,300. Staff Comment: Noted.*
- *Comment 2: Why are Workstations exempt but servers are at a percentage? Staff Comment: See note below.*
- *Comment 3: workstations are exempt from percentage eligible, why are servers???? Staff Comment: See note below.*
- *Comment 4: need to include how they are figured and why eligible or not on percentages Staff Comment: Maximum allowable for workstations is a specific dollar amount as noted and not a percentage.*
- *Staff: Staff has explored determining a maximum allowable for servers, but it is more complex than a workstation. To assist the PSAPs, the staff reviews on an individual basis with each PSAP to determine eligibility of the specific server.*

3. **Ancillary components such as including** monitor, keyboard, mouse, microphones, speakers, headset jacks, footswitches, **KVM switches**, and console audio box (CAB).
4. Time synchronization devices (e.g. Spectracom Net Clock). ~~(after November 20, 2009)~~
5. Uninterrupted Power Supply (UPS) for 911-only related equipment. **When submitting a UPS request for eligibility, a scope of work is required reflecting what equipment is connected to the UPS.** If a UPS serves more than 911 equipment, then only a percentage of the total cost that serves 911 equipment is allowable.
 - *Comment 1: Submitting a UPS scope of work for percentage computation is ridiculous Staff Comment: See staff comments below.*
 - *Comment 2: Again, clearly state how you will determine the % Staff Comment: See staff comments below.*
 - *Comment 3: How is the percentage going to be determined? It should be by 911 load. Staff Comment: See staff comments below.*
 - *Comment 4: Needs to spell out how this percentage is generator so we can properly budget accordingly Staff Comment: See staff comments below.*
 - *Comment 5: How will percentage be determined for UPS and Generators? Staff Comment: See staff comments below.*
 - *Comment 6: need to include how they are figured and why eligible or not on percentages Staff Comment: See staff comments below.*
 - *Comment 7: How will the percentages be determined? Staff Comment: See staff comments below.*
 - *Staff Comment: Percentage is determined based on the 911 eligible equipment connected to the UPS on the operations floor and equipment room (divide the eligible into the total and it provides a percentage). This document provides a list of eligible equipment. Per NCAC 06C .0210 (a)(1) Systems that are essential to the operation of the PSAP shall be designated to accommodate peak workloads. Per NCAC 06C .0210 (b)(11) for UPS, which includes providing power to essential 911 emergency center operations. Current and previous Board Counsel have advised percentages are allowable, defensible, rational, and necessary to ensure compliance with administrative code and legislation.*
6. Emergency Power Generator (**Generator, Automatic Transfer Switch, and Annunciator**) that serves the 911 center. ~~If a generator serves more than the PSAP, 911 center, eligibility will be determined by the square footage of the PSAP 911 center in comparison to the square footage of the building serviced, and then only a the percentage of the total cost that serves the PSAP 911 center is allowable. Generator cost for a standalone PSAP [as defined in G.S. 143B-1400(25)] is approved at 100%. For PSAPs that share facility space with another agency/agencies, 100% of the square footage designated solely for operation of the PSAP is eligible. The percentage of that square footage for the PSAP shared facility space will be used to determine the eligible portion of generator cost.~~
 - *Comment 1: Generators should be funding based on amount of KW allocated to*

- the PSAP instead of square footage. *Staff Comment: See staff comments below.*
 - Comment 2: Again, clearly state how you will determine the % *Staff Comment: See staff comments below.*
 - Comment 3: Needs to spell out how this percentage is generator so we can properly budget accordingly *Staff Comment: See staff comments below.*
 - Comment 4: How will percentage be determined for UPS and Generators? *Staff Comment: See staff comments below.*
 - Comment 5: need to include how they are figured and why eligible or not on percentages *Staff Comment: See staff comments below.*
 - Comment 6: How will the percentages be determined? *Staff Comment: See staff comments below.*
 - *Staff Comment: Generator costs for a standalone PSAP as defined in G.S. 143B-1400(25) is approved at 100%. For PSAPs who share facility space with another agency/agencies, 100% of the square footage designated solely for operation of the PSAP is eligible. The percentage of that square footage for the PSAP shared facility space will be used to determine the eligible portion of generator cost. Current and previous Board Counsel have advised percentages are allowable, defensible, rational, and necessary to ensure compliance with administrative code and legislation.*
7. ~~Eligible dispatch equipment must meet the requirements of SL 2010-158, as codified in § 143B-1406(d)(1) d. (September 10, 2010)~~
8. Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CED, IMC, NSS). ~~(September 10, 2010)~~
9. **Fax Modem (for rip & run).** ~~(September 10, 2010)~~
- *Comment 1: Should be left in. Many PSAPs, including ours, still use fax modems.*
 - *Staff Comment: Staff is not aware of any PSAPs still using fax modems. This language added back.*
10. Printers (CAD, CDR, Reports, etc). ~~(September 10, 2010)~~ **Printer functionality at percentage. Does not include printer supplies.**
- *Comment 1: Printer supplies should be included. You cannot use a printer without supplies. Staff Comment: See note below.*
 - *Comment 2: How is the percentage going to be determined? Should be a cap instead of a percentage. Supplies should be included. How is the printer going to function without ink or other supplies? What about a leased printer, how is that going to be determined? Staff Comment: See note below.*
 - *Comment 3: How does this work with leased printers? Need to know how the percentage is calculated for budgeting purposes. Staff Comment: See note below.*
 - *Comment 4: Printers, could we do caps, rather than a percentage? Why aren't we paying for supplies, when we cover maintenance on everything else? If leased, how would you figure that? Staff Comment: See note below.*

- *Comment 5: Would like to see a cap on this item with defined parameters on leased product. Also why are supplies not included. A piece of equipment that cannot function is useless. Staff Comment: See note below.*
- *Staff Comment: Leased printers are the same percentage as purchased printers. Maintenance is approved at the same percentage. Percentages are determined based on functionality. Multi-function printers are 25% eligible because they print, scan, copy, and fax – only printing is eligible. Staff has discussed a cap for printers, however, every PSAP has different needs and it is impractical. Office supplies are not eligible.*

11. Radio Console Ethernet Switch. (~~September 10, 2010~~)

12. Radio Console Access Router. (~~September 10, 2010~~)

13. Back Up Storage Equipment and licensing to facilitate recovery and restoration for 911 eligible equipment. 911 Data Base Systems. (~~September 10, 2010~~) **When submitting a backup storage request for eligibility, a scope of work is required reflecting what files and programs are archived. If 911 eligible and ineligible costs are noted, a percentage will be determined as allowable. Space allocation will not be a factor used in determination.**

- *Comment 1: How is percentage going to be determined?*
- *Comment 2: Need to know how the percentage is calculated for budgeting*
- *Comment 3: How are they determining these percentages?*
- *Comment 4: needs significant clarification on how percentages are determined.*
- *Comment 5: How will the percentages be determined?*
- *Staff Comment: Percentages are determined based on the eligible equipment that is being stored/archived. This document provides a list of eligible equipment as allowed by legislation and Administrative Code.*

14. Mobile Message Switch. (~~September 10, 2010~~)

- *Comment 1: Should be allowed- this is needed for AVL- which some agencies dispatch through. this is needed for CAD to CAD is the software eligible, but not the hardware? Staff Comment: See note below.*
- *Comment 2: Message switch is needed for AVL dispatching. Staff Comment: See note below.*
- *Comment 3: Message Switch should be covered, goes along with AVL...under software, message switch is covered, under hardware it isn't. Makes no sense, there is still a hardware for message switch Staff Comment: See note below.*
- *Comment 4: Message switch is not just software it is a physical piece of equipment also. Staff Comment: See note below.*
- *Comment 5: Does the strike through suggests that Message Switch is no longer eligible? Under software #18 is an allowable expense. Staff Comment: See note below.*
- *Staff Comment: Staff has not seen quotes related to the hardware of a mobile*

message switch. It is mainly seen as software and is eligible. This was discussed at the Funding Committee meeting. This language added back.

15. ~~Paging Interface with Computer Aided Dispatch (CAD) system. (September 10, 2010)~~

16. Alpha / Numeric Pager Tone Generator **components housed within the PSAP, e.g. Locution, Mach Alert, Zetron, US Digital Designs.** ~~(September 10, 2010)~~

- *Comment 1: MACH Alert requires a radio console independent of the radio room. That console needs to be added here as 100% eligible. Currently it is not being approved. Staff Comment: This is incorrect. The radio console workstation is reviewed for eligibility to ensure caps are met and the eligible components are approved. The ineligible components are marked as such. Specific eligibility questions should be addressed with staff.*
- *Comment 2: why is the radio console not covered, when required for dispatch of the call? Staff Comment: See above note.*

17. Radio Consolette, ~~(portable or~~ **portable**, or mobile radio **per approved seat for primary means of dispatch at the primary PSAP and backup PSAP workstation(s), configured for exclusive use at the dispatcher workstations for dispatcher operation to perform dispatch function when there is no traditional console installed at the workstation).
Redundancy is not eligible. ~~(September 10, 2010) (February 25, 2011)~~**

- *Comment 1: Radio Consolettes, when used as the ONLY access a PSAP to the statewide viper, need to defined as eligible Staff Comment: Per noted above eligibility is per approved seat for primary means of dispatch at the primary PSAP and backup PSAP workstation(s). Specific eligibility questions should be addressed with staff.*
- *Comment 2: Administrative code requires redundancy- why is is not eligible? 09 NCAC 06c.0212 B & C. Staff Comment: See note below*
- *Comment 3: Why is redundancy not covered when administrative code requires it? Portables are not eligible per statute? Staff Comment: See note below.*
- *Comment 4: should match administrative code Staff Comment: See note below.*
- *Comment 5: Portables and mobiles are used as backup during primary radio consolette failure. Should be an allowable expense as redundancy is required. Staff Comment: See note below*
- *Staff Comment: Staff recommends exploration of a Statewide grant project to provide a portable radio unit for redundancy for each approved seat in a Primary PSAP. Details regarding type, selection, allowable cost, funding process, maintenance, and replacement to be provided as part of exploration. Portables or mobile radios used as the primary means of dispatch and used in receipt of 911 calls aligns with Administrative Code 09 NCAC 06C .0202(c)(3). Any portable or mobile radio used to respond to the 911 call is ineligible per Administrative Code 09 NCAC 06C .0202(c)(3).*

18. ~~Handheld GPS devices that are used strictly for 911 addressing that meet or exceed the~~

requirements of "Mapping Grade GPS Receiver" as defined in the Global Positioning System (GPS) Data Collection and Documentation Standards established by the North Carolina Geographic Information Coordinating Council. (August 24, 2012)

19. Activity Monitor used to graphically display the locations of incoming 911 calls for viewing by all telecommunicators within the communications center. Deleted June 19, 2015 and replaced with the following language:

All monitors used within the PSAP for call taking of 911 calls as defined in N.C.G.S. § 143-1400(7). Funding for an individual monitor will not exceed \$1,500 unless prior approval is received from 911 Board staff. (March 22, 2013; June 19, 2015)

Training:

- *Comment 1: I agree with training section proposals* *Staff Comment: Noted.*
- 1. 911 funding is allowed for individual class registration for maintenance and operation of the 911 system and specific 911 intake and related call taking training, managing of a PSAP and supervising PSAP staff. (September 24, 2010)
- 2. Allowable travel expenses shall not exceed the local government or State of North Carolina per diem rates. **and will not exceed 500 miles round trip. Mileage is not reimbursable when municipal owned vehicles are used for transportation to and from eligible training.**
 - *Comment 1: Training should not be capped at 500 miles round trip. This would preclude our dispatchers from attending many courses within North Carolina.* *Staff Comment: See note below.*
 - *Comment 2: Mileage should be unlimited as long as the travel is within the state of NC. 500 mile cap should only apply if travelling out of state.* *Staff Comment: See note below.*
 - *Comment 3: There should not be a limit on mileage. Western Counties could not even travel to Raleigh for meeting. The round trip would be more that allowed.* *Staff Comment: See note below.*
 - *Comment 4: why not keep it inside North Carolina and cover it all?* *Staff Comment: See note below.*
 - *Comment 5: not logical to restrict. Certain classes may not be offered but one location in the state and we typically to not have a 6 month in the future crystal ball* *Staff Comment: The 6 months scheduling is in reference to classes that are posted and announced for out-of-state travel. The 6 months does not apply to in-state training.*
 - *Staff Comment: Encouraging to note that PSAPs are interested in traveling for training as this has not been common practice in the past and submitted as eligible expenditures. The proposed cap will only apply to out-of-state travel.*

3. Overnight lodging will be eligible for the number of days of the class.

- *Comment 1: Overnight lodging should include day prior and day after lodging if the class is more than 30 miles from jurisdiction. Otherwise employees would be expected to drive 2-3 hours to get to a class that starts at 8 am and/or drive 2-3 hours after the course ends at 5pm leaving the jurisdiction with overtime costs computed at time and a half plus benefits. Staff Comment: Overnight lodging will not be eligible for a class 30 miles away. See note below*
- *Comment 2: Overnight lodging should include 1 night in addition to the dates of class to be used either the night before class or the night after the last class depending on class times. Staff Comment: See note below*
- *Comment 3: the day before and after should be included. If the class starts at 8 or 9, some counties may have to travel several hours to get to it. Staff Comment: See note below*
- *Comment 4: A travel day should be considered eligible. Overnight lodging will be eligible for the number of the days of the class plus one travel day. Staff Comment: See note below*
- *Comment 5: lodging should include a travel day Staff Comment: See note below*
- *Comment 6: lodging should include travel days. Staff Comment: See note below*
- *Comment 7: Does not allow for travel days. Training could be 8 or more hours away in North Carolina. Staff Comment: See note below*
- *Staff Comment: The number of days of the class equate to the number of overnight lodgings allowed. For example: A three-day class (Monday – Wednesday) will allow three-days of overnight lodging (Sunday night – Tuesday night). Course travel requiring additional lodging may be submitted for eligibility determination.*

4. The NC 911 Board Eligible Training Classes list is posted on the website and updated as new training classes are approved by the NC 911 Board.

- *Comment 1: Should not be included- make this list somewhere else. Staff Comment: See note below*
- *Comment 2: Seems to me this shouldn't be included in this document. Staff Comment: See note below*
- *Comment 3: shouldn't even be there, it isn't listing "eligible" Staff Comment: See note below*
- *Comment 4: useless statement*
- *Staff Comment: Need clarification as to why a list specifically stating what training is eligible for the ETSF should not be included within the Training section on the eligible use of funds list.*

5. Out-of-state training will be considered permissible if the class is not offered in North Carolina six months prior to, or six months after the scheduled out-of-state class. Out-of-state travel will be determined based on comparable expenditures for in-state travel. Allowable travel expenses shall not exceed the local government or State of North Carolina per diem rates and will not exceed 500 miles round trip.

- *Comment 1: This section needs to be removed. Our jurisdiction lies on the Virginia/Tennessee border, and it could be closer to take a course in one of those states than travel elsewhere. Staff Comment: See note below.*
- *Comment 2: If we hire a dispatcher and need an EMD class and there was a class 6 months before they would not be allowed to have the class- which is not fair. This should not make a determination in going to a class. Some counties border TN, GA, VA and SC and it is closer for them to travel there instead of to places in NC. Staff Comment: See note below.*
- *Comment 3: the time restraints (Six months prior and six month past) seriously restricts those PSAPs that border other states where certification classes would be much closer for them to attend. How am I supposed to know if a class pops up in NC within 6 months after? Staff Comment: See note below.*
- *Staff Comment: The 6 months scheduling is in reference to classes that are posted and announced that impact the current status of the employee for out of state travel. The NC counties bordering other states have always been given consideration per G.S. 143B-1406(d)(3) for travel to eligible classes.*

Supporting functions (implemental functions):

- *Comment 1: If a implemental functions position exists in the PSAP are proven to the local governmental entity to be necessary for the purposes of maintaining and supporting the equipment for answering and processing 911 calls, it should be eligible. G.S. 143 B-1406 (d) (1) c,d,e Staff Comment: Salaries are not allowed per N.C.G.S. 143B-1406(d).*
- *Comment 2: I agree with implemental function proposal. Staff Comment: Noted*

1. Salaries are not an eligible expenditure pursuant to N.C.G.S. 143B-1406.

- *Comment 1: Since it is required for dispatchers to be EMD certified, can a percentage of their function, not be covered by this. Define percentage by what percent of the counties calls are EMS. Staff Comment: This is a function of the call taking process. However, salaries for PSAP personnel are not eligible for use of ETSF. Implemental functions are not intended for augmenting or compensating any salary in the PSAP or local government. Implemental functions are allowed for PC Support, Server Support, CAD Support, GIS Support, and Radio Support. See below number 2.*

2. The cost for maintenance, database provisioning, and addressing functions **that are** implemental to ~~receiving and utilizing voice and data~~ **911 call taking** at the appropriate PSAP and the maintenance of **eligible** dispatch equipment located exclusively within a building where a PSAP or **back-up PSAP** is located. **Any PSAP claiming implemental functions** must provide adequate **itemized** documentation **along with a tracking and hourly rate methodology: upon request** indicating the appropriate statutory authority supporting the cost of providing those functions **on eligible equipment. Such tracking documentation must include:**

- date the task was performed
- qualified individual(s) name and title who performed the task
- task performed with description
- minutes/hours spent performing the task
- hourly rate
- total cost to perform the task
- and function category (PC Support, CAD Support, Server Support, GIS Support, Radio Support)
 - *Comment 1: I would like a more specific, practical definition of what this covers. What constitutes PC Support, Radio Support, etc? I'm not proposing a language change, just official clarification of the meaning and scope of the language. Staff Comment: Implemental functions are those tasks performed outside of a standing maintenance agreement or are not included in the maintenance agreement. This document lists eligible expenditures covered by implemental functions. The request for clarity is appreciated, however, PSAP equipment and maintenance contracts vary. Staff will provide clarification on implemental functions for the PSAP.*

3. GIS Implemental functions can be claimed for maintaining eligible GIS layers as described in the software section of this document.

- *Comment 1: Same request to clarify. What specific tasks are eligible? I'm not proposing a language change, just official clarification of the meaning and scope of the language. Staff Comment: GIS layers necessary for NG 911 are road centerlines, address points, PSAP boundaries, emergency service boundaries, and provisioning boundaries.*
- *Comment 2: Should be struck out. Staff Comment: Noted and staff will take under consideration.*

4. For in-house functions by invoicing or chargeback as consistent with accounting practices. (a sample invoice is available from 911 Board staff).

- *Comment 1: Same request to clarify. What constitutes an eligible "function"? I'm not proposing a language change, just official clarification of the meaning and scope of the language. Staff Comment: Implemental functions are those tasks performed outside of a standing maintenance agreement or are not included in the maintenance agreement. This document lists eligible expenditures covered by implemental functions. The request for clarity is appreciated, however, PSAP equipment and maintenance contracts vary. Staff will provide clarification on implemental functions for the PSAP.*
- *Comment 2: they shouldn't take that away. provide invoice Staff Comment: See note below*
- *Comment 3: needs to include the invoice example. Would reduce the potential for it to be incorrect. Staff Comment: See note below*
- *Staff Comment: Staff will gladly provide example of invoices that have been used*

for submission along with the appropriate tracking methodology documentation.

5. ~~That~~ The **hourly rate provided submitted per task will be** ~~has been~~ compared with the **UNC School of Government (NC County Salary Survey Data) rate by staff for eligibility.** ~~third party vendors for reasonableness,~~ If the rate is higher than comparable costs, the PSAP must provide additional documentation justifying the higher charge.
- *Comment 1: we should be able to get an hourly quote from a vendor and submit it* **Staff Comment: See note below.**
 - *Comment 2: any amount charged should be equal to a vendor hourly quote as in house performs the same as a vendor* **Staff Comment: See note below.**
 - *Comment 3: Trying to determine the rate is confusing.* **Staff Comment: Because PSAPs implemental functions vary staff can assist in reviewing the rate for the particular PSAPs implemental function.**
 - *Staff Comment: The above statement includes if the rate is higher than comparable costs, the PSAP must provide additional documentation justifying the higher charge. Vendor rates have always been acceptable documentation for review.*
6. ~~That~~ The work is performed by qualified personnel **individual designated by the PSAP manager.** ~~Either services~~ **Services provided by a maintenance contract or through a qualified individual are eligible expenditures.** ~~However,~~ services covered under the **maintenance** contract that the PSAP decides to perform through its staff are not eligible.
- *Comment 1: PSAP managers do not always have the authority to designate who does the implemental function work. This is often the County Manager or other supervisory personnel.* **Staff Comment: This is understood that the individual assigned for the work by the manager/supervisor is the individual designated by the PSAP.**
 - *Comment 2: AS long as they are not duplication then you should be able to claim both in house and contract work.* **Staff Comment: That is correct.**
 - *Comment 3: I should be able to simply hire someone to fix something and if that something is eligible, it should be paid for.* **Staff Comment: Services provided by eligible maintenance contracts are not an additional implemental function if performed by an individual hired to do so.**
 - *Comment 4: very confusing....contract with someone and it is covered. If in-house, they won't cover it.* **Staff Comment: Services covered under the maintenance contract that the PSAP decides to perform through its staff are not eligible.**
 - *Comment 5: Ned's clarified as it is completely confusing ***** there should be a definition of percentages and how they are determined so there is a standard****** **Staff Comment: Percentages are not utilized for eligibility determination of implemental functions.**
 - *Comment 6: Some functions under a maintenance contract may take days for a vendor to respond when it can be simply handled by in-house IT.* **Staff Comment:**

This would be a matter for the PSAP to discuss unacceptable response times = with the vendor providing maintenance under contract. Services covered under the maintenance contract that the PSAP decides to perform through its staff are not eligible.

~~7. (September 10, 2010; June 19, 2015)~~

Hosted (Shared) Services:

PSAPs may desire to **Hosted service expenses for** eligible equipment, computer hardware, software or similar eligible 911 expense items by contracting for hosting equipment or software. ~~Hosting service expenses~~ may be eligible for 911 Funding upon review and approval by the 911 Board, ~~or by Staff if so, delegated by the Board. staff.~~ (January 27, 2012)

- *Comment 1: The Percentage of eligibility needs to be specifically defined. Staff Comment: See note below.*
- *Comment 2: Percentage of Eligibility should be defined more clearly as to how this percentage is calculated (what is the formula used to come up with this percentage) Staff Comment: See note below.*
- *Comment 3: In relation to any percentage of eligibility for any of these entries - this needs to be defined to show how the percentage is determined. Staff Comment: See note below.*
- *Comment 4: I agree with Hosted/Shared services proposal. Staff Comment: Noted*
- *Comment 5: What will the percentages be based on? Agency size, call count, load? Staff Comment: See note below.*
- *Staff Comment: Current and previous Board Counsel have advised percentages are allowable, defensible, rational, and necessary to ensure compliance with administrative code and legislation. A scope of work will be reviewed. This document is intended to guide PSAPs in understanding the requirements of eligibility and denotes eligible components including common examples of ineligible expenses. Review of quotes, scope of work, and other relevant documents for the PSAP is necessary to make a percentage determination.*

Percentage of Eligibility:

If a component of the equipment, system, hardware, or software or other expenses, to include subscription or grouped pricing, addressed in this List, or determined to be eligible by the Executive Director pursuant to Rule 09 NAC 06C .0202(a), serves more than 911 call processing, then only a percentage of the total cost that serves 911 is allowable. It shall be the responsibility of the PSAP to provide supporting and requested documentation to assist with the determination of percentage eligible. Thorough review of a quote and scope of work (SOW) will be performed by finance staff at the request of the PSAP to determine percentage of eligibility.

- *Comment 1: List in it's entirety: All items that mention percentages - It is critical for PSAP budgeting that the method of determining percentages and what the allowable percentages are must be fully defined. As it is they appear to be*

arbitrary and inconsistent across jurisdictions. Staff Comment: This commenter has not been engaged with staff for review of eligibility. Current and previous Board Counsel have advised percentages are allowable, defensible, rational, and necessary to ensure compliance with administrative code and legislation.

Statewide Communications Interoperability Plan (SCIP) Compatibility:

In the N.C. 911 Board's state plan, a goal was set for compatibility with the Statewide Communications Interoperability Plan (SCIP). Please note not all items listed in the SCIP are eligible to be purchased using Emergency Telephone System Funds (ETSF). A specific purchase will be reviewed **by finance staff at the request of the PSAP to determine for** eligibility.

Position Funding:

- Base seat count policy – located on the NC 911 Board website. (April 26, 2019)
- Overflow seat count policy – located on the NC 911 Board website. (September 27, 2019)

Authority

- § 143B-1400 *et seq.*
- NC Administrative Code 09 NCAC 06C

General Comments:

- *Comment 1: Over the past 20 years PSAP funding has gone from counties being able to provide their centers with state of the art equipment to a complicated, time-consuming, micro-managed system where PSAPs and local governments have to constantly fight tooth and nail with the 911 board staff to receive enough funding for equipment that is essential and critical to the 911 call taking and dispatch system. If the board staff would stop nit-picking every single line item and arbitrarily cutting out funding through the use of percentages, PSAPs in NC would be much better equipped and more efficient. The cost of the number of man hours spent by the 911 board staff and local governments/PSAPs in discussions and debates about funding issues would likely more than cover the cost of the funds in question. I'll also add that since switching to the ESINET our 911 system phone lines have experienced outages DOZENS of times compared to a handful of outages on the previous system. Our citizens and our PSAPs deserve better. Staff Comment: This commenter is not a PSAP manager and has only been engaged in discussion of eligible expenses when questions have arisen about use of funds and expenses for salaries being paid from the ETSF. This commenter is not a PSAP manager and has only been engaged when questions have arisen about the use of funds expended for salaries or other ineligible expenses being paid from the ETSF. The manager of this PSAP has worked to update the PSAP with the most current equipment and has migrated to the ESInet. AT&T and NMAC records do not substantiate any ESInet or "911 phone system" outages for the PSAP. Service disruptions (bounces) for this PSAP were all attributed issues to the local exchange carrier (LEC). There have been no ESInet outages*

or failures since implementation in 2018. NMAC record indicates issues with a single workstation in 2022 with resolution.

DRAFT 09152022

JAMES A. WEAVER
SECRETARY & STATE CHIEF
INFORMATION OFFICER
NC 911 BOARD CHAIRMAN

JEFFREY A. SHIPP
NC 911 BOARD VICE CHAIR

L. V. POKEY HARRIS
NC 911 BOARD EXECUTIVE DIRECTOR

BY WAY OF EXAMPLE, BUT NOT LIMITATION, THE FOLLOWING COSTS ARE 911 FUND ELIGIBLE PER APPROVED SEAT FOR PRIMARY PSAPS (TO INCLUDE BACKUP PSAPS) AND FOR SECONDARY PSAPS NOT TO EXCEED THE COST PER CALL (as approved by the North Carolina 911 Board on **TBD):**

IF YOU HAVE QUESTIONS ABOUT EXPENDITURES NOT LISTED, PLEASE CONTACT 911 BOARD STAFF

Eligible 911 Fee Expenditures

Phone Systems:

- One legacy administrative line per approved answering position, including, the features of caller identification (caller ID), three-way calling, call forwarding, and multi-line hunt. Funding for each administrative line will not exceed \$75.00 per month/per approved answering position unless prior approval is received from 911 Board staff. The cost of long-distance charges necessary for re-establishing contact with a 911 caller is eligible for approved administrative lines per answering position and not included in the \$75.00 maximum allowable.
- Call handling equipment (CHE) – Hosted CHE is provided to PSAPs who choose to participate in the hosted solution offering provided through the contract between AT&T and the North Carolina 911 Board. This contract offers Viper CHE from Intrado or Vesta CHE from Motorola. Selecting either CHE through the State contract means the PSAP will no longer be invoiced for the CHE and the cost will be paid directly by the 911 Board.

A PSAP may choose to purchase on premise CHE in lieu of the hosted offering. This equipment must be certified for interconnection to the Statewide ESInet by AT&T. The maximum allowable amount for eligibility will be \$866.96 per approved seat per month. The \$866.96 is inclusive of CHE equipment, CHE maintenance costs, monitors, keyboards, firewalls, and servers as contracted by the Board.

- TDD/TTY (Telecommunications device for the Deaf/Telephone Typewriter) for ESInet-Only PSAPs since TDD/TTY is offered through hosted call handling solution.
- Automatic Call Distributions Systems (ACD) whether facilities based, or premise based for ESInet-Only PSAPs since ACD is offered through hosted call handling solution.
- Interpretive Services (e.g. Language Line or Omni Lingual) are available at no cost to PSAPs through a Statewide contract provided by the 911 Board. For services not provided by the 911 Board contract, the maximum allowable expense is capped at \$0.75 per minute.
- PSAP phone invoice charges including Automatic Location Identification (ALI) updates, Automatic Number Identification (ANI) updates, and selective routing. Legacy 911 CAMA trunk charges if a PSAP is not on the Statewide ESInet.
- Data connection for the sole purpose of collecting call information for analysis for ESInet-Only PSAPS. If connection is shared with non-eligible 911 devices, then only a percentage of the cost is eligible. If on the hosted call handling solution, this would not be an eligible expense as it is provided through the State contract.

Furniture:

- Telecommunicator console furniture that holds eligible emergency dispatch equipment. This includes the workstation desk, cabinets, tables, resource center, lift columns that control the height of the desk, environmental control system, and task light.
- Furniture maintenance such as console cleaning and repairs of eligible components.
- Telecommunicator Chairs maximum allowable is \$2,200.00. Shipping charges are eligible in addition to the maximum allowable. A chair approved for reasonable accommodation is not included in the per seat count. (Approved by Board to become effective July 1, 2022)
- Furniture for reasonable accommodation under the ADA above a maximum allowable shall be submitted for review and approval. If a particular chair is required for reasonable accommodation, and it costs more than the \$2,200 maximum allowable for chairs, it will be reviewed and approved by staff for 100% eligibility. A chair approved for reasonable accommodation is not included in the per seat count.

Computer Aided Dispatch (CAD):

- Computer Aided Dispatch (CAD) system modules that are part of the call taking process only. Some CAD systems will include many additional modules that are not part of the 911 process and are not eligible. Examples of ineligible CAD modules include but are not limited to RMS, JMS, NCIC, Firehouse, AVL, etc. Review of the vendor quote and scope of work will be used to determine eligibility. Please reference the most current [revenue expenditure workbook software tab](#) for a list of approved nomenclatures.

- Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software sending CAD information between primary PSAPs and to include secondary PSAPs to dispatch a 911 call. Formal agreements such as SOPs, SOGs, and/or ILAs must be in place between PSAPs.
- CAD-to-CAD cloud-based subscription service such as the Unify hub. PSAPs must provide formal agreements to receive and dispatch 911 calls (ILAs, SOGs, SOPs) between primary PSAPs and to include secondary PSAPs. Eligibility will be at 50%. If a vendor provides quote or invoicing clearly denoting eligible and ineligible costs, eligible costs will be at 100%. (Approved by Board to become effective July 1, 2022)
- Message switch software that allows for voiceless dispatch, status updates, and mobile to Computer Aided Dispatch (CAD) messaging. This will include CAD licensing costs for mobile computer terminals, smartphones, and tablets. Some message switch software may include many additional modules, i.e. access to records management systems (such as RMS, Firehouse), access to local, state and national databases (such as warrants, DCI, NCIC), jail management systems (JMS), and automatic vehicle location (AVL) or do not allow for voiceless dispatch, status updates, and mobile to CAD messaging, and these modules are not eligible as they are not a part of the 911 call taking and dispatch process.
- Base Message Mobile Server Software License needed for the use of message switch software licenses for voiceless dispatch is 50% eligible.
- Paging software including licensing costs to interface or integrate with CAD (to send call from CAD to first responder pager or mobile phone), or a PSAP's licensing cost to establish a web-based paging function in substitution for paging through CAD; but excluding costs for use of such software or functions by first responders.
- Mobile Message Switch hardware.

Radio:

- Radio console software and licensing. Radio console software and licensing used for the dispatch of a 911 call per approved seat. This may include functionality that is not eligible. Review of the vendor quote and scope of work will be used to determine eligibility. Please reference the most current [revenue expenditure workbook hardware tab](#) for a list of approved nomenclatures.
- Radio Consolette or mobile radio per approved seat for primary means of dispatch at the primary PSAP and backup PSAP workstation(s), when there is no traditional console installed at the workstation}. Redundancy is not eligible.
- Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles (i.e.: CED, IMC, NSS).

- Radio Console Ethernet Switch.
- Radio Console Access Router.
- Archiving Interface Server (AIS) software.

Ancillary Software:

- Geographic Information Systems (GIS) software that are used to create and display the base map showing street centerlines.
- GIS layers as required datasets for i3 (for example: road centerlines, address points, PSAP boundaries, emergency service boundaries, and provisioning boundaries) maintained specifically for NextGen 911.
- Ortho Imagery is provided by the NC 911 Board.
- Voice Logging Recorder software required to record the 911 call taking process as defined in G.S. 143B-1400(7).
- Time synchronization device software.
- Law enforcement, fire, and medical pre-arrival instruction including software, printed pre-arrival instructions, and training licenses for use in the PSAP.
- Quality assurance software used for training program of law enforcement, fire, and medical call-taking protocols.
- Automated digital voice dispatching software.

Ancillary Hardware:

- Servers and ancillary components used exclusively for Telephone (ESInet-Only PSAPs), CAD, Voice Logging Recorder, GIS, paging, Call Handling Protocol, and Radio Console software systems, including monitor, keyboard, and mouse. When submitting a server request for eligibility, a scope of work is required reflecting what applications are hosted on the server. When submitting a virtual server request for eligibility, a scope of work is required that clearly identifies core allocation for operational needs. If 911 eligible and ineligible costs are noted, a percentage will be determined as allowable.
- Ancillary components such as including headsets, handsets, push to talk (PTT) headset amplifier, PTT batteries, keyboard, mouse, microphones, speakers, headset jacks, footswitches, KVM switches, and console audio box (CAB).

- Back Up Storage Equipment and licensing to facilitate recovery and restoration for 911 eligible equipment. When submitting a backup storage request for eligibility, a scope of work is required reflecting what files and programs are archived. If 911 eligible and ineligible costs are noted, a percentage will be determined as allowable. Space allocation will not be a factor used in determination.
- Computer workstations used exclusively for CAD, AIS, and Radio consoles have a maximum allowable amount of \$2,300.00. The cost for computer workstations without monitors will not exceed \$2,300.00, such workstations will not be subject to a percentage allocation. (Approved by Board to become effective July 1, 2022)
- All monitors used within the PSAP for call taking of 911 calls as defined in N.C.G.S. § 143-1400(7). Funding for an individual monitor will not exceed \$1,500 unless prior approval is received from 911 Board staff.
- Time synchronization devices (e.g. Spectracom Net Clock).
- Uninterrupted Power Supply (UPS) for 911-only related equipment. When submitting a UPS request for eligibility, a scope of work is required reflecting what equipment is connected to the UPS. If a UPS serves more than 911 equipment, then only a percentage of the total cost that serves 911 equipment is allowable.
- Emergency Power Generator (Generator, Automatic Transfer Switch, and Annunciator) that serves the 911 center. Generator cost for a standalone PSAP [as defined in G.S. 143B-1400(25)] is approved at 100%. For PSAPs that share facility space with another agency/agencies, 100% of the square footage designated solely for operation of the PSAP is eligible. The percentage of that square footage for the PSAP shared facility space will be used to determine the eligible portion of generator cost.
- Fax Modem (for rip & run).
- Printers (CAD, CDR, and Reports). Printer functionality at percentage. Does not include printer supplies.
- Alpha / Numeric Pager Tone Generator components housed within the PSAP, e.g. Locution, Mach Alert, Zetron, US Digital Designs.
- Fiber point-to-point connection. Agency shall seek a quote for any fiber connections (i.e. CAD) from the North Carolina Department Information Technology before seeking a quote from a private vendor for replication of eligible expenses only. Justification and approval from the 911 Board must be provided if a private vendor is utilized rather than NC DIT.

Training:

- 911 funding is allowed for individual class registration for maintenance and operation of the 911 system and specific 911 intake and related call taking training, managing of a PSAP and supervising PSAP staff.
- Allowable travel expenses shall not exceed the local government or State of North Carolina per diem rates. Mileage is not reimbursable when municipal owned vehicles are used for transportation to and from eligible training.
- Overnight lodging will be eligible for the number of the days of the class.
- The [NC 911 Board Eligible Training Classes list](#) is posted on the website and updated as new training classes are approved by the NC 911 Board.
- Out-of-state training will be considered permissible if the class is not offered in North Carolina six months prior to, or six months after the scheduled out-of-state class. Out-of-state travel will be determined based on comparable expenditures for in-state travel. Allowable travel expenses shall not exceed the local government or State of North Carolina per diem rates and will not exceed 500 miles round trip.

Hosted (Shared) Services:

- Hosted service expenses for eligible equipment, computer hardware, software or similar eligible 911 expense items by contracting for hosting equipment or software may be eligible for 911 Funding upon review and approval by the 911 Board staff.

Supporting Functions (Implemental Functions):

- Salaries are not an eligible expenditure pursuant to N.C.G.S. 143B-1406.
- The cost for maintenance functions that are implemental to 911 call taking and the maintenance of eligible dispatch equipment located exclusively within a building where a PSAP or back-up PSAP is located. Any PSAP claiming implemental functions must provide adequate itemized documentation along with a tracking and hourly rate methodology indicating the appropriate statutory authority supporting the cost of providing those functions on eligible equipment. Such tracking documentation must include:
 - date the task was performed
 - qualified individual(s) name and title who performed the task
 - task performed with description
 - minutes/hours spent performing the task
 - hourly rate
 - total cost to perform the task
 - and function category (PC Support, CAD Support, Server Support, GIS Support, and Radio Support)

- GIS Implemental functions can be claimed for maintaining eligible GIS layers as described in the software section of this document.
- For in-house functions by invoicing or chargeback as consistent with accounting practices (a sample invoice is available from 911 Board staff).
- The hourly rate submitted per task will be compared with the UNC School of Government (NC County Salary Survey Data) rate by staff for eligibility. If the rate is higher than comparable costs, the PSAP must provide additional documentation justifying the higher charge.
- The work is performed by qualified individual designated by the PSAP manager. Services provided by a maintenance contract or through a qualified individual are eligible expenditures. However, services covered under the maintenance contract that the PSAP decides to perform through its staff are not eligible.

Percentage of Eligibility:

If a component of the equipment, system, hardware, or software or other expenses, to include subscription or grouped pricing, addressed in this List, or determined to be eligible by the Executive Director pursuant to Rule 09 NAC 06C .0202(a), serves more than 911 call processing, then only a percentage of the total cost that serves 911 is allowable. It shall be the responsibility of the PSAP to provide supporting and requested documentation to assist with the determination of percentage eligible. Thorough review of a quote and scope of work (SOW) will be performed by finance staff at the request of the PSAP to determine percentage of eligibility.

Statewide Communications Interoperability Plan (SCIP) Compatibility:

In the N.C. 911 Board's state plan, a goal was set for compatibility with the [Statewide Communications Interoperability Plan \(SCIP\)](#). Please note not all items listed in the SCIP are eligible to be purchased using Emergency Telephone System Funds (ETSF). A specific purchase will be reviewed by finance staff at the request of the PSAP to determine eligibility.

Position Funding:

- [Base seat count policy](#) – located on the NC 911 Board website. (April 26, 2019)
- [Overflow seat count policy](#) – located on the NC 911 Board website. (September 27, 2019)

Authority:

- § 143B-1400 *et seq.*
- NC Administrative Code 09 NCAC 06C

Revisions

Revised September XX, 2022
Revised September 27, 2019
Revised August 23, 2019
Revised April 26, 2019
Revised June 19, 2018
Revised September 22, 2017
Revised March 31, 2017
Revised June 24, 2016
Revised May 20, 2016
Revised June 19, 2015
Revised January 24, 2014
Revised March 22, 2013

Revised October 26, 2012
Revised August 24, 2012
Revised February 24, 2012
Revised January 27, 2012
Revised February 25, 2011
Revised September 24, 2010
Revised September 10, 2010
Revised November 20, 2009
Revised November 21, 2008
Revised September 26, 2008
Revised May 9, 2008
Revised April 11, 2008

DRAFT 09152012

NC 911 Board PSAP Revenue/Expenditure Report Status as of September 16, 2022

FY2020 Reports: 99% Complete

Total Received: **127**

Completed: **126**

Clarification – in process: **1**

Reports awaiting review: **0**

Review complete – waiting on signed revised report: **0**

Report received – no documentation for review: **0**

REPORT not received: **0**

FY2021 Reports: 87% Complete

Total Received: **128**

Completed: **111**

Clarification – in process: **13**

Reports awaiting review: **0**

Review complete – waiting on signed revised report: **4**

Report received – no documentation for review: **0**

REPORT not received: **0**

FY2022 Reports: 3% Complete

Total Received: **127**

Completed: **5**

Clarification – in process: **5**

Reports awaiting review: **103**

Review complete – waiting on signed revised report: **0**

Report received – no documentation for review: **0**

REPORT not received: **14**

NC 911 Board PSAP Eligibility Report from July 14, 2022, to September 16, 2022

Eastern and South-Central Regions: 16

North-Central and Western Regions: 40