PSAP Grant Program Grant Ranker

View Application--62--Wireless E-911 Continuity and Consolidation

Grant Period: 2009

Tier: Replacement of out of service wireless E-911 equipment to enable primary PSAP to maintain current service levels to the general public (**OUT OF SERVICE**)
Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP
Priority: Voice recorders and logging systems (**VOICE**)

Primary PSAP Applicants:	Scott County
Jurisdictions Served:	Scott

Project Director:
Tim Addington
Director
PO Box 395 Gate City, VA 24251
276-386-7220 (phone)
276-386-9098 (fax)
taddington@scottcountyva.com

Project Description:
The Scott County Project is an attempt to maintain our current level of 9-1-1 service. We have various pieces of equipment that are coming to the end of their service period for receiving calls and maintaining our addressing. We will be replacing of our current Dictaphone Freedom Recorder in which we have received notification that the recorder will be out of service in 2010. We will also be replacing our Mapping Computers and monitors due to increased repairs that have occurred over the last 6 months and burn-in that is occurring to the monitors. We need to add a component to strengthen our ability with TDD callers by incorporating Incident Linked Multimedia to accept multimedia message service to take text calls from citizens that use a TDD but are not physically able to get to their TDD but are in close proximity to their text phone. Finally we will be replacing our GPS unit that is failing in order to maintain addresses.

Total Project Cost	$111,775.00
Amount Requested:	$89,420.00
Matching Funds:	$22,355.00
Additional Local Funds:	$0.00

Statement of Need:
The current recorder is out of service in 2010 and we are already having difficulty obtaining replacement parts. The current CPUs for mapping are getting slower and having burn-in on the monitors. We have been replacing video cards on 2 of the 4 CPUs in addition to adding memory to attempt to increase the speed. The Incident Linked Multimedia software will be utilized with the CPUs to begin assist in handling calls that may not be TDD but from potential TDD users that are using text messaging and do not have access to a

TDD when they make a call to the 911 center. We currently have a former staff member that is in need of such service and would be an excellent candidate to assist in testing and providing guidance to 911 staff on dealing with such calls. Our GPS unit is failing and taking an extended amount of time to collect address information and to maintain our data.

Project Impact:
By completing this project we will be able to maintain our level of service to the citizens when they make a call for service. Additionally we will be able to maintain our voice logging service without interruption. Many times the dispatcher will review the recording and be able to determine the location of a caller when they utilize the administrative lines for an emergency and are unable to speak clearly. The mapping CPU replacement is necessary to maintain current level of service that citizens and responders have became accustomed to. The replacement will continue efficient operations within the center and minimize disruptions with the breakdowns. The incident linked multimedia will assist citizens that are unable to provide their location and may have a phone that does not provide accurate location information but are able to send text or photo of scene to assist in determining location. It will be a tool for the typical TDD user that may not have a TDD available but can text a call thus maintaining a level of service to this population. The GPS unit causes difficulty in collecting addresses and without the functional units there will be a delay in creating and providing addresses.

Consequence of Not Receiving:
By not receiving funds we would have the potential of our recording and mapping CPU equipment going down and causing disruption of services. Our addressing would be delayed without being able to maintain the GPS unit. Additional funds from the localities are very limited and would be difficult to obtain. Our long term goals are for replacement of the equipment by rotating critical equipment out and maintaining a level of service. However limited funds and suffering economy is having a direct effect on the locality and its ability to fund and maintain the various projects.

Part of Long Term or Strategic Plan?: Yes
Likelihood of Completion Unfunded?: 20%
Other Available Funding Sources?: No
Percent of Grant Funding Requested To Total Funding Cost?: 80%
Is Project Locally Sustainable?: Yes

Comprehensive Project Description:
The project will include the replacement of 4 mapping CPU units and monitors along with the replacement of our out of service recorder and call check system. We will also be replacing a GPS unit that is been causing delays in the collection of points for new addresses. This will be in order for us to continue the addressing and maintaining GIS mapping. Then finally the addition of software to handle text messaging and incident multimedia that is not available by TDD devices to our center. We currently have citizens that utilize TDD but they must be physically at the TDD for it to work. As with most of the general public a cordless phone or wireless device is nearby, and for those that lack sufficient mobility to get to a TDD it may be impossible, while they may have a phone that they could use to send a text.

What type of interface or compatibility solution will be used between existing equipment and/or software and that which you intend to purchase?:
We will be utilizing our current telephony software and existing equipment and will specify its usage to insure compatibility with selected vendors including CAD and mapping. We are currently utilizing Trimble units and there will not be any compatibility problems. The ILM is new technology that is being implemented and will be specified to work with our current CAD and Telephony equipment. We will be working closely with each to maximize its effectiveness.

What is the overall relationship of your project to your PSAP or locality's established long-range future plans?:
This project falls in line with the continued operation of the PSAP and replacement of critical components of mapping, recording, GPS units and assisting the community that are unable to speak.

How will the equipment purchased will support future technologies for PSAP readiness?:

The equipment purchased will be specified to work with NextGen 911 as developed at time of delivery. Hopefully, by the time of delivery more definite guidance will be provided for its acquisition. The ILM will be a unique link between current equipment and NextGen equipment and will assist with current and future needs of our community especially users of TDD units.

Budget and Budget Narrative:
Voice Call Logging Recorder $30,000 Including Call Check 4 stations Trimble GPS Unit- Submeter accuracy with differential correction. $6,775 Incident Linked Multimedia software $65,000 4 Mapping CPU, monitor replacements, server upgrade $10,000 Total $111,775

Ongoing Expenses:
Maintenance funds will be requested from the county board of supervisors annualy. A rotation of equipment will begin to improve its usefulness.

Evaluation:
The evaluation will be the effective installation and punch list testing of the recorder unit to insure compliace of all aspects of its operation. The GPS component will be evaluated by the installation and successful loading of current data dictionary into the unit. Followed by the completion of the appropriate training. Data collected will be reviewed against digital ortho photography to determine accuracy in addition to field checks. The evaluation of the mapping CPU will be by the installation and successful loading of mapping and related software followed by testing of each component of the mapping system. Incident Linked Multimedia will be evaluated by the successful loading of the software and training of personell in its useage. Additionally field training will be done by using known potentiall TDD users with them conducting test calls and submitting text and multimedia information.

What are the short term, intermediate, and/or long-term outcomes desired for this project?:
The project will provide the necessary equipment to continue operations and services to the citizens. It will continue the current level of service as it is completed. Additionally a long term goal will be that it will begin a rotation process with our equipment. The ILM will maintain our contacts with members of the TDD community as we move foward and prior to the NexGen implementation.

What measures will be used to determine outcomes?:
Effective installation. Training and operation goals. Audits of calls and mapping to determine accuracy and effective operation of the equipment. Monthly Testing of TDD and alternative means for TDD users to reach the PSAP.

How will data be collected and how will evaluations be conducted?:
Data will be collected by the report of the completition of the project along with training documentation, audit reports, and TDD testing reports.

How will data be presented?:
Data to be reported in Word and Excel reporting the completion of the components of the project, the personell trained, the accuracy of the units and its compatability. ILM can be reported by Word, Excel and powerpoint documentation on its effectiveness.

Attachments

Recorder.pdf
ILM.pdf
ILM_Data_Sheet.pdf
Approx_CAD_Replacement.pdf
2008_01_11_Scott_Co_VA_ILM_Proposal.pdf

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www.powerphone.com

Incident Linked Multimedia (ILM™)
Proposal

Prepared For:
Scott County 9-1-1
January 11, 2008

- **Background:** Incident Linked Multimedia (ILM) is a software utility for emergency and non-emergency call centers. ILM provides a vehicle to collect image media from mobile devices. Utilizing the Multimedia Message Service (MMS) protocol, ILM supports the transmission and receipt of messages, to include sound, pictures and video. ILM leverages existing technology (MMS messaging) and existing network infrastructure (cellular and internet) to bring the benefits of incident specific multimedia to the 9-1-1 center.

- **The Challenge:** Public demographics are changing. In many cities, more 9-1-1 calls are cellular than from land lines. More so, nearly 87% of all cellular devices include cameras. Public expectations are shifting and the demand is growing for 9-1-1 to receive incident specific multimedia. While many centers are collecting images to a generic e-mail address (i.e. pics@scottcountyva.org) it is very difficult to reference images to incidents and subsequently make them available to public safety officials. ILM is a modular solution designed to process the receipt of solicited and unsolicited multimedia messages so they may be referenced in context with existing operational data systems.

- **Purpose:** To deliver the benefits of Incident Linked Multimedia to the Scott County 9-1-1 Center and the population it serves. The implementation of ILM will expose elements of the system thereby enabling its integration to existing operational systems such as CAD.

- **Scope:** An ILM system to allow Scott County to solicit incident specific images from cellular callers. To also receive and process unsolicited images based upon a proprietary message priority engine. To process images based upon locally defined message priority assessment rules and relevance determinants. To make images available to computer aided dispatch (CAD) and/or record management system (RMS).

  Specific ILM components are:

  - ***Integration Module*** – XML based web services interface to third party systems (CAD; RMS)
  - ***Portable Communications Module*** – SMTP mail server to filter inbound traffic and securely send outbound messages.
  - ***Message Priority Engine*** – rules based module to assign relevance determinants for inbound unsolicited messages.
  - ***Triage Interface*** – manual inbound message processing of error/unmatched messages.
  - ***Reporting Interface*** – monitor system performance; provide real-time monitoring and retrospective reporting tools.
  - ***Database Platform*** – ILM has been designed to be database independent. ILM can be provided to function on either a SQL or Oracle database engine.

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- **Deliverables:** To include all software licenses, custom programming and development, cellular carriers' liaison, third party vendor liaison, professional services and onsite support required to install, train and implement ILM system. ILM will be installed so it is accessible from all operator positions and be capable of supporting all positions simultaneously.

- **System Requirements:** ILM's web service requires a server running IIS, Dot Net Framework 2.0, a database engine (SQL / Oracle) and access to email services (pop3 / SMTP). The email service can reside on a separate server provided connectivity via TCP/IP is available. It is assumed that Scott County 9-1-1 will provide all hardware and access to email services unless otherwise stated. It is also assumed that Scott County 9-1-1 will possess sufficient server and client database licenses.

- **Exceptions:** Fees associated with the sending of MMS messages by the caller. Public education (PSA's, advertisements, etc.) fees.

- **Outcomes:** A fully functional, licensed ILM system to allow Scott County 9-1-1 to receive solicited and unsolicited multimedia. The successful linking of images to incidents/records and make images available to public safety officials in a near real-time environment.

- **Timeline:** To be based upon agreed dates between PowerPhone and Scott County 9-1-1.

Project Costs: PowerPhone proposes to provide Scott County 9-1-1 with software deliverables for ILM services at one communication center. The system will initially be delivered and commissioned by PowerPhone engineers to function as a solely web-based application to provide training and familiarity with the system for Scott County 9-1-1 personnel. PowerPhone will then work with designated personnel from other vendors to deliver the integration elements that will enable ILM to function with existing CAD, RMS and/or telephone systems. The costs below are submitted for budgetary planning purposes.

Cost Option 1: Single center installation (Scott County 9-1-1) - $65,000. Please note, this fee includes up to $20,000 in third party (i.e. CAD) development fees.

Project Term: PowerPhone will warrant all elements of ILM within their control from an agreed go-live date for 90 days. Thereafter remote maintenance and support will be provided for one year. Annual software upgrade and maintenance fees will apply that equate to 15% of the initial software costs.

Technical Contact

Jerry Turk
Director of Technical Development
PowerPhone, Inc.
Direct: 1.203.245.4576
Email: jerry@powerphone.com

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Print Summary

PWS T3400 525W (32bit)

Price.....$1,734.33

Preliminary Ship Date: **1/14/2008**[1]

My Selections | All Options

- PWS T3400 525W (32bit)

Date 1/10/2008 10:05:13 AM Central Standar

Catalog Number 84 Retail rc973413

Catalog Number / Description	Product Code	SKU
PWS T3400 525W (32bit): Intel™ Core®2 Duo E6850 (3.00GHz/1333MHz/4MB L2) 525W	5304T	[223-1703]
Operating System: Genuine Windows® XP Professional, SP2 with Media	XPP2E	[310-8617][420-4860]
Chassis Configuration and 1394: Mini-Tower Chassis Configuration	MT	[311-7463]
Memory: 2GB, 667MHz, DDR2 SDRAM Memory, NECC (2 DIMMS)	2GN26	[311-7480]
Keyboard: USB Entry Quietkey, No Hot Keys	U	[310-7949]
Graphic Cards: 256MB PCIe x16 nVidia NVS 290, Dual Monitor DVI Capable	NV290	[320-5864]
CD-ROM, DVD, and Read-Write Devices: 16X DVD-ROM with Cyberlink Power DVD™	DVD16	[313-5614]
Floppy Drive and Media Card Reader Options: No Floppy Drive	NFD	[341-5255]
Monitor: Dell 19 inch E198 Flat Panel, Analog	E198FP	[320-5578]
2nd Monitor: Dell 19 inch E198 Flat Panel, Analog	E198FP	[320-5578]

Mouse: Dell USB 2-Button Mechanical Mouse with Scroll	ELD	[310-7959]
Speakers: Internal Chassis Speaker	INTSPK	[313-3417]
Resource CD: Resource CD-contains Diagnostics/Drivers-Genuine Window® XP Pro SP2	RCD	[310-9934]
Hard Drive Configuration: C1, All SATA, NO RAID for 1 Hard Drive	SATA1	[341-5209]
Boot Hard Drive: 80GB SATA 3.0Gb/s with NCQ and 8MB DataBurst Cache™	80ST	[341-5235]
Labels: Genuine Windows® XP Sticker	VC	[466-2909]
Hardware Support Services: Recommended: 3 Year NBD Plus (NBD onsite w/ Gold Tech Support)	PUB3YR	[465-5281][983-4252][983-6658][984-0210][987-1139][987-1308][98
Installation Services: No Onsite System Setup	NOINSTL	[900-9987]

Print

[1] The Preliminary Ship Date represents the estimated time it takes to process your order and custom build your computer based on approved credit card purchase. The Preliminary Ship Date is not intended to provide you with an actual estimated ship date. Your estimated ship date may vary based upon the payment method you choose and other factors. You will receive your Estimated Ship Date in your e-mail confirmation. Customers using E-Check as their method of payment should add 3 days to their Preliminary Ship Date.

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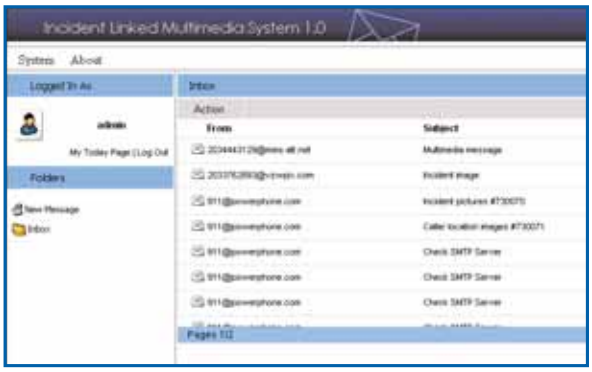
Incident Linked Multimedia™

Incident Linked Multimedia™ (ILM) from PowerPhone makes it easy for public safety agencies to collect incident specific multimedia (text, pictures, video) from mobile callers. It simplifies your job by intelligently prioritizing messages and automatically linking them to incident records in your other data systems. ILM leverages existing technology and existing network infrastructure to provide enhanced perspective to responders and meet the public's expectations today.

Collect all types of mobile device media. ILM allows your 9-1-1 or 3-1-1 call center to receive images, text messages, video and even audio files from mobile phones. This first of its kind software utility enables you to receive solicited and unsolicited messages directly into the center —while providing a secured gateway to protect against spam and other malicious messages.

No more sorting through images. ILM's proprietary ***Message Priority Engine (MPE)*** processes the inbound message and automatically links it to active or related incidents. Our ***Integration Module (IMod)*** provides a seamless interface with 3rd party CACH/CAD/RMS systems using industry standard XML services, ensuring messages are available for use by your responders as well as for retrospective reporting and record-keeping.

Uses existing technology. You do not have to wait for NG9-1-1 to provide this valuable service today. ILM utilizes your existing IP technologies and the cellular carriers' Multimedia Messaging Service (MMS) network to bring context-specific media to your agency. Powerful relevance determinants and algorithms prioritize messages according to your pre-defined criteria, while actively blocking the messages you don't want.



Meet public expectations today. Mobile calls are quickly outpacing landline calls to 9-1-1. Text and multimedia messaging have become common means of communicating-and the public expects this level of service from its public safety system. ILM provides your agency with the tools to receive these types of messages today.

Mobile Messaging Facts & Figures

- 240,000 wireless 9-1-1 calls per day in the U.S.[1]
- 70% of mobile phone users send text messages—including 94% of 18-24 year olds.[2]
- 94 billion camera phone images taken in 2006.[3]
- By 2010, 87% of all mobile phones will be camera phones.[4]
- 47% of people surveyed would use a camera phone to record a crime.[5]

[1] CTIA Wireless Association. [2] Mobile Data Association. [3] IDC Worldwide Digital Imaging Forecast. [4] Gartner Group. [5] London School of Economics.

ILM
Incident Linked Multimedia™

From:
POWERPHONE

ILM COMPONENTS

ILM is a modular and open solution with component modules capable of being installed on different machines (or locations). There are five primary components:

Integration Module (IMod)

- Serves as "middleware", exposing functionality to existing third party applications.
- Pre-built interfaces to many existing CAD/RMS systems.
- Fully customizable and documented Software Developers Kit (SDK).
- Uses standards-based XML Web Services for low cost access to a variety of systems.

Message Priority Engine (MPE)

- Applies priority weighting to inbound messages.
- Assesses message relevance based on a number of factors (solicited message, recognized phone number, related incident, geographic proximity[1]).
- Predefined message rules and protocols.
- Fully customized message priority rankings database.

ILM Triage Interface (ITI)

- Manual message processing service for unmatched messages.
- Associate to existing active or closed calls.
- Adjust the priority level of a message instantly.
- Annotate or add new information.
- Multi-user support allows any number of users to process the same message queue.

ILM Reporting Interface (IRep)

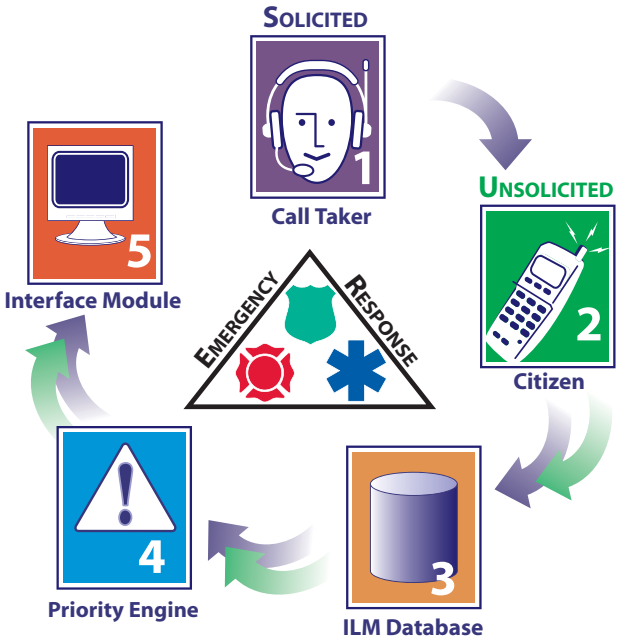
- System reporting and status updates.
- Reports by carrier (time to delivery, dropped messages, non-compliant formats).
- Real-time queues of inbound and outbound messages.
- Message Priority Engine monitoring (time to completion, priority and relevance determinants, scoring methodology).
- Message exceptions list.
- Log of manual message processing actions.

Portable Communications Module (PCM)

- Standalone SMTP mail server for filtering inbound traffic and securely sending outbound messages.
- Secure communications (Secure SMTP) encryption.
- Restricts inbound and outbound traffic to authorized providers.
- Fault-tolerant and redundant design. Performs "keep alive" testing to ensure system uptime and availability.
- Proxy support for emergency centers restricts ILM messaging from regular agency traffic.
- Optional hosted support permits off-loading of ILM messaging to PowerPhone mail servers.

[1]Requires GPS coordinates accessible to ILM database.

ILM PROCESS



1. The 9-1-1 call taker can initiate a solicited message by sending an MMS message to a caller with a unique code.
2. The caller replies to the MMS message, including the code in the message. A citizen can also send in an unsolicited MMS message to the 9-1-1 center via a published e-mail address.
3. All messages from citizens are stored in the ILM database.
4. ILM's Priority Engine evaluates each message based upon screening criteria. Messages with a recognizable code are given the highest priority.
5. Messages not processed through the Priority Engine can be manually reviewed through the ILM Interface Module.

People are talking about ILM...

"It's clearly the way to go. Having the advantage of an image is tremendous."[2]

— City of White Plains, New York

"The sooner the better. We're living in an age where information is instantaneous. Why shouldn't law enforcement take advantage of that?"[2]

— City of Miami, FL

[2] ABCNews.com: "Digital 911 Takes Crime Fighting Cellular" (http://www.abcnews.go.com/TheLaw/Story?id=3281693)

For more information on Incident Linked Multimedia visit **www.powerphone.com** or call **1.800.537.6937**

POWERPHONE

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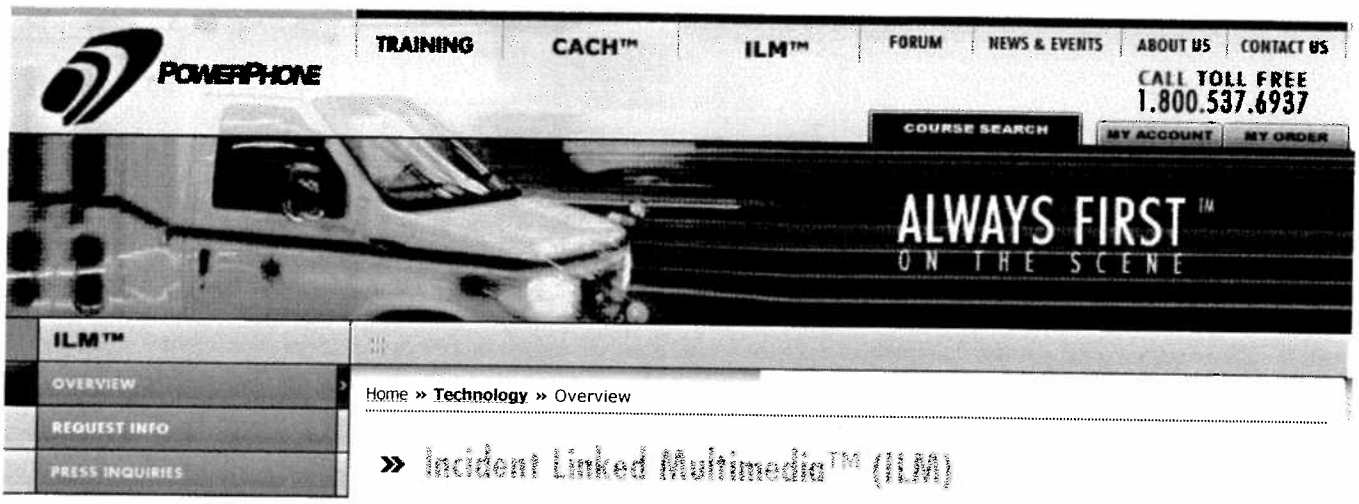

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» Incident Linked Multimedia™ (ILM)

PowerPhone has developed the first system that helps 9-1-1 centers manage camera phone images sent by callers. Introducing **Incident Linked Multimedia™ (ILM)** — a software utility for emergency and non-emergency call centers. ILM provides a vehicle to collect image media from mobile devices. Utilizing the Multimedia Message Service (MMS) and a proprietary Message Priority Engine (MPE), ILM supports the transmission and receipt of multimedia messages. ILM leverages existing technology and existing network infrastructure to bring the benefits of incident specific images to the 9-1-1 center **TODAY**.

FACTS:

Camera phones are a part of everyday life...

- Over 370 million cell phones are equipped with a camera
- By 2010, 87% of all cellular phones will be camera enabled

Public expectations are increasing...

- 50% say they would use a camera to record evidence of a crime*
- 47% say they would take pictures of a crime in progress*

** According to a survey conducted by the London School of Economics and a leading mobile communications retailer.*

Limitless Uses

This revolutionary technology can be put to use every day in your call center. The possibilities are endless.

Emergency Uses

- Traffic Accidents
- Suspicious persons/activities
- Missing children
- Crimes in progress

Non-emergency Uses

- Potholes and road hazards
- Leaky fire hydrants
- Vandalism
- Abandoned Vehicles

ILM Components

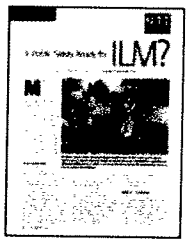
The ILM System allows the 9-1-1 center to solicit incident specific images from cellular callers and to receive and process unsolicited images based upon a proprietary message priority engine and locally defined message relevance determinants. Once received by the center, ILM can incorporate the images into existing CAD/RMS incident records.

- **Integration Module (IMOD)** - XML based web services interface to 3rd party systems
- **Portable Communications Module (PCM)** - SMTP mail server to filter inbound traffic and securely send outbound messages
- **Message Priority Engine (MPE)** - locally defined rules based module to assign relevance determinants and priority weighting for inbound unsolicited messages
- **ILM Triage Interface (ITI)** - manual processing of inbound messaging and incident updating
- **ILM Reporting Interface (IREP)** - provides real-time monitoring and retrospective system and usage reports

The Benefits of ILM

- Receive solicited and unsolicited images
- No offline sorting - images are linked directly to the incident record
- Forward images to responders and investigators
- Built-in features to reduce spam, system abuse and pranks
- Seamlessly integrate with Computer Aided Dispatch (CAD), Records Management System (RMS)

Latest News



PowerPhone's ILM Technology Featured in 9-1-1 Magazine

Read an article by PowerPhone's Jerry Turk that examines the impact Incident Linked Multimedia (ILM) will have on public safety agencies.

READ THE ARTICLE

» VIDEO: CNN profiles PowerPhone's ILM technology

» ABC News profiles PowerPhone's ILM technology

» LA wants 911 callers to be able to send cellular images of scenes

» New York to use cell phone photographers to help fight crime

» Alderman explore cell pics for Chicago 911

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Toll Free: 866-389-0911
Fax: 480-247-5270

BUDGETARY QUOTE

Date	Quote #
01/11/08	SKDSQ1407-01

Prepared by	Stacey Stover
Sales Rep	Todd Ewald

Prepared For:
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Tim Addington
239 Nena Street
PO Box 395
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Proposed Work: BUDGETARY PROPOSAL-24 Channel NICE Call Focus III with Protection Packages, Impleemntation Services and Installation.

PRODUCTS

Item #	Qty	Description	Price	Ext. Price
NCFC-24	1	24 Channel NiceCall Focus III Digital Recording System includes AIT Turbo Drive. Includes analog and digital channels, RAID-1 resiliency, software licenses, implementation service and 1st Year Warranty	$30,000.00	$30,000.00
	Products SubTotal			$30,000.00

SERVICES

Implementation Services		$0.00
Services SubTotal		$0.00
	Project Subtotal:	$30,000.00

Shipping:	$200.00
Grand Total:	$30,200.00

Prepaid Maintenance Options

(The amounts checked below will be added to the Grand Total of this quotation)

☐ Years 2 through 5 - 8x5 $14,337.98

☐ Years 2 through 5 - 24x7 $17,922.48

Initials

Customer Approval:

Approved by:	Approved Date:
Title:	Purchase Order Number

Please provide a copy of your company's purchase order along with the signed quotation and fax to 480-247-5270.

We appreciate your business and we look forward to serving you!

Terms & Conditions:

1. Price quotations are valid for 30 days.
2. Payment Terms: Due Upon Receipt
3. New installations automatically include a 90 day labor and 1 year parts warranty.
4. Applicable taxes will be charged extra.
5. Delivery: CFR-Factory
6. Estimated Delivery: 4 weeks ARO
7. Physical location must be provided at time of quotation.
8. Customer must supply and maintain the proper audio, AC, and data inputs to the system's physical location.
9. Customer is responsible for supplying the necessary LAN and telephony switch components to interface with the recording system.
10. Customer is responsible for maintenance of all cable and wiring associated with this equipment.

Initials