



MASTER SERVICE AGREEMENT (MSA)

Prepared for:
Joel Lange
Celina Fire Department (OH)



MASTER SERVICE AGREEMENT (MSA)

This Service Agreement (this “**Agreement**”) is entered into as of this date by and between Emergency Networking, Inc., a Delaware Corporation, located at:

Emergency Networking
PO Box 20559
Columbus, OH, 43220

and with,

Celina Fire Department (OH)
202 N. Main Street
Celina, OH, 45822

This Agreement governs Customer’s use of the cloud-based, EMS and fire reporting and related modules as known as “**Aldrin**”, (the “**Service**”). The Service permits EMS and Fire Departments to input, collect, store, share, report and otherwise use data and the use of our Aldrin software platform entered by Customer or its representatives (all such data, “**Customer Data**”) and generate documentation and reports for compliance, tracking and reporting purposes. The Service is offered through an html-based Internet website (the “**Site**”) as well as a mobile application.

1. REGISTRATION AND ACCOUNT SECURITY

In order to use the Service, Customer must register an account with Emergency Networking. Customer represents that it has provided, and will provide, current, accurate and complete information (including information about Customer’s users) in all account-related registration materials. Customer agrees to maintain the security of all usernames, passwords and other log-in information relating to Customer’s access to the Service and Customer’s account. Customer agrees to promptly provide Emergency Networking with notice of any information necessary to keep Customer’s account information accurate, current, and complete. ANY PERSON WITH USERNAMES, PASSWORDS OR OTHER LOG-IN INFORMATION RELATING TO CUSTOMER’S ACCOUNT MAY BE ABLE TO ACCESS CUSTOMER DATA. CUSTOMER ASSUMES ALL RISKS OF

UNAUTHORIZED ACCESS OF CUSTOMER'S ACCOUNT BASED ON SHARING OR LOSS OF SUCH USERNAMES, PASSWORDS AND LOG-IN INFORMATION. Customer agrees to promptly provide notice to Emergency Networking if Customer discovers or suspects any security breaches relating to the unauthorized use or disclosure of Customer's username(s), password(s) or log-in information.

2. PROPRIETARY RIGHTS AND LICENSES

2.1 Reservation of Rights

Subject to the limited rights expressly granted hereunder, Emergency Networking and its licensors reserve all of its/their respective right, title and interest in and to the following (collectively, the "Emergency Networking Property"): (a) the Service, the Site, all components of the mobile application functionality, all other software, hardware, technology, documentation and information provided by Emergency Networking in connection with the Service; (b) all ideas, know-how, and techniques that may be developed, conceived or invented by Emergency Networking during the performance of the Service under this Agreement; and (c) all worldwide patent, copyright, trade secret, trademark or other intellectual property rights in and to the property described in subsections 2.1(a) and (b) hereof. Subject to the rights granted to Emergency Networking in Section 2.3, Customer owns and retains all right, title and interest in and to the Customer Data and all intellectual property rights therein.

2.2 License to Use Service.

Subject to the terms of this Agreement, Emergency Networking hereby grants to Customer a non-exclusive, non-transferrable, worldwide license during the Service Term (defined herein) to access and use the Service solely for Customer's legitimate business purposes as contemplated by this Agreement.

2.3 License to Use Customer Data.

Subject to the terms of this Agreement, Customer hereby grants to Emergency Networking and its Affiliates a non-exclusive, worldwide, limited license during the Service Term to host, copy, transmit, display and use all Customer Data as necessary to provide the Service in accordance with this Agreement. Neither Emergency Networking nor its Affiliates acquire any right, title or interest from Customer under this Agreement in or to any Customer Data. As used herein, the term "Affiliates" means one or more providers of necessary services used by Emergency Networking and made available to Customer for purposes of providing the Service. An example of an "Affiliate" for such purposes is the third-party data hosting provider used by Emergency Networking for cloud-based

data storage pertaining to Customer Data submitted by Customer when Customer uses the Service (currently, Amazon Web Services). Emergency Networking may, in its reasonable discretion, change Affiliate relationships during the Service Term.

2.4 Data De-Identification:

We may De-Identify your Information and use and disclose De-Identified Information for any purpose whatsoever. We may create limited data sets from your information and disclose them for any purpose for which you may disclose a limited data set; and you hereby authorize us to enter into data use agreements on your behalf for the use of limited data sets, in accordance with applicable law and regulation. In consideration of our provision of the Services, you hereby transfer and assign to us all right, title and interest in and to all De-Identified Information that we make from your Information. You agree that we may use, disclose, market, license and sell such De-Identified Information for any purpose without restriction, and that you have no interest in such information, or in the proceeds of any sale, license, or other commercialization thereof. You acknowledge that the rights conferred by this Section are the principal consideration for the provision of the Services, without which we would not enter into this Agreement.

2.5 Restrictions.

Except as expressly permitted in this Agreement, Customer shall not directly or indirectly: (a) access, use, sell, distribute, sublicense, broadcast or commercially exploit any of the Emergency Networking Property or any rights under this Agreement; (b) introduce any infringing, obscene, libelous, or otherwise unlawful data or material into the Service; (c) copy, modify or prepare derivative works based on Emergency Networking Property; (d) reverse engineer, decompile, disassemble or attempt to derive source code from any Emergency Networking Property; or (e) remove, obscure, or alter any intellectual property right or confidentiality notices appearing in or on any aspect of any Emergency Networking Property.

3. FEES.

3.1 Fees for Service.

As consideration for the license to use the Service granted hereunder, Customer will pay all fees specified during the account registration process, on a recurring or other basis as established at such time, all as set forth in Bid Proposal, attached hereto.

3.2 Invoicing and Payment.

Emergency Networking bills recurring fees on a monthly basis or annual basis, based the number of modules selected on flat annual monthly or annual fee. Invoiced charges are due net 30 days from invoice date. Customer is responsible for providing complete and accurate billing information to Emergency Networking and notifying Emergency Networking of any changes to such information.

3.3 Overdue Payments.

If Emergency Networking does not receive an invoiced amount by the due date, then, without limiting Emergency Networking's rights or remedies, (a) such overdue charges may accrue late interest at the rate of 1.5% of the outstanding balance per month, or the maximum rate permitted by law, whichever is lower, and/or (b) Emergency Networking may condition future subscription renewals on payment terms and methods shorter than those specified herein, including pre-payment or payment by credit card or electronic transfer.

3.4 Suspension of Service.

If any amount owed by Customer under this Agreement is 30 or more days overdue, Emergency Networking may, without limiting its rights and remedies, accelerate the entire unpaid fee obligations hereunder so that all of Customer's obligations become immediately due and payable, and suspend the Service to Customer until such amounts are paid in full. Emergency Networking shall provide Customer with at least 10 days prior notice that Customer's account is overdue before suspending the Service.

3.5 Taxes.

Emergency Networking's fees do not include taxes, levies, duties or similar governmental assessments of any nature (including for example, sales, use, ad-valorem, value-added or withholding taxes). Customer is responsible for paying all taxes associated with Customer's use of the Service. If Emergency Networking has a legal obligation to pay or collect taxes for which Customer is responsible under applicable law, Emergency Networking will include such taxes in its invoices, and Customer will pay such taxes in addition to the fees for the Service, unless Customer provides Emergency Networking with a valid exemption certificate authorized by the appropriate taxing authority.

4. TERM AND TERMINATION

4.1 Service Term.

The term of this Agreement (the "Service Term") will commence when Customer registers for the account specified in Section 1 and will continue until terminated in accordance with this Agreement. The term of the subscription period for the Service will be for **12Months**. Service Term subscriptions will automatically renew for additional periods equal to the expiring subscription term, unless either party gives the other written notice of non-renewal at least 60 days before the end of the relevant subscription term. Fees during any annual automatic renewal term will not increase by more than 5% from the immediately prior term. Any special terms (In Section 12) listed below that modify the term length & price increases will supersede the language in this section.

Customer Initials (*Agreeing to Service Term*)

4.2 Termination.

A party may terminate this Agreement for cause (a) upon 30 days' notice to the other party of a material breach if such breach remains uncured at the expiration of such 30-day period; or (b) immediately if the other party becomes the subject of a petition in bankruptcy or other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors

4.3 Customer Data Portability and Deletion.

Upon request made by Customer made within 60 days after the effective date of any termination of this Agreement or expiration of the Service Term, Emergency Networking and its Affiliates will make all Customer Data available to Customer for export or download. Customer will have the option to continue to access their data online in a read only mode for a monthly or annual fee. After such 60-day period, Emergency Networking will have no obligation to maintain or provide access to Customer Data, and Emergency Networking and its Affiliates will thereafter be permitted to delete or destroy all copies of Customer Data in its/their systems or otherwise in its/their possession or control as provided in the hosting service provider's terms and conditions, unless prohibited by applicable law.

5. WARRANTIES AND LIMITATIONS

5.1 Representations.

Each party hereby represents to the other that it has validly entered into this Agreement and has the legal power to do so, and that such party will comply with all applicable laws and regulations that may be in effect during the Service Term as they apply to such party's obligations under this Agreement. In addition, Customer represents to Emergency Networking that the Customer Data, and the lawful use thereof by Emergency Networking, does not, and will not, infringe, or constitute an infringement or misappropriation of, any intellectual property rights, privacy rights or other proprietary rights of any third party or breach the terms of any agreement with a third party.

5.2 Emergency Networking Warranties.

Emergency Networking warrants that (a) this Agreement, any Affiliate(s)' terms and conditions and any account sign-up materials accurately describe the safeguards for protection of the security, confidentiality and integrity of Customer Data, (b) Emergency Networking will not materially decrease

overall security of the Service during the Service Term, (c) the Service will perform materially in accordance with this Agreement and any documentation provided to Customer on the Site or otherwise in the account sign-up materials, and (d) other than as required by Affiliate(s)' terms and conditions, Emergency Networking will not materially decrease the functionality of the Service during the Service Term.

5.3 Disclaimers.

EXCEPT AS EXPRESSLY PROVIDED HEREIN, NEITHER PARTY MAKES ANY WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AND EACH PARTY SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW

6. INDEMNIFICATION

6.1 By Emergency Networking

Emergency Networking will defend Customer from and against any and all loss, damage, liability, and expense arising from or relating to any claim brought against Customer by a third party alleging that the use of the Service in accordance with this Agreement infringes or misappropriates such third party's intellectual property rights.

7. LIMITATIONS ON LIABILITY

7.1 Limitations on Liability

If Emergency Networking fails to perform its duties and obligations under this Agreement, and Customer can establish that as a direct result thereof, Customer has incurred any damages, liabilities, losses, fees, costs or expenses, then Emergency Networking's liability to Customer for actual damages for any cause whatsoever, during the Service Term, whether in contract, tort (including negligence), strict liability or otherwise, shall not exceed in the aggregate the fees that Customer has paid for the Service during the Service Term. IN NO EVENT SHALL EMERGENCY NETWORKING OR ITS OFFICERS, MANAGERS, EMPLOYEES, AFFILIATES OR AGENTS BE LIABLE FOR ANY LOSS OF PROFIT OR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, MULTIPLE, PUNITIVE OR CONSEQUENTIAL DAMAGES SUSTAINED OR INCURRED BY CUSTOMER OR ANY THIRD PARTY IN CONNECTION WITH THE SERVICE, ANY ACTION ANY OF THEM TAKE OR FAIL TO TAKE AS A RESULT OF COMMUNICATIONS CUSTOMER SENDS TO EMERGENCY NETWORKING OR THE DELAY OR INABILITY TO USE ANY SERVICE, OR EMERGENCY NETWORKING'S OR ITS AFFILIATE(S)' REMOVAL, MODIFICATION, SUSPENSION OR DELETION OF ANY PART OF THE SERVICE PURSUANT TO ITS RIGHTS UNDER THIS AGREEMENT, IN ALL CASES, REGARDLESS OF THE FORM OF THE ACTION AND WHETHER SUCH DAMAGES WERE FORESEEN OR UNFORESEEN AND EVEN IF EMERGENCY NETWORKING HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT FOR AN ACTION FOR NON-PAYMENT BY EMERGENCY NETWORKING, NO ACTION, REGARDLESS OF FORM, ARISING OUT OF THIS AGREEMENT MAY BE BROUGHT BY EITHER PARTY MORE THAN ONE YEAR AFTER THE CAUSE OF ACTION HAS OCCURRED.

8. DATA

8.1 Security

Emergency Networking and its Affiliates will use reasonable efforts to establish and maintain safeguards to protect the security and integrity of the Service and protect against the accidental or unauthorized use, alteration or disclosure of Customer Data. Emergency Networking will arrange for provision of hosting services for Customer Data which provide confidentiality procedures which are consistent with the Privacy Rule set forth in the U.S. Health Insurance Portability and Accountability Act of 1996 (HIPAA). Hosting services provided by Amazon Web are subject to the HIPAA Compliance Guidelines found at: [Security](#). Emergency Networking and its Affiliates will use reasonable efforts to establish and maintain safeguards to protect the security and integrity of the Service and protect against the accidental or unauthorized use, alteration or disclosure of Customer

Data. Emergency Networking will arrange for provision of hosting services for Customer Data which provide confidentiality procedures which are consistent with the Privacy Rule set forth in the U.S. Health Insurance Portability and Accountability Act of 1996 (HIPAA). Hosting services provided by Amazon Web are subject to the HIPAA Compliance Guidelines found at: <https://aws.amazon.com/compliance/hipaa-compliance/>.

8.2 Backups

Emergency Networking and its Affiliates will use reasonable efforts to establish and maintain regularly scheduled backups with respect to all Customer Data.

9. MISCELLANEOUS

9.1 Assignment

Customer may not assign any of its rights or obligations under this Agreement, by operation of law or otherwise, without first obtaining Emergency Networking's written consent, except that Customer may assign this Agreement without Emergency Networking's consent (i) to an affiliate (controlled by or under common control with, Customer); or (ii) in connection with a merger, acquisition, corporate reorganization, or sale of all or substantially all of Customer's assets not involving a direct competitor of Emergency Networking; provided that Customer provides prompt written notice to Emergency Networking of such assignment. Any permitted assignment by Customer shall not modify the terms hereof, including without limitation, the specific geographic location applicable to the Service. Any attempt to assign Customer's rights or obligations under this Agreement in breach of this section shall be void and of no effect. Subject to the foregoing, this Agreement shall bind and inure to the benefit of the parties and their respective successors and permitted assigns.

9.2 Notice

Except as otherwise provided in this Agreement, any notice to Customer that is required or permitted by this Agreement shall be in writing and shall be deemed effective upon transmission when mailed by first class, registered or certified mail, postage prepaid or when sent by overnight courier service, to the address provided by Customer in the account sign-up provided to Emergency Networking in connection with entering into this Agreement or to such other address as provided in writing by Customer to Emergency Networking for such purposes. Except as otherwise provided in this Agreement, any notice to Emergency Networking that is required or permitted by this Agreement shall be in writing and shall be deemed effective upon receipt, when mailed by first class, registered or certified mail, postage prepaid or when sent by overnight courier service, such as Federal Express or equivalent, to: Emergency Networking, LLC, P.O. Box 20559, Columbus, Ohio 43220, Attn: Legal Notice.

9.3 Force Majeure

Due performance of any duty or obligation hereunder by Emergency Networking hereunder shall be excused if prevented by acts of God, information providers or other service providers, public enemy, war, terrorism, any accident, explosion, fire, storm, earthquake, flood, strike, computer outage or virus, telecommunications failure, or any other circumstance beyond or event Emergency Networking's reasonable control.

9.4 Severability

If any one or more of the provisions of this Agreement shall be held to be invalid, illegal or unenforceable for any reason, then the validity, legally or enforceability of the remaining provisions of this Agreement shall not be affected thereby. To the extent permitted by applicable law, the parties waive any provisions of law that render any provision of this Agreement invalid, illegal, or unenforceable in any respect.

9.5 Waiver or Consent

Any failure by either of the Parties to comply with any obligation, covenant, condition, or agreement contained herein may be waived in writing by the party entitled to the benefits thereof, but such waiver or failure to insist on strict compliance with such obligation, covenant, condition or agreement

shall not operate as a waiver of or estoppel with respect to any subsequent or other failure. To be effective, any consent by Emergency Networking must be in writing and signed by an authorized representative of Emergency Networking.

9.6 Entire Agreement

This Agreement constitutes the entire understanding of the Parties with respect to the subject matter hereof and supersedes and replaces all prior writings or oral negotiations or other understandings with respect thereto.

9.7 Independent Parties

Nothing in this Agreement shall be construed as creating a partnership, joint venture, fiduciary, or agency relationship between the parties, or as authorizing either party to act as an agent for the other. The parties to this Agreement are independent parties.

9.8 Governing Law; Forum for Disputes

This Agreement and all terms and conditions included or incorporated by reference herein shall be governed by and interpreted in accordance with the laws of the State of Ohio applicable to agreements made and wholly performed therein. Customer hereby consents to the exclusive jurisdiction of the federal and state courts of competent jurisdiction located in Franklin County, Ohio for the adjudication of any disputes arising out of or relating to this Agreement or Customer's access to or use of the Services. Customer hereby waives any objection to venue or inconvenient forum laid therein.

10. MAINTENANCE AND SUPPORT

10.1. Maintenance

The following items define what is included as part of maintenance:

10.1.1 Included maintenance is defined as updates to either remedy software defects or provide enhancements to all Emergency Networking modules core and customized software. Emergency Networking reserves the right to update software at any time, however, will make efforts to notify Customer in advance of any maintenance.

10.2. Support

These following items define what is included as part of support:

10.2.1 Included support is defined as 24-hour email support; and phone support, Monday – Friday 8:00 am – 6 pm EST. Support requests will be logged via email, phone, and/or within the system and Customer will be notified as to the status of the support request within 12 hours of receipt. In good faith, Emergency Networking will make its best effort to resolve issues in a timely manner depending upon the nature of the request.

10.2.2 Unless otherwise agreed upon in Exhibit A, excluded support is defined as on-site support or support of hardware and software solutions with which Aldrin may require to run on and or integrate with.

11. ATTACHMENTS

11. Attachments. The following attachments are an integral component of this agreement:

IN WITNESS WHEREOF, the parties have entered into this agreement effective as of the date first set forth above.

12. SPECIAL TERMS AND CONDITIONS:

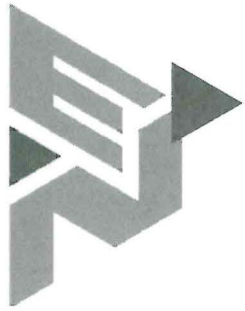
This space reserved for any contractual changes or special agreements.

None

**** Please Submit a Copy of Your Tax-Exempt Certificate with this order or "Tax" will be added to this order.**

Emergency Networking

Customer



Emergency Networking

BID PROPOSAL


The best choice for your
agency



Modern, cloud-based software running on any device, built on a single, secure platform



Fully customizable by department or agency, including advanced rules and calculations



Complete turn-key solution, including full offline functionality for even the most challenging environments



Experienced team with a relentless focus on innovation, user experience, and data insights for better decision making

Created by:

Dale Fahrney
Emergency Networking

Prepared for:

Joel Lange
Celina Fire Department (OH)



A NOTE FROM OUR CEO:

Dear: Joel Lange

I would like to thank you for giving us an opportunity to demonstrate what we can do for your department with our turn-key Fire and EMS records management software. We truly recognize the effort required to do your homework, evaluate all the options, request demos, compare the products and go through the challenges of changing your fire records management software and we are dedicated to making the transition as smooth as possible.

Emergency Networking has been founded by firefighters and technologists and has worked hard to grow and make the best product on the market through a relentless focus on the user experience and meeting the administration's reporting and management needs.

There has been significant consolidation in the first responder software market in the past couple of years and it seems as if the focus is on shutting down software platforms and "NOT" on the customer. We are dedicated to providing superior customer service and response to your individual needs and will continue to get feedback from our customers to influence our product roadmap.

Many of our employees have experience in the fire and EMS industry, including our founder Chris Schultheis as well as several personnel from our Support, Implementation and Sales teams.

Enclosed you will find a pricing package based on your needs. Please let your salesperson know if you see any errors or need clarification on the proposal. In addition, if you are ready to move forward, we have included our standard contract agreement.

At Emergency Networking we work hard to keep you a customer for life. My door is always open, if you have a suggestion or concern please don't hesitate to call or email so we can address your issue and work to exceed your expectations.

Sean Ramsey

Sean Ramsey

CEO Emergency Networking



Quote Expiration Date:

Billing Cycle Start Date:

2/28/2025

02/01/2025

Quote:

Annual Fees (Charges)	QTY	Price	Discount	Subtotal
Fire Suite (Volunteer) Fire Suite Contains ~ Fire/Exposures, Training, Properties, Inspections, Permits, Events, Hydrants, Truck Checks, Inventory & Maintenance, Daily Log, Fuel Tracker, Crew Schedule, Document Library, Personnel Management, Insights (Reporting & Ad Hoc Reporting) & Google Mapping	1	\$3,000.00	\$0.00	\$3,000.00
CAD Connection CAD Connection - Please reach out to your CAD vendor as there may be a cost to integrate to Emergency Networking.	1	\$1,250.00	\$0.00	\$1,250.00
Scheduling Interface (Aladtech) Add Vendor Here	1	\$500.00	\$0.00	\$500.00
				\$4,750.00
One Time Fees (Charges)				
Fire Suite Implementation 2 Hour New Customer Training, NFIRS Import Included	1	\$750.00	\$0.00	\$750.00

(Tier 1) Data Import: Fire Suite	1	\$1,250.00	\$0.00	\$1,250.00
- Excluding Nemsis				
Fire Suite Data Import Includes: Properties (PrePlan, Inspections & Permits), Training, Hydrant/Flow Test, Events, Inventory/Maintenance, Events & Fuel Tracker) - Excludes Nemsis Data				
				\$2,000.00
			Subtotal	\$6,750.00
			Total	\$6,750.00



Account Setup Form

Estimated Go Live Date: 02/01/2025

Account Owner Contact Information:

Name: _____

Phone: _____

Email: _____

Agency Codes: FDID: 54003 EMSID: 000000

CAD Setup Information: (Required if CAD Link was purchased)

Name: _____

Phone: _____

Email: _____

Billing Contact Information:

Name: _____

Phone: _____

Email: _____

Account Implementation Contact Information: (If different from Account Owner Contact)

Name: _____

Phone: _____

Email: _____



A NOTE FROM OUR CUSTOMER SUCCESS TEAM:

Dear: Joel Lange

Thank you for choosing Emergency Networking & welcome aboard.

In order to get your account activated as quickly as possible, and if purchased your data imports and / or CAD integration, we're going to need your help with some key account and import information which you will find below.

As soon as the "Account Setup" form is completed, the customer success team will begin the process of setting up your account and importing any data requested by your department.

From a timeline and expectations standpoint we think it's helpful to communicate upfront what you can expect.

Below is our standard activation timeline assuming the "Account Setup Form" is received within 24 hours of signature.

1. No imports: 5 Business Days upon receipt of Account Setup Form
2. NFIRS imports: 30 days from receipt of NFIRS data in NFIRS file format (This includes personnel data & apparatus data as this is needed to complete the NFIRS imports for mapping purposes)
3. Non-NFIRS data imports: 60 to 90 days from receipt of data in EXCEL or .CSV format.
4. CAD Setup: 30 to 60 days to an existing connection or 90 to 120 days for a new connection..

■ Please note that if you wish to import your historical NFIRS data, as a company practice, we will not issue account access until the bulk of the NFIRS data is imported due to data mapping needs. So, if it's important that you give us a complete data set for import as quickly as possible. Supplemental recent updates fine and can be sent when available.

Customer Responsibilities:

1. Completing the account setup and data import forms
2. Scheduling & attending “initial” intro call with EN's Customer Success team when contacted.
3. If importing data, sending data in the proper formats to: implementation@emergencynetworking.com as soon as possible.

Emergency Networking Responsibilities:

1. Setting up your initial “kick off” call within 5 business days of the receipt of your order form & account setup form.
2. Provide “best practices” data export instructions from your current RMS software if available. Please note that EN doesn't have export guide to all RMS vendors. Emergency Networking will help if possible but it's the clients responsibility to get the data out of their existing software in Excel/CSV or NFIRS file format.
3. Review data within 72 hours of receipt and communicate to you with any clarifications, deficiencies or concerns.
4. Communicate on a bi-monthly basis the current implementation status on hitting the targeted “go live” date.
5. Scheduling the onboarding training session(s) as soon onboarding is completed and customer agrees required data imports, cad connections or integrations are completed to begin the training phase.



Data Imports:

NFIRS imports are included as part of our standard implementation process. Please indicate below if you want your historical NFIRS data imported.

There is a charge to import non-NFIRS data. If you wish to import any of the data listed below and the "Non-NFIRS" import fee is not a line item on the order form, please contact your sales representative to update the order form. Your order cannot be processed until this fee is added to the products line of the order form. (This charge is a one-time fee).

Please indicate below the data you wish to imported:

- ☐ NO IMPORTS REQUESTED
- ☐ NFIRS (Personnel & Apparatus) {Must be in NFIRS file format}
- ☐ Properties Info/Pre-Fire Plan Info
- ☐ Property Contacts
- ☐ Property Inspections
- ☐ Training
- ☐ Equipment & Equipment Maintenance History
- ☐ Apparatus & Apparatus Maintenance History
- ☐ Hydrants
- ☐ Flow Test
- ☐ Events
- ☐ Fuel Usage

☐ Business List