

**Master Products and Services Agreement
Initial Order**

THIS MASTER PRODUCTS AND SERVICES AGREEMENT, including the initial order set forth below ("**Initial Order**") and the attached terms and conditions (the "**Terms and Conditions**"), is made as of April 1, 2023 (the "**Effective Date**") by and between ZOLL Data Systems, Inc. ("**ZOLL**" or "**Contractor**"), a Delaware corporation with offices at 11802 Ridge Parkway, Suite 400, Broomfield, CO 80021, accountsreceivable@zoll.com, and Pinellas County, a political subdivision of the State of Florida ("**Customer**" or "**County**").

Bill To:	Finance Division Accounts Payable Pinellas County Board of County Commissioners P. O. Box 2438 Clearwater, FL 33757	Ship To:	Pinellas County EMS 12490 Ulmerton Road Largo, FL 33774
Email for Notices:	klmeador@pinellascounty.org		
Territory Manager:	Kayleb Bowes	Offer Expires:	3/31/2023

Software and Software Maintenance (additional Software)									
Item	Lic. Type	Description	Qty	Unit	List Price	Disc	Unit Price	One-Time Fee	Annual Maintenance Fee**
SAP	CUL	RescueNet Billing Professional User	3	Concurrent User	\$7,800.00	10%	\$7,020.00	\$21,060.00	\$4,867.20

Software Maintenance (previously purchased Software)					
Description	Qty	Prior Unit Price 1/1/2023 – 3/31/2023 (US Dollars)	Unit Price beginning 4/1/2023** (US Dollars)	Extended Price beginning 4/1/2023** (US Dollars)	Annual Maintenance Fee beginning 4/1/2023** (US Dollars)
Additional Company (Single) Qtr Maint	1	39.88	42.27	42.27	169.09
Additional Company (Single) Qtr Maint	2	52.47	55.62	111.24	444.95
Additional Company (Single) Qtr Maint	16	47.85	50.72	811.54	3,246.14
Billing Professional User Qtr Maint	3	429.00	454.74	1,364.22	5,456.88
Billing Professional User Qtr Maint	6	429.00	454.74	2,728.44	10,913.76
Billing Professional User Qtr Maint	3	429.00	454.74	1,364.22	5,456.88
Billing Professional User Qtr Maint	29	339.04	359.38	10,422.09	41,688.36
Billing Professional User Qtr Maint	5	429.00	454.74	2,273.70	9,094.80
Billing Professional User Qtr Maint	3	429.00	454.74	1,364.22	5,456.88
Custom Interface Qtr Maint	1	188.10	199.39	199.39	797.54
Custom Interface Qtr Maint	1	391.20	414.67	414.67	1,658.69
DANTOM ECM and Application Qtr Maint	1	52.16	55.29	55.29	221.16
Dispatch and Billing Security Report Generator Qtr Maint	1	0.00	-	-	-
Dispatch Professional User Qtr Maint	1	339.04	359.38	359.38	1,437.53
Dispatch Professional User Qtr Maint	2	429.00	454.74	909.48	3,637.92
Dispatch Professional User Qtr Maint	5	429.00	454.74	2,273.70	9,094.80
Dispatch Professional User Qtr Maint	2	429.00	454.74	909.48	3,637.92
ECM Single Qtr Maint	1	52.16	55.29	55.29	221.16
ECM Single Qtr Maint	1	52.16	55.29	55.29	221.16
ePCR Extract – Billing NEMESIS Plug-In (Third Party) Qtr Maint	1	357.50	378.95	378.95	1,515.80
Membership Module for Billing Qtr Maint	1	391.20	414.67	414.67	1,658.69
Professional Reports/Crystal Interface Qtr Maint	1	273.88	290.31	290.31	1,161.25
RescueNet ePCR State Data Extract Qtr Maint	1	357.50	378.95	378.95	1,515.80
Security Module RNDB Qtr Maint	1	234.73	248.81	248.81	995.26
TabletPCR Mobile Unit License Qtr Maint	25	165.00	174.90	4,372.50	17,490.00
TabletPCR Mobile Unit License Qtr Maint	60	165.00	174.90	10,494.00	41,976.00
TabletPCR Philips MRx Interface Qtr Maint	1	247.50	262.35	262.35	1,049.40
Third Party CAD to TabletPCR Base Interface Framework Qtr Maint	1	550.00	583.00	583.00	2,332.00
WebPCR User License Qtr Maint	3	165.00	174.90	524.70	2,098.80
WebPCR User License Qtr Maint	15	165.00	174.90	2,623.50	10,494.00

Comments:

ZOLL reference number for additional Software = Q-11937

ZOLL reference number for existing Software = Contract No. 131605

** **Prices and Annual Maintenance Fees** subject to maximum 6% increase per year during the initial sixty (60) month term and the two additional twelve (12) month periods referenced in the "Term of Agreement" section below. ZOLL can charge less than the Annual Maintenance Fees specified herein and/or delay implementation of price increases, in its sole discretion. For example, ZOLL has advised County that ZOLL will charge the Fees listed in the Prior Unit Price column listed above for 4/1/2023 – 6/30/2023.

**Master Products and Services Agreement
Initial Order**

Term of Agreement

The term of this Agreement shall commence on the Effective Date and shall remain in full force for sixty (60) months or until termination of the Agreement, whichever occurs first. A party may avoid renewal by providing notice of termination to the other party. Unless the Agreement is terminated, the Agreement will automatically renew for successive quarters. Alternatively the parties may extend the Term of this Agreement for two (2) additional twelve (12) month periods pursuant to the same terms, conditions, and pricing set forth in the Agreement by mutually executing an amendment to this Agreement, as provided herein. The Initial Term plus any renewals is the “**Term.**” THE PARTIES ACKNOWLEDGE THAT CUSTOMER IS INITIALLY FUNDING THIS AGREEMENT FOR SIXTY (60) MONTHS FROM THE EFFECTIVE DATE. ZOLL WILL INVOICE CUSTOMER FOR THE PERIOD FOLLOWING FUNDING APPROPRIATION EXPIRATION APPROXIMATELY THIRTY (30) DAYS PRIOR TO THE END OF THE THEN-CURRENT TERM. CUSTOMER AGREES TO NOTIFY ZOLL OF TERMINATION OF THE AGREEMENT, OR TO APPROPRIATE ADDITIONAL FUNDING TO CONTINUE TO PURCHASE SOFTWARE MAINTENANCE, PRIOR TO THE EXPIRATION OF THE THEN-CURRENT TERM IN ORDER TO TERMINATE THIS AGREEMENT. ZOLL WILL CONTINUE TO PROVIDE MAINTENANCE SERVICES, AND CUSTOMER AGREES TO CONTINUE TO APPROPRIATE AND PAY MAINTENANCE SERVICE FEES, UNTIL THE AGREEMENT IS TERMINATED.

Total Compensation and Pricing

The County agrees to pay ZOLL the total not-to-exceed amount of one million seventy thousand six hundred seventy-seven dollars and seventy-eight cents (\$1,070,677.78), payable in annual not to exceed amounts as follows: Year 1 (4/1/2023 – 3/31/2024) \$205,783.13, Year 2 (4/1/2024 – 3/31/2025) \$197,707.55, Year 3 (4/1/2025 – 3/31/2026) \$209,570.01, Year 4 (4/1/2026 – 3/31/2027) \$222,144.21, Year 5 (4/1/2027 – 3/31/2028) \$235,472.88. (\$1,070,677.78 for the Products and Services purchased under this Order, payable upon submittal of an invoice.)

Contingency Funds

The County is appropriating Contingency Funds in the not-to-exceed sum of two hundred and nineteen thousand, eight hundred and seven dollars and zero cents (\$219,807) for the duration of the Agreement between 4/1/2023 and 3/31/2027. Contingency Funds may or may not be used by the County. Contingency Fund usage will be authorized by the County on an as needed basis and additional Products and Services must be approved by the County and ZOLL prior to work commencing or additional Products and Services being provided, with such approval in the form of an amendment or additional Order. There is no guarantee that these allotted funds (“**Contingency Fees**”) will be utilized during the performance of this Agreement.

Additional Software Fees	\$130,520
Additional Maintenance Fees	\$89,287
Contingency Funds not to exceed (assumes 5 years at 3 licenses per year)	\$219,807

Including the Contingency Funds, the total not-to-exceed amount listed in the “Total Compensation and Pricing” section above is increased to: \$1,290,484.78 payable in the revised annual not to exceed amounts as follows: Year 1 (4/1/2023 – 3/31/2024) \$249,744.53, Year 2 (4/1/2024 – 3/31/2025) \$241,668.95 Year 3 (4/1/2025 – 3/31/2026) \$253,531.41, Year 4 (4/1/2026 – 3/31/2027) \$266,105.61, Year 5 (4/1/2027 – 3/31/2028) \$279,434.28 (\$1,290,484.87 for the Products and Services purchased under this Order, payable upon submittal of an invoice.)

The following modified terms will replace the conflicting terms contained within the Agreement for Customer due to status as a Political Subdivision of the State of Florida.

- 1) **Governing Law and Venue; Waiver of Jury Trial.** Section 9.6 (Governing Law and Venue; Waiver of Jury Trial) is stricken and replaced with the following: “The Agreement will be governed by and interpreted in accordance with the laws of the State of Florida without reference to its choice of law rules. The United Nations Convention on Contracts for the International Sale of Goods does not apply to this Agreement.”

Payment. Section 2 (Payment) is stricken and replaced with the following: Customer shall pay ZOLL for Products and Services as provided in the Initial Order and any Order Forms (collectively, “Orders”), SOWs and this Agreement. All payments must be in U.S. dollars, unless otherwise agreed by the parties. Unless otherwise expressly provided in an applicable Order or SOW, Pursuant to Section 218.74, Florida Statutes, Customer will pay ZOLL all amounts due under this Agreement within 45 days after the date of the invoice. Any amounts not paid by Customer when due may result in the forfeiture by Customer, in ZOLL’s sole and absolute discretion, of any discounts previously offered by ZOLL. In addition, ZOLL reserves the right to deny Customer and Customer’s employees, directors, principals, partners, consultants and agents authorized to use ASP Services or Software on behalf of Customer and registered for such use through the a website at a unique URL to be provided by ZOLL to Customer (the “**ZOLL Site**”) or by email in accordance with ZOLL’s procedures for such purpose (“**Registered Users**”) access to the ASP Services, and to cease providing any or all of the Products and Services, in the event that any invoice is not paid in a timely manner. Customer acknowledges that ZOLL will not be responsible for any damage or liability caused by such cessation. Payment terms are subject to ZOLL’s credit approval. ASP Services Fees, Software Fees, Road Safety Fees, Maintenance Fees and Professional Services Fees (collectively, the “**Fees**”) exclude, and Customer will make all payments of the Fees to ZOLL free and clear of, all applicable sales, use and other taxes and all applicable export and import fees, customs duties and similar charges (“**Taxes**”). When applicable, ZOLL may include any Taxes that it is required to collect as a separate line item on an invoice. If Customer is Tax exempt or pays state Taxes directly, then prior to invoicing, Customer must provide ZOLL with a copy of a current tax exemption certificate issued by Customer’s state taxing authority for the given jurisdiction. Fees are exclusive of, and Customer will pay, all shipping and other transportation charges, insurance and installation charges. For the purpose of payment, “**Deployment Date**” means the date upon which the deployment of a Product is complete and it is able to function as described in the warranty for such Product in this Agreement, regardless of whether Customer actually uses such Product. “**Deployment Effective Date**” means the earlier of (a) the Deployment Date of a Product or (b) 90 days from the Effective Date (the “**Latest Deployment Date**”) of the Order for such Product, unless a delay in the Deployment Date has been caused by ZOLL, in which case the Deployment Effective Date shall be postponed by a number of days equal to the delay that ZOLL has caused; or (c) if Customer does not use Professional Services to deploy a Product, the Effective Date; *provided, that* the Latest Deployment Date for the Eligibility module and Road Safety Products shall be 180 days from the Effective Date. Usage-based Fees are payable in arrears, and flat Fees are payable in advance. ZOLL may increase Fees annually.

- 2)

Notices

Section 9.5 (Notices) of the Terms and Conditions is stricken and replaced with the following: “All notices, consents, authorizations, and approvals in connection with this Agreement shall be deemed given: (1) three business days after being deposited in the U.S. mail, postage prepaid, certified or registered, return receipt requested; or (2) the business day following deposit by overnight air express courier (e.g., Federal Express, Airborne, etc.), charges prepaid, return receipt requested; or (3) sent via email and addressed as set forth below, which designated person(s) and addresses may be updated by either party by giving written notice to the other party:

**Master Products and Services Agreement
Initial Order**

For County:
Attn: Dave Hare
10750 Ulmerton Road
Largo, FL 33778
Email: dhare@pinellas.gov

with a copy to:
Attn: Merry Celeste,
Purchasing and Risk Management Division Director
Pinellas County Purchasing Department
400 South Fort Harrison Avenue
Clearwater, FL 33756
Email: mceleste@pinellas.gov

For Contractor:
Attn: Chief Financial Officer
11802 Ridge Parkway, Suite 400
Broomfield, CO 80021
Email: AccountsReceivable@zoll.com”

3) **Customer.** Section 5.2 (Customer) is modified by the following:

To the extent the terms and conditions of Subsection 5.2 (Customer) of Section 5 (Indemnification) of the Terms and Conditions are prohibited by Section 768.28 or any other Florida Statutes, Subsection 5.2 shall not apply. Customer agrees to be fully responsible for its own acts of negligence, and its agents’ acts of negligence, when acting within the scope of their employment, and agrees to be liable for any damages proximately caused thereby; provided, however, that to the extent required by Section 768.28, Florida Statutes, the parties agree that Customer’s liability is subject to the monetary limitations and defenses imposed by Section 768.28, Florida Statutes. Nothing herein is intended to serve as a waiver of sovereign immunity by the parties, nor shall anything herein be construed as consent by the parties to be sued by any third party for any cause or matter arising out of or related to this Agreement, nor shall anything herein be construed as consent by Customer to acceptance of liability for the actions or omissions of any individual, including a third-party agent or individual contractor, to the extent Customer is prohibited from accepting liability under Section 768.28, Florida Statutes or any other Florida Statutes.

Any claims against the County must comply with the procedures found in 768.28, Florida Statutes.

Additional and Modified Terms to the Agreement for Customer, due to status as a Political Subdivision of the State of Florida. Notwithstanding anything to the contrary, and notwithstanding anything different stated elsewhere in the Agreement:

- 1) **Audits and Inspections.** Notwithstanding anything to the contrary in Subsection 9.2 (Audits and Inspections) of Section 9 (General Provisions) of the Terms and Conditions, the costs of the audit will be paid solely by ZOLL.
- 2) **Verification of Employment Eligibility.** ZOLL and each applicable subcontractor has registered with and uses the E-Verify system maintained by the United States Department of Homeland Security to verify the work authorization status of all newly hired employees in compliance with the requirements of Section 448.095, Florida Statutes, and that entry into this Agreement will not violate that statute. The rights and remedies provided by Section 448.095, Florida Statutes will apply to ZOLL’s violation thereof.
- 3) **Invoices.** CONTRACTOR shall submit invoices for payment due as provided herein and all payments shall be made in accordance with the requirements of Section 218.70 et. seq, Florida Statutes, “The Local Government Prompt Payment Act.” Invoices shall be submitted to the address listed above unless instructed otherwise on the purchase order, or if no purchase order, by the ordering department upon notice to ZOLL.
- 4) **Customer Limitation of Liability.** NOTWITHSTANDING ANYTHING TO THE CONTRARY IN SECTION 6 (LIMITATION OF LIABILITY) OF THE TERMS AND CONDITIONS, TO THE EXTENT REQUIRED BY SECTION 768.28, FLORIDA STATUTES, THE PARTIES AGREE THAT CUSTOMER’S LIABILITY IS SUBJECT TO THE MONETARY LIMITATIONS AND DEFENSES IMPOSED BY SECTION 768.28, FLORIDA STATUTES. NOTHING HEREIN IS INTENDED TO SERVE AS A WAIVER OF SOVEREIGN IMMUNITY BY THE PARTIES, NOR SHALL ANYTHING HEREIN BE CONSTRUED AS CONSENT BY THE PARTIES TO BE SUED BY ANY THIRD PARTY FOR ANY CAUSE OR MATTER ARISING OUT OF OR RELATED TO THIS AGREEMENT.
- 5) **Public Entity Crime Act.** ZOLL represents that it is familiar with the requirements and prohibitions under the Public Entity Crime Act, Section 287.133, Florida Statutes, and represents that its entry into this Agreement will not violate that Act. ZOLL further represents that there has been no determination that it committed a “public entity crime” as defined by Section 287.133, Florida Statutes, and that it has not been formally charged with committing an act defined as a “public entity crime” regardless of the amount of money involved or whether ZOLL has been placed on the convicted vendor list.
- 6) **Discriminatory Vendor and Scrutinized Companies List; Countries of Concern.** ZOLL represents that it has not been placed on the “discriminatory vendor list” as provided in Section 287.134, Florida Statutes, and that it is not a “scrutinized company” pursuant to Sections 215.473 or 215.4725, Florida Statutes. ZOLL represents and certifies that it is not, and for the duration of the term will not be, ineligible to contract with Customer on any of the grounds stated in Section 287.135, Florida Statutes. ZOLL represents that it is, and for the duration of the term will remain, in compliance with Section 286.101, Florida Statutes.
- 7) **Non-Exclusive Agreement.** Nothing in this Agreement shall be construed as creating any exclusive arrangement between ZOLL and Customer.

**Master Products and Services Agreement
Initial Order**

- 8) **County's Funding.** ZOLL acknowledges that Customer is a governmental entity, and payments under the Agreement are based upon the availability of public funding under its authority. In the event Customer fails to appropriate funds or make monies available, for the subsequent fiscal year covered by the term of this Agreement for the Products and Services to be provided, Customer shall notify ZOLL prior to the start of such fiscal year and this Agreement shall be terminated on the last day of the fiscal year for which funds were appropriated or monies made available for such purposes without further liability for such fiscal year payment and such termination shall not be a breach of this Agreement.
- 9) **Invoice Dispute.** Improper payment requests and invoice disputes are subject to Section will be resolved as provided in Section 218.76, Florida Statutes
- 10) **Material Default and Remedies.** All material defaults will be construed and enforced in accordance with the law of the State of Florida. Both Parties will be entitled to pursue any remedies at law or in equity as may be available.
- 11) **Expenses.** In the event travel is required, County and ZOLL will negotiate any expenses related to travel and ZOLL shall comply with Customer's reasonable standard travel policies delivered to ZOLL reasonably in advance of the incurrence of such expenses.
- 12) **Reports.** For avoidance of doubt, Customer's termination of Maintenance Services will not modify Customer's ownership or rights to use reports created and/or printed from the licensed Software.
- 13) **Public Records.** Customer is a public agency subject to Chapter 119, Florida Statutes. To the extent ZOLL is acting on behalf of Customer pursuant to Section 119.0701, Florida Statutes, ZOLL shall comply with all applicable public records laws as "contractor," specifically to:
 - a. Keep and maintain public records required by the public agency to perform the service.
 - b. Upon request from the public agency's custodian of public records, provide the public agency with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law.
 - c. Ensure that public records that are exempt or confidential from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the contractor does not transfer the records to the public agency.
 - d. Upon completion of the contract, transfer, at no cost, to the public agency all public records in possession of the contractor or keep and maintain public records required by the public agency to perform the service. If the contractor transfers all public records to the public agency upon completion of the contract, the contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the contractor keeps and maintains public records upon completion of the contract, the contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the public agency, upon request from the public agency's custodian of public records, in a format that is compatible with the information technology systems of the public agency.

ZOLL acknowledges that because the County is subject to public records legislation, including but not limited to Chapter 119, Florida Statutes, and the Florida Rules of Judicial Administration, that any of the County's obligations under the Agreement may be superseded by its obligations under any requirements of said laws.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE PINELLAS COUNTY BOARD OF COUNTY COMMISSIONERS, PURCHASING AND RISK MANAGEMENT DEPARTMENT, OPERATIONS MANAGER CUSTODIAN OF PUBLIC RECORDS AT 727-464-3311, PURCHASE@PINELLASCOUNTY.ORG, PINELLAS COUNTY GOVERNMENT, PURCHASING AND RISK MANAGEMENT DEPARTMENT, OPERATIONS MANAGER, 400 S. FT. HARRISON AVE, 6TH FLOOR, CLEARWATER, FL 33756.

**Master Products and Services Agreement
Initial Order**

Order of Precedence. In the event of any inconsistency between the terms and conditions of this Order and any other terms and conditions of the Agreement, the terms and conditions of this Order will control.

Each person signing below represents and warrants that she or he has the authority to bind the party for which he or she is signing to the terms of this Agreement. By signing below, the parties agree to the terms and conditions of this Agreement. Once signed, any reproduction of this Agreement made by reliable means (for example, photocopy or facsimile) is considered an original and all Products and Services ordered and provided under this Agreement will be subject to it.

ZOLL Data Systems, Inc.

Signature:

Sandy King
Name: Sandy King
Title: Director of Operational Accounting
Date: 3/30/23

Pinellas County, a political subdivision of the State of Florida

Signature:

Janet C. Long
Name: Janet C. Long
Title: Chair
Date: May 9, 2023



ATTEST: KEN BURKE, CLERK

By: *Dudyn Kerio*

APPROVED AS TO FORM
By: Keiah Townsend
Office of the County Attorney

Master Products and Services Agreement Terms and Conditions

1. Orders. ZOLL shall provide, and Customer shall obtain, the ASP Services, Software, Road Safety Products and Road Safety Parts (the “**Products**”) and Professional Services and Maintenance Services (the “**Services**”) identified in the Initial Order preceding these Terms and Conditions (the “**Initial Order**”) and any Order Form for additional Products or Services (“**Order Form**”) or statement of work for Professional Services (“**SOW**”) mutually agreed, executed and made a part of this Agreement.

2. Payment. Customer shall pay ZOLL for Products and Services as provided in the Initial Order and any Order Forms (collectively, “**Orders**”), SOWs and this Agreement. All payments must be in U.S. dollars, unless otherwise agreed by the parties. Unless otherwise expressly provided in an applicable Order or SOW, Customer will pay ZOLL all amounts due under this Agreement within 30 days after the date of the invoice. Amounts not paid when due will accrue interest at the rate of 1.5% per month, or the maximum allowed by law, whichever is less. Customer shall pay all expenses (including reasonable attorney’s fees) incurred by ZOLL in connection with collection of late payments. Any amounts not paid by Customer when due may result in the forfeiture by Customer, in ZOLL’s sole and absolute discretion, of any discounts previously offered by ZOLL. In addition, ZOLL reserves the right to deny Customer and Customer’s employees, directors, principals, partners, consultants and agents authorized to use ASP Services or Software on behalf of Customer and registered for such use through the a website at a unique URL to be provided by ZOLL to Customer (the “**ZOLL Site**”) or by email in accordance with ZOLL’s procedures for such purpose (“**Registered Users**”) access to the ASP Services, and to cease providing any or all of the Products and Services, in the event that any invoice is not paid in a timely manner. Customer acknowledges that ZOLL will not be responsible for any damage or liability caused by such cessation. Payment terms are subject to ZOLL’s credit approval. ASP Services Fees, Software Fees, Road Safety Fees, Maintenance Fees and Professional Services Fees (collectively, the “**Fees**”) exclude, and Customer will make all payments of the Fees to ZOLL free and clear of, all applicable sales, use and other taxes and all applicable export and import fees, customs duties and similar charges (“**Taxes**”). When applicable, ZOLL may include any Taxes that it is required to collect as a separate line item on an invoice. If Customer is Tax exempt or pays state Taxes directly, then prior to invoicing, Customer must provide ZOLL with a copy of a current tax exemption certificate issued by Customer’s state taxing authority for the given jurisdiction. Unless otherwise provided in the applicable Order or SOW, Customer will reimburse ZOLL for all reasonable out-of-pocket expenses (including travel and accommodation expenses) incurred by ZOLL (“**Expenses**”) in providing the Professional Services or, if Customer requests that Maintenance Services be performed at Customer’s site, in providing such Maintenance Services. Fees are exclusive of, and Customer will pay, all shipping and other transportation charges, insurance and installation charges. For the purpose of payment, “**Deployment Date**” means the date upon which the deployment of a Product is complete and it is able to function as described in the warranty for such Product in this Agreement, regardless of whether Customer actually uses such Product. “**Deployment Effective Date**” means the earlier of (a) the Deployment Date of a Product or (b) 90 days from the Effective Date (the “**Latest Deployment Date**”) of the Order for such Product, unless a delay in the Deployment Date has been caused by ZOLL, in which case the Deployment Effective Date shall be postponed by a number of days equal to the delay that ZOLL has caused; or (c) if Customer does not use Professional Services to deploy a Product, the Effective Date; *provided, that* the Latest Deployment Date for the Eligibility module and Road Safety Products shall be 180 days from the Effective Date. Usage-based Fees are payable in arrears, and flat Fees are payable in advance. ZOLL may increase Fees annually.

3. Warranties. The warranties for the Products and Services are solely and expressly as set forth in the ASP Services Addendum, Software License Addendum, Road Safety Addendum, Maintenance Services Addendum, Professional Services Addendum, TomTom Addendum and Addendum for AR Boost and Related Products and Services attached to this Agreement (collectively, the “**Addenda**”). EXCEPT AS EXPRESSLY SET FORTH IN THE ADDENDA, (A) THE PRODUCTS AND SERVICES ARE PROVIDED STRICTLY “**AS IS**”, WITHOUT ANY WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, WRITTEN OR ORAL; (B) ZOLL DOES NOT PROMISE THAT THE PRODUCTS OR SERVICES WILL BE SECURE, UNINTERRUPTED OR ERROR-FREE OR THAT THEY ARE SUITABLE FOR THE PARTICULAR NEEDS OF CUSTOMER, REGISTERED USERS OR ANY THIRD PARTY; AND (C) ZOLL SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON INFRINGEMENT, AND ANY WARRANTIES ARISING FROM COURSE OF DEALING OR COURSE OF PERFORMANCE OR USAGE IN TRADE. CUSTOMER ACKNOWLEDGES THAT IT HAS RELIED ON NO WARRANTIES OTHER THAN THE EXPRESS WARRANTIES IN THIS AGREEMENT, INCLUDING THE ADDENDA, AND THAT NO WARRANTIES ARE MADE BY ANY OF ZOLL’S LICENSORS OR SUPPLIERS WITH RESPECT TO THIRD PARTY PRODUCTS OR SERVICES. Products and Services may be new or used. Customer acknowledges and agrees that, in entering into the this Agreement, it has not relied upon the future availability of any new or enhanced feature or functionality, or any new or enhanced product or service, including, without limitation, updates or upgrades to ZOLL’s existing product and services. ZOLL’s performance obligations hereunder are limited to those expressly enumerated herein, and payment for ZOLL’s performance obligations shall be due as described herein.

4. Confidentiality.

4.1. Protection. Neither party will use any trade secrets, business or financial information, computer software, machine or operator instructions, business methods, procedures, know how, technical, marketing, financial, employee, planning or other information that relates to the business or technology of the other party and is marked or identified as confidential or is disclosed in circumstances that would lead a reasonable person to believe such information is confidential (“**Confidential Information**”) for any purpose not expressly permitted by this Agreement, and will further disclose the Confidential Information of the party disclosing it (“**Disclosing Party**”) only to the employees or contractors of the party receiving it (“**Receiving Party**”) who have a need to know such Confidential Information for purposes of this Agreement and who are under a duty of confidentiality no less restrictive than the Receiving Party’s duty hereunder. The Receiving Party will protect the Disclosing Party’s Confidential Information from unauthorized use, access, or disclosure in the same manner as the Receiving Party protects its own confidential or proprietary information of a similar nature and with no less than reasonable care. The ASP Services, Software, Firmware, Documentation and the Instructions shall be ZOLL’s Confidential Information (including without limitation any routines, subroutines, directories, tools, programs, or any other technology included in the Software), notwithstanding any failure to mark or identify it as such.

4.2. Exceptions. The Receiving Party’s obligations under Section 4.1 above with respect to any Confidential Information of the Disclosing Party will terminate if and when the Receiving Party can document that such information: (a) was already lawfully known to the Receiving Party at the time of disclosure by the Disclosing Party; (b) is disclosed to the Receiving Party by a third party who had the right to make such disclosure without any confidentiality restrictions; (c) is, or through no fault of the Receiving Party has become, generally available to the public; or (d) is independently developed by the Receiving Party without access to, or use of, the Disclosing Party’s Confidential Information. In addition, the Receiving Party may disclose Confidential Information of the Disclosing Party to the extent that such disclosure is: (i) approved in writing by the Disclosing Party, (ii) necessary for the Receiving Party to enforce its rights under this Agreement in connection with a legal proceeding; or (iii) required by law or by the order of a court or similar judicial or administrative body, provided that the Receiving Party notifies the Disclosing Party of such required disclosure in writing prior to making such disclosure and cooperates with the Disclosing Party, at the Disclosing Party’s reasonable request and expense, in any lawful action to contest or limit the scope of such required disclosure.

4.3. Authority. Prior to making any disclosure to ZOLL of patient information, Customer covenants that it has, or will obtain., in accordance with federal, state and local laws relating to such information, including but not limited to HIPAA, the legal right to disclose such information to ZOLL, including, if required, a properly executed, written authorization from each patient or patient’s authorized representative documenting the patient’s express written consent to enable the disclosure by Customer to ZOLL of such information.

5. Indemnification.

5.1. ZOLL. ZOLL will defend, at its own expense, any action against Customer or its or any of its agents, officers, director, or employees (“**Customer Parties**”) brought by a third party alleging that any of the Products or Services infringe any U.S. patents or any copyrights or misappropriate any trade secrets of a third party, and ZOLL will pay those costs and damages finally awarded against the Customer Parties in any such action that are specifically attributable to such claim or those costs and damages agreed to in a monetary settlement of such action. The foregoing obligations are conditioned on Customer: (a) notifying ZOLL promptly in writing of such claim or action; (b) giving ZOLL sole control of the defense thereof and any related settlement negotiations; and (c) cooperating with ZOLL and, at ZOLL’s request and expense,

Master Products and Services Agreement Terms and Conditions

assisting in such defense. If any of the Products or Services becomes, or in ZOLL's opinion is likely to become, the subject of an infringement claim, ZOLL may, at its sole option and expense, either: (i) procure for Customer the right to continue using it; (ii) modify it, or replace it with a substantially similar product or service so that it becomes non-infringing; (iii) in the case of Software or a Road Safety Product, require its return and refund Customer a pro-rata portion of the Fees for such Software or Road Safety Product based on a 36-month straight-line depreciation or (iv) terminate this Agreement, in whole or in part. Notwithstanding the foregoing, ZOLL will have no obligation under this [Section 5.1](#) or otherwise with respect to any infringement claim based upon: (1) use of any of the Products or Services not in accordance with this Agreement; (2) any use of any of the Products or Services in combination with products, equipment, software, services or data not supplied by ZOLL if such infringement would have been avoided but for the combination with other products, equipment, software, services or data; (3) the failure of Customer to implement any replacements, corrections or modifications made available by ZOLL for any of the Products or Services including, but not limited to, any use of any release of the Software other than the most current release made commercially available by ZOLL; (4) Customer Content; or (5) any modification of any of the Products and Services or use thereof by any person other than ZOLL or its authorized agents or subcontractors. This [Section 5.1](#) states ZOLL's entire liability and the exclusive remedy for any claims of infringement.

5.2. Customer. Customer shall indemnify, defend and hold ZOLL and its agents, officers, directors and employees (the "**ZOLL Parties**") harmless from and against any and all liabilities, losses, expenses, damages and claims (collectively, "**Claims**") that arise out of the following except to the extent the Claims are due to the gross negligence, intentional misconduct or breach of this Agreement by the ZOLL Parties: (i) information provided to any of the ZOLL Parties by any of the Customer Parties; (ii) the Customer Parties' use of any of the Products or Services; (iii) the actions or omissions of the Customer Parties in connection with participation in ZOLL's online customer community or exercise of any administrative rights, including database access rights, that Customer requests be granted when Customer has elected to receive, and is receiving, Managed Services or otherwise; (iv) use by the Customer Parties of any of the Products or Services in combination with Customer's products or services or Third Party Products or Services; (v) any modifications made by the Customer Parties to any of the Products and Services; (vi) misuse by the Customer Parties of any of the Products and Services (vii) infringement by the Customer Parties of any third party intellectual property right; (viii) taxes (other than taxes based on ZOLL's net income), fees, duties and charges, and any related penalties and interest, arising from the payment of the Fees or the delivery of the Products and Services to Customer hereunder; and (ix) any violation of laws or regulations, including without limitation applicable export and import control laws and regulations in the use of any of the Products or Services, by the Customer Parties.

6. Limitation of Liability. NOTWITHSTANDING ANYTHING HEREIN TO THE CONTRARY, IN NO EVENT WILL ZOLL OR ITS AFFILIATES, SUBCONTRACTORS OR SUPPLIERS BE LIABLE, EVEN IF ADVISED OF THE POSSIBILITY, FOR: (i) SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES OF ANY KIND, HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY (INCLUDING, BUT NOT LIMITED TO, NEGLIGENCE), (ii) LOSS OF PROFIT, DATA, BUSINESS OR GOODWILL, COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES OR (iii) ANY LOSSES, COSTS OR DAMAGES ASSOCIATED WITH CUSTOMER'S PRODUCTS OR OTHER ELEMENTS INCORPORATED OR USED THEREWITH WHICH WERE NOT PROVIDED BY ZOLL OR WITH RESPECT TO ANY MODIFICATIONS MADE TO THE PRODUCTS OR SERVICES OR MISUSE OF THE PRODUCTS OR SERVICES. ZOLL'S TOTAL CUMULATIVE LIABILITY IN CONNECTION WITH ANY ADDENDUM, WHETHER IN CONTRACT OR TORT OR OTHERWISE, WILL NOT EXCEED THE AMOUNT PAID TO ZOLL BY CUSTOMER FOR THE PRODUCTS AND SERVICES PROVIDED UNDER SUCH ADDENDUM DURING THE 12-MONTH PERIOD PRECEDING THE EVENTS GIVING RISE TO SUCH LIABILITY. Customer acknowledges that these limitations reflect the allocation of risk set forth in this Agreement and that ZOLL would not enter into this Agreement without these limitations on its liability. Customer agrees that these limitations shall apply notwithstanding any failure of essential purpose of any limited remedy. The remedies in this Agreement are Customer's sole and exclusive remedies. In addition, ZOLL disclaims all liability of any kind of ZOLL's licensors and suppliers, for Third Party Products or Services, and for the actions or omissions of Customer's representatives, including in connection with participation in ZOLL's online customer community or exercise of any administrative rights, including database access rights, that Customer requests be granted to such representatives when Customer has elected to receive, and is receiving, Managed Services or otherwise. If a Customer is part of the U.S. federal government, (a) products are not specifically designed, manufactured or intended for sale as parts, components or assemblies for the planning, construction, maintenance, or direct operation of a nuclear facility, or the flight, navigation, or communication of aircraft or ground support equipment, the control of hazardous materials, or other ultra-hazardous activities; (b) Customer is solely liable if products purchased by Customer are used for these applications; and (c) Customer will indemnify and hold ZOLL harmless from all loss, damage, expense or liability arising out of such use.

7. Ownership. All right, title and interest, including but not limited to all existing or future copyrights, trademarks, service marks, trade secrets, patents, patent applications, know how, moral rights, contract rights, and proprietary rights, and all registrations, applications, renewals, extensions, and combinations of the foregoing ("**Intellectual Property Rights**"), in and to the following are the exclusive property of ZOLL (or, as the case may be, its licensors and suppliers): (i) the ASP Services, Underlying Software, Access Software, Software, Firmware, Documentation, Instructions and all proprietary technology used by ZOLL to perform its obligations under this Agreement; (ii) all software, tools, routines, programs, designs, technology, ideas, know-how, processes, techniques and inventions that ZOLL makes, develops, conceives or reduces to practice, whether alone or jointly with others, in the course of performing the Professional Services; (iii) the fully compiled version of any of the foregoing software programs that can be executed by a computer and used without further compilation (the "**Executable Code**"); (iv) the human readable version of any of the foregoing software programs that can be compiled into Executable Code (the "**Source Code**"); (v) all enhancements, modifications, improvements and derivative works of each and any of the foregoing; and (vi) all ideas, suggestions or other comments provided by Customer or its representatives to ZOLL regarding each of the foregoing or otherwise in any form, manner or place, including but not limited to ZOLL's online customer community, advisory committees and annual summits (the "**ZOLL Property**"). If any derivative work is created by Customer from the Products or Services, ZOLL shall own all right, title and interest in and to such derivative work. Any rights not expressly granted to Customer hereunder are reserved by ZOLL (or its licensors and suppliers, as the case may be).

8. Term and Termination.

8.1. Term. The term of this Agreement ("**Term**") begins on the Effective Date and continues until it expires or is terminated as set forth herein. The term of each Order or SOW begins on the effective date of such Order or SOW and continues until it expires as set forth therein or is terminated as set forth herein.

8.2. Termination. Either party may terminate this Agreement or any Order or SOW without cause on 30 days' prior written notice to the other party. Either party may terminate this Agreement or any Order or SOW if the other party materially defaults in the performance of any of its obligations hereunder and fails to cure such default within 20 days after written notice from the non-defaulting party.

8.3. Effects of Termination. Upon expiration or termination of this Agreement or any Order or SOW for any reason: (a) all amounts, if any, owed to ZOLL under this Agreement or the Order or SOW that has expired or been terminated (the "Expired or Terminated Document") before such termination or expiration will become immediately due and payable; (b) Customer's right to access the Products and Services, and all licensed rights granted, in the Expired or Terminated Document will immediately terminate and cease to exist; and (c) Customer must (i) promptly discontinue all use of any Products or Services provided under the Expired or Terminated Document (ii) erase all copies of Software from Customer's computers and the computers of its customers and return to ZOLL or destroy all copies of such Software and related Documentation on tangible media in Customer's possession and (iii) return or destroy all copies of the Documentation and Instructions in Customer's possession or control; (d) each party shall promptly discontinue all use of the other party's Confidential Information disclosed in connection with the Expired or Terminated Document and return to the other party or, at the other party's option, destroy, all copies of any such Confidential Information in tangible or electronic form. Additionally, if any Order for ASP Services or for Software that is subject to a Subscription License (other than RescueNet@Work) is terminated within 12 months of the Effective Date of such Order (or other period specified in such Order) by ZOLL for a material default or Customer without cause, then Customer immediately shall pay ZOLL an early termination fee equal to the amount of (x) the initial Annual Fee for such ASP Services or Subscription License (or other amount specified in such Order) minus (y) the sum of Monthly Fees for such ASP Services or Subscription License paid by Customer to ZOLL prior to the date of termination. Upon ZOLL's request, Customer will provide a written certification (in the form acceptable to ZOLL), certifying as to Customer's compliance with its post-termination obligations set forth in this Section 8.3.

9. General Provisions.

9.1 Compliance with Laws. Customer shall comply with all applicable laws and regulations, and obtain required authorizations, concerning its use of the Products and Services, including without limitation if applicable all export and import control laws and regulations. Customer will not use any of the Products or Services for any purpose in violation of any applicable laws. ZOLL may suspend performance if Customer is in violation of applicable laws or regulations.

Master Products and Services Agreement Terms and Conditions

9.2 Audits and Inspections. Upon written request from ZOLL, Customer shall furnish ZOLL with a certificate signed by an officer of Customer stating that the Products and Services are being used strictly in accordance with the terms and conditions of this Agreement. During the Term and for a period of six months following the termination or expiration of this Agreement, upon prior written notice, ZOLL will have the right, during normal business hours, to inspect, or have an independent audit firm inspect, Customer's records relating to Customer's use of the Products and Services to ensure it is in compliance with the terms of this Agreement, including with any limitation on the number of servers, personal computers or portable devices on which Customer may install the Software hereunder; the number of Customer users that may use the Software hereunder; the number of Customer users that may concurrently use the Software or ASP Services hereunder (the "**Concurrent Users**"); for Fees based on Concurrent Users, the number of such users listed in the Order for such Fees (the "**Concurrent Users Cap**"); the number of patient care records generated through the software hereunder; on the number of vehicles or other mechanism upon which pricing is based hereunder. The costs of the audit will be paid by ZOLL, unless the audit reveals that Customer's underpayment of Fees exceeds five percent, other than ePCR Monthly Fees that are subject to adjustment as described in an Order. Customer will promptly pay to ZOLL any amounts shown by any such audit to be owing (which shall be calculated at ZOLL's standard, non-discounted rates) plus interest as provided in Section 2 above.

9.3 Assignments. Customer may assign or transfer, by operation of law or otherwise (including in connection with a sale of substantially all assets or equity, merger or other change in control transaction), any of its rights under this Agreement, any Order, or any SOW (including its right to use any Products or Services) to any third party without ZOLL's prior written consent. Any attempted assignment or transfer in violation of the foregoing will be null and void. ZOLL shall have the right to assign this Agreement or any SOW to any successor to its business or assets to which this Agreement relates, whether by merger, sale of assets, sale of stock, reorganization or otherwise, and to contract with any third party to provide part of any of the Products and Services.

9.4 U.S. Government End Users. If Customer is a branch or agency of the United States Government, the following provision applies. The Software, Documentation and Instructions are composed of "commercial computer software" and "commercial computer software documentation" as such terms are used in 48 C.F.R. 12.212 (SEPT 1995) and if provided hereunder are (i) for acquisition by or on behalf of civilian agencies, consistent with the policy set forth in 48 C.F.R. 12.212; or (ii) for acquisition by or on behalf of units of the Department of Defense, consistent with the policies set forth in 48 C.F.R. 227.7202 1 (JUN 1995) and 227.7202 3 (JUN 1995).

9.5 Notices. All notices, consents, and approvals under this Agreement must be delivered in writing by electronic mail, courier, electronic facsimile, or certified or registered mail (postage prepaid and return receipt requested) to the other party at the address set forth in the Initial Order and, in the case of ZOLL, to the attention of the Chief Financial Officer (or to such other address or person as from time to time provided by such party in accordance with this Section), and will be effective upon receipt or three (3) business days after being deposited in the mail as required above, whichever occurs sooner.

9.6 Governing Law and Venue; Waiver of Jury Trial. This Agreement will be governed by and interpreted in accordance with the laws of the State of Colorado without reference to its choice of law rules. The United Nations Convention on Contracts for the International Sale of Goods does not apply to this Agreement. Any action or proceeding arising from or relating to this Agreement shall be brought in a federal or state court in Denver, Colorado, and each party irrevocably submits to the jurisdiction and venue of any such court in any such action or proceeding. EACH PARTY HEREBY KNOWINGLY, VOLUNTARILY, AND INTENTIONALLY WAIVES ANY RIGHT IT MAY HAVE TO A TRIAL BY JURY IN RESPECT OF ANY LITIGATION ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT.

9.7 Remedies. Except as otherwise expressly provided in this Agreement, the parties' rights and remedies under this Agreement are cumulative. Customer acknowledges that the Products and Services are built on valuable trade secrets and proprietary information of ZOLL, that any actual or threatened breach hereof will constitute immediate, irreparable harm to ZOLL for which monetary damages would be an inadequate remedy, and that ZOLL will be entitled to injunctive relief for such breach or threatened breach. Customer further agrees to waive and hereby waives any requirement for the security or the posting of any bond in connection with such remedies. Such remedies shall not be considered to be the exclusive remedies for any such breach or threatened breach, but shall be in addition to all other remedies available at law or equity to ZOLL.

9.8 Waivers. Any waiver or failure to enforce any provision of this Agreement on one occasion will not be deemed a waiver of any other provision or of such provision on any other occasion.

9.9 Severability. If any provision of this Agreement is held by a court of competent jurisdiction to be unenforceable, such provision will be changed and interpreted to accomplish the objectives of such provision to the greatest extent possible under applicable law and the remaining provisions of this Agreement will continue in full force and effect. In any event, the unenforceability or invalidity of any provision shall not affect any other provision of this Agreement, and this Agreement shall continue in full force and effect, and be construed and enforced, as if such provision had not been included, or had been modified as above provided, as the case may be.

9.10 Independent Contractors. The parties are entering into, and will perform, this Agreement as independent contractors. Nothing in this Agreement will be construed to make either party the agent of the other for any purpose whatsoever, to authorize either party to enter into any contract or assume any obligation on behalf of the other or to establish a partnership, franchise or joint venture between the parties.

9.11 Third Parties. Customer is solely responsible for, and none of the fees set forth herein shall be deemed to cover, any amounts owed to third parties in connection with the use of the Products and Services, including without limitation software, clearinghouse fees. If Customer engages a third-party provider ("**Third Party Provider**") to deliver products or services, including without limitation software, integrated into or receiving data from or accessing the Products or Services ("**Third Party Products or Services**"), Customer agrees to obtain ZOLL's prior consent to such integration, receipt or access (collectively, a "**Transfer**"). If Customer requests a Transfer, Customer represents, warrants and agrees that: (i) ZOLL, in its sole and absolute discretion, shall have the right to agree to such Transfer or decline to do so; (ii) ZOLL shall have no liability, and makes no representation, with respect to such Third Party Products or Services; (iii) the Third Party Provider shall not be an agent of ZOLL as a result of the Transfer; (iv) the Third Party Provider shall not receive, maintain, or transmit PHI on behalf of ZOLL, as a result of the Transfer; and (v) installation, if any, of such Third Party Products or Services by ZOLL shall constitute Professional Services, a condition of which shall be the execution of an Order for such Professional Services. Upon termination of Customer's agreement with a Third Party Provider pertaining to Third Party Products or Services, Customer immediately shall terminate Third Party Provider's access to the Products and Services and notify ZOLL thereof. If the Third Party Products or Services result in the sharing of Customer Content with Third Party Provider, Customer consents to the sharing by ZOLL and its affiliates of Customer Content with such Third Party Provider for the sole purpose of Third Party Provider's delivery of the Third Party Products or Services and represents that such sharing does not violate any agreement, law, regulation or other legal standard, including but not limited to any business associate agreement or other requirement of HIPAA. To the extent the Products or Services contain software owned by a third party for which ZOLL has a license agreement with a third party, the Products and Services and all rights granted hereunder are expressly limited by and subject to any license agreements ZOLL may have for such software.

9.12 Force Majeure. Neither party shall be liable for damages for any delay or failure of performance hereunder (other than payment obligation) arising out of causes beyond such party's reasonable control and without such party's fault or negligence, including, but not limited to, failure of its suppliers to timely deliver acceptable parts or services, any act or omission of Customer that interferes with or impedes ZOLL's performance hereunder, acts of God, acts of civil or military authority, fires, riots, wars, embargoes, Internet disruptions, hacker attacks, or communications failures (a "**Force Majeure Event**"). In the event ZOLL's production is constrained because of any condition described in the preceding sentence, then ZOLL will have the right to allocate production and deliveries of Products and Parts among its customers as ZOLL, in its discretion, determines.

9.13 Entire Agreement; Amendment; No Third Party Beneficiaries; Online Customer Community; Survival. This Master Products and Services Agreement, the Addenda, the Orders, any SOWs and any attachments, addenda and exhibits thereto including, without limitation, these Terms and Conditions and the terms and conditions of the Addenda (collectively, the "**Agreement**") constitute the entire agreement between the parties regarding the subject hereof and supersede all prior or contemporaneous agreements, understandings, and communication, whether written or oral, except agreements at zollonline.com. Any other representation or agreement, whether written or oral, including but not limited to any purchase order issued by Customer, shall be wholly inapplicable to the Products and Services and shall not be binding in any way on ZOLL. This Agreement may not be amended or changed or any provision hereof waived except in writing signed by both

**Master Products and Services Agreement
Terms and Conditions**

parties. Any different or additional terms in any purchase order, confirmation or similar form issued or otherwise provided by Customer but not signed by an authorized representative of ZOLL shall have no force or effect. Neither party shall have any obligation to enter into any Order Form or SOW. Customer understands and agrees that its authorized representatives may participate in ZOLL's online customer community in accordance with the terms of such community. There are no third party beneficiaries of this Agreement. Those provisions of this Agreement that may be reasonably interpreted as surviving termination of this Agreement or the survival of which is necessary for the interpretation or enforcement of this Agreement shall continue in full force and effect in accordance with their terms notwithstanding the termination hereof including, but not limited to, [Section 4](#) (Confidentiality), [Section 5](#) (Indemnification), [Section 6](#) (Limitation on Liability), [Section 7](#) (Ownership), [Section 8.3](#) (Effects of Termination) and [Section 9](#) (General Provisions). This Agreement may be executed in counterparts, each of which will be considered an original, but all of which together will constitute the same instrument.

**Master Products and Services Agreement
ASP Services Addendum**

THE ASP SERVICES ADDENDUM is not applicable to the Products and Services provided under this Master Products and Services Agreement and has been stricken from this Agreement. Amendment to the Master Products and Services Agreement is required in order to add the ASP Services Addendum to the Master Products and Services Agreement

**Master Products and Services Agreement
Software License Addendum**

THIS SOFTWARE LICENSE ADDENDUM is subject to and made a part of the Master Products and Services Agreement to which it is attached.

- 1. Applicability and Fees.** This Addendum applies to any Software listed in an Order that has not expired or been terminated in accordance with the Agreement. Fees for any Software are set forth in the Order for such Software (the “**Software Fees**”). Except as expressly provided in the Agreement, Software Fees are not refundable.
- 2. Delivery.** ZOLL shall deliver the Software to the address for the delivery specified in the Order for such Software. All shipments will be F.O.B. point of shipment. Risk of loss passes to Customer upon shipment.
- 3. Software.** Subject to the terms and conditions of the Agreement, ZOLL grants to Customer a perpetual, non-exclusive, non-transferable license to: (a) install and use any computer software program listed in any Order and any modified, updated or enhanced version of such program that ZOLL may provide to Customer pursuant to the Professional Services or Maintenance Services (the “**Software**”) in Executable Code in the quantity and accordance with the License Type specified in such Order for Customer’s internal business purposes; (b) make one copy of the Software solely for backup or archival purposes; (c) copy and reproduce the user’s manuals provided to Customer along with the Software (the “**Documentation**”) provided to Customer solely for the purposes of facilitating Customer’s use of the Software; and (d) install a duplicate system solely for training new staff members or testing configuration changes and software updates. Maintenance Services do not apply to this training or testing system and ZOLL reserves the right to charge additional fees for Maintenance Services on it.
- 4. Restrictions.** Except as expressly permitted by the Agreement, Customer shall not, and shall not permit any third party, to: (a) use, reproduce, modify, adapt, alter, translate or create derivative works from the Software or the Documentation; (b) merge the Software with other software; (c) sublicense, distribute, sell, use for service bureau use, lease, rent, loan, or otherwise transfer the Software or the Documentation to any third party; (d) reverse engineer, decompile, disassemble, or otherwise attempt to derive the Source Code for the Software; (e) remove, alter, cover or obfuscate any copyright notices or other proprietary rights notices included in the Software; or (f) otherwise use or copy the Software or Documentation in any manner not permitted by the Agreement. Customer agrees to install and use the Software only in strict compliance with the applicable License Type and all of the other terms of this Agreement. Without limiting the generality of the foregoing, Customer covenants to comply with all limitations imposed by the applicable License Type with respect to the number of servers, personal computers and portable devices on which Customer may install the Software hereunder and the number of Customer users that may use the Software hereunder.
- 5. Warranty.** Subject to Customer’s payment of the Fees, ZOLL warrants for the 90-day period commencing on the Deployment Effective Date of any Software that such Software, when installed by ZOLL and used as permitted and in accordance with the instructions in the Documentation, will operate substantially as described in the Documentation (the “**Software Warranty Period**”); *provided, that no Software Warranty Period shall apply to any type of Software previously licensed by Customer or any module for such type of Software.* ZOLL does not warrant that the Customer’s use of the Software will be error free or uninterrupted. ZOLL will, at its own expense and as its sole obligation and Customer’s exclusive remedy for any breach of this warranty, use commercially reasonable efforts to correct any reproducible error in the Software reported to ZOLL by Customer in writing during the Software Warranty Period. Any such error correction provided to Customer will not extend the original Software Warranty Period. The warranty set forth in this [Section 5](#) is qualified in its entirety by, and subject to, [Section 3](#) of the Terms and Conditions.
- 6. License Types.** Customer shall install and use Software in accordance with the type of license that has been granted in the Order for such Software (“**License Type**”). Software may contain a software license management tool (a “**License Manager**”) that regulates Software use. Customer may not install or use the Software in a manner that circumvents or interferes with the operation of the License Manager or any other technological measure that controls access to the Software.

License Type	Description
Concurrent User License (“ CUL ”)	Customer has the right to install the Software on an unlimited number of servers for use concurrently by a number of Customer users up to the number of user licenses Customer has purchased. The license is not limited to any specifically identified Customer users but is limited by the total number of Customer users who may access the Software at any one time.
Device License (“ DL ”)	Customer has the right to install the Software on a specific number of compatible personal computers or other portable devices up to the number of licenses Customer has purchased. The Software may be accessed and used by an unlimited number of Customer users, so long as the Software is accessed from any of the personal computers or other portable devices for which Customer has purchased the license.
Node License (“ NL ”)	Customer has the right to install the Software on an unlimited number of compatible personal computers or devices (each, a “ Node ”), but the number of Nodes that can actively use the Software at any one time is limited by the total number of licenses purchased by the Customer. Once a license is made active on a Node, it will remain active on that Node until either the Node times out, because no contact has been made between the Node and the server for a specified period of time, or the local system administrator reassigns the license. When a license is reassigned from a Node, that Node may not have another license assigned to it for a defined period of time. The Software may be accessed and used by an unlimited number of Customer users so long as the number of Nodes actively using the Software at any one time does not exceed the total licenses.
Population License (“ PPL ”)	Customer has the right to install the Software on an unlimited number of compatible personal computers or servers for use concurrently by an unlimited number of Customer users to manage a number of resources (i.e. crew members scheduled, vehicles tracked, etc.) which number of resources is limited by the number of licenses Customer has purchased. The license is not limited to any specifically identified resources or users but is limited by the total number of resource licenses that Customer has licensed as described above.
Principal License (“ PL ”)	Principal License grants Customer the right to install the Software on a Customer network drive or Customer-owned compatible personal computer that may be accessed and used by an unlimited number of employees, directors, principals, partners, consultants and agents of Customer (collectively, “ Employees ”). Employees may not distribute the Software to persons or entities who are not Employees.
Site License (“ SL ”)	Site License grants Customer the right to access the Software from an unlimited number of compatible personal computers at a specific location with a unique street address (the “ Site ”). The Software may be accessed and used by an unlimited number of users only at the Site.
Subscription License (“ SUB ”)	Subscription License grants Customer the right to install the Software on an unlimited number of compatible personal computers, devices, or servers for use by any number of Customer users to perform Dispatch, Billing, Scheduling, or to facilitate the entry of patient or fire records, as specified on an Order. The license is not limited to any specifically identified Customer users.
Third Party License (“ TPL ”)	Third Party License is defined by a third party software provider and may be more particularly described in a corresponding named exhibit in this agreement or subject to the End User License Agreement provided by the third party software provider with the distribution of the software package shipped by ZOLL to Customer.

- 7. NEMSIS Extracts.** If the Standard NEMSIS Extract is included as a line item on any Order, Customer acknowledges that it is being provided with the Standard NEMSIS Data Extract for the purposes of data reporting to Customer’s specific state or states. While NEMSIS has established a standard set of reportable data elements, certain states may elect to collect data that is outside the scope of the documented NEMSIS Data Dictionary. For each state that defines such requirements outside this data dictionary, it is ZOLL’s goal to develop a state-specific plug-in to the Standard NEMSIS Data Extract in order to meet these requirements. Should Customer require such a plug-in to the NEMSIS Extract in order to meet these state requirements, Customer must purchase a state-specific NEMSIS Plug-In from ZOLL when available.
- 8. ICC Codes.** If ICC Codes are included as a line item on any Order, the Software provided to Customer under this Agreement contains information which is proprietary to and copyrighted by or licensed to International Code Council, Inc. (the “**ICC Codes**”). The portions of information copyrighted by or licensed to the International Code Council, Inc., have been obtained and reproduced with permission. The acronym ICC®, the ICC logo, (*Insert Code Title*) are federally protected trademarks and service marks of ICC. All other code titles are the trademarks and services marks of the International Code Council, Inc. Without advance written permission from the International Code Council, Inc., no part of the International Code Council, Inc.’s copyrighted or licensed material may be reproduced, distributed or transmitted in any form of by any means, including, without limitation, electronic, optical or mechanical means (by way of example and not limitation, photocopying, printing, or recording by or in an information storage retrieval system). For information on permission to copy the International Code Council, Inc. materials, please contact: Publications, 4051 West Flossmoor Road, Country Club Hills, IL 60478. Phone 1-888-ICC-SAFE (422-7233)..

**Master Products and Services Agreement
Software License Addendum**

9. Insight Analytics. Provided the Customer is current on payments of Maintenance Fees for the Software, Customer may subscribe, at no additional charge, to ZOLL Online by agreeing to the terms of the Application Service Provider Agreement available on www.zollonline.com, pursuant to which Customer shall receive access, at no additional charge, to ZOLL's Insight Analytics product, subject to the terms of such agreement. However, ZOLL's provision of www.zollonline.com and Insight Analytics is not a material term of the Agreement and ZOLL shall not be deemed to be in breach hereof if www.zollonline.com or Insight Analytics is modified or discontinued.

10. End of Life. Notwithstanding anything to the contrary in the Agreement, ZOLL may cease providing any Software and support therefor upon at least six months advance notice to Customer.

**Master Products and Services Agreement
Road Safety Addendum**

THE ROAD SAFETY ADDENDUM is not applicable to the Products and Services provided under this Master Products and Services Agreement and has been stricken from this Agreement. Amendment to the Master Products and Services Agreement is required in order to add the Road Safety Addendum to the Master Products and Services Agreement.

**Master Products and Services Agreement
Maintenance Services Addendum**

THIS MAINTENANCE SERVICES ADDENDUM is subject to and made a part of the Master Products and Services Agreement to which it is attached.

1. Applicability and Fees.

1.1. Software Not Subject to a Subscription License. For any Software not subject to a Subscription License, the maintenance services provided by ZOLL in accordance with this Addendum (the “**Maintenance Services**”) are without charge for any applicable Software Warranty Period and, after such period, are 20% of the then-current list price for such Software, excluding discounts, or the total combined Professional Services Fees for customization of such Software; *provided, that* ZOLL shall have the right to increase Maintenance Fees by up to 15% each year (the “**Maintenance Fees**”). If Customer elects to procure Maintenance Services from ZOLL in an Order for any such Software, then (i) 60 days following the commencement of any applicable Software Warranty Period for such Software, ZOLL will invoice Customer for a prorated one quarter of the Maintenance Fees for such Software to begin on the date of expiration of such Software Warranty Period and, for other such Software, ZOLL will invoice Customer promptly for such Maintenance Fees to begin on the Deployment Effective Date for such Software; (ii) ZOLL will invoice Customer on a quarterly basis thereafter in advance for all further Maintenance Fees for such Software unless Customer notifies ZOLL at least 30 days in advance of the cancellation of such Maintenance Services; and (iii) if Customer elects to discontinue such Maintenance Services at any time or ZOLL discontinues Maintenance Services as a result of Customer’s failure to pay Maintenance Fees (the “**Discontinuance**”), and subsequently elects to reinstate such Maintenance Services and receive the applicable subsequent release of such Software that ZOLL generally makes available for licensees of such Software at no additional license fee other than shipping and handling charges, provided Customer has paid the Maintenance Fees for such Software for the relevant time period, which shall not include any release, option or future product that ZOLL licenses separately (“**Updates**”) and new releases and pays any past due Maintenance Fees (the “**Reinstatement**”), Customer must pay the Maintenance Fees such Software applicable to the time period between Discontinuance and Reinstatement; (iv) ZOLL will have no obligation to provide such Maintenance Services to Customer if any payment for them is past due; and (v) all Maintenance Fees shall be non-refundable; *provided, that* in the event of a Discontinuance before the end of a quarter then, unless an Early Termination Fee is payable as provided in the Agreement, ZOLL shall refund the amount of prepaid Maintenance Fees attributable to the period beginning on the date of Discontinuance and ending on the last day of such quarter.

1.2. Software Subject to a Subscription License. For any Software that is subject to a Subscription License and for ASP Services, Customer need not elect to procure Maintenance Services and ZOLL shall provide Maintenance Services for such Software and ASP Services without any additional Fees, except that (i) Customer shall pay Expenses as provided in this Agreement and (ii) ZOLL will have no obligation to provide such Maintenance Services if any payment for such Software or ASP Services is past due.

1.3. Third Parties. Maintenance fees for third party software and services are set by the party that owns such software.

2. Maintenance Services.

2.1. Emergency Support. ZOLL shall provide telephone support to the contact person or group designated by Customer and agreed to by ZOLL who will coordinate all Maintenance Services requests by Customer (the “**Designated Interface**”) for 24 hours a day, 7 days a week, to address a reproducible defect in the current version of Software for which Customer has paid the then-current Fees (“**Supported Software**”) when operated with hardware and in the operating system platform that ZOLL supports for use with the Supported Software in accordance with the Documentation or, for ASP Services, a browser and other technical environment that supports the use of the ASP Services in accordance with the Instructions (“**Supported Environment**”), that causes the Supported Software not to operate substantially in accordance with the Documentation for such Supported Software or the ASP Services that causes the ASP Services not to operate substantially in accordance with the Instructions for such ASP Services (“**Errors**”) and prevents Customer from using a Software or ASP Services for a purpose for which Customer user has an immediate and material need (an “**Emergency**”). For example, and without limiting the foregoing, the inability of all users to log in as a result of an Error in such Software or ASP Services constitutes an Emergency, but the inability of a single user to log in as a result of such an Error does not constitute an Emergency because an acceptable workaround is available (another user may log in).

2.2. Technical Support. ZOLL shall provide telephone support to the Designated Interface during 6 a.m. to 6 p.m. Mountain Time, Monday to Friday, excluding ZOLL holidays (“**Business Hours**”) to address all other Errors relating to any Supported Software licensed by Customer or ASP Services provided to Customer. Such telephone support will include (i) clarification of functions and features of the Supported Software; (ii) clarification of the Documentation; (iii) guidance in operation of the Supported Software; (iv) assistance in identifying and verifying the causes of suspected Errors in the Supported Software; and (v) advice on bypassing identified Errors in the Supported Software, if reasonably possible. Problems with the ASP Services of Software can be logged by Customer through the ZOLL support email at support@zoll.com or through the ZOLL’s call center at 800.663.3911. As a result, an incident report (a “**Support Ticket**”) will be created and escalated as appropriate. Responses to such reporting shall be provided at a minimum within twenty-four (24) hours during Business Hours.

2.3. Resolution. ZOLL shall use commercially reasonable efforts to provide a modification or workaround for the Supported Program or ASP Services to resolve an Error (“**Resolution**”). ZOLL will acknowledge each Customer report of an Error by written notice, in electronic form, setting forth a service request number for use by Customer and ZOLL in all correspondence relating to such Error to track the Error until a Resolution for it exists.

2.4. Travel and Other Expenses. Maintenance Services provided hereunder shall be provided at ZOLL’s principal place of business, or at Customer’s location at ZOLL’s expense, as determined in ZOLL’s sole discretion. Should Customer request that ZOLL send personnel to Customer’s location to resolve any Error in the Supported Software, ZOLL may charge Customer for reasonable travel, meals and lodging expenses. Under such circumstances, ZOLL may also charge Customer for actual costs for supplies and other expenses reasonably incurred by ZOLL, which are not of the sort normally provided or covered by ZOLL, provided that Customer has approved in advance the purchase of such supplies and the incurrence of such other expenses. If Customer so requires, ZOLL shall submit written evidence of each cost and expense to Customer prior to receiving reimbursement of such costs and expenses.

2.5. Exceptions. ZOLL shall have no responsibility under this Agreement to fix any Errors arising out of or related to the following causes: (a) Customer’s modification or combination of the Supported Software (in whole or in part), (b) use of the Supported Software in an environment other than a Supported Environment; or (c) accident; unusual physical, electrical or electromagnetic stress; neglect; misuse; failure or fluctuation of electric power, air conditioning or humidity control; failure of media not furnished by ZOLL; excessive heating; fire and smoke damage; operation of the Supported Software with other media and hardware, software or telecommunication interfaces; or causes other than ordinary use. ZOLL need not provide any Maintenance Services if Customer has not paid applicable Maintenance Fees for such Maintenance Services. Any corrections performed by ZOLL for such Errors shall be made, in ZOLL’s reasonable discretion, at ZOLL’s then-current time and material charges. ZOLL will provide the Maintenance Services only for the most current release and the one immediately preceding major release of any Software. Notwithstanding anything to the contrary in the Agreement, (i) ZOLL may cease providing Maintenance Services for any ASP Services or Software upon at least six (6) months advance notice to Customer of such cessation and (ii) Maintenance Services do not cover Third Party Products or Services.

3. Updates. ZOLL may provide Updates for any Supported Software as and when developed for general release in ZOLL’s sole discretion. Each Update will consist of a set of programs and files and will be accompanied by Documentation adequate to inform Customer of the material problems resolved and any material operational differences resulting from installing the Update. Unless otherwise agreed by the parties, Customer will be solely responsible for the installation of any Update for any Supported Software licensed by Customer in accordance with the Documentation and the installation instructions provided by ZOLL to Customer for such Update. If Customer requests that ZOLL install any such Update, such Professional Services shall be subject to an SOW executed by the parties.

4. Warranty. Subject to Customer’s payment of the Fees, ZOLL warrants that any Maintenance Services provided to Customer will be performed with due care in a professional and workmanlike manner. ZOLL shall, as its sole obligation and Customer’s sole and exclusive remedy for any breach of the warranty set forth in this [Section 4](#), perform again the Maintenance Services that gave rise to the breach or, at ZOLL’s option, refund any Maintenance Fees paid by Customer for the Maintenance Services which gave rise to the breach. The availability of any remedy for a breach of the warranty set forth in this [Section 4](#) is conditioned upon Customer notifying ZOLL in writing of such breach within 30 days following performance of the defective Maintenance Services, specifying the breach in reasonable detail. The warranty set forth in this [Section 4](#) is qualified in its entirety by, and subject to, [Section 3](#) of the Terms and Conditions.

5. Customer Responsibilities. Only individuals who have been trained with respect to the Supported Software shall serve as the Designated Interface with ZOLL for the Maintenance Services provided hereunder. Customer shall provide ZOLL with access to Customer’s personnel and its equipment. This access must include the ability to remotely access the equipment on which the Supported Software are operating and to obtain the same access to the equipment as those of Customer’s employees having the highest privilege or clearance level. ZOLL will inform Customer of the specifications of the remote access methods available and associated software needed, and Customer will be responsible for the costs and use of said equipment.

**Master Products and Services Agreement
Professional Services Addendum**

THIS PROFESSIONAL SERVICES ADDENDUM is subject to and made a part of the Master Products and Services Agreement to which it is attached.

1. Applicability and Fees. This Addendum applies to any Professional Services provided by ZOLL regardless of whether specifically listed in an Order or SOW that has not expired or been terminated in accordance with the Agreement. Fees for Professional Services are set forth in the Order or SOW for such Professional Services (the “**Professional Services Fees**”).

2. Professional Services.

2.1. ZOLL Obligations. ZOLL shall provide those installation, project management, training and other professional services (i) described in, and in accordance with, any Order or SOW or (ii) not described in an Order or SOW but provided at no additional cost in connection with a Product listed in any Order or SOW (the “**Professional Services**”). In Section 1 of the Terms and Conditions, identified Professional Services has the foregoing meaning. Professional Services may include Managed Services. “**Managed Services**” are the routine and ongoing administration of the ASP Services, such as adding, modifying or deactivating values configured during initial implementation; mapping and extract configuration; extract transmissions to a designated location; and minor customizations to configurations in the aggregate not requiring more than four hours per month or other maximum of which ZOLL notifies Customer at least 60 days in advance. Managed Services do not apply to Third Party Products or Services.

2.2. Customer Obligations.

2.2.1. Access. Customer shall at its own expense provide or make available to ZOLL access to the Customer’s premises, systems, telephone, terminals and facsimile machines and all relevant information, documentation and staff reasonably required by ZOLL to enable ZOLL to perform the Professional Services. If Customer has elected to receive Managed Services, then Customer shall designate in writing two to three of its representatives who have the authority to request and negotiate changes to the scope and other terms of the Managed Services (“**Customer Representatives**”). Customer shall be responsible and liable for changes to the Managed Services requested by any Customer Representative. At Customer’s request, ZOLL may grant administrative rights, including database access rights, to Customer’s representatives, subject to the terms and conditions of this Agreement, when Customer has elected to receive, and is receiving, Managed Services or otherwise.

2.2.2. Maintenance of Access. Customer is responsible for maintaining the conditions of access specified above and in any SOW. ZOLL may suspend its obligations during such period that such conditions of access are not maintained and Customer agrees to reimburse ZOLL for any reasonable costs incurred as a result of such suspension at its then current time and materials rates.

2.2.3. Timeliness, Cooperation and Specifications. Customer agrees to perform its obligations hereunder (including the SOW) in a timely manner and shall co-operate and provide ZOLL with requested information to enable ZOLL to perform the Professional Services. To the extent that ZOLL is performing work in accordance with specifications provided by Customer, Customer shall be solely responsible for compliance with all laws and regulations.

3. Extension of Time.

3.1. Delay. Customer acknowledges that time frames and dates for completion of the Professional Services as set out in the SOW are estimates only and the ability to meet them is influenced by a range of factors including: (a) the developing nature of the scope of work; (b) the performance of third party contractors involved in the process; (c) the contribution of resources by the Customer; and (d) times of response by and level of co-operation of Customer. Obligations as to time are therefore on a “reasonable efforts” basis only and ZOLL shall not be liable for failure to meet time frames or completion dates unless solely due to negligence of ZOLL, and its liability will be limited to the Professional Services Fees paid for the deficient Professional Services. If Customer fails to schedule installation in connection with any Order within 6 months from the effective date of such Order, or postpones or cancels a scheduled installation with less than 30 days notice to ZOLL or Customer requests a change in the timing or duration of the Professional Services with less than 30 days’ notice to ZOLL, then ZOLL may charge, and Customer shall pay, an additional installation fee plus any additional costs incurred as a result (including, without limitation, a \$200 travel change fee to cover increased travel costs as a result of the rescheduling).

3.2. Changes. Customer understands that ZOLL’s performance is dependent in part on Customer’s actions. Accordingly, any dates or time periods relevant to performance by ZOLL hereunder will be appropriately and equitably extended to account for any delays resulting from changes due to Customer’s acts or omissions. If either party proposes in writing a change to the scope, timing, or duration of the Professional Services, the other party will reasonably and in good faith consider and discuss with the proposing party the proposed change and a revised estimate of the costs for such change. If Customer elects to have ZOLL develop custom software, Customer agrees that the functionality provided by the custom software is not essential to Customer’s use of the Software. If Customer does not use all of the Professional Services purchased, the paid Professional Services Fees directly attributable to such unused Professional Services will be credited. Nothing in this Section 3.2 shall be deemed to increase the limitation on liability set forth in the Agreement.

3.3. Notification. Where in ZOLL’s reasonable opinion there is likely to be a delay in the provision of Professional Services under any SOW because of a cause beyond the reasonable control of ZOLL (including default or delay of Customer in performing its obligations), ZOLL will: (a) notify Customer of the circumstances of the delay; (b) give information about the likely effect of the delay and develop, at the Customer’s expense, a strategy to manage the consequences of the delay; (c) request a reasonable extension of time; and (d) submit to Customer a statement of the variations to the SOW resulting from the delay.

4. Warranty. Subject to Customer’s payment of the Fees, ZOLL warrants that any Professional Services provided to Customer will be performed with due care in a professional and workmanlike manner. ZOLL shall, as its sole obligation and Customer’s sole and exclusive remedy for any breach of the warranty set forth in this Section 4, perform again the Professional Services that gave rise to the breach or, at ZOLL’s option, refund the Professional Services Fees paid by Customer for the Professional Services which gave rise to the breach. The availability of any remedy for a breach of the warranty set forth in this Section 4 is conditioned upon Customer notifying ZOLL in writing of such breach within 30 days following performance of the defective Professional Services, specifying the breach in reasonable detail. The warranty set forth in this Section 4 is qualified in its entirety by, and subject to, Section 3 of the Terms and Conditions.

5. Ownership and License. ZOLL shall retain all right, title and interest in and to the ZOLL Property. Provided that Customer is not in breach of any material term of the Agreement or any SOW, ZOLL grants Customer a non-exclusive, non-transferable license, without rights to sublicense, to use the ZOLL Property that is incorporated into deliverables delivered pursuant to an or Order SOW (each, a “**Deliverable**”), solely for Customer’s own internal business purposes in connection with the use of the Deliverable and the Software and solely for so long as the licenses to the Software granted pursuant to the Agreement remain in effect.

**Master Products and Services Agreement
Business Associate Addendum**

THIS BUSINESS ASSOCIATE ADDENDUM is entered into by and between Customer ("**Covered Entity**") and ZOLL Data Systems, Inc. ("**Business Associate**") in order to comply with 45 C.F.R. §164.502(e) and §164.504(e), governing protected health information ("**PHI**") and business associates under the Health Insurance Portability and Accountability Act of 1996 (P.L. 104 191), 42 U.S.C. Section 1320d, et. seq., and regulations promulgated thereunder, as amended from time to time (statute and regulations collectively referred to as "**HIPAA**") This Addendum amends the terms and conditions of and is hereby incorporated as part of that certain agreement between Covered Entity and Business Associate entitled Master Products and Services Agreement (the "**Agreement**") and attached hereto.

STATEMENT OF AGREEMENT

- 1. Definitions.** Terms used, but not otherwise defined, in this Addendum shall have the same meaning as those terms in HIPAA; provided that PHI shall refer only to protected health information of Covered Entity unless otherwise stated.
- 2. Compliance and Agents.** Business Associate agrees that, to the extent it has access to PHI, Business Associate will fully comply with the requirements of this Addendum with respect to such PHI. Business Associate will ensure that every agent, including a subcontractor, of Business Associate to whom it provides PHI received from, or created or received by Business Associate on behalf of, Covered Entity will comply with the same restrictions and conditions as set forth in this Addendum.
- 3. Use and Disclosure; Rights.** Business Associate agrees that it shall not use or disclose PHI except as permitted under this Addendum, including Section 16 hereof, and in compliance with each applicable requirement of 45 CFR Section 164.504(e). Business Associate may use or disclose the PHI received or created by it, (a) to perform its obligations under this Addendum, (b) to perform functions, activities, or services for, or on behalf of, Covered Entity as specified in the Agreement, or (c) to provide data aggregation functions to Covered Entity as permitted by HIPAA. Further, Business Associate may use the PHI received by it in its capacity as Business Associate, if necessary, to properly manage and administer its business or to carry out its legal responsibilities. Business Associate may disclose the PHI received by it in its capacity as Business Associate to properly manage and administer its business or to carry out its legal responsibilities if: (a) the disclosure is required by law, or (b) the Business Associate obtains reasonable assurances from the person to whom the information is disclosed that it will be held confidentially and used or further disclosed only as required by law or for the purpose for which it is disclosed to the person and the person notifies Business Associate of any instances of which it is aware that the confidentiality of the information has been breached. Covered Entity shall not request Business Associate to use or disclose PHI in any manner that would not be permissible under HIPAA if done by Covered Entity.
- 4. Safeguards.** Business Associate agrees to develop, document, use, and keep current appropriate procedural, physical, and electronic safeguards, as required in 45 C.F.R. §§164.308 - 164.312, sufficient to prevent any use or disclosure of electronic PHI other than as permitted or required by this Addendum.
- 5. Minimum Necessary.** Business Associate will limit any use, disclosure, or request for use or disclosure to the minimum amount necessary to accomplish the intended purpose of the use, disclosure, or request.
- 6. Report of Improper Use or Disclosure.** Business Associate shall report to Covered Entity any information of which it becomes aware concerning any use or disclosure of PHI that is not permitted by this Addendum and any security incident of which it becomes aware. Business Associate will, following the discovery of a breach of "**unsecured protected health information,**" as defined in 45 C.F.R. § 164.402, notify Covered Entity of such breach within 15 days. The notice shall include the identification of each individual whose unsecured protected health information has been, or is reasonably believed by Business Associate to have been, accessed, acquired, or disclosed during such breach. Business Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Business Associate of a use or disclosure of PHI by Business Associate in violation of this Addendum.
- 7. Individual Access.** In accordance with an individual's right to access to his or her own PHI in a designated record set under 45 CFR §164.524 and the individual's right to copy or amend such records under 45 CFR §164.524 and §164.526, Business Associate shall make available all PHI in a designated record set to Covered Entity to enable the Covered Entity to provide access to the individual to whom that information pertains or such individual's representative.
- 8. Amendment of and Access to PHI.** Business Associate shall make available for amendment PHI in a designated record set and shall incorporate any amendments to PHI in a designated record set in accordance with 45 CFR §164.526 and in accordance with any process mutually agreed to by the parties.
- 9. Accounting.** Business Associate agrees to document such disclosures of PHI and information related to such disclosures as would be required for Covered Entity to respond to an individual's request for an accounting of disclosures of their PHI in accordance with 45 CFR §164.528. Business Associate agrees to make available to Covered Entity the information needed to enable Covered Entity to provide the individual with an accounting of disclosures as set forth in 45 CFR §164.528.
- 10. DHHS Access to Books, Records, and Other Information.** Business Associate shall make available to the U.S. Department of Health and Human Services ("**DHHS**"), its internal practices, books, and records relating to the use and disclosure of PHI received from, or created or received by Business Associate on behalf of, Covered Entity for purposes of determining the Covered Entity's compliance with HIPAA.
- 11. Individual Authorizations; Restrictions.** Covered Entity will notify Business Associate of any limitation in its notice of privacy practices, any restriction to the use or disclosure of PHI that Covered Entity has agreed to with an individual and of any changes in or revocation of an authorization or other permission by an individual, to the extent that such limitation, restriction, change, or revocation may affect Business Associate's use or disclosure of PHI.
- 12. HITECH Act Compliance.** Covered Entity and Business Associate agree to comply with the amendments to HIPAA included in the Health Information Technology for Economic and Clinical Health Act (the "**HITECH Act**"), including all privacy and security regulations issued under the HITECH Act that apply to Business Associate.
- 13. Term.** This Addendum shall take effect on the effective date of the Agreement, and shall continue in effect unless and until either party terminates this Addendum or the Agreement.
- 14. Breach; Termination; Mitigation.** If Covered Entity knows of a pattern of activity or practice of Business Associate that constitutes a material breach or violation of Business Associate's obligations under this Addendum, Covered Entity and Business Associate shall take any steps reasonably necessary to cure such breach and make Business Associate comply, and, if such steps are unsuccessful, Covered Entity may terminate this Addendum. Business Associate shall take reasonable actions available to it to mitigate any detrimental effects of such violation or failure to comply.
- 15. Return of PHI.** Business Associate agrees that upon termination of this Addendum, and if feasible, Business Associate shall (a) return or destroy all PHI received from Covered Entity, or created or received by Business Associate on behalf of Covered Entity, that Business Associate has continued to maintain in any form or manner and retain no copies of such information or, (b) if such return or destruction is not feasible, immediately notify Covered Entity of the reasons return or destruction are not feasible, and extend indefinitely the protection of this Addendum to such PHI and limit further uses and disclosures to those purposes that make the return or destruction of the PHI not feasible.
- 16. De-identified Health Information.** Business Associate may de-identify any and all PHI and may create a "**Limited Data Set**" in accordance with 45 C.F.R. § 164.514(b) & (e). Covered Entity acknowledges and agrees that de-identified information is not PHI and that Business Associate may use such de-identified information for any lawful purpose. Use or disclosure of a Limited Data Set must comply with 45 CFR 164.514(e).
- 17. Survival.** All representations, covenants, and agreements in or under this Addendum shall survive the execution, delivery, and performance of this Addendum.
- 18. Further Assurances; Conflicts.** Each party shall in good faith execute, acknowledge or verify, and deliver any and all documents which may from time to time be reasonably requested by the other party to carry out the purpose and intent of this Addendum. The terms and conditions of this Addendum will override and control any expressly conflicting term or condition of the Agreement. All non-conflicting terms and conditions of the Agreement shall remain in full force and effect. Any ambiguity in this Addendum with respect to the Agreement shall be resolved in a manner that will permit Covered Entity to comply with HIPAA. For the avoidance of doubt, a limitation on liability in the Agreement does not conflict with this Addendum.

**Master Products and Services Agreement
Business Associate Addendum**

19. Applicable Law. The parties acknowledge and agree that HIPAA may be amended and additional guidance or regulations implementing HIPAA may be issued after the date of the execution of this Addendum and may affect the parties' obligations under this Addendum. The parties agree to take such action as is necessary to amend this Addendum from time in order as is necessary for Covered Entity to comply with HIPAA.

**Master Products and Services Agreement
TomTom Addendum**

THE TOMTOM ADDENDUM is not applicable to the Products and Services provided under this Master Products and Services Agreement and has been stricken from this Agreement. Amendment to the Master Products and Services Agreement is required in order to add the TomTom Addendum to the Master Products and Services Agreement.

**Master Products and Services Agreement
Addendum for AR Boost and Related Products and Services**

THE ADDENDUM FOR AR BOOST AND RELATED PRODUCTS AND SERVICES is not applicable to the Products and Services provided under this Master Products and Services Agreement and has been stricken from this Agreement. Amendment to the Master Products and Services Agreement is required in order to add the Addendum for AR Boost and Related Products and Services to the Master Products and Services Agreement.

**Master Products and Services Agreement
Definitions Addendum**

DEFINITIONS ADDENDUM

THIS DEFINITIONS ADDENDUM is subject to and made a part of the Master Products and Services Agreement. ZOLL's standard ASP Services Addendum, Road Safety Addendum, TomTom Addendum, and Addendum for AR Boost Products and Related Services (collectively, the "**Stricken Addenda**") have been stricken from the Master Products and Services Agreement. Unless Customer purchases a product or service covered by one of the Stricken Addenda under an amendment (which for avoidance of doubt may be accomplished by the parties in the form of an Order, duly signed by the parties, which explicitly incorporates a product or service covered by the Stricken Addenda), any references to the following capitalized terms in the Master Products and Services Agreement is inadvertent and the Master Products and Services Agreement shall be read as if such capitalized term were omitted. To the extent the definitions of such capitalized terms are required for context, such terms are defined at www.zolldata.com/legal within ZOLL's standard ASP Services Addendum, Road Safety Addendum, TomTom Addendum, and Addendum for AR Boost Products and Related Services.

"Access Software" has the meaning set forth in Section 3 of the ASP Services Addendum.

"Active Customer Content" has the meaning set forth in Section 6.8.4 of the ASP Services Addendum.

"Active Retention Period" has the meaning set forth in Section 6.8.4 of the ASP Services Addendum.

"ASP Services" has the meaning set forth in Section 1 of the ASP Services Addendum.

"ASP Services Addendum" means the ASP Services Addendum at <https://www.zolldata.com/legal>

"ASP Services Fees" has the meaning set forth in Section 1 of ASP Services Addendum.

"Customer Content" has the meaning set forth in Section 6.8.1 of the ASP Services Addendum.

"Database" has the meaning set forth in Section 6.8.4 ASP Services Addendum.

"Emergency Maintenance" has the meaning set forth in Section 6.2 of the ASP Services Addendum.

"Excused Downtime" has the meaning set forth in Section 6.3 of the ASP Services Addendum.

"Inactive Customer Content" has the meaning set forth in Section 6.8.4 of the ASP Services Addendum.

"Instructions" has the meaning set forth in Section 1 of the ASP Services Addendum.

"Maintenance Services Addendum" means the ASP Services Addendum at <https://www.zolldata.com/legal>.

"Material Defect" has the meaning set forth in Section 6.1 of the Road Safety Addendum.

"Return Policy" has the meaning set forth in Section 6.1 of the Road Safety Addendum.

"Road Safety Addendum" means the Road Safety Addendum at <https://www.zolldata.com/legal>.

"Road Safety Fees" has the meaning set forth in in Section 1 of the Road Safety Addendum.

"Road Safety Firmware" has the meaning set forth in Section 4 of the Road Safety Addendum.

"Road Safety Parts" has the meaning set forth in Section 2 of the Road Safety Addendum.

"Road Safety Part Warranty Period" has the meaning set forth in Section 6.1 of the Road Safety Addendum.

"Road Safety Products" has the meaning set forth in Section 2 of the Road Safety Addendum.

"Road Safety Party Warranty" has the meaning set forth in Section 6.1 of the Road Safety Addendum.

"Road Safety Product Warranty" has the meaning set forth in Section 6.1 of the Road Safety Addendum.

"Road Safety Product Warranty Period" has the meaning set forth in Section 3.1 of the Road Safety Addendum.

"Road Safety Warranties" has the meaning set forth in Section 6.1 of the Road Safety Addendum.

"Road Safety Warranty Exception" has the meaning set forth in Section 6 of the Road Safety Addendum.

"Road Safety Warranty Periods" has the meaning set forth in Section 6.1 of the Road Safety Addendum.

"Service Credit" has the meaning set forth in Section 6.8.5 of the ASP Services Addendum.

"Standard Maintenance" has the meaning set forth in Section 6.2 of the ASP Services Addendum.

"TomTom" has the meaning set forth in introductory paragraph of the TomTom Addendum.

"TomTom Products" has the meaning set forth in the introductory paragraph of the TomTom Addendum.

"Underlying Software" has the meaning set forth in Section 1 of the ASP Services Addendum.

"Unplanned Downtime" has the meaning set forth in Section 6.5 of the ASP Services Addendum.