

EXHIBIT A

Scope of Services

The purpose of this scope of services is to describe the responsibilities of PMAM Corporation (Contractor) and the City of Durham, NC (City).

Contractor Responsibilities

Contractor will be responsible for the daily operation of the Program. This will include, but may not be limited to:

1. Initially importing electronically into Contractor's alarm processing system database alarm system location, permit and responsibility party data obtained from the City and/or alarm companies, as authorized by the City;
2. Updating alarm system location, permit and responsible party information in accordance with the City's False Alarm Ordinance. Updated information may be processed by mail, electronically and/or online;
3. Importing daily into the Contractor alarm billing system, false alarm incident data (in formats prescribed by Contractor) extracted from the City's CAD/911 System;
4. Creating and hosting a dedicated, secure (SSL encrypted) City of Durham False Alarm Reduction Program website for City citizens and businesses to obtain false alarm reduction educational information, review alarm ordinance and appeal requirements, access and update alarm account information, and pay alarm fees online if preferred;
5. Initializing, maintaining, securing and backing up Program databases including alarm system location, permit and incident data, alarm-related financial transactions and accounts receivable information. Contractor shall comply with the provisions of the Ordinance, and update Program business rules to comply with any Ordinance changes.
6. Processing applications for and issuing alarm system permits in accordance with the Ordinance.
7. Processing false alarm incident data, including the matching of false alarm incidents with the alarm system location database maintained by the Contractor.
8. Billing and corresponding with alarm users in accordance with the False Alarm Ordinance provisions. This will include but may not be limited to notifications of permits, false alarms, invoices, and delinquent payment notices;
9. Providing City alarm users specific information on and/or online locations to view false alarm reduction and Ordinance requirements. Each alarm user will also receive warning notice of false alarm response(s) in accordance with the Ordinance beginning no later than on the occasion of a false alarm incident immediately preceding the first chargeable (billable) false alarm;
10. Answering telephone inquiries from the City alarm users that are placed to a dedicated false alarm program toll-free customer service number established for the City;
11. Processing fee/fine/penalty payments mailed to and deposited in a City approved bank lockbox and account, and received from other payment channels, e.g. online, as agreed on by Contractor and the City, and applying these payments to alarm accounts;

12. Supporting alarm hearings and appeals by notifying the City of any such appeals, providing a City Alarm Program representative with documentation supporting notices/billing decisions; and updating the system with the disposition of any hearing results;
13. Providing and maintaining computer equipment, software, mailing equipment and furniture at the Program processing facility;
14. Providing the City secure (SSL encrypted), online, on-demand access to alarm program and alarm user account information and reports including, but not limited to, alarm account transaction history, alarm system information, and financial transactions/balances with format and content specified by Contractor and the designated Bank, and agreed on between the City and Contractor; and,
15. Performing special collection functions as authorized by the City such as retaining third party collection agency, providing delinquent account information to other City agencies and/or filing property liens.

Contractor is responsible for all costs of carrying out these responsibilities including, but not limited to, the costs of staff, facilities, equipment and consumable supplies. Only postage, third-party bank and credit card fees, and third party collection costs (if any) e.g. collection agency fees, will be shared by the parties through payment from gross collections before revenue sharing.

City Responsibilities

1. Appointing a City Alarm Administrator (Administrator) who will be the primary point of contact between Contractor and the City. The Administrator is responsible for overseeing Contractor's operation of the False Alarm Reduction Program Services (Program) and accessing program information, as needed, via Contractor provided online access;
2. Requesting or supporting Contractor's requests of alarm companies, as needed, to provide alarm system information;
3. Making any and all decisions about alarm call response, determining whether calls are false alarms, providing any on-scene communication of alarm related information to alarm users, and for documenting alarm related information within the City CAD/911 system;
4. Extracting false alarm incident data from the CAD/911 System and transferring this data electronically to Contractor (via Contractor FTP site). The City staff is also responsible for entering, or causing to be entered, into the CAD/911 System any false alarm related information that the City may choose to display to CAD/911 System operators through the CAD/911 System;
5. Scheduling, conducting and making appeal decisions for any false alarm hearings;
6. Conducting any general public education programs on false alarms; and
7. Transferring any and all financial information from the Program generated alarm reports to other City financial systems, as needed.

City is responsible for all costs of carrying out these responsibilities, including but not limited to the costs of staff, facilities, computer equipment and consumable supplies.