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July 7, 2025

Angelita "Angel" Ramos
Airport Police Division
Laredo International Airport
5210 Bob Bullock Loop
Laredo, TX 78041

Subject: Extended Warranty and Support of Emergency Notification System "Crash Phone"

Dear Ms. Ramos,

The current extended warranty and support plan covering your KOVA Emergency Alert Notification System (KEANS) will expire on 09/13/2025. You can purchase an extended warranty on a 1, 3 or 5 year term basis, with corresponding discounts applied for longer term lengths. The extended warranty coverage details can be found below:

KOVA Corp. Gold Extended Warranty with Complimentary Speech to Text Feature
Support Access: 24x7x365 Availability

Components Covered: Both Software and Hardware (Next day parts availability)

Plan Details: This mission critical plan includes Remote Technical Support Assistance, Online Resources, Software Error Corrections, and Software Updates. In addition, systems with a Gold Plan have active software monitoring services enabled, as well as an email alerting feature enabled for any system alerts as they are generated (mp3 file delivery via email). Note that software upgrades (within version release purchased) are provided at no additional charge as long as the hardware platform can support the upgrade. This plan also includes a subscription to KOVA's patent pending Speech to Text Feature included at no charge. Our Speech To Text Feature is deployed as a colo-based installation, with incoming versions of the alert (both an audio file and associated pertinent text transcription) emailed approximately 20 seconds after the alert broadcast is made. Finally, KOVA Gold level support includes modifications to the current software configuration. As long as requested changes don't involve new code development or hardware, KOVA will make any modification to the current alert process, allowing you to continually hone your processes for ultimate efficiency.

Single Year Term Contract (09/14/25-09/13/26): \$23,571.41

*Three Year Term Contract (09/14/25-09/13/28): \$22,864.27 (3% multi-year contract savings)

*Five Year Term Contract (09/14/25-09/13/30): \$22,392.84 (5% multi-year contract savings)

**Note: multi-year contracts will be billed in annual installments due 09/14 each year of the contract.*

With regard to the option to engage KOVA Technical Support on an as-needed basis in the future should you decide NOT to purchase an extended warranty and support plan, that is also available. Please note, however, that for customers who elect to proceed on a time and materials basis, that there is a \$1,000 Ticket Opening Fee per issue, plus a 2 Hour minimum labor charge at KOVA's Standard rate of \$250.00 per hour for remote support, plus the cost of any parts required. Should onsite visit be required, the rate is \$450 per hour with a four hour onsite minimum charge. In addition, this service (Time and Materials) requires both hardware and software to be at the then current hardware and software levels. There will be charges to bring the system into compliance before troubleshooting can begin. This provides an avenue for Agencies to get back into a warranty after 3, 4, or 5 years, but the corresponding cost would be dependent upon the charges required to bring the system back into compliance within the above parameters at the time of the request for service. Customers not under warranty do **NOT** have Speech to Text Transcription services in which incoming versions of alerts (both an audio file and associated pertinent text transcription) are emailed approximately 30 seconds after the alert broadcast is made.

Components to be Covered:

Qty	Item Code	Description
6	KOVA-EANS-IP-PHONE	KOVA IP Based Desk/Wall phone with System Endpoint License
2	SIP-ADAPTER	KOVA SIP Interface for Connectivity to Westnet System
1	KOVA-EXEC-IP-PHONE	KOVA Executive multi button phone (for tower) with System Endpoint License
1	WALL-SPEAKER-STROBE	KOVA Wall Speaker with Built In Strobe with System Endpoint License
2	MULT-COLOR-STROBE	KOVA multi-colored strobe with System Endpoint License
1	24-PORT-SWITCH	24 port switch for core connections
3	8-PORT-SWITCH	8 port switch
4	HORN_SPEAKER	KOVA Horn Speaker with System Endpoint License
1	PHYSICAL-SERVER-PRI	KOVA Provided Primary physical server
1	PHYSICAL-SERVER-BCK	KOA Provided Backup physical server
1	KOVA-IF-KEANS-TABLET	KEANS Tablet interface with System Endpoint License
1	KOVA-IF-KEANS-TABLET-STAND	KEANS tablet interface Stand
2	KOVA-IF-KEANS-SPR-CEILING	KEANS Ceiling Speaker with System Endpoint License
1	KOVA-IF-KEANS-LIGHT-SOUND	KEANS wake up light/sound with System Endpoint License
1	KOVA-IF-KEANS-LIGHT-SOUND-WB	KEANS wake up light/sound wall bracket
1	KOVA-IF-KEANS-SWITCH-24H	KEANS certified high power 24 port POE switch

Should you have any questions, please feel free to reach me at 609-597-1498 x 216.

Best Regards,

Colleen Sternlieb

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Administrative Assistant

KOVA Corp.

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