

Monitoring Services Terms and Conditions

These Monitoring Services Terms and Conditions (the “**Terms and Conditions**”) are made part of the Agreement as of the Effective Date set forth on the order form signed by the parties referencing this Agreement (the “**Order Form**”) (the “**Effective Date**”) between the Convergent entity set forth on the Order Form (“**Convergent**” or “**CT**”) and the Subscriber whose details are set forth on the Order Form (“**Subscriber**”, “**You**”, or “**Your**”). Subscriber may enter into multiple Order Forms or renewal Order Forms to which these terms will attach. Each party’s acceptance of this Agreement includes and incorporates the Order Form, and the accompanying terms and conditions below.

1. DEFINITIONS. The below terms have the following meanings:

“**Affiliates**” mean an entity, which directly or indirectly, owns or controls, is owned or is controlled by or is under common ownership or control with, another entity. As used herein, “control” means the power to direct the management or affairs of an entity, and “ownership” means the beneficial ownership of more than 50% of the voting equity securities or other equivalent voting interests of the entity. Notwithstanding the foregoing, in no event will any direct or indirect equity holder of Convergent Technologies Group L.P. (including Ares Corporate Opportunities Fund V, L.P. and its Affiliates) be deemed to be an Affiliate of CT.

“**Monitoring**” means the monitoring of Signals received by the Platform, including alarm Signals if applicable, as described in this Agreement.

“**Applicable Law**” means any and all federal, state, local or other law, regulation, rule, code or ordinance and all other applicable judicial administrative judgments, orders, or decrees to which CT, Subscribers or the Services are subject.

“**CT Related Party(ties)**” mean CT’s Affiliates and CT’s and its Affiliates’ agents, representatives, suppliers, service providers, vendors, contractors and subcontractors, and the assignees of any of the foregoing.

“**Platform**” means CT’s or the relevant CT Related Party’s Signal monitoring platform.

“**Premises**” mean the premises described in the Order Form.

“**Services**” mean, individually and collectively, the Monitoring of video, signal, or other Monitoring, to the extent applicable, related notification services, and other related services ordered by You in the Order Form. The Services may be performed, in whole or in part, by CT’s Affiliate.

“**Signal**” means a signal received from the System by the Platform.

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“**System**” means, individually and collectively, the security monitoring and facility automation equipment/system described in the Order Form that (i) You purchase from CT or a CT Affiliate pursuant to a separate agreement, or (ii) CT takes over from You or another monitoring service company.

“**ULC**” means Underwriters Laboratories of Canada (not applicable outside of Canada).

2. TERM

Subject to earlier termination as expressly provided in this Agreement, this Agreement shall run for the Initial Term specified in the Order Form. THEREAFTER, THIS AGREEMENT SHALL BE AUTOMATICALLY RENEWED FOR SUCCESSIVE ONE (1) YEAR TERMS (EACH, A “**RENEWAL TERM**” AND TOGETHER WITH THE INITIAL TERM, THE “**TERM**”), UNLESS EITHER PARTY REQUESTS TERMINATION IN WRITING TO THE OTHER PARTY AT LEAST THIRTY (30) DAYS PRIOR TO THE END OF THE INITIAL TERM OR THEN-CURRENT RENEWAL TERM. The rates applicable to each Renewal Term shall be equal to those of the last year of the immediately preceding Initial Term or Renewal Term, provided that CT may automatically increase Your Annual Service Fee by providing You written notice of the increase at least thirty (30) days prior to the expiration or termination of the Initial Term or then current Renewal Term.

3. ELIGIBILITY AND REQUIREMENTS

You are eligible for and may receive the Services only if You (a) purchase the System independently or directly from CT and, unless CT is responsible for installing the System under a separate written and signed agreement with You, correctly install or have installed the System in good working order at the Premises, (b) should a digital communicator be used, furnish and maintain a suitable telephone line at Your own cost and pay for any device required and any monthly charge or other change from the telephone provider, (c) if and as requested by CT, register Your System on-line with the Platform (which may require computer with internet connection) and/or provide a list of the names and phone numbers of persons that You wish CT to have contacted upon receipt of Signals from the System (such list, the “**Emergency Contact List**”, and each such person, an “**Emergency Contact**”), and (d) for certain Services, have a wireless device with internet access (for remote access to the System.)

4. SYSTEM, PERMITTING, TESTING, AND FINES

4.1 Except to the extent that CT has agreed to do so pursuant to a separate written agreement, if any, You are solely responsible for selecting and purchasing the System and any other devices (e.g., router) to which one or more components of the System must be connected to access or use the Services (“**Devices**”), for correctly maintaining the System and Devices in good working order, and for activating the System. Except to the extent that CT has agreed to do so pursuant to a separate written agreement, **neither CT nor any CT Related Party shall have liability for registration fees, permit fees, or license fees. Neither CT nor any CT Related Party shall have liability for false alarms or false alarm fines, police, fire or other emergency personnel response, any damage to personal or real property or personal injury caused by police, fire or other emergency personnel response to a signal, whether a false alarm or otherwise, or the refusal or failure of the police department, fire department or other emergency personnel to respond.**

APPLICABLE TO ULC CERTIFIED ACCOUNTS IN CANADA, ONLY: Notwithstanding the foregoing, the following shall apply to ULC certified accounts: (a) You will provide CT access to alarm panel or other panels on site; (b) CT will maintain the alarm panel in accordance with ULC specifications, including inspection of all equipment once per year to confirm functionality to ULC specifications; (c) CT will be Your sole service provider with respect to the installation.

APPLICABLE TO THE UNITED KINGDOM, ONLY: Any applicable Police Unique Reference Number (URN) will be transferred to Subscriber by CT in accordance with the associated constabulary procedure and prior to the termination date. Any associated fee(s) to carry out these tasks will be charged to the Subscriber at CT’s contracted rates.

5. MONITORING AND OTHER SERVICES

In consideration of payment by Subscriber of the applicable fees set forth in the relevant Work Order(s), and subject to Subscriber’s full compliance with all the terms and conditions of this Agreement, CT will perform the following Services (if indicated on the Work Order):

5.1 **Monitoring Service.** CT or a CT Related Party will monitor Signals during the term of the Agreement. Upon receipt of a Signal by the Platform, CT or a CT Related Party (i) will make a reasonable attempt to notify by telephone the Premises or one of the Emergency Contacts to confirm the nature of the Signal or that the Signal is not false, and (ii) if appropriate for the nature of the Signal and the Services that You purchased, attempt to notify an Emergency Contact, the applicable emergency response agency (e.g., police, fire) or an acceptable, nominated third party in accordance with CT's policies and procedures or the policies and procedures of the CT Related Party through which CT provides the Monitoring Service, which policies and procedures may change at any time without notice to You. You are responsible for keeping the Emergency Contact List up to date. You represent and warrant that the Emergency Contacts are authorized to act on Your behalf and may cancel an alarm before CT or the CT Related Party notifies the relevant emergency response agency. Neither CT nor any CT Related Party will be responsible for attempting to notify any other entity or person, and neither CT nor any CT Related Party will notify any agency or person if it reasonably believes that notification is not required.

5.2 **Video/Still-Imaging Service.** The "**Video/Still-Imaging Service**" allows You to monitor portions of the Premises over the internet via video, control certain video components of the System, set alerts and recording preferences, and upload and store videos and pictures within the capacity limitations that You purchase. You must have broadband internet service at the Premises to receive the Video/Still-Imaging Service. You authorize CT and the CT Related Parties to record and maintain audio, video and still-image transmissions, data and communications. CT or the relevant CT Related Party shall be the exclusive owner of such property. Neither CT nor any CT Related Party makes any representation or warranty regarding the quality of the pictures or videos that the Video/Still-Imaging Service transmits, captures or stores. Neither CT nor any CT Related Party is responsible for the loss, failure to record, backup or restoration of videos or pictures. **You agree that You will install, or direct CT to install, video and still imaging camera(s) only in legally permissible locations on the Premises and that You and the System will not video or photograph images in locations where there is or may be an expectation of privacy.**

5.3 **Force Majeure.** CT shall not be liable for damages, losses or events beyond CT's control that impact or delay CT's ability to perform its obligations under this Agreement within the agreed upon time or cost.

5.4 **Notification.** For all Services delivered to Premises outside of the United States, upon receipt of a Signal by the Platform, CT or the CT Related Party will not contact the applicable emergency response agency (e.g., police, fire).

5.5 **Compliance with Laws.** In the event Applicable Laws change in the country where the Premises are located, or CT becomes aware of Applicable Laws after the Effective Date, which affect the Services, then the parties shall cooperate to adjust this Agreement, as needed, for compliance with Applicable Laws.

6. BILLING, PAYMENT, DEPOSITS, AND CREDIT

6.1 **Invoicing and Payment.** You are responsible for payment of all fees and charges for the Services on Your bill including, but not limited to, activation and reactivation fees, late payment charges, optional applicable taxes (federal, state or provincial, local and municipal), registration, permit and license fees, false alarm fees, emergency agency response fees, and any other applicable federal, state, local or municipal fees, fines or surcharges imposed on You, the Services or CT. You may be billed for some Services individually after they have been provided to You. Payments are late if not received by CT by the due date

shown on the bill. CT may charge a late fee of up to 8 percent per annum above the European Central Bank's ("ECB") current base lending rate for any amount not paid when due.

7. EARLY TERMINATION, SUSPENSION, AND RENEWAL

7.1 **General.** If for any reason, including but not limited to, CT's equipment failure, CT is unable to provide Services, CT, in its sole discretion, shall be permitted to suspend the Services at any time, and without notice to Subscriber. There shall be no refund, offset, or deduction in CTs monitoring fees for suspended service provided suspended service does not exceed ten days. CT will refund fees on a pro rata basis for any period in excess of ten days.

7.2 **Early Termination Fee.** You shall provide written notice to terminate this Agreement for any reason. You will pay in one lump sum, an amount equal to one-half (½) of all remaining monthly monitoring fees for liquidated damages no less than €100.00, plus unpaid balances and any usual and standard services charges which CT may levy for removal or disconnection of the System (the "**ETF**").

7.3 **Consequences of Termination.** Upon termination (which includes expiration or non-renewal) of this Agreement for any reason, You must: (a) immediately cease use of the Services, (b) pay for Your use of the Services up to and including the date of termination (together with interest, reasonable collection costs and attorney's fee, if applicable, and (c) pay the ETF, if assessed by CT. Termination of this Agreement shall not limit either party from pursuing other remedies available to it, nor shall such termination relieve Your obligation to pay all fees and charges that have accrued or are otherwise owed by You under the Order Form.

7.4 **Survival.** The parties' rights and obligations under this Agreement shall survive any termination or expiration of the Agreement to the extent necessary to make effective the intent of the Agreement, except as otherwise specifically provided herein.

8. INDEMNIFICATION AND INSURANCE

8.1 You agree to indemnify, defend and hold harmless CT and all CT Related Parties (each, an "**Indemnified Party**") from and against all claims, demands, liabilities, damages, losses, and expenses, including attorneys' fees and lawsuits, which may be asserted against or incurred by an Indemnified Party by or due to any person or entity not a party to the Agreement, including Your insurance or bonding company, for any expense, loss or damage including, but not limited to, statutory civil damages, personal injury, death and/or property damage, real or personal, arising out of or relating to the Services whether due to the sole, joint or several negligence (including gross negligence) of an Indemnified Party, breach of contract, breach of warranty, express or implied, product or strict liability and/or any claim for contribution or indemnification, whether in contract, tort or equity.

8.2 You shall obtain the insurance that You desire to cover any loss that the Services are intended to detect, and You on Your behalf and on behalf of any insurance carrier waive any right of subrogation that Your insurance carrier may otherwise have against CT and all CT Related Parties arising out of this Agreement or the relation of the parties hereto.

9. CT IS NOT AN INSURER, WARRANTY DISCLAIMER, LIMITATION OF LIABILITY

Please read this Section carefully. It limits CT's and the CT Related Parties' potential liability to You.

9.1 Neither CT nor any CT Related Party is an insurer and that the prices CT charges for the Services reflect the value of the services CT provides You and not the value of the Premises, its contents or any losses associated with personal injury or death, and that You shall obtain any insurance covering personal injury, including death, and real or personal property loss or damage in, about, on, or to the Premises that You desire;

9.2 Neither CT nor any CT Related Party makes any guarantee, representation or warranty regarding the Services or the System including, without limitation, the implied warranties of merchantability and fitness for a particular purpose;

9.3 The Services and System are designed to reduce, but not eliminate certain risks of loss and that the amounts being charged by CT are not sufficient to warrant or guarantee that no loss or damage will occur, or increased loss or damage will not occur;

9.4 Neither CT nor any CT Related Party represents or warrants that the System or Services may not be compromised or circumvented or that the System or Services will prevent any loss, injury or damage.

9.5 Neither CT nor any CT Related Party is or will be liable for any loss, injury or damage that may occur including, without limitation, any data corruption or inability to retrieve data or personal injury or property loss or damage that You or others sustain as a result of intrusion, burglary, theft, hold-up, fire, equipment failure, smoke, or any other cause whatsoever, even if due to the negligence of CT or a CT Related Party, or due to the improper performance of and/or failure to perform the Services, or due to breach of the Agreement or breach of warranty, express or implied (including, without limitation, the implied warranties of merchantability and fitness for a particular purpose; and

9.6 Neither CT nor any CT Related Party shall have any liability for: lost profits, lost or damaged property, loss of use of property or the Premises, government fines and charges, the claim of third parties or the following types of damages: direct, indirect, special, incidental, consequential, and punitive damages.

9.7 Should there arise any liability on the part of CT or any CT Related Parties for personal injury or property loss or damage, real or personal, in connection with the remote programming or monitoring of the System, or any related Devices or equipment, the dispatch of individuals or agencies to the Premises, the failure or faulty operation of the Services, the System, any related Devices or equipment, the Platform or the active or passive negligence (including gross negligence) of CT or CT Related Parties including, without limitation, acts, errors, or omissions that occur before, contemporaneously with, or after the Effective Date, any claim(s) brought in product or strict liability, breach of warranty (express or implied), breach of contract (express or implied) or any claim for contribution or indemnification, whether in contract, tort, or equity, or for, without limitation, any general, direct, special, incidental, exemplary, punitive and/or consequential damages, irrespective of cause, CT's and each CT Related Party's liability will be limited to the greater of \$500.00 or the total amount that You paid CT for the Services during the 12 month period immediately preceding the date of the incident giving rise to the liability, and this liability shall be exclusive. The parties agree that in the event You suffer damages as a result of CT's or a CT Related

Party's negligence to any degree or failure to perform any obligation, it would be impractical and extremely difficult to anticipate or fix actual damages. Therefore, You agree that should there arise any liability on the part of CT or a CT Related Party You will accept as liquidated damages in complete satisfaction of such liability the greater of \$500.00 or the total amount that You paid CT for the Services during the 12-month period immediately preceding the date of the incident giving rise to the liability, and CT and all CT Related Parties are released and discharged from any further liability. This clause sets forth Your sole and exclusive remedies.

10. PERSONAL INFORMATION AND PRIVACY

You represent and warrant that You have obtained all consents and rights necessary to lawfully (a) disclose all personal information disclosed by You or on Your behalf to CT and any CT Related Parties regarding individuals or employees (including, without limitation, Emergency Contacts), and (b) authorize CT and CT Related Parties to use such information to administer this Agreement and perform the Services.

11. CT RELATED PARTY TERMS

Additional terms and conditions may be required by a CT Related Party. Any such additional terms and conditions will be provided to you separately and may be amended from time to time.

12. LANGUAGE

The parties have required that this Agreement be written in English and have also agreed that all notices or other documents required by or contemplated in this Agreement be written in English. Les parties ont requis que cette convention soit rédigée en anglais et ont également convenu que tout avis ou autre document exigé aux termes des présentes ou découlant de l'une quelconque de ses dispositions sera préparé en anglais.

13. GOVERNING LAW AND DISPUTE RESOLUTION

In the event of any dispute between You and CT, the parties shall first attempt to resolve the dispute in the field, but if that is not successful, then in a meeting between authorized officers of each company. If settlement attempts are not successful, then the dispute shall be subject exclusively to and decided by binding arbitration before a single arbitrator. Regardless of the location where the dispute arises, the parties agree that such arbitration shall be conducted in English in accordance with the Commercial Arbitration Rules of the American Arbitration Association then currently in effect and shall be a final binding resolution of the issues presented between the parties. If the dispute originates from Services provided outside the United States, the parties agree that the arbitration will nonetheless be conducted in Chicago, Illinois. The arbitrator shall determine, among other things, all matters relating to arbitrability. The prevailing party shall be entitled to recovery of its legal fees, expenses, and costs. The governing law of this Agreement shall be the substantive law of the State, Province or other applicable jurisdiction in which the Services are performed, regardless of any conflict of laws provisions. The U.N. Convention on Contracts for the International Sale of Goods does not apply.

14. FULL AGREEMENT, MODIFICATION

The Order Form and this Agreement, including all exhibits, schedules and attachments hereto, constitute the full understanding of the parties, supersede any inconsistent or additional promises made to You by CT, any CT Related Party, and any of its or their employees, resellers, subcontractors or agents, and may not be amended, modified or canceled, except in writing signed by both You and CT.

15. COMMENCEMENT OF CLAIMS

You must commence all claims, actions or proceedings, legal or equitable, against CT in accordance with the dispute resolution requirements of this Agreement within one (1) year after the event that caused the damage, loss or liability.

16. NOTICES

All notices relating to this Agreement must be in writing (not including email, unless expressly specified) and delivered, via first class mail, registered or certified, return receipt requested and postage pre-paid or, or nationally recognized overnight courier, to the other party at its address set forth below. Notices will be deemed given by CT when received by Subscriber at the address set forth above. Notices will be deemed given by Subscriber when received by CT at the registered office set forth above and the following address: Convergent Technologies LLC, One Commerce Dr., Schaumburg, IL 60173, Attn: General Counsel, with a copy to Convergent Technologies, Attn: Legal Department at legal.notices@convergent.com. Either party may change its email or mailing address by giving the other party written notice as described

above.

17. MISCELLANEOUS

17.1 If any provision of this Agreement, or the application of such provision, should be rendered or declared invalid by any arbitral tribunal or court action or by reason of any existing or subsequently enacted legislation, the remaining parts or portions of this Agreement shall remain in full force and effect.

17.2 This Agreement may be assigned, without notice or consent, by either party in connection with a merger, consolidation, acquisition, sale of all or substantially all of the equity interests or assets of the party to which this Agreement relates.

17.3 This Agreement may be executed in counterparts and either party hereto may execute any such counterpart, each of which when executed and delivered shall be deemed to be an original and both of which counterparts taken together shall constitute but one and the same instrument. Each party may sign and deliver this Agreement by facsimile transmission or by emailing an electronic image of the Agreement.