



MANAGED CLOUD COMMUNICATIONS

Wheaton Warrenville CUSD 200

60-Month Main Service Agreement 2023-04-27-555230 – School Safe Solution
RCom Hosted Extensions, RVoice Telecommunications Service, Mobile Apps, Web
Portal Access, and VoIP Phones.

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About Rival5 Technologies

History and Experience

Rival5 Technologies Corporation (Rival5) is a Mokena, Illinois-based telecommunication company. Our team has years of experience in telecommunications management, consulting, and deployment of Managed Cloud Communications solutions. Rival5 was established to help educational institutions, businesses, and medical facilities relieve the stress of managing their communication needs and yet retain control at their desired level. Our turn-key solutions **rival** the leading, most established providers and vendors in the telecom industry.

Our vast experience has helped us understand the pros and cons of premised-based telephone systems, Software as a Service (SaaS), Interconnected VoIP, SIP Trunking, PRI circuits, and POTS lines. This experience allows us to understand the challenges customers face with these services. Rival5 engineers are certified by the developers and manufacturers of the products and services we offer. We approach your organization as if it were our own, learn how it operates, then tailor a solution accordingly. By utilizing this approach, your upfront capital costs are lower, and monthly billing allows for a stabilized budget.

Rival5 built a team of solution partners, including several leading VoIP technology companies and telecommunication carriers. Partnering with best-in-class companies, Rival5 provides the depth and experience of a large corporation, while remaining nimble to provide solutions that keep pace with current technological developments. Additionally, we are registered with the FCC as a provider of Interconnected VoIP, which allows us to provide Internet-based telecommunication carrier services directly to the end-user.

Rival5 will scale to any size organization, and simultaneously provide a feature-rich, application-friendly solution for the most demanding environments. We are confident in our service, and our low-capital format will provide a level of communication efficiency that our customers will appreciate. Additionally, our format will help to reduce overall costs by offering a clear financial advantage over traditional telephone services and systems. We become your telephone vendor and carrier to eliminate confusion and provide the most cost-effective turn-key solution available.

School Safe Solution Overview

Rival5's Managed Cloud Communications solution has rivaled the industry by unbundling the cloud-based telephone system software from the telecommunication service. This approach is very different than other Hosted VoIP providers. Our solution gives you the freedom to have a phone system without the hassle of owning it. This unique model will save your organization money by allowing you only to purchase the services and equipment that you need and not what providers want to sell you.

We provide you access to our cloud-based Software as a Service (SaaS) and then offer our Interconnected VoIP telecommunication service on a per concurrent call bases. This unique model allows for a ratio of many extensions to few concurrent calls (phone lines) rather than a 1:1 model offered by our competitors. Our pricing is simple; you are charged monthly based on a per extension price to access our software. This access gives you all the features and more of a modern premise-based IP-PBX telephone system without individual feature licensing fees and purchasing expensive equipment. We then help you determine how many concurrent calls you will make at any given time to extensions within your domain and others outside your organization. We charge a flat monthly rate per concurrent call that includes extension-to-extension, unlimited local, and unlimited domestic long-distance calling. We encourage you to start low with your concurrent calls until we track the usage for a few months. We included a Call Bursting feature that allows you to burst beyond your chosen concurrent calls to eliminate busy signals during the tracking period and heavy usage times. This sales philosophy allows you to purchase what you need and not spend money unnecessarily on unused concurrent calls.

Our software provides all the bells and whistles you demand (automated attendants, hunt groups, conferencing, etc.) from a traditional telephone system. Additionally, our software includes default features (call recording, voicemail-to-email, cell phone integration, four-digit dialing between users and remote locations, etc.) found in modern VoIP telephone systems. Furthermore, we have tailored security features (All-Call Paging, Mass-IM to the VoIP telephones screens, Caller-ID Masking, Emergency Information Boxes, Bully Hotlines, etc.) into our software with safety in mind. We continuously snap-shot and back up our software for redundancy and survivability to give you peace of mind.

Rival5 offers numerous options for the purchase of telephones, soft clients, or apps that you can register to your extensions. If you already own a compatible device, we will attempt to utilize it, so your initial upfront costs are minimal when transitioning to our service.

Individual customer circumstances may dictate utilizing your current carrier due to existing contracts. We allow for these circumstances, and we will customize a solution to fit your organization needs. Rival5's software gives you the flexibility to utilize your existing carrier until your old contract expires. Once the contract expires, we will port your telephone numbers to our RVoice Telecommunication Service for additional savings.

Features

Solution Features

- Features of traditional digital telephone systems
- Features of a modern VoIP telephone systems
- Administration portal access for changes, and viewing reports
- All-Call Paging to telephones (legacy paging system integration is available)
- Mass-IM to telephones LCD
- 24/7 Bully Hotline
- Emergency Information Boxes
- Stabilize budget
- Extend core features and functionality to branch locations
- Easily accommodates growth
- Add users as needed
- System maintenance, monitoring, and nightly backups
- Geographic Redundancy
- Feature upgrades
- Unlimited Remote Moves, Adds, and Changes (RMACs)

Software Features

- Mobile phone integration
- Enhanced follow-me
- Cell Push/Pull
- Automatic inbound call recording
- Call transfer internal extensions
- Call transfer external numbers
- Check voicemail internal phones
- Check voicemail external phones
- Check voicemail web portal
- Check voicemail-to-email, .wav
- Change greetings remote phones
- Change greetings via file upload
- Change music-on-hold via .wav upload
- Video calling (video telephone is required)
- Distinctive rings
- Volume control
- Flexible key assignments
- Last number re-dial
- Call logs (web portal and phone)
- Click to call from web portal
- Click to call Chrome Plugin
- Emergency routing plan
- Hunt groups
- Extension Paging
- Extension Intercom
- District-wide All-Call Paging
- Service flags
- Conference calling from phones
- Conference bridges with pin access
- Call waiting
- Internal Caller-ID with name
- External Caller-ID with name
- Call forward all calls
- Call forward no answer
- Call forward busy
- Call screening - whisper mode
- Call screening - learn mode
- Call screening – barge-in mode
- Easy administration via web portal
- Easy phone relocation
- Easy phone reassignments
- Easy phone additions
- Easy phone deletions
- Multiple lines per phone
- Busy lamp fields
- Message waiting light
- Message waiting light for other phones
- Speed dialing – one-touch dialing
- Headset jack for wired headset
- Headset (Bluetooth)
- Headset wireless (adaptor required)
- Park orbit and pickup preference
- ACD (automatic call distribution)
- Agent groups

* Rival5's RVoice Telecommunication Service may be required for some features.

* Features may vary based on the telephone manufacturers and models chosen.

RCom Hosted Extensions

Full Feature Extensions

- E911 with Location-ID of the telephone dialing 911
- Caller-ID Masking
- Voicemail
- Voicemail-to-Email
- Cell Push-Pull
- User Portal access for changes, and viewing reports
- All-Call Paging (district-wide with added paging server)
- Mass-IM to telephones LCD
- System Address book access
- Call forwarding if VoIP phone is not registered

Classroom Extensions

- E911 with Location-ID of the telephone dialing 911
- Caller-ID Masking
- Voicemail
- Voicemail-to-Email
- Cell Push-Pull
- User Portal access for changes, and viewing reports
- All-Call Paging (district-wide with added paging server)
- Mass-IM to telephones LCD
- System Address book access
- Call forwarding if VoIP phone is not registered
- Automatic Do Not Disturb (DND) for external inbound calls
- Discounted Pricing

Basic Extensions

- Gas meters, alarm systems, elevators, and paging servers
- Voicemail
- Voicemail-to-Email
- No call transfer or conference call capabilities

Mailbox Extensions

- Voicemail
- Voicemail-to-Email
- User portal access for changes, and viewing reports

Mobile Extensions

- Voicemail
- Voicemail-to-Email
- User portal access for changes, and viewing reports
- Caller-ID Masking from user's cell phone
- Rings users cell phone with schedule ringing

* Rival5 Cloud Telecommunication Service may be required for some features.

RVoice Telecommunication Service with Call Bursting (IVoIP)

RPRI, RPOTS, and RSIP Trunking

- Onsite gateway for RPRI and RPOTS with remote access (public IP address required)
- Additional virtual Direct Inward Dialing (vDID) numbers available
- E911 with Location-ID of the building dialing 911 and room number
- Additional e911 Direct Inward Dialing (eDID) numbers available
- Voicemail-to-email failover
- Stabilize budget
- Extend core features and functionality to branch locations
- Easily accommodates growth
- On-demand reports for calls
- System Maintenance, Monitoring, and Nightly Backups
- Feature Upgrades
- Unlimited Remote Moves, Adds, and Changes (RMACs)
- Unlimited local and domestic long distance calling
- Call Bursting ratio 3:1

For customers that have purchased new PBX systems or maintaining old legacy PBX's, we can provide only our RVoice Telecommunication Service as a standalone service. Rival5 has taken a new approach to telecom services giving you the flexibility that traditional telephone PRI circuits and POTS lines do not offer. Rival5 supplies you with a gateway that hands off our RVoice Telecommunication Service to your legacy telephone system via PRI, POTS. Additionally, RVoice Telecommunication Service gives you the option to route calls to other locations or mobile/cell phones if any of your legacy PBX systems fail or experience a power interruption. A greeting can be recorded to inform callers of the issue and the option to leave a message. A notification email will be sent with the message attached as a .wav file.

Call Bursting 3:1

Call Bursting is included with Rival5's RVoice Telecommunication Service. Call Busting give flexibility to undersize a number of concurrent calls (phone lines) needed. e.g., If you purchase 10 concurrent calls handed over via RSIP Trunking, you can burst, three times in each month, up to 30 concurrent calls, without any extra charges incurred. After four bursts, in each month, over 10 concurrent calls, we will contact you about adding additional concurrent calls to your account. If you decided to purchase an additional concurrent call, you would then have 11 concurrent calls and capability to burst to 33 concurrent calls. Rival5's goal is for you never to have a busy signal, but not overcharge you for concurrent calls (phone lines) that sit idle most of the time.

RFax Account

- Receive fax documents via email with an attached PDF file
- Send fax documents via email by attaching a PDF file and emailing xxxxxxxxx@emaiyourfax.com
- Portal access for changes, sending and receiving fax documents, and viewing reports
- Fax number in the local area or porting of existing number
- No analog POTS line needed
- Fax delivery confirmation email
- Connectivity to a legacy fax machine for sending and receiving a Fax (Fax-ATA required)
- Fax delivery confirmation email if sent via legacy fax machine (Fax-ATA required)

iFax provides the flexibility to receive and send fax documents without the need for a POTS line. Fax documents received via email with an attached PDF file, directly to your legacy fax machine, or a combination of the two. Conversely, faxed documents can be sent by attaching the document to an email and sending it to xxxxxxxxx@emaiyourfax.com or from your legacy fax machine (Fax-ATA required). Administrators and users have access to our iFax portal for changes, sending and receiving faxed documents, and viewing reports, even if the fax was sent from a legacy fax machine. Connectivity to a legacy fax machine requires a Fax-ATA and a network connection with Internet access.

Features in detail

Enhanced Follow-Me

In addition to a full complement of call-routing features, Rival5 takes "follow-me/call forking" solutions to a new level. Follow-me/call forking forwards calls to multiple lines. Enhanced Follow-Me allows each user to register multiple devices to the same account. Users may register up to two devices (in addition to a follow-me/call forking mobile or landline number) to their account from anywhere in the world with an Internet connection:

- VoIP Deskphone
- PC or Laptop Softphone Client
- Mobile App for Smartphones
 - Allows users to return calls from their mobile app while protecting their personal contact information. The called party sees the organization's telephone number on their caller id, not the user's mobile telephone number.
- Cell Push-Pull for any cell phone
 - Allows users to press a button on their desktop phone to transfer callers to the user's cell phone
 - Allows users to press a button on their desktop phone and retrieve calls from the user's cell phone as long as it was originated on Rival5's software.

Call Recording

Inbound calls can be recorded and archived on the software for future reference. The recordings can be downloaded as a .wav file to your local network if desired. A prepended greeting stating the call is being recorded is required to activate the call recording feature. This feature can be activated and deactivated at any time during the agreement period. Federal, state, and local laws may apply to call recording.

All-Call Paging

All-Call Paging is designed with a variety of paging options. Whether paging a single telephone, a group of telephones, or the entire district, All-Call Paging becomes an effective tool for alerting personnel in emergency situations. The default All-Call Paging feature can be activated via any capable telephone on the software or from an authorized outside PSTN user (cell phone) by dialing a code and announcing the alert. All-Call Paging can also interface with most 3rd party overhead paging equipment via Rival5's optional onsite paging server.

Mass Instant Message (Mass-IM) to Telephone(s)

Each RCom Hosted Extension includes the capability to Instant Message telephones within their domain. Users enter a message in their web portal and designate which VoIP telephone(s) should receive the message. The message will display on the VoIP telephone(s) LCD screen when sent. Furthermore, the system administrator can pre-program groups of VoIP telephone extensions and messages that will pre-populate the user's portal IM feature. The user can add or delete VoIP telephone extensions to the group and edit the message text before sending the Mass-IM.

Instant Chat to User's Portal

Each RCom Hosted Extension includes the capability to Instant Chat a user's web portal. Users click the chat icon in their web portal designating which user account should receive the chat message. If the receiving user logs-in their web portal, the message will display on their computer screen and allow two-way communication.

E911 with Location ID (room number)

Full Feature and Classroom RCom Hosted Extensions include E911 as a standard feature. Each VoIP telephone extension will broadcast one of two different telephone numbers for outbound calls. General calls will broadcast the main schools' telephone number or building telephone number. Emergency/911 calls will broadcast the emergency telephone number of the VoIP telephone extension that initiated the call, along with the telephones Location-ID (room number). First responders can arrive at your building knowing the room number of the 911 emergency. Additionally, a notification email can be sent to alert your staff of what VoIP telephone extension dialed 911. The notification email will contain the date, time, and the VoIP telephones extension number that placed the 911 call. Furthermore, we have access to the National ALI database to make address and location-ID changes on your behalf as part of our ongoing support.

Emergency Information Boxes

Authorized users record information via a telephone, like recording a greeting for a voicemail box or upload a .wav file. School district superintendents can use this feature to inform parents of school closings. Parents have the option of pressing 0 after the listening to the district message which directs them to their child's specific school's information box for recorded information from the principal of that school. This feature gives parents the option to access information as their schedule allows. Many districts broadcast their Emergency Information Box direct telephone number (DID) when sending mass messages out to parents via other vendor's services. If the parent did not listen to the details of the mass message sent, they could call back directly to the Emergency Information Box to listen to the message again.

Enhanced Messaging and Unified Communications

Our Enhanced Messaging allows individual users to have voicemail as a default feature. The user can receive an email notification when a caller leaves a voicemail which can include a .wav file of the voicemail as an attachment to the email. When the software sends the notification email, users can choose to automatically have the voicemail deleted, saved as an old message, or kept as a new message. Users can access their account via a web interface from anywhere in the world with an Internet connection. The user can either browse to an assigned domain name or click on a link provided in the body of the notification email to access their account. Voicemail is included with every R-VoIP Extension for no extra charge.

Caller-ID Masking

Full Feature, Classroom, or Mobile RCom Hosted Extensions users can dial the school's main number from their cell phone, and the system will authenticate against the user's cell phone number. The user will hear the greeting from the virtual personal assistant stating press 1 to make an outbound call. As a second authentication method, the user will be required to enter their voicemail pin. Once authorized, the user can then dial any PSTN number and broadcast the Caller-ID of their school, not of their cell phone. The software will report the inbound cell call and the outbound call information in the call record details reports for audit purposes.

Flexible Dialing Plan

Rival5 will configure the software to support a flexible, multi-digit dialing plan between stations across all locations. Whether calling the office next door, or employees located half-way across the country, your preferred multi-digit dialing plan will be the same at all locations. Most organizations use a 4-digit dialing plan for their locations. Additionally, dialing plan requirements, least cost routing, 911, 711, etc. will be programmed in the software during installation, based on the provisioning workbook provided to you by Rival5.

Details

Cost Savings

Rival5's solutions can greatly simplify the management process for communications infrastructure. Service upgrades and maintenance are conducted with minimal interference to administrators and users. As new features become available, they can simply be ordered and enabled. The proposed solution includes a fully-managed environment, drastically reducing the workload of your staff for moves, adds, and changes activity and support on an ongoing basis.

Infrastructure

In most cases, consolidating data and voice networks can save money and management time. In this case with a VoIP telephone extension, we simply unplug the Ethernet data patch cord from the computer, plug it into the VoIP telephone, and then install a new patch cord from the VoIP telephone back to the computer. Locations equipped with separate wiring and data switches can be used if preferred by IT staff. Additionally, analog devices can utilize existing telephone wiring. Rival5 will work in tandem with IT and Telecom staff to help with punching down wires, installing new data switches and any other telecom or data related equipment needed to make sure the new solution is installed per the customer's specifications.

Integration and Migration

One of the benefits of our solutions is the ability to be deployed in a phased migration. This phased deployment means that in most cases, the new solution can be installed in parallel to the existing digital telephone systems and services. Users become accustomed to operating their new telephones before the cut-over date of the new solution. Users can make outgoing, and internal calls on the new solution with the existing system being used for incoming calls until telephone numbers are forwarded and ported. Our engineers work in tandem with your IT staff to ensure seamless integration. Additionally, this migration time allows Rival5 to perform testing and training on the new solution to ensure a positive user experience.

Growth Potential

Our software is based on the open standard SIP (Session Initiation Protocol). Unlike traditional, premise-based digital solutions, and a variety of premised-based IP-PBX VoIP or hosted VoIP solutions, there are no proprietary hardware limitations on adding users to our solutions. Thus fewer incremental capital expenditures are needed to support growth. You simply add users as needed and we take care of the rest.

Management and Control

All RCom Hosted Extensions provide administrators and users a web portal accessible from any Internet connection. The web portal allows administrators full access to features and reports. The user's web portal has similar functionality but has fewer options available. Administrators can restrict certain options available to user web portals. Both administrators and users can check their voicemail and call records from the portal. The web portal offers varying levels of access depending on roles and responsibilities.

Redundancy and Survivability

If your location(s) were to lose Internet connectivity or AC power, calls will be answered by an auto attendant, routed to a user's voicemail or mobile phone. Each extension can be provisioned with a PSTN failover number to automatically route calls until the Internet or power has been restored at the original location. Additionally, main numbers can be routed to other locations or hunt groups. For full functionality during an Internet outage Rival5 highly suggests a failover Internet connection be provided to your location(s). This connection could be a simple DSL or mobile provider data connection. If a voice VLAN is provisioned on your network, you can route voice traffic to Rival5 on the failover Internet connection and have full functionality. The cost of POTS lines is escalating and making the failover Internet option more attractive.

Furthermore, your location(s) can be equipped with a red emergency telephone(s) for calling survivability. The red telephone(s) are connected to traditional analog POTS lines. The red emergency telephone(s) are ADA compliant and can be used for calling the PSTN in normal or failure mode because the power is derived from the traditional telephone company.

Warranty

Rival5 provides warranty on all Rival5 owned equipment during the term of the agreement. The warranty will not cover any onsite equipment as a result of an accident, misuse, abuse, improper or inadequate maintenance or other external causes. Furthermore, loss or damage caused by, or resulting either directly or indirectly from acts of God, lightning, windstorm, hail, tornado, power surges or failures, fire, theft, or vandalism. Additionally, the Rival5 warranty will not cover IP or analog telephones, data switches, PoE data switches, routers, firewalls, gateways, UPS devices used for data equipment, or any other components not owned by Rival5.

Maintenance

By utilizing Rival5's solutions, core maintenance upgrades and updates will no longer burden your staff or add unexpected expenditures to budgets. All core maintenance is managed by Rival5, and we will work hand in hand with staff to accommodate a maintenance schedule that provides for minimal or no interruption in service.

Support and MACs

The solution includes unlimited remote moves, adds, and changes (RMACs), remote support, and remote training for the duration of the agreement. Onsite moves, adds, and changes (OMACs), onsite support and onsite training may be billed at the corresponding rates plus travel time. Onsite hours are 8:00 a.m. to 4:00 p.m. at a rate of \$00.00 per hour. Onsite Emergency hours are all times outside of 8:00 a.m. to 4:00 p.m. including Saturdays, Sundays, and Holidays at a rate of \$200.00 per hour.

Trouble Reporting and Response Time

Trouble reporting is available via our help desk ticket portal or by calling our helpdesk telephone number 24 hours a day, seven days a week. Response to non-emergency support tickets will be conducted the next business day and emergency support tickets within four hours. Definition of emergency call - any situation which prohibits a user from completing a PSTN or 911 call.

Remote Diagnostics and Trouble Resolution

As part of our solution, Rival5 will continually monitor the software, servers, and its components via an Internet connection to the administrator portal. Additionally, Rival5 can remote into the root file system of the software or onsite equipment for any necessary maintenance, upgrades or repairs.

Telephones and other equipment

Analog Telephones

Analog telephones can be connected to the software with an approved Analog Telephone Adapter (ATA) IP device for all Full Feature, Classroom, and Basic RCom Hosted Extensions.

IP Telephones

The software supports a variety of manufacturer's IP telephones, e.g., Yealink, Polycom, Grandstream, Cisco, and Snom for all Full Feature, and Classroom RCom Hosted Extensions. (features may vary).

Soft Clients

Soft clients are supported by the software, including developers CounterPath and ZoIPer for all Full Feature, and Classroom RCom Hosted Extensions (system features may vary).

Training

System Administration Training

Rival5 support personnel will train administrators on the domain administrator and end-user features of the software. Domain administrator training documentation will be available to all key personnel in advance of the cut-over date.

End User Training

Rival5 support personnel will make certain that proper documentation is available for all end users of the software and desktop telephones. Group training for end users is preferred; however, one-on-one training is available upon request along with refresher or ongoing training. Additionally, we will also provide your administrative staff with assistance in end-user training. Training classes will be scheduled throughout the day at a convenient time for staff. As new features are released, administrators will be notified and trained on the feature.

Safety and Emergency Awareness Training

Rival5 support personnel will train administrators on the safety and emergency features of the system. Upon request, Rival5 will provide a dedicated person as a telecom adviser or member to your organization's safety team.

Customer Requirements per Rival5

Environmental Requirements

Rival5 requires a clean, room temperature-controlled environment with standard 15/20 amp 120-volt power outlets. The equipment ranges from 1U to 4U in size based on the requirement of the solution. Rival5 requires and will provide properly sized Uninterrupted Power Supply (UPS) units for the management ancillary equipment installed if needed.

Technical Requirements

A broadband Internet connection at all locations is required. Furthermore, a basic Internet connection (DSL/Cable) for voice redundancy at each location would be advisable but not required. Although the history of wireless connections is known to be reliable, quality of voice services is not guaranteed over wireless connections due to weather and the inherent nature of wireless. Satellite Internet service is not recommended for VoIP. A public IP address is required for on-site equipment and access to the main router or request services from the current IT provider.

Staff Requirements

Rival5 will be afforded a minimum of one appointed contact to answer technical questions and to provide full access to all locations during the installation process.

Building access

Rival5 will request full access to all locations during the installation process and limited access after the cut-over for maintenance.

Provisioning Workbook

Rival5's dedicated project manager and engineers will request assistance from your personnel with the completion of the provisioning workbook to assure a well-managed installation. Information such as names, email addresses, phone numbers, hunt groups, and auto attendants will be needed.

Customer References

Joliet Public School District 86

Joliet, IL

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Mike McGowan

District Technology Director

Office: 708-455-2299

Email: mmcgowan@sd171.org

River Trails School District 26

Mount Prospect, IL

Matt Tombs

Director of Innovation and Technology

Office: 224-612-7305

Email: mtombs@rtsd26.org

Dwight Public School District 230/232

Dwight, IL

Logan Murray

Technology Director

Office: 815-584-6206

Email: murrayl@dwightk12.org

Seneca Township Highschool District 160

Seneca, IL

Martin Harig

Technology Coordinator

Office: 815-357-5070

Email: mharig@senecahs.org

Laraway School District 70C

Joliet, IL

Dr. Joe Salmieri

Superintendent

Office: 815-727-5115

Email: jsalmieri@laraway70c.org

Brian Johnson

Director of Technology

Office: 815-727-5196 Ext. 235

Email: bjohnson@laraway70c.org

Woodridge School District 68

Woodridge, IL

Curtis Saindon

Assistant Superintendent for Business Services

Office: 630-795-6821

Email: business@woodridge68.org

Pricing Estimates

MRC (Monthly Recurring Charge) Service and Maintenance

Based on the information provided and solution chosen, we are proposing the following MRC.

Rival5 Technologies Corp
 10030 W 190th Pl
 Mokena, IL 60448
 815-717-2052
 billing@rival5.com
 www.rival5.com



ADDRESS

Wheaton Warrenville CUSD 200
 130 W Park Ave
 Wheaton, IL 60189

SHIP TO

Wheaton Warrenville CUSD 200
 130 W Park Ave
 Wheaton, IL 60189

Service Order 7395

DATE 04/27/2023

EXPIRATION DATE 06/30/2023

CUSTOMER ID
 WHW200

REFERENCE MSA
 2023-04-27-555130

SERVICES	QTY	RATE	AMOUNT
RCom Hosted PBX Service (Software as a Service)			
- Full Feature Extension	452	14.20	6,418.40
- Classroom Extension	1,120	12.20	13,664.00
- Mobile Plus Extension	462	2.43	1,122.66
- Monitored Extension (Paging integration)	21	4.95	103.95
- Backup LTE Internet for Rival5 Devices (2Gb monthly)	21	30.00	630.00
- Monitored Extension with Backup LTE Internet for Rival5 Device (2Gb monthly) (elevator)	16	42.20	675.20
- RFax Account 200 (200 pages per month)	30	8.15	244.50
			Subtotal: 22,858.71
RVoice Telecommunications Service			
- IFax Concurrent Call Path	30	1.22	36.60
- Voice Concurrent Call Path with Call Bursting @ 3:1	100	12.95	1,295.00
- E911 Service with Location-ID			
			Subtotal: 1,331.60
Federal & Provider Telecommunications Taxes and Fees			
- Regulatory Compliance Recovery Fee	1,331.60	0.0375	49.94
- Federal TRS Regulatory Recovery Fee	1,331.60	0.01778	23.68
- Federal USF (Universal Service Fund)	1,331.60	0.211574	281.73
- FCC Regulatory Fee	1,331.60	0.00317	4.22
			Subtotal: 359.57

NRC (Non-Recurring Charge)

Based on the information provided and solution chosen, we are proposing the following NRC.

Rival5 Technologies Corp

10030 W 190th Pl
 Mokena, IL 60448
 815-717-2052
 billing@rival5.com
 www.rival5.com



ADDRESS

Wheaton Warrenville CUSD 200
 130 W Park Ave
 Wheaton, IL 60189

SHIP TO

Wheaton Warrenville CUSD 200
 130 W Park Ave
 Wheaton, IL 60189

Sales Order 7396

DATE 04/27/2023

EXPIRATION DATE 06/30/2023

CUSTOMER ID
 WHW200

REFERENCE MSA
 2023-04-27-555130

PRODUCTS	QTY	RATE	AMOUNT
RCom VoIP Equipment			
- Rival5 Mobile App (iOS or Android) includes user Web Portal	1,550	0.00	0.00
- Yealink T54W Desktop Phone (10-buttons, 4.3" color display, wifi ready)	430	162.79	69,999.70
- Yealink T53 Desktop Phone (8-buttons, 3.7" monochrome display)	1,120	100.83	112,929.60
- Yealink CP935 Conference Phone with DECT Base	22	680.00	14,960.00
- Rival5 8301 Paging Integration Adapter (Building and District-Wide All-Call Paging)	21	393.84	8,270.64
- Rival5 LTE ATA (Backup LTE SIM Slot) (Elevator ATA)	16	299.77	4,796.32
- Rival5 Router (Backup LTE SIM Slot) Rival5 Devices)	21	743.75	15,618.75
- Rival5 FAX-ATA (2-ports)	30	176.00	5,280.00
- Installation, Setup, Travel, and Training	1,660	150.00	249,000.00
- Installation, Setup, Travel, and Training Included with a 60-month Agreement	1,660	-150.00	-249,000.00

Subtotal: 231,855.01

Rival5's includes a Lifetime Warranty on Desktop Phones. Rival5 is responsible for repairing or replacing the equipment if it is faulty during the life of the hosted services agreement. The customer is responsible for the equipment if it is damaged due to abuse, fire, flood or any other type of disaster.

Future device prices may vary after initial Installation.

TOTAL \$231,855.01

Terms and Conditions

These Rival5 Terms of Service (hereinafter referred to as the “Terms” or “Agreement”) apply to the use of products or services provided by Rival5 Technologies Corp. (“Rival5” or “Company”) to the person or entity identified in a valid and binding Sales Order (the “Customer”) and are an integral part of the agreement between Rival5 and Customer. The Customer and Rival5 are sometimes collectively referred to herein as the “Parties,” or individually as a “Party.” By ordering, purchasing or using the Services, Customer agrees to be bound by these terms.

PURSUANT TO FCC REQUIREMENTS, RIVAL5 IS REQUIRED TO ADVISE ITS CUSTOMERS OF ANY LIMITATIONS THAT E911 SERVICE MAY HAVE IN COMPARISON TO TRADITIONAL E911 SERVICE, WHICH ARE SET FORTH BELOW AND IN THE E911 ACKNOWLEDGEMENT.

Definitions: The following capitalized terms, as used in this Agreement, shall have the meanings set forth below:

“Affiliate” means, with respect to a party to these Terms, any entity that Controls, is Controlled by or under common Control with such party. “Control,” for purposes of this definition, means the direct or indirect ownership or control of more than fifty percent (50%) of the voting equity of the subject entity.

“Applicable Laws” means any and all applicable federal, state or local laws, rules or regulations, and guidelines including applicable restrictions concerning call recording, call monitoring, call interception, and/or direct marketing or telemarketing.

“Customer Data” means any data, information or other materials of any nature whatsoever generated by Customer, or provided to Rival5 Technologies Corp. by or through Customer, in the course of implementing or using the Services.

“Customer Location(s)” means the physical location(s) owned or leased by Customer where Services are provided or Rival5 Business Equipment will be used or stored.

“Initial Service Term” means the period of time stated in a Sales Order during which Rival5 will provide Services to Customer.

“Renewal Service Term” means a period of time after expiration of the Initial Service Term that is equal to the period of time of the Initial Service Term.

“Rival5 Business Equipment” means all equipment that is used, leased or otherwise provided by Rival5 Technologies Corp. in connection with the Services, including phones, routers, switches and battery backup placed on the Customer Locations.

“Sales Order” means a valid and binding agreement for the purchase of Services that has been signed by an authorized representative of Customer and accepted by Rival5 Technologies Corp. and shall automatically incorporate these Terms by reference.

“Service” or “Services” means any products or services provided or made available by Rival5 Technologies Corp. to Customer that are set forth in a Sales Order.

“Software” means any proprietary software (including any documentation relating to such software) owned or licensed by Rival5 Technologies Corp., or which Rival5 Technologies Corp. has a right to sublicense under this Agreement, which software is either provided to Customer under this Agreement or is used by Customer in connection with the Services.

1. Terms and Policies

These Terms incorporate and include all additional terms, conditions and policies that are (i) set forth in an addendum, schedule, exhibit or amendment to these Terms, and (ii) set forth in an applicable Service Level Agreement. These Terms supersede and replace all terms and conditions set forth in any documents issued by Customer, including purchase orders and specifications. Rival5 reserves the right to change any of the Terms at any time, but only on a prospective, not retroactive, basis. Rival5 will provide Customer thirty (30) days advance notice through Customer’s invoice or by e-mail to the most recent e-mail address associated with Customer’s account of changes to the Terms that would have a materially adverse effect on Customer. Rival5 reserves the right to post the revised or modified Terms on the Rival5 website at <https://www.rival5.com/termsandconditions> and only send a change of Terms notification e-mail to the Customer. Changes will become effective on the next business day following the 30-day notice period and, unless Customer has objected to any changes by delivering written notice or e-mail notice to Rival5, Customer agrees to be bound by any changes after such 30-day notice period. Customer is solely responsible for checking the website and keeping its contact information current.

2. Sales Order

All Services will be described in a Sales Order, which will set as forth applicable: (i) the price, delivery, installation location(s) and other information about the Services; (ii) Rival5 Equipment being provided to the Customer, and; (iii) any associated delivery or installation information. The Sales Order incorporates by reference these Terms, and when executed by Rival5 and Customer, becomes a binding contract between Rival5 and Customer. Rival5 will provide, and Customer will pay for and receive from Rival5 each Service pursuant to the terms and conditions of each Sales Order. Subject to Rival5’s right to amend the terms in Section 1, a Sales Order may only be amended in writing signed by both Customer and Rival5. Customer may increase the quantity of Services at existing Customer Locations at any time during the Initial Service Term or Renewal Service Term (“Additional Services”) by entering into an addendum or change order that sets forth the specific Additional Services requested. Each such addendum or change order shall be subject to Rival5’s acceptance (including by the rendering of such Additional Services), and upon such acceptance shall be considered an amendment to this Agreement and subject to the terms herein. Service Fees will be increased to reflect the Additional Services, subject to the same pricing and payment terms as are set forth in the applicable Sales Order. Additional Customer Locations must be contracted under new Sales Orders. Customer agrees to all up-front charges and recurring charges listed in the Sales Order. Additionally, the customer agrees to future charges for products ordered, via email authorization, during the agreement period. Rival5 retains all rights to Rival5 owned equipment. Furthermore, the customer agrees to forfeit Rival5 owned equipment on demand if the agreement is terminated or satisfied.

3. Termination

a. Termination with Cause: Either party may terminate this Agreement for material breach, provided, however, that the terminating party has given the other party written notice as set forth in the Payment Terms provision, and the opportunity to cure the breach. Interruption of Customer's service due to forces of nature, or other causes outside of Rival5's control is not considered a material breach. Customer will pay Rival5 for all services performed up to and including the date of termination.

b. Termination without Cause: Either party may terminate this Agreement without cause, provided, however, that the terminating party has given the other party written notice as set forth in the Payment Terms provision. If the Customer terminates this Agreement without cause prior to its expiration, the Customer shall pay seventy-five percent (75%) of the remaining agreement balance simultaneously with its notice of termination plus seventy-five percent (75%) of any additional services requested by Customer, which are in effect at the time of the notice of termination.

4. Regulatory and Legal Changes

Rival5 may discontinue, limit, modify any Service, or impose additional requirements to the provision of any Service, as may be reasonably required to comply with any Applicable Laws. If changes in Applicable Laws materially and adversely affect delivery of Service (including the economic viability thereof), the Parties will use good faith efforts to negotiate appropriate changes to this Agreement. If the parties cannot reach agreement within thirty (30) days after Rival5's notice requesting renegotiation, Rival5 may, on a prospective basis after such 30-day period, pass any increased costs resulting from such changes on to Customer; provided, however, that Rival5 shall provide Customer written notice of any increased costs or charges and Customer may upon notice given to Rival5 within sixty (60) days after delivery of the notice of the increased charges terminate Service without liability for an early termination fee or charge. If Customer does not terminate Service within such 60-day period, Customer's termination right shall expire and Customer shall be obligated to accept and pay for the Service until expiration or termination of the Service Term.

5. Prohibited Use of the Service

Customers shall use the Services only in a manner that fully complies with all Applicable Laws and the terms and conditions of this Agreement. Any use of the Services or any other action in violation of this Section or that causes a disruption in the Rival5 network integrity, or in Rival5's determination threatens or compromises the security of Rival5, its vendors, its other customers or the Services whether directly or indirectly, is strictly prohibited and permits Rival5 to suspend or terminate the Services without prior notice at the sole discretion of Rival5 and further permits Rival5 to disclose any information, including Customer Confidential Information, to necessary authorities or third parties. Rival5 shall have the right, in its sole, but reasonably exercised discretion, not to accept, transmit or deliver any messages or content that it reasonably believes contains inappropriate content or that is, or could reasonably become, the subject of any legal, regulatory, or other governmental proceeding or process, including a law enforcement proceeding, process, or inquiry. Any use found to be inconsistent with the restrictions of this Section may result in termination of the Services without prejudice to any other Rival5 rights or remedies.

6. Required Maintenance

Rival5 reserves the right to perform repair and maintenance on or upgrade, update or enhance (collectively, the "Maintenance") its network, infrastructure, website(s), Services and Rival5 Business Equipment pursuant to the applicable terms of the Service Level Agreement even if the Maintenance causes a partial or full disruption of the Services; provided, however, and subject to Rival5's business needs, Rival5 shall use commercially reasonable efforts to perform the Maintenance in a manner so as to avoid unduly interfering with Customer's use of the Services, including by providing reasonable commercial notice where feasible.

7. Customer Data; Suggestions and Feedback

Customer hereby grants Rival5 a non-exclusive, non-transferable (except in connection with any assignment of this Agreement) license to copy, store, record, transmit, display, view, print, and use Customer Data, solely to the extent necessary to provide the Services to Customer. In the event that Customer provides Rival5 with suggestions, enhancement requests, recommendations, proposals, documents, or other feedback with respect to the Services or Software (collectively, "Suggestions"), Customer grants Rival5 and its Affiliates a royalty-free, worldwide, irrevocable, perpetual license to use, modify, and distribute such Suggestions in connection with efforts to improve, enhance or modify the Services or Software without compensation or attribution to Customer of any kind.

8. Changes to Services

Rival5 reserves the right to (i) remove, add, replace, modify or reduce features and functions of the Services; (ii) provide fixes, updates, and upgrades to the Services or (iii) change or replace, any equipment, services and software supporting, supplying or enabling any of the Services or Rival5 Business Equipment. Rival5 will provide notice pursuant to any notice method permitted by these Service Terms if such change would have a reasonably foreseeable material adverse impact on the Services. Nothing in this paragraph affects Rival5's obligations or Customer's rights under the Service Level Agreement.

9. Warranty Disclaimer

RIVAL5 PROVIDES THE SERVICES, EQUIPMENT AND SOFTWARE ON AN “AS IS” AND “AS AVAILABLE” BASIS WITHOUT WARRANTY OR REPRESENTATION OF ANY KIND (EXCEPT FOR ANY THIRD PARTY MANUFACTURER WARRANTIES THAT MAY BE APPLICABLE TO EQUIPMENT PURCHASED BY CUSTOMER FROM RIVAL5 AND EXCEPT AS MAY BE SPECIFICALLY AND EXPRESSLY PROVIDED IN ANY APPLICABLE SERVICE LEVEL AGREEMENT), WHETHER EXPRESS, IMPLIED, STATUTORY OR OTHERWISE, AND SPECIFICALLY DISCLAIMS ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, TITLE, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. RIVAL5 MAKES NO WARRANTY THAT THE SERVICES WILL MEET CUSTOMER REQUIREMENTS, SPECIFICATIONS, EXPECTATIONS OR THAT THE SERVICES WILL BE UNINTERRUPTED, TIMELY, SECURE, ERROR-FREE, THAT ANY DEFECTS IN THE SERVICES WILL BE CORRECTED, THAT THE SERVICES WILL OPERATE IN COMBINATION WITH CUSTOMER CONTENT, CUSTOMER APPLICATIONS, OR WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEMS OR DATA NOT PROVIDED BY RIVAL5. CUSTOMER ACKNOWLEDGES THAT RIVAL5 DOES NOT CONTROL THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES. RIVAL5 IS NOT RESPONSIBLE FOR MESSAGES OR INFORMATION LOST OR MISDIRECTED DUE TO INTERRUPTIONS OR FLUCTUATIONS IN THE SERVICES OR THE INTERNET IN GENERAL, OR FOR ANY ISSUES RELATED TO THE PERFORMANCE, USE, OPERATION OR SECURITY OF THE SERVICES THAT ARISE FROM CUSTOMER’S USE, CUSTOMER CONTENT, CUSTOMER APPLICATIONS, OR THIRD PARTY CONTENT. RIVAL5 DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES REGARDING THE RELIABILITY, ACCURACY, COMPLETENESS, CORRECTNESS OR USEFULNESS OF THIRD PARTY CONTENT. TO THE EXTENT THAT RIVAL5 CANNOT DISCLAIM ANY WARRANTIES IN CERTAIN JURISDICTIONS, THE SCOPE AND DURATION OF SUCH WARRANTY WILL BE THE MINIMUM PERMITTED UNDER SUCH LAW.

10. Limitation of Liability

The liability of Rival5 to the Customer for damages arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission occurring in the course of furnishing VOIP services shall, in no event, exceed an amount equivalent to the proportionate charge to the Customer for the period of service during which such mistake, omission, interruption, delay, error or defect in transmission occurs, including but not limited to any 911 or E911 services, charges, damages, or any lost revenue to their organization.

11. Indemnification

Customer agrees to defend, indemnify and hold harmless Rival5 from and against any loss, damage or costs (including reasonable attorney’s fees) incurred in connection with claims made or brought against Rival5 by a third party arising from or relating to: (i) any act, error, omission, fault, negligence, or misconduct of Customer or any user of the Services, Software or Rival5 Business Equipment, whether authorized or unauthorized by Customer; (ii) Customer’s breach of any obligation, warranty, representation, or covenant of this Agreement; (iii) any claim by any employee or invitee of Customer or user other than a claim based on the gross negligence or willful misconduct of Rival5; (iv) any claim by any customer of Customer, end user or other third party relating to, or arising from, Customer Data or Customer’s use of the Services, Software or Rival5 Business Equipment; or (v) violation of any Applicable Laws by Customer or any Customer employee, contractor or agent.

12. Confidentiality

Confidential or proprietary information between Rival5 and the customer shall not be used for any purpose other than the performance of this agreement unless such disclosure is required by law or agreed on by both parties via email correspondence.

13. Emergency 911 Services

By using the Service or Rival5 Business Equipment, Customer acknowledges the limitations of Rival5's E911 services as described in the E911 Acknowledgement, as well as those set forth in this Section. Customer is advised to thoroughly read and understand the E911 Acknowledgement and the options available. Customer acknowledges that it had received the E911 Acknowledgement and has read, understands and agrees to the terms and conditions of the E911 Acknowledgement, and assumes the risks associated with the Rival5 service limitations. Customers that acquire RVoice Services from Rival5 will receive a set of stickers explaining when E911 service may not be available. To insure all users understand these limitations, Customer is responsible for placing the stickers on or near the telephones or equipment you uses to access RVoiceP 911/E911 Services.

14. Electronic Recording

Customer acknowledges that there are federal and state laws governing the electronic recording of telephone conversations and that Rival5 is not liable for any illegal use of the Services. It is Customer's responsibility to determine and comply in full with its own compliance obligations. No Services or products offered by Rival5 are represented or warranted to comply with electronic recording laws. Customer agrees that Rival5 may, in its sole discretion, record any call between Customer and Rival5 for Rival5 quality control purposes.

15. Dispute Resolution; Binding Arbitration

a. Management Resolution: In the event either Party has a dispute or claim against the other Party (except with respect to the invoice disputes) the disputing Party shall provide written notice to the other Party in accordance with the provisions of Section 16(f), below. The Parties agree to escalate disputes to their respective management, who will use commercially reasonable efforts to resolve the dispute by consulting with each other in good faith to reach an equitable resolution satisfactory to both parties within thirty (30) days of the receipt of notice. Neither Party shall pursue or commence proceedings regarding the dispute in any court, administrative arbitral or other adjudicative body prior to engaging in such consultations and negotiations, except that Customer may assert claims in small claims court if Customer's claims qualify.

b. Binding Arbitration: If negotiations fail to resolve the dispute within thirty (30) calendar days, all disputed claims must be resolved by binding arbitration before a single arbitrator in accordance with the rules of the American Arbitration Association ("AAA") then in effect. This agreement to arbitrate is intended to be given the broadest possible meaning under Applicable Laws. Payment of all filing, administration, and arbitrator fees will be governed by the AAA rules. You agree to commence arbitration only in your county of residence or in Will County, State of Illinois. You may choose to have the arbitration conducted by telephone, based on written submission, or in person by following the AAA rules. In a Dispute involving \$10,000.00 or less, any hearing will be telephonic unless the arbitrator finds good cause to hold an in-person hearing instead. The initiation of an arbitration dispute shall not otherwise prevent Rival5 or Customer from terminating Services in accordance with the Terms of Service.

16. General

a. Assignment: This Agreement inures to and is binding upon the Parties' successors and permitted assignees. Customer shall not assign this Agreement without Rival5's prior written consent, not to be unreasonably conditioned, withheld or delayed; provided that Customer may, without consent, but with reasonable prior written notice, assign its rights and obligations hereunder to any parent, affiliate or subsidiary of Customer or pursuant to any merger, acquisition, reorganization, sale or transfer of all or substantially all its assets; provided, however, that any proposed assignee shall be at least as creditworthy as Customer (as reasonably determined by Rival5), shall agree in advance and in writing to assume and be bound by all provisions of this Agreement, and shall deliver to Rival5 fully-executed documents reasonably acceptable to Rival5 establishing the terms of such an assignment. Any assignment by Customer other than as permitted by this Section shall be void and of no force or effect.

b. Force Majeure: Neither Party is liable for any failure of performance (other than for delay or performance in the payment of money due and payable hereunder) to the extent such failure is due to any cause or causes beyond such Party's reasonable control, including acts of God, fire, explosion, vandalism, cable cut, denial of service attacks, adverse weather conditions, governmental action, acts of terrorism or strikes and similar labor difficulties. Either Party's invocation of this clause will not relieve Customer of its obligations to pay for any Services actually provided or permits Customer to terminate any Services except as expressly provided herein. In the event such force majeure event prevents the ability or material use of the affected portion of Services and such event continues for more than thirty (30) consecutive days, either Party may terminate the affected portion of the Services without liability.

c. Relationship of the Parties: The relationship of Rival5 and Customer shall not be that of partners, agents or joint ventures for one another, and nothing contained in the Agreement shall be deemed to constitute a partnership or agency agreement between the Parties for any purposes. Rival5 and Customer shall be independent parties and shall discharge their contractual obligations at their own risk subject to the terms of this Agreement.

d. Waiver: The failure of either Party to enforce compliance with a provision of this Agreement shall not be construed as a general waiver of such provision or any other provision.

e. Severability: If any term, covenant or condition contained in this Agreement or any Sales Order is, to any extent, held invalid or unenforceable in any respect under the laws governing this Agreement, the remainder of this Agreement shall be valid and enforceable to the fullest extent permitted by law.

f. Notices: Except as otherwise provided in this Agreement,

i. To Customer: In the event Rival5 is required or desires to provide Customer with notice under this Agreement, it will provide electronic notice to the e-mail address on file. In the event Customer changes its e-mail address for notice purposes, Customer shall advise Rival5 immediately in writing. Customer hereby agrees to electronic delivery of all required notifications, including invoices, unless otherwise expressly provided herein.

ii. To Rival5: Any notice required or given under this Agreement to Rival5 will be either in writing or e-mail and delivered as follows: (if email) billing@rival5.com or (if writing) Rival5 Technologies Corporation 10074 West 190th Place Mokena, IL 60448-8752

g. Electronic Communications and Consent to use of Electronic Signatures and Records: By ordering, purchasing or using the Services, Customer agrees that Rival5 may provide to Customer by use of electronic communications any required notices, agreements and other information concerning Rival5, including changes to these Terms.

h. No Commitments: Customer represents that Rival5 has made no commitments or promises orally or in writing with respect to delivery of any future features or functions. In relation to any future features or functions, all presentations, information or discussions, either prior to or following the date herein, are informational only, and are not the basis for, nor part of this Agreement or any Sales Order. Rival5 has no obligation to provide any future releases or upgrades or any features, enhancements or functions, unless specifically agreed to by both Parties. Customer acknowledges that its purchasing decisions are not based upon any future features or functions.

i. Entire Agreement

This agreement will be governed by and construed in accordance with the laws of the State of Illinois. If the customer is not located in the State of Illinois, the customer agrees to the laws in accordance with the laws of the State of Illinois. If any part of this agreement is not in accordance with the law, the remainder of the agreement is still in effect. The venue for any dispute arising out of or related to this Agreement which cannot be resolved by the parties shall be exclusively submitted to binding arbitration in Will County, Illinois.



911 / E911 Disclosure & Notice

Rival5 Technologies Corp
10074 West 190th Place
Mokena, Illinois 60448-8752
Phone: 815-717-2052
Fax: 815-717-2053
Email: info@rival5.com

Important 911 / E911 Disclosure Notice and Acknowledgement

The Federal Communications Commission (FCC) requires that Rival5 Technologies Corp. (“Rival5”) inform its customers of any differences and/or limitations between 911 and enhanced 911 access capabilities available with Interconnected Voice over Internet Protocol (IVoIP 911/E911) as compared to the 911 and enhanced 911 access capability available with traditional wireline telephone service (“traditional 911/E911”). It is important that you understand how these differences affect your ability to access 911 and E911 services. We ask that you carefully read this Notice. If you have any questions or concerns about the information contained in this Notice, or if you do not understand anything discussed in this Notice, please contact us at 815-717-2052.

FCC rules also require us to obtain and keep a record of affirmative acknowledgement showing that you have received and understood this 911 and E911 Notice. By completing and signing the Acknowledgement below, you certify that you have received and understood this 911 and E911 Notice.

This E911 Disclosure Notice and Acknowledgement (“E911 Acknowledgement”) is agreed, acknowledged and accepted by Rival5 and its end-user customer (“Customer”) in connection with the Customer’s purchase and use of Rival5 Services. All Rival5 Service is governed by the Rival5 Terms and Conditions. Any capitalized terms not otherwise defined in this E911 Acknowledgement shall have the meanings ascribed to such terms in the Terms of Service. In the event of any conflict between this E911 Acknowledgement and the Terms and Conditions, this E911 Acknowledgement shall control.

IVoIP 911/E911 services are different from traditional 911/E911 services in several important ways. Traditional 911 services automatically route your calls to a 911 dispatcher, available on a 24-hour basis, using special answering facilities at the local Public Safety Answering Point (“PSAP”) for your physical address. Additionally, traditional E911 services automatically provide the PSAP the calling party’s call-back number and location ID. If you are located in an area where the emergency center is not capable of simultaneously receiving your telephone number, physical address and location ID), you likely have traditional 911 service as opposed to E911 service.

You agree to notify any potential user or agent of the Services, who may place calls using Customer’s Services, of the following differences/limitations:

- **IVOIP 911/E911 SERVICE MAY NOT OPERATE DURING A POWER OUTAGE.** You understand and acknowledge that the IVOIP 911/E911 Service do not function in the event of a power failure or disruption. Should there be an interruption in power, our IVoIP service, including the IVoIP 911/E911 Service, will not function until power is restored and your equipment may need to be reset.
- **IVOIP 911/E911 SERVICE WILL NOT OPERATE IF YOUR BROADBAND CONNECTION IS DISRUPTED.** You understand and acknowledge that service outages, interruptions or degradation, or termination or suspension for any reason, of service by your broadband provider and/or Internet Service Provider (“ISP”) or by Rival5 will prevent you from using our IVoIP service, including the IVoIP 911/E911 Service.
- **IVOIP 911/E911 CALLS MAY BE DELAYED OR DROPPED DUE TO NETWORK ARCHITECTURE.** You understand and acknowledge that, due to technical constraints, there is a greater possibility of network congestion and/or reduced speed in the routing of a 911 call made utilizing your VoIP equipment as compared to traditional 911 dialing over traditional public switched telephone networks.
- **IVOIP 911/E911 CALLS MAY BE ROUTED TO A NATIONAL EMERGENCY RESPONSE CENTER.** You understand and acknowledge that IVoIP 911/E911 calls may be routed to a National Emergency Response Center instead of the Local Emergency Response Center or local PSAP, if your device is broadcasting a number not listed in the national 911 database or if the service or database is not operational for any reason.

- **YOU MUST PROVIDE AND MAINTAIN YOUR CORRECT ADDRESS.** IVoIP 911/E911 calls may not complete or may be routed to emergency personnel who will not be able to assist if you disable, damage, or move the equipment to a location other than the registered physical address you provided to Rival5 when service was initiated. You understand and acknowledge that an IVoIP 911/ E911 call may not be routed properly if you move your device to a different physical address and/or location ID. You also acknowledge that it may take up to 5 days for any change in address to be processed. Accordingly, you should notify Rival5 in advance of any and all changes to your registered physical address. Failure to provide the current and correct physical address and/or location ID of your device may result in any 911 call you make being routed to the incorrect Local Emergency Response Center, incorrect Local PSAP or to the National Emergency Response Center and emergency personnel being dispatched to the incorrect physical address and/or location ID.
- **USE OF SERVICE OUTSIDE THE UNITED STATES.** Customer acknowledges that any caller using the Service from any location outside the United States will be unable to use or access E911 Service or place any E911 emergency calls.
- **EMERGENCY PERSONNEL MAY NOT BE ABLE TO IDENTIFY YOUR PHONE NUMBER IN ORDER TO CALL YOU BACK.** You understand and acknowledge that the Local Emergency Response Center, Local PSAP, or the National Emergency Response Center, and emergency personnel may not be able to identify your phone number in order to call you back if the call cannot be completed, is dropped or disconnected and/or if your IVoIP 911/E911 Service is not operational for any reason.
- **EMERGENCY PERSONNEL MAY NOT BE ABLE TO IDENTIFY YOUR PHYSICAL ADDRESS.** You understand and acknowledge that the Local Emergency Response Center, Local PSAP, or the National Emergency Response Center, and emergency personnel may not be able to identify your physical address if the service is not available in your area and/or if your IVoIP 911/E911 Service is not operational for any reason. You may be required to provide your physical address and location ID in order to dispatch emergency personnel to the correct physical address and location ID.
- **WARNING STICKERS.** A set of stickers explaining the limitations of IVoIP 911/E911 Service will be provided along with your telephones and equipment. To insure all users understand these limitations, Customer is responsible for placing the stickers on or near the telephones or equipment you use to access IVoIP 911/E911 Service.

IN NO EVENT SHALL RIVAL5 OR ITS AFFILIATES OR THEIR OFFICERS, DIRECTORS, EMPLOYEES, AFFILIATES, REPRESENTATIVES, AGENTS OR ANY OTHER THIRD-PARTY PROVIDER OR VENDOR WHO FURNISH SERVICES OR PRODUCTS TO YOU IN CONNECTION WITH THE SERVICE OR THE DEVICE BE HELD LIABLE FOR ANY CLAIM, DAMAGE, OR LOSS WHATSOEVER ARISING FROM OR RELATING TO 911 DIALING AND YOU HEREBY WAIVE ANY AND ALL SUCH CLAIMS OR CAUSES OF ACTION ARISING FROM OR RELATING TO 911 DIALING.

RIVAL5 DOES NOT HAVE ANY CONTROL OVER THE MANNER IN WHICH 911 CALLS USING THE SERVICE ARE ANSWERED OR ADDRESSED BY ANY EMERGENCY RESPONSE CENTER OR THE LOCAL PSAP. RIVAL5 DISCLAIMS ALL RESPONSIBILITY FOR THE CONDUCT OF ANY EMERGENCY RESPONSE CENTER OR LOCAL PSAP. RIVAL5 RELIES ON THIRD PARTIES TO ASSIST RIVAL5 TO ROUTE 911 CALLS TO THE PROPER EMERGENCY RESPONSE CENTER OR LOCAL PSAP. RIVAL5 DISCLAIMS ANY AND ALL LIABILITY OR RESPONSIBILITY IN THE EVENT SUCH THIRD PARTY DATA USED TO ROUTE CALLS IS INCORRECT OR YIELDS AN ERRONEOUS RESULT. YOU UNDERSTAND AND ACKNOWLEDGE THAT THE FCC DOES NOT REQUIRE RIVAL5 TO TEST THE IVOIP 911/E911 SERVICE. AS A COURTESY, RIVAL5 PERFORMS 911 TEST CALLS DURING INSTALLATION TO VERIFY THE CALLS CONNECT TO THE LOCAL EMERGENCY RESPONSE CENTER, LOCAL PSAP, OR THE NATIONAL EMERGENCY RESPONSE CENTER. AS AN ADDITIONAL COURTESY TO ITS CUSTOMERS, RIVAL5 WILL VERIFY, DURING INSTALLATION, THAT THE PROPER TELEPHONE NUMBER, PHYSICAL ADDRESS, AND LOCATION ID ARE BEING BROADCAST TO THE LOCAL PSAP, PROVIDED THE SERVICE IS AVAILABLE IN YOUR AREA. RIVAL5 ENCOURAGES YOU TO PERFORM YOUR OWN 911 AND E911 TESTS AFTER INSTALLATION AND ROUTINELY TEST THE SERVICE THROUGHOUT THE AGREEMENT PERIOD. RIVAL5 DOES NOT RECOMMEND USING OUR TEST RESULTS FOR YOUR ORGANIZATION.

Payment Terms

Payment terms as listed below:

Fifty percent (50%) of equipment cost (if any) due when agreement is signed;

Balance of the of equipment cost (if any) due on cut-over date;

Monthly service is invoiced on the first of every month, beginning the month after the cut-over date;

The first month's invoice will include the balance of the cut-over month and the month to follow. The agreement start date is the date of the first month's invoice after the cut-over.

This agreement shall continue in effect for a period of sixty (60) consecutive months. Thereafter, this agreement shall be renewed automatically for an additional twelve (12) months unless either party gives to the other party written notice of termination at least sixty (60) days prior to the termination of the then-existing term. Notice of termination received at any other time will be considered ineffective and the agreement will be considered automatically renewed for an additional twelve (12) months upon completion of the then-existing term.

Signature Page

Organization: Wheaton Warrenville CUSD 200
Address: 30 W Park Ave
Address: _____
City: Wheaton State: IL Zip: 60189

Name: _____

Printed Name: _____

Title: _____

Date: _____

Email: _____

Company: Rival5 Technologies Corporation ("Rival5")

Name: _____

Printed Name: _____

Title: _____

Date: _____

Email: tony.brncich@rival5.com

Supporting Documents and Brochures



SIP-T31G

Gigabit IP Phone with 2 Lines & HD voice

As a very fashionable and friendly entry-level Gigabit IP phone, Yealink SIP-T31G has an extra-large 132x64-pixel graphical LCD with backlight that brings clear visual experience for users. The T31G offers support for two VoIP accounts and includes local 5-way conferencing to maximize productivity. Working with the adjustable multi-angle stand, the T31G IP phone ensures you to work in different situation. Meanwhile, the T31G features built-in Power over Ethernet (PoE) and superb high definition (HD) sound quality. Easy-to-use and powerful features together with reasonable price deliver excellent voice communications solution.



Key Features and Benefits

Stronger Performance, More Possibilities

Equipped with powerful chip, the T3 series owns a stronger computing ability and more upgraded functions, which ensures a higher productivity and smoother office experience. Due to great performance, T3 series is capable to extend more services for different business demands.

Superior HD Audio, Better Communication

The Yealink T3 series provides distraction-free communications with industry leading Smart Noise Filtering Technology, which delivers excellent sound quality without extraneous noises and allows fluent conversations.

Classic Design, Practical Details

Designed by Yealink original team, T3 series inherits the design concept of Yealink IP phone family. The advanced design including modern appearances and ergonomic details enables easier and friendly operation experience to users.

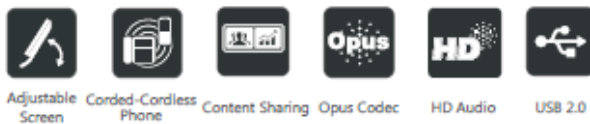
All in One Platform, Convenient Management

Proven reliability and integrations for Yealink Device Management Platform, installed the unified firmware, T3 series is simple to deploy and manage, which allows a significant reduction in the operation and maintenance cost.

- Yealink HD Voice
- 2.3" 132x64-pixel graphical LCD with backlight
- Dual-port Gigabit Ethernet
- PoE support
- Opus codec support
- Up to 2 SIP accounts
- Local 5-way conferencing
- Support EHS Wireless Headset
- Unified Firmware
- Support YDMP/YMCS
- Stand with 2 adjustable angles
- Wall mountable

Prime Business Phone to Deliver Optimum Desktop Productivity

Especially designed for busy executives and professionals, Yealink SIP-T53 is an easy-to-use Prime Business Phone with an adjustable 3.7-inch graphical LCD that you can easily and flexibly find the comfortable viewing angle according to the personal and environmental needs. Working with Yealink Bluetooth USB Dongle BT40 and Yealink Wi-Fi USB Dongle WF40/WF50, the SIP-T53 IP Phone ensures you to keep up with the modern wireless technology and take the first chance in the future wireless age. Its built-in USB 2.0 port allows for USB recording or a direct wired/wireless USB headset or up to three Yealink EXP50 expansion modules connection. Benefitting from these features, the Yealink SIP-T53 is a powerful and expandable office phone that delivers optimum desktop efficient and productivity.



Key Features and Benefits

User Friendly

Yealink SIP-T53 IP Phone features an adjustable 3.7-inch graphical LCD that you can readily adjust it to the comfortable viewing angle according to yourself. As to the audio quality, the SIP-T53 is coupled with the latest version of Yealink Optimal HD Voice technologies, including Yealink Acoustic Shield technology, that effectively eliminate background distractions and noises, deliver crystal clear voice even in a noisy environment. Meanwhile, complying with the latest Hearing Aid Compatibility (HAC) Regulations, its HAC handset helps the person who is with hearing loss to hear the voice more clearly.

Wireless Transmission

Yealink SIP-T53 IP Phone not only furnishes you with the Bluetooth connectivity, including Bluetooth headsets and mobile contacts synchronization, when working with Yealink Bluetooth USB Dongle BT40, but also the Wi-Fi connectivity when working with Yealink Wi-Fi USB Dongle WF40/WF50. Notably, you can access the 5G Wi-Fi connectivity handily if you use WF50. Also if you want to expand your horizons for busy environments, or, share one phone system with your small team by adding multiple handsets, just simply turn your IP phone to the corded-cordless phone via DECT technology. Moreover, the IP phone can function with Yealink VC Desktop together to share content from your laptop, making collaboration much easier than before.

High Expandability

A built-in USB 2.0 port allows you to enjoy USB call recording via USB flash drive. Via this USB port, you also can connect wired/wireless USB headset without connecting Yealink EHS36 anymore, and connect up to 3 Yealink expansion modules EXP50 which can be programmed with up to 180 paperless DSS keys.

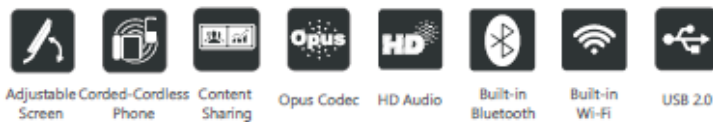
Efficient Installation and Provisioning

The Yealink SIP-T53 supports efficient provisioning and effortless mass deployment with Yealink's Redirection and Provisioning Service (RPS) and Boot mechanism to help you realize the Zero Touch Provisioning without any complex manual settings.

- 3.7" 360x160-pixel graphical LCD with backlight
- Adjustable LCD screen
- Bluetooth via BT40
- Wi-Fi via WF40/WF50
- USB 2.0 port for USB recording, wired/wireless USB headsets and EXP50
- Up to 12 VoIP accounts
- Dual-port Gigabit Ethernet
- PoE support
- HAC Handset
- Paperless label design
- Wall mountable

Prime Business Phone to Deliver Optimum Desktop Productivity

Especially designed for busy executives and professionals, Yealink SIP-T54W is an easy-to-use Prime Business Phone with an adjustable 4.3-inch color LCD screen that you can easily and flexibly find the comfortable viewing angle according to the personal and environmental needs. With the built-in Bluetooth 4.2 and the built-in dual band 2.4G/5G Wi-Fi, the SIP-T54W IP Phone ensures you to keep up with the modern wireless technology and take the first chance in the future wireless age. Its built-in USB 2.0 port allows for USB recording or a direct wired/wireless USB headset or up to three Yealink EXP50 expansion modules connection. Benefitting from these features, the Yealink SIP-T54W is a powerful and expandable office phone that delivers optimum desktop efficient and productivity.



Key Features and Benefits

User Friendly



Yealink SIP-T54W IP Phone features an adjustable 4.3-inch graphical LCD that you can readily adjust it to the comfortable viewing angle according to yourself. As to the audio quality, the SIP-T54W is coupled with the latest version of Yealink Optimal HD Voice technologies, including Yealink Acoustic Shield technology, that effectively eliminate background distractions and noises, deliver crystal clear voice even in a noisy environment. Meanwhile, complying with the latest Hearing Aid Compatibility (HAC) Regulations, its HAC handset helps the person who is with hearing loss to hear the voice more clearly.

Wireless Transmission

Yealink SIP-T54W IP Phone not only furnish you with the built-in Bluetooth 4.2 for Bluetooth headsets and mobile contacts synchronization, but also the built-in dual band Wi-Fi for Wi-Fi connectivity, allowing you to access the 5G Wi-Fi connectivity handily. Also if you want to expand your horizons for busy environments, or, share one phone system with your small team by adding multiple handsets, just simply turn your IP phone to the corded-cordless phone via DECT technology. Moreover, the IP phone can function with Yealink VC Desktop together to share content from your laptop, making collaboration much easier than before.

High Expandability

A built-in USB 2.0 port allows you to enjoy USB call recording via USB flash drive. Via this USB port, you also can connect wired/wireless USB headset without connecting Yealink EHS36 anymore, and connect up to 3 Yealink expansion modules EXP50 which can be programmed with up to 180 paperless DSS keys.

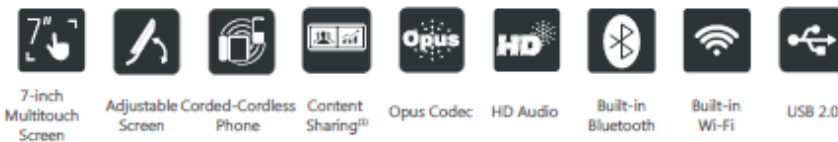
Efficient Installation and Provisioning

The Yealink SIP-T54W supports efficient provisioning and effortless mass deployment with Yealink's Redirection and Provisioning Service (RPS) and Boot mechanism to help you realize the Zero Touch Provisioning without any complex manual settings.

- 4.3" 480 x 272-pixel color display with backlight
- Adjustable LCD screen
- Built-in Bluetooth 4.2
- Built-in dual band 2.4G/5G Wi-Fi (802.11a/b/g/n/ac)
- USB 2.0 port for USB recording, wired/wireless USB headsets and EXP50
- Up to 16 VoIP accounts
- Dual-port Gigabit Ethernet
- PoE support
- HAC Handset
- Paperless label design
- Wall mountable

Prime Business Phone to Deliver Optimum Desktop Productivity

Especially designed for busy executives and professionals, Yealink SIP-T57W is an easy-to-use Prime Business Phone with an adjustable 7-inch multi-point touch screen that you can not only easily and flexibly find the comfortable viewing angle according to the personal and environmental needs, but also get a rich visual presentation and easy navigation with just one-touch. With the built-in Bluetooth 4.2 and the built-in dual band 2.4G/5G Wi-Fi, the SIP-T57W IP Phone ensures you to keep up with the modern wireless technology and take the first chance in the future wireless age. Its built-in USB 2.0 port allows for USB recording or a direct wired/wireless USB headset or up to three Yealink EXP50 expansion modules connection. Benefitting from these features, the Yealink SIP-T57W is a powerful and expandable office phone that delivers optimum desktop efficient and productivity.



Key Features and Benefits

Outstanding User Experience

Yealink SIP-T57W IP Phone features an adjustable 7-inch capacitive touch screen that you can readily adjust it to the comfortable viewing angle according to yourself. In addition, clearly defined set of menus is easy to navigate through when all you have to do is touching the desired option, that ensuring you an optimized interface for a smartphone-like user experience.

HD Audio

The SIP-T57W is coupled with the latest version of Yealink Optimal HD Voice technologies, including Yealink Acoustic Shield technology, that effectively eliminate background distractions and noises, deliver crystal clear voice even in a noisy environment. Meanwhile, complying with the latest Hearing Aid Compatibility (HAC) Regulations, its HAC handset helps the person who is with hearing loss to hear the voice more clearly.

Wireless Transmission

Yealink SIP-T57W IP Phone not only furnish you with the built-in Bluetooth 4.2 for Bluetooth headsets and mobile contacts synchronization, but also the built-in dual band Wi-Fi for Wi-Fi connectivity, allowing you to access the 5G Wi-Fi connectivity handily. Also if you want to expand your horizons for busy environments, or, share one phone system with your small team by adding multiple handsets, just simply turn your IP phone to the corded-cordless phone via DECT technology. Moreover, the IP phone can function with Yealink VC Desktop together to share content from your laptop, making collaboration much easier than before⁽¹⁾.

High Expandability

A built-in USB 2.0 port allows you to enjoy USB call recording via USB flash drive. Via this USB port, you also can connect wired/wireless USB headset without connecting Yealink EHS36 anymore, and connect up to 3 Yealink expansion modules EXP50 which can be programmed with up to 180 paperless DSS keys.

Efficient Installation and Provisioning

The Yealink SIP-T57W supports efficient provisioning and effortless mass deployment with Yealink's Redirection and Provisioning Service (RPS) and Boot mechanism to help you realize the Zero Touch Provisioning without any complex manual settings.

- 7" 800 x 480 capacitive adjustable touch screen
- Adjustable LCD screen
- Built-in Bluetooth 4.2
- Built-in dual band 2.4G/5G Wi-Fi (802.11a/b/g/n/ac)
- USB 2.0 port for USB recording, wired/wireless USB headsets and EXP50
- Up to 16 VoIP accounts
- Dual-port Gigabit Ethernet
- PoE support
- HAC Handset
- Paperless label design
- Wall mountable

Easy Audio and Visual Communication

The Yealink SIP-T58A with Camera is a simple-to-use smart business phone that provides an enriched HD audio and video calling experience for business professionals. This smart business phone enables productivity-enhancing visual communication with the ease of a standard phone. Based on Android 5.1.1 operating system, the SIP-T58A with Camera features a seven-inch adjustable multi-point touch screen, a removable two-megapixel HD camera CAM50, integrated Wi-Fi and Bluetooth 4.2, and it is coupled with a built-in web browser, calendar, recorder and more, which also support the installation of third-party applications for business customization. Thanks to the DECT technology, if you want to expand your horizons for busy environments, or, share one phone system with your small team by adding multiple handsets, simply turn your phone to the corded-cordless phone, and it will repay you up to 4 DECT handsets in total to meet your daily demands. The Yealink SIP-T58A with Camera Smart Business Phone strikes an exquisite balance between simplicity and sophistication, offering an all-in-one communications solution for today's busy executives, managers and teleworkers.



Key Features and Benefits

HD Audio and HD Video

The Yealink SIP-T58A with Camera includes the latest version of Yealink Optimal HD Voice technologies, including the Yealink Noise Proof Technology and now supports the Opus codec, which helps maximize the acoustic performance of the phone's handset, headset and especially the speakerphone. And its hearing aid compatible (HAC) handset helps the person who is with hearing loss to hear the voice more clearly. The dynamic, removable two-megapixel HD camera CAM50 is specially designed for remarkable real-time face-to-face conversations. Moreover, you can use the T58A with Camera IP phone with Yealink VC Desktop together to share content from your laptop[®].

A Better User Experience with Android Operating System

Based on Android 5.1.1, the Yealink SIP-T58A with Camera features a built-in browser, email, calendar and more. Administrators can easily install additional Android applications to improve collaboration and productivity. Meanwhile, the Open Yealink's SDK (Software Development Kit) allows the phone deeply integrate with 3rd-party applications, providing richer phone features and giving a better user experience.

Richer Interface for Easy Customization

The Yealink SIP-T58A with Camera features Bluetooth 4.2 for pairing with headsets and mobile phones. It also includes dual-port Gigabit Ethernet with PoE as well as built-in Wi-Fi. The USB 2.0 port allows for media and storage via a USB flash drive and a direct wired/wireless USB headset connection. The SIP-T58A with Camera can also be paired with up to 3 Yealink color-screen expansion modules.

Efficient Provisioning and Management

The Yealink SIP-T58A with Camera supports Yealink's efficient Auto-Provisioning mechanism, including phone deployment and application installation. Administrators can take advantage of centralized deployment, management, updating and uninstalling to ensure application standardization.

- 7 inch (1024 x 600) capacitive adjustable touch screen
- 720p30 HD video
- Runs Android 5.1.1
- Yealink Noise Proof Technology
- Yealink's SDK (Software Development Kit)
- DoorPhone Features (Preview, One-button Open, Monitoring)
- Built-in Bluetooth 4.2 for headsets and pairing mobile devices
- Built-in 2.4G/5G Wi-Fi (802.11a/b/g/n/ac)
- USB 2.0 port (2.0 compliant) for USB headset, media and storage applications
- Opus Codec support
- Up to 16 VoIP accounts
- Up to 3-party video conferencing
- Up to 5-party video/audio mixed conferencing
- Wall mountable
- Color-screen Expansion Module support
- Only the firmware version 58.83.0.15 or later are supported

Deploying CP930W

The Yealink CP930W is based on reliable and secure DECT technology. It frees users from the limitations of power outlets and Internet ports, and enables meetings to be held anywhere conveniently. Deploying the CP930W is simple.

- Pair the CP930W with the Yealink W60B DECT base station, which supports 50 meters of indoor / 300 meters of outdoor coverage. Elevate the W60B relatively high up to ensure optimum signal coverage. The CP930W can be used anywhere within the coverage area.
- The W60B can support up to 8 concurrent HD calls. Under wideband mode, customers can even add 2 more portable handsets for their personal cordless communication needs.



Selecting the Right Phone

Yealink CP960

- Enterprise-grade device for medium- to large-sized meetings
- Android-based
- 5-inch color touch screen that supports Yealink Pentagon Meeting Room
- Expandable coverage with additional Yealink CPW90 Wireless Mic
- Supports Star Connection with up to 3 models of Yealink CP960 for large meetings or lecture HD voice broadcasting and pickup



Yealink CP920

- Mid-range device for small- to medium-sized meetings
- 3.1-inch, 248x120-pixel graphical LCD display
- Touch-sensitive key pad for direct operations
- Supports both SIP and PSTN conference calls via optional Yealink CPN10



Yealink CP930W

- Wireless DECT, well-suited for wireless meeting environments
- 3.1-inch, 248x120-pixel graphical LCD display
- Built-in 3-array microphone
- Rechargeable battery with up to 24 hours of talk time, 4 hours of charging time





10074 W 190th Place
Mokena, IL 60448
815-717-2052 | 855-4-RIVAL5 | Rival5.com

Emergency Lockdown Notification System RLock™

RLock Overview

The RLock System is comprised of Rival5's Hosted RVoIP™ School-Safe Solution and our proprietary RLock Controller at each location within your district.

Why RLock

During a crisis, RLock eliminates confusion and assures the proper execution of multi-step procedures during an emergency situation.

RLock relieves the strain of properly and timely notifying building occupants, school administration, emergency services, and law enforcement in the event of a crisis scenario.

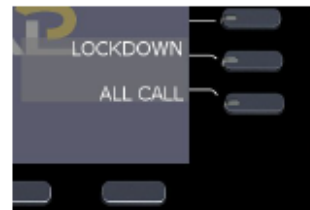


How It's Activated

RLock can be activated through multiple non-automated methods to ensure availability when needed. The manner in which RLock is activated can be customized to meet particular security requirements to ensure authorized and purposeful activation.

Rival5's RVoIP Telephones

- Dial a code (optional PIN)
- Press a predefined button (optional PIN)
- Or customized to meet district needs



Mobile Phone

- Dialing a telephone number via PSTN and enter a code (optional PIN)
- Dialing a code via soft client or mobile app (optional PIN)
- Or customized to meet district needs

Dry Contact Input

- Contact closures from existing security systems
- Panic buttons and Lockdown pull stations

Rival5.com | 855-4-RIVAL5

RIVAL5

How It Works

RLock™ is comprised of networked equipment that registers with Rival5's Hosted RVoIP™ solution. When activated, the RLock Controller initiates a predefined operation tailored to your district's emergency action plans.



RLock provides audible and visual notification to systems and elements throughout your campus. RLock easily interfaces with existing overhead paging and building intercom systems via Rival5's paging adapter and directly to security and access control systems. Rival5 strobe lights, speakers, and bullhorns can be utilized to complement areas where paging may be limited in availability or non-existent.

While building occupants and building systems are notified of the emergency in progress, RLock simultaneously initiates a call to your local 9-1-1 public safety answering point (PSAP).

A customizable pre-recorded message will be delivered regarding the nature of the emergency, location information, and a callback number. This information will allow the PSAP the ability to dispatch the appropriate emergency responders and establish a 2-way conversation with the location in need.

Additionally, notifications are delivered to key district personnel via text and email when RLock is activated and 9-1-1 is dialed.



Rival5.com | 855-4-RIVAL5

VoIP Panic Button with User Recorded ID Message

Model **PB-3-IP** is an VoIP Emergency Phone Panic Button designed to mount under a desk or countertop and provide a quick and reliable way to make a silent emergency call. The called party can silently monitor the situation or engage in two-way handsfree communication by entering a touch tone "#".

The **PB-3-IP** functions as a SIP end point connecting with a single CAT 5/6 cable from your POE switch. The unit can be programmed from any PC on the same LAN or remotely using a static IP address.

The **PB-3-IP** dials up to 5 emergency numbers and can be programmed to automatically deliver a digital voice announcement and / or an optional DTMF touch tone code to identify the location of the emergency call. The red LED integrated into the push button will light, indicating that an emergency call is in progress.

⚠ Installation requires the assistance of a Network Administrator / IT Technician.



Features

- Discreet compact design
- Built-in microphone for silent monitoring
- 2 Amp relay contacts for SL-2 strobe light control, etc.
- SIP compliant (see DOD 944) for list of compatible phone systems and cloud providers
- Outbound Proxy, Authentication ID, Peer to Peer, VLAN Tagging
- PoE powered (class 1, <4 Watts)
- Automatic Noise Canceling (ANC) feature for proper operation in noisy areas
- VoIP eliminates the need for "Push to Talk" mode
- Network downloadable firmware
- Non-volatile digital announcer with 28 seconds of memory
- Handsfree operation
- Dials up to 5 emergency numbers
- Cycles through backup phone numbers on busy or no-answer
- Hangs up on busy signal, time-out or call ended signal
- Extended temperature range (-40°F to 140°F)
- Optional **PB-100** Polling System available (**DOD 232**)
- Optional **SL-2** (**DOD 242**) or **BLK-4-EWP** (**DOD 654**) strobe light kits available
- **Diagnostics** for testing microphone, speaker, and relay

Applications

- K-12 classrooms
- College classrooms
- Courtrooms
- Bank tellers
- Silent holdup alarm dialer
- Gas stations
- Motel reception desks
- Convenience stores
- All night restaurants
- Casinos

Specifications

Power: PoE class 1 (<4 Watts)
Maximum Sound Pressure: 86 dB SPL @ 1m
Dimensions: See Installation and Specifications
Operating Temperature: -40°F to 140°F (-40° C to 60° C)
Humidity: 5% to 95% non-condensing
Audio Codecs: G711u, G711a, G722
Network Compliance: IEEE 802.3 af PoE, SIP 2.0 RFC3261, 100BASE-TX with auto cross over
Regulatory Compliance: CE, FCC Part 15 and Canada ICES-003 Class A
Connections: (1) RJ45 10/100 Base-T, (3) gel-filled butt connectors