



**Ms. Beverly Levy  
Mr. Jim Glover**

**Houston-Galveston Area Council  
3555 Timmons Lane, Suite 120  
Houston, TX 77027  
Mailing Address: P.O. Box 22777  
Houston, TX 77227**

**Carbyne, Inc.  
45 W 27th St, Floor 2  
New York, NY 10001**

Apr 11, 2024

**Subject: Catalog Refresh EC07-23**

Good Afternoon Ms. Levy & Mr. Glover,

This letter is to inform the Houston-Galveston Area Council that Carbyne Inc. intends to submit an updated product catalog. This updated catalog includes new products released since the time of award, expanded pricing options for smaller size customer tiers and more comprehensive services offerings. This submission includes the updated Customization Categories (Exhibit A) that were not submitted in the initial response but have since been reopened with the updated Terms & Conditions of contract EC07-23. Please find the updated Catalog (Exhibit B) accompanied by a log of the changes to this Catalog (Exhibit C) attached.

Best Regards,  
Cara Vermillion  
Sr. Sales Operations Team Manager

**Exhibit A - CUSTOMIZATION CATEGORIES**

Respondent shall provide a price range for each Category, and pricing must specify the minimum and maximum price range (\$) for that specific category. This price range will apply to all options within the category. Note: The sum of all Category Options cannot exceed 25% of the total price (Base model items + Published Options) on the H-GAC Contractor Pricing Worksheet.

Category	Customization Description	Unit of Measure	Price Minimum	Price Maximum
D - Other	Connectivity Subscription (recurring)	Monthly Per Location Requiring Connectivity	\$200	\$10,000
D - Other	Installation Services (one-time)	One-Time Per Required Project	\$5,000	\$200,000
A - Equipment	Third Party Hardware	One-Time Per Workstation Hardware Required Project	\$600	\$10,000

**Carbyne, Inc.**  
**9-1-1 Equipment & Emergency Notification Software and**  
**Services**  
**Contract No.: EC07-23**

[illegible]

**HGAC Buy Contract No. EC07-23  
Carbyne Inc. 2024 Catalog**

\*All tiered pricing is based on total concurrent licenses. All Low/Medium/High pricing is based on annual call volume/level of effort.

Product Code	Product Name	H-GAC Product Code	MRC/NRC	Optional	List Price	Discount	HGACBuy Price	Variable	Notes
11100	APEX Concurrent License	B - Software	MRC		\$1,250.00	10%	\$1,125.00	per license	2:1 installed workstations to concurrent licenses
11101	APEX Primary License	B - Software	MRC		\$1,000.00	10%	\$900.00	per license	
11102	APEX Backup License	B - Software	MRC		\$500.00	10%	\$450.00	per license	
11104	APEX Additional Installed Workstations Recurring	B - Software	MRC		\$125.00	10%	\$112.50	per workstation	This SKU must be quoted for each workstation above the workstation threshold determined by Carbyne's concurrent model. The workstation threshold is (no. of concurrent licenses * 2.2).
11200	APEX Control Center Events History (1 - 4)	B - Software	MRC		\$350.00	10%	\$315.00	per CNC	
11201	APEX Control Center Events History (5 - 10)	B - Software	MRC		\$500.00	10%	\$450.00	per CNC	
11202	APEX Control Center Events History (11 - 19)	B - Software	MRC		\$750.00	10%	\$675.00	per CNC	
11203	APEX Control Center Events History (20 - 34)	B - Software	MRC		\$1,250.00	10%	\$1,125.00	per CNC	
11204	APEX Control Center Events History (35-49)	B - Software	MRC		\$1,750.00	10%	\$1,575.00	per CNC	
11205	APEX Control Center Events History (50+ Custom)	B - Software	MRC		\$35.00	10%	\$31.50	per addtl license (same CNC)	
11206	APEX Control Center Analytics (1 - 4)	B - Software	MRC	X	\$250.00	10%	\$225.00	per CNC	
11207	APEX Control Center Analytics (5 - 10)	B - Software	MRC	X	\$350.00	10%	\$315.00	per CNC	
11208	APEX Control Center Analytics (11 - 19)	B - Software	MRC	X	\$550.00	10%	\$495.00	per CNC	
11209	APEX Control Center Analytics (20 - 34)	B - Software	MRC	X	\$900.00	10%	\$810.00	per CNC	
11210	APEX Control Center Analytics (35-49)	B - Software	MRC	X	\$1,400.00	10%	\$1,260.00	per CNC	
11211	APEX Control Center Analytics (50+ Custom)	B - Software	MRC	X	\$30.00	10%	\$27.00	per addtl license (same CNC)	
11212	APEX Control Center Seat Map (1 - 4)	B - Software	MRC	X	\$150.00	10%	\$135.00	per CNC	
11213	APEX Control Center Seat Map (5 - 10)	B - Software	MRC	X	\$250.00	10%	\$225.00	per CNC	
11214	APEX Control Center Seat Map (11 - 19)	B - Software	MRC	X	\$400.00	10%	\$360.00	per CNC	
11215	APEX Control Center Seat Map (20 - 34)	B - Software	MRC	X	\$650.00	10%	\$585.00	per CNC	
11216	APEX Control Center Seat Map (35 - 49)	B - Software	MRC	X	\$1,000.00	10%	\$900.00	per CNC	
11217	APEX Control Center Seat Map (50+ Custom)	B - Software	MRC	X	\$20.00	10%	\$18.00	per addtl license (same CNC)	
11218	APEX Control Center Video Board	B - Software	MRC	X	\$1,500.00	10%	\$1,350.00	per CNC	
11300	APEX Responder Connect	B - Software	MRC	X	\$75.00	10%	\$67.50	per license	
11400	APEX Translation & Transcription (Low call volume)	B - Software	MRC	X	\$100.00	10%	\$90.00	per license	*Early Access
11401	APEX Translation & Transcription (Med call volume)	B - Software	MRC	X	\$200.00	10%	\$180.00	per license	*Early Access
11402	APEX Translation & Transcription (High call volume)	B - Software	MRC	X	\$300.00	10%	\$270.00	per license	*Early Access
11500	APEX Emergency Call Triage	B - Software	MRC	X	\$200.00	10%	\$180.00	per license	*Early Access
11501	APEX AI-V for Admin Lines	B - Software	MRC	X	\$250.00	10%	\$225.00	per license	*Early Access
12100	Universe Concurrent License	B - Software	MRC		\$500.00	10%	\$450.00	per license	
12101	Universe Primary License	B - Software	MRC		\$500.00	10%	\$450.00	per license	
12102	Universe Backup License	B - Software	MRC		\$250.00	10%	\$225.00	per license	
12103	Universe Additional Installed Workstations Recurring	B - Software	MRC		\$50.00	10%	\$45.00	per workstation	This SKU must be quoted for each workstation above the workstation threshold determined by Carbyne's concurrent model. The workstation threshold is (no. of concurrent licenses * 2.2).
12200	Universe Control Center Events History (1 - 4)	B - Software	MRC		\$275.00	10%	\$247.50	per CNC	
12201	Universe Control Center Events History (5 - 10)	B - Software	MRC		\$375.00	10%	\$337.50	per CNC	
12202	Universe Control Center Events History (11 - 19)	B - Software	MRC		\$575.00	10%	\$517.50	per CNC	
12203	Universe Control Center Events History (20 - 34)	B - Software	MRC		\$900.00	10%	\$810.00	per CNC	
12204	Universe Control Center Events History (35-49)	B - Software	MRC		\$1,250.00	10%	\$1,125.00	per CNC	
12205	Universe Control Center Events History (50+ Custom)	B - Software	MRC		\$30.00	10%	\$27.00	per addtl license (same CNC)	
12206	Universe Control Center Video Board	B - Software	MRC	X	\$1,500.00	10%	\$1,350.00	per CNC	
12300	Universe Responder Connect	B - Software	MRC	X	\$75.00	10%	\$67.50	per license	

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Product Code	Product Name	H-GAC Product Code	MRC/NRC	Optional	List Price	Discount	HGACBuy Price	Variable	Notes
12400	Universe Translation & Transcription Low	B - Software	MRC	X	\$100.00	10%	\$90.00	per license	*Early Access
12401	Universe Translation & Transcription Med	B - Software	MRC	X	\$200.00	10%	\$180.00	per license	*Early Access
12402	Universe Translation & Transcription High	B - Software	MRC	X	\$300.00	10%	\$270.00	per license	*Early Access
12500	Universe AI-V for Admin Lines	B - Software	MRC	X	\$250.00	10%	\$225.00	per license	*Early Access
13100	Bridge Desk Platform Fee	B - Software	MRC	X	\$5,000.00	10%	\$4,500.00	per platform	
13101	Bridge Desk Layer Fee	B - Software	MRC	X	\$3,400.00	10%	\$3,060.00	per layer	
13102	Bridge Desk Assets (0-249)	B - Software	MRC	X	\$20.00	10%	\$18.00	per asset	
13103	Bridge Desk Assets (250-499)	B - Software	MRC	X	\$18.00	10%	\$16.20	per asset	
13104	Bridge Desk Assets (500-749)	B - Software	MRC	X	\$15.00	10%	\$13.50	per asset	
13105	Bridge Desk Assets (750-999)	B - Software	MRC	X	\$12.00	10%	\$10.80	per asset	
13106	Bridge Desk Assets (1,000-1,249)	B - Software	MRC	X	\$10.00	10%	\$9.00	per asset	
13107	Bridge Desk Assets (1,250+ Custom)	B - Software	MRC	X	\$8.00	10%	\$7.20	per asset	
13500	Carbyne for Schools K-12 Solution (5 - 30 School Campuses)	B - Software	MRC	X	\$417.00	10%	\$375.30	per campus	
13501	Carbyne for Schools K-12 Solution (31 - 100 School Campuses)	B - Software	MRC	X	\$250.00	10%	\$225.00	per campus	
13502	Carbyne for Schools K-12 Solution (Over 101 School Campuses)	B - Software	MRC	X	\$125.00	10%	\$112.50	per campus	
13550	Carbyne for Schools University Solution (Up to 5,000 Students)	B - Software	MRC	X	\$2,083.00	10%	\$1,874.70	per campus	
13551	Carbyne for Schools University Solution (5,001 -10,000 Students)	B - Software	MRC	X	\$4,167.00	10%	\$3,750.30	per campus	
13552	Carbyne for Schools University Solution (10,001 - 35,000 Students)	B - Software	MRC	X	\$8,333.00	10%	\$7,499.70	per campus	
13553	Carbyne for Schools University Solution (Each Additional 5,000 Students)	B - Software	MRC	X	\$1,250.00	10%	\$1,125.00	per campus	
13560	Carbyne for Schools Visualization Platform	B - Software	MRC	X	\$834.00	10%	\$750.60	per platform	
13561	Carbyne for Schools Layer Fee	B - Software	MRC	X	\$3,400.00	10%	\$3,060.00	per layer	
14100	Carbyne Connect License (250-499)	B - Software	MRC	X	\$3.99	10%	\$3.59	per license	
14101	Carbyne Connect License (500-999)	B - Software	MRC	X	\$2.99	10%	\$2.69	per license	
14102	Carbyne Connect License (1,000-4,999)	B - Software	MRC	X	\$1.99	10%	\$1.79	per license	
14103	Carbyne Connect License (5,000-24,999)	B - Software	MRC	X	\$0.99	10%	\$0.89	per license	
14104	Carbyne Connect License (25,000-49,999)	B - Software	MRC	X	\$0.75	10%	\$0.68	per license	
14105	Carbyne Connect License (50,000+ Custom)	B - Software	MRC	X	\$0.60	10%	\$0.54	per license	
14200	Carbyne Citizen Connect	B - Software	MRC	X	\$225.00	10%	\$202.50	per license	
15100	APEX Deployment Package - (1-4 Licenses)	D - Other	NRC		\$50,000.00	-	\$50,000.00	per project	
15101	APEX Deployment Package - (5-10 Licenses)	D - Other	NRC		\$55,000.00	-	\$55,000.00	per project	
15102	APEX Deployment Package - (11-19 Licenses)	D - Other	NRC		\$65,000.00	-	\$65,000.00	per project	
15103	APEX Deployment Package - (20-34 Licenses)	D - Other	NRC		\$80,000.00	-	\$80,000.00	per project	
15104	APEX Deployment Package - (35-49 Licenses)	D - Other	NRC		\$95,000.00	-	\$95,000.00	per project	
15105	APEX Deployment Package - (50+ Licenses) Per additional License	D - Other	NRC		\$1,000.00	-	\$1,000.00	per addtl license (same CNC)	
15106	APEX Deployment Additional Physical Location	D - Other	NRC		\$10,000.00	-	\$10,000.00	addtl location per project	
15200	Standard Integration Package (3 Included)	D - Other	NRC		Included	-	Included	per project	
15201	Additional Integration Fee - Low Effort	D - Other	NRC		\$1,250.00	-	\$1,250.00	per integration	
15202	Additional Integration Fee - Med Effort	D - Other	NRC		\$2,500.00	-	\$2,500.00	per integration	
15203	Additional Integration Fee - High Effort	D - Other	NRC		\$5,000.00	-	\$5,000.00	per integration	
15204	Open API	D - Other	NRC		\$2,500.00	-	\$2,500.00	per integration	
15300	APEX Professional Services Hourly Rate	D - Other	NRC		\$225.00	-	\$225.00	per hour	
15301	APEX Essentials Customer Success Services	D - Other	MRC		Included	-	Included	per project	
15302	APEX Premium Customer Success Services	D - Other	MRC	X	\$2,500.00	-	\$2,500.00	per project	
15303	APEX Premium Customer Success Services (Custom 50+ seats)	D - Other	MRC	X	\$50.00	-	\$50.00	per project	
15304	APEX Essentials Technical Services	D - Other	MRC		Included	-	Included	per project	
15305	APEX Premium Technical Services - XSmall (1-4)	D - Other	NRC	X	\$750.00	-	\$750.00	per project	
15306	APEX Premium Technical Services - Small (5-10)	D - Other	NRC	X	\$750.00	-	\$750.00	per project	
15307	APEX Premium Technical Services - Medium (11-19)	D - Other	NRC	X	\$1,500.00	-	\$1,500.00	per project	
15308	APEX Premium Technical Services - Large (20-34)	D - Other	NRC	X	\$1,500.00	-	\$1,500.00	per project	
15309	APEX Premium Technical Services - XLarge (35-49)	D - Other	NRC	X	\$2,500.00	-	\$2,500.00	per project	

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15310	APEX Premium Technical Services - (50+ Custom)	D - Other	NRC	X	\$50.00	-	\$50.00	per project	
15311	APEX Professional Services Ongoing Maintenance & Support	D - Other	MRC		\$200.00	-	\$200.00	per project	
15400	Universe Deployment Package - XSmall (1-4)	D - Other	NRC		\$6,000.00	-	\$6,000.00	per project	
15401	Universe Deployment Package - Small 5-10)	D - Other	NRC		\$7,500.00	-	\$7,500.00	per project	
15402	Universe Deployment Package - Medium (11-19)	D - Other	NRC		\$12,500.00	-	\$12,500.00	per project	
15403	Universe Deployment Package - Large (20-34)	D - Other	NRC		\$18,500.00	-	\$18,500.00	per project	
15404	Universe Deployment Package - XLarge (35-49)	D - Other	NRC		\$26,000.00	-	\$26,000.00	per project	
15405	Universe Deployment Package - (50+ Custom)	D - Other	NRC		\$500.00	-	\$500.00	per license per project	
15406	Universe Deployment Additional Physical Location	D - Other	NRC		\$5,000.00	-	\$5,000.00	addtl location per project	
15500	Universe Professional Services Hourly Rate	D - Other	NRC		\$225.00	-	\$225.00	per hour	
15501	Universe Essential Customer Success Services	D - Other	MRC		Included	-	Included	per project	
15502	Universe Premium Customer Success Services	D - Other	MRC	X	\$2,500.00	-	\$2,500.00	per project	
15503	Universe Premium Customer Success Services (50+ Custom)	D - Other	MRC	X	\$50.00	-	\$50.00	per project	
15504	Universe Essential Technical Services	D - Other	MRC		Included	-	Included	per project	
15600	Bridge Desk Deployment	D - Other	NRC		\$65,000.00	-	\$65,000.00	per project	
15601	Bridge Desk Integration Low Effort	D - Other	NRC		\$25,000.00	-	\$25,000.00	per integration	
15602	Bridge Desk Integration Medium Effort	D - Other	NRC		\$50,000.00	-	\$50,000.00	per integration	
15603	Bridge Desk Integration High Effort	D - Other	NRC		\$70,000.00	-	\$70,000.00	per integration	
15604	Bridge Desk Professional Services Hourly Rate	D - Other	NRC		\$225.00	-	\$225.00	per hour	
15650	Carbyne for Schools Integration Fee	D - Other	NRC		\$25,000.00	-	\$25,000.00	per integration	
15651	Carbyne for Schools Deployment Package	D - Other	NRC		\$5,000.00	-	\$5,000.00	per project	
15652	Carbyne for Schools K-12 Solution One-Time Fee (5 - 30 School Campuses)	D - Other	NRC		\$1,000.00	-	\$1,000.00	per campus	
15653	Carbyne for Schools K-12 Solution One-Time Fee (31 - 100 School Campuses)	D - Other	NRC		\$1,500.00	-	\$1,500.00	per campus	
15654	Carbyne for Schools K-12 Solution One-Time Fee (Over 101 School Campuses)	D - Other	NRC		\$5,000.00	-	\$5,000.00	per campus	
15655	Carbyne for Schools University Solution One-Time Fee (Up to 5,000 Students)	D - Other	NRC		\$1,000.00	-	\$1,000.00	per campus	
15656	Carbyne for Schools University Solution One-Time Fee (5,001 -10,000 Students)	D - Other	NRC		\$1,500.00	-	\$1,500.00	per campus	
15657	Carbyne for Schools University Solution One-Time Fee (10,001 - 35,000 Students)	D - Other	NRC		\$5,000.00	-	\$5,000.00	per campus	
15658	Carbyne for Schools University Solution One-Time Fee (Each Additional 5,000 Students)	D - Other	NRC		\$1,000.00	-	\$1,000.00	per campus	
15700	Carbyne Connect Deployment	D - Other	NRC		\$5,000.00	-	\$5,000.00	per project	
15701	Carbyne Connect Professional Services Hourly Rate	D - Other	NRC		\$225.00	-	\$225.00	per hour	
15710	Carbyne Citizen Connect Deployment	D - Other	NRC		\$5,000.00	-	\$5,000.00	per project	
15800	Travel Fees	D - Other	NRC		\$5,000.00	-	\$5,000.00	per trip	
15801	Additional PSE Trip	D - Other	NRC		\$5,000.00	-	\$5,000.00	per trip	
15900	Training 1-Day Virtual	D - Other	NRC		\$1,000.00	-	\$1,000.00	per addtl training	
15901	Training 3-Day On-Site	D - Other	NRC		\$6,000.00	-	\$6,000.00	per addtl training	
15902	Training 1-Week On-Site	D - Other	NRC		\$9,000.00	-	\$9,000.00	per addtl training	
16000	SD-WAN Secure Service Pack FG-S (recurring)	D - Other	MRC		\$374.00	10%	\$336.60	variable	
16100	Secure Switch - 24 Port - 1G (recurring)	D - Other	MRC		\$52.00	10%	\$46.80	variable	
16200	10Mb port into the HA backbone (recurring)	D - Other	MRC		\$538.00	10%	\$484.20	variable	
16201	20Mb port into the HA backbone (recurring)	D - Other	MRC		\$597.00	10%	\$537.30	variable	
16202	50Mb port into the HA backbone (recurring)	D - Other	MRC		\$772.00	10%	\$694.80	variable	
16203	70Mb port into the HA backbone (recurring)	D - Other	MRC		\$889.00	10%	\$800.10	variable	
16204	100Mb port into the HA backbone (recurring)	D - Other	MRC		\$1,064.00	10%	\$957.60	variable	
16205	150Mb port into the HA backbone (recurring)	D - Other	MRC		\$1,146.00	10%	\$1,031.40	variable	
16206	200Mb port into the HA backbone (recurring)	D - Other	MRC		\$1,228.00	10%	\$1,105.20	variable	

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16207	500Mb port into the HA backbone (recurring)	D - Other	MRC		\$1,719.00	10%	\$1,547.10	variable	
16208	1GB port into the HA backbone (recurring)	D - Other	MRC		\$2,537.00	10%	\$2,283.30	variable	
16300	AWS Direct Connect Expansion (100Mb) (recurring)	D - Other	MRC		\$269.00	10%	\$242.10	variable	
16301	AWS Direct Connect Expansion (200Mb) (recurring)	D - Other	MRC		\$415.00	10%	\$373.50	variable	
16302	AWS Direct Connect Expansion (300Mb) (recurring)	D - Other	MRC		\$561.00	10%	\$504.90	variable	
16303	AWS Direct Connect Expansion (400Mb) (recurring)	D - Other	MRC		\$708.00	10%	\$637.20	variable	
16400	Connectivity Subscription (recurring)	D - Other	MRC		\$8,000.00	10%	\$7,200.00	variable	
16500	Installation Services (one-time)	D - Other	NRC		\$100,000.00	10%	\$90,000.00	variable	
16600	5G Cradlepoint Modem	D - Other	MRC		\$149.00	10%	\$134.10	variable	
16700	SIP Trunking Inbound - A	D - Other	MRC		\$4.68	10%	\$4.21	variable	
16701	SIP Trunking Outbound - A	D - Other	MRC		\$5.53	10%	\$4.98	variable	
16702	SIP Trunking - Number Rental Cost - A	D - Other	MRC		\$1.00	10%	\$0.90	variable	
16703	SIP Trunking Outbound - Fixed Cost Per CPS/Trunk - A	D - Other	MRC		\$17.66	10%	\$15.89	variable	
16704	SIP Trunking Inbound - B	D - Other	MRC		\$6.83	10%	\$6.15	variable	
16705	SIP Trunking Outbound - B	D - Other	MRC		\$11.77	10%	\$10.59	variable	
16706	SIP Trunking - Number Rental Cost - B	D - Other	MRC		\$0.35	10%	\$0.32	variable	
16707	APEX AI-V SIP Trunking Additional Fee	D - Other	MRC		\$4.52	10%	\$4.07	variable	*Early Access
16708	Universe AI-V SIP Trunking Additional Fee	D - Other	MRC		\$9.21	10%	\$8.29	variable	*Early Access
17000	Third Party Hardware	A - Equipment	NRC		Variable	10%	Variable	variable	
17001	Carbyne Audio Trigger Module	A - Equipment	NRC		\$650.00	10%	\$585.00	per workstation	
17002	DIGI Device	A - Equipment	NRC		\$430.00	10%	\$387.00	variable	
18000	GeoComm Maps License	B - Software	MRC	X	\$206.00	10%	\$185.40	per license	
18001	GeoComm Maps Integration	D - Other	NRC	X	\$5,645.00	10%	\$5,080.50	per project	
18002	GeoComm Maps Remote Configuration & Training (0-50)	D - Other	NRC	X	\$8,853.00	10%	\$7,967.70	per project	
18003	GeoComm Maps Remote Configuration & Training (50+)	D - Other	NRC	X	\$17,463.00	10%	\$15,716.70	per project	



# Exhibit C

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Product Code	Product Name	H-GAC Product Code	MRC/NRC	Optional	List Price	Discount	New HGACBuy Price	Previous Price	Change Description
11100	APEX Concurrent License	B - Software	MRC		\$1,250.00	10%	\$1,125.00	<del>\$1,125.00</del>	No Change
11101	APEX Primary License	B - Software	MRC		\$1,000.00	10%	\$900.00	<del>\$900.00</del>	No Change
11102	APEX Backup License	B - Software	MRC		\$500.00	10%	\$450.00	<del>\$450.00</del>	No Change
11104	APEX Additional Installed Workstations Recurring	B - Software	MRC		\$125.00	10%	\$112.50	-	New Product
11200	APEX Control Center Events History (1 - 4)	B - Software	MRC		\$350.00	10%	\$315.00	-	Smaller Tier Added
11201	APEX Control Center Events History (5 - 10)	B - Software	MRC		\$500.00	10%	\$450.00	<del>\$450.00</del>	No Change
11202	APEX Control Center Events History (11 - 19)	B - Software	MRC		\$750.00	10%	\$675.00	<del>\$675.00</del>	No Change
11203	APEX Control Center Events History (20 - 34)	B - Software	MRC		\$1,250.00	10%	\$1,125.00	<del>\$1,125.00</del>	No Change
11204	APEX Control Center Events History (35-49)	B - Software	MRC		\$1,750.00	10%	\$1,575.00	<del>\$1,575.00</del>	No Change
11205	APEX Control Center Events History (50+ Custom)	B - Software	MRC		\$35.00	10%	\$31.50	-	New Tier
11206	APEX Control Center Analytics (1 - 4)	B - Software	MRC	X	\$250.00	10%	\$225.00	-	Smaller Tier Added
11207	APEX Control Center Analytics (5 - 10)	B - Software	MRC	X	\$350.00	10%	\$315.00	<del>\$675.00</del>	Price Decreased
11208	APEX Control Center Analytics (11 - 19)	B - Software	MRC	X	\$550.00	10%	\$495.00	<del>\$1,125.00</del>	Price Decreased
11209	APEX Control Center Analytics (20 - 34)	B - Software	MRC	X	\$900.00	10%	\$810.00	<del>\$1,800.00</del>	Price Decreased
11210	APEX Control Center Analytics (35-49)	B - Software	MRC	X	\$1,400.00	10%	\$1,260.00	<del>\$2,700.00</del>	Price Decreased
11211	APEX Control Center Analytics (50+ Custom)	B - Software	MRC	X	\$30.00	10%	\$27.00	-	Price Decreased
11212	APEX Control Center Seat Map (1 - 4)	B - Software	MRC	X	\$150.00	10%	\$135.00	-	New Product
11213	APEX Control Center Seat Map (5 - 10)	B - Software	MRC	X	\$250.00	10%	\$225.00	-	New Product
11214	APEX Control Center Seat Map (11 - 19)	B - Software	MRC	X	\$400.00	10%	\$360.00	-	New Product
11215	APEX Control Center Seat Map (20 - 34)	B - Software	MRC	X	\$650.00	10%	\$585.00	-	New Product
11216	APEX Control Center Seat Map (35 - 49)	B - Software	MRC	X	\$1,000.00	10%	\$900.00	-	New Product
11217	APEX Control Center Seat Map (50+ Custom)	B - Software	MRC	X	\$20.00	10%	\$18.00	-	New Product
11218	APEX Control Center Video Board	B - Software	MRC	X	\$1,500.00	10%	\$1,350.00	<del>\$1,575.00</del>	Consolidated to 1 SKU as this product only applies to large PSAPs/Real Time Crime Centers
11300	APEX Responder Connect	B - Software	MRC	X	\$75.00	10%	\$67.50	-	
11400	APEX Translation & Transcription (Low call volume)	B - Software	MRC	X	\$100.00	10%	\$90.00	-	New Product
11401	APEX Translation & Transcription (Med call volume)	B - Software	MRC	X	\$200.00	10%	\$180.00	-	New Product
11402	APEX Translation & Transcription (High call volume)	B - Software	MRC	X	\$300.00	10%	\$270.00	-	New Product
11500	APEX Emergency Call Triage	B - Software	MRC	X	\$200.00	10%	\$180.00	-	New Product
11501	APEX AI-V for Admin Lines	B - Software	MRC	X	\$250.00	10%	\$225.00	-	New Product
12100	Universe Concurrent License	B - Software	MRC		\$500.00	10%	\$450.00	<del>\$450.00</del>	No Change
12101	Universe Primary License	B - Software	MRC		\$500.00	10%	\$450.00	<del>\$450.00</del>	No Change
12102	Universe Backup License	B - Software	MRC		\$250.00	10%	\$225.00	<del>\$225.00</del>	No Change
12103	Universe Additional Installed Workstations Recurring	B - Software	MRC		\$50.00	10%	\$45.00	-	New Product
12200	Universe Control Center Events History (1 - 4)	B - Software	MRC		\$275.00	10%	\$247.50	-	Smaller Tier Added
12201	Universe Control Center Events History (5 - 10)	B - Software	MRC		\$375.00	10%	\$337.50	<del>\$337.50</del>	No Change
12202	Universe Control Center Events History (11 - 19)	B - Software	MRC		\$575.00	10%	\$517.50	<del>\$517.50</del>	No Change
12203	Universe Control Center Events History (20 - 34)	B - Software	MRC		\$900.00	10%	\$810.00	<del>\$810.00</del>	No Change
12204	Universe Control Center Events History (35-49)	B - Software	MRC		\$1,250.00	10%	\$1,125.00	<del>\$1,125.00</del>	No Change
12205	Universe Control Center Events History (50+ Custom)	B - Software	MRC		\$30.00	10%	\$27.00	-	New Tier
12206	Universe Control Center Video Board	B - Software	MRC	X	\$1,500.00	10%	\$1,350.00	<del>\$1,575.00</del>	Consolidated to 1 SKU as this product only applies to large PSAPs/Real Time Crime Centers
12300	Universe Responder Connect	B - Software	MRC	X	\$75.00	10%	\$67.50	-	
12400	Universe Translation & Transcription Low	B - Software	MRC	X	\$100.00	10%	\$90.00	-	New Product
12401	Universe Translation & Transcription Med	B - Software	MRC	X	\$200.00	10%	\$180.00	-	New Product
12402	Universe Translation & Transcription High	B - Software	MRC	X	\$300.00	10%	\$270.00	-	New Product
12500	Universe AI-V for Admin Lines	B - Software	MRC	X	\$250.00	10%	\$225.00	-	New Product
13100	Bridge Desk Platform Fee	B - Software	MRC	X	\$5,000.00	10%	\$4,500.00	-	New Product
13101	Bridge Desk Layer Fee	B - Software	MRC	X	\$3,400.00	10%	\$3,060.00	-	New Product
13102	Bridge Desk Assets (0-249)	B - Software	MRC	X	\$20.00	10%	\$18.00	-	New Product
13103	Bridge Desk Assets (250-499)	B - Software	MRC	X	\$18.00	10%	\$16.20	-	New Product
13104	Bridge Desk Assets (500-749)	B - Software	MRC	X	\$15.00	10%	\$13.50	-	New Product
13105	Bridge Desk Assets (750-999)	B - Software	MRC	X	\$12.00	10%	\$10.80	-	New Product
13106	Bridge Desk Assets (1,000-1,249)	B - Software	MRC	X	\$10.00	10%	\$9.00	-	New Product
13107	Bridge Desk Assets (1,250+ Custom)	B - Software	MRC	X	\$8.00	10%	\$7.20	-	New Product
13500	Carbyne for Schools K-12 Solution (5 - 30 School Campuses)	B - Software	MRC	X	\$417.00	10%	\$375.30	-	New Product
13501	Carbyne for Schools K-12 Solution (31 - 100 School Campuses)	B - Software	MRC	X	\$250.00	10%	\$225.00	-	New Product
13502	Carbyne for Schools K-12 Solution (Over 101 School Campuses)	B - Software	MRC	X	\$125.00	10%	\$112.50	-	New Product
13550	Carbyne for Schools University Solution (Up to 5,000 Students)	B - Software	MRC	X	\$2,083.00	10%	\$1,874.70	-	New Product



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Product Code	Product Name	H-GAC Product Code	MRC/NRC	Optional	List Price	Discount	New HGACBuy Price	Previous Price	Change Description
13551	Carbyne for Schools University Solution (5,001 -10,000 Students)	B - Software	MRC	X	\$4,167.00	10%	\$3,750.30	-	New Product
13552	Carbyne for Schools University Solution (10,001 - 35,000 Students)	B - Software	MRC	X	\$8,333.00	10%	\$7,499.70	-	New Product
13553	Carbyne for Schools University Solution (Each Additional 5,000 Students)	B - Software	MRC	X	\$1,250.00	10%	\$1,125.00	-	New Product
13560	Carbyne for Schools Visualization Platform	B - Software	MRC	X	\$834.00	10%	\$750.60	-	New Product
13561	Carbyne for Schools Layer Fee	B - Software	MRC	X	\$3,400.00	10%	\$3,060.00	-	New Product
14100	Carbyne Connect License (250-499)	B - Software	MRC	X	\$3.99	10%	\$3.59	-	New Product
14101	Carbyne Connect License (500-999)	B - Software	MRC	X	\$2.99	10%	\$2.69	-	New Product
14102	Carbyne Connect License (1,000-4,999)	B - Software	MRC	X	\$1.99	10%	\$1.79	-	New Product
14103	Carbyne Connect License (5,000-24,999)	B - Software	MRC	X	\$0.99	10%	\$0.89	-	New Product
14104	Carbyne Connect License (25,000-49,999)	B - Software	MRC	X	\$0.75	10%	\$0.68	-	New Product
14105	Carbyne Connect License (50,000+ Custom)	B - Software	MRC	X	\$0.60	10%	\$0.54	-	New Product
14200	Carbyne Citizen Connect	B - Software	MRC	X	\$225.00	10%	\$202.50	-	New Product
15100	APEX Deployment Package - (1-4 Licenses)	D - Other	NRC		\$50,000.00	-	\$50,000.00	-	Smaller Tier Added
15101	APEX Deployment Package - (5-10 Licenses)	D - Other	NRC		\$55,000.00	-	\$55,000.00	\$50,000.00	Small Price Increase due to increased cost of travel
15102	APEX Deployment Package - (11-19 Licenses)	D - Other	NRC		\$65,000.00	-	\$65,000.00	\$60,000.00	Small Price Increase due to increased cost of travel
15103	APEX Deployment Package - (20-34 Licenses)	D - Other	NRC		\$80,000.00	-	\$80,000.00	\$75,000.00	Small Price Increase due to increased cost of travel
15104	APEX Deployment Package - (35-49 Licenses)	D - Other	NRC		\$95,000.00	-	\$95,000.00	\$85,000.00	Small Price Increase due to increased cost of travel
15105	APEX Deployment Package - (50+ Licenses) Per additional License	D - Other	NRC		\$1,000.00	-	\$1,000.00	\$95,000.00	Small Price Increase due to increased cost of travel
15106	APEX Deployment Additional Physical Location	D - Other	NRC		\$10,000.00	-	\$10,000.00	\$10,000.00	No Change
15200	Standard Integration Package (3 Included)	D - Other	NRC		Included	-	Included	-	No Change
15201	Additional Integration Fee - Low Effort	D - Other	NRC		\$1,250.00	-	\$1,250.00	\$1,250.00	No Change
15202	Additional Integration Fee - Med Effort	D - Other	NRC		\$2,500.00	-	\$2,500.00	-	New Service
15203	Additional Integration Fee - High Effort	D - Other	NRC		\$5,000.00	-	\$5,000.00	-	New Service
15204	Open API	D - Other	NRC		\$2,500.00	-	\$2,500.00	-	New Service
15300	APEX Professional Services Hourly Rate	D - Other	NRC		\$225.00	-	\$225.00	\$225.00	No Change
15301	APEX Essentials Customer Success Services	D - Other	MRC		Included	-	Included	-	No Change
15302	APEX Premium Customer Success Services	D - Other	MRC	X	\$2,500.00	-	\$2,500.00	\$2,500.00	No Change
15303	APEX Premium Customer Success Services (Custom 50+ seats)	D - Other	MRC	X	\$50.00	-	\$50.00	-	No Change
15304	APEX Essentials Technical Services	D - Other	MRC		Included	-	Included	-	No Change
15305	APEX Premium Technical Services - XSmall (1-4)	D - Other	NRC	X	\$750.00	-	\$750.00	\$2,500.00	Price Decreased
15306	APEX Premium Technical Services - Small (5-10)	D - Other	NRC	X	\$750.00	-	\$750.00	\$2,500.00	Price Decreased
15307	APEX Premium Technical Services - Medium (11-19)	D - Other	NRC	X	\$1,500.00	-	\$1,500.00	\$2,500.00	Price Decreased
15308	APEX Premium Technical Services - Large (20-34)	D - Other	NRC	X	\$1,500.00	-	\$1,500.00	\$2,500.00	Price Decreased
15309	APEX Premium Technical Services - XLarge (35-49)	D - Other	NRC	X	\$2,500.00	-	\$2,500.00	\$2,500.00	No Change
15310	APEX Premium Technical Services - (50+ Custom)	D - Other	NRC	X	\$50.00	-	\$50.00	-	Price Decreased
15311	APEX Professional Services Ongoing Maintenance & Support	D - Other	MRC		\$200.00	-	\$200.00	-	New Service
15400	Universe Deployment Package - XSmall (1-4)	D - Other	NRC		\$6,000.00	-	\$6,000.00	-	Smaller Tier Added
15401	Universe Deployment Package - Small 5-10)	D - Other	NRC		\$7,500.00	-	\$7,500.00	\$7,500.00	No Change
15402	Universe Deployment Package - Medium (11-19)	D - Other	NRC		\$12,500.00	-	\$12,500.00	\$12,500.00	No Change
15403	Universe Deployment Package - Large (20-34)	D - Other	NRC		\$18,500.00	-	\$18,500.00	\$18,500.00	No Change
15404	Universe Deployment Package - XLarge (35-49)	D - Other	NRC		\$26,000.00	-	\$26,000.00	\$26,000.00	No Change
15405	Universe Deployment Package - (50+ Custom)	D - Other	NRC		\$500.00	-	\$500.00	-	No Change
15406	Universe Deployment Additional Physical Location	D - Other	NRC		\$5,000.00	-	\$5,000.00	\$5,000.00	No Change
15500	Universe Professional Services Hourly Rate	D - Other	NRC		\$225.00	-	\$225.00	\$225.00	No Change
15501	Universe Essential Customer Success Services	D - Other	MRC		Included	-	Included	-	No Change
15502	Universe Premium Customer Success Services	D - Other	MRC	X	\$2,500.00	-	\$2,500.00	\$2,500.00	No Change
15503	Universe Premium Customer Success Services (50+ Custom)	D - Other	MRC	X	\$50.00	-	\$50.00	-	No Change
15504	Universe Essential Technical Services	D - Other	MRC		Included	-	Included	-	No Change
15600	Bridge Desk Deployment	D - Other	NRC		\$65,000.00	-	\$65,000.00	-	New Product
15601	Bridge Desk Integration Low Effort	D - Other	NRC		\$25,000.00	-	\$25,000.00	-	New Product
15602	Bridge Desk Integration Medium Effort	D - Other	NRC		\$50,000.00	-	\$50,000.00	-	New Product

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Product Code	Product Name	H-GAC Product Code	MRC/NRC	Optional	List Price	Discount	New HGAC Buy Price	Previous Price	Change Description
15603	Bridge Desk Integration High Effort	D - Other	NRC		\$70,000.00	-	\$70,000.00	-	New Product
15604	Bridge Desk Professional Services Hourly Rate	D - Other	NRC		\$225.00	-	\$225.00	-	New Product
15650	Carbyne for Schools Integration Fee	D - Other	NRC		\$25,000.00	-	\$25,000.00	-	New Product
15651	Carbyne for Schools Deployment Package	D - Other	NRC		\$5,000.00	-	\$5,000.00	-	New Product
15652	Carbyne for Schools K-12 Solution One-Time Fee (5 - 30 School Campuses)	D - Other	NRC		\$1,000.00	-	\$1,000.00	-	New Product
15653	Carbyne for Schools K-12 Solution One-Time Fee (31 - 100 School Campuses)	D - Other	NRC		\$1,500.00	-	\$1,500.00	-	New Product
15654	Carbyne for Schools K-12 Solution One-Time Fee (Over 101 School Campuses)	D - Other	NRC		\$5,000.00	-	\$5,000.00	-	New Product
15655	Carbyne for Schools University Solution One-Time Fee (Up to 5,000 Students)	D - Other	NRC		\$1,000.00	-	\$1,000.00	-	New Product
15656	Carbyne for Schools University Solution One-Time Fee (5,001 - 10,000 Students)	D - Other	NRC		\$1,500.00	-	\$1,500.00	-	New Product
15657	Carbyne for Schools University Solution One-Time Fee (10,001 - 35,000 Students)	D - Other	NRC		\$5,000.00	-	\$5,000.00	-	New Product
15658	Carbyne for Schools University Solution One-Time Fee (Each Additional 5,000 Students)	D - Other	NRC		\$1,000.00	-	\$1,000.00	-	New Product
15700	Carbyne Connect Deployment	D - Other	NRC		\$5,000.00	-	\$5,000.00	-	New Product
15701	Carbyne Connect Professional Services Hourly Rate	D - Other	NRC		\$225.00	-	\$225.00	-	New Product
15710	Carbyne Citizen Connect Deployment	D - Other	NRC		\$5,000.00	-	\$5,000.00	-	New Product
15800	Travel Fees	D - Other	NRC		\$5,000.00	-	\$5,000.00	-	New Product
15801	Additional PSE Trip	D - Other	NRC		\$5,000.00	-	\$5,000.00	-	New Product
15900	Training 1-Day Virtual	D - Other	NRC		\$1,000.00	-	\$1,000.00	-	New Product
15901	Training 3-Day On-Site	D - Other	NRC		\$6,000.00	-	\$6,000.00	-	New Product
15902	Training 1-Week On-Site	D - Other	NRC		\$9,000.00	-	\$9,000.00	-	New Product
16000	SD-WAN Secure Service Pack FG-S (recurring)	D - Other	MRC		\$374.00	10%	\$336.60	-	Previously "PSAP/ECC Connectivity Service - AWS DX with Private Last Mile Circuits." This has been replaced with the components that comprise this connectivity solution.
16100	Secure Switch - 24 Port - 1G (recurring)	D - Other	MRC		\$52.00	10%	\$46.80	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16200	10Mb port into the HA backbone (recurring)	D - Other	MRC		\$538.00	10%	\$484.20	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16201	20Mb port into the HA backbone (recurring)	D - Other	MRC		\$597.00	10%	\$537.30	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16202	50Mb port into the HA backbone (recurring)	D - Other	MRC		\$772.00	10%	\$694.80	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16203	70Mb port into the HA backbone (recurring)	D - Other	MRC		\$889.00	10%	\$800.10	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16204	100Mb port into the HA backbone (recurring)	D - Other	MRC		\$1,064.00	10%	\$957.60	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16205	150Mb port into the HA backbone (recurring)	D - Other	MRC		\$1,146.00	10%	\$1,031.40	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16206	200Mb port into the HA backbone (recurring)	D - Other	MRC		\$1,228.00	10%	\$1,105.20	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16207	500Mb port into the HA backbone (recurring)	D - Other	MRC		\$1,719.00	10%	\$1,547.10	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16208	1GB port into the HA backbone (recurring)	D - Other	MRC		\$2,537.00	10%	\$2,283.30	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16300	AWS Direct Connect Expansion (100Mb) (recurring)	D - Other	MRC		\$269.00	10%	\$242.10	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16301	AWS Direct Connect Expansion (200Mb) (recurring)	D - Other	MRC		\$415.00	10%	\$373.50	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16302	AWS Direct Connect Expansion (300Mb) (recurring)	D - Other	MRC		\$561.00	10%	\$504.90	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16303	AWS Direct Connect Expansion (400Mb) (recurring)	D - Other	MRC		\$708.00	10%	\$637.20	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16400	Connectivity Subscription (recurring)	D - Other	MRC		\$8,000.00	10%	\$7,200.00	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.

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16500	Installation Services (one-time)	D - Other	NRC		\$100,000.00	10%	\$90,000.00	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16600	5G Cradlepoint Modem	D - Other	MRC		\$149.00	10%	\$134.10	-	Previously "PSAP/ECC Connectivity Service." This has been replaced with the components that comprise this connectivity solution.
16700	SIP Trunking Inbound - A	D - Other	MRC		\$4.68	10%	\$4.21	-	Previously "SIP Trunking for Outbound Dialing" This has been replaced with the components that comprise this SIP Connect solution.
16701	SIP Trunking Outbound - A	D - Other	MRC		\$5.53	10%	\$4.98	-	Previously "SIP Trunking for Outbound Dialing" This has been replaced with the components that comprise this SIP Connect solution.
16702	SIP Trunking - Number Rental Cost - A	D - Other	MRC		\$1.00	10%	\$0.90	-	Previously "SIP Trunking for Outbound Dialing" This has been replaced with the components that comprise this SIP Connect solution.
16703	SIP Trunking Outbound - Fixed Cost Per CPS/Trunk - A	D - Other	MRC		\$17.66	10%	\$15.89	-	Previously "SIP Trunking for Outbound Dialing" This has been replaced with the components that comprise this SIP Connect solution.
16704	SIP Trunking Inbound - B	D - Other	MRC		\$6.83	10%	\$6.15	-	Previously "SIP Trunking for Outbound Dialing" This has been replaced with the components that comprise this SIP Connect solution.
16705	SIP Trunking Outbound - B	D - Other	MRC		\$11.77	10%	\$10.59	-	Previously "SIP Trunking for Outbound Dialing" This has been replaced with the components that comprise this SIP Connect solution.
16706	SIP Trunking - Number Rental Cost - B	D - Other	MRC		\$0.35	10%	\$0.32	-	Previously "SIP Trunking for Outbound Dialing" This has been replaced with the components that comprise this SIP Connect solution.
16707	APEX AI-V SIP Trunking Additional Fee	D - Other	MRC		\$4.52	10%	\$4.07	-	New Product
16708	Universe AI-V SIP Trunking Additional Fee	D - Other	MRC		\$9.21	10%	\$8.29	-	New Product
17000	Third Party Hardware	A - Equipment	NRC		Variable	10%	Variable	-	Previously "Bill of Materials" name change only.
17001	Carbyne Audio Trigger Module	A - Equipment	NRC		\$650.00	10%	\$585.00	-	New Product
17002	DIGI Device	A - Equipment	NRC		\$430.00	10%	\$387.00	-	New Product
18000	GeoComm Maps License	B - Software	MRC	X	\$206.00	10%	\$185.40	-	New Product
18001	GeoComm Maps Integration	D - Other	NRC	X	\$5,645.00	10%	\$5,080.50	-	New Product
18002	GeoComm Maps Remote Configuration & Training (0-50)	D - Other	NRC	X	\$8,853.00	10%	\$7,967.70	-	New Product
18003	GeoComm Maps Remote Configuration & Training (50+)	D - Other	NRC	X	\$17,463.00	10%	\$15,716.70	-	New Product