



ORDER FORM

This Order Form documents the purchase of Subscription Services and other Services being purchased by the customer listed below ("Customer") from OnSolve, LLC ("OnSolve"), and is entered into as of the date the Customer signs (the "Effective Date").

Renewal Term: 3.00 year(s)

Service Start Date: September 16, 2025

Customer Information	Company Name:	Elsmere, Town of, DE
	Street Address:	11 Poplar Avenue
	City, State, Zip, Country:	Elsmere, DE, 19805, US
Billing Contact Purchase Order Number	Company Name:	Elsmere, Town of, DE
	Name:	Scott Allen
	Street Address:	11 Poplar Avenue
	City, State, Zip, Country:	Elsmere, DE, 19805, US
	Phone:	(302) 998-2215
	Email:	sallen@townofelsmere.com
Primary Contact <i>Note: this contact will be setup in the Services as an Administrator.</i>	Name:	Rachel Ritter
	Title:	Account Clerk
	Phone:	302) 998-2215
	Email:	rritter@townofelsmere.com

Subscription Service Fees

Critical Communications

Item/Description	Order Term	Qty	Annual Price**	Term Total
OnSolve by Crisis24: Critical Communication CodeRED Core Package (Population/Contacts) - Service Area: Elsmere, Town of, DE (Population/Contacts)	09/16/2025 - 09/15/2028	6,229	\$0.73	\$13,644.33
OnSolve by Crisis24: Critical Communication CodeRED Premium Contact Data	09/16/2025 - 09/15/2028	6,229	\$0.00	\$0.00
OnSolve by Crisis24: Critical Communications Transactions - Included Annual Message Units (MUs)	09/16/2025 - 09/15/2028	76,000	\$0.00	\$0.00
OnSolve by Crisis24: Critical Communications Transactions - Included Unlimited Email/Mobile	09/16/2025 - 09/15/2028	1	\$0.00	\$0.00
OnSolve by Crisis24: Critical Communication CodeRED Premium Plus Contact Data	09/16/2025 - 09/15/2028	6,229	\$0.04	\$682.22

Item/Description	Order Term	Qty	Annual Price**	Term Total
OnSolve by Crisis24: Critical Communication Transactions - CodeRED Unlimited Message Unit Upgrade for Public Safety Alerting (Population/Contacts U.S. only)	09/16/2025 - 09/15/2028	6,229	\$0.26	\$4,775.52
Critical Communications Subscription Fees				\$19,102.07

Non-Recurring Service Fees

Item/Description	Qty	Unit Price**	Total
Implementation – Critical Communications: Assigned Upgrade Specialist for structured implementation/migration support to the OnSolve platform. Fees waived for implementation of like-to-like features; additional implementation fees may apply for features included in the package that have not been previously implemented.	1	\$0.00	\$0.00
Non-Recurring Service Fees			\$0.00

ORDER TOTAL

\$19,102.07

Annual Fees

Year 1 Subscription Fees + Non-Recurring Service Fees	\$6,367.36
Year 2 Subscription Fees	\$6,367.36
Year 3 Subscription Fees	\$6,367.36

**The fees shown above may have been rounded to two decimal places for display purposes. As many as ten decimal places may be present in the actual price. The totals for this order were calculated using the actual price, rather than the fees displayed above, and are the true and binding totals for this order.

Prices shown above do not include any taxes that may apply. Any such taxes are the responsibility of Customer. This is not an invoice. For customers based in the United States, any applicable taxes will be determined based on the laws and regulations of the governing taxing authority(ies).

All pricing is in US Dollars unless otherwise specified

Transaction Fees

The Subscription Service includes the bundled and/or block purchased Message Units (MUs) and, if applicable, Passenger Name Records (PNRs) as indicated above. Message Units are utilized for sending Short Message Service (SMS), Voice, Facsimile (Fax) (collectively "Transactions"). If fees have been prorated, then the quantity of any annual Transactions that are included will also be prorated accordingly. Unused bundled and/or block purchased Transactions do not roll over year-to-year. Use that exceeds the bundled and/or block purchased Transactions will be billed on a calendar quarterly basis at the rates specified below.

- Message Unit overage rate \$0.02/MU
- PNR overage rate \$10.00/PNR

Each U.S. minute and/or SMS segment will consume 1 MU. Facsimile and international messages will consume MUs based the Contact (recipient) destination per the Message Unit consumption table located at the following URL: <https://www.onsolve.com/company/legal/op3-mu-rates/>

Service Description – Critical Communications

Critical Communications CodeRED

- Deliver the right messages to the right people at the right time. Fast, effective two-way communications critical communications.
- Alerts
- Multi-channel delivery: Deliver alerts through multi-channel delivery methods, including voice, SMS, email, Facebook and X (fka Twitter).
 - Bi-directional / Two-Way Alerts: Allow recipients to respond to alerts via a polling response (recipients select one response from the options specified by the alert sender).
 - Boundary Management: Boundaries can be set using FIPS or Zip or using a shape file (SHP or KLM formats).
 - Linked Alerts: Group multiple alerts with their own settings and devices and send using one workflow. Linked Alerts can fill the need to simultaneously alert different groups of recipients that require slightly different messaging.
 - Map and geofenced alerts: Use map groups and geofenced alerting to target contacts who have locations in the defined map area. Geofence allows the contact to receive an alert on a mobile device when the user enters that boundary (utilizes location services on mobile device).
 - Subscribe to automated location-based weather alerts in the United States/U.S. territories and Canada.
- Contact Management
 - Account Portal for Public Enrollment (PEP): Allow an organization admin to create a configured portal for public population to self-enroll or update their information. The portal can be branded with the organization's logo, color theme, policy statements, and help text (using WYSIWYG HTML editor). Includes 1 Text-to-Keyword to enable Customer to configure a custom keyword to allow recipients to text an OnSolve SMS short code and Opt-in directly to the organization and into associated groups and/or topics, to receive SMS alerts or to receive an SMS Public Enrollment Portal registration link.
 - Compound Groups comprised of a set of groups that can include static, dynamic, and/or map groups, as well as individual contacts. A nested group is also considered dynamic, as its membership changes according to changes in the member groups that belong to it.
 - Dynamic Groups comprised of one or more sets of filtered criteria from contact data. Dynamic groups auto-update when criteria change. Group members are automatically added and removed from dynamic groups based on contact data field updates.
 - Map Groups: Create a dynamic group of people based on the definition of a map shape. The map group consists of contacts with location records that fall within a geographic location defined by a map shape. The Map Groups feature targets an area on a map to instantly identify and send alerts to individuals with location records in that area or their current identified location if geofence is enabled.
 - Import Static Groups & Contacts: Import Contacts (large or small contact files) into the OnSolve Platform using a comma-separated value (CSV) file format. This process imports contacts, creates their contact records, and configures the data in contact records so alerts can be sent immediately following the import process. The import utility can also include static groups to which the contact should be added during the import processing.
 - Divisions – Single-level Hierarchy: Organize data (contacts, groups, alerts and more) with one-level data hierarchy of divisions for location, corporate structure and/or messaging use cases, using one or more first-level structures (no tiered structures).
- Mobile – CodeRED Mobile: Allows public recipients to receive push notifications, public safety alerts, and community notifications directly to their mobile device, based on their GPS location and proximity to the event.

- **Premium Call Data:** OnSolve's set of data for residential and business phone records (land lines) in the United States and Canada. This data is specified for emergency use only.
- **Security & Access, Administration**
 - Manage user permissions based on customized roles.
 - Single Sign-On (SSO) – Enable Users to authenticate to the OnSolve Platform user interface with a singular ID/password used for multiple applications. Supports SP and IDP.
 - Multi-Factor Authentication (MFA) – Enable user credential verification via the user interface or mobile.
 - Email Authentication – Authenticate email with Domain Keys Identified Mail (DKIM), using a domain name provided by OnSolve to protect email recipients from spam, spoofing, and phishing.
- **Customer Experience**
 - Languages/Dialects – Over 25 languages/dialects, including Arabic, Chinese (simplified and traditional), Czech, Danish, Dutch, English (U.S. and U.K), Finnish, French (France and Canada), German, Greek, Hindi, Hungarian, Italian, Japanese, Korean, Norwegian, Nynorsk, Polish, Portuguese (Brazil and Portugal), Romanian, Russian, Spanish (Mexico and Spain), Swedish, Turkish, and Thai. Available for:
 - Multi-Language User interface – View the user interface in any of the supported languages.
 - Multi-Language Alerts – Compose alerts in multiple languages. The message content can be automatically translated into the additional language tabs.
 - Multi-Language Text to Speech (TTS) – Deliver voice alerts in multiple TTS-supported languages.
- Custom Workspace: URL (<https://<company name>.onsolve.net>).
- Resource Library: Access self-based training and documentation

All Services being purchased by Customer in this Order Form shall be exclusively governed under the OnSolve standard terms and conditions set forth at the following URL: <https://www.onsolve.com/legal/TC-Government/> (the "Terms"). In the event of a conflict between the Terms and this Order Form, the terms of this Order Form shall control.

Tax Exemption Status: If Customer claims exemption from sales or similar tax, Customer must provide a current, valid exemption certificate. Click [here](#) to upload the exemption certificate via secure link or email to salestax@onsolve.com. If there is not a valid exemption certificate on file at the time of invoice, sales or other applicable tax will be added for taxable line items on the invoice.

Elsmere, Town of, DE

By: Steven Martin

Name: Steven Martin

Title: Town Manager

Date: 9/17/2025