

Effective March 4, 2026. This Service Attachment for Drone Surveillance Services supersedes and replaces all prior versions.

Service Attachment for Drone Surveillance Services

This Service Attachment is between Provider (sometimes referred to as "we," "us," or "our"), and the Client found on the applicable Order. The Order, Master Services Agreement, Schedule of Services, and other relevant Service Attachments form the Agreement between the parties, the terms to which the parties agree to be bound.

The parties further agree as follows:

Provider will deliver only the Services itemized in the Services section of the Order. Additional Services may be added only by entering into a new Order including those Services.

DRONE SURVEILLANCE SERVICES

Provider may supply, manage, maintain, or support unmanned aerial systems ("UAS"), commonly referred to as drones, and related software, sensors, communications systems, and cloud-based data management platforms ("Drone Surveillance Services").

Drone Surveillance Services may include:

- Deployment of drone equipment for aerial surveillance
- Remote monitoring and flight operations support
- Data transmission, storage, and management
- Integration with law enforcement or governmental systems
- Maintenance and operational support
- Incident documentation and reporting
- Drone first responders ("DFR")
- 3-D Mapping and Modeling

Provider may utilize third-party software, hardware, communications infrastructure, and cloud services in connection with Drone Surveillance Services.

Client acknowledges that third-party vendors and licensors may own intellectual property rights in the drone systems, surveillance software, flight control software, and data management platforms.

Client agrees to comply with all applicable third-party terms of use, licensing terms, and operational restrictions associated with such technologies.

REGULATORY COMPLIANCE

Drone Surveillance Services may be subject to federal, state, and local regulations, including but not limited to:

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- Federal Aviation Administration (FAA) regulations governing unmanned aircraft systems
- 14 CFR Part 107 and related FAA rules
- State laws regarding surveillance, privacy, and law enforcement technology
- Applicable municipal regulations
- Public records and transparency laws
- Constitutional and civil liberties protections

Client acknowledges and agrees that:

- Client is responsible for ensuring its use of Drone Surveillance Services complies with all applicable laws and regulations governing governmental surveillance.
- Client shall obtain any necessary permits, authorizations, warrants, or approvals required for drone surveillance operations.
- Provider does not provide legal advice regarding surveillance laws, warrant requirements, or law enforcement procedures.

Provider may suspend or refuse to provide services if Provider reasonably believes such services would violate applicable law or regulation.

DRONE OPERATIONS

Drone operations may be conducted by Provider personnel, Client personnel, or authorized third-party operators depending on the scope defined in the Order.

Operational activities may include:

- Flight planning and mission configuration
- Deployment and launch of drones
- Live video monitoring
- Sensor data collection
- Post-mission data retrieval and reporting

All drone operations must comply with applicable aviation and safety regulations.

Provider reserves the right to restrict or suspend drone operations due to:

- Unsafe flight conditions
- Restricted airspace
- Equipment malfunction
- Regulatory requirements
- Weather conditions
- Security or safety concerns

DATA COLLECTION AND SURVEILLANCE DATA

Drone systems may collect or transmit data including:

- Video recordings
- Photographic images
- Telemetry and flight data
- Geolocation information

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- Sensor or environmental data

Such data may be stored on:

- Drone hardware
- Local control systems
- Cloud-based storage platforms
- Third-party surveillance management platforms

Client acknowledges that surveillance data may contain sensitive information including personally identifiable information or law enforcement evidence.

Client is solely responsible for determining:

- Retention periods
- Evidentiary handling
- Disclosure requirements
- Compliance with privacy laws
- Compliance with public records requests

CHAIN OF CUSTODY AND LAW ENFORCEMENT USE

Where Drone Surveillance Services are used for law enforcement or governmental purposes:

- Client is responsible for maintaining chain-of-custody procedures for any surveillance data used as evidence.
- Provider does not certify or guarantee that data collected will be admissible in court proceedings.
- Provider personnel will cooperate with reasonable requests related to system logs or technical operation records when legally permitted.

MONITORING AND SUPPORT SERVICES

Remote Coverage

Provider will provide remote monitoring and operational support for Drone Surveillance Services as described in the applicable Order.

Support may include:

- Technical assistance
- Troubleshooting
- System monitoring
- Flight software updates

Support is generally provided during normal business hours unless otherwise specified in the Order.

Onsite Support

Upon request and subject to availability, Provider may provide onsite operational or technical support for drone systems.

Additional fees may apply.

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MAINTENANCE AND SOFTWARE UPDATES

Drone hardware, firmware, and software may require periodic updates or maintenance.

Maintenance activities may include:

- Firmware updates
- Flight software updates
- System diagnostics
- Hardware repairs or replacement

Drone systems may be temporarily unavailable during maintenance windows.

CLIENT OBLIGATIONS

Client agrees to:

- Provide authorized operational personnel
- Ensure compliance with aviation and surveillance regulations
- Maintain required insurance coverage
- Provide secure launch and landing locations
- Ensure that Client personnel operating drones possess required FAA Part 107 certifications
- Provide constant power and internet connectivity
- Provide a flat roof surface with sufficient area to land a drone or at Client's expense, install a dock pole with specifications approved by Provider

Client shall not operate drones in restricted airspace or in violation of FAA or other applicable regulations.

DATA SECURITY

Provider will implement commercially reasonable safeguards to protect drone systems and associated surveillance data.

However, Client acknowledges that surveillance technologies rely on wireless communications and third-party networks which may present security risks.

Provider does not guarantee uninterrupted, error-free, or secure operation of drone systems.

LIMITED WARRANTY

In addition to any warranties stated in the Master Services Agreement, Provider warrants that drone system installations and configuration services performed by Provider personnel will be free from defects in workmanship for one (1) year from the original invoice date.

This warranty does not cover:

- Damage caused by improper drone operation
- Environmental hazards
- Acts of God
- Third-party interference
- Unauthorized modifications

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EXCLUSIONS

Provider is not responsible for failures or interruptions caused by:

- Restricted or controlled airspace
- FAA flight restrictions
- Weather conditions
- Interference with communications systems
- Equipment supplied by Client
- Governmental restrictions on drone operations
- Use of surveillance data
- Misuse of drone technology
- Constitutional or civil claims arising from Client's use of the technology
- Expired Manufacturer Warranty or Support
- Alterations and Modifications not authorized by Provider
- Hardware Malfunction
- Client Resource Problems
- Task Reprioritization
- Force Majeure
- Client Actions
- Client Responsibilities
- Internet Connectivity Loss
- Power Loss
- Software Maintenance

TERM AND TERMINATION

Term

This Service Attachment is effective as of the Effective Date of the Order referencing the Services herein. Unless properly terminated by either party, this Attachment will remain in effect through the end of the term specified on the Order (the "Initial Term").

Renewal

"RENEWAL" MEANS THE EXTENSION OF ANY INITIAL TERM SPECIFIED ON AN ORDER FOR AN ADDITIONAL TWELVE (12) MONTH PERIOD FOLLOWING THE EXPIRATION OF THE INITIAL TERM, OR IN THE CASE OF A SUBSEQUENT RENEWAL, A RENEWAL TERM. THIS SERVICE ATTACHMENT WILL RENEW AUTOMATICALLY UPON THE EXPIRATION OF THE INITIAL TERM OR A RENEWAL TERM UNLESS ONE PARTY PROVIDES WRITTEN NOTICE TO THE OTHER PARTY OF ITS INTENT TO TERMINATE AT LEAST SIXTY (60) DAYS PRIOR TO THE EXPIRATION OF THE INITIAL TERM OR OF THE THEN-CURRENT RENEWAL TERM. ALL RENEWALS WILL BE SUBJECT TO PROVIDER'S THEN-CURRENT TERMS AND CONDITIONS.

Month-to-Month Services

If the Order specifies no Initial Term with respect to any or all Services, then we will deliver those Services on a month-to-month basis. We will continue to do so until one party provides

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written notice to the other party of its intent to terminate those Services, in which case we will cease delivering those Services at the end of the next calendar month following receipt such written notice is received by the other party.

Early Termination by Client With Cause

Client may terminate this Service Attachment for cause following sixty (60) days' advance, written notice delivered to Provider upon the occurrence of any of the following:

- Provider fails to fulfill in any material respect its obligations under the Service Attachment and fails to cure such failure within thirty (30) days following Provider's receipt of Client's written notice.
- Provider terminates or suspends its business operations (unless succeeded by a permitted assignee under the Agreement).

Early Termination by Client Without Cause

If Client has satisfied all of its obligations under this Service Attachment, then no sooner than ninety (90) days following the Service Start Date, Client may terminate this Service Attachment without cause during the Initial or a Renewal Term (the "Term") upon sixty (60) days' advance, written notice, provided that Client pays Provider a termination fee equal to all concessions and discounts provided, plus fifty percent (50%) of the recurring, Monthly Service Fees remaining to be paid from the effective termination date through the end of the Term, based on the prices then in effect.

Termination by Provider

Provider may elect to terminate this Service Attachment upon thirty (30) days' advance, written notice, with or without cause. Provider has the right to terminate this Service Attachment immediately for illegal or abusive Client conduct. Provider may suspend the Services upon ten (10) days' notice if Client violates a third-party's end user license agreement regarding provided software. Provider may suspend the Services upon fifteen (15) days' notice if Client's action or inaction hinder Provider from providing the contracted Services.

Effect of Termination

As long as Client is current with payment of: (i) the Fees under this Attachment, (ii) the Fees under any Order for Off-Boarding, and/or (iii) the Termination Fee prior to transitioning the Services away from Provider's control, then if either party terminates this Service Attachment, Provider will assist Client in the orderly termination of services, including timely transfer of the Services to another designated provider. Client shall pay Provider at our then-prevailing rates for any such assistance. Termination of this Service Attachment for any reason by either party immediately nullifies all access to our services. Provider will immediately uninstall any affected software from Client's devices, and Client hereby consent to such uninstall procedures.

Upon request by Client, Provider may provide Client a copy of Client Data in exchange for a data-copy fee invoiced at Provider's then-prevailing rates, not including the cost of any media used to store the data. After thirty (30) days following termination of this Agreement by either party for any reason, Provider shall have no obligation to maintain or provide any Client Data and shall thereafter, unless legally prohibited, delete all Client Data on its systems or otherwise in its possession or under its control.

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Provider may audit Client regarding any third-party services. Provider may increase any Fees for Off-boarding that are passed to the Provider for those third-party services Client used or purchased while using the Service.

Client agrees that upon Termination or Off-Boarding, Client shall pay all remaining third-party service fees and any additional third-party termination fees.

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