TERRIFIC TECHNOLOGIES INC.

Proposal and Statement of Work
For
Acme Corporation

Prepared for:

Jane Smith, CEO
Acme Corporation

Prepared by:

Christie L Collier
Terrific Technologies, Inc.

Prepared On: 1/18/2019

Agreement #
Statement of Work #
Version #

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PROJECT MANAGER

Project Manager Name:	
Phone Number:	E-mail:

About Terrific Technologies

Terrific Technologies, Inc. provides total technology solutions focused on advancing your business and building your bottom line. TTI specializes in the following solutions…

- Business telephone systems
- Voice Over IP (VoIP) Communications solutions
- LAN and WAN technologies
- Business software applications such as CRM, database management and ERP solutions

At Terrific Technologies, we use technologies as the tools to build solutions that are specifically customized to your needs. More importantly, it's our know-how and patented discovery, design and implementation processes that enable us to provide solutions like none other.

Executive Summary

Acme Corporation began back in 1992 by Tom and Bill Acme as just a single rooftop. However, as word spread about their massive inventories, competitive pricing, and above all else, their exceptional customer service, so did their business.

Today, Acme is comprised of 2 dealerships and service centers, four collision centers, and a single heavy-duty truck center. No matter which Acme you choose, you can expect to be treated with professionalism and receive superior customer service – these are the key strengths of their organization.

During the discovery process, we identified the following issues:

- Call center functionality is poor
- Poor call center reporting
- No call recording
- Employees can't easily collaborate via web/audio
- Unhappy with current vendor's support
- Disparate systems at other locations; need one seamless solution

Acme has been patching together disparate systems for years at their different locations. They have done some upgrading to some of their locations to VoIP but not all. They are looking to get all their locations on one solution with integrated reporting and call center capabilities. They need call center groups for New and Used Vehicles, Financing, Service, and Heavy-Duty Truck Service. Acme wants to be able to share agents among the different departments so high functioning call center capabilities is a must.

We also identified the following needs and requirements:

- Coordinate / understand Telco requirements
- Call accounting/reporting
- Call center reporting

Acme has struggled in the past with unreliable vendors, poor system capabilities and outdated equipment. All of these have contributed to low customer satisfaction. Budgeting for updates to their communications systems and infrastructure has also been an issue in the past.

Hosted solution would allow the flexibility to increase/decrease in areas and locations as needed throughout the year. This also allows for one integrated solution for all locations to improve intercompany communications.

Improved efficiencies, reduced costs, improved communications among branches, leveraging increase/decrease in agents in departments as needed, improved customer satisfaction, and improved sales through improved customer interactions.

Proposed Solutions

Hosted Products and Services

The Future is Here.

The communications industry is undergoing unprecedented technological innovation. Cloud software continues to flip the industry on its head, enabling explosive growth through a business model that allows companies like yours to utilize high-value software and services like Hosted PBX and VoIP, SIP Trunking, Unified Communications, and much more.

What Makes Hosted Voice the Clear Choice?

Simplicity. Future-proofed.

That's what you get from us right out of the box. Our support for our customers is second to none, and our experienced support team endlessly strives to enable your success, evolving as your needs do in order to facilitate a truly future-proof solution that improves your business now, and maintains its success for years to come.

With diverse knowledge of the cloud communications industry, we're able to provide our customers with the exceptional people, proven processes, and innovative technology they need, while eliminating the complexity of traditional communication solutions.

Hosted PBX and VoIP

You want reliable, high-quality phone systems that simply work. And with your business in a constant state of change, sometimes simple suffers. But today, transforming your phone system is simple regardless of your business—whether you have five employees or 500.

- Dissolve costs of traditional phone closets
- Full PBX capabilities utilizing easy interface
- Low monthly phone bills (including VoIP services)
- Future-proof your phone systems

Unified Communications

Unified Communications (UC) is the seamless integration of voice, presence, chat, data, applications, and other technologies that help drastically improve your communication processes and business productivity. Our software and services enable you to access your account and seamlessly incorporate our high-value cloud communication services.

- **Mobility:** Access the information you need (internet connection required).
- **Manageability:** Small to mid-sized businesses can provide a simplified, service to compete more effectively with the competition.
- **Multi-User:** Large groups of workers or customers can collaborate on discussions or share resources, helping to maximize your budget.
- **Scalability:** With the constant change in technology, scalability is huge in today's business world and with UC, your services can be provided on a per-customer basis, cutting down unnecessary costs.

- **Disaster Recovery:** Your business can rest easy in a server emergency with the use of UC, where your data can be backed-up for rapid recovery.

SIP Trunking

We offer SIP Trunking (virtual phone utilizing broadband access connection) solutions for any sized-business— whether you're a small business looking for the flexibility and cost savings of VoIP or a mid-sized business looking for business continuity, disaster recovery, and unlimited or metered calling plans, we help you save up to 40% over traditional telephone lines.

Virtual Auto Attendant & Mobile VoIP

Get unlimited auto attendants, extensions, and mailboxes— all configured to meet your exact requirements. You'll be able to utilize an unlimited combination of IP desk phones and softphones, while seamlessly integrating your call flow with your wireless technologies.

API Integration

We've created several plugins and applications to help you such as click to dial, screen pops, call logging, and presence. The Operator console delivers all this and live visibility into your account for call control, call parking, visual voicemails and much more.

Personal Flexibility

Our reliable, feature-rich hosted phone services adjust as you need them to. We make it easy for our customers to deploy the communication apps and solutions that your business needs, creating an in-office experience right at your fingertips, wherever you are on whichever device you choose. Commonly used features include: full call center capabilities, listen live, find me follow me and more.

Business Continuity

Eliminate operational loss should part of your communications network go down. A recovery plan will help your business save itself! Insure your future by providing your business with the necessary protection, including e-mail archiving, data backup and restoration, upgrades, information protection, disaster recovery, and more. With parallel systems put in place in different locations to ensure business continuity even if a natural disaster occurs, we keep you covered.

Mobility Mastered

Mobility is paramount in today's business world. Keep your company connected with a wide array of mobile features— from simultaneous ring to remote call control to help you conduct business anywhere through any device.

Customer Tested

Our products and services are customer tested and approved—we've enabled countless businesses to improve their communication channels easily, and effectively, to transform their business into a competitive powerhouse. With a full range of front and back-office features, you can rest easy knowing your business is taken care of, now and for the future.

Supportive Staff

We're here to support your business at every level with our always-available, personable support team. We'll help you with your specific needs and concerns, while giving you personalized customer support you won't find anywhere else.

Yealink IP DECT Phone W56P

Cordless VoIP solution for small businesses

Yealink W56P is the next-generation SIP Cordless Phone System combining quality, reliability and flexibility.

Offering the convenience of cordless with a simple add-on device without losing the SIP features, it brings a seamless call management for our users while "on-the-go". With more functions, lines and mobility, it empowers users with the convenience of wireless communication along with the widely accepted benefits and feature richness of Voiceover-IP telephony.

In addition, the Yealink W56P delivers the typical benefits of the DECT world such as long talk time, high standby time and superior speech quality, providing excellent value for money and is ideally suited for small and medium-sized businesses.

Yealink SIP-T29G

Professional Gigabit phone with Color LCD

SIP-T29G IP Phone is the most advanced model in the Yealink T2x IP terminal series. It has a high-resolution TFT color display,delivers a rich visual experience. Yealink Optima HD technology enables rich, clear, life-like voice communications. Supports Gigabit Ethernet, a variety of device connections, including EHS headset and USB. With programmable keys, the IP Phone supports vast productivity enhancing features.

Key Features and Benefits

New updated and improved model
Yealink 's SIP Phones continue to evolve, the function of new SIP-T2 Series has become more abundant, the new user-interface with color display has become more user friendly.

HD Audio
Yealink Optima HD Voice refers to the combination of software and hardware design as well as the implementation of wideband technology to maximizes the acoustic performance. Coupled with advanced acoustic clarity technology such as full duplex, echo cancellation, adaptive jitter buffer etc. Creating an amazing face-to-face live experience.

A rich visual experience for applications
SIP-T29G Supports vast productivity-enhancing feature such as XML Browser, SCA, BLF List, call forward, call transfer, 3-way conferencing, the 4.3 inch backlit color display enables rich visual presentation and easier navigation of the menu. Three pages of 10 flexible buttons are shown on the display can be programmed up to 27 various features.

Advanced connectivity and expandability
For network connectivity, the SIP-T29G comes with two Gigabit Ethernet ports, one of them suitable for Power over Ethernet. Supports a variety device connections, including EHS headset and USB. User enable Bluetooth headset through USB Dongle. Supports up to 6 Expansion Module, adding up to 240 additional buttons with a screen based LCD display and LED system.

Highly secure transport and interoperability
The Communicator uses SIP over Transport Layer Security (TLS/SSL) to provide service providers the latest technology for enhanced network security. The range is certified compatible with 3CX, Asterisk and BroadSoft Broadworks, ensuring excellent compatibility with leading soft switch suppliers.

Yealink SIP-T27P

Standard and Affordable SIP Phone for Business
The SIP-T27P is a feature-rich sip phone for business. It has been designed by pursuing ease of use in even the tiniest details.Delivering a superb sound quality as well as rich visual experience. The T27P also offers a wide range of functions, like SCA, BLF List, call forward, call transfer, 3-way conference, and up to support various eatures.Using standard encryption protocols to perform highly secure remote provisioning and software upgrades.

Key Features and Benefits

HD Audio
Yealink Optima HD Voice refers to the combination of software and hardware design as well as the implementation of wideband technology to maximizes the acoustic performance. Coupled with advanced acoustic clarity technology such as full duplex, echo cancellation, Adaptive jitter buffer etc. Creating an amazing face-to-face live experience.

Enhanced Call Management
The SIP-T27P supports vast productivity-enhancing feature such as SCA, BLF List, call forward, call transfer, 3-way conference. Three pages of 8 flexible buttons are shown on the display can be programmed up to support various features. Support Yealink YHS32, With EHS36 user can control phone through wireless headset.

Efficient Installation and Provisioning
Integrated IEEE 802.3af Power-over-Ethernet allows easy deployment with centralized powering and backup. The SIP-T27P support the FTP, TFTP, HTTP, and HTTPS protocols for file provisioning and are configured by default to use Trivial File Transfer Protocol (TFTP), supports AES encrypted XML configuration file.

Highly secure transport and interoperability
The Communicator uses SIP over Transport Layer Security (TLS/SSL) to provide service providers the latest technology for enhanced network security. The range is certified compatible with 3CX, Asterisk and Broadsoft Broadworks, ensuring excellent compatibility with leading soft switch suppliers.

Yealink CP860

The Yealink CP860 IP conference phone is a perfect choice for small and medium-sized conference room and can meet the demands of up to 16 people with optional expansion microphones. The CP860 provides many important audio features including optima HD technology, a build-in 3 microphone array, full-duplex technology and acoustic echo cancelling. This means that all users can enjoy rich, clear and life-like conference calls. The Yealink CP860 also supports call recording, plus linkages to mobile phones or PCs for a more convenient conference call experience.

Key Features and Benefits

Optima HD voice
The CP860's optima HD voice, full duplex technology and acoustic echo cancelling mean that users can enjoy zero-distance communication with all other participants in the room or located remotely.

Outstanding voice pickup
With its build-in 3 microphone array and outstanding audio performance, the CP860 provides up to10-feet and 360° voice pickup as standard, with broader coverage using up to two optional expansion microphones. This allows users to move around freely in the conference room without reducing the voice quality experience.

Multiway conference, more flexible collaboration
Up to five participants can join any conference call. This significantly improves communication between users located in different regions.

Super helper for call recording
Users can plug in a USB flash drive very easily to record important conference calls.

Seamless connection to mobile phones or PC
Users can also connect their mobile phones or PCs to the CP860 with ease to share conference calls.

Scope of Work Overview

Outlined in the following pages, hereafter referred to as the Scope of Work (SOW), is a clear description of the services that Terrific Technologies, Inc. (hereafter known as TTI) will provide to Acme Corporation according to the implementation guidelines set forth in this SOW.

Within this SOW, clear guidelines are also defined as to what Acme Corporation's roles and responsibilities are to ensure a successful implementation. TTI will work closely with Acme Corporation to resolve any implementation issues and to accommodate any changes that need to be made to this SOW.

General Implementation Guidelines

To ensure a successful implementation per the Schedule of Equipment and Services attached below, TTI has defined the following general guidelines.

Project Schedule

Once Acme Corporation has signed this SOW, TTI will proceed with scheduling TTI resources to begin the single-phase implementation (unless otherwise specified as multi-phase). Prior to the start of the implementation, TTI will meet with representatives from Acme Corporation to develop an Implementation Plan with key milestones for the implementation.

Product Configuration

TTI will provide Certified Engineers to perform all work under this SOW to comply with manufacturers recommended implementation procedures and will, prior to cut-over, perform standard test procedures to ensure equipment operates according to manufacturers published specifications.

Completion of Services

Cut-over will occur once TTI has completed the implementation per the Implementation Plan.

TTI is not responsible for the removal, disposal and cleanup of all existing cable, telephony and associated equipment. Acme Corporation Corp can request that TTI provide this service prior to cut-over at an additional cost to Acme Corporation.

Services and Deliverables - Terrific Technologies, Inc.

Outlined below is a complete description of all services that will be provided by TTI. All services are based on the Schedule of Equipment and Services attached below in this SOW.

Scope of Work Detail

The discovery session with Acme Corporation took place on 12/05/18

- 2 total locations will be included in the solution
- Acme Corporation will be the data network manager

Site Location	In-Footprint	Station Count	Voicemail Count
Indy	**Y**	**50**	**45**
Lafayette	**N**	**25**	**20**

Station Information

- Total Number of Users: (75) included
  - Number of Standard Users: (60) included
  - Number of Agents: (10) included
  - Number of Supervisors: (5) included
- Conference Room Phones: (3) included
- 6 Line Phones: (65) included
- 16 Line Phones: (10) included
- Wireless Stations: (3) included

Trunking Information

- PRI Circuits: (1) included
- Analog Trunks: (2) included
  - ** does not include extending demarcation

Network Information

Our standard approach to include a Network Assessment, and work assumes proper security, access, and customer support as required

- Switch Type: (Adtran) included
  - Number of POE ports configured: (81) included
  - Number of POE ports requested: (85) included
  - Number of POE ports provided: (96) included

Network Diagram

Below is a diagram showing how everything fits together:
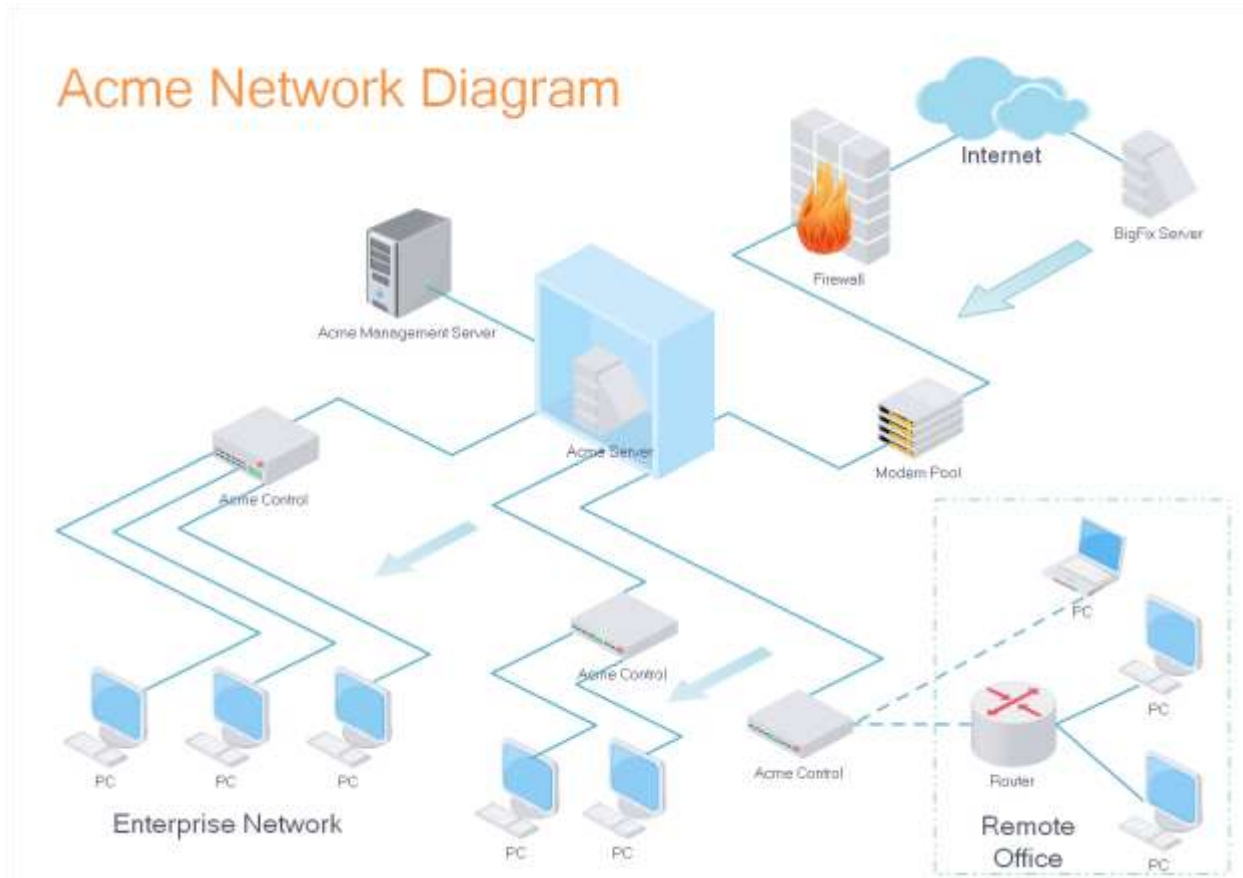
Language Options

- English: (Yes) included
- Spanish: (Yes) included

Project Management

Terrific Technologies will assign a Project Manager which will remain engaged throughout the life of the project. The Project Manager will be the main contact throughout the entire implementation process.

- Project Management: (Yes) included
- Expected Project Duration (weeks): 8 weeks included

Post Cut Support

- Technician Support Hours: (8) included
- Trainer Support: (4) included
    - ** (1) 4-hour Day, Mon-Fri, 8:00am-5:00pm

Standard Training

- Train the Trainer (4hr class): (1) included
- End-User Training: (7) included
    - ** maximum (10) users per class
    - ** class length (1) hour with (.5) hour break
- Agent Training: (1) included
- Supervisor Training: (1) included
    - ** up to (4) supervisors per class
- System Admin Training (1) included
    - ** up to (2) admin per class

Schedule of Equipment and Services

Qty	Description	Ext Sell
	Hosted Extensions (Monthly Cost)	
60	Standard User License	$900.00
10	Agent User License	$200.00
5	Supervisor User License	$125.00
	Desktop Devices	
65	6 Line Phone, 10/100, HD Full Duplex speaker, Supports Exp Module, 25 Memory Keys	$8,255.00
10	Large Color Backlit display, 16 lines, 30 memory keys, 10/100/1000, Supports exp Module	$1,670.00
3	1 Line Conference room speaker phone, supports optional remote mics.	$1,275.00
3	Single line wireless IP DECT. with base station.	$492.00
	Data Networking	
2	48 Port POE Adtran Switch	$5,000.00
	Services	
75	User Set Up	$1,875.00
	First Year Support	
1	1st Year Parts Warranty	$0.00
1	1st Year 8x5 Labor Support	$0.00
	TOTAL PRICE	**$19,792.00**

Pricing excludes taxes and is valid until 2/17/2019
Projected Cutover Date: 2/28/2019

Key Requirements – Acme Corporation

TTI has defined below key requirements for Acme Corporation to ensure successful implementation per the Schedule of Equipment and Services. They are as follows:

Access to Acme Corporation Site

Acme Corporation will provide full access to all of Acme Corporation's premises as needed by TTI to perform its responsibilities under this SOW. Any refusal of access shall relieve TTI of its obligations as outlined in this SOW and the implementation schedule shall be revised to reflect the delay. Acme Corporation will also provide a suitable work area for TTI personnel.

Implementation Contact

Acme Corporation will assign an implementation contact within Acme Corporation for TTI to contact during the entire implementation phase.   Along with the implementation contact, Acme Corporation will also provide TTI with access any Information Technology (IT) professionals within Acme Corporation who are able to make decisions regarding key LAN/WAN/Telephony issues.

Building Requirements

In order to ensure the building is suitable for the implementation set forth in this SOW, TTI requires the following building conditions to be met by Acme Corporation. If these conditions are not met, TTI is not responsible for any delays in the implementation schedule and is also not responsible for any additional costs incurred to ensure the building is suitable for installation.

Cable Installation Requirements

Acme Corporation will ensure all cabling infrastructure (including but not limited to conduits, floor ducts, overhead troughs, floor access, drilling holes, monuments, moving equipment and furniture, etc.) is suitable for the installation of cable necessary for the implementation outlined in this SOW. Acme Corporation is responsible for any additional costs that may be incurred for the supply and installation of any infrastructure that is required for the cable installation. It is assumed that any existing cable ducts, troughs and/or conduits have sufficient space remaining to install new cabling as required for this implementation.

Asbestos Removal

Acme Corporation must identify asbestos contaminated areas prior to implementation. TTI will cease any further work in any areas that TTI discovers any unknown asbestos while working on the premises. TTI will not continue the work until the asbestos is removed and the area is considered environmentally safe to work. TTI will not be responsible for any impact to the implementation schedule as a result. Changes to the schedule will be made by TTI and communicated to Acme Corporation.

Power and Environmental Specifications

TTI will provide Acme Corporation with the necessary power and environmental specifications published by the equipment manufacturer. It is assumed by TTI that Acme Corporation has adhered to these specifications as well as any local electrical code requirements. Acme Corporation will provide power to purchased equipment through an adequate number of circuits provisioned according to the equipment manufacturer's specifications. If Acme Corporation has not met the above, Acme Corporation will assume responsibility for the cost to supply and install any infrastructure required to accommodate the published specifications. TTI recommends the installation of a UPS providing 60 minutes of standby power. Installation of power conditioning/surge suppression devices for all equipment is highly recommended.

Site Layout

If available, Acme Corporation will provide TTI with signed, complete and accurate current floor plans that identify the placement of all desktop devices, voice mailbox users and PCs. If Acme Corporation requests generation of required floor plans by TTI, TTI will provide Acme Corporation with additional quote for these services.

Cable Plant and Cross Connect Records

Acme Corporation's existing cable plant should conform to the EIA-T568B or UL/CSA standards and follow accepted wiring practices. Failure of the cable plant to meet the minimum acceptable requirements may result in a delayed cutover and/or additional expense. Acme Corporation will provide TTI with a complete set of up-to-date cable records. Should these cable records be inaccurate or unavailable, TTI may require the purchase of cable "Tone & Testing." Current cable plant and cross connect records will be generated from the tone and testing procedure.

Network Services Verification & Liaison

All network service relating requirements will be assumed by Acme Corporation to include the ordering and delivery acceptance of any required network services (unless otherwise requested by Acme Corporation.) A delivery date for any new network services to be performed will be documented in the Project Plan once agreed to by all parties (Network Provider, Acme Corporation and TTI).

TTI requires up to date Network Service Provider records to include information regarding existing network services and Acme Corporation site and any planned services with expected delivery dates. If these records are not accurate and TTI needs to then verify and document existing network services, TTI will provide an additional quote to Acme Corporation for these additional charges prior to proceeding with the implementation.

Receipt of Equipment

TTI will coordinate equipment delivery with Acme Corporation based on a mutually agreed delivery schedule for all equipment, noting that equipment may be scheduled to arrive on various dates. Once the equipment has arrived at Acme Corporation site, TTI and Acme Corporation will do an inspection and inventory of all

delivered equipment. Any issues will be documented by TTI. To confirm receipt of all equipment, TTI will provide at time of delivery a Notice of Equipment Delivery (NED) form which will be signed by the designated contacts for Acme Corporation and TTI provided there are no issues with the delivery.

Any special access requirements needed to accommodate the delivery are to be made by Acme Corporation. Any costs incurred for required building alterations relating to the equipment installation outlined in this SOW are the responsibility of Acme Corporation.

Once the equipment arrives on Acme Corporation site, Acme Corporation is responsible for all the equipment and for providing secure storage for the equipment.

Training

Training of endpoints will be provided by TTI as outlined in the Implementation Plan. TTI and Acme Corporation will agree on scheduling of these training courses. Acme Corporation is responsible for communicating the scheduled times to their employees. In order to provide adequate training, Acme Corporation is to make available on-site training facilities which should have the proper cable installation for the endpoints needed for training. TTI will record attendance for each training class and provide that information to Acme Corporation upon completion of training.

Acme Corporation Supplied Equipment

All Acme Corporation provided servers and client PC's must meet the hardware and software specifications required for all application software purchased. TTI will provide Acme Corporation with these specifications prior to installation. If the equipment does not meet specifications, TTI will provide Acme Corporation with the additional charges required to meet specifications. If Acme Corporation intends to utilize any existing OEM equipment with the proposed equipment outlined in this SOW, Acme Corporation will provide to TTI any required information regarding the integration between existing and proposed equipment. TTI is not responsible for any coordination needed with existing equipment vendors.

Remote System Access and Alarm Reporting

TTI recommends Remote System Monitoring for better efficiency in performing any diagnostics or database changes. If Acme Corporation would like to take advantage of Remote System Monitoring, Acme Corporation must provide remote system monitoring access to TTI. This service is an additional charge to Acme Corporation.

Scope of Work Modifications

Acme Corporation shall communicate to TTI any changes or modifications requested to this Scope of Work. If TTI accepts and agrees to the changes, TTI will modify this SOW or issue a Change Order form with the accepted changes. TTI will also make modifications to the Schedule of Equipment and Services including pricing to reflect the changes requested for this SOW as well as the Project plan to reflect any changes in the dates and milestones. TTI will work closely with Acme Corporation to review the changes to ensure minimal impact to projected milestones and cut-over date.

TTI is not responsible for any delays in the implementation due to changes made by Acme Corporation to this Scope of Work.

Financing

CASH PURCHASE PRICE

The price for the Equipment is **$19,792.00** ("Purchase Price"), excluding taxes. The Purchase Price may be adjusted to reflect any new configuration of the Equipment. Acme Corporation shall pay under the following schedule:

25% upon execution of this Agreement
50% upon physical delivery of the Equipment
25% upon Cutover

Acceptance of SOW

By Acme Corporation signing the below, Acme Corporation confirms their acceptance of the Terms and Conditions set forth in this Scope of Work and gives TTI the ability to proceed with the work described in this SOW. In addition, by signing this SOW Acme Corporation acknowledges that they will undertake site preparations and meet network specifications as detailed in the Key Requirements section of this SOW.

Terrific Technologies, Inc.   **Acme Corporation**

_____   _____
Authorized Representative   Authorized Representative

Christie L Collier   Jane Smith, CEO
_____   _____
Printed Name   Printed Name

                                                                CEO
_____   _____
Title   Title

_____   _____
Date   Date

Next Steps

Upon acceptance of this SOW, TTI will initiate the following next steps:

- Contact Acme Corporation to schedule implementation dates and introduce TTI's Project Manager (if applicable).

- Assign trained and certified technical resources following confirmation of scheduled implementation dates. These resources will ensure successful implementation of the product(s) and solutions as detailed in this SOW.

- Schedule an initial Kick-off Meeting with Acme Corporation. During this meeting, TTI will introduce the implementation team, work with Acme Corporation to develop a detailed implementation schedule, set project milestones and discuss all aspects of this implementation. The Kick-off will provide an opportunity for TTI and Acme Corporation to address any outstanding questions or areas of concern.

- Begin implementation according to this statement of work and the agreed implementation schedule.

First Year Support Plan

Scope and Definition of Support Services

During the first twelve (12) months from Cutover, TTI will provide services for the Equipment and Applications at the Site as follows:

Day Service 8 x 5 Plan with 4 Hour Response for Major Failures

Description of Coverage: Equipment

Hours of Coverage

- 8 a.m. - 5 p.m. Monday through Friday (local time at the Site, excluding TTI's locally observed holidays) remote and onsite support for a Major Failure or Minor Failure. Support provided outside these coverage hours will be billed at TTI's then current rates.

Proactive Remote Monitoring (8x5) (If included in Schedule of Equip and Services)

- 8 a.m. - 5 p.m. Monday through Friday (local time at the Site, excluding TTI's locally observed holidays) remote monitoring of alarms from PBX and/or voice messaging system(s) that is/are covered by this Support Plan.

Proactive Remote Monitoring (24x7x365) (If included in Schedule of Equip and Services)

- 24x7x365 (24 hours per day, seven days per week, 365 days per year) remote monitoring of alarms from PBX and/or voice messaging system(s) that is/are covered by this Support Plan.

Response Objectives

Major Equipment Failure

- Response within two (2) business hours (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding TTI's locally-observed holidays) upon receipt of a trouble report of a Major Failure by attempting to clear the failure remotely and/or contacting the End-User to begin troubleshooting the system failure.
- Onsite response within four (4) business hours (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding TTI's locally-observed holidays) upon receipt of a trouble report of a Major Failure, which cannot be resolved by a remote engineer.

Minor Equipment Failure

- Response within eight (8) business hours (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding TTI's locally-observed holidays) upon receipt of a trouble report of a Minor Failure by attempting to clear the failure remotely and/or contacting the End-User to begin troubleshooting the system failure.
- Onsite response within the next business day (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding TTI's locally-observed holidays) upon receipt of a trouble report of a Minor Failure, which cannot be resolved by a remote engineer.

Parts Replacement

- Expedited replacement of defective parts and materials is included in this Support Plan during the coverage hours purchased as detailed above.

Additional Services

- Network service provider liaison support: TTI will communicate and cooperate with the End-User's network service provider to determine the source of Equipment failure (when applicable).

- Clock will be changed remotely twice per year (when applicable) at the End-User's request.

- Periodic system back-ups to be done remotely as needed.

Description of Coverage: Application(s)

Hours of Coverage

- 8 a.m. – 5 p.m. Monday through Friday (local time at the Site, excluding TTI's locally observed holidays) remote or onsite support for a Major or Minor Application Failure (as defined 6(d)).

Response Objectives

Major Application Failure
- Four hour response upon receipt of a trouble report of a Major Application Failure. Four hour response includes one or more of the following: attempting to resolve the failure through remote diagnostics; contacting the Customer to begin troubleshooting the Application Failure; or on-site arrival of an engineer.

Minor Application Failure
- Next business day response (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding TTI's locally observed holidays) upon receipt of a trouble report of a Minor Application Failure. Next business day response includes one or more of the following: attempting to resolve the failure through remote diagnostics; contacting the Customer to begin troubleshooting the Application Failure; or on-site arrival of an engineer.

Software Updates

- Provision of software updates, containing maintenance fixes, will be provided as needed to resolve a Major or Minor Application Failure as long as the appropriate manufacturer software assurance is current and in effect with that manufacturer.

Defective Media Replacement

- Replacement of defective software media is included in this Support Plan.

Additional Services

- Liaison support: When applicable, TTI will communicate and cooperate with the OEM network equipment and/or application software supplier to determine the source of the software application failure.

Requirements

Equipment must be properly connected (when applicable) to a Proactive Remote Monitoring Unit. Please initial your agreement to provide necessary circuit connectivity and grant access to Equipment by providing required access codes or passwords. _____

_____

End-User Signature   Date

Note: Any peripheral or ancillary products not listed above may be serviced, at TTI's option, at the End-User's request on a time and materials basis at then current support services rate.