Terrific Technologies, Inc.

Proposal and Statement of Work
For
Acme Corporation

Prepared for:

Joe Smith, President
Acme Corporation

Prepared by:

Wiley Salesperson
Terrific Technologies, Inc.

Prepared On: 5/14/2016

Agreement #
Statement of Work #
Version #

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Contact Information

END USER

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PROVIDER OF SERVICES

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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

Terrific Technologies, Inc.

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

RED section is for internal use. Delete when section is completed!!!

The smaller or basic boilerplate this section is, the lower your likelihood of winning the deal will be!

Make sure this section is focused completely toward senior executives and contains as little technical jargon as possible. This section should be focused on what you have found in your discovery sessions. It is vital that this section ties in specific customer needs to our solution.

If you have trouble making this section contain 5-10 paragraphs of customer specific detail you need to go back and review your notes.

Bullets and perhaps even a simple diagram are good in this area.

Try to include information on how our project connects to their business objectives at the senior level. A great example is if the CEO has stated objectives, this project should tie somehow into those objectives.

The Components of a good Executive Summary include:

- Background
- Journey
- Obstacles
- Solution
- Results

During the discovery process, we identified the following issues:

- The network does not support WAN
- The network does not support Quality of Service (QOS)
- Moving to a new location without current phone system
- Cannot process calls across multiple locations seamlessly
- Call center functionality is poor
- Phone system is not integrated with CRM/ERP system

We also identified the following needs and requirements:

- Quality of service prioritization
- Coordinate / understand Telco requirements
- Department call center
- Integration of phone system with CRM/ERP solution
- Call accounting/reporting

Proposed Solutions

NEC Corporation (NASDAQ: NIPNY) with annual net sales of $45 Billion and over 155,000 employees is one of the world's leading providers of Internet, broadband, and enterprise business solutions including Unified IP Communications. We are pleased to present the enclosed proposal. This proposal describes the components needed for your project and the steps to complete the planning, installation, and successful rollout of a NEC solution. NEC's software along with "best of breed" endpoints, gateways, and servers complete a next-generation communications solution that provides carrier-grade quality, reliability and scale in an enterprise class offering. The ability to converge voice, data and video together on a single network is undeniably the most significant development in the telecommunications industry. Technology's promise of doing more for less, better and faster is demonstrated in the evolution of NEC's products. Since 1994 our experience with hundreds of enterprise networks and hundreds of thousands of production users provides a solid foundation and valid references for the quality and viability of our products. We look forward to working with you to provide the best in class solution that meets the growing and demanding requirements of your organization. We are personally committed to a long term relationship with you, our customer, especially during the installation, training, support and upgrade phases of our relationship.

UNIVERGE SV9100

The UNIVERGE SV9100 Communications Server is a robust, feature-rich, Unified Communications enabled system that is ideal for small and medium-sized businesses. Its intelligent design helps to solve today's communications challenges and is built to scale as your business grows.

NEC offers the SV9100 in two variations to meet the needs of the smallest businesses to those with almost a thousand employees:

The SV9100E is for small to medium businesses that wish to take full advantage of what IP and Unified Communications has to offer.

The SV9100S is for small businesses that just want the basics, but also want a system that will grow with their company and will migrate to an SV9100E when ready.

User Licensing UNIVERGE SV9100

	Standard User	Premium User
IP Client: Right to use an IP Endpoint	X	X
Voice Mail: Mailbox with Email Notification (InMail/UM8000)	X	X
Mobility: Mobile Extension "twin" internal extension with another phone, i.e. home/mobile/remote office	X	X
UC Suite: Web Client, Desktop Client, Voice Mail integration, and Microsoft Outlook Integration	X	X
UC Suite Attendant/CRM Integration: UC Attendant features plus supported CRM integrations	N/A	X
Contact Center Agent: Activates embedded contact center functionality and enables Agent login	N/A	X

Features:

- Simplified user licensing structure
- Comprehensive suite of Unified Communications and Contact Center solutions
- Broad range of mobility applications and devices
- Vertical market-specific solution integrations
- Wide-range of end-points
- Single point configuration and management
- Multi-Line SIP Client, Multi-Carrier Support

Benefits:

- Comply with all regulatory standards
- Deliver on NEC's green initiatives
- Safeguard your investment

Desktop Digital Terminal DT400

This feature-rich, enterprise-call, multi-line terminals come in either black or white. This class is ideal for users requiring access to more sophisticated system features.

The DT430 (digital) desktop terminals are designed to operate with your NEC Unified network, providing your employees with a state-of-the-art communications solution that goes above and beyond traditional voice delivery. Integrated standard features provide employees with the tools they need to become more productive by integrating commonly used communications tools a cost-effective solution that means increased productivity and efficiency without increased complexity.

Features:

- Fixed button size of 12, 24, 32 (desi) and 8 button desi-less model
- 4 Soft Keys
- Standard grayscale LCD Display
- Full duplex speakerphone capability
- Adaptors supporting external add-on and a headset jack

Desktop Digital Terminal DT410

An entry-level terminal offered in digital format for users requiring access to basic telephony and messaging service. The DT410 terminal provides a fully functional keypad providing standard business functions such as:

- Hold
- Transfer
- Speaker
- Microphone

Features

- Display
- Display Size: 6 Button: 165×58dot matrix Grayscale LCD, not backlit
- Characters × Lines: 6 Button: 24x3
- Tiltable: N/A

Keypad
- Backlit Keypad: 6 Button Only
- Line Keys: 2,6
- Softkeys: 4, help, exit
- Cursor Keys: No

Built In Applications
- System Directory: N/A
- Call History: Yes (last number)

Sound
- Full duplex hands-free: No – Half Duplex

Optional Handsets, Adapters & Headsets
- Bluetooth Handset w/ Hub Adapter: N/A
- Recording Adapter: N/A
- Analog Port Adapter w/ Ringer: N/A
- PSTN Survivable Adapter: N/A
- Wired Headset: N/A

Characteristics
- Dimension (w”×d”×h”): 2D: 7.17×8.86×4.29; 6D: 7.17×8.86×4.29
- Weight (approx. lbs.): 2D: 2.43; 6D: 2.43
- AC Adapter (option): 27V 1A

Standards
- Electrical: FCC Part 15 Class B, FCC Part 68
- RoHS: All models comply with RoHS
- Safety: UL/CSA60950

Environmentals
- Operating Conditions: Temperature Range: 0 to 40 °C, Humidity; 10 to 90% RH (not condensing)
- Storage: Ambient Temperature Range: -20 to 60 °C, Ambient Humidity: 10 to 90 %RH

The 2 (two) button terminal (DTZ-2E-1) comes without a display while the 6 (Six) button (DTZ-6D-BK) comes with a gray scale display and a full featured keypad.

DT800 Series IP Desktop Telephones

The DT800 includes an LCD screen to deliver powerful user applications, such as presence, caller ID screen pops, and XML interfaces. These new series are here to help companies transform their business telephones into really cool smart devices! They are designed to work with the new SV9000 series platform, which together allow users to have a cutting-edge communications solution.

With these innovative IP desktop endpoints, you can increase feature functionality through applications support and personalization of each phone. With our wide assortment of phones to choose from, you can select a telephone that best fits each employee’s role within your organization.

DT800 IP Desktop Telephones

- Customizable to meet employees’ specific communications needs
- Support a wide-range of applications which can help improve overall employee efficiency and productivity

- Deliver maximum deployment flexibility and investment protection
- Supports XML open interface
- Egonomically designed and have an easy to use intuitive interface and an interactive user manual
- Bluetooth connection adapter which enables users to receive and place calls through either their smart device or desktop telephone
- Come standard with features for the visually impaired such as audio key action feedback and large character display

Important note: - Field upgrades are not supported between Desi to Desi-less displays. - Field upgrades are not supported between color and grayscale displays - The handset module on the terminal is fixed and can't be replaced with another type of handset.

NEC SMB ML440 Wireless IP DECT Phone

Increasing productivity through on-site mobility.

NEC's SMB Wireless (ML440) IP DECT phone is the perfect solution for small to medium-sized businesses that seek an on-site mobile phone that can help employees make more informed decisions much more quickly.

SMB Wireless offers supreme flexibility, in that keys on the handset's base allow users to program multiple lines and functions into the phone.

Its compact, ergonomic design makes the SMB Wireless handset comfortable to use. Its seamless handover between access points ensures employees will never miss a call while away from their desks.

Some of the features of the SMB Wireless are:

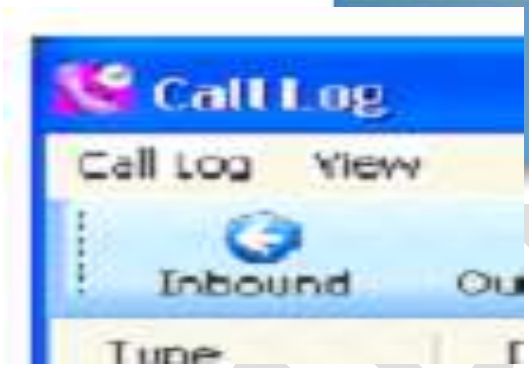
- A large, full-color illuminated graphic display and icon-based menu for ease-of-use
- For hands-free operation, a speakerphone with excellent sound quality
- Powerful encryption of calls that protects against interference and eavesdropping
- Up to 20 hours of talk time and 200 hours of stand-by time
- Automated call logging
- Access to one's business contact directory
- Programmable keys that enable multiple lines

UC Desktop InServer Blade

The InServer Blade provides a desktop application to the end-user that enables easy management of inbound and outbound telephone calls.

Features included in the InServer Desktop Suite:

- **Graphical User Interface** (GUI): Desktop Suite offers a more intuitive GUI for an improved user experience. Users can simplify call management and improve communication with quick and easy access to click-to-dial features, enhanced presence and other advanced functionality all from a single, easy-to-use interface.



- **Enhanced Mobility**: Users can perform a number of key functions—like changing presence status and searching for contacts—directly from their mobile device or laptop web browser. With Desktop Suite mobile functionality, employees can stay productive while on the go.

- **Real-time Collaboration**: Desktop Suite enables users to interact and share information in a variety of ways. Users can share and view documents with white boarding and expanded video conferencing capabilities. Group messaging and chat are also available. Desktop Suite also supports collaboration in Windows 7®.

Web Client available only with the InBlade Server Bundle
UC Desktop Web Client: A user can launch the UC Desktop "Web" Client from within an internet browser window. Web Client allows non-PC users, such as Apple MAC users, to experience the benefits of UC Desktop. The browser based client provides many of the features that are available within the full UC Desktop client. This version of the client application is referred to as the UC Web Client.

With the UC Web Client the user can efficiently handle the inbound and outbound calls through an easy-to-use point and click interface. Users that are already familiar with the UC Desktop Client will find the Web Client to have a familiar layout and operation. Popular features, such as Presence, BLF Monitoring, Call Log, IM and Company Directory are also included in the UC Web Client.

- InMail Greeting change with presence change: Through the presence functionality a user is able to select an InMail greeting to be set when the presence state change is applied.
- Virtual Machine support: Allows Shared Services to support virtual machine environments.
- Windows 8 support: UC Desktop Client, UC Desktop Web Client, and UC Desktop Shared Services are all supported on 32-Bit and 64 Bit versions of Windows 8.
- Profile View – Users can upload or capture a profile picture to be associated with their entry in the Shared Services Directory. An additional BLF view with larger BLF buttons can be selected to display Profile Pictures instead of the Presence state images. The Profile Picture will also be displayed in the Instant Message Window.
- Color Scheme Selection – Users can customize the color scheme of the application.

- ACD Abandon Call Alert – A new level of integration between the UC Desktop Client, Shared Services and the ACD MIS Server provides notification to the Desktop Client when an ACD caller hangs up from within a queue. This allows agents to retroactively respond to their customers (requires ACD MIS Version 2.0 or higher).
- iPad support for Web Client

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 TTI will provide to Acme according to the implementation guidelines set forth in this SOW.

Within this SOW, clear guidelines are also defined as to what Acme's roles and responsibilities are to ensure a successful implementation. TTI will work closely with Acme 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 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 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 Corp can request that TTI provide this service prior to cut-over at an additional cost to Acme.

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.

Network Assessment

TTI will conduct a network assessment to confirm that the proposed solution will work properly within Acme's network. This assessment will include an analysis of:

- Network architecture
- Implemented QoS standards
- Data traffic and bottlenecks
- Data packet loss
- Voice over IP traffic testing

At the end of the assessment, TTI will provide Acme with a findings report that Acme will sign to confirm TTI's findings.

Set Placement

- All desktop devices will be unpacked, placed, labeled and connected as per Acme provided floor plan and tested during Acme's regular business hours unless an "overtime" option is purchased

Telephone Training

- Prior to cut-over, provide basic training to each telephone user on the basic features and functionality of his/her desktop device (will allow two users per desktop device per class, only one device type covered per class)

- Provide user guides to each user

Schedule of Equipment and Services

Total Price: **$42,469.70**

Pricing excludes taxes and is valid until 6/13/2016.

Qty	Part Number	Description	Ext Sell
		NEC Platform	
140	BE114042	SV9100 Resource-License 01	$420.00
1	BE113029	GCD-4COTB 4 Port Trunk Card	$122.55
29	Q24-DN000000106384	SV91 CRM INTEGRATION-LIC 01	$1,636.47
1	BE113437	GPZ-8LCF	$307.80
1	Q24-DN000000106251	SV9100 Standard User Upgrade-(MQ)-License 01	$57.00
1	BE113030	GPZ-4COTF 4 Port Trunk Daughterboard	$111.15
3	A20-030439-001	Installation Cable	$102.60
1	BE113435	GCD-8LCF	$313.50
1	BE113016	GPZ-BS10	$205.20
1	BE113017	GPZ-BS11	$182.40
1	BE106414	CHS2U JOINT BRACKET KIT	$28.50
28	BE114153	SV9100 Standard User-License 01	$504.00
3	BE113037	GCD-PRTA PRI Card	$1,966.50
1	Q24-UW000000107852	SV9100E 12 Phone Package	$3,619.50
1	BE107079	PGD(2)-U10 Interface Adapter	$130.53
2	Q24-UW000000107895	CHS2U INT BATT KIT	$273.60
2	BE106405	Rack Mount Kit	$57.00
1	Q24-FR000000106831	GCD-IN Server II	$1,425.00
1	BE113020	GCD-16DLCA 16 Port Digital Station Card	$313.50
1	BE112986	CHS2UG-US Expansion Chassis	$370.50
2	Q24-FR000000107278	DESI ITZ/DTZ-12D-24D (25)	$28.80
1	Q24-FR000000113114	SMB Wireless ML440 Package	$1,080.00
50	BE115105	SWA PSA SV9100 UNIT	$435.00
		Sub-Total for NEC Platform	**$13,691.10**
		NEC Terminals	
3	BE113810	DTZ-2E-3(BK)Tel - 2 Button Black Digital Terminal	$273.60
12	BE113795	ITZ-12D-3(BK)Tel - 12 Button Black IP Terminal 10/100 Network	$0.00
21	BE113795	ITZ-12D-3(BK)Tel - 12 Button Black IP Terminal 10/100 Network	$3,112.20

Qty	Part Number	Description	Ext Sell
2	Q24-FR000000107281	ITZ-32DG-1(WH)Tel - 32 Button White Terminal, 10/100/1000 Network, USB and Grayscale LCD	$399.00
9	BE113805	DTZ-12D-3(BK)Tel - 12 Button Black Digital Terminal	$1,333.80
10	Q24-FR000000113113	AP20 Access Point 20 Series	$4,680.00
1	Q24-FR000000113112	ML440 Multiline Wireless Handset	$294.00
		Sub-Total for NEC Terminals	**$10,092.60**
		EQUIPMENT SUB-TOTAL	**$23,783.70**
		Services	
		Installation and Design	
4	Labor-Phone	Implementation & Design Digital set placement	$428.00
123	Labor-Advanced	Advanced Implementation & Design	$14,760.00
9	Labor-PM	Project Management	$963.00
		Training	
5	Labor-Training	User training Phone set training for 47 users 5 classes, 1 hr/class, max 10 attendees/class	$535.00
1	Network Assessment	Network Assessment	$2,000.00
		First Year Support	
1	PartsWarranty	1st Year Parts Warranty	$0.00
1	Support8X5	1st Year 8x5 Labor Support	$0.00
		SERVICES SUB-TOTAL	**$18,686.00**

Key Requirements – Acme Corporation

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

Access to Acme Site

Acme will provide full access to all of Acme'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 will also provide a suitable work area for TTI personnel.

Implementation Contact

Acme will assign an implementation contact within Acme for TTI to contact during the entire implementation phase. Along with the implementation contact, Acme will also provide TTI with access any Information Technology (IT) professionals within Acme 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. 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 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 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 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.

Power and Environmental Specifications

TTI will provide Acme with the necessary power and environmental specifications published by the equipment manufacturer. It is assumed by TTI that Acme has adhered to these specifications as well as any local electrical code requirements. Acme will provide power to purchased equipment through an adequate number of circuits

provisioned according to the equipment manufacturer's specifications. If Acme has not met the above, Acme 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 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 requests generation of required floor plans by TTI, TTI will provide Acme with additional quote for these services.

Cable Plant and Cross Connect Records

Acme'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 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 to include the ordering and delivery acceptance of any required network services (unless otherwise requested by Acme.) 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 and TTI).

TTI requires up to date Network Service Provider records to include information regarding existing network services and Acme 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 for these additional charges prior to proceeding with the implementation.

Receipt Of Equipment

TTI will coordinate equipment delivery with Acme 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 site, TTI and Acme 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 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. Any costs incurred for required building alterations relating to the equipment installation outlined in this SOW are the responsibility of Acme.

Once the equipment arrives on Acme site, Acme 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 will agree on scheduling of these training courses. Acme is responsible for communicating the scheduled times to their employees. In order to provide adequate training, Acme 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 upon completion of training.

Acme Supplied Equipment

All Acme provided servers and client PC's must meet the hardware and software specifications required for all application software purchased. TTI will provide Acme with these specifications prior to installation. If the equipment does not meet specifications, TTI will provide Acme with the additional charges required to meet specifications. If Acme intends to utilize any existing OEM equipment with the proposed equipment outlined in this SOW, Acme 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 would like to take advantage of Remote System Monitoring, Acme must provide remote system monitoring access to TTI. This service is an additional charge to Acme.

Scope of Work Modifications

Acme 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 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 to this Scope of Work.

Financing

CASH PURCHASE PRICE
The price for the Equipment is ***$42,469.70*** ("Purchase Price"), excluding taxes. The Purchase Price may be adjusted to reflect any new configuration of the Equipment. Acme 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 signing the below, Acme 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 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
Wiley Salesperson	Joe Smith, President
Printed Name	Printed Name
	President
Title	Title
Date	Date

Next Steps

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

- Contact Acme 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. During this meeting, TTI will introduce the implementation team, work with Acme 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 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.