

Proposal and Statement of Work For Holiday Productions, Inc

Prepared for:

Joe Smith, President
Holiday Productions, Inc

Prepared by:

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Terrific Technologies, Inc., a **CorsPro** company

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Contact Information

END USER

Company Name:	Holiday Productions, Inc
Site Address:	1250 Main Street, Anytown, OH 10004
Primary Contact Name / Title:	Joe Smith, President
Contact Address:	1250 Main Street, Anytown, OH 10004
Phone Number:	555-555-5555 E-mail: joe.smith@Hpi.com

PROVIDER OF SERVICES

Company Name:	Terrific Technologies, Inc.
Address:	123 Anystreet, Reston, VA 20194
Primary Contact Name / Title:	Carl Quotebuster
Phone Number:	317-555-1234 E-mail: cquotebuster@terrifictech.com

PROJECT MANAGER

Project Manager Name:	
Phone Number:	E-mail:

About Terrific Technologies, Inc.

Terrific Technologies, Inc. (TTI) provides total technology solutions focused on advancing your business and building your bottom line. We specialize 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 TTI, 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 more detailed and robust this section is, the higher your likelihood of winning the deal will be!

Make sure this section is focused towards 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 the client's business objectives at the senior level. A great example is if the CEO has stated objectives, this project should tie 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:

- Acquired companies are using different technologies
- Interoffice long-distance charges are too high
- Moving to a new location without current phone system
- Cannot process calls across multiple locations seamlessly
- No call center functionality
- Call center functionality is poor
- Current system out of support

We also identified the following needs and requirements:

- Quality of service prioritization
- Data traffic monitoring
- Coordinate / understand Telco requirements
- Integration of phone system with CRM/ERP solution
- Better vendor support

Proposed Solutions

Avaya IP Office

Avaya IP Office is the right choice for any small or medium business, regardless of size and the number of locations. This flexible solution provides your employees the tools to handle all of their business communications using the device of their choice—laptop, mobile phone, office phone, home phone, or iPad—and the connection of their choice over IP, digital, analog, SIP, or wireless. It delivers unified communications in a single compact solution with leading-edge capabilities that help your employees work better and serve your customers more effectively and efficiently.



*** Depicted controller might not be configured for the server edition of IP Office*

Designed specifically for small and midsize businesses, IP Office delivers the collaboration tools you need, from basic telephony to the most sophisticated unified communications. An IP Office phone system helps you create your most productive mobile workforce, increase capacity and capabilities as your business grows, and gain business and customer service efficiencies. With Avaya IP Office, flexibility, scalability, and options are built right in:

- Grow from five employees to 2,000 (at a single site) and network up to 32 locations.
- Add video capabilities with the Avaya Flare® Experience and our Radvision Scopia® products.
- Deliver applications to everyone: mobile and office workers, receptionists, remote staff, and customer service agents and supervisors.
- Track, record, and report on calls to build optimal customer interactions.
- Deploy a hybrid solution. Use IP, digital, analog or SIP technology in any combination. IP Office can interoperate with more than 2 million Avaya systems worldwide.
- Combine IP Office with Avaya data networking products (with plug-and-play simplicity), security features, intuitive and centralized management tools, and affordable support services for a comprehensive communications solution.
- Scale cost-effectively as your business grows. Simply build on what you have, without the need to replace technology.

With more than 550,000 systems installed worldwide, IP Office is the leader in unified communications for small and midsize businesses.

Features and Benefits:

- **Collaborate without boundaries**
Enable employees to stay productive and accessible even when away from their desks. IP Office mobility applications are easy to use and feature rich. Use IM, presence and geo-presence, full call control, and conferencing on smart phones, tablets, and laptops.
- **Improve responsiveness to customers**
Enable customers to quickly reach the right associates—whether they're in or out of the office. Integration with desktop applications (such as Microsoft Outlook or Salesforce.com), multi-layered

automated attendants, and mobility applications help speed interactions and provide personalized service to customers.

- **Keep up with growth**
IP Office is the most cost-effective solution for growing businesses. Simply upgrade your software or add new hardware for capacity—keeping your initial investment intact. IP Office delivers both features and capacity (up to a 1,000 users on a single site).
- **Get complete communications functionality**
We start with a built-in, secure 128-party conference bridge. We add call recording, auto attendants, voice mail, and voice-mail-to-email integration. Move up to advanced unified communications capabilities for presence status, IM, mobile call control, conferencing, and more. Integrate with desktop applications and employee devices (such as smart phones and tablets).
- **Rely on resiliency**
Take advantage of intelligent failover between sites. Or, for single location deployments, easily add a redundant server. Without the need for internal fans or hard drives, IP Office delivers a mean time between failures of 68 years.
- **Simplify system management**
Manage multiple sites from a single interface. Use drag-and-drop system management tools. Give users the communications feature they need with applications designed for mobile, office, and teleworker employees.
- **Lower your Total Cost of Ownership (TCO)**
IP Office lets you save with the most energy-efficient desk phones, a built-in 128-party conference bridge (if you're paying a monthly fee for conferencing, spend no more) and call recording. When you upgrade from Avaya MERLIN®, PARTNER® ACS, Business Communication Manager, or Norstar, save up to 60% of your original investment.

New APIs and SDKs with R10

- **DevLink3:**
DevLink3 provides an enhanced, real-time stream of all call events. The stream can be consumed by client applications and used to track calls throughout their lifecycle. DevLink3 supersedes the Delta2 record reporting used by the existing DevLink DLL. DevLink remains available in Release 10.0 to give developers time to transition their existing solutions. Avaya cannot guarantee that future releases of IP Office will continue to support DevLink. Developers are advised to upgrade their integration to DevLink3 as soon as possible.
- **Location API:**
The Location API enables developers to build custom emergency services solutions that can update the dynamic location of an extension that does not have a fixed location, such as a WiFi Cordless phone. In addition, the API supports On-site Notification functionality, enabling solutions to receive notification of emergency services calls and to get information about each call, including the caller's location, from the associated Emergency Services Call Alarm.
- **Web RTC SDK API:**
The WebRTC SDK includes a JavaScript API that makes it easy for Web developers to build WebRTC clients that can be registered as SIP endpoint devices at IP Office extensions. Users can initiate, receive and control audio and video calls from a Web page displayed in a WebRTC-compliant browser.

Other new features and enhancements with R10

- Avaya one-X® Portal resiliency: Server Edition Select deployments support a backup Avaya one-X Portal server, providing resiliency for Unified Communication (UC) features.
- SIP endpoint resiliency: IP office now uses the same mechanism as is used for H.323 endpoints to provide resiliency for SIP endpoints.
- Centralized licensing: IP Office now supports fully centralized WebLM licensing for Server Edition and Server Edition Select deployments.
- ADI licensing: ADI licensing is not supported as of IP Office Release 10.0.
- Basic user licenses: Basic user licenses are no longer provisioned with Basic Edition, Essential Edition, and Preferred Edition, but are still required with Server Edition and Server Edition Select.
- T.38 Fax on Server Edition: T.38 Fax is now supported with Server Edition and Server Edition Select Linux platforms.
- Server Edition performance enhancements including up to 32 different music on hold (MOH) sources, improved packet capture logging, reduced RAM footprint, etc.

A Solution You Can Depend On

Everything included in an IP Office solution is designed to keep your communications at peak performance at all times: Due to advanced remote diagnostics capabilities and built-in resiliency, IP Office proactively identifies potential problems before they can cause an outage or business disruption. The system can be configured to notify the administrator of a system problem in a variety of ways, including email notification.

Avaya 2400 Series Digital Telephones

The Avaya 2400 series adds several enhancements over previous generations of digital telephones. These include paperless button labeling, local call log and speed dial directories and streamlined styling consistent with Avaya IP telephones. There are currently three models in the 2400 series: the entry-level 2402 Digital Telephone, the mid-level 2410 Digital Telephone, and the high-performance 2420 Digital Telephone.



Avaya 2402 Digital Telephone

The Avaya 2402 is a cost effective two-wire digital telephone, for many office applications. It is designed to complement the 2410 mid-level and 2420 executive telephones. The 2402 has a 2-line x 24-character display with two label-less call appearances, a Listen-Only Speaker, 10 Fixed Feature Keys: Conference, Transfer, Drop, Redial, Speaker, Message, Hold, Mute, Volume Up & Down, and Feature (to access 12 additional dial pad features). The 2402 is Hearing Aid Compatible, has a Message Waiting Indicator that flashes when ringing, eight Personalized Ring Patterns and is either desk or wall mountable.



Avaya IP Office Essential Edition

The IP Office Essential Edition is the foundation upon which to build your IP Office solution. Providing the necessary call handling and routing functionality for IP Office, Essential Edition helps ensure small businesses have the communications tools they need to operate effectively and efficiently.

Essential Edition provides the “must haves” small businesses need to enhance their communications with customers and colleagues and streamline their operations: one number access, caller ID, dial-by-name, automated attendants, conferencing, voicemail, and more.

Capabilities:

- **One Number Access**
Provide customers and others with just your office phone number and have all calls ring simultaneously on your mobile phone, eliminating missed calls when out of the office or away from your desk.
- **Dial By Name/Extension**
Callers can easily reach the person they want to connect with by simply typing the name or extension on the phone keypad.
- **Voicemail**
A range of choices that enable staff to stay connected regardless of where they are. Retrieve voicemail messages from the keypad on any telephone, through the context-sensitive display on an Avaya phone, or via email (voicemail messages show up just like an email).
- **Automated-Attendants**
Program up to 40 automated attendants (maximum 6 simultaneous calls) to handle almost any customer situation. Customize caller greetings so key clients receive a personal message and are routed directly to the most appropriate person or team.

Benefits:

- **Efficient call handling**
Through touch tone prompts, quickly route customers to the right department to save your time and their's
- **Convenience**
Enable callers to easily enter the name of the representative they seek for fast, personalized attention
- **24-hour access**
Customized voicemail greetings for each member of your staff enables customers to feel connected even when you're not there

Avaya IP Office Support Services

Business success can be highly dependent on the ability of employees to communicate effectively with one another and with customers. When unforeseen issues arise that disrupt the flow of business communications, support that is easily accessible, highly efficient, and delivered by properly qualified resources is crucial to already have in place. To meet those exact needs and provide peace of mind, IP Office Support Services are available in 8x5x5 and 24x7 options. To simplify budgeting and billing, one-, three-, and five-year prepaid contract services can be selected.

Features and Benefits:

Experience the following benefits that Avaya IP Office Support Services provides:

- **Comprehensive support offerings**
 - Rapid remote hardware and software support
 - Enhanced remote connectivity for quicker troubleshooting that is easy to set up and provides increased security
 - Technical expertise and quality assurance from the manufacturer
 - Simple pricing structure makes budgeting easy, accurate, and consistent
- **Improved system performance**
 - Access to software patches and updates
 - Comprehensive support quickly delivered
 - Certified parts replacement options
 - Support specifically designed for your company's environment
- **Added value**
 - Enjoy high-quality services at a competitive price
 - Rapid and seamless scale with a multitude of applications
 - Access to all major upgrades during the term of your support agreement to keep technology up-to-date
- **Scalable**
 - Scale up to 1,000 users on connected systems
- **Seamlessly transition licenses**
 - Avaya application licenses can be transitioned to centralized viewing and management with no additional support fees
- **Quickly integrate new sites**
 - Sites can easily be added and coverage adjusted accordingly to adapt to changing needs

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. (TTI) will provide to HPI according to the implementation guidelines set forth in this SOW.

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

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 HPI'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 HPI with a findings report that HPI will sign to confirm TTI's findings.

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

Pricing excludes taxes and is valid until 2/20/2018.

<u>Qty</u>	<u>Part Number</u>	
Avaya Hardware & Software		
1	700476005	IP500 V2 Control Unit
1	700479710	IPO IP500V2 System SD Card MU-Law
1	700503230	AVAYA IPO R8.1 USER/ADMIN DVD
1	211801	AVAYA MAINT IPO 500 REM ALARMING W/ MNT CNTRCT
2	700417231	IPO 500 Phone 8 (Analog Ports)
2	700417330	IPO 500 Digital Station 8 (Maximum 3)
1	700289770	Power Lead for IP500
1	700429202	IPO 500 Rack Mounting Kit
1	267786	IPO R8+ Essential Eddition + LIC License_Only-RFA
Avaya Endpoints		
10	700381973	Telset 2402 - ROHS
Avaya Support		
1	271629	IPO RTS 8X5 - 500 V2 1YPP, MTC_Contract
Miscellaneous		
1	AL2500E01-E6	Avaya Ethernet Switch 2526T(24 port 10/100BaseT and 2 combo 10/100/1000/SFP ports)
1	GH6300CB4	Avaya ERS 2526T Express Parts 4 hours
1	AL2011013-E6	Avaya Console cable for use with Ethernet Switches and Ethernet Routing Switches. [EUED RoHS 6/6 compliant].
5	6430-17-20-205	Jabra GO 6430, Headset and Charging Cradle, Bluetooth Class 1, 300 Foot Wireless Range, Dual Microphone "Noise Blackout" Technology, Mobile/Soft Phone Support. Microsoft OC/Lync Certified.
5	6470-15-207-505	Jabra GO 6470 Headset and 2.4" Touch Screen with Base Unit, Charging Cradle, Bluetooth Class 1, 300 Foot Wireless Range, Dual Microphone "Noise Blackout" Technology, Desk Phone, Mobile and Soft Phone Support. Microsoft OC/Lync Certified.
1	48353-203	Chatsworth Rack 19" x 7', White
1	MDF	MDF materials
Services		
Installation and Design		
Labor-Phone		Implementation & Design
Labor-Advanced		Advanced Implementation & Design
Training		
Labor-Training		User training
		Phone set training for 10 users
		1 classes, 1 hr/class, max 10 attendees/class
Network Assessment		Network Assessment
First Year Support		

<u>Qty</u>	<u>Part Number</u>		
	PartsWarranty	1st Year Parts Warranty	
	Support8X5	1st Year 8x5 Labor Support	
		TOTAL PRICE	\$12,795.02

SAMPLE

Key Requirements – Holiday Productions, Inc

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

Access to HPI Site

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

Implementation Contact

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

HPI 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. HPI 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

HPI 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 HPI.

Power and Environmental Specifications

TTI will provide HPI with the necessary power and environmental specifications published by the equipment manufacturer. It is assumed by TTI that HPI has adhered to these specifications as well as any local electrical code requirements. HPI will provide power to purchased equipment through an adequate number of circuits provisioned according to the equipment manufacturer's specifications. If HPI has not met the above, HPI 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, HPI 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 HPI requests generation of required floor plans by TTI, TTI will provide HPI with additional quote for these services.

Cable Plant and Cross Connect Records

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

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

Receipt of Equipment

TTI will coordinate equipment delivery with HPI 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 HPI site, TTI and HPI 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 HPI and TTI provided there are no issues with the delivery.

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

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

HPI Supplied Equipment

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

Scope of Work Modifications

HPI 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 HPI 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 HPI to this Scope of Work.

Financing

CASH PURCHASE PRICE

The price for the Equipment is **\$12,795.02** ("Purchase Price"), excluding taxes. The Purchase Price may be adjusted to reflect any new configuration of the Equipment. HPI shall pay under the following schedule:

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

SAMPLE

Acceptance of SOW

By HPI signing the below, HPI 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 HPI acknowledges that they will undertake site preparations and meet network specifications as detailed in the Key Requirements section of this SOW.

Terrific Technologies, Inc.

Authorized Representative

Carl Quotebuster

Printed Name

Title

Date

Holiday Productions, Inc

Authorized Representative

Joe Smith, President

Printed Name

President

Title

Date

Next Steps

Upon acceptance of this SOW, Terrific Technologies, Inc. (TTI) will initiate the following next steps:

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

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.

SAMPLE