



Terrific Technologies, Inc.

Statement of Work For Holiday Products, LLC

Prepared for:

Joe Smith, President
Holiday Products, LLC

Prepared by:

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Terrific Technologies

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Agreement #
Statement of Work #
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Contact Information

END USER

Company Name:	Holiday Products, LLC		
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@Holidayprod.com

PROVIDER OF SERVICES

Company Name:	Terrific Technologies		
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:	

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 Tech will provide to Holiday Products according to the implementation guidelines set forth in this SOW.

Within this SOW, clear guidelines are also defined as to what Holiday Products's roles and responsibilities are to ensure a successful implementation. Terrific Tech will work closely with Holiday Products 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, Terrific Tech has defined the following general guidelines.

Project Schedule

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

Product Configuration

Terrific Tech 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 Terrific Tech has completed the implementation per the Implementation Plan.

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

Services and Deliverables - Terrific Technologies

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

Network Assessment

Terrific Tech will conduct a network assessment to confirm that the proposed solution will work properly within Holiday Products'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, Terrific Tech will provide Holiday Products with a findings report that Holiday Products will sign to confirm Terrific Tech'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

UPS

- Unpack and install UPS; charge the batteries & test

Schedule of Equipment and Services

Pricing excludes taxes and is valid until 12/29/2016.

Qty Part Number

ShoreTel

1	29152	ShoreTel 14.2 Software (General Release)
1	10481	Sm. Business Edition 100, Analog Trunking 20 User With Server
1	10322	ShoreGear T1k
20	30035	Extension & Mailbox License
3	30039	Extension-only License
14	40005	ShoreWare Personal Communicator
5	10429	ShorePhone IP655 W/Anti-Glare (Requires ShoreTel 11.1 or later)
35	10496	ShoreTel IP Phone IP480
1	10384	Start Kit: IP930D DECT Phone (Includes Base, Handset&Charger) - Requires ST 14 or later
3	10389	Handset: IP930D Dect Phone (Add-on) - includes handset charger - Requires ST 14 or later
1	10382	IP655 IP Phone Quick Reference, Doc. Pack, Qty 25
2	10503	ShoreTel 480/480g IP Phone Quick Reference, Doc. Pack, Qty 25
8	30140	License, Upgrade from SIP Trunk Lic (SKU 30043) to Virtual SIP Trunk Lic
15	30137	License, Virtual SIP Trunk QTY 1

Miscellaneous

1	48353-203	Chatsworth Rack 19" x 7', White
1	CFR1000	Alpha CFR 1000 UPS
1	10814-201	Power strip 19", White
1	MDF	MDF materials

Services

94111 Partner Support (1 Year, No Phones)

Installation and Design

Labor-Phone Implementation & Design
 Labor-Advanced Advanced Implementation & Design
 Labor-PM Project Management

Training

Labor-Training User training
 Phone set training for 44 users
 5 classes, 1 hr/class, max 10 attendees/class
 Network Assessment
 Network Assessment

First Year Support

PartsWarranty 1st Year Parts Warranty
 Support8X5 1st Year 8x5 Labor Support

Key Requirements – Holiday Products, LLC

Terrific Tech has defined below key requirements for Holiday Products to ensure successful implementation per the Schedule of Equipment and Services. They are as follows:

Access to Holiday Products Site

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

Implementation Contact

Holiday Products will assign an implementation contact within Holiday Products for Terrific Tech to contact during the entire implementation phase. Along with the implementation contact, Holiday Products will also provide Terrific Tech with access any Information Technology (IT) professionals within Holiday Products 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, Terrific Tech requires the following building conditions to be met by Holiday Products. If these conditions are not met, Terrific Tech 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

Holiday Products 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. Holiday Products 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

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

Power and Environmental Specifications

Terrific Tech will provide Holiday Products with the necessary power and environmental specifications published by the equipment manufacturer. It is assumed by Terrific Tech that Holiday Products has adhered to these specifications as well as any local electrical code requirements. Holiday Products will provide power to purchased equipment through an adequate number of circuits provisioned according to the equipment manufacturer's specifications. If Holiday Products has not met the above, Holiday Products will assume responsibility for the cost to supply and install any infrastructure required to accommodate the published

specifications. Terrific Tech 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, Holiday Products will provide Terrific Tech with signed, complete and accurate current floor plans that identify the placement of all desktop devices, voice mailbox users and PCs. If Holiday Products requests generation of required floor plans by Terrific Tech, Terrific Tech will provide Holiday Products with additional quote for these services.

Cable Plant and Cross Connect Records

Holiday Products'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. Holiday Products will provide Terrific Tech with a complete set of up-to-date cable records. Should these cable records be inaccurate or unavailable, Terrific Tech 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 Holiday Products to include the ordering and delivery acceptance of any required network services (unless otherwise requested by Holiday Products.) 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, Holiday Products and Terrific Tech).

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

Receipt Of Equipment

Terrific Tech will coordinate equipment delivery with Holiday Products 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 Holiday Products site, Terrific Tech and Holiday Products will do an inspection and inventory of all delivered equipment. Any issues will be documented by Terrific Tech. To confirm receipt of all equipment, Terrific Tech will provide at time of delivery a Notice of Equipment Delivery (NED) form which will be signed by the designated contacts for Holiday Products and Terrific Tech provided there are no issues with the delivery.

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

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

Training

Training of endpoints will be provided by Terrific Tech as outlined in the Implementation Plan. Terrific Tech and Holiday Products will agree on scheduling of these training courses. Holiday Products is responsible for communicating the scheduled times to their employees. In order to provide adequate training, Holiday Products is to make available on-site training facilities which should have the proper cable installation for the endpoints

needed for training. Terrific Tech will record attendance for each training class and provide that information to Holiday Products upon completion of training.

Holiday Products Supplied Equipment

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

Remote System Access and Alarm Reporting

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

Scope of Work Modifications

Holiday Products shall communicate to Terrific Tech any changes or modifications requested to this Scope of Work. If Terrific Tech accepts and agrees to the changes, Terrific Tech will modify this SOW or issue a Change Order form with the accepted changes. Terrific Tech 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. Terrific Tech will work closely with Holiday Products to review the changes to ensure minimal impact to projected milestones and cut-over date.

Terrific Tech is not responsible for any delays in the implementation due to changes made by Holiday Products to this Scope of Work.

Financing

MONTHLY TOTAL INVESTMENT \$1,086.00

Acceptance of SOW

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

Terrific Technologies

Authorized Representative

Carl Quotebuster

Printed Name

Title

Date

Holiday Products, LLC

Authorized Representative

Joe Smith, President

Printed Name

President

Title

Date

Next Steps

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

- Contact Holiday Products to schedule implementation dates and introduce Terrific Tech'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 Holiday Products. During this meeting, Terrific Tech will introduce the implementation team, work with Holiday Products to develop a detailed implementation schedule, set project milestones and discuss all aspects of this implementation. The Kick-off will provide an opportunity for Terrific Tech and Holiday Products 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, Terrific Tech 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 Terrific Tech'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 Terrific Tech'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 Terrific Tech'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 Terrific Tech'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 Terrific Tech'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 Terrific Tech'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 Terrific Tech'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: Terrific Tech 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 Terrific Tech'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 Terrific Tech'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, Terrific Tech 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 Terrific Tech's option, at the End-User's request on a time and materials basis at then current support services rate.