UNITY
CONNECTED SOLUTIONS

Statement of Work

Avaya IP Office Server Edition

Contents

1: Contact Information

1.1: END USER

Company Name:	"Customer"	
Site Address:		
Primary Contact Name / Title:		
Contact Address:		
Phone Number:		Email:

1.2: PROVIDER OF SERVICE

Company Name:	Unity Connected Solutions	
Site Address:	450 Harry Walker Parkway S, Newmarket, ON, L3Y 8E3	
Primary Contact Name / Title:		
Phone Number:		Email:

1.3: PROJECT MANAGER

Project Manager Name:	Unity Connected Solutions	
Phone Number:		Email:

1.4: VERSION CONTROL

Date	Version	Change	Author

2: Summary... Sales and SE

Unity is pleased to present this scope of work to Customer, to install their new IP Office server edition R11.x in their 2 locations: Head office and the branch office as described below.

As part of the installation, Unity will require key information from the customer:

- Scope of IP address for the IPO Primary and Secondary Servers and IPO chassis.
- Host names for the IPO servers
- DHCP scope for the customers phones.
- NTP Server IP address
- SSL certificates if applicable.
- Customer provided usernames and passwords for day-to-day management;
- Access to the locations where the equipment will be installed.

2.1: Avaya Resources:

- Deploying IP Office Platform Server Edition Solution
- IP Office Grounding
- IP Office Platform R11.0 – SIP Phones with ASBCE
- IP Office Platform R11.0 – H323 Telephone Installation
- Using Avaya Equinox for IP Office
- IP Office Platform Security Guidelines
- Deploying ASBCE
- IP Office SIP Phones with ASBCE
- Avaya SBCE 7.0 Security Configuration and Best Practices Guide
- Avaya Call Reporting Server Requirements
- Avaya Call Reporting Server Installation
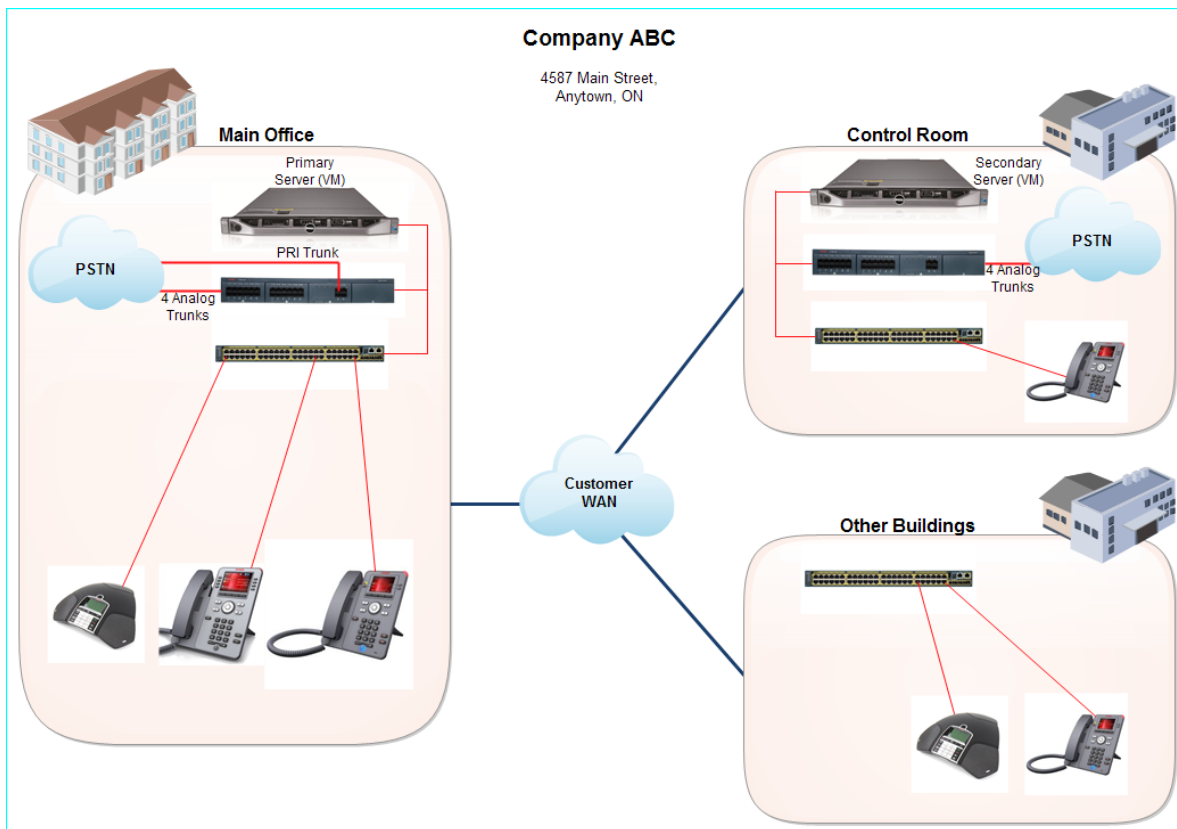
2.2 Phased Rollout Definition

Phased rollout is a hardware or software migration method that involves incremental implementation of a new system.

A phased migration might be conducted either by implementing the entire new system in some locations or business units or by implementing separate modules of the system independently until the implementation is complete.

Because everything isn't rolled out at once, the organization doesn't have to deal with all the potential implementation issues at the same time. Furthermore, information learned from early implementation stages can be applied to guide the rest of the process, so that there are fewer issues as the implementation continues. A phased rollout also allows users to adjust to the new system gradually.

The phased approach in this document outlines the installation flow for the Unity resources and the customer as it creates an order to the implementation of the project and sets the expectation and flow of the project. This also provides the customer with the immediate urgency of information required and an overview of the tasks to follow when a phase is completed.

2.3 Solution diagram

Company ABC

4587 Main Street,
Anytown, ON

Main Office
Primary Server (VM)
PRI Trunk
PSTN
4 Analog Trunks

Control Room
Secondary Server (VM)
PSTN
4 Analog Trunks

Customer WAN

Other Buildings

3: Head Office – "Location 1 (Specify the location)" ....SE

3.1: IPO Primary Server: Phase 1

- Provide the customer with the appropriate VMware/Hyper V specs (if applicable);
- Download and Install the most current release of IPO Server Edition software;
- Using the IPO ignition process:
    - Assign customer provide IP addresses;
    - Assign NTP server address;
    - Set new password;
    - Install any SSL customer provided certificates;
- IPO Manager & Security settings
    - Install all licenses for the entire solution on the Primary server;
    - Change all default IPO passwords in security settings;
    - Create access for the customer with their provided credentials;

3.2: IP Office IP500 v2 Chassis: Phase 1

- Install the IP500 v2 chassis in customer provided rack space;
- Install all required equipment for this location into the IP500 v2 chassis;
- Set the roll of the server as Expansion;
- Upgrade IP500 v2 chassis using the centralized management console of IPO Server Edition;
- Change all default IPO passwords in security settings;
- Create access for the customer with their provided credentials;

3.3: ASBCE: Phase 2 (If applicable)

- Software and Hardware upgrade:
    - Upgrade the software to most current release of ASBCE software available;
    - Configure the ASBCE using the appropriate integration guide;
    - Turnup and test one SIP channel with a DID

3.4: Avaya Call Reporting/Recording: Phase 3

- Provide the customer with the Avaya Call Reporting Server Requirements;
- Install the Avaya Call Reporting Server Software;

3.5: Voicemail Pro: Phase 4

- Install and/or provide Voicemail Pro software to the customer contact;

3.6: Reception Console software: Phase 4

- Work with the customer contact and IT staff to install Receptionist software on the dedicated customer computer;

3.7: Power Users: Phase 4

- Customer to provide a list of power users to be configures and tested prior to the customer's in-service date.
- Determine if these power users will be requiring software installation on laptop(s) and mobile phones or just one of the devices.
- Provide IT with the relevant software to be installed and configured in advance prior to the customer's in-service date.
- Test all devices prior to the customer's in-service date.
- Provide training and user guides.

3.8: Remote Workers over SIP: Phase 4 (If applicable)

- Documentation Reference: *Refer to the attached configuration guide.*
- Configure remote user phones prior to shipping to user location.
- Allocate the remote user licenses in the IPO Manager.
    - *The IP Office does not require any additional licenses to support operation with an ASBCE. The application connected to the IP Office via the ASBCE require the same licenses as for local non-SBC operation*
- Configure the SIP VoIP setup with IP Office manager.
- Create the new remote users.
- Create the new SIP extension.
- Create Presence Groups (XMPP) where applicable.
- Setting the one-X Portal for IPO XMPP Domain.
- Install the new certificates the customer provided or download and install 3rd party certs;
- Add the Root CA of the IPO to the ASBCE.
- Configure the ASBCE.
- Test the remote worker phones before shipping.
- Provide customer with user guides for applicable phones.

3.9: H.323 Remote Workers over IPSec VPN: Phase 4 (If applicable)

- Documentation Reference: *Refer to the attached configuration guide.*
- Configure remote user phones prior to shipping to user location;
- Allocate the Teleworker licenses in the IPO Manager;
    - *An Avaya IP Endpoint license is required for each Avaya H.323 IP phones;*
- Configure the H323 settings with IP Office manager;
- Create the new remote users;
- Create the new H323 extension;
- Connect the phone and update the firmware;
- Configure the phone for VPN remote;
- Work with the customers IT Team for the dedicated IPSec VPN tunneling;
- Test the remote worker phones before shipping;
- Provide customer with user guides for applicable phones;

3.10: Avaya Equinox: Phase 4 (If applicable)

- Documentation Reference: *Refer to the attached configuration guide.*

- **Mobile Clients:**
- If the customer is using SSL certificates you will require them for this installation. If the customer does not, then the default certificates will be enough;
  - o Download the Avaya Equinox app from the app store relevant to the device you are configuring;
  - o Open the app and complete the configuration
- **Desktop Clients:**
- If the customer is using SSL certificates you will require them for this installation. If the customer does not, then the default certificates will be enough;
  - o Ensure that windows or MAC devices meet minimum hardware requirements for the desktop clients;
  - o Work with the customers IT team to install and configure the equinox clients;
  - o Create a configuration guide for the customer to configure the Equinox clients for new users and/or deployments;
  - o Test the Equinox clients once the install and configuration is completed;

3.11: Avaya B179 Conference Phones: Phase 4

- Configure the SIP conference phones prior to the customers in-service date;
- Upgrade the B179 SIP conference phone to a version of firmware relevant to the install;
  - o *PS. Certain versions of firmware are problematic, and the Avaya support site should be referenced prior to any upgrade or downgrade of the B179 firmware;*
- Perform some test calls from the B179 SIP conference phones prior to the customers in service date;
- Provide the customer with the relevant user guides for these conference phones;

4: Branch Office – "Location 2 (Specify the location)"..... Install

4.1: IPO Secondary Server: Phase 1

- Provide the customer with the appropriate VMware/Hyper V specs (if applicable);
- Download and Install the most current release of IPO Server Edition software;
- Using the IPO ignition process:
  - o Set the role of the server to Secondary;
  - o Assign customer provide IP addresses;
  - o Assign NTP server address;
  - o Set new passwords;
  - o Install any SSL customer provided certificates;
- IPO Manager & Security settings
  - o Change all default IPO passwords in security settings;
  - o Create access for the customer with their provided credentials;

4.2: IP Office IP500 v2 Cassis: Phase 1

- Install the IP500 v2 chassis in customer provided rack space;
- Install all required equipment for this location into the IP500 v2 chassis;
- Set the roll of the server as Expansion;
- Upgrade IP500 v2 chassis using the centralized management console of IPO Server Edition;
- Change all default IPO passwords in security settings;
- Create access for the customer with their provided credentials;

4.3: ASBCE: Phase 2 (If applicable)

- Software and Hardware upgrade:
    - Upgrade the software to latest release of ASBCE software available;
    - Configure the ASBCE using the appropriate integration guide;
    - Turnup and test one SIP channel with a DID

4.4: Securing IP Office: Phase 3

Securing the IP Office server edition and all expansion unity by following the Avaya Best practices documentation, IP Office Platform Security Guidelines. In this security document Avaya outlines best practices for securing the Avaya IP Office from malicious attacks.

- IP Office Security Fundamentals
- User Accounts and Rights of Access
- Password and PIN Management
- Certificates and Trust
- VoIP Security
- Securing the IP Office Platform Solution
- Monitoring the IP Office Platform
- Appendices

5: Scope of Work Overview ....Install

This SOW will be reviewed in detail by the project team during the Planning and Design Stage to confirm that all project participants agree with this scope of work outlined herein. Upon agreement, the project plan will be developed, and the Project will proceed to the next Project stage. If Customer and/or Unity determine the Project schedule or scope of Services requires alteration.

Outlined in the following pages, hereafter referred to as the Scope of Work (SOW), is a clear description
of the services that Unity Connected Solutions (Unity) will provide to Customer according to the implementation guidelines set forth in this SOW.

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

5.1: IP Office Server Edition – Phase 1

Unity will provide the customer with the VMware / Hyper V server specifications for turning up the IP Office Primary and secondary virtual servers. The customer in turn will provide Unity's Technical resource with the following information: *IP address scheme*, *DNS server IP's*, *NTP Server IP*, *Access to the new virtual machines*, *SSL Certificates (if applicable)* and access to all rooms or locations where the equipment will be installed. These locations will be free and clear from any obstructions to allow Unity to install and test all installed equipment in a timely manner.

5.2: IP Office IP500 v2 Chassis – Phase 1

Once the Primary and Secondary servers are installed, on-line and licensed the IP office IP500 V2 chassis will be installed, configured with the appropriate IP addresses as provided by the customer. The IP office IP500 v2 Chassis will be added to the Server edition using the Avaya's centralized management console. The IP office IP500 v2 chassis will be upgraded to the to the same software release as the Primary and Secondary serves at this time.

Once the Technical resource can confirm that all elements of the IP Office server edition are stitched together Unity will move on to the next phase of the project.

5.3: Avaya Session Border Controller for Enterprise (ASBCE) – Phase 3 (if Applicable)

- **Physical ASBCE**

  During the deployment of this IP Office or IP Office server edition the customer has added an ASBCE for SIP trunks, remote workers or both the technical resource will upgrade the ASBCE to the most current release available at the time of the installation.

  All licenses will be added to the ASBCE as outlined by the ASBCE administration guide. The technical resource will configure and test the ASBCE using the applicable administration guide for their deployment.

- **Virtual ASBCE**

  If the ASBCE is a virtual appliance the Unity technical resource will provide the customer with the relevant technical specifications for the virtual ASBCE.

  All licenses will be added to the ASBCE as outlined by the ASBCE administration guide. The technical resource will configure and test the ASBCE using the applicable administration guide for their deployment.

- **Securing the ASBCE from Outside Attacks**

  Unity will ensure that the ASBCE Security configuration and best practices document is followed to ensure the customer is not left vulnerable from outside attacks. Avaya SBCE 7.0 Security Configuration and Best Practices Guide

5.4: Securing the IP Office from Malicious Attacks – Phase 3

Unity will follow strict guidelines as outlined by the manufacturer to secure the IP office from malicious attacks. Unity will be changing all default IP Office passwords as outlined in the IP Office Platform Security Guidelines document. Unity will create the required access for the customer to

manage the day-to-day operations. Every user on the customer site that requires access to the IP Office for day-to-day management will receive their own login. If the customer requests a single login account for all users, the Technical resource will notify the Project manager and a call will be scheduled and the security risks will be outlined and discussed with the customer before the customer signs off on this request.

If the customer site is compromised in any way due to the customers refusal to secure the IP Office, Unity will not be held accountable for the vulnerability to the IP Office or any part thereof.

5.5: Avaya Call Reporting/Recording Installation – Phase 3 (if Applicable)

The Unity technical resource will provide the customer with the VMware / Hyper V specifications for the Avaya Call Reporting / Call Recording server. The customer will provide Unity with access to the virtual machine and in turn Unity will install and test the Avaya Call Reporting / Call Recording software.

The customer will provide Unity with a list of users that will be configured for Call Reporting and/or recording. Unity will also setup a training session with the customer on the Avaya Call reporting / Call Recording software.

In the event the customer has purchased the desktop version of software for managers and/or users the software will be made available to the customers IT team and the customer will be responsible for the installation of the windows desktop software. Unity will assist the customers IT team with the configuration of the windows client software.

5.6: Voicemail Pro Software Client – Phase 4

Voicemail Pro client software can be installed on a single desktop or multiple desktops for managing the customers day to day operation of their users. If the customer requires multiple instances of voicemail pro software be installed the Unity tech will assist the customer with a single instance of the installation stepping the customer through the installation process. Once this process is complete the customers IT team can proceed by installing the additional instances at their leisure.

5.7: Reception Console Software – Phase 4 (if Applicable)

Unity will configure the appropriate license in the IP Office and work with the customers IT team to install and configure the Avaya Reception Console Software. The Tech will test the functionality of the reception software prior to the customer's in-service date. Unity will also provide the customer with the appropriate training and user guides.

5.8: Power Users – Phase 4 (if Applicable)

Unity will configure the identified power users within the IP Office and the customers IT Team will be configuring the user's notebooks and mobile devices with the assistance of the Unity Technical resource.

Unity will provide the power users with the appropriate training modules and user guide. Unity will also ensure all testing of power users are complete prior to the customers outlined in-service date.

5.9: Remote Workers – Phase 4 (if Applicable)

Unity will configure the remote user profiles in IPO manager and associate the remote user or teleworker licenses. Unity will also configure and test all remote phones prior to the customer shipping the remote user phones to any of the remote users. Once the remote user phones have been shipped to the remote users, Unity will request that the remote users unbox and connect their newly provisioned phones.

Ps. Ensure that all phones destined for remote users are accompanied by an Avaya approved POE injector as most remote users do not have any POE switches or other type of network power to power phones or other types of network equipment.

5.10: Avaya Equinox Clients – Phase 4 (if Applicable)

Unity will configure the users in the IP Office prior to assisting the customer with the configuration of the Avaya Equinox clients for mobile phones or pcs.

Unity will provide the customer with a configuration guide for the installation and configuration of the Equinox clients for IOS, Android, Windows or Mac. Once the users have been configured on their IOS, Android, Windows and/or Mac devices, Unity will provide the customer with the appropriate training material and user guides.

The configuration, testing and training will be completed prior to the customers in-service date.

5.11: Avaya B179 Conference Phones – Phase 4

Configure all B179 conference phones in advance, request a dedicated static IP from the customer for each conference phone this will assist the customer with remote management of the conference phones.

Provide the customer with the list of Conference phone MAC addresses, IP address and host/location names. Upgrade all the conference phones to the appropriate firmware version prior to the customer's in-service date.

Securing the Conference Phones:

- Change the default passwords of the B179 conference phones.
- Create additional user accounts for the customer and provide the customer with the info;
- Also ensure that Unity Registrations receives a full copy of all conference phone IP's, MAC's, usernames & passwords. This is extremely important to support the customer in the future with any service or maintenance requests.

5.12: Register the Avaya IP Office and/or IP Office Server Edition – Phase 5

Download the Avaya IP Office XML file(s) and register the Avaya IP Office as outlined by the Unity/Avaya registration process. The IP Office and all components needs to be registered before the customers in-service date and the Project manager needs to confirm that this process has been

completed and the Avaya registration email needs to be forwarded to the Unity resources who looks after the Avaya product registration process.

Ps. The Project manager is responsible for ensuring that all IP's, MAC's and account info has been sent to Unity registrations and a confirmation email was received.

Ps. Unity will not be able to close this project until all elements of the customers Avaya equipment have been registered with Avaya.

6: General Implementation Guidelines

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

6.1: Project Schedule

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

6.2: Product Configuration

Unity will provide Certified Engineers to perform all work under this SOW to comply with manufacturers recommended implementation procedures and will, prior to the in-service date, perform standard test procedures to ensure equipment operates according to manufacturers published specifications.

6.3: Completion of Services

Cut-over will occur once Unity has completed the implementation per the Implementation Plan. Unity is not responsible for the removal, disposal and cleanup of all existing cable, telephony and associated equipment. Customer can request that Unity provide this service prior to cut-over at an additional cost to Customer.

7: Service and Deliverables – Unity Connected Solutions

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

7.1: Network Assessment

Unity will conduct a network assessment to confirm that the proposed solution will work properly within
Customer 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, Unity will provide ==Customer== with a finding report that ==Customer== will sign to confirm Unity's findings.

7.2: Telephone Training

- Prior to cut-over, provide basic training to each telephone user on the basic features and functionality of his/her desktop device (This training is online training available from the Unity Connected Solutions support web site. Speakers or headphones will be required to listen to the interactive menu of the training modules).
- Provide user guides to each user based on their specific phone model.

7.3: General Project Assumptions

- **Project Changes:** Notwithstanding anything to the contrary in the Agreement, any Project changes or delays to the schedule will be managed via the Change Management Process.
- **Documentation:** All documentation and custom-developed materials provided by Unity will be in the format chosen by Unity.
- **Work Location:** Services will be delivered on site and/or remotely.
- **Work Hours:** Unless otherwise agreed, Unity's standard service hours are 08:00 to 17:00 Monday through Friday local time (the time in the time zone of the customer location where services are being provided), excluding Unity's designated holidays. Services will be provided during Unity's standard service hours.
- **Out of Hours Support:** This Project includes support outside of Unity's standard service hours.
- **Cutover:** Unity will notify Customer in advance of each planned cutover; systems may be unavailable during this time.
- **Product Training:** Product training certification (industry-recognized certification or qualifications) and installation training will be provided as on-line training.

8: Schedule of Equipment and Services

Qty	Part Number	Description
		Avaya Hardware & Software
1	182448	IPO Server Edition model
2	396462	IPO R11 ASIPP Server Edition LIC:DS
2	396463	IPO R11 ASIPP Virtualized Server Edition LIC:DS
1	700513658	IPO / IPO SELECT R11 Virtualized LINUX install DVD
2	700476005	IPO 500 v2 Control Unity
2	700479710	IPO 500 v2 SD Card
2	700429202	IPO 500 Rack Mounting Kit
2	700289770	Power Cord 18AWG 10 Amp AC US/North America
2	700417231	IPO IP500 Extension Card Phone 8
1	700417439	IPO IP500 Trunk Card PRI Universal Single
7	700213440	IPO ISDN Cable RJ45/RJ45 3M Red
2	700503164	IPO IP500 Trunk Analog 4U v2
2	700504031	IPO Media Card Voice (VCM) Coding Module 32 v2
		Licenses
181	382791	IPO R10+ ASIPP Avaya IP Endpoint 1 LIC:CU
1	383071	IPO R10+ Voicemail Pro 2 LIC:CU
8	383091	IPO R10+ IP500 T1 Additional 2 Channels LIC:CU
1	382687	IPO R10+ Receptionist 1 LIC:CU
5	396316	IPO R11 Power User LIC:CU
		Avaya Endpoints
1	700513569	J179 IP Phone Global no Power Supply
24	700513634	J169 IP Phone Global no Power Supply
143	700513916	J139 IP Phone
1	700513638	J129 IP Phone Global no Power Supply
15	700514337	J100 Expansion Module 24
10	700504740	Avaya B179 SIP Conference Phone POE only no AC Power
5	700501539	Avaya B100 Series Expansion Microphones 1PR for Conference Phone
1	700513905	Avaya Vantage K175 Dual Port with Camera
1	700513907	Avaya Vantage K155
		Miscellaneous
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 all users are on-line web training
Network Assessment	Network Assessment

First Year Support

| Parts Warranty | 1st Year Parts Warranty |
| Support8X5 | 3 Year 8x5 Support |

9: Key Requirements – Customer

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

9.1: Site Safety Orientation

Customer will provide available dates to Unity for any site-specific orientation and/or training. Customer will also outline areas that require specialized PPE and any confined spaces where Unity employees might have to access during their time on site.

9.2: Access to Customer Site

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

9.3: Implementation Contact

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

9.4: Building Requirements

In order to ensure the building is suitable for the implementation set forth in this SOW, Unity requires the following building conditions to be met by Customer. If these conditions are not met, Unity 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.

9.5: Cable Installation Requirements

Customer 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. Customer 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.

9.6: Asbestos Removal

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

9.7: Power and Environmental Specifications

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

Customer will also provide a building ground as outlined by the manufacturer for all electrical and electronic equipment. The grounding bar will need to be tested by a certified electrician to confirm that no foreign voltage or floating voltage exists on the provided building ground bar that could potentially cause damage to the new equipment.

A certificate of good health will need to be provided to Unity by the electrical company for the installation of any new electrical power and grounding bars.

9.8: Site Layout

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

9.9: Cable Plant and Cross Connect Records

Customer'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. Customer will provide Unity with a complete set of up-to-date cable records. Should these cable records be inaccurate or unavailable, Unity may require the purchase of cable "Tone & Testing." Current cable plant and cross connect records will be generated from the tone and testing procedure.

9.10: Network Services Verification & Liaison

All network service relating requirements will be assumed by Customer to include the ordering and delivery acceptance of any required network services (unless otherwise requested by Customer.) 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, Customer and Unity).

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

9.11: Receipt of Equipment

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

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

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

9.12: Training

Training of endpoints will be provided by Unity as outlined in the Implementation Plan.

- **On-Line Training:**
  Unity will provide web address links to Customer for the Web training that users can take prior to the cut-over date. The Web training address link will depend on the type of phone the user will receive.

- **Requirements for On-Line Training:**
  Customer will ensure that the users will have a training computer(s) or notebook(s) with headphones or speakers for the user to follow along with the interactive training modules.

- **Classroom Training**

  Unity and Customer will agree on scheduling of these training courses. Customer is responsible for communicating the scheduled times to their employees. In order to provide

adequate training, <mark>Customer</mark> is to make available on-site training facilities which should have the proper cable installation for the endpoints needed for training.

Unity will record attendance for each training class and provide that information to <mark>Customer</mark> upon completion of training.

9.13: <mark>Customer</mark> Supplied Equipment

All <mark>Customer</mark> provided servers, virtual servers and client PC's must meet the hardware and software specifications required for all application software purchased. Unity will provide <mark>Customer</mark> with these specifications prior to installation. If the equipment does not meet specifications, Unity will provide <mark>Customer</mark> with the additional quotes on request for any servers required to meet specifications. These servers will be provided by Avaya in accordance with the specifications required to complete this installation. If <mark>Customer</mark> intends to utilize any existing OEM equipment with the proposed equipment outlined in this SOW, Unity will provide to <mark>Customer</mark> any required information regarding the integration between existing and proposed equipment. Unity is not responsible for any coordination needed with existing equipment vendors.

9.14: Remote System Access and Alarm Reporting

Unity recommends Remote System Monitoring for better efficiency in performing any diagnostics or database changes. If <mark>Customer</mark> would like to take advantage of Remote System Monitoring, <mark>Customer</mark> must provide remote system monitoring access to Unity. This service is an additional charge to <mark>Customer</mark>.

9.15: Scope of Work Modifications

<mark>Customer</mark> shall communicate to Unity any changes or modifications requested to this Scope of Work. If Unity accepts and agrees to the changes, Unity will modify this SOW or issue a Change Order form with the accepted changes. Unity 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. Unity will work closely with <mark>Customer</mark> to review the changes to ensure minimal impact to projected milestones and cut-over date.
Unity is not responsible for any delays in the implementation due to changes made by <mark>Customer</mark> to this Scope of Work.

Customer Contact:		Project #:	
Phone #:		Email Address:	

This SOW is governed by the Transactional Agreement for Sale of Services ("Agreement") being entered by and between Unity Connected Solutions and <mark>Customer</mark>. In the event of a conflict between this SOW and the terms of the Agreement, the Agreement will control. Capitalized terms will have the meanings given in this document or in the Agreement. Unless specifically stated otherwise in this SOW, in the event of a conflict between this SOW and the terms of the Agreement, the order of precedence specified in the Agreement will apply. If there is no order of precedence

specified, the terms of the Agreement will control.

By Customer's signature or electronic authorization of this SOW, Customer acknowledges that it has reviewed and agreed to this SOW and caused this SOW to be executed by its duly authorized representative with the intent to be legally bound, for good and valuable consideration, the receipt and adequacy of which is hereby acknowledged by Unity. The effective date is, in the case where manual signature is required, the date on which the last party signs this SOW, or otherwise the date that Unity makes available or provides the order confirmation to Customer (both "SOW Effective Date").

Customer:	**Unity Connected Solutions:**
Signature: _____	**Signature:** _____
By: _____	**By:** _____
Name: _____	**Name:** _____
Title: _____	**Title:** _____
Date: _____	**Date:** _____