



Date: 11/1/2023

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document #: OP-000752684
SO-000875476

Solution Name: Implementation R660 Server +
CUCM Upgrade

Customer: Perris Union High School
District

Solution Summary Implementation R660 Server + CUCM Upgrade

Customer: Perris Union High School District	Primary Contact: Tom Hong
Customer ID: SWPERRISU002	National Account Manager: Zeina Ammar
Customer PO:	

Solution Summary	Billing Frequency	Due	Total Project
Hardware	One-Time	\$18,621.26	\$18,621.26
Professional Services	One-Time	\$37,178.84	\$37,178.84
Project Subtotal			\$55,800.10
Estimated Tax			\$1,443.15
Estimated Freight			\$0.00
Estimated Recycle Fee			NOT INCLUDED
Project Total			\$57,243.25

This Solution Summary summarizes the document(s) that are attached hereto and such documents are incorporated herein by reference (collectively, this "Order"). Customer's signature on this Order (or Customer's issuance of a purchase order in connection with this Order) shall represent Customer's agreement with each document in this Order and acknowledgement that such attached document(s) are represented accurately by this Solution Summary.

Unless otherwise specified in this Order, this Order shall be subject to the following terms and conditions (the "Agreement"): (i) the Master Sales Agreement or other applicable master agreement in effect as of the date hereof between ConvergeOne, Inc. and/or its subsidiaries and affiliates (collectively, "C1" or "Seller") and Customer; or (ii) if no such master agreement is currently in place between C1 and Customer, the Online General Terms and Conditions currently found on the internet at: <https://www.onec1.com/agreements>. If Customer's Agreement is a master agreement entered into with one of C1 predecessors, affiliates and/or subsidiaries ("Legacy Master Agreement"), the terms and conditions of such Legacy Master Agreement shall apply to this Order, subject to any modifications, located at: <https://www.onec1.com/agreements>. In the event of a conflict between the terms and conditions in the Agreement and this Order, the order of precedence shall be as follows: (i) this Order (with the most recent and specific document controlling if there are conflicts between the Solution Summary and any applicable supporting document(s) incorporated into this Order), (ii) Attachment A to the Agreement (if applicable), and (iii) the main body of the Agreement.

This Order may include the sale of any of the following to Customer: (a) any hardware, third party software, and/or Seller software (collectively, "Products"); (b) any installation services, professional services, and/or third party provided support services that are generally associated with the Products and sold to customers by Seller (collectively, "Professional Services"); (c) any Seller-provided vendor management services, software release management services, remote monitoring services and/or, troubleshooting services (collectively, "Managed Services"); and/or (d) any Seller-provided maintenance services ordered by Customer to maintain and service Supported Products or Supported Systems at Supported Sites to ensure that they operate in conformance with their respective documentation and specifications (collectively, "Maintenance Services"). For ease of reference only, Professional Services, Managed Services and Maintenance Services may be referred to collectively as "Services." Unless otherwise defined herein, capitalized terms used herein will have the same meanings as set forth in the Agreement.

Products and/or Services not specifically itemized are not provided hereunder. This Order will be valid for a period of thirty (30) days following the date hereof. Thereafter, this Order will no longer be of any force and effect. Due to rapidly changing prices in the market for third party Products and/or Services, after the expiration of the foregoing 30 day period, Seller reserves the right to adjust offerings and/or prices accordingly prior to issuing any new Order(s).

This Order is a configured order and/or contains software.

Solution Quote Implementation R660 Server + CUCM Upgrade

Customer: Perris Union High School District	Primary Contact: Tom Hong
Customer ID: SWPERRISU002	National Account Manager: Zeina Ammar
Customer PO:	

#	Item Number	Manufacturer	Description	Qty	Unit Price	Extended Price
	1 210-BEQQ	DELL	POWEREDGE R660 SERVER	1	\$18,621.26	\$18,621.26
	461-AAIG		Trusted Platform Module 2.0 V3	1	Included	Included



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321-BKFF		2.5" Chassis with up to 10 Hard Drives (SAS/SATA), PERC11, 1CPU	1		Included	Included
338-CHTG		Intel Xeon Gold 6426Y 2.5G, 16C/32T, 16GT/s, 38M Cache, Turbo, HT (185W) DDR5-4800	1		Included	Included
374-BBBX		No Additional Processor	1		Included	Included
379-BFFD		No HBM	1		Included	Included
412-ABCH		Heatsink for 1CPU (less than or equal to 185W)	1		Included	Included
370-AAIP		Performance Optimized	1		Included	Included
370-AHCL		4800MT/s RDIMMs	1		Included	Included
370-AGZO		16GB RDIMM, 4800MT/s Single Rank	8		Included	Included
780-BCDS		Unconfigured RAID	1		Included	Included
405-AAZB		PERC H755 SAS Front	1		Included	Included
750-ADRI		Front PERC Mechanical Parts, rear load	1		Included	Included
345-BCRO		960GB SSD vSAS Read Intensive 12Gbps 512e 2.5in Hot-Plug ,AG Drive SED, 1DWPD	6		Included	Included
384-BBBL		Performance BIOS Settings	1		Included	Included
800-BBDM		UEFI BIOS Boot Mode with GPT Partition	1		Included	Included
384-BCUJ		4 Very High Performance Fans for 2 CPU	1		Included	Included
450-AKLF		Dual, Redundant(1+1), Hot-Plug Power Supply,1100W MM(100-240Vac) Titanium	1		Included	Included
450-AALV		Power Cord - C13, 3M, 125V, 15A (North America, Guam, North Marianas, Philippines, Samoa, Vietnam)	2		Included	Included
330-BBZB		Riser Config 4, Low Profile, 2x8 LP Slots (Gen5) + 1x16 LP Slot (Gen4), 1CPU	1		Included	Included
329-BJJY		Motherboard supports ONLY CPUs below 250W. Cannot upgrade to CPUs 250W and above	1		Included	Included



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528-CTIC		iDRAC9, Enterprise 16G	1	Included	Included
540-BCOC		Broadcom 57414 Dual Port 10/25GbE SFP28, OCP NIC 3.0	1	Included	Included
540-BDMK		LOM Blank	1	Included	Included
540-BDGV		Broadcom 57414 Dual Port 10/25GbE SFP28 Adapter, PCIe Low Profile, V2	1	Included	Included
325-BEVE		Standard Bezel	1	Included	Included
350-BCKC		Dell Luggage Tag	1	Included	Included
403-BCRU		BOSS-N1 controller card + with 2 M.2 480GB (RAID 1)	1	Included	Included
470-AFMG		BOSS Cables and Bracket for R660	1	Included	Included
350-BBXM		No Quick Sync	1	Included	Included
379-BETG		iDRAC9 Factory Generated Password for OCP cards	1	Included	Included
379-BCQX		iDRAC Service Module (ISM), NOT Installed	1	Included	Included
379-BCQY		iDRAC Group Manager, Disabled	1	Included	Included
407-BCBE		Dell EMC PowerEdge SFP+ SR Optic 10GbE 850nm	4	Included	Included
611-BBBF		No Operating System	1	Included	Included
605-BBFN		No Media Required	1	Included	Included
770-BECD		ReadyRails Sliding Rails Without Cable Management Arm or Strain Relief Bar	1	Included	Included
631-AACK		No Systems Documentation, No OpenManage DVD Kit	1	Included	Included
340-DBXZ		PowerEdge R660 Shipping	1	Included	Included
340-DBYC		PowerEdge R660 Shipping Material, 10x2.5", 8x2.5" Smart Flow or 16xEDSFF	1	Included	Included



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	343-BBTT		PowerEdge R660 CCC Marking, No CE Marking	1	Included	Included
	887-0988		ProSupport Plus Mission Critical 7x24 Technical Support and Assistance 5 Years	1	Included	Included
	887-0997		ProSupport Plus Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch 3 Years	1	Included	Included
	887-0999		ProSupport Plus Mission Critical 4-Hour 7x24 On-Site Service with Emergency Dispatch 2 Years Extended	1	Included	Included
	887-1076		Dell Hardware Limited Warranty Plus On-Site Service	1	Included	Included
	951-2015		Thank you for choosing Dell ProSupport Plus. For tech support, visit //www.dell.com/contactdell	1	Included	Included
	975-3462		Dell Limited Hardware Warranty Plus Service, Extended Year(s)	1	Included	Included
	2 SERVICES-DATA CENTER	C1	C1 Professional Services - R660 Server Installation	1	\$11,848.84	\$11,848.84
	3 SERVICES-DATA CENTER	C1	C1 Professional Services - CUCM Upgrade	1	\$25,330.00	\$25,330.00

Sub Total: **\$55,800.10**

Product Tax: **\$1,443.15**

Shipping: **\$0.00**

Recycle Fee: **\$0.00**

Total: \$57,243.25

ConvergeOne Statement of Work



CUCM Upgrade

PREPARED FOR: Perris Union High School District

PREPARED BY: Zeina Ammar
National Account Manager
ZAmmar@convergeone.com

Matthew Arnold
Solutions Architect
MArnold@convergeone.com

REFERENCE: Opportunity: OP-000740331
Solution: SO-000827832
Quote(s): QU-000469974

DATE: March 22, 2023

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1. CONFIDENTIALITY NOTICE

THE INFORMATION CONTAINED HEREIN IS CONSIDERED CONFIDENTIAL AND PROPRIETARY, PRODUCED SOLELY FOR THE CUSTOMER IDENTIFIED ABOVE.

This Statement of Work ("SOW") is proprietary to ConvergeOne, Inc. and contains ConvergeOne, Inc. Confidential Information. It may not be disclosed in whole or in part without the express written authorization of ConvergeOne. No portion of this SOW may be duplicated or used for any purpose other than to receive Services or deliverables from ConvergeOne described herein.

2. SCOPE OF WORK - TERMS AND CONDITIONS

This Statement of Work or Scope of Work ("SOW") and the applicable Solution Summary (and any documents attached thereto and incorporated therein by reference) (collectively, this "Order") is subject to the following terms and conditions (the "MSA" or the "Agreement"): (i) the Master Sales Agreement or other applicable master agreement in effect as of the date hereof between ConvergeOne, Inc. and/or its subsidiaries and affiliates (collectively, "ConvergeOne" or "Seller") and Perris Union High School District ("Customer"); or (ii) if no such master agreement is currently in place between ConvergeOne and Customer, the Online General Terms and Conditions currently found on the internet at: <https://www.convergeone.com/online-general-terms-and-conditions/>. If the Customer's Agreement is a master agreement entered into with one of ConvergeOne, Inc.'s predecessors, affiliates, and/or subsidiaries, ("Legacy Master Agreement"), the terms and conditions of such Legacy Master Agreement shall apply to this Order, subject to any modifications located at <https://www.convergeone.com/online-general-terms-and-conditions/>. In the event of a conflict between the terms and conditions in the Agreement and this Order, the order of precedence shall be as follows: (i) this Order (with the most recent and specific document controlling if there are conflicts between the Solution Summary, this SOW and any other applicable supporting document(s) incorporated into this Order), (ii) Attachment A to the Agreement (if applicable), and (iii) the main body of the Agreement.

The Customer's signature on this Order (or the Customer's issuance of a purchase order in connection with this Order) shall represent the Customer's agreement with each document in this Order.

This Order may include the sales of any of the following to Customer: (a) any hardware, third-party software, and/or Seller software (collectively, "Products"); any installation services, professional services, and/or third-party provided support services that are generally associated with the Products and sold to customers by Seller ("Professional Services"); any Seller-provided vendor management services, software release management services, remote monitoring services and/or, troubleshooting services (collectively, "Managed Services"); and/or any Seller-provided maintenance services ordered by Customer to maintain and service Supported Products or Supported Systems at Supported Sites to ensure that they operate in conformance with their respective documentation and specifications

("Maintenance Services"). For ease of reference only, Professional Services, Managed Services, and Maintenance Services may be referred to collectively as "Services." Unless otherwise defined herein, capitalized terms used herein will have the same meanings as set forth in the Agreement.

Any dates and/or time intervals listed in this Order are approximate and for planning purposes only. ConvergeOne will use commercially reasonable efforts to accommodate any requested dates; provided, however, project milestones will be fully discussed and mutually agreed upon between ConvergeOne and Customer after project kickoff.

Products and/or Services not specifically itemized are not provided herein. Any additional applications, technologies, integrations, or other Products and/or Services not specified herein, are not included in this SOW and may result in additional charges at any time during the project.

Unless signed, this Order will be valid for a period of thirty (30) days following the date hereof. Due to rapidly changing prices in the market for third-party Products and/or Services, after the expiration of the foregoing 30-day period, the Seller reserves the right to adjust offerings and/or prices accordingly prior to issuing any new Order(s). Thereafter, this Order will no longer be of any force and effect.

The outline of deliverables for this Order follows below.

3. PROJECT TIMELINE EXPECTATIONS

Approximately 5 business days after signed acceptance of this SOW, ConvergeOne will assign a project manager that will make contact and start planning a project kick-off meeting. The project kick-off may not take place immediately. Project start times depend on the availability of ConvergeOne and Customer resources.

The expected duration of this project has been budgeted at three (3) weeks from the time of kick-off to completion. If the project exceeds this timeframe, a project change order may be required to extend the engagement, resulting in additional fees.

4. PROJECT TIMELINE EXPECTATIONS

Approximately 5 business days after signed acceptance of this SOW, ConvergeOne will assign a project manager that will make contact and start planning a project kick-off meeting. The project kick-off may not take place immediately. Project start times depend on the availability of ConvergeOne and Customer resources.

5. PROJECT OVERVIEW

Thank you for the opportunity to work with you on the CUCM Upgrade project. This document describes the work to be performed during this engagement and covers the assumptions as the basis for this agreement, the responsibilities of ConvergeOne personnel, and the responsibilities of the Customer.

ConvergeOne will upgrade the current Cisco Communications Manager Cluster, consisting of a pair of Communications Manager (CUCM), a pair of Unity Connection (CUC), and a pair of Emergency Responder (CER) virtual servers. The virtual servers will be upgraded from their current 11.x release to the current Cisco release of 14 SU2. In the process, the virtual servers will be migrated from Cisco Business Edition M4 servers to the customer maintained ESXi Environment residing on VxRail HCI Infrastructure. This project will also include setting up WebEx Control Hub, Cloud Connected UC, and enabling up to 20 users for WebEx App Softphone use. This will be for softphone use on the local network only. No IM&P or Expressway servers are set up in the cluster or are part of this scope to implement.

6. PROJECT SCOPE OF SERVICES

This section identifies the work that will be performed as part of this project. Below is an initial, high-level list of tasks and assumptions for the project. This schedule may change depending on the Customers business requirements and other factors. Also, depending on the schedule finally agreed upon at the kickoff meeting, the days worked may not be contiguous. ConvergeOne will conduct a meeting with the Customer to review and finalize the technical approach, constraints, and project schedule. This meeting is intended to ensure that all parties are working with consistent expectations for the project.

6.1. Cisco Unified Communications

Cisco Smart Licensing

ConvergeOne responsibilities:

- Assist Customer in creating new Cisco Smart account.

VM ESXi Upgrade

ConvergeOne Responsibilities:

- Upgrade ESXi on the number of hosts/servers defined in the table below.
- Validate the following
 - ESXI Host Specifications
 - CIMC Firmware

- VMware Storage
- Physical Network
- Cisco Applications
- Review results of the "as-built" to determine if the virtualized environment has the capacity to deploy the Cisco OVAs and that it complies with Cisco's VE requirements
- View the "Virtual Machine Properties" after the Cisco Applications are deployed.

Customer Responsibilities:

- Provide all virtualized hardware/software per the Cisco Specifications
- Providing a VMware engineer to:
 - Access the vCenter Environment where the OVA will be deployed
 - Review results of the "DV Results" that will be provided by the Convergence Engineer and perform any corrective actions required to bring the environment into compliance with Cisco VE specifications
- Provide remote access via RIG, SAL, or VPN Download files from FTP server
- Provide VMware hardware/software per Cisco Specifications
- Perform all VMware administration

Customer VM Deployment Certification (Migration)

ConvergeOne Responsibilities:

- Meet with the Customers VMware administrator to review the "as-built" Virtualized Environment:
 - ESXI Host Specifications
 - VMware Storage
 - Physical Network
 - Cisco Applications
- Review results of the "as-built" to determine if the virtualized environment has the capacity to deploy the Cisco OVAs and that it complies with Cisco's VE requirements
- View the "Virtual Machine Properties" after the Cisco Applications are deployed.

Customer Responsibilities:

- Provide all virtualized hardware/software per the Cisco Specifications
- Providing a VMware engineer to:
 - Access the vCenter Environment where the OVA will be deployed

- Review results of the "DV Results" that will be provided by the ConvergeOne Engineer and perform any corrective actions required to bring the environment into compliance with Cisco VE specifications
- Provide remote access via RIG, SAL, or VPN Download files from FTP server
- Provide VMware hardware/software per Cisco Specifications
- Perform all VMware administration

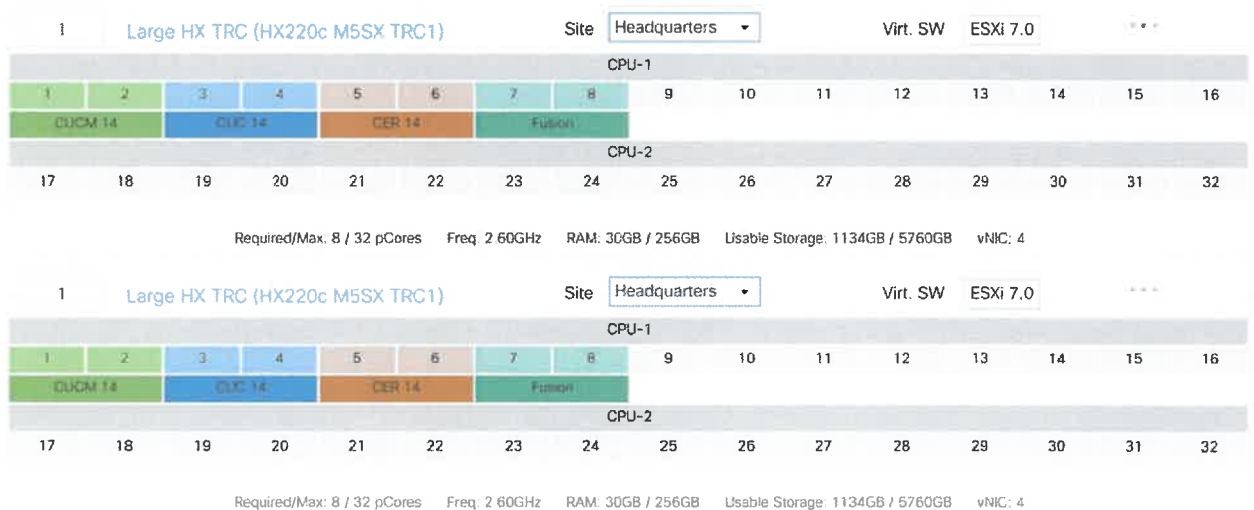
Customer VM Deployment Certification (Upgrade)

Customer Responsibilities:

- Provide all virtualized hardware/software per the Cisco Specifications
- Providing a VMware engineer to:
 - Access the vCenter Environment where the OVA will be deployed
 - Review results of the "DV Results" that will be provided by the ConvergeOne Engineer and perform any corrective actions required to bring the environment into compliance with Cisco VE specifications
- Provide remote access via RIG, SAL or VPN Download files from FTP server
- Provide a VMware administrator
- Provide VMware hardware/software per Cisco Specifications
- Perform all VMware administration

Application Map

Exhibit 6-1



Customer Supplied Server Specifications

- Provide VMWare environment with VMWare vCenter.
- Provide VMWare OVA with thick provisioning.
- Provide VMWare environment supporting CPU, memory, storage requirements, etc.
- ESXi version 6.7 or higher

Cisco Unified Communications Manager (CUCM)

UCM will act as the core of the infrastructure where all endpoints will register and be managed. CUCM will also provide the call routing and an integration point for the other components of the solution. The following outlines the services to be delivered during this phase as it relates to CUCM.

ConvergeOne Responsibilities:

- Migrate to new hardware up to 1 CUCM Publishers.
- Migrate to new hardware up to 1 CUCM Subscribers.
- Migrate to new hardware up to 1 CUCM clusters.
- Enable Cloud Connected UC
 - Configure and deploy Unified CM Management plugin (COP) on existing CUCM node.
 - Enable in Control Hub Connected UC

Additional Communications Manager (CUCM) Tasks

Configure the WebEx App for softphone functionality for up to 20 users. Softphone functionality will be for on-premise only.

Assumptions:

- Cloud Connected UC is enabled on customers Smart Account.
- The existing CUCM is running 11.x release.
- The target CUCM is running 14 release.
- CUCM will be integrated with the Customers Active Directory to provide synchronization and authentication for user accounts.
- This assumes an existing CUCM is in place and operational.
- Any features not specified above are excluded from this SOW.

Cisco Unity Connection (CUC)

CUC provides the voice and unified messaging capabilities of the solution. CUC can also

provide automated attendants and dial-by-name directories. The following outlines the services to be delivered as it relates to CUC.

ConvergeOne Responsibilities:

- Migrate to new hardware up to 1 CUC base servers.
- Migrate to new hardware up to 1 CUC cluster/HA servers.

Assumptions:

- The existing CUC is running 11.x release.
- The target CUC is running 14 release.

E911

This solution provides location, alerting and reporting functionality, which will be integrated with enhanced 9-1-1 services as a part of the solution. The following outlines the services to be delivered as it relates to E911.

ConvergeOne Responsibilities

- Solution does not include a third party service, such as RedSky, Intrado or 911 Secure.
- Migrate to new hardware up to 1 CER base servers.
- Migrate to new hardware up to 1 CER cluster/HA servers.
- Review with the Customer what is needed to be documented and gathered for device location information.

Customer Responsibilities:

- Provide PSTN connection with all screening tables removed.
- Only supported voice ready switches can be used for SNMP discovery.
- Provide required DIDs for 911 call-back (ELIN).
- Provide suitable computers for all alerting consoles in scope.
- Provide by site/building who gets notified and by what method.
- List of locations and buildings with addresses.
- Load all clients for desktop notification and for soft phones users, unless specified above.
- Maintain change control including but not limited to:
 - Subnet Mask changes
 - Switch IP address

- Patch cord changes from switch port to port
- Fill in ConvergeOne provided excel user data form for soft phone users.
- If applicable, provide floor plan with each device by user or extension on a floor plan for location discovery.

Out of Scope:

- Configuration of SNMP Community strings.
 - No C1 professional services to configure subnet/VLAN for location discovery.
 - No C1 professional services to configure switch and switch port, where all ports in the switch are the same ERL, for location discovery.
 - No C1 professional services to configure switch and switch port for location discovery.
 - No C1 professional services to configure WAP/BSSID for location discovery.
 - No C1 professional services to configure statically assigning ERL in CUCM for location definition.
 - No C1 professional services to configure any notification groups in for onsite notification of 911 calls.

Assumptions:

- Unless otherwise stated E911 will be implemented and tested prior to go live.
- The existing CER is running 11.x release.
- The target CER will run 14 release.
- ConvergeOne to route all 911 calls out via PSTN, unless otherwise stated above.
- Customer to provide all user data and input into provided XLS for all remote workers.

Cisco Voice Gateway

The voice gateway(s) provide the connectivity between the collaboration infrastructure and service provider to facilitate off-net voice calling. The following outlines the services to be delivered as it relates to voice gateways.

ConvergeOne Responsibilities:

- Migrate ISR configuration to new ISR for up to 1 Cisco ISR router(s) to act as the voice gateway.

Assumptions:

- This assumes an existing voice gateway is in place and operational.

Release Compatibility Section

- New CUCM will run 14 release.
- New CUC will run 14 release.
- New CER will run 14 release.
- Existing CUCM is at 11.x release.
- Existing CUC is on 11.x release.
- Existing CER is on 11.x release.

Webex

Webex Control Hub

Cisco Webex Control Hub offers a holistic view of all your Cisco Webex services. Manage your services and users, provision devices, view detailed analytics and reporting, and configure security and compliance policies. All of this can help keep data safe and meet regulatory needs.

ConvergeOne Responsibilities:

- Deploy and configure directory synchronization.

Customer Responsibilities:

- *Customer to supply server and Windows OS for Directory Connector.*
- *Customer has established SSO to Identity Provider (IdP) for support of Directory Connector.*
- Globally change for all users in Control Hub for CUCM Calling.

First Business Day Support

Day 1 launch support will be provided during Normal Business Hours by remote resources. "Normal Business Hours" is defined as Monday through Friday, 8:00 AM-5:00 PM local time to the Customer location. Should additional support be required, these services will be managed via the Change Management process. The number of hours for first business day support is defined in the table below.

Table 6-1

First Business Day Support Table	
Cisco Sr Engineer (Hours)	4

Remote and Personnel Access

- The Customer will provide ConvergeOne personnel with the following:
 - Direct connection to all solution components, allowing different access methods (such as SSH, SFTP, HTTP, RDP, and supplementary services like softphone registration and client access).
 - ConvergeOne requires the ability to transfer files to and from system components for implementation, validation, and troubleshooting
 - Lack of direct access can significantly increase the work effort on certain components, as well as extend the project schedule. If direct access to components is not provided, the project team will assess an uplift charge for the affected components. The uplift charge is estimated to be 10% or more of the total Professional Services cost. This will follow the Change Management process.
 - Access to Customer project personnel.

Cisco Specific Assumptions, Exclusions and Customer Responsibilities

General Assumptions

The following assumptions were made as part of this service:

- Customer to supply any and all required Microsoft, SQL and 3rd party licensing that may be required for the success of this project, unless specified above.
- Standard VMware OVA templates provided by Cisco will be used to properly size the virtual machines for the virtual environment on which they are deployed.
- Applications will be installed and updated to the proper software version for compatibility with other components of this solution.

General Customer Responsibilities

As a part of this service, the Customer's responsibilities include the following.

- General
 - Rack, stack and connect physical hardware to the network, unless specified above.
 - Phone placement is not included unless specified above.
- Data Network
 - Provide IP addresses for system configuration.
 - Provision network and network services including DNS, NTP, and SMTP.
 - Provide Domain Name Services (DNS) for name resolution.

- Create forward and reverse DNS records for any required server.
- Provision Dynamic Host Configuration Protocol (DHCP) services for IP phone configuration.
- Provision of Secure File Transfer Protocol (SFTP) services for application backups.
- Provision Quality of Service (QoS) in the environment
- **Telco**
 - Provide ISP/PSTN service provider details including cut sheets.
 - PSTN D-MARC to be within 4 feet of the Cisco router.
 - It is recommended that life-safety equipment such as elevators, fire, security, etc. be connected directly to the PSTN and not through the PBX.
- **Microsoft Windows and Active Directory**
 - Provision Active Directory and Exchange service account(s) for integration, synchronization, and authentication.
 - Provide administrative level access to all required components included in this solution
 - Provision service accounts in the AD/Exchange environment for all required integrations.
 - Overlap resolution between Active Directory domains.
 - Provide and provision Windows Servers to host any required Windows-based application, if applicable.
 - Provide personal computers (PC), and Windows operating systems for personal computers (PC), if applicable.
- **Security**
 - Provide all required public SSL certificates.
 - Provide a fully qualified public domain name.
 - Provision internal/external DNS SRV records for service discovery.
 - Provision firewall(s), including NAT and ACL configurations.

General ConvergeOne Responsibilities

- Standard VMware OVA templates provided by Cisco will be used to properly size the virtual machines for the servers on which they are deployed.
- Register and apply all required licensing.

General Exclusions

The following items are considered out of scope for this engagement:

- Any feature and/or service that is not listed is excluded from this SOW.
- Loading of any client software, unless specifically defined in this SOW.
- All wiring and cabling.

E911

If E911/911 services are selected and implemented for the location(s) covered by this , customer acknowledges that (a) That the seller's implementation of the E911/911 services will be in accordance with the E911/911 documentation, (b) That such implementation does not ensure customer compliance with any regulations applicable to such E911/911 services, including but not limited to Kari's Law act of 2017, or the applicable provisions of Ray Baum's Act, and (c) That it is the obligation of the customer to ensure such compliance.

7. PROJECT MANAGEMENT

ConvergeOne will provide Project Management Services to help you effectively manage the project and control risks during the deployment. ConvergeOne will designate a Project Manager who will act as the single point of accountability for all ConvergeOne contract deliverables for the duration of the Project. ConvergeOne follows the Project Management Body of Knowledge (PMBOK) for project delivery. The PMBOK is an adaptable approach that enables technology project success by aligning business and technology goals. Key elements include an iterative delivery process, clear project metrics, proactive risk management, and effective response to change.

7.1. Project Manager

ConvergeOne will designate a Project Manager (PM) responsible for overseeing the project. Once the contract is signed and accepted by ConvergeOne, this individual will act as the Customers single point of contact for all planning and issues related to solution delivery. The ConvergeOne PM will work closely with the Customer to guide the implementation and work on a mutually agreed-upon schedule. The ConvergeOne Project Manager is responsible for the following:

- Conduct internal (ConvergeOne) and joint ConvergeOne/Customer meetings.
- Develop a project plan, including activities, milestones, roles, and responsibilities.
- Schedule and manage required ConvergeOne resources and partners.
- Conduct Issue and Risk Management.

- Provide agenda and meeting notes.
- Track Customer and ConvergeOne project deliverables.
- Manage change orders and any associated billing with the Customer.
- Manage project closeout process, punch list, and Customer acceptance.

8. CHANGE ORDER PROCESS

Despite good project planning, design, and review, project plans often require some degree of change at some point. These changes are handled using change order requests, which must be agreed upon by all parties to the contract before such work can be performed.

Either ConvergeOne or the Customer may initiate a change order for any deliverable, work requirement, assumption, or dependency that is part of the project. All requests must be in writing and handled by the ConvergeOne Project Manager. ConvergeOne will review the change and provide pricing as applicable before proceeding. The ConvergeOne Project Manager may also engage project team members to assess the impact of the change. Agreed changes must be approved in writing by an authorized representative of the Customer, via email, or modified purchase order.

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Upon completion of the services described in this SOW, ConvergeOne shall provide the Customer with an Acceptance Form. Upon delivery of the Acceptance Form, the Customer has five (5) working days to review and accept. Failure to respond within the designated five (5) day period, signifies the completion of the milestone or project. To refuse acceptance, the Customer must both indicate non-acceptance with written notification to ConvergeOne within the five (5) day period noted above and describe why it was not accepted. ConvergeOne shall have up to ten (10) days after the receipt of such notice to correct the error given it is within ConvergeOne scope and control to do so. The period to correct the error may be extended by mutual consent.

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- Understanding the business process impact and technical requirements and who has the authority to make binding decisions on the Customers behalf.
- Working with ConvergeOne Project Manager to develop mutually agreed project schedule, including outside of Normal Business Hours test and cutover windows (if applicable).
- Ensuring all Customer responsibilities are completed in accordance with the project schedule.
- Reasonable notification of schedule and changes for the installation work.
- Attending all project status meetings.

10.2. Site Preparation:

- Ensure the equipment room is ready, including all electrical, wiring, grounding, lighting, racks, and HVAC required to maintain equipment within operating conditions specified by the equipment manufacturer.
- Provide required cable/patch panels that meet all requirements for Category 5e, racks, and network connectivity.
- Accept receipt of equipment and store it in a secure area. Retain shipping documentation, and inventory shipments by box count, and report any apparent external damage to the ConvergeOne Project Manager.
- Provide floor plans for equipment room configuration and related locations if applicable.
- Ensure that the existing Customer network is configured, connected, and operating within the manufacturer's specifications.
- Customers will provide QOS on all their network equipment to the WAN based on the Supplier's guidelines and requirements if carrying voice.

10.3. Ensure the availability of appropriate Customer resources that will:

- Assist in the development and execution of applicable test plans.
- Provide accurate documentation for all existing systems and networks.
- Provide all necessary IP addresses, subnet masks, and default gateways.
- Provide a qualified Network Administrator with working knowledge of Customer requirements.
- Provide information on planned changes in the network.

11. PROFESSIONAL SERVICES ASSUMPTIONS

The following assumptions were made to create this Statement of Work. Should any of these assumptions prove to be incorrect or incomplete then ConvergeOne may modify the price, scope of work, or milestones. Any such modifications shall be managed by the Change Order Procedure.

11.1. General Assumptions

- Unless explicitly stated otherwise, all services will be delivered remotely
- All non-service impacting work described in this scope will be performed during U.S. normal business hours defined as 8:00 AM to 5:00 PM local time; Monday through Friday, excluding ConvergeOne designated holidays. "Cutover" for the sites will be completed during business hours unless otherwise stated in this scope of work.
- The Customer must identify any specific requirements for maintenance windows and change control. The Customer retains overall responsibility for any business process impact and any Customer-internal change management procedures and communications.
- All services, documentation, and project deliverables will be provided in English only.
- ConvergeOne will install specific software versions agreed upon at the time of project kickoff. Upgrades to the software are not included in the SOW. ConvergeOne may choose to install an upgrade if required by the manufacturer or to resolve a problem.
- The Customer is responsible for the underlying data infrastructure including network and virtualization. Systems must be capable of supporting the proposed solution. ConvergeOne can supply consulting and remediation services to ensure successful implementation, if not included in this scope, through a change order and billed at an additional fee.
- The Customer is responsible for all communications and scheduling of any contractors or vendors not managed by the ConvergeOne Project Manager.
- Any product or service delivery dates communicated outside of this SOW or the Project Plan, are not to be considered valid or binding.
- If the project extends beyond the timeline specified in the Project Plan due to delays caused by parties other than ConvergeOne and its subcontractors, ConvergeOne may invoice for service performed to date.
- The Customer is responsible to verify and arrange the installation of all applicable network connections and provide a functional network for application deployment.
- Projects requiring multiple site visits and/or intervals of inactivity between events must be noted as such prior to acceptance of this SOW.

- The Customer is responsible for relocation, removal, and disposal of any previously installed Customer-owned equipment or cabling unless specifically agreed otherwise herein.
- The Customer is responsible to notify ConvergeOne if the site requires any specialized access for personnel and/or Union trades for any tasks associated with this SOW. Notification of requirements must take place prior to the quote. Any and all additional costs for post-quote changes or additional site restrictions requiring specialized training or Union Labor shall be chargeable to the Customer.
- The Customer is responsible for managing all 3rd Parties not outlined in this SOW.
- Services not specifically called out in this SOW will be deemed out of scope.
- VPN access will be provided to ConvergeOne resources to allow for work to be accomplished remotely when applicable. If unfettered remote access to the Customer network cannot be provided additional charges will be required.

11.2. Technical Assumptions

- Unless specifically called out, above, no IP address changes are included in the SOW. If requested, additional charges may apply.
- The Customer is responsible to have current licensing, maintenance, and support on the components of the servers, database, storage, and network infrastructure including hardware, software (including operating systems), and any associated costs.
- The Customer is responsible for any operating system patches and anti-virus software installation and support.
- The Customer is responsible to ensure the existing network is free of layer 3 protocol and broadcast errors.
- The Customer is responsible for the cost and acquisition of any 3rd party security certificates necessary for successful deployment. ConvergeOne can provide services for Security Audits and Certificate deployment which can be billed at an additional fee.
- The Customer is responsible for resolving interoperability issues with other vendors not acting as a sub-contractor to ConvergeOne.
- The Customer is responsible for any firmware updates to re-used circuit packs, media modules, or cards not specifically identified within this SOW. ConvergeOne can provide services for firmware updates through a change order and billed at an additional fee.

12. PROFESSIONAL SERVICES PRICING AND BILLING SCHEDULE

Billing terms for this project supersede any MSA in place and are only applicable to the services stated in this scope of work. Invoices are due within thirty (30) days from the date of the invoice unless otherwise previously agreed between the Customer and ConvergeOne credit department. Any change to the Project Pricing and Payment schedule will be managed through the Change Order procedures specified herein. All stated prices are exclusive of any taxes, fees, duties, or other amounts, however, designated and including without limitation value added and withholding taxes which are levied or based upon such charges, or upon this SOW (other than taxes based on the net income of ConvergeOne). The Customer shall pay any taxes related to services purchased or licensed pursuant to this SOW or the Customer shall present an exemption certificate acceptable to the taxing authorities. Applicable taxes shall be billed as a separate item on the invoice.

12.1. Project Price and Milestone Billing Schedule

The fixed fee price for this services engagement is below and will be billed with the following milestone schedule:

Total Price: \$25,330.00

- Milestone 1 (50%) - Project Initiation - Kick-Off Meeting, Resource Assignment, Design Completion
- Milestone 2 (50%) - Final Customer Acceptance of the Project

12.2. Project Expenses:

There are no anticipated project-related expenses expected for this project above the price included in this SOW. In the event that the need for additional expense arises, a Change Order will be presented by the Project Manager for approval by the Customer in advance. ConvergeOne will make a reasonable effort to minimize expenses and will ensure sufficient time is built into the project schedule to maximize efficiency when scheduling site visits.

13. CUSTOMER AUTHORIZATION TO PROCEED

The use of signatures on this SOW is to ensure agreement and understanding on project objectives and assumptions, and the work and deliverables to be performed by ConvergeOne. By signing below, the duly authorized Customer representative signifies their commitment to proceed with the project as described in this SOW.

Customer's Authorized Representative:

Signature

Printed Name

Title

Date

PO Number

C1 STATEMENT OF WORK



DR POWEREDGE R660

PREPARED FOR:

Perris Union High School District

PREPARED BY: Zeina Ammar
Account Executive
ZAmmar@convergeone.com

Alex Chang
Senior Solutions Architect
achang@convergeone.com

REFERENCE: Opportunity: OP-000752684
Quote(s): QU-000495427

DATE: October 31, 2023





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1. CONFIDENTIALITY NOTICE

THE INFORMATION CONTAINED HEREIN IS CONSIDERED CONFIDENTIAL AND PROPRIETARY, PRODUCED SOLELY FOR THE CUSTOMER IDENTIFIED ABOVE.

This Statement of Work ("SOW") is proprietary to ConvergeOne, Inc. ("C1") and contains C1 Confidential Information. It may not be disclosed in whole or in part without the express written authorization of C1. No portion of this SOW may be duplicated or used for any purpose other than to receive Services or deliverables from C1 described herein.

2. SCOPE OF WORK - TERMS AND CONDITIONS

This Statement of Work or Scope of Work ("SOW") and the applicable Solution Summary (and any documents attached thereto and incorporated therein by reference) (collectively, this "Order") is subject to the following terms and conditions (the "MSA" or the "Agreement"): (i) the Master Sales Agreement or other applicable master agreement in effect as of the date hereof between ConvergeOne, Inc. and/or its subsidiaries and affiliates (collectively, "C1" or "Seller") and Perris Union High School District ("Customer"); or (ii) if no such master agreement is currently in place between C1 and Customer, the Online General Terms and Conditions currently found on the internet at: <https://www.OneC1.com/online-general-terms-and-conditions/>. If Customer's Agreement is a master agreement entered into with one of ConvergeOne, Inc.'s predecessors, affiliates and/or subsidiaries, ("Legacy Master Agreement"), the terms and conditions of such Legacy Master Agreement shall apply to this Order, subject to any modifications located at <https://www.OneC1.com/online-general-terms-and-conditions/>. In the event of a conflict between the terms and conditions in the Agreement and this Order, the order of precedence shall be as follows: (i) this Order (with the most recent and specific document controlling if there are conflicts between the Solution Summary, this SOW and any other applicable supporting document(s) incorporated into this Order), (ii) Attachment A to the Agreement (if applicable), and (iii) the main body of the Agreement.

The Customer's signature on this Order (or Customer's issuance of a purchase order in connection with this Order) shall represent the Customer's agreement with each document in this Order.

This Order may include the sales of any of the following to Customer: (a) any hardware, third-party software, and/or Seller software (collectively, "Products"); any installation services, professional services, and/or third-party provided support services that are generally associated with the Products and sold to customers by Seller ("Professional Services"); any Seller-provided vendor management services, software release management services, remote monitoring services and/or, troubleshooting services (collectively,



"Managed Services"); and/or any Seller-provided maintenance services ordered by Customer to maintain and service Supported Products or Supported Systems at Supported Sites to ensure that they operate in conformance with their respective documentation and specifications ("Maintenance Services"). For ease of reference only, Professional Services, Managed Services and Maintenance Services may be referred to collectively as "Services." Unless otherwise defined herein, capitalized terms used herein will have the same meanings as set forth in the Agreement.

Any dates and/or time intervals listed in this Order are approximate and for planning purposes only. C1 will use commercially reasonable efforts to accommodate any requested dates; provided, however, project milestones will be fully discussed and mutually agreed upon between C1 and Customer after project kickoff.

Products and/or Services not specifically itemized are not provided herein. Any additional applications, technologies, integrations, or other Products and/or Services not specified herein, are not included in this SOW and may result in additional charges at any time during the project.

Unless signed, this Order will be valid for a period of thirty (30) days following the date hereof. Due to rapidly changing prices in the market for third-party Products and/or Services, after the expiration of the foregoing 30-day period, the Seller reserves the right to adjust offerings and/or prices accordingly prior to issuing any new Order(s).

Thereafter, this Order will no longer be of any force and effect.

The outline of deliverables for this Order follows below.

3. PROJECT TIMELINE EXPECTATIONS

Approximately five (5) business days after signed acceptance of this SOW, C1 will assign a project manager that will make contact and start planning a project kick-off meeting. The project kick-off may not take place immediately. Project start times depend on the availability of C1 and Customer resources.

The expected duration of this project has been budgeted at three (3) weeks from the time of kick-off to completion. If the project exceeds this timeframe, a project change order may be required to extend the engagement, resulting in additional fees.



4. PROJECT OVERVIEW

Thank you for the opportunity to work with you on the DR server project. This document describes the work to be performed during this engagement and covers the assumptions as the basis for this agreement, the responsibilities of C1 personnel and the responsibilities of the Customer.

Perris Union High School District (PUHSD) has engaged C1 to UCS C240 M4S2 which currently hosts their Cisco CM, Unity, CER and ISE applications. The scope of this SOW includes the following tasks:

- Install and configure the Dell PowerEdge R660 server at the Perris UHSD DR location.
- Install and configure ESXi on the R660 with the version as determined during the planning meeting with the customer. The version of the ESXi server will need to be compatible with the version of the new CUCM version (R14).
- Migrate the ISE VM from the C240 M4S2 server to the R660 server. The other CUCM VMs will be upgraded and migrated in another CUCM Upgrade project.
- At the Perris UHSD primary location, move the staffshare VM with 3TB of CIFS share storage from a legacy MX1000 virtual environment to the production VxRail cluster.

5. HIGH-LEVEL ARCHITECTURE

5.1. Proposed Bill of Materials for the R660 server at the DR location

Essential Components

- (1) POWEREDGE R660 server:
 - (1) Intel Xeon Gold 6426Y 2.5G, 16C/32T, 16GT/s, 38M Cache, Turbo, HT (185W) DDR5-4800
 - (16) 16GB RDIMM, 4800MT/s Single Rank
 - (1) BOSS-S2 CTRL CARD + W/ 2 M.2 480GB RAID 1
 - (1) PERC H755 SAS Front
 - (6) 960GB SSD vSAS Read Intensive 12Gbps 512e 2.5in Hot-Plug ,AG Drive SED, 1DWPD
 - (1) BROADCOM 57414 DUAL PORT 10/25GBE SFP28 OCP NIC 3
 - (1) BROADCOM 57414 2PORT 10/25GBE SFP28 ADAP PCIE LOW PROFILE V2
 - ReadyRails Sliding Rails Without Cable Management Arm or Strain Relief Bar
 - Dual, Redundant(1+1), Hot-Plug Power Supply,1100W MM(100-240Vac) Titanium



- Power Cord - C13, 3M, 125V, 15A (North America)
- (4) Dell EMC PowerEdge SFP+ SR Optic 10GbE 850nm
- 3 Years of ProSupport Plus Mission Critical Support

6. PROJECT SCOPE OF SERVICES

This section identifies the work that will be performed as part of this project. Below is an initial, high-level list of tasks and assumptions for the project. This schedule may change depending on the Customer's business requirements and other factors. Also, depending on the schedule finally agreed upon at the kickoff meeting, the days worked may not be contiguous. C1 will conduct a meeting with the Customer to review and finalize the technical approach, constraints and project schedule. This meeting is intended to ensure that all parties are working with consistent expectations for the project.

6.1. Data Center Services

Compute Services

Upgrade of Production VxRail Cluster

Rackmount Server Services

C1 will install 1 rackmount servers

- Unpack and pre-stage servers.
- Rack-mount new equipment in customer-supplied rack.
- Connect power connections to customer-provided PDUs.
- Upgrade firmware.
 - Upgrade host firmware.
 - Reboot server to apply the new host firmware.
- Configure IP addressing and network adapters.
- Configure switch port parameters and VLANs.-
- Configure and install signed certificates (if needed).
- Configure lights-out management.

C1 will configure the M.2 storage for use as hypervisor storage.

C1 will configure 6 HDD/SSD for use as internal storage.



C1 will configure the internal storage as RAID6 or as dictated by the software storage solution.

Dell CloudIQ Configuration

- Verify customer has logged into Dell CloudIQ, and/or customer to create a new account.
- Add hardware to the CloudIQ console.
- Validate HW is sending updates to the CloudIQ console.
- Confirm with the customer on adding 'read-only' access to the CloudIQ console for C1 Solution Architect. (Requires email address)
 - *Please note: For PowerEdge server(s), Dell OpenManage Enterprise is required.*

Table 6-1

Compute Prerequisite Details	
Is Dell iDRAC Enterprise included for all compute nodes?	Yes
PDU Used For Compute Power	120V
Receptacles Used	NEMA 5-15
LAN Switch Used For Compute Connections	C9300-NM-8X(8x 10G w/fiber SFP)
Speed Of LAN Ports	10GB
Number Of LAN Ports/Switch	2
FC Switch To Be Used	Not Applicable
Number Of FC Ports	0
Speed Of FC Ports	Not Applicable

Virtualization Services

VMWare Virtualization Configuration Services

Host Hypervisor Installation/Upgrade

C1 will install the designated hypervisor onto 1 host servers via tasks outlined below.

- Create and configure hypervisor database



- Configure boot from SAN (if included below)
- Install Hypervisor onto host (if not using boot from SAN)
- Configure host to core trunks
- Configure VLAN's and VLAN interfaces
- Configure IP addressing and routing
- Configure storage connectivity to hosts
- Test networking, storage, and management
- Update drivers as needed for Ethernet/HBA adapters
- Create HA clusters and join hosts to HA cluster

Additional Virtualization Tasks

C1 will provide service to migrate the ISE VM from the Cisco UCS C240 M4S2 server to the new R660 server.

C1 will provide advisory and professional service to move the staffshare VM with 3TB of CIFS share storage from a legacy MX1000 virtual environment to the production VxRail cluster.

7. PROJECT MANAGEMENT

C1 will provide Project Management Services to help you effectively manage the project and control risks during the deployment. C1 will designate a Project Manager who will act as the single point of accountability for all C1 contract deliverables for the duration of the Project. C1 follows the Project Management Body of Knowledge (PMBOK) for project delivery. The PMBOK is an adaptable approach that enables technology project success by aligning business and technology goals. Key elements include an iterative delivery process, clear project metrics, proactive risk management, and effective response to change.

7.1. Project Coordinator

The C1 Project Coordinator (PC) shall work with the Customer, C1 resources, and Third-Party vendor to coordinate the project deliverables. The PC shall be the point of contact for communications on scheduling, and any required changes in project scope. The Project Coordinator shall perform the following:

- Coordinate internal and external kickoff meeting with the Customer to determine logistics.
- Resource coordination as required.



- Facilitate customer acceptance and project closure once deliverables are complete.
- Manage the project change orders, if required.
- Third-party vendor coordination.

8. CHANGE ORDER PROCESS

Despite good project planning, design, and review, project plans often require some degree of change at some point. These changes are handled using change order requests, which must be agreed upon by all parties to the contract before such work can be performed.

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12.1. Project Price and Milestone Billing Schedule

The fixed fee price for this services engagement is below and will be billed with the following milestone schedule:

Total Price: \$11,848.84

- Milestone 1 (50%) - Project Initiation - Kick-Off Meeting, Resource Assignment, Design Completion
- Milestone 2 (50%) - Final Customer Acceptance of the Project

12.2. Project Expenses

There are no anticipated project-related expenses expected for this project above the price included in this SOW. In the event that the need for additional expense arises, a Change Order will be presented by the Project Manager for approval by the Customer in advance. C1 will make a reasonable effort to minimize expenses and will ensure sufficient time is built into the project schedule to maximize efficiency when scheduling site visits.



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The use of signatures on this SOW is to ensure agreement and understanding on project objectives and assumptions, and the work and deliverables to be performed by C1. By signing below, the duly authorized Customer representative signifies their commitment to proceed with the project as described in this SOW.

Customer's Authorized Representative:

Signature

Printed Name

Title

Date

PO Number