Proposal and Statement of Work

DIRContract-SDD-1499
(Walkercom Inc.)

Prepared for:	JILL SUMPTER FBCL - UNIVERSITY
Prepared by:	Bill Rogers
Date:	6/24/2011
Agreement #:	8859a
SOW #:	
Version Number:	

Contact Information

END USER

Company Name:	**FBCL - UNIVERSITY**		
Site Address:	1001 GOLFVIEW DRIVE, RICHMOND, TX 77469		
Primary Contact Name / Title:	JILL SUMPTER		
Contact Address:	1001 GOLFVIEW DRIVE, RICHMOND, TX 77469		
Phone Number:	TECHNOLOGY COORDINATOR	E-mail:	JSUMPTER@FORTBEND.LIB.TX.US

PROVIDER OF SERVICES

Company Name:	**WalkerCom**		
Address:	2213 Garden Road, Pearland, TX 77581		
Primary Contact Name / Title:	Bill Rogers		
Phone Number:	281-997-5741	E-mail:	brogers@walkercom.com

PROJECT MANAGER

Project Manager Name:	
Phone Number:	E-mail:

Company Overview

WalkerCom, Inc. has been providing services in the Telecommunications Industry since 1987. During this period of time WalkerCom, Inc. has moved from a service only company to a "Total Telecommunications Company". Today WalkerCom, Inc. provides solutions for your business needs, helping to bring success to your company and direction for the future!

Service First - Customer For Life
Our Mission is to continue as a regional communications service, equipment, and software provider supporting our customers with products that meet or exceed their expectations in support of our motto "Service First-Customer for Life!" We will strive to earn a satisfactory return on equity while competitively enlarging our market. In pursuit of our mission, we will enrich our employees' work life while enhancing the community as a whole.

WalkerCom, Inc. is an Organization of Telecommunication professionals, providing Project Management, System Design, Implementation and Maintenance.

- Consulting
- Sales Staff
- Senior Avaya Professionals
- WalkerCom Installation
- Software Specialist
- Avaya Certified & Trained

Proposed Solutions

WalkerCom will provide complete documentation, including all license information to the library.

WalkerCom will successfully install fax on Avaya server and test.

WalkerCom will successfully install TTY on Avaya Server and test

WalkerCom will install S8300LSP/G450 Gateway with LSP functionality and test in LSP mode and conversion back to standby.

WalkerCom will install one fax machine and test.

WalkerCom will increase license count by 73 to include 70 IP sets, 1 each (fax, TTY station and Polycom).

WalkerCom will provide VAL programming and access codes based on Library provided script.

WalkerCom will ensure latest firmware and service packs *on all Avaya equipment owned by Fort Bend County Libraries*. WalkerCom will download media from PLDS and provide to Fort Bend County Libraries any additional software not provided in OEM disks.

WalkerCom will provide the necessary Cisco resource to support this installation.

WalkerCom will provide 5 end-user training for up to10 users/training. WalkerCom will provide 55 handouts.

Schedule of Equipment and Services

Total Price: $72,026.80

Pricing excludes taxes. Pricing valid for 60 days from the date of this quote (6/24/2011).

Qty	Part Number	Description	Ext MSRP	Ext Sell
		Avaya		
1	700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	$3,000.00	$1,687.50
1	700466626	MM711 ANLG MEDIA MODULE - NON GSA	$1,600.00	$900.00
70	AVA-700383938	IP PHONE 9650C Refurbished GRY 9650D01A		$23,800.00
1	224274	IP320 MEDIA RESOURC TN2602AP NON GSA	$20,000.00	$11,250.00
73	225215	AVAYA AURATM ENT ED R5 1-100 ADD LIC	$23,360.00	$13,140.00
1	227272	SAL STDALN GATEWAY LIC R1.5 DWNLD	Incl.	Incl.
73	228744	UCE R5.2+ ONE-X MBL R1/5.X CLIENT /E	Incl.	Incl.
73	228745	UCE R5.2+ ONE-X COMM R5.X SFTW /E	Incl.	Incl.
73	228746	UCE R5.2+ ONE-X PORTAL R5.X STD /E	Incl.	Incl.
73	228747	UCE R5.2+ AE SVCS R5.X UNFD DSKTP /E	Incl.	Incl.
73	228932	UCE R5.2+ EC500 R8.X SM LIC /E	Incl.	Incl.
73	228933	UCE R5.2+ IP SOFTPHONE R6.X LIC /E	Incl.	Incl.
73	229762	UCE R5.2.1 STD/W CMEE 5.2 NEW SEAT 1	Incl.	Incl.
1	259400	MEDIA ENCRYPTION R5 & PRIOR	Incl.	Incl.
1	193806	UTILITY TRIGGER REM GATEWAY NEW SITE	$0.01	$0.01
1	207651	AVAYA AURATM R5 ENT ED G450 LSP LIC	Incl.	Incl.
1	405362641	PWR CORD USA	$20.00	$11.25
1	700012909	24 PORT LINE PATCH PANEL	$450.00	$253.13
1	700406267	S8300/S8400 CD/DVD ROM DRIVE RHS	$350.00	$196.88
1	700459456	G450 MP80 W/POWER SUPPLY NON-GSA	$8,500.00	$4,781.25
1	700463532	S8300D SERVER - NON GSA	$3,600.00	$2,025.00
1	700466642	MM716 ANLG MEDIA MOD 24FXS - NON GSA	$3,000.00	$1,687.50
1	700476344	AVAYA AURATM R5.2.1 NEW SFTW CD	$100.00	$56.25
1	700476351	AVAYA AURATM R5.2.1 UPG SFTW CD	$100.00	$56.25
73	219892	SSU UCE R5.2+ONE-X MBL R1/5.X CLNT /E	Incl.	Incl.
73	219893	SSU UCE R5.2+ ONE-X COMM R5.X SFTW /E	Incl.	Incl.
73	219894	SSU UCE R5.2+ ONE-X PORTAL R5.X STD /E	Incl.	Incl.
73	219895	SSU UCE R5.2+ AES R5.2+ UNFD DSKTP /E	Incl.	Incl.
73	219896	SSU UCE R5.2+ EC500 R8.X SINGLE MODE /E	Incl.	Incl.
73	219897	SSU UCE R5.2+ IP SOFTPHONE R6.X /E	Incl.	Incl.
1	221241	SSU TRKG REMOTE SITE CM R5	Incl.	Incl.

Qty	Part Number	Description	Ext MSRP	Ext Sell
1	221241	SSU TRKG REMOTE SITE CM R5	Incl.	Incl.
1	221241	SSU TRKG REMOTE SITE CM R5	Incl.	Incl.
1	221241	SSU TRKG REMOTE SITE CM R5	Incl.	Incl.
1	221241	SSU TRKG REMOTE SITE CM R5	Incl.	Incl.
1	221241	SSU TRKG REMOTE SITE CM R5	Incl.	Incl.
1	221241	SSU TRKG REMOTE SITE CM R5	Incl.	Incl.
1	221241	SSU TRKG REMOTE SITE CM R5	Incl.	Incl.
1	221241	SSU TRKG REMOTE SITE CM R5	Incl.	Incl.
1	107481582	TELSET TTY UNIPHONE 1140	$288.00	$162.00
73	219347	SSU AURATM5 ENT ED 1-100 AN	$3,039.72	$1,709.66
		Miscellaneous		
1	195476	SOFTWARE SUPPORT COMMUNICATION MGR MODEL	Incl.	Incl.
1	195476	SOFTWARE SUPPORT COMMUNICATION MGR MODEL	Incl.	Incl.
1	195476	SOFTWARE SUPPORT COMMUNICATION MGR MODEL	Incl.	Incl.
1	195476	SOFTWARE SUPPORT COMMUNICATION MGR MODEL	Incl.	Incl.
1	195476	SOFTWARE SUPPORT COMMUNICATION MGR MODEL	Incl.	Incl.
1	195476	SOFTWARE SUPPORT COMMUNICATION MGR MODEL	Incl.	Incl.
1	195476	SOFTWARE SUPPORT COMMUNICATION MGR MODEL	Incl.	Incl.
1	195476	SOFTWARE SUPPORT COMMUNICATION MGR MODEL	Incl.	Incl.
1	195476	SOFTWARE SUPPORT COMMUNICATION MGR MODEL	Incl.	Incl.
1	195476	SOFTWARE SUPPORT COMMUNICATION MGR MODEL	Incl.	Incl.
1	2200-16200-001	POLYCOM SOUNDSTATION2 - EXPANDABLE	$729.00	$656.10
1	2200-16155-001	EXP MICROPHONES FOR SS2 POLYCOM	$209.00	$105.81
73		Cat 6 Line Cords	$839.50	$584.00
		EQUIPMENT SUB-TOTAL	$119,165.73	$63,062.59
		SERVICES SUB-TOTAL	$9,436.00	$8,964.21

WalkerCom, Inc. Statement of Work Standard Requirement

This section describes the standard responsibilities, assumptions and exclusions that are to be met by WalkerCom, Inc and FBCL - UNIVERSITY for successful delivery of the services described in this SOW.

WalkerCom's Responsibilities

WalkerCom's responsibilities listed in this section below are critical for the successful completion of the project and services described:

- Develop milestones, activities, deliverables and an agreed-upon service completion date.
- Assign a single point of contact (SPOC) that will be the interface between WalkerCom and the client throughout the project.
- Provide contact(s) for communication, approvals process, escalation, scheduling, and reporting.
- Review service-specific requirements with the customer.
- Provide updates to a customer-designated contact.
- Provide all necessary tools and test equipment required to perform these services.
- Perform general site cleaning to verify that the site is in a neat and "broom clean" condition following the completion of daily work activities associated with this service.
- Submit a customer satisfaction survey upon service completion.

Client's Responsibilities

The Customer responsibilities listed in this section below are critical for the successful completion of the services described:

- Designate a single point of contact, and will be available during all work activities, for communication, approvals, escalation, scheduling, reporting, and administering Change Control (as required) and provide appropriate sign-off of service completion.
- Submit payments necessary for the purchase of the Products and Services specified in the Statement of Work.
- Verify and complete the necessary forms and questionnaires provided by the WalkerCom, Inc representative.
- Provide access to facilities and personnel as necessary to perform responsibilities. Coordination with third parties, other than when WalkerCom has specifically agreed in writing to be responsible for communicating with a third party.
- Verify telephone service, including analog lines for modems and remote access is available at all sites for emergencies and maintenance communications prior to the start of, and throughout the duration of, this service's activities.
- Verify site-specific life safety (fire extinguishers, fire escape, emergency exits, and emergency evacuation plan) requirements are present prior to personnel beginning work at that location.
- Verify site preparation is completed prior to the start of service activities.
- Provide site preparations for all deployments that are involved, the customer is responsible for procurement of the site including state and local permits; site preparation, which includes pad preparation, connections to commercial power and grounding, landscaping; outside plant cabling and termination (copper, coax, fiber).
- Confirm all Network Elements (NEs) deployed within the network prior to the commencement of the service.
- Verify all customer-supplied equipment is installed and ready for use.
- Provide escorted or non-escorted access to the work as required.
- Provide reasonable security and storage for all tools, equipment and material at the sites.
- Identify/provide for all equipment, dedicated AC circuits that have fuse/circuit-breaker protection.
- Identify all customer-provided equipment and ensure equipment is not defective and is in serviceable condition.
- Provide secured remote access to equipment via Telnet (via Frame Relay, Internet VPN, etc.) or other negotiated communication means.
- Notify WalkerCom promptly of any problems.
- Provide third-party subject-matter expertise, as required.
- Cooperate with WalkerCom with respect to all testing and validation. Prompt notification of WalkerCom of any issues with respect to service completion.

Assumptions

WalkerCom's activities and estimated milestones presented in this Statement of Work are based upon the assumptions contained in this Section.

- Neither party shall be obligated under this Statement of Work until such time as WalkerCom and International Educational Services mutually agree to the deliverables and other provisions hereof by signing this Statement of Work or otherwise agreeing to it in writing.

- Completion of the Deliverables and performance of the Services specified hereunder are based on the parties carrying out their responsibilities in a timely manner.
- WalkerCom plans to perform the services on a continuous basis as contemplated in the project schedule and work plan, starting and ending on the estimated dates indicated in the milestones. Any delays or disruptions in WalkerCom's continuous performance of this project, other than delays or disruptions caused solely by WalkerCom and/or its subcontractors, will be subject to a Change Order.
- All prerequisites will need to be completed prior to the beginning of activities for the service.
- A subcontractor may perform a portion of the proposed work.
- Both WalkerCom and the client will comply with all applicable laws, ordinances and regulations pertaining to the safe handling, use, storage, recycling, disposal and/or transportation of regulated substances such as Asbestos Containing Material (ACM), presumed ACM, and lead-containing materials. The customer will be responsible for the abatement and/or removal of any unsafe condition before WalkerCom personnel can begin, or continue, this service. WalkerCom may suspend the service without penalty if it determines that this service should not proceed due to the presence of ACM, presumed ACM, and/or any other unsafe condition until WalkerCom and the customer agree on the correction or alterations necessary for the safe performance of this service.
- WalkerCom will determine the appropriate WalkerCom parties to attend meetings and conference calls.
- Special requirements, such as materials, engineering activities, or exceptions to WalkerCom standards will be billed separately

Exclusions

Services exclude:
- Disclosing proprietary information relative to the exact methods and procedures for service delivery.
- Testing of customer-provided equipment.
- Resolving interoperability issues with other vendors unless otherwise specified.
- Any engineering, or re-engineering, of existing equipment whether previously supplied by WalkerCom or by another vendor.
- Any re-installation or modification of previously installed equipment, ironwork, cable rack(s), or fiber duct(s).
- Directly attaching AC wires to circuits other than through a standard agency-approved, connectorized electrical outlet or other work requiring an electrician.
- Changes to the existing systems station/trunk configuration.

Warranty Notes

- If a technician is dispatched and WalkerCom determines that the reported problem is not attributable to WalkerCom, then WalkerCom will invoice the customer at the then-current time and materials fees plus associated travel and living expenses. WalkerCom will not charge the customer for dispatched assistance if the customer has entered into an agreement with WalkerCom for a dispatch service.
- If WalkerCom incurs additional costs due to the customer being unable to meet commitments identified in the project plan (e.g., the site is not ready for installation tasks to begin), these costs will be charged back to the customer. A remobilization fee will apply if testing activities are suspended because the facilities (building access, escorts, etc.) are not ready or because changes are made to the scope of work. If additional equipment (crane, fork lift, etc.) is required or if WalkerCom is denied reasonable access to a location, there will be an additional charge.
- Pricing is based on use of non-union labor at all sites.

Implementation – IP Telephony

Solution Preparation

Network Readiness Assessment – Basic

WalkerCom will remotely:
- Perform basic network readiness assessment of Customer's network.
- Install high-level analysis tool in order to:

- Passively monitor activities.
- Record network problems.
- Gather data for five consecutive business days.
- Deliver analysis of Customer's existing network infrastructure, including:
    - Determination of network readiness.
    - Recommendations for improving performance.
    Note: The basic assessment cannon record and report every error that may be occurring on the customer's network. Additional troubleshooting and/or further analysis may identify other issues. WalkerCom can provide these services at an additional charge.

Customer will be required to:
- Complete site-configuration survey.
- Download required software tools to PC on which IP application is located; Install software.
- Provide WalkerCom with accurate and current topology maps of new and existing network designs. Note: WalkerCom can provide this service at an additional charge.
- Ensure that all LAN and WAN segments at all test sites are functional during same test period: Note: Testing individual sites or subsets of the full complement may result in additional charges, calculated on a per-site basis.

System Software and Network Translation

Customer will be required to:
- Provide site-specific information, such as software networking and trunking requirements.
- Work with WalkerCom to determine the following for each system:
    - Direct inward (DID) numbers
    - Listed Directory Numbers
    - Feature dial access codes
    - Station Numbering Plans
- Work with WalkerCom to finalize numbering plan
- Work with WalkerCom to determine connectivity of trunk facilities.
- Obtain authorization from WalkerCom project manager before making any of these system changes:
    - Accessing software system logins.
    - Changing permissions of any logins intended for exclusive use by WalkerCom
    - Establishing maintenance software permission for customer-level logins without having applicable and current maintenance agreement or software permissions addendum.
    - Activating any feature for which license has not been obtained from manufacturer.

At Core Sites - WalkerCom will:
- Activate all software options purchased by Customer.
- Activate Customer's dial plan based on Customer's requirements.
- Program system software and network translations for Customer.
    This task includes:
- Customized feature access codes
- Customized classes of restrictions (COR)
- One automatic route selection (ARS) table to coincide with (COR)
- ARS dialed strings, including:
    - Emergency: three dialed digits (for example, 911)
    - Local: 2 to 10 dialed digit strings.
    - Long: 11 dialed digit strings
    - International: maximum of 18 dialed digits
    - Customized classes of service (COS)

At Remote Sites (if applicable) – WalkerCom will:
- Activate all software options purchased by Customer.
- Activate Customer's dial plan, based on system requirements.
- Program system software and network translations for Customer.
    This task includes:
- One ARS table to coincide with COR
- ARS dialed strings including:

- ARS dialed strings, including:
  - Emergency: three dialed digits (for example, 911)
  - Local: 2 to 10 dialed digit strings.
  - Long: 11 dialed digit strings
  - International: maximum of 18 dialed digits

  Note: Changes requested by Customer 30 days after the software download may result in additional charges.

Basic Call Center Implementation

WalkerCom will remotely:
- Activate all basic call center features as defined by Customer.
- Create up to five:
  - Splits/Hunt Groups
  - Routing Vectors
  - VDNS

Trunking Translations

WalkerCom will provide the basic system translations for trunking and network connectivity.
WalkerCom will integrate any SIP trunks to one third party proxy.

Station Programming

WalkerCom will translate to a pre-defined number of telephone stations. WalkerCom will allow Customer to fully customize station software.

Customer is required to:
- Conduct station detail-gathering in accordance with WalkerCom instructions, including:
  - Matching existing voice terminals with users
  - Matching existing data modules with users
  - Defining station classes of service (COS)
  - Determining button features
  - Defining call coverage, call-pickup groups, and call restrictions for stations.
- Use Station Builder tool to accomplish station customization.
- Hand off Station Builder output to WalkerCom software resource for verification and upload to server.

The WalkerCom software resource will:
- Interview and provide consultation services to each Customer end-user coordinator.
- Collect all end user data.
- Input data into provisioning tools.

Station programming for IP Softphones

WalkerCom will register and configure two IP Softphones on the communication server, unless otherwise specified. The remaining Softphones will be Customer-installable.

Software Programming for IP Interface Boards

WalkerCom will input the translations for the IP Interface board configuration, into the server. The IP interface board configuration will require matching settings on the Ethernet switch in which the boards terminate.

WalkerCom will make the physical connection to Customer's LAN and program the IP address provided by Customer, once the corresponding settings have been verified by Customer on the terminating Ethernet switch.

WalkerCom will provide feature access codes to Customer. Customer will be able to access switch administration via the administrator's PC.

Customer will be required to provide resources for recording voice announcements.

Network Region Design Implementation

WalkerCom will implement the network region design based on the following Customer requirements:
- Available bandwidth between regions.
- Estimated call values between regions.
- QoS policy, as defined by Customer
- Failover/Disaster Recovery practices and policies
- Complete IP address scheme provided by customer
- VLAN settings
- Port speed/duplex settings

Although the network region configuration will be defined at the communication server, it will affect all IP phones, gateways and devices that register to the communication server.

Control Network Implementation

WalkerCom will:
- Prepare and load configurations
- Test equipment to verify that it transports agreed-upon network protocol.

Customer will:
- Provide Ethernet switches for connectivity.

Mobility (check if applicable) _____

WalkerCom will configure mobility software licenses for a predetermined number of users.

Secure Access Link (SAL) Embedded Agent (check if applicable) __X_____

WalkerCom will:

- Enable and configure the Secure Access Link (SAL) embedded agent connection
- Test alarm receipt at WalkerCom

Voicemail Transparency (VMT) (check if applicable) _____X_____

WalkerCom will:
- Implement VMT design based on Customer input.
- Test VMT routing for intra-switch, inter-location calls.
- Verify correct routing and completion of VMT calls.

Customer will be required to:
- Provide DID number for VMT LDN at teach location or network region.
- Ensure that PSTN trunks meet VMT requirements at each location.
- Ensure that adequate number of trunks is available for VMT routing.

SOLUTION DEPLOYMENT

Hardware Installation

WalkerCom will:
- Unpack, inspect and inventory hardware.
- Install hardware and connect all adjuncts to Communication Manager Server, if applicable.
- Install software and firmware upgrades, if applicable.
- Observe units upon power-up and verify successful completion of self-test diagnostics.
- WalkerCom will test to a predetermined number of LSPs/Gateways connected to the survivable server.
- If applicable, for S88xx and S87xx Servers,
    - Install same server pair greater than typical 100 meter distance.
    - Connect two Media Servers, via Customer-provided fiber connectivity.

Note: Fiber terminations should be located in each equipment room at the wall field. The main media server will be co-located at the existing PPN location (Primary). The second media server will be located at a "secondary" building.

For Rack-Mounted Servers

WalkerCom will install the Server Platform to include:
- Unpack, inspect and inventory hardware
- Prepare and rack/mount the server/gateway
- Ground all hardware
- Install software and firmware upgrades, if applicable
- Observe units upon power-up and verify successful completion of self-test diagnostics
- Install Basic System Platform Software
- Install all required WAN and Ethernet LAN Connections
- Install applicable additional memory and High Availability/Failover hardware.

WalkerCom will install the Secure Access Link Embedded Agent and Gateway to include:
- Complete the SAL Product Registration worksheet to obtain the SEID and PRODUCT ID via CAVIOT
- Submit the Registration Worksheet to obtain the SEID and PRODUCT ID to CAVIOT
- Configure Remote access in SAL Gateway
- Configure Alarming in SAL Gateway
- Establish User Accounts on SAL Gateway
- Establish Site Server IP Address
- Establish the SEID Console Domain
- Establish the Alarm ID.

Customer will be required to:
- Provide space in an existing 19" data rack or provide new racks for the Media Servers and gateways
- Access PLDS and download licenses and required software to a local media storage and bootable medium
- Load the Linux OS and Java SE
- The customer must provide or confirm parameters are about to be configured:
  - VLAN
  - IP Addresses (7,12 or 14)
  - Subnet Mask
  - Default Gateway
  - DNS Server IP
  - Gateway/s SN

Use of Existing Wire

Customer will be required to:
- Engage wiring vendor to verify, tag, tone and test pre-existing wire and cable.
- Determine whether wire and cable, if reused, will meet WalkerCom requirements
- Repair or replace any wiring and/or cable that does not meet WalkerCom requirements.

If WalkerCom determines that the required wiring work would delay system customer, customer may:
- Proceed with installation without usable sets and arrange for the sets to be installed after wiring has been repaired; OR
- Delay installation and pay applicable charges for rescheduling work.

Note: Delayed and rescheduled work will be subject to the WalkerCom then-current Time & Materials rate.

Trunk Installation

WalkerCom will:
- Terminate and test each trunk into the media server.
- Inform Customer of trunk test results.
- Perform loop-back test from server DS-1s (integrated CSUs only) to facilities demarcation point.
- Inform Customer of loop-back test results, if applicable.
- Test connectivity to Customer's network services.

Cable Installation

WalkerCom will:
- Install all cables of default length and gender
- Use Amphenol connectivity at both ends of cable extending from back of switch to 110 wallfield.
- Use PVC cable under 100 feet in length.
- Provide field termination of machine cables , if necessary.

Note: Cables of different genders or longer than 100 ft may be used but subject to additional charges.

Uninterruptible Power Supply (UPS) Implementation

WalkerCom will unpack, install and power up the UPS.

Customer will be responsible for hard wiring, if required.

Station Installation

WalkerCom will unpack and install a predefined number of telephone stations for compatible customer provided telephones.

WalkerCom will deploy IP telephones that utilize DHCP server and TFTP and/or HTTP servers and, in some cases, LDAP and DNS servers.

If IP telephones are shipped with older software revisions and Customer downloads a newer software revision and places it on the TFTP and/or HTTP server, the IP telephones will upgrade to the newer revision during installation.

Customer will be required to:
- Provide station layout floor plan including:
    - Extension
    - Phone type
    - Cable pair
    - Jack number
    - User name
- Provide phone designation strips and label telephone stations, if applicable.
- Provide spreadsheet with corresponding information for cross-connect work to be performed in equipment room.
- Complete station wire and terminations, if applicable.
- Set up and configure any DHCP, TFTP, HTTF, LDAP and DNS servers according to requirements defined in applicable IP telephone administrator's guide.
- Ensure the TFTP and/or server is correctly administered with current software revision.
- Provide LAN connectivity for IP stations to the desktop.

Station Placement

WalkerCom will place and test to a predefined number of telephone stations according to Customer-provided floor plans indicating each user's location and station type.

After the analog/digital stations are deployed, WalkerCom will perform facility testing of basic TDM-to-TDM calling.

After the IP stations are deployed, WalkerCom will perform facility testing of basic IP-to-IP calling and IP-to-TDM calling.

Customer will be required to provide WalkerCom with floor plans indicating each user's location and station type.

Cross Connects

WalkerCom will perform the following cross-connects for analog/digital stations in the switch room utilizing the main distribution field (MDF):
- Maintenance modems and external line used for alarm origination

- Station and trunk ports (for example, where station wires terminate on 110 hardware in switch room)
- Station and trunk terminations (for example, where trunks terminate on RJ-21 or 110 hardware provided by facilities vendors)
- All in-house wiring runs must be installed, labeled and tested before cross-connect work can be performed.

Customer will be required to complete cross-connects in intermediate wire closets, campus inter-building "black" cable, or fiber-optic cable.

Remote Access Connectivity

WalkerCom will:
- Verify remote dial access, if Customer's modem was purchased.
- Install dial-up modem for remote access capability, if Customer's modem was purchased
- Verify modem's connectivity to appropriate support center
- Register Customer's hardware.

Help Desk Support

A WalkerCom software resource and customer service engineer will provide Help Desk support on the first day of business following the in-service date of a new installation.

Customer will be required to provide one representative to support the help desk operation.

EDUCATION AND KNOWLEDGE TRANSFER

Instructor-Led End User Training

WalkerCom customized onsite training for end users may cover the following topics related to systems functionality:
- Voice terminal features
- Call center phone features
- Console operations

Instructor-led end-user training will be available on consecutive business days during Standard Service Hours, as defined under Standard Service Hours.

Training Room Setup

WalkerCom will use Customer-provided hardware to set up Customer's designated training room. The set up will include the installation and programming of ten training stations.

System Handoff Review

WalkerCom will cover the following topics in an informal knowledge transfer for Customer's system administrators:
- Accessing system
- Administering user movers, add and changes
- Changing feature access codes
- Managing features
- Adding, customizing, upgrading, swapping and removing phones
- Routing outgoing calls
- Understanding dial plans.

System handoff reviews will be conducted remotely on consecutive business days during Standard Service Hours, as defined under Standard Service Hours. This is not a substitute for classroom instruction.

IMPLEMENTATION DELIVERY

Negotiation with Telecommunication Service Providers and Wire Vendors

Customer will be required to:

- Ensure that any network problems are referred to Customer's network service provider and resolved.
- Provide and install MDF or wallfield for station wire terminations
- Consult with WalkerCom project manager to determine wallfield requirements before placing cables.
- Provide all station, riser, feeder, and inter-building cable and wire to meet specifications provided by WalkerCom.
- Verify, tag, tone, test, and document the distribution system according to requirements provided by WalkerCom project manager.
- Create spreadsheet documenting requirements including:
  - Cable pair (including IDF closets)
  - Jack Number
  - Station Number
  - Station Type
  - Cube Location
- Create wall/floor plan identifying all locations identified in requirements spreadsheet.
- Arrange for any telephone number changes required in connection with cutover.
- Order, install and test all network circuits.
- Ensure that circuits are fully extended, terminated and labeled on plywood mounting within switch room.
- Provide WalkerCom with signaling, framing, and network programming information compiled by Customer's network vendor.
- Work with WalkerCom and Customer's network vendor to reach agreement on testing date and time.

Payment Terms

Travel
- Travel and expenses included.

Licensing
- End User agrees to comply with and be bound by the Avaya Software License Terms, attached hereto and incorporated herein by reference

Project Location(s)
- Work to be performed on this project remotely and on-site as deemed most appropriate by the lead WalkerCom Project Manager. Shipping charges will be billed on final invoice.

Terms
- Quote is valid 60 days. If not using Financial Services, payment on equipment MUST be issued for this project to commence; remaining balance will be invoiced upon completion of the project. Remit signed contract and initial payment to the contact below. Terms & Conditions are attached to this document. Standard contract terms apply unless exceptions noted above. Payment in US dollars.

Placing Orders:
- Please provide the following information when placing an order:
  - Quote Number
  - Contact Information
- And remit to:
  - Email address: martin.venable@walkercom.com
  - Fax Number: 281-997-5720