

RESOLUTION NO. 14-1

WHEREAS, Sangamon County's voice mail system is no longer supported and is in need of replacement;

WHEREAS, the Sangamon County Information Systems Department has prepared a project proposal to update Sangamon County's voice mail system with a new state of the art system that will connect to our existing network and phone system, as well as a updated phone system in the future;

WHEREAS, funding for this project was previously approved as a capital expenditure;

NOW, THEREFORE, BE IT RESOLVED, that the Members of the Board of Sangamon County, Illinois, in session this 8th day of April, 2019, hereby approve the attached contract for \$75,528 to implement a new County voice mail system.

RESPECTFULLY SUBMITTED

Building & Grounds Committee

*Jason Kott*  
 \_\_\_\_\_  
*B. Math*  
 \_\_\_\_\_  
 \_\_\_\_\_  
*Alan Denny*  
 \_\_\_\_\_  
*Zera*  
 \_\_\_\_\_  
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Finance Committee

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**RECEIVED**  
2660

MAR 14 2019

Andy Goleman  
SANGAMON COUNTY AUDITOR

**FILED**

MAR 27 2019

*Don Hays*  
Sangamon County Clerk

Sangamon County Purchase Order Template  
(Pre-ERP Implementation)

14-2

-- Purchase Orders are required for all Informal Quotes (>\$3,500) and Formal Solicitations (>\$30,000)

Department Information

Department Information Systems  
Employee Contact Wayne Rovey

Purchase Request Information

Vendor AT&T  
Purchase Description Voice Mail Software  
Quantity 400 Mailboxes & Installation  
Price Per Unit \_\_\_\_\_  
Total Price \$80,000.00  
G/L Capital Expenditure

Tracking

PO Number ISD 2019-020  
(Manually assigned by Department)  
Date: 3 /25/19  
Legal Review (if applicable; see below) Reviewed by D. Gab Unsuitable for bid  
Sent to Auditor's Office for Review \_\_\_\_\_  
Note: PO request documents need to be to the Auditor's Office 5 business days prior to the oversight committee meeting.  
Auditor's Office Review Completed Andy Goleman 3-14-19  
Approved by Oversight Committee [Signature]  
Approved by County Board (if applicable) \_\_\_\_\_  
\*County Board Resolution Required

Note: Please attach all required documents such as quotes, bids, rfp's, evaluations, etc.

Legal Review is required for:

- All services being performed for or on behalf of the County
- All goods in excess of \$10,000 per year
- Any goods or services being procured through an RFP/Bid Process
- Intergovernmental/Interagency Agreements
- If a vendor or other agency requires a contract or written agreement.

**RECEIVED**  
2660

MAR 14 2019

Andy Goleman  
SANGAMON COUNTY AUDITOR

ATT Voice Mail Contract Explanation

PO# ISD 2019-020

The ATT voice mail contract is unsuitable for bid because the new voice mail system needs to interface from a hardware standpoint directly into our ATT supported PBX system. Also, ATT currently supports our PBX plus our aging voice mail system and will assist us with migrating off the old voice mail system and onto the new voice mail system. The on-site technical support we receive from ATT is excellent.

AT&T GLOBAL SERVICES  
Schedule of Charges

14-4

2/11/2019

**Sangamon County**  
**ESNA to replace Mer Mail**



Quote valid until April 02, 2019

Solution Locations	Product Price* (Incl. Freight)	Implementation Services Price	Maint./Support Services Price**	Total Location Solution Price
HQ New ESNA SW	\$ 16,051.87	\$ 38,536.76	\$ 14,758.18	\$ 69,346.81
Sangamon East Add T1 SIP Gway	\$ 1,836.65	\$ 3,687.48	\$ 657.58	\$ 6,181.71
<b>Total Solution Price</b>	<b>\$ 17,888.52</b>	<b>\$ 42,224.24</b>	<b>\$ 15,415.76</b>	<b>\$ 75,528.52</b>

Taxes, if applicable, to be invoiced on final bill.

Quote valid until April 02, 2019

\* Product Price includes Estimated Shipping and Handling / Freight charges.

\*\* Maintenance/Support Services Pricing is the total contract price for the entire length of the term.

AT&T and Customer Confidential Information

# AT&T

## Exhibit 1: Scope of Work Addendum

for

### Sangamon County

#### Customer Information (Billing):

Sangamon County  
 200 South 9th. St  
 Springfield , Illinois 62703  
 Company Billed Telephone Number (BTN): 217-535-3170  
 Contact Name: Sangamon Info. Systems  
 Contact Telephone Number: 217-535-3170

#### Project General Information:

Solution Description: ESNA to replace Mer Mail  
 Sales Channel Name: John Martynowski  
 Sales Channel Phone: 217-303-4804  
 Sales Channel #2 Name: Robbie Rogers  
 Sales Channel #2 Phone: 678-893-5601

### ESNA to replace Mer Mail

#### General Description of Project

This Statement of Work ("SOW") between AT&T Global Services and Sangamon County provides information and terms and conditions regarding the implementation for the equipment contained in this proposal.

This quote proposes to replace the current Meridian Mail serving both the HQ location and the Sangamon East with ESNA Officelinx software - to be loaded on customer provided VMWare Server(s).

ESNA is proposed as non- GeoRed - Non HA

The PBX at HQ Location is a 1000M-SG on Release 4.0 - Premium level software - SN:L01565

The PBX at Sangamon East is a 1000M Cabinet system on Release - 4.0- Premium Level software SN: 10135873

The current Mail system is on Release 12.12 with 20 port integration to the PBX.

Both systems will remain at current release/systems.and integration to customer server(s) will be via T1 to SIP Gateways sourced through Scansource/Catalyst

ESNA software is equipped to support 400 voice only mailboxes, 30 Menus/Auto Attendants.

No Fax is required

Integration to Exchange

Software to be installed on customer provided VMWare server(s).

Scansource Professional Services included for ESNA software.

Reach Me to Cell phone  
 Notify Me to Cell phone  
 Notify Me to SMTP Email  
 Web Messaging Access

**Remote Officelinx Training will include:**

Up to (4) consecutive Hours Administrative overview of the included features  
 Up to 2 Administrators are included in the training.  
 ESNA quick reference guide will be provided

*Note: Training will be completed remotely within two weeks of cutover or additional charges will apply.*

**Officelinx Documentation will include**

Workbook document containing the system configuration/completed planning forms.  
 Relevant Avaya Admin Guides for topics covered during admin overview.

*Note: A planning form will be provided to be completed by the customer*

**AT&T Project Manager**

AT&T will appoint a project manager at the outset of the project ("Supplier Project Manager")  
 The Supplier Project Manager acts as a single point of contact and will oversee the individual tasks that move a Project forward, provides a conduit for communication and supports Customer satisfaction.

The Supplier Project Manager will:

Conduct a Project kickoff meeting to review Project objectives, SOW, change control policy and verify Customer requirements and dates

Determine, identify and request Project resources and develop and maintain a Project schedule.

Confirm pre-requisites are complete, provide oversight of Provider activities and act as a facilitator for issue resolution within the scope of this SOW.

Manage Project changes and confirm the Project's deliverables are completed

**Assumptions:**

Assumes customer is responsible for their own VMware and will provide the windows server licensing, Winder Server OS load, and update to the latest patch levels

All non-service affecting work will be performed during normal business hours

AT&T will:

Provide a Project Manager

Rack and stack gateways, configure IP addresses, and provide VPN access to ScanSource for configura

End of Manufacture Support for CS 1000M PV-IV Processors: Avaya will be ending support on PV-IV processors as of January, 2015. At that time, upgrades to Release 7.6 that require new hardware for CS 1000M platforms will no longer be available. If not in place currently, AT&T recommends that the Customer develop a migration plan to replace the legacy hardware or at minimum purchase spares to mitigate risk. AT&T can provide assistance with this migration strategy if desired. Subsequent to January, 2015, support for the legacy equipment will be a 'best effort' per maintenance agreements with AT&T.

SEB Netpath will be used for remote support of the equipment at this location based on the terms of the maintenance/support contract (if applicable).

## **Avaya Communication Server 1000**

### **Project Type**

Model Type: 1000M Cabinet

Resiliency: Standard

Location Type: Remote

Expansion being proposed

### **Existing Software Release and Level**

Communication Server 1000 Release 4

Premium Service Package

## **Miscellaneous**

## **Additional Implementation Notes**

### **Project Cutover Information**

Overtime has been included for the cutover of the system. Implementation and configuration prior to cutover will occur during normal business hours.

## **Network Readiness Assessment and Field Engineering**

### **Network Readiness Assessment**

Customer must review and sign the Customer Network Readiness Acknowledgement. Unless stated differently in the General Description section, the scope of this project does not include the LAN/WAN equipment or network infrastructure required to meet and support the VoIP application through the customer's network. It is the customer's responsibility (or covered under a separate scope/project) to insure that the LAN and WAN infrastructure will meet and support VoIP specifications that provide acceptable VoIP bandwidth and transmission quality. A high performance network must be in place prior to VoIP implementation as described in the attached AT&T / Avaya specifications.

## **Project Management Notes**

AT&T Project Management has been included for this location.

Implementation of this location will occur in a single phase cut-over. Additional charges may be required as a result of additional phases being added after the purchase of the solution.

## **Sangamon County - HQ 1000M-SG**

### **General Location Information**

Site Description: HQ 1000M-SG

The Site ID / Sold To Number is L01565

### **Implementation Location**

Customer must review and sign the Customer Network Readiness Acknowledgement. Unless stated differently in the General Description section, the scope of this project does not include the LAN/WAN equipment or network infrastructure required to meet and support the VoIP application through the customer's network. It is the customer's responsibility (or covered under a separate scope/project) to insure that the LAN and WAN infrastructure will meet and support VoIP specifications that provide acceptable VoIP bandwidth and transmission quality. A high performance network must be in place prior to VoIP implementation as described in the attached AT&T / Avaya specifications.

**Project Management Notes**

AT&T Project Management has been included for this location.

Implementation of this location will occur in a single phase cut-over. Additional charges may be required as a result of additional phases being added after the purchase of the solution.

**AT&T Implementation and Testing Notes**

As a general practice, AT&T (or an entity representing AT&T) will perform the following unless noted differently in this scope of work:

- System burn-in, testing, and verify functionality per manufacturer specifications.
- Designate, place, and test all equipment per the equipment list.
- Clean-up debris in work area to customer-provided disposal site.

Equipment room requirements and drawing will be provided as necessary.

**Cabling Information**

For locations where AT&T will NOT be providing Tone, Tagging, and Testing or a turnkey cabling solution:

The customer will provide AT&T with good cable records and assume responsibility for all station cabling and associated records not identified above. AT&T's responsibilities shall be limited to cross connecting station wiring to the MDF in the main equipment room where the Avaya equipment cabinets are installed. The customer shall be responsible for all station wiring and connectivity beyond the MDF, including all intermediate cross-connections.

For all Digital and Analog legacy telephones instruments, Pair 1 (blue/white), of CAT 3 or equivalent, of each horizontal station cable for each telecom outlet shall be terminated on the center pins of a 6-position outlet.

The customer shall provide AT&T with clearly marked floor plans/cable records in an agreed upon electronic format for all locations identifying the corresponding MDF cable and pair number and station device for each TO. Where necessary and mutually agreed upon, AT&T will provide assistance for the tone and tag, or problem resolution, of the customer's station wiring on a time and material basis.

If the solution includes voice of IP stations, please note this proposal does not include the LAN/WAN equipment or network infrastructure required to meet and support the VoIP application through the customer's network (unless specified differently elsewhere in this scope of work). It is the customer's sole responsibility to insure that the LAN and WAN infrastructure will meet and support VoIP specifications that provide acceptable VoIP quality. Please refer to the Customer Network Readiness Acknowledgement for more details.

The customer shall provide AT&T with clearly marked floor plans/cable records in an agreed upon electronic format for all IP set locations where AT&T is placing and testing the IP devices. Where necessary and mutually agreed upon, AT&T can provide an network assessment of the existing data network for an additional charge.



1. Dedicated electrical facilities that offer system components a single point of ground (SPG) reference.
2. A stable atmosphere (around the clock, 365 days a year) offering the system a temperature of approximately 74 degrees Fahrenheit at relative humidity levels from 35% to 65% non-condensing.
3. A clean and well-ventilated room having a vinyl or mastic tile floor and offering adequate lighting and security.

Note: It is also recommended that any sprinkler heads in the immediate vicinity of the equipment be equipped with high temperature sensors and caged to prevent accidental water damage.

If you require more details to your system or have questions with regard to the above stated conditions, please contact your Project Manager or Salesperson to initiate your inquiry. AT&T engineers and staff are available to assist with technical questions.

### **Exhibit 2: Customer Network Readiness Acknowledgement**

Customers who purchase Voice over IP (VoIP) and/or IP Telephony products must ensure that the LAN /WAN configurations meet or exceed Customer Network Requirements (as detailed herein) throughout the Customer's network infrastructure. It is solely Customer's responsibility to ensure that the LAN/WAN infrastructure will meet VoIP specifications that provide acceptable VoIP quality. Network reconfiguration (and/or upgrades of the data network - including LAN/WAN hardware/software) to meet VoIP quality specifications are the responsibility of the Customer. **FAILURE TO MEET SUCH SPECIFICATIONS MAY IMPACT VoIP CALL QUALITY, OR EVEN THE ABILITY TO COMPLETE VoIP CALLS. INCLUDING 911 CALLS.** To successfully implement VoIP, the Customer's network must be able to support the demands of voice traffic concurrently with the data demands. Thus, a network sufficient to meet the Customer Network Requirements specified below must be in-place prior to VoIP equipment implementation. Without such a high-performance network infrastructure, a VoIP product may result in undesirable performance and/or inconsistent performance. It should also be noted that future changes affecting the Customer's network – such as increased traffic, added or modified applications, or new locations – may adversely impact network performance. Customer is solely responsible if such changes occur and any resulting Customer network impacts.

#### **Customer Network Requirements**

Separate VLAN for Voice over IP traffic.

Dedicated Category 5 or better Cabling and Layer 2 switch port per IP device (station)

Ethernet network 100Mbps minimum, no Token Ring

Adequate bandwidth to support your voice and data traffic volume demands over the network. Each Voice over IP Call consumes approximately 80 Kbps of bandwidth using a G.711 CODEC. Additional CODEC options are available that lower the per call bandwidth requirements on a network.

Low Delay (Latency) to ensure a good quality voice conversation ( $\leq 125$  milliseconds recommended).

Minimal Packet Loss (long term average  $\leq 1\%$  and short term not to exceed 5% in any 10-second interval are recommended) to ensure parts of a conversation are not distorted or lost especially during bursty data traffic flows.

Low Jitter (recommend maximum not to exceed 4%) to ensure that the next IP packet can be played at the destination CODEC without requiring large jitter buffers.

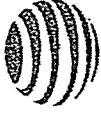
Switched Layer 2 infrastructure (no Hubs)

Ensure Quality of Service (QoS) throughout the voice IP path by placing only voice in the highest priority queue so that voice receives the bandwidth and latency required for effective voice communications.

Prior to implementation, Customer can purchase from AT&T a VoIP Network Readiness Assessment – a “snapshot” of the Customer's current network that helps ensure Customer's network is capable of providing the best possible integration of voice and data. **If the Customer's network does not meet the minimum Customer Network Requirements listed above, additional charges may apply to assess and address Customer network issues, at the then current applicable AT&T rates.**

2/11/2019

**Sangamon County**  
**HQ New ESNA SW**



Part Number	Description	Qty	List Unit Price	List Extended Price	Customer Unit Price	Customer Extended Price
<b>Product Section - Main Items</b>						
185446	AVAYA COMMUNICATIONS SOLUTION	1	\$ -	\$ -	\$ -	\$ -
184048	MODULAR MESSAGING MODEL	1	\$ -	\$ -	\$ -	\$ -
340055	AVAYA DIAGNOSTIC SRVR SAL GATEWAY SFTW ONLY LIC:DS	1	\$ -	\$ -	\$ -	\$ -
384645	AVAYA OFFICELINX R10.7+ VOICE PORT TRACKING	10	\$ -	\$ -	\$ -	\$ -
388700	OFFICELINX R10 NEW SYSTEM TRACKING	1	\$ -	\$ -	\$ -	\$ -
397589	OFFICELINX MUTARE VOICE TO TEXT 60 DAY TRIAL PROMOTION	1	\$ -	\$ -	\$ -	\$ -
399043	AVAYA OFFICELINX R10.7+ MAINSTREAM SEAT LIC: NU	400	\$ 65.00	\$ 26,000.00	\$ 34.32	\$ 13,728.00
399295	AVAYA OFFICELINX R10.7+ VE VAPP ENABLEMENT	1	\$ -	\$ -	\$ -	\$ -
<b>Product Section - Ancillary Items</b>						
SIG-PREREG-STC	Catalyst Pre-Registration (Qty 1 req. per site (or Sold-to))	1	\$ 195.00	\$ 195.00	\$ 214.50	\$ 214.50
AA0140519	Great Lakes Wire & Cab. Blue CAT5E Patch Cord - 15 ft.	6	\$ 3.87	\$ 23.22	\$ 2.13	\$ 12.78
AA0140520	Great Lakes Wire & Cab. Blue CAT5E Patch Cord - 25 ft.	6	\$ 6.16	\$ 36.96	\$ 3.39	\$ 20.34
SAN-						
VEGA4NGF030	Vega 400GF 4 Port T1-E1 30	1	\$ 2,995.00	\$ 2,995.00	\$ 1,752.40	\$ 1,752.40
<b>Total Product Price</b>						
	Total List Price		\$	\$ 29,250.18		\$ 15,728.02
	Discount off List		\$	\$ (13,522.16)		\$ 323.85
	Total Product Main & Ancillary Price					\$ 16,051.87
	Estimated Shipping and Handling					\$
<b>Implementation Services Section</b>						
	AT&T Installation Services					\$ 9,160.76
	Scansource/Catalyst Pro services					\$ 29,376.00
<b>Total Implementation Services Price</b>						
						\$ 38,536.76
<b>Ancillary Items Maintenance/Support Services</b>						
	Ancillary Items Maintenance/Support Included					\$
<b>Subtotal</b>						
						\$ 657.58

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**Sangamon County**  
**Sangamon East Add T1 SIP Gway**

2/11/2019

Part Number	Description	Qty	List Unit Price	List Extended Price	Customer Unit Price	Customer Extended Price
<b>Product Section - Ancillary Items</b>						
AA0140519	Great Lakes Wire & Cab. Blue CAT5E Patch Cord - 15 ft.	6	\$ 3.87	\$ 23.22	\$ 2.13	\$ 12.78
AA0140520	Great Lakes Wire & Cab. Blue CAT5E Patch Cord - 25 ft.	6	\$ 6.16	\$ 36.96	\$ 3.39	\$ 20.34
SAN-						
VEGA4NGF030	VEGA 400GF 4 Port T1-E1 30	1	\$ 2,995.00	\$ 2,995.00	\$ 1,752.40	\$ 1,752.40
Total List Price \$ 3,055.18						
Discount off List \$ (1,269.66)						
Total Product Main & Ancillary Price \$ 1,785.52						
Estimated Shipping and Handling \$ 51.13						
<b>Total Product Price \$ 1,836.65</b>						
<b>Implementation Services Section</b>						
AT&T Installation Services \$ 3,687.48						
<b>Total Implementation Services Price \$ 3,687.48</b>						
<b>Ancillary Items Maintenance/Support Services</b>						
Ancillary Items Maintenance/Support Included \$ 657.58						
<b>Total Maintenance/Support Services (Contract Total) (\$657.58 billed annually)</b>						
<b>Solution Pricing Summary</b>						
Total Product Price \$ 1,836.65						
Total Implementation Services Price \$ 3,687.48						
Total Maintenance/Support Services Price \$ 657.58						
<b>Total Location Solution Price \$ 6,181.71</b>						
<i>Taxes, if applicable, to be invoiced on final bill.</i>						
<i>Quote valid until April 02, 2019</i>						

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Sub-Rider D7 – Statement of Work

Sub-Rider D7 Statement of Work  
AT&T Equipment Resale and Related Services Pricing Schedule

Pricing Schedule ECATS No.: 20110104-0281  
SOW ECATS No.:  
CPR: 10313617

Customer	AT&T	AT&T Sales Contact Name
Sangamon Information System	SBC Global Services, Inc. dba AT&T Global Services	Name: John P Martynowski
CUSTOMER Address	AT&T Address and Contact	AT&T Sales Contact Information
200 South Ninth Street, Room 312 Springfield, IL 62701 USA	225 West Randolph Street Chicago, IL 60606 ATTN: Legal Department	555 E. Cook Street Springfield, IL 62703 USA Telephone: 217-303-4804 Email: jm7719@att.com Sales/Branch Manager: Twana N. Skrobot SCVP Name: Brian Troup
CUSTOMER Contact		AT&T Contact Information
Name: Stephanie Butcher Title: Administrative Secretary Telephone: 217-535-3170 Email: Stephanie.Butcher@co.sangamon.il.us  Customer Number: 10033137	With a copy to : AT&T Corp. One AT&T Way Bedminster, NJ 07921-0752 ATTN : Master Agreement Support Team Email : mast@att.com	Name: John P Martynowski Address: 555 E. Cook Street City: Springfield State / Province: IL Country: USA Domestic / Intl / Zip Code: 62703 Telephone: 217-303-4804 Email: jm7719@att.com
CUSTOMER Billing Address and Contact		
200 South Ninth Street, Room 312 Springfield, IL 62701 Contact Name: Stephanie Butcher Title: Administrative Secretary Telephone: 217-535-3170 E-mail: Stephanie.Butcher@co.sangamon.il.us		

This Statement of Work ("SOW") constitutes a Quote until executed by Customer, at which time it will be considered an Order. The Quote expires sixty (60) days after the Date of Submission.

AT&T Global Services is an affiliate of AT&T Corp and is authorized to execute this SOW.

<p>✗ AGREED: _____</p> <p>CUSTOMER: Sangamon Information System</p> <p>✗ By: _____</p> <p>(Authorized Agent or Representative)</p> <p>_____</p> <p>(Typed or Printed Name)</p> <p>_____</p> <p>(Title)</p> <p>_____</p> <p>(Date)</p>	<p>AGREED: _____</p> <p>AT&amp;T Global Services</p> <p>By: _____</p> <p>(Authorized Agent or Representative)</p> <p>_____</p> <p>(Typed or Printed Name)</p> <p>_____</p> <p>(Title)</p> <p>_____</p> <p>(Date)</p>
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Sub-Rider D7 – Statement of Work

**SELECTION OF SOFTWARE MAINTENANCE AND PASS PLUS SUBSCRIPTION PLAN:**

**Contact Center Software Maintenance Services:**  24x7  8x5

ACCEPT - Customer Initials: \_\_\_\_\_ DECLINE - Customer Initials: \_\_\_\_\_

Initial Term: ( ) Years From: \_\_\_\_\_ To: \_\_\_\_\_ Annual Price: \_\_\_\_\_

S/W Plan Payment Terms (default is annual):  Prepay  Annual  Semi-Annual  Quarterly  Monthly

Financing: Not Applicable

Remittance for invoices rendered by AT&T Global Services for Service Plans should be to AT&T Global Services.

**PASS Basic Entitlement**

Partner Assurance Support Services (PASS Basic) has been included for all applicable locations for the manufacturer to provide corrective software content to AT&T, such as software patches and updates to correct known software issues or defects on behalf of the Customer.

**PASS Plus Software Release Subscription Service: (see equipment list for details)**

ACCEPT - Customer Initials: \_\_\_\_\_ DECLINE - Customer Initials: \_\_\_\_\_

Initial Term: ( ) Years From: \_\_\_\_\_ To: \_\_\_\_\_ Annual Price: \_\_\_\_\_

S/W Subscription Payment Terms (default is annual):  Prepay  Annual

**SELECTION OF EQUIPMENT SERVICE PLAN:**

Manufacturer-Provided Maintenance Services: OEM: \_\_\_\_\_

Name of Service: \_\_\_\_\_

Coverage Level: \_\_\_\_\_

X

ACCEPT - Customer Initials: \_\_\_\_\_  DECLINE - Customer Initials: \_\_\_\_\_

Initial Term: ( ) Years From: \_\_\_\_\_ To: \_\_\_\_\_ Annual Price: \$0.00 \_\_\_\_\_

Service Plan Payment Terms (default is annual):  Prepay  Annual  Financing: Not Applicable

**TERMINATION ADJUSTMENTS:** If Customer terminates Manufacturer-Provided Maintenance Service in whole or in part, the remaining unused portion of the maintenance fees is non-refundable, either by way of cash or credits.

Please see the following exhibits:

- Exhibit 1: Scope of Work Addendum
- Exhibit 2: Customer Network Readiness Acknowledgement (Signature Required)
- Exhibit 3: Consulting Services Acknowledgement (Signature Required)
- Exhibit 4: 911 Emergency Service Acknowledgement (Signature Required)
- Exhibit 5: Schedule of Charges