

Statement of Work

Project Name: IP Phone System Deployment

Effective Date: December 01, 2024

Project Completion Date: February 28, 2024

SOW Number: SOW-2024-067

Project Scope

The Phone Company will deploy an IP phone system and integrate it with Microsoft Teams to enhance communication capabilities.

Project Objectives

- Deploy a robust IP phone system.
- Integrate the IP phone system with Microsoft Teams.
- Provide user training and support documentation.

Tasks

- Network Assessment & Deployment Plan
- IP Phone Configuration & Setup
- IP Phone & Teams Integration
- User Training & Support Documentation

Schedules

- Project kick-off: December 01, 2024
- Network Assessment & Deployment Plan: December 15, 2024
- IP Phone Configuration & Setup: January 01, 2025
- IP Phone & Teams Integration: January 15, 2025
- User Training & Support Documentation: February 01, 2025

Requirements

- Access to existing network infrastructure.
- Collaboration with the IT team for planning and implementation.
- Approval of milestone completion before moving to subsequent phases.

Payments

terms: Net 30

penalty: 10% for late deliveries or payments

Compliance

- Data Security: All data transfers between the Service Provider and Client will use secure, encrypted communication protocols. Data at rest will be encrypted using industry-standard encryption algorithms (e.g., AES-256).
- Access Control: Access to the network infrastructure and sensitive client information will be granted only to authorized personnel.
- Multi-factor authentication (MFA) will be enforced for all administrative access.
- Audit and Monitoring: The Phone Company will maintain comprehensive logs of all access and changes to the network infrastructure. Regular audits will be conducted to ensure compliance with security protocols.
- Incident Response: In the event of a security incident, the Service Provider will notify the Client

within 24 hours. A detailed incident report will be provided within 48 hours, outlining the root cause, impact, and mitigation steps.

- Regulatory Compliance: The project will comply with applicable regulations, including GDPR, PCI DSS, and ISO 27001, as they pertain to the management of network infrastructure.

Project Deliverables

Item	Milestone Name	Deliverables	Amount	Due Date
1	Planning & Infrastructure Setup	Network Assessment & Deployment Plan	\$5,000.00	2024-12-15
2	IP Phone Configuration & Setup	IP Phone Configuration & Setup	\$10,000.00	2025-01-01
3	Deployment & Integration	IP Phone & Teams Integration	\$15,000.00	2025-01-15
4	User Training & Support	User Training & Support Documentation	\$5,000.00	2025-02-01
Total			\$35,000.00	

Signatures

_____ (The Phone Company - Ashley Schroeder)

_____ (Woodgrove Bank - Chris Green)