## 



**Managed IP Telephony (MIPT)**

**Customer Scope of Work**

**For**

***ACME Company***

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**The scope, schedule and cost of this project are predicated solely upon the content of this Scope of Work. Any function not specifically identified in this SOW as within project scope should be assumed to be out of the scope of the project. Changes to project scope will be accepted through a formal Change Management process, which will use a Job Change Order to document the nature of the change, and the impact of the change on the project's cost and schedule. Any Job Change Orders will require joint approval by the customer and Sprint.**

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# Revision History

|  | Revision History | |  |
| --- | --- | --- | --- |
| Date | Version | Name | Comments/ Description |
|  |  |  |  |
|  |  |  |  |

### Base Information:

**This solution is related to the following services:**

Sprint G-MPLS Network

SIP Trunking

| Project Name | Business Collaboration Express by Sprint |
| --- | --- |
| Company Name | {Company Name} |

# Contact Information:

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| --- | --- | --- | --- |
| **Customer Contact Information** | | | |
| **Site Contact Person** | **Title Job Role** | **Telephone Number** | **E-Mail Address** |
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| **Customer 3rd party / Vendor contacts** | | | |
| **Name / Company** | **Affiliation/Job Role** | **Telephone Number** | **E-Mail Address** |
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| --- | --- | --- | --- |
| **Sprint Team Information** | | | |
| **Name** | **Title Job Role** | **Telephone Number** | **E-Mail Address** |
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# Solution Scope

## Project Summary:

*Please use this space to provide a complete written summary of your project and any unusual elements it may contain. Include a full explanation of any approved design/features Special Customer Arrangement’s and related caveats that apply to this project:*

## Topology:

*Insert your specific topology in a .jpg/.gif format*

# Bill of Materials

# Telephones

# Premises Based Servers

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Location *(Site, Building, Floor, Closet)* | **Type / Model** *( C-Series/ OEM etc)* | **Application**  *(Prognosis, CUCM Pub/Subs, Unity Cnx,CUPS, UCCX, Attn Console, etc.)* | **Server Provided by**  **(**S*print / Customer)* | **Notes** |
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# Music on Hold [ ] Applicable [ ] Not Applicable

*(Note: If the solution has SCC: SCC will support up to 10 different MoH audio files and up to100 total unicast streams (Note: SIPT/SCC NNIs cannot support multicast). Codec will be G.711. Above this capacity we will use Flash Memory on Router's at the customer premise*):

**Music On Hold Requirements:**

|  |  |
| --- | --- |
| Number of different .wav/.au file recordings required |  |
| Number of minutes per recording required |  |
| How often are the MoH files changed? |  |

***Music on Hold Design Notes****:*

1) Cisco MOH files can be in .au or .wav file format, but the file format must contain 8-bit 8-kHz data; for example, ITU-T A-law or mu-law data format.

2) The .wav standard states that 8,000 Hz 8-bit µ-Law records at 64 kbit/s which equals 469 KB of storage per minute - WAV does compression of the audio file formatting.

3) ISR-G2 routers typically have default 256MB flash. Subtract 64MB for the IOS image. Leaves 192MB

4) 192MB / 469KB = 409 minutes of recording time or 6.8 hours

5) Conservatively subtracting 20% for overhead still leaves 5.45 hours of recording time.

# Analog Devices: [ ] Applicable [ ] Not Applicable

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Analog Devices: Fax/Modems/Other*** | | | | | |
| **Locations**  ***(Site, Building, floor, closet)*** | **Device Provided by** | **New or**  **Existing** | **Type of Analog Device**  *( Fax, Modem, Phone, Other)* | **Current / New Number** | **Type Connection Required:**  ***(PSTN 1B Line, FXS Port off Gateway)*** |
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# WAN Circuits: [ ] Applicable [ ] Not Applicable

**WAN Design Notes**:

1) An MPLS circuit is required to connect the customer to the Sprint Network. MPLS Port, Access, Router will be ordered business as usual. Sprint Convergence Design Engineer and Solutions Engineer will determine necessary bandwidth as required.

2) Note with Convergence Products (SMI, SIPT, SCC), only BGP and Static routes are supported on the

CE to PE connection. OSPF and EIGRP routing protocols are not supported on the CE to PE connection. If OSPF and

EIGRP are used in the LAN they can be redistributed into BGP at the CE for transport across the MPLS network

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Location ***(Site, Building, Floor, Closet)*** | **New or Existing** | **Circuit Type**  **(Sprint GMPLS, Sprint Other, Customer Provided)** | **Port Speed** | **L2 link protocol (PPP, HDLC, Ethernet etc)** | **L3 Routing Protocol** | **LLQ Queue size for VoIP (kbps)** | **#G.711 calls** | **#G.729 calls** | **CBWFQ Queue size for Video (kbps)** | **Modification Explanation** |
|  |  |  |  |  |  |  |  |  |  |  |
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| --- | --- |
| **Variables and assumed defaults** (discuss with the customer and adjust/edit this as needed. Capture a table like this per “site-profile” type e.g. up to 20 users site-profile, up to 40 users site-profile etc…do the profiles as applicable to your specific design): |  |
|  |  |
| Est. G.729 b/w on PPP /kbps | 28.14 |
| Est. G.729 b/w on Ethernet /kbps | 32.76 |
| Est. G.711 b/w on PPP /kbps | 86.94 |
| Est. G.711 b/w on Ethernet /kbps | 91.56 |
| Est. HQ Video b/w per call /kbps |  |
| Est. HD Video b/w per call /kbps |  |
| Est. IM/Presence/Desktop Sharing b/w per user /kbps |  |
| Est. WebEx b/w per user /kbps |  |
| % Ratio of G.729 calls | 70 |
| % Ratio of G.711 calls (note: audio conf on CUCM is G.711 only, if you have DSPs it can be mixed Codec. MoH is recommended to be G.711. VoiceMail on prem based Unity Connection can be G.729 or G.711, VoiceMail on SCC is G.711. SMI calls will be G.711. SIPT calls will need to support G.711 for enterprise-to-enterprise SIPT calls to Microsoft customers. Wireless over SIP Toll free calls will be G.711 | 30 |
| % Users on HQ Video | 0 |
| % Users on HD Video | 0 |
| % Users IM/Presence/Desktop Sharing | 0 |
| % Users on WebEx | 0 |
| User to session ratio for active VoIP calls in/out the MPLS circuit for one of these activities: SIP-PSTN, SMI DeskPhone answered call, audio conf (on DSPs if applicable), MoH,inter-site VoIP, VMail. | 4 |
| % b/w in LLQ for RTP | 33 |
| % b/w in CBWFQ for Signaling | 5 |
| % b/w in CBWFQ for BGP routing | 5 |
| % overage in actual LLQ calculations (catering for LLQ being larger than CUCM locations CAC) | 25 |

# WAN Routers/Gateways: [ ] Applicable [ ] Not Applicable

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***Routers/Gateways*** | | | | | | |
| Location ***(Site, Building, Floor, Closet)*** | **Provided by** | **Who is**  **Responsible**  **for**  **Configuration** | **New**  **Or**  **Existing** | Model | **Sprint MNS (Yes/No)** | **Notes if modification or upgrade is required** |
|  |  |  |  |  |  |  |
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# LAN Switches

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | ***LAN Switches*** | | | | | | | |
| **Location**  ***(Site, Building, Floor, Closet)*** | | **Provided by** | **Who is**  **Responsible**  **for**  **Configuration** | **New**  **Or**  **Existing** | **Model** | **POE Wattage capable for IP Phone models (Yes/No)** | **Sprint MNS (Yes/No)** | **Notes if modification or upgrade is required** |
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**Notes:**

(1)Ensure the PoE switch(es) can supply the required wattage for the type of IP Phones used at the specific location. Different Model IP Phones have different POE requirements. For Cisco gear this can be found in the Cisco datasheets are located at <http://www.cisco.com> and do a search for the specific device type data sheet.

(2)Ensure the final port count caters for the Voice/Data devices either being on same Switch port or separate ports per the design

(3)For multiple Wiring Closet design, ensure the cabling type (copper, multi/single mode) and interface type are taken into consideration to provision the correct cards in the switch(es)

(4)Ensure the customer checks the specs Router/Sswitch and provide adequate UPS/Power outlets as well as rack space. All equipment and or UPS’s should be on a dedicated AC circuit, and all outlets should be grounded and within 4 to 5 feet of the equipment/UPS’s. Should new electrical circuits be required, it will be the responsibility of the customer to provide prior to any equipment/UPS installation.

(5) Customer to provide all infrastructure cabling including but not limited to: patch cords from Router(s) to Switch(es), demarc extensions from old Voice Telecom closet to new Data Closet etc.

# Voicemail Applications [ ] Applicable [ ] Not Applicable

**E-Mail Server Platform: [ ]**

**E-Mail Client: [ ]**

**Number of Voice Mail users: [ ]**

| **Item** | **Description** | **Input** |
| --- | --- | --- |
| Unity Connection Configuration | Select whether Unity Connection will be used strictly for voicemail (Voicemail Only) or integrated voice and Email messaging (Integrated Messaging).  •Voicemail-only *refers to a telephony voicemail integration where there is no access to the voicemail via any messaging client.*  •Integrated messaging *refers to voicemail with telephony access as well as voicemail-only access via a messaging client*. |  |
| Unity Connection Single Inbox | Unity Single Inbox feature enabled (Y/N) |  |
| IMAP Non-IDLE Clients | Indicate whether IMAP Non-IDLE clients will be used with Unity Connection  *IMAP Non-Idle clients include products such as Cisco Unified Mobility Advantage, Cisco Unified Personal Communicator, and IBM Sametime Voicemail plug-ins. IMAP Non-Idle Clients do not support IMAP IDLE functionality. Verify Client specification for determination.* |  |
| IMAP IDLE Clients | Indicate whether IMAP IDLE Clients will be used with Unity Connection  *Determine whether IMAP IDLE clients (such as Outlook 2007) will be used with Unity Connection. IMAP IDLE Clients support IMAP IDLE functionality. Verify Client specification for determination.* |  |
| System Level Recording Format | Select the system level recording format. Default is G.711.  *Determine the recording codec used to store voicemail messages on the system. Options are PCM Linear, G.711 u-law, G.711 a-law, G.729a and G.726.* | \*<<Codec type,WAN bandwidth and Transcoders needed to be looked at based on your final design>> |
| On the Line Codec | Select the on-the-line-codec format. This is the codec that is used by endpoints to connect to Unity Connection. Default is G.711  *Determine the codec used by endpoints to access voicemail messages on the system. Options are G.711 u-law, G.711 a-law, G.729, G.722 and iLBC.* | \*<<Codec type, WAN bandwidth and Transcoders needed to be looked at based on your final design>> |
| Any Voice Recognition Sessions? | Will voice recognition will be used with the voice messaging system? |  |
| Any Text to Speech Sessions? | Will text to speech will be used with the voice messaging system? |  |
| High Availability Deployment | Will Unity Connection deployment be designed for High Availability?  High Availability concept in Cisco Unity Connection is called Active/Active High Availability and consists of a Publisher Server and a Subscriber Server for redundancy. |  |

Include any additional details:

**Notes**:

* If the customer requires Single Inbox for Unity and will be using Presence, they will probably also want to integrate their AD with CUCM using LDAP.
  + All users who need to be listed in the phone system directory will need to be assigned a Telephone Number and have a last name configured in the customer AD.
  + If there are phones numbers that need to be listed in the phone system directory, but are not assigned to AD users, they will need to have AD accounts created.
  + All users who require the Single Inbox functionality will need to also have an AD account with phone number defined and a working email account in Exchange.
* For Single Inbox, Sprint will require a user to be created in the customer’s AD environment with specific rights granted to Exchange and the users’ mailboxes. Sprint will provide instructions on the changes required, but it will be the customer’s responsibility to implement the changes to AD and Exchange.

# Audio Conferencing: [ ] Applicable [ ] Not Applicable

1. If the SCC product is used, the SCC platform will support 48 sessions without the need for external DSPs. This is G.711 only. This can be multiple conferences with max attendees per conference = 6 (e.g. 12conf x 4 attendees, or 8conf x 6 attendees).

Will this be used [ ] Yes [ ] No

1. If your requirement exceeds the capacity in SCC or SCC is not applicable, then you will need DSPs in routers at the customer premise (note DSPs can support 32 attendees with mixed codes or 64 attendees with G711 only):

Will this be used [ ] Yes [ ] No

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Location | Concurrent Ad-Hoc Conferences | Participants per Ad-Hoc Conference | Concurrent Meet-me Conferences | Participants per Meet-me Conference | \*\*DSPs Required |
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\*\* Define DSPs based on profile type:

* DSPs for conferencing for a site with 1 - 20 Phones =
* DSPs for conferencing for a site with 21 - 40 Phones =
* DSPs for conferencing for a site with 41 - 60 Phones =
* Etc

1. Will an external meet-me audio conferencing service be used [ ] Yes [ ] No

Will this be Integrated Conferencing Enablement (ICE)? [ ] Yes [ ] No

# Appendix

## Jabber Mobile Clients Data Sheet URLs

The customer is responsible for providing and ensuring the Mobile Device is compatible with these clients. The Data Sheets with the requirements are listed below (if these links are broken, please go to <http://www.cisco.com/go/jabber> or <http://www.cisco.com> and do a search for the specific item):

* Cisco Jabber for Android Data Sheet:

<http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps7290/ps11678/data_sheet_c78-649887.html>

* Cisco Jabber for iPhone Data Sheet:

<http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps7290/ps11156/data_sheet_c78-658146.html>

## Jabber Mobile Clients configuration guides URLs :

* Cisco Jabber for Android Configuration Guide:
* <http://www.cisco.com/en/US/products/ps11678/tsd_products_support_series_home.html>
* Cisco Jabber for iPhone Configuration Guide:

<http://www.cisco.com/en/US/products/ps11596/tsd_products_support_series_home.html>

## Jabber Desktop Clients Data Sheet URLs:

If the solution includes PC/MAC clients, Sprint will recommend the specific Client to download if the customer has access to Cisco’s portal, or Sprint will make alternate arrangements to get the Client to the customer.

The customer is responsible for providing and ensuring the laptop is compatible with these clients. The Data Sheets with the requirements are listed below (if these links are broken, please go to <http://www.cisco.com> and do a search for the specific item):

Cisco IP Communicator Data Sheet: <http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/phones/ps5475/data_sheet_c78-669663.html>

Cisco Jabber for Windows Data Sheet <http://www.cisco.com/en/US/products/ps12511/products_data_sheets_list.html>

Cisco Jabber for Mac Data Sheet:

<http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps6836/ps11764/data_sheet_c78-688461.html>

Cisco UC Integration for Microsoft Lync Data Sheet: <http://www.cisco.com/en/US/prod/collateral/voicesw/ps6789/ps6836/ps11390/data_sheet_c78-c35040_ps11390_Products_Data_Sheet.html>

## Jabber Desktop Clients configuration guides URLs:

Cisco IP Communicator Configuration Guide:

<http://www.cisco.com/en/US/products/sw/voicesw/ps5475/tsd_products_support_series_home.html>

Cisco Jabber for Windows Configuration Guide:

<http://www.cisco.com/en/US/products/ps12511/tsd_products_support_series_home.html> Cisco Jabber for Mac Configuration Guide:

<http://www.cisco.com/en/US/products/ps11764/tsd_products_support_series_home.html> Cisco UC Integration for Microsoft Lync Configuration Guide:

<http://www.cisco.com/en/US/products/ps11390/tsd_products_support_series_home.html>

**Overall LDAP Integration requirement:**

LDAP integration is required.

·         Jabber Integrations/Presence Clients

·         Single Inbox Voicemail (Unified Messaging)

·         If they want to use sync AD ID/Passwords/Phone Numbers with the CUCM Global Catalog Directory and/or CCMUser web page.

# Customer Responsibilities: <<Please edit as applicable to your specific design>>

*Customer will:*

|  |  |
| --- | --- |
| **[X]** | Supply Sprint a complete, accurate list of Customer’s telephone numbers (TNs) per site for all sites to be ported and if applicable, an accurate quantity of new TNs needed per site |
| **[X]** | Supply an approved dial plan to support the Service. Calls outside the scope of the Service will be blocked through Customer’s IP/PBX. Calls outside of blocked TNs (e.g.: Directory Assistance and Operator Services) will be charged |
| **[X]** | Identify a Single Point of Contact (SPOC) who will be the primary interface to the Sprint Program Manager. |
| **[X]** | Participate in the technical design and development of a Network Design Document and Customer Statement of Work which will be agreed to by both Sprint and Customer before implementation. |
| **[X]** | For the sites where Sprint is routing the 911/E911 calls, the customer will provide Sprint with a single physical registered location (“Registered Location”) for each Site, consisting of a valid mailing address and any additional premise information required by applicable 911 or E911 laws or governmental regulations, for each Customer device connected to Sprint’s Service.. Customer must update through an email to their Sprint Account Team the Registered Location upon each Customer change. |
| **[X]** | Provide a standard T.38 compatible modem for faxing capabilities. The Service will not support faxing without the T.38 compatible modem. Additional CODEC requirements may apply. |
| **[X]** | Be responsible for providing and maintaining any Customer’s provided adjunct devices (e.g. Paging, nite bells, PC Phones/Consoles, hybrid PBXes etc) needed for the Service. Customer will deploy Customer equipment that meets the requirements described. |
| **[X]** | Participate in testing of Service after implementation. If Customer elect not to participate in testing, the Service will be deemed accepted after 5 days after installation. |
| **[X]** | Be responsible for providing all maintenance, management and monitoring on Customer-owned equipment for the Term of the Agreement. |
| **[X]** | Customer will not modify, make additions to or perform any maintenance on equipment that connects with the Service (Paging, nite bells, hybrid PBXes, etc.), if such activity could impact use of the Service, without Sprint’s prior written approval. Any Customer-initiated changes that require recertification or interoperability testing to occur will be made at Customer’s sole cost and expense. Such changes will need to follow a mutually agreed upon Change Control process. Sprint may charge time and materials to troubleshoot problems arising out of Customer-initiated changes that are not preapproved in writing by Sprint. |
| **[X]** | Customer understands and agrees that if additional services are required to further satisfy Customer’s technical and/or business requirements, such services will be considered beyond the scope of this Addendum, Any additions, deletions, or modifications to the requirements included in the scope of this Addendum will require a written request. After the request has been received, both Customer and Sprint must agree in writing on the modified scope of work. An amendment to this Scope of work will be created and signed by both parties. Any changes to this Agreement may result in additional charges. |
| **[ X]** | Ensure they address these basic points of interest in their architecture for successful VoIP deployment:   1. Customer should ensure that all VoIP devices (Phones, gateways etc.) are connected to an Ethernet switch 2. Customer should ensure that all Ethernet switches used for VoIP are capable of QOS and VLAN’s. 3. Customer should ensure Layer 3 Devices set to proper QoS / Queues / DiffServ Code Points 4. Customer should ensure adequate bandwidth, switching and routing capacity exist 5. Customer should ensure that VLAN’s or separate physical LAN segments are properly set up to isolate and segment Voice Traffic |
| **[X]** | Assist in developing a mutually agreed upon test plan with Sprint |
| **[X]** | Will order and pay the provider for all necessary TDM PSTN voice/data circuits where necessary e.g. for uses such as MNS OOB, SRST, CP911 etc |
| **[X]** | For Sprint to use the UCCX Editor for the creation, editing, reactive debugging, and troubleshooting of UCCX scripts, and to troubleshoot clients such as Cisco Supervisor Desktop (CSD) and Cisco Agent Desktop (CAD), the Sprint engineer will need access to these UCCX application server(s) on the customer’s network over an IP connection without any Network Address Translation (NAT). This will require the customer to work with Sprint to set up VPN client access for Sprint to use. |
| **[X]** | For devices on the customer premise that is Sprint Managed, the customer will provide the appropriate level of access via IP and OOB Modem. If OOB is not provided, a SCA (Special Custom Arrangement) will be needed and this will void some SLAs to respond/repair |
| **[X]** | will provide assistance to the Sprint System Designer in obtaining Data Base Information such as but not limited to: dial plan, phone configuration, system feature configuration, etc |
| **[X]** | will provide proper power, jack configurations, and network connections for all phone deployments. |
| **[X]** | will provide IP addresses, sub-net masks, default gateway, DCHP server address, and all other network configurations required by Sprint to properly install all hardware and software |
| **[X]** | has provided all telephone and training counts. Additions are subject to additional material and labor charges. |
| **[X]** | If Sprint is installing the IP Phones, the customer will provide floor plans and any other documentation defining the current location of telephones, computers, modems, and fax terminals. |
| **[X]** | will provide a secure location on their premise for equipment storage and staging. |
| **[X]** | will provide assistance on installation and troubleshooting for all 3rd party equipment and non-Sprint regulated circuits |
| **[X]** | will provide a resource to assist with integration of customer-owned equipment (e.g. Paging System, Premise PCs/Servers, nite bells, hybrid PBXes, etc etc). |
| **[X]** | The customer will provide DHCP, DNS and LDAP servers on premises |

# Sprint Responsibilities: <<Please edit as applicable to your specific design>>

|  |  |
| --- | --- |
| **[X]** | Provide Customer a technical network design, which will be part of the Customer Statement of Work. Sprint and Customer will agree to the Customer Statement of Work before Sprint begins implementing the Service. |
| **[X]** | Pre-qualify Customer telephone numbers (TN) to be ported for verification of Service. |
| **[X]** | Use commercially reasonable efforts to comply with Customer requests related to portability of existing local telephone numbers. Sprint cannot guarantee local number portability in all locations due to geographic limitations on the availability of the IP Trunking Service. Sprint will promptly notify Customer if we cannot port all of the requested numbers. If a number cannot be ported, Customer may terminate the impacted Sites without early termination charges. |
| **[X]** | Provide a Project Manager to:  Manage all vendor organizations involved in the installation.  Work with the Customer Project Manager to develop the overall Project Plan.  Ensure all subcontractor activities are completed and delivered within specified timelines.  Be the prime contact to the Customer and their Program Manager for delivery of a turnkey solution. |
| **[X]** | Provide test criteria agreed upon by Sprint and Customer for the Service Rollout and perform testing for final Customer acceptance of Service. |
| **[X]** | Provide a 24/7/365 Tier 2 Help Desk (via an 800 number) to support the Service. Sprint’s Help Desk will answer calls from Customer’s Designated Personnel and escalate issues within Sprint and its suppliers as needed to resolve issues. |
| **[X]** | Maintain quality of service by performing preventative maintenance and software updates to Sprint’s network. |
| **[X]** | Perform scheduled maintenance for functions such as hardware and software upgrades and network optimization. Sprint will perform scheduled maintenance at times that are anticipated to minimize disruption of Customer’s Service and activity. Sprint will use commercially reasonable efforts to provide advance notice of all scheduled maintenance. |
| **[X]** | Perform Demand Maintenance at its discretion. As used in this Attachment, “Demand Maintenance” means maintenance that is required due to unanticipated events or when Service elements are in jeopardy. Due to the nature of Demand Maintenance, prior notification may not be possible; however, Sprint will inform Customer when maintenance is complete. |
| **[X]** | All changes to the Customer Statement of Work must be preapproved in writing by both parties. Customer-requested changes to an agreed upon implementation schedule may result in additional charges to Customer. Sprint will notify Customer of any additional charges that will result from a requested change. Customer can then withdraw the change request and accept the original agreed upon Customer Statement of Work or proceed with the revised implementation schedule and Sprint will bill the Customer for the additional charges |
| **[ ]** |  |
| **[ ]** |  |

# Project Acceptance Criteria:

The items marked [ X ] are required for project completion

|  |  |
| --- | --- |
| **[ ]** | All equipment and applications as listed in the sales contractis working per vendor and industry standards. This also includes any additions or deletions for Job Change Order (JCO) activity. |
| **[ ]** | All special features are installed, tested, and verified by Sprint and the customer contact. |
| **[ ]** | All users identified in ***Training Strategy*** have been trained according to the Sprint training guidelines. Training requirements have been approved by the customer contact. |
| **[ ]** | All RFP response requirements have been met |
| **[ ]** | All final project documentation has been given to the customer contact. This includes, but not limited to: final system layout, network drawings, service numbers, Sprint contact information, training rosters, IP addresses, and server configurations. |
| **[ ]** |  |
| **[ ]** |  |

# Project Summary:

<<< Copy Project summary from above (page 4) to be on the signature page>>>>

# Customer Signature of Acceptance:

|  |  |
| --- | --- |
| Customer Signature: | Customer has read and understands the information provided and agrees to all information and requirement within this Scope of Work, and has been provided a copy of this Scope of Work for future reference. |
| Print Name: |
| Date: |