Maintenance Advantage Plan

Continuant.

Texas Juvenile Justice Department ("CUSTOMER")

Continuant, Inc ("SUPPLIER")

11209 Metric Blvd, BLDG H, STE A
Austin ,Texas 78758
(512) 709-9789
Agreement number:

Statement of Work

Maintenance Advantage Plan

Base Plan Includes	
Hardware Replacement	
Incident Management	
Real-time Fault Management (Essential)	
Single Point of Contact	
Technical Support	
MyContinuant Customer Portal	
Optional Services	**Selected**
24/7 Onsite Incident Management	YES
Telephones & Attendant Console Coverage	NO
Carrier Services Management	NO
Onsite Critical Spare Equipment	YES
Remote SSRs	NO
Term: 12 Months*	**$ 4,600.71/mo.**
* Pricing valid untill: 09/01/2018	

Commencement Date: 09/01/2018
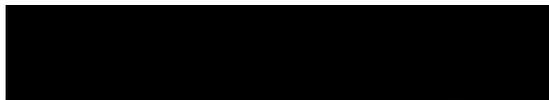
I agree to the terms and conditions of this Agreement.

Customer Signature   Title

Customer Print Signature   Title

Chief of Staff

Included in Maintenance Advantage Plan – Base Plan

Hardware Replacement

Continuant will provide hardware replacement on specified Covered Equipment. In the event of defective equipment, Continuant will make repairs or provide replacements of the defective equipment with either new equipment or a refurbished equivalent model at Continuant's discretion. Hardware Replacement includes parts within the telephone system (PBX) such as circuit packs, power supplies, processing elements and cabinetry, voicemail system (as applicable) and the primary server where a covered application resides. Telephone sets, power systems (UPS), PCs, servers, modems, routers, switches, wireless access points, security appliances, or other devices supporting carrier traffic are not included in this agreement unless specifically noted. Replacement equipment will be delivered next business day if the request was received before 3:00pm Pacific Standard Time (PST).

Incident Management

Incident management, both onsite and remote, ensures that normal service operation is restored as quickly as possible and the business impact is minimized through dispatch of local technicians. Continuant is responsible for managing the life cycle of all incidents. Incident Management activities may include dispatch of local technicians for diagnostics, troubleshooting, and parts replacement. (Parts not included unless they are covered under Hardware Replacement Services). Remote Incident Management is provided 24/7 for all covered sites. Onsite Incident Management is provided Monday through Friday 8:00am – 5:00pm (local time at the affected location) for all covered sites. Coverage does not include services for outages related to Telco or in an event of a natural disaster, power surge, electrical storm or unauthorized intrusion from the customer or third party.

Real-time Fault Management (Essential)

Continuant provides 24/7 event monitoring and fault management that includes TDM monitoring, SNMP monitoring and alarms, dial-up security and alarms and email notification to the customer when a new event occurs.

Single Point of Contact

Customer will be assigned a Continuant Named Account Manager (NAM) to closely partner with to ensure that customer's needs are always met, resulting in a long-term successful relationship. Customer will also have access to a designated Service Desk located in Continuant's Customer Service Center. Customer will always have access to a live customer support specialist when calling Continuant's customer service hotline.

Technical Support

Continuant makes available to customers a designated team of engineers with OEM certifications to provide across-the-board UC Technical Support. Continuant Engineers possess significant expertise and industry experience and continue to further their education to keep up with new technology.

MyContinuant Customer Portal

Continuant provides portal access for visibility into service resolution in action. The My Continuant portal allows the customers to look directly into the services provided for each location, including system alarms.

Continuant Remote Access and Monitoring Platform

The Continuant-owned Secure Access Server (SAS) will allow remote access and monitoring for all managed systems supported by Continuant. The SAS is a suite of management applications that consists of all management software and hardware required for the delivery of services. The SAS is securely deployed on the Customer's network in a single configuration instance or multiple instance configurations depending on the number, type, and location of the managed components. During the coverage term, Customer is granted a nonexclusive and nontransferable license to use the hardware and the software resident solely on the SAS supplied by Continuant. Customer must return any and all associated SAS materials and connectivity devices to Continuant immediately upon expiration or termination of the CMS agreement. Any delay by the Customer with supporting these Remote Access requirements may result in time and material charges for maintenance services. The Continuant SAS security compliance documentation is available upon request.

*Optional Managed Services**

*Only applies to Optional Services listed on page 1 of this Statement of Work with YES in the Selected column

24/7 Onsite Incident Management

Incident management, both onsite and remote, ensures that normal service operation is restored as quickly as possible and the business impact is minimized through dispatch of local technicians. Continuant is responsible for managing the life cycle of all incidents. Incident Management activities may include dispatch of local technicians for diagnostics, troubleshooting, and parts replacement. (Parts not included unless they are covered under Hardware Replacement Services). Remote Incident Management is provided 24/7 for all covered sites. Onsite Incident Management is provided Monday through Friday 8:00am – 5:00pm (local time at the affected location) for all covered sites. Coverage does not include services for outages related to Telco or in an event of a natural disaster, power surge, electrical storm or unauthorized intrusion from the customer or third party.

Telephones & Attendant Console Coverage

Continuant will provide hardware replacement for covered telephones and attendant consoles. Conditions are equal to those listed under Hardware Replacement in the Base Plan.

Carrier Services Management

Continuant will provide centralized coordination and communication for carrier services resolution. This includes opening, managing and escalating trouble tickets to a US based Local Exchange Carrier (LEC) or Competitive Local Exchange Carrier (CLEC) on behalf of

the Customer. Activities include:

- Receive outage notifications for circuits on covered equipment
- Perform initial diagnostics to identify routing procedures
- Initiate troubleshooting procedures with the appropriate Carrier
- Provide communication updates to Customer of ticket resolution status

All activities listed are subject to Customer entitlements and an established Letter of Authorization (LOA) between Customer and Continuant.

Onsite Critical Spare Equipment

Continuant will place Critical Spare Parts (Kits) at the coverage site. Continuant will recommend placement of core components of the Covered Equipment. Customer may request additional parts be included in Kits, which may require an additional fee. These Kits remain the sole and exclusive property of Continuant.

Remote SSRs

Continuant will provide technical resources to perform Remote Simple Service Requests (SSRs) on managed applications or equipment. The Customer must allow Continuant to remotely access the application or equipment to perform Remote SSRs. The requested feature must be currently supported by the firmware present on the device and known to be working correctly.

- Continuant will perform SSRs remotely; update SSR tickets with task update and close upon completion.
- SSR requests are applicable during business hours of 8:00am – 5:00pm of the requested location.
- SSR requests will be completed according to Time to Change service level definitions.
- Expedited SSRs are defined as requests that the Customer requires to be completed within eight hours after receipt by Continuant during business hours of 8:00am – 5:00pm of the requested location. Expedited SSRs will be subject to an expedite fee of $50.00 per expedited SSR.
- SSRs will be billed at $25.00 per request.
- The chart below provides a break-down of the available categories for Service Requests and Projects.

Category	Size	Definition
Type 1	Remote Simple	A Remote SSR is defined as remote system administration work performed within an application that affects a single user. Examples include: • User administration • Station modification • Coverage paths • Pickup groups • Class of Service • Access codes
Type 2	Remote Complex	A Remote Complex Service Request is defined as remote system administration work performed within an application that affects multiple users. Examples include: • SSRs for multiple users • Vectoring or hunt groups • Announcement or holiday programming
Type 3	Project	A Project will require a separate SOW to account for design, resources, and schedule.

Location & Covered Equipment

Location Name	Services & Equipment	Paid Monthly	Paid Annually
Ayers House • Commencement Date: 09/01/2018	Avaya Key System Base Plan • Avaya Key System PBX – 20 user(s) Avaya Key System VM Base Plan • Avaya Key System VM – 20 user(s)	$ 50.42	$ 605.04
Cottrell House • Commencement Date: 09/01/2018	Avaya Key System Base Plan • Avaya Key System PBX – 20 user(s) Avaya Key System VM Base Plan • Avaya Key System VM – 20 user(s)	$ 50.42	$ 605.04
Dallas District Office • Commencement Date: 09/01/2018	Onsite Critical Spare Equipment • Avaya Prologix – 46 user(s) Avaya PBX Base Plan • Avaya Prologix – 46 user(s) 24/7 Onsite Incident Management • Avaya Intuity Audix – 20 user(s) 24/7 Onsite Incident Management • Avaya Prologix – 46 user(s) Avaya VM Base Plan • Avaya Intuity Audix – 20 user(s)	$ 130.19	$ 1,562.28
Evins R.J.C. • Commencement Date: 09/01/2018	Onsite Critical Spare Equipment • Avaya Prologix – 200 user(s) Avaya PBX Base Plan • Avaya Prologix – 200 user(s) 24/7 Onsite Incident Management • Avaya Intuity LX – 130 user(s) 24/7 Onsite Incident Management • Avaya Prologix – 200 user(s) Avaya VM Base Plan • Avaya Intuity LX – 130 user(s)	$ 590.62	$ 7,087.44
Ft. Worth District Office • Commencement Date: 09/01/2018	Onsite Critical Spare Equipment • Avaya Prologix – 43 user(s) Avaya PBX Base Plan • Avaya Prologix – 43 user(s) 24/7 Onsite Incident Management • Avaya Intuity Audix – 38 user(s) 24/7 Onsite Incident Management • Avaya Prologix – 43 user(s) Avaya VM Base Plan • Avaya Intuity Audix – 38 user(s)	$ 132.73	$ 1,592.76

Location Name	Services & Equipment	Paid Monthly	Paid Annually
Gainesville SS • Commencement Date: 09/01/2018	Onsite Critical Spare Equipment • Avaya Definity G3 – 254 user(s) Avaya PBX Base Plan • Avaya Definity G3 – 254 user(s) 24/7 Onsite Incident Management • Avaya Intuity LX – 141 user(s) 24/7 Onsite Incident Management • Avaya Definity G3 – 254 user(s) Avaya VM Base Plan • Avaya Intuity LX – 141 user(s)	$ 736.31	$ 8,835.72
Giddings State School • Commencement Date: 09/01/2018	Onsite Critical Spare Equipment • Avaya CM – 276 user(s) Avaya PBX Base Plan • Avaya CM – 276 user(s) 24/7 Onsite Incident Management • Avaya Intuity LX – 147 user(s) 24/7 Onsite Incident Management • Avaya CM – 276 user(s) Avaya VM Base Plan • Avaya Intuity LX – 147 user(s)	$ 796.55	$ 9,558.60
Houston District Office • Commencement Date: 09/01/2018	Onsite Critical Spare Equipment • Avaya Prologix – 47 user(s) Avaya PBX Base Plan • Avaya Prologix – 47 user(s) 24/7 Onsite Incident Management • Avaya Intuity Audix – 30 user(s) 24/7 Onsite Incident Management • Avaya Prologix – 47 user(s) Avaya VM Base Plan • Avaya Intuity Audix – 30 user(s)	$ 138.48	$ 1,661.76
McFadden Ranch • Commencement Date: 09/01/2018	Avaya Key System Base Plan • Avaya Key System PBX – 20 user(s) Avaya Key System VM Base Plan • Avaya Key System VM – 20 user(s)	$ 50.42	$ 605.04

Location Name	Services & Equipment	Paid Monthly	Paid Annually
McLennan C.S.J.C.F. • Commencement Date: 09/01/2018	Onsite Critical Spare Equipment • Avaya CM – 362 user(s) Avaya PBX Base Plan • Avaya CM – 362 user(s) 24/7 Onsite Incident Management • Avaya Intuity LX – 200 user(s) 24/7 Onsite Incident Management • Avaya CM – 362 user(s) Avaya VM Base Plan • Avaya Intuity LX – 200 user(s)	$ 1,048.85	$ 12,586.20
Ron Jackson S.J.C.C. • Commencement Date: 09/01/2018	Onsite Critical Spare Equipment • Avaya Prologix – 239 user(s) Avaya PBX Base Plan • Avaya Prologix – 239 user(s) 24/7 Onsite Incident Management • Avaya Intuity LX – 188 user(s) 24/7 Onsite Incident Management • Avaya Prologix – 239 user(s) Avaya VM Base Plan • Avaya Intuity LX – 188 user(s)	$ 724.46	$ 8,693.52
Schaeffer House • Commencement Date: 09/01/2018	Avaya Key System Base Plan • Avaya Key System PBX – 20 user(s) Avaya Key System VM Base Plan • Avaya Key System VM – 20 user(s)	$ 50.42	$ 605.04
Tamayo House • Commencement Date: 09/01/2018	Avaya Key System Base Plan • Avaya Key System PBX – 20 user(s) Avaya Key System VM Base Plan • Avaya Key System VM – 20 user(s)	$ 50.42	$ 605.04
Willoughby House • Commencement Date: 09/01/2018	Avaya Key System Base Plan • Avaya Key System PBX – 20 user(s) Avaya Key System VM Base Plan • Avaya Key System VM – 20 user(s)	$ 50.42	$ 605.04