1.0 Purpose

[Customer] has requirements for a single unified interface and an enterprise-wide hosted UC platform to connect, collaborate, and exchange information. The implementation of a company-wide hosted UC platform aims to improve collaboration, reduce operational costs, improve productivity, and enhance the ability of its workforce to support mission critical business processes.

The objective of this Implementation of Services Scope of Work is to define the implementation of a cost-effective, secure, and scalable hosted UC platform solution that supports the foundation for an enterprise-wide hosted UC solution. The Customer seeks to overcome the inefficiencies of disparate phone systems to increase communication between company employees and improve the effectiveness of provisioned telephony services.

2.0 Roles and Responsibilities

2.1 CallTower Team [Add/Remove roles as needed]

CallTower Team			
Name	**Role**	**Email**	**Phone**
	Project Manager		
	Sales Representative		
	Solutions Architect		
Jessica Chavez Smith	Trainer	jchavez@calltower.com	385-715-3105
	Customer Success Manager		
	Support	support@calltower.com	800-347-5444

2.2 [Customer] Team

[Customer] Team			
Name	**Role**	**Email**	**Phone**

3.0 Solution Purchased

3.1 Services

As part of the solution, CallTower will provide the Services as stated in the signed Service Agreement. They will be provisioned and tested by CallTower. Billing for Services in each Service Order and any applicable fees will commence on the Activation Date(s) for such Service(s).

3.2 Hardware

As part of the solution, CallTower will provide the hardware as stated in the signed Service Agreement. Hardware provided by CallTower will be shipped directly to the Customer's location(s) prior to the Go-Live date. Hardware, equipment, and phones that are provided by CallTower will be pre-configured and tested by CallTower's Provisioning department. The Customer will be billed for all hardware and equipment beginning on the date it is shipped to the Customer's location(s).

3.3 Porting

Customer will cooperate fully with CallTower, and Customer will designate CallTower or CallTower's agent to transfer service from Customer's current vendor of telecommunications services to CallTower, including Customer's current telephone numbers, and will provide such other network information required for CallTower to provide service to Customer. Customer will authorize CallTower as its agent for the limited purposes of submitting the Number Portability Authorization Form on Customer's behalf and signing Customer's name on forms of authority to Customer's current vendor of telecommunications services to transfer Customer's number to CallTower as vendor of record. Customer must comply with all current vendor financial and other requirements necessary for porting of numbers to CallTower and is responsible for any charges imposed by Customers current vendor or CallTower in relation to any porting request.

CallTower will submit the port request to the Customer's current carrier to obtain the Customer's phone numbers. This requires the Customer to submit a completed and signed Letter of Authorization (LOA) to CallTower. The LOA authorizes CallTower to act on the Customer's behalf to make a request to the existing telephone provider to obtain the Customer's numbers. This document requires such information as: name, address, telephone numbers to be ported, and an authorized signature.

The information on the LOA must *exactly* match the information on file with the Customer's current carrier. If any portion of the information does not match, the port will be rejected, fees will be incurred, a new port request must be submitted, and the porting timeline will start over.

To help assure a problem free and timely port, the Customer must provide proof of ownership to CallTower for the numbers to be ported. This is typically accomplished by providing a copy of the most recent phone bill or Customer Service Record (CSR). These bills or CSR cannot be more than 30 days old, must have an actual physical service address, and must show all phone numbers to be ported. The Customer should verify and double check the accuracy of the LOA before submitting it to CallTower, to avoid processing delays, rejected ports, fees, and implementation delay.

CallTower will do all that is reasonably possible, on the Customer's behalf, to port the numbers. However, CallTower is limited in what can be done if there is a problem on the losing carrier side, being this is an existing relationship between the Customer and the losing carrier.

Carriers may take up to 30 days to process a port request. If there is *any* discrepancy between the information in the port request and the information the losing carrier has on file, the port request will be rejected. The port request is resubmitted with the correct information and the porting process time starts over.

You may reference [CallTower's Porting Document](#) for more information about porting.

In addition, the following fees and penalties associated with porting may apply:

Extended or Pushed Port Date Fee
- Once a Port Request has been submitted, requests to extend or push out a port date will have a fee of $7.00 per number and $10.00 per case.
- However, if a request to extend or push out a port date is received five (5) full business days or less, prior to the scheduled port date, the pushed (new) port date will have a fee of $75.00 per number and $69.00 per case. When the request to push the port date is made less than five (5) full business days CallTower will do everything possible to push the port date. In some scenarios the request may be too late, and the numbers will still port on the original requested date.

Cancelled Porting Fees
- **Standard Port Cancelation Fee** – Once a Port Request has been submitted, requests to cancel a port will have a fee of $7.00 per number and $10.00 per case.
- **Expedited Cancelations** – If a request to cancel a port is received five (5) full business days or less, prior to the scheduled port date, the canceled port date will have a fee of $75.00 per number and $69.00 per case. When the request to cancel is made less than five (5) full business days CallTower will do everything possible to cancel the port. In some scenarios the request may be too late, and the numbers will still port on the original requested date.

New International DID's
- **Consecutive Number Fee-** There is a $50 fee for consecutive number requests for international numbers.

3.4 Circuits
Circuit Order
CallTower will arrange for a private network connection from its data center to Customer's premise(s) through one of our Tier 1 partners. Implementation intervals will vary based on the type of circuit ordered. The basic range is from 40 to 140 days, from the date ordered, with large bandwidth circuits, international circuits, and fiber, being on the long end of the scale. Implementation timelines will be longer if new construction, wiring, or other unforeseen circumstances present themselves.

Circuit Delivery
The circuit will be delivered to the minimum point of entry (MPOE). It is the Customer's responsibility to ensure the MPOE is readily accessible to the Local Exchange Carrier (LEC). It is also the Customer's responsibility to verify that there are adequate facilities at the MPOE servicing the Customer's server room where the router is racked for the type of network connection installed to support CallTower services. It is also the Customer's responsibility for extending the circuit from the MPOE to their suite. **When possible, circuit extensions will utilize the existing house cabling and patch panels. Any need for additional buildout, circuit extensions, or modifications of such is the Customer's responsibility and must be completed prior to the delivery of the circuit.**

Circuit Billing

Billing for the circuit will commence once the circuit is formally turned-up and active, or one (1) week after the carrier is ready to turn-up the circuit, whichever comes first. Circuit billing is independent of other services being active or available.

Circuit Cancelation Fees

A cancellation fee will be applicable in the case of termination of the services prior to installation. The cancellation fee will be equal to one month's MRC plus forfeiture of the security deposit relating to the cancelled services. In addition, Customer will be responsible to pay an Early Termination Fee based on CallTower's commitment to the underlying provider. **Customer is responsible for full term of the contract once the loop has been delivered.**

Customer will be responsible for any residual network charges, and other disconnection fees incurred by CallTower if Customer terminates this Agreement for any reason prior to the end of the Term. To the extent the provider of network services permits CallTower to transfer the network services account to the Customer, upon written request of Customer, CallTower will cooperate in such transfer following termination of this Agreement.

3.5 On-Site Installation

CallTower does not provide on-site support for implementation unless those services were purchased. If On-site Implementation Services were purchased, the On-Site Implementation Technician will be engaged to assist at the Customer's location(s). The On-Site Implementation Technician is typically a third-party contractor, contracted by CallTower. The CallTower IPM will direct and monitor the On-Site Implementation Technician's time, work, and activities. Additionally, the IPM will manage said time, work and activities to ensure this work stays within budget.

3.6 Characteristics of the Solution

The services the Customer has purchased may have unique characteristics, restrictions, and key implementation responsibilities of the Customer, to ensure a successful and timely implementation of services. These items may include, but are not limited to the following:

<u>Microsoft Teams Operator Connect</u>
- CallTower Responsibilities
    - Porting all telephone numbers to be used with Operator Connect
    - Providing configuration information to be used to configure Operator Connect in the Office 365 administration portal.
    - Routing inbound calls to Microsoft's Teams platform and routing outbound calls from Microsoft's Teams platform to the PSTN.
    - Configuration of call routing, including Auto Attendants, Call Queues, and Conferencing as per agreed upon Client Workbook.
    - Internal-only extension dialing can be configured to use 3-digit or 4-digit extensions, per agreement.

NOTE: The demarcation point for the Customer side of Operator Connect services is the edge of the CallTower network. Customer is responsible for addressing any issues beyond that demarcation point with Microsoft. CallTower will provide necessary troubleshooting data but will not be responsible for engaging Microsoft support or resolving the issue. For specific PSTN Voice and Call Completion related issues on Operator Connect CallTower will engage Microsoft Directly.

- **Customer Responsibilities**
  - User configuration in Office 365 (other than Direct Routing configuration for existing users if Customer allows access to tenant for CallTower Connect to provision). User configuration is available for Operator Connect via Pro Services.
  - Connectivity between clients (including phones) and Microsoft's Teams platform.
  - Device provisioning and setup
  - Engaging Microsoft support for non-Operator Connect issues or for Operator Connect issues happening beyond Call Tower's established demarcation point. (CSP Customers may user CallTower as their Microsoft Support)
  - Customer network setup in support of Teams (if necessary)
  - Microsoft licensing for users and service accounts (Auto Attendants, Call Queues, etc.)
  - Manage your DID inventory within CallTower Connect, including add, release, or move [Microsoft Teams Operator Connect Number Management](#)

- **Customer's network setup and requirements**
  - Customer's responsibility to ensure the network is setup, fully operational, and all wiring is complete. This includes adjustments of firewall settings - MS Teams - CallTower Implementation - CallTower Solutions Center (uc.solutions)
  - VLANs – Traditional deployments of phone systems sometimes place telephones on a separate voice-only VLAN for segmentation and Quality of Service. Microsoft Teams works very differently by combining audio, video, instant messaging, presence, conferencing, and screen sharing, then spreads these modalities between a computer running the Teams client and sometimes an IP phone. Given this, CallTower recommends that Customers do not implement a separate VLAN for Teams traffic and instead place all Teams client machines (including phones) into the existing data VLAN. Direct access to the internet is the preferred configuration for Microsoft Teams.
  - Bring Your Own Broadband (BYOB): Quality of Service (QoS) is greatly impacted by: LAN and WAN bandwidth, jitter, latency, packet loss, poor Internet connection, an inadequate router, and the Customer's network being improperly configured. Quality of Service (QoS) for the Customer's remote users will also be impacted by the items listed above.

- **Relationship to Customers O365:**
  - All Teams users must have one of the following licenses:
    - Microsoft 365 Business plan and Teams Phone Standard license.
    - E1 or E3 plan and Teams Phone Standard license.
    - E5 plan (includes Teams Phone Standard license).

- Auto Attendant and Call Queues need a Phone Standard Resource license.
- Common Area phones can use the Common Area Phone license in O365.

- Conference room phones can use the Common Area Phone license. If a resource mailbox and calendar is associated with a conference room phone, we suggest the use of a Teams Meeting Room license in O365.
- If the Customer is currently using Microsoft for voice services, any number ports must be scheduled after hours for the Customer as additional routing in O365 needs to be done after the port completes.
- Billing will begin for all end users once their number is uploaded to the Microsoft tenant from CallTower's Connect portal.

- **CSP Customers:**
    - If CallTower is providing O365 licensing it is the customers responsibility to cancel all previous O365 license subscriptions from their previous provider to prevent duplicate billing
    - CallTower will handle Troubleshooting and Resolution, or Escalation with Microsoft of Customer Office 365 issues caused by Microsoft application or CallTower Operator Connect

Links to additional information:
Visit CallTower's website for more information on Microsoft Teams.

4.0 Assumptions

Outlined below are the assumptions made by CallTower for this implementation project:
- [Customer] is expected to be actively involved in the implementation process and will own certain tasks and deliverables that will facilitate the implementation process.
- [Customer] will participate in the kick-off call, scheduled weekly calls, and all other meetings and/or calls pertaining to this project.
- Some elements of implementation, training, and support services will be delivered remotely using conference calls and an online collaboration tool. Should travel be required, travel and expense costs will be billed to [Customer] separately.
- Other current, dependent project scopes will be held constant, preventing changes from impacting the progress and schedule.
- Universal changes will only be made to the extent that they are needed to support product-specific requirements related to the scope of this launch. Changes not needed to support the signed sales agreement are deemed out of scope.

4.1 Customer Expectations

Outlined below are the requirements that [Customer] will be expected to complete. Additional items may be identified by CallTower's Implementation Project Manager. Additional items will be managed via the Master Project Plan.
- Ensure that location(s) are ready for the agreed upon Go-Live date.
- Ensure the Customer's Admin(s) and End-Users attend and complete all required training(s).
- Complete and provide CallTower with the Client Workbook.
- Provide CallTower with proof of ownership for the numbers to be ported. This is typically accomplished by providing the most recent phone bill or Customer Service Record (CSR). These

cannot be more than 30 days old, must have an actual physical service address, and must show all phone numbers to be ported.
- Assume responsibility for cabling, rack space or approved placement of CallTower hardware.
- Assume responsibility for providing, managing, and supporting their own firewall, if the CallTower provided circuit will be used to provide Internet access.
- Assume responsibility for the placement and connection of phones.
- Provide any necessary audio files including audio for any auto attendant(s), hunt groups, response groups, and/or hold music.
- Responsible to configure or implement required network and firewall changes, as directed by CallTower's Implementation Project Manager (IPM)
- Assume responsibility for adding internal and external DNS SRV records.
- Build own Auto Attendants and Call Queues.

5.0 Implementation Project Schedule

The project schedule is based on the current knowns at the time of this document creation date. Any updates or adjustments to individual dates or the overall project schedule will be managed via the Master Project Plan.

Implementation Milestones:

Milestone	Date
Project Kick-Off Call	[Enter Date Range From SS]
SOW Sign-Off	[Enter Date Range From SS]
Training Sessions	[Enter Date Range From SS]
Solution Build Complete	[Enter Date Range From SS]
User Acceptance Testing	[Enter Date Range From SS]
Go-Live Readiness Assessment / Solution Signoff	[Enter Date Range From SS]
Go-Live Event & Support	[Enter Date Range From SS]
Burn-In Period	[Enter Date Range From SS]
Transition to Support & Acct Management	[Enter Date Range From SS]

6.0 Scope Change Management

After the original scope of work is agreed upon, an MPOC may decide that the original scope does not best represent his or her definition for the finished project. Accordingly, the Customer will suggest a change to the original scope of the project. Whenever the Customer wants to alter the scope, duration, or budget of the project a change order request will need to be submitted. This allows all parties to consider the consequences of that change on the rest of the project. Fees and/or penalties may apply for any change order.

Change Management Process Steps:
Step 1: An MPOC will need to submit a change order request. This is typically done by sending an email to the CallTower Project Manager. The email will need to explain the requested change and the reason

for the change. The project manager will then determine if the situation can be resolved with corrective action that would not change the project plan or any of its components.

Step 2: If corrective action fails or is not an option, the project manager will analyze the change order request and make their recommendation for approval or rejection of the request.

Step 3: The project manager's analysis of the change order request will then be sent to the necessary parties for approval or rejection of the request.

Step 4: The Customer will then decide whether to approve or reject the change order request and the consequences.

Step 5: Once the change request is approved the project manager will implement it by changing the project budget, schedule and scope as necessary.

7.0 Implementation Costs and Expenses

CallTower has estimated the time and materials (T&M) required for our Implementation Project Manager (IPM) on a standard implementation of the Customer's contracted services. Those anticipated T&M expenses for this standard implementation are included in the cost of the services. CallTower's IPM will strive to manage the implementation of services within the anticipated T&M costs.

This Implementation Project will commence with the project kick-off call, on [Month DD, YYYY], and will conclude on or before [Month DD, YYYY].

> *The Implementation Project Start Date is dependent on submission of the Customer's Order and all required paperwork, Order Processing, receipt of Customer's Security Deposit, and the assignment of an IPM to the Customer's Account.

The IPM will use their best-efforts to prevent implementation budget overrun of T&M. However, the Customer's engagement, responsiveness, accuracy, and commitment will have a direct impact on the Project's deliverables, dependencies, and timelines. Such factors could include but are not limited to: extended, delayed, or on-hold implementations, or added project time due to pending work or tasks that are delayed or are dependent on information and/or other pending work or tasks; missed or pushed dates; incurring penalty fees; timely delivery of correct and accurate information to avoid rejections, extension of time, and penalty fees; and a project and/or budget overrun on the planned project management time of the IPM.

- Fees and penalties incurred by missed or pushed dates due to the Customer's actions or inaction, or for incomplete or inaccurate information will be assessed to the Customer's account.
- Implementation projects that are delayed or extended beyond the stated Conclusion Date of the Project, *due solely to the fault of the customer,* will be billed fifty percent (50%) of the contracted services on the next billing cycle. If the project is delayed more than sixty (60) days beyond the stated conclusion date, the customer will be charged the full MRR of the Service Agreement and/or specific Service Order.
- Implementation projects that are put on hold will incur an "On-Hold Fee" equal to the pro-rated daily amount of fifty percent (50%) of the contracted services for all days on hold, which shall commence immediately and shall be due on the first (1st) day of each month until the Customer

is ready to resume implementation or provides the required information or deliverables to resume implementation.

- The Customer will be billed for all hardware beginning on the date it is shipped to the Customer's location(s).
- Billing for Services in each Service Order and any applicable fees will commence on the Activation Date(s) for such Service(s).

8.0 Escalation Path

Customers are encouraged to escalate any issues they believe are not being handled appropriately to Client Services Implementation Management. Customers are encouraged to use the following URL to ensure they have the most current information. https://www.calltower.com/support/escalation-paths/

9.0 Solution Acceptance Criteria

The IPM will review the solution implemented with the Customer to verify all services have been delivered. The Customer will confirm the delivery of those services, and that testing, and/or the use of the services has verified their proper functionality. If any services have not been delivered or are not operating per design, the Customer should address those outstanding items with the IPM.

Once the Customer has confirmed and accepted delivery of the implemented solution, the Customer will be officially handed off to CallTower's Support department for all future support and assistance. Following the Customer's transition to CallTower's Support department, the IPM will close out the Implementation Project. Refer to this link for CallTower's Client Support Plan. https://www.calltower.com/support/client-support-plan/

10.0 Scope of Work Acknowledgement

On behalf of [Customer], I acknowledge that the requirements as documented in this document constitute the requirements that the CallTower solution must deliver to meet the business and technical requirements of [Customer].

Further, I acknowledge that the project milestones listed for this engagement are based on the level of effort to configure, implement, and deploy the requirements as documented. I understand that should additional requirements be uncovered, that their inclusion will be subject to agreement by both parties as this will constitute a change of scope which may have material impact on the listed project milestone dates, including desired go-live date.

My signature constitutes acknowledgement of the assumptions, expectations, requirements, scope, potential fees, and project milestones for this engagement as outlined in this document.

Acknowledgement Agreement	
Name:	
Title:	
Signature:	
Date:	