



Scope of Work

The purpose of this Scope of Work is to outline implementation of ANPI VIP Hosted Unified Communications services for Wheaton Park District. This document will outline the following:

- Order Process: Define the ANPI process for the order and delivery of our VIP service.
- Customer LAN/WAN Requirements: Outline infrastructure requirements that are needed to optimize voice quality.
- Customer Pre-Installation Requirements: Outline some additional actions the Customer must take to help ensure a smooth transition to their new ANPI VIP service.
- Bring Your Own Device (BYOD) implications and risks the customer must acknowledge, if bringing their own equipment.

Order Process

1. ANPI Service Delivery begins at contract execution, which takes place once the credit process is complete.
2. Each customer is assigned an ANPI Implementation Specialist (IS) which will call the customer contact to acknowledge receipt of the order and to schedule a design call, should one be necessary.
3. If a design call is needed, the IS will discuss various design elements of the order, i.e. auto attendant design, hunt group flows, LNP (Line Number Porting) request dates, etc.
4. IS will update the customer throughout the Service Delivery process via email or telephone call with LNP FOC (Firm Order of Commitment) dates, tracking numbers when equipment is shipped, etc.
5. IS will also coordinate with the customer's technical contact for activation dates for the phones as well as port dates when ANPI initiates the LNP.
6. On the date of activation, the IS will call the customer and verify that all system feature functionality is working correctly by various inbound and outbound calls
7. Once all testing is complete, the IS will conduct a Knowledge Transfer session with the customer contact and walk the customer through feature functionality of the devices and customer portal.
8. After the final test and turn up call (and successful number port if applicable), the IS will contact the customer to verify that all services are working correctly

Customer LAN/WAN Requirements

Customer understands that they are responsible for installation and maintenance of their LAN/WAN environment.

Customer understands that ANPI can deliver both PoE and non-PoE devices and the customer is responsible for providing adequate Ethernet connections and, when required, power connections for each device.

Customer understands that the ANPI service uses a new or existing Internet connection and that they are responsible for providing a usable connection. A usable connection allows unrestricted and native SIP, RTP and HTTP communications to the ANPI Hosted Service Platform with adequate bandwidth available for all their voice requirements. In some instances, ANPI may be the broadband provider of record; in such cases, the expectations of the Internet connection are the same, ANPI will be the party responsible for providing the usable connection.

Customer understands that they may be required to log into their firewall or router to adjust settings related to SIP ALG, NAT, DHCP or VLAN in order to help facilitate a successful installation. ANPI is not responsible for customer premise equipment (CPE) and any modifications should be performed by the End User Network Administrator.

Customer Pre-Installation Requirements

Number Porting

Customer understands that any number they intend to use on the ANPI platform will need to be ported to ANPI. This process can take as little as a few days and as long as a few months depending on certain conditions. Customer understands that they are required to cooperate with ANPI in regards to all necessary paperwork and authorized signatures required for porting and that the customer is responsible for providing a complete list of these numbers.

Disconnecting Existing Services

Customer understands that they are responsible for coordinating the termination of any services that will no longer be required by the customer. Customer should not assume that if all of their numbers are ported to ANPI's service that all of their existing services will automatically be canceled. It is highly recommended that the customer place a call to their previous provider to cancel any services no longer required by the customer. Recommended that customer work with ANPI Implementation Specialist to coordinate the timing and scope of termination of existing services from the customer's current service provider.

Call Forward Numbers to ANPI

Customer understands that they are responsible for call forwarding if that is required. ANPI is not responsible for any additional charges or functionality from such call forwarding.

Smart Hands

Customer understands that ANPI provides an Activation Call and it is the customer's responsibility to provide any on-site support during the activation call. ANPI will do everything possible to make sure that the installation goes as smoothly as possible provided that the customer has someone on-site with whom ANPI can work. At time of test and turn up, should the customer technical contact not be available, the activation call will be rescheduled at the next available time slot for the ANPI IE and customer contact. Any delays caused by the on-site support are the customer's responsibility. ANPI can provide on-site support for a fee.

Billing of ANPI Services

Customer understands that ANPI bills all service charges in advance. Any usage charges from the previous service period will be billed on the next invoice.

Bring Your Own Device (BYOD) - If Applicable to Order

Acceptance of Operational Risk

Customer acknowledges that a BYOD implementation is a "Hot Cut." Customer understands and accepts that certain voice and data services will be unavailable during the cutover period, and that the duration of the cutover period itself is not always known.

Acceptance of Financial Risk

Customer acknowledges ANPI has not financial burden for any costs incurred during the BYOD process. Such costs may include termination fees, porting fees, and reconnection fees in the event the BYOD hot cut is unsuccessful.

No Guarantee of Success

Executing a BYOD contract with ANPI does not guarantee a successful BYOD implementation. If the Customer-supplied phones do not work for any reason, the Customer will be required to buy new ANPI-approved phones. By equal measure, if the Customer-supplied phones do not work for any reason, ANPI agrees to release the Customer from their contract, at the Customer's sole discretion.

Agreed Upon by the CUSTOMER

Company Name

#REF!

Signature

Name of Authorized

Signatory (please print)

Title

Date

Wheaton Park Digital
Michael J. Sena
Executive Director
3/4/16