



Communications Solution Proposal for 2025 RFP for VOIP Communications System Jasper County Charter System

Prepared for:

Jasper County Charter System

Cara Bockholt, Director of Technology

Prepared by:

Glenn Huskey

Vertical Communications, Inc.

Jasper County Charter System

Letter of Introduction & Executive Summary

Dear Cara Bockholt & Jasper County Charter System,

Reliable and clear communications have never been more critical than in today's business environment. With so much choice, customers can be selective about the companies with whom they engage and select. Vertical Communications has reviewed Jasper County Charter System's requirements and is uniquely positioned to provide a world-class solution from 8x8. 8x8 is a true, hosted solution, known for delivering highly reliable secure communications.

What makes us unique is that Vertical is one of the few nationwide, wholesale distributors of the 8x8 portfolio.

In 2022 and again in 2023, Vertical received top honors from 8x8 as 8x8's Partner of the Year!

What does this mean to Jasper County Charter System? Vertical Communications has decades of experience implementing solutions. We will utilize *our* technical staff, *our* project management, *our* field engineers, *and our* trainers to provide on-site installation and training and *our* on-going support to implement your solution. Vertical will be your point of contact through the entire journey and continuing support. Vertical Communications, along with 8x8 is qualified to be the best business partner for you based on the following key differentiators:

- **8x8 Work-X Series** arms employees with tools they need to communicate and collaborate.
- The **8x8 Work** solution can transform your employees' experience as your team will be able to securely and quickly collaborate via voice and chat.
- 8x8 offers a *complete solution* that empowers faster innovation through a *single vendor solution*. Ownership of the technology stack and associated intellectual property enables 8x8 to deliver a consistent end-user experience over inconsistent networks, supported by an end-to-end SLA that covers both uptime and call quality.
- With 8x8, you can *mix and match user license bundles*; you only pay for features that each user needs when they need them versus over-paying with a "one size fits all" model.
- **What is included?** Every user license includes a direct inward dial number so you no longer have to pay those costly telco bills, Unified Communications desktop client, mobile app and physical desk phone with twinning so that each user can communicate in the manner they wish. Recording, twinning, chat, presence, audio, web, video bridge for up to 500 connections for every user on the system.
- Solution includes software assurance, maintenance, ongoing support, adds, moves & changes
- Local and long distance calling in the U.S. and Canada
- The Solution is *the most secure on the market*, having gone through more third-party audits than any other provider has and compliant with all key compliance standards.
- 8x8 has been recognized in the *Leader's* sector of *Gartner's UCaaS CCaaS Magic Quadrant* for *ten consecutive years*.
- The 8x8 platform is *Kari's Law and Ray Baum* compliant and is included in the solution.

8x8's Global Footprint in the cloud with 35 data centers with 7 in the United States. If a data center fails (which is difficult as 8x8 uses multiple different Tier 1 carriers to service their data centers), *full failover* to another data center of all 8x8 Work applications happens in 30 seconds. Depending on the usage scenario, it is possible for calls to not even drop in this situation. Within the data center, multiple redundant systems

provide active-active access to all applications. No single system processor can cause functionality loss.

8x8 offers a complete solution that empowers faster innovation through a single vendor solution and a proven average global core *uptime of 99.9996%* for the past 12 months. In addition, 8x8 offers a **99.999% SLA** guaranteeing end-to-end service uptime, reliability, and call quality over any broadband network, public internet, SD/WAN that customers use. 8x8 delivers a global reach approach by means of 35 Distributed Data Centers around the world, 7 in the US, while customers enjoy a complete, reliable and secure solution with business continuity wherever they are located.

Since 1979, Vertical has successfully been deploying premise and enterprise cloud communication services to all size customers and employs a seasoned Deployment Team that executes a precise, proven procedure that is tailored to the requirements of our customers. The key advantage you will have with partnering with Vertical Communications is our ability to enhance the 8x8 Solution through our proven sales and implementation experience as a systems integrator. Many cloud vendors can quote a product. Where Vertical Communications shines is with the implementation and project management. **Vertical Communications has over 40 certified technicians and 7 certified project managers. Vertical deploys 3 service sites across the US with certified staff to satisfy our client's requirements. Vertical does not outsource our Service Department, and all technical resources are Vertical employees. Our technical staff are certified on the products. Vertical will project manage, program, install, train and service your 8x8 Solution.**

Vertical prides itself in providing World-Class Services and Customer Service Support to State, Local and the Education Community as we have included a few of our Customers below that we can arrange a 1 on 1 conversation with Jasper County Charter System upon request.



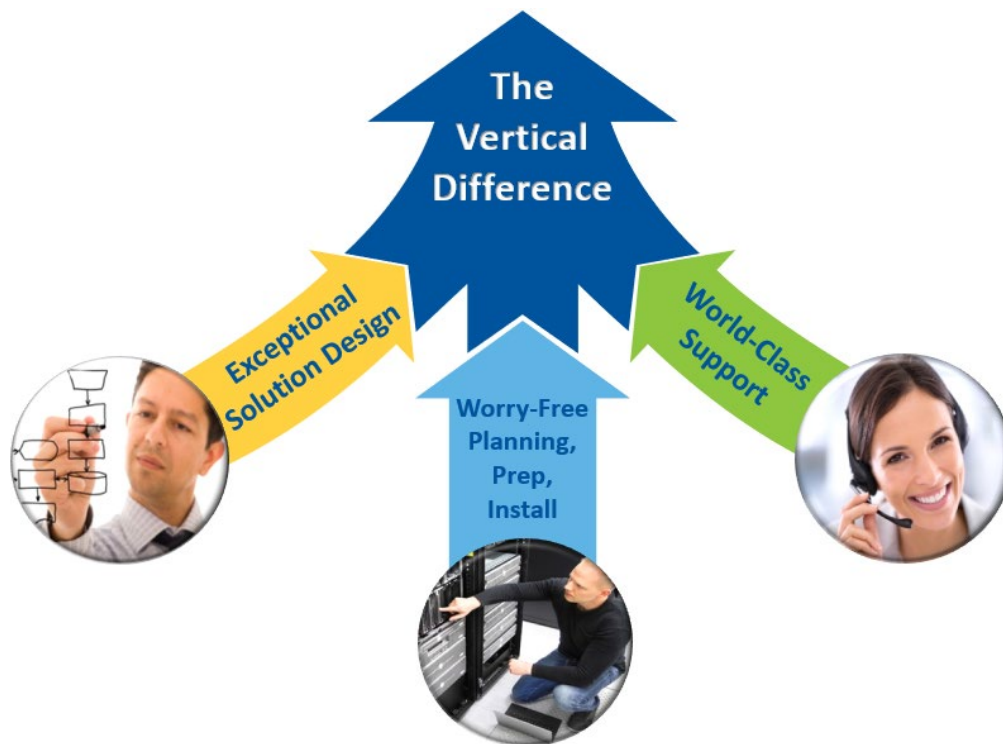
Vertical welcomes the opportunity to become your Strategic Partner and trust you find our Two (2) Options both Cost Effective & Reliable and look forward to **EARNING your business**. Thank you again for your consideration.

Sincerely,

Glenn Huskey
Glenn Huskey
Vertical Communications
Customer Advocate Executive
(660) 464-0422
ghuskey@vertical.com

Rick Dell
Rick Dell
Vertical Communications
Chief Operating Officer
(678) 684-1050
rdell@vertical.com

The Vertical Difference



The Vertical Difference is why you buy from us. It's the difference between someone selling you a product and Vertical's commitment as your **long-term partner**. The Vertical Difference is built on three key pillars:

Exceptional Solution Design

Vertical's team of expert **solution engineers** serves as your technical consultant who will understand your business needs and tailor a solution to solve your problems and accelerate your business. Your Vertical SE works hand in hand with your **account executive** to guide you through the entire process and make sure the solution you were sold is what is delivered.

Worry-Free Planning, Preparation, and Install

Implementing new solutions is stressful. A new Vertical solution will bring many benefits, but it's also a big change. Vertical ensures that you don't have to worry with our professional implementation team. Leave the planning to our experience **project manager** who will work with you every step of the way. The PM works with your **technical implementation team** who ensures that the solution design is implemented with little effort from you. Whatever issues arise, you don't need to worry, because Vertical will solve them!

World-Class Ongoing Support

Once your solution is in place, you will begin working with Vertical's **award-winning support team**. If you have any concerns, then just give us a call, e-mail, or open a ticket on our support portal. The Vertical team has a combined 974 years of experience solving problems quickly so you can focus on your business.

The Vertical Process



Your solution will be handled using Vertical's proven process which helps thousands of customers each year achieve a Worry-Free implementation.

1

Project Kick Off

The Vertical team, including a dedicated project manager (PM) & sales engineer, use Vertical's proven "Steps to Success" workbook with years of lessons learned

2

Network Assessment

The Vertical team evaluates your network infrastructure to ensure it's ready for the new solution

3

Preparation Phase

The Vertical team plans the solution details with you, orders needed components, and builds the tailored solution to exactly meet your business needs

4

Ongoing Status Updates

Your PM provides regular check-in e-mails, phone calls, and meetings to make sure you know what's happening

5

Installation Phase

The Vertical team delivers the solution, provide training, and ensure the transition goes smoothly

6

Implementation Assurance Phase

The Vertical team follows up on any items that needs to be resolved and gets your sign-off that the solution meets your needs

7

Support Hand-Off

You are introduced to ongoing Vertical support resources who will be available to support you for years to come

Statement of Work Overview

Outlined in the following pages, hereafter referred to as the Statement of Work (SOW), is a clear description of the services that Vertical will provide to Jasper County Charter System according to the implementation guidelines set forth in this SOW.

Within this SOW, clear guidelines are also defined as to what Jasper County Charter System's roles and responsibilities are to ensure a successful implementation. Vertical will work closely with Jasper County Charter System to resolve any implementation issues and to accommodate any changes that need to be made to this SOW.

General Implementation Guidelines

To ensure successful implementation per the Schedule of Equipment and Services attached below, Vertical has defined the following general guidelines.

Roles, Responsibilities and Requirements

Over the years, Vertical has a proven history of implementing communications solutions of all sizes and levels of complexity and has carefully honed its services offerings to ensure our deployments are painless and straight forward. A successful implementation depends on how intimately everyone understands the business' goals, processes and environment. This is especially crucial when executed across multiple sites and networks.

Vertical recognizes that all our customers have their own unique set of practices and technology. The Vertical implementation team will seek to uncover these intricacies and align our solution with them so you can realize the full potential of your investment. Our approach to service delivery works because everyone is functioning as one team.

To strengthen this, we strive to ensure that the same Vertical caliber of standards, quality and processes are upheld by all team members. Upon project commencement, a Vertical Project Manager will present you with Roles, Responsibility and Requirement agreements to ensure we install your solution properly and efficiently.

Project Schedule

Once Jasper County Charter System has signed this SOW, Vertical will proceed with scheduling Vertical resources to begin the single-phase implementation (unless otherwise specified as multi-phase). Prior to the start of the implementation, Vertical will meet with representatives from Jasper County Charter System to develop an Implementation Plan with key milestones for the implementation.

Product Configuration

Vertical will provide Certified Engineers to perform all work under this SOW to comply with manufacturers recommended implementation procedures and will, prior to cut-over, perform standard test procedures to ensure equipment operates according to manufacturers published specifications.

Completion of Services

Cutover will occur once Vertical has completed the implementation per the Implementation Plan.

Vertical is not responsible for the removal, disposal and cleanup of all existing cable, telephony and associated equipment. Jasper County Charter System Corp can request that Vertical provide this service prior to cutover at an additional cost to Jasper County Charter System.

Services and Deliverables - Vertical Communications, Inc.

Outlined below is a complete description of all the services that will be provided by Vertical. All services are based on the Schedule of Equipment and Services attached below for Option 1, which is an 8x8 Hosted VOIP Solution utilizing Rental IP Phones.

Option 1 / 8x8 Hosted VOIP Solution with Rental IP Phones

Date: 10/22/2024
Prepared For: Cara Bockholt
Company Name: Jasper County Charter System
 706-468-6350
Phone:
E-mail: cbockholt@jasper.kis.ga.us
Quote ID:

Requested Ship: Immediate

NOTES:

Sales Rep:

Solution Engineer:

Glenn Huskey
ghuskey@vertical.com

Kevin Galayda
 (636) 486-4826
kgalayda@vertical.com

By signing below, Jasper County Charter System agrees to the 36-month terms and to the 8x8 Master Service Agreement (1. <https://info.vertical.com/vertical-8x8-terms> 2. <https://info.vertical.com/reseller-order-terms/vo-vcc-service-terms>) and agrees that your sales agent will be acting on your behalf on all aspects of moving your services to Vertical Communications and account maintenance. Further, Jasper County Charter System certifies they have read the Customer Critical Notification Concerning Emergency Services (E911) at the bottom of this document.

Signature

Name Cara Bockholt
Title Director of Technology
Company Name Jasper County Charter System
Date 10/22/2024
Service Address 1411 College Street
City, State, Zip code Monticello, GA 31064



Option 1 / 8x8 Hosted VOIP Solution with Rental IP Phones

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>	<u>Unit Sell</u>	<u>Ext Sell</u>
<u>One (1) Time Hardware & Services</u>				
126	V8 USER SP	Professional Install Charge per user Includes remote design, deployment, project management, porting, & training	\$48.50	\$6,111.00
5	HT801	Grandstream HT801 ATA 1 FXS Port	\$49.75	\$ 248.75
Total One (1) Time Costs				\$6,359.75
<u>8x8 Hosted VOIP IP Phone Monthly</u>				
126	T34W Rental	Yealink T34W IP Phone w/ POE Install i	\$3.87	\$487.62
<u>8x8 Hosted VOIP License Monthly</u>				
116	VOSVC0216-21	X Series/X1 Nationwide/DID Tier 1	\$ 8.75	\$1,015.00
5	VOSVC0216-02SLED	X Series/X2/State, Local, and Educational Seats; unlimited call 14 countries	\$14.90	\$ 74.50
5	VOSVC0216-13	X Series/X0 unlimited inbound/meter outbound	\$ 7.00	\$ 35.00
15	VOSVC0209-1B	Additional DID in Australia, Canada, France, Germany, Ireland, Italy, Netherlands, Portugal, Spain, Sweden, United Kingdom, USA	\$ 1.00	\$ 15.00
Total Monthly Recurring Cost				\$1,627.12

Total Monthly Recurring Costs = \$1,627.12

Total One (1) Time Costs = \$6,359.75

Hardware requires 50% upfront payment with the remaining balance due upon delivery.

Pricing above excludes taxes and is valid until 1/31/2025



Services and Deliverables - Vertical Communications, Inc.

Outlined below is a complete description of all the services that will be provided by Vertical. All services are based on the Schedule of Equipment and Services attached below for Option 2 which is an 8x8 Hosted VOIP Solution utilizing One (1) Time Purchase IP Phones.

Option 2 / 8x8 Hosted VOIP Solution with One (1) Time Purchase of IP Phones

Date: 10/22/2024
Prepared For: Cara Bockholt
Company Name: Jasper County Charter System
 706-468-6350
Phone:
E-mail: cbockholt@jasper.kis.ga.us
Quote ID:

Requested Ship: Immediate

NOTES:

Sales Rep:

Solution Engineer:

Glenn Huskey
ghuskey@vertical.com

Kevin Galayda
 (636) 486-4826
kgalayda@vertical.com

By signing below, Jasper County Charter System agrees to the 36-month terms and to the 8x8 Master Service Agreement (1. <https://info.vertical.com/vertical-8x8-terms> 2. <https://info.vertical.com/reseller-order-terms/vo-vcc-service-terms>) and agrees that your sales agent will be acting on your behalf on all aspects of moving your services to Vertical Communications and account maintenance. Further, Jasper County Charter System certifies they have read the Customer Critical Notification Concerning Emergency Services (E911) at the bottom of this document.

Signature

Name Cara Bockholt
Title Director of Technology
Company Name Jasper County Charter System
Date 10/22/2024
Service Address 1411 College Street
City, State, Zip code Monticello, GA 31064



Option 2 / 8x8 Hosted VOIP Solution with One (1) Time Purchase of IP Phones

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>	<u>Unit Sell</u>	<u>Ext Sell</u>
<u>One (1) Time Hardware & Services</u>				
126	T34W POE	Yealink T34W IP Phones w/ POE Install	\$125.00	\$15,750.00
126	V8 USER SP	Professional Install Charge per user Includes remote design, deployment, project management, porting, and training	\$48.50	\$6,111.00
5	HT801	Grandstream HT801 ATA 1 FXS Port	\$49.75	\$248.75

Total One (1) Time Costs \$22,109.75

<u>8x8 Hosted VOIP License Monthly</u>				
116	VOSVC0216-21	X Series/X1 Nationwide/DID Tier 1	\$ 8.75	\$1,075.00
5	VOSVC0216-02SLED	X Series/X2/State, Local, and Educational Seats; unlimited call 14 countries	\$14.90	\$ 74.50
5	VOSVC0216-13	X Series/X0;unlimited inbound/meter outbound	\$7.00	\$ 35.00
15	VOSVC0209-1B	Additional DID in Australia, Canada, France, Germany, Ireland, Italy, Netherlands, Portugal, Spain, Sweden, United Kingdom, USA	\$1.00	\$ 15.00

Total Monthly Recurring Cost \$1,199.50

Total Monthly Recurring Costs = \$1,199.50

Total One (1) Time Costs = \$22,109.75

Hardware requires 50% upfront payment with the remaining balance due upon delivery.

Pricing above excludes taxes and is valid until 1/31/2025



CRITICAL CUSTOMER NOTIFICATION (“CCN”)

As a user of VoIP Based Services, you may, on occasion, have reason to dial Emergency Services or ‘911’. Please be advised.

EMERGENCY SERVICES OR ‘911’ MAY NOT BE ACCESSIBLE FROM YOUR VOIP SERVICE UNDER CERTAIN CIRCUMSTANCES, INCLUDING BUT NOT LIMITED TO:

- A POWER FAILURE OR SOME OTHER TYPE OF FAILURE OF THE VOIP DEVICE OR ASSOCIATED EQUIPMENT.
- A FAILURE OR CONGESTION OF THE DATA CONNECTION (SUCH AS DSL CONNECTIONS) OR ASSOCIATED EQUIPMENT PROVIDED BY YOUR DATA SERVICE PROVIDER.
- A FAILURE OR CONGESTION OF THE VOIP NETWORK PROVIDING YOUR VOIP SERVICE, THE PUBLIC SWITCHED TELEPHONE NETWORK (PSTN), THE 911 SERVICE PROVIDER’S NETWORK OR THE EMERGENCY SERVICES NETWORK.
- THE USE OF THE SERVICE OUTSIDE THE CONTINENTAL USA
- SHOULD YOU HAVE MOVED THE VOIP DEVICE, DELAYED IN PROVIDING OR FAILED TO PROVIDE ACCURATE LOCATION INFORMATION TO YOUR SERVICE PROVIDER, OR THE INFORMATION YOU HAVE PROVIDED HAS NOT BEEN UPDATED BY YOUR SERVICE PROVIDER, OR IS INACCURATE.
- THE SERVICE HAS BEEN DISCONNECTED OR SUSPENDED FOR NON-PAYMENT OR FOR ANY OTHER REASON.

FURTHER, IN SOME INSTANCES YOUR 911 SERVICE MAY BE LIMITED TO TRADITIONAL 911 SERVICE RATHER THAN ENHANCED 911 (OR ‘E-911’). WITH E-911 YOUR ADDRESS AND CALLBACK INFORMATION IS AUTOMATICALLY PROVIDED TO THE EMERGENCY SERVICES SYSTEMS. IF E-911 SERVICE IS NOT AVAILABLE IN YOUR AREA OR AT THE TIME OF YOUR 911 CALL, THEN, THE SYSTEM MAY DEFAULT TO TRADITIONAL 911 SERVICE AND YOU MAY BE REQUIRED TO VERBALLY INFORM THE 911 CALL TAKER OR EMERGENCY RESPONDER OF YOUR ADDRESS AND PHONE NUMBER.

CALLBACK FROM THE EMERGENCY SERVICES MAY ALSO FAIL UNDER CERTAIN CIRCUMSTANCES INCLUDING, BUT NOT LIMITED TO:

- THE USE OF CALL FORWARDING, CALL REDIRECTION OR BLOCKING SERVICES
- SHOULD THE EMERGENCY CALLBACK NUMBER BE CONFIGURED TO RING A PHONE AT A DIFFERENT LOCATION THAN YOUR VOIP DEVICE.

WE HAVE PROVIDED YOU WITH A WARNING LABEL (BELOW). PLEASE PROMINENTLY DISPLAY THIS LABEL ON YOUR VOIP DEVICE, ANY PHONE THAT MAY BE CONENCTED (EITHER DIRECTY OR INDRIECTLY) TO THE VOIP DEVICE, AND AT OTHER PROMINENT LOCATIONS AT ALL CORPORATE LOCATIONS UTILIZING THIS VOIP SERVICE. BY SIGNING THIS AGREEMENT YOU ACKNOWLEDGE THAT YOU ACCEPT FULL RESPONSIBILITY FOR THE DISTRIBUTION OF COPIES OF THE WARNING LABELS TO THE APPROPRIATE DEVICES.

FURTHER, AT ALL CORPORATE LOCATIONS UTILIZING THIS VOIP SERVICE, YOU ARE HEREBY ADVISED TO TAKE ALL MEANS POSSIBLE TO ENSURE THAT EMPLOYEES, GUESTS, AND ANY OTHER PERSONNEL THAT MAY UTILIZE THE VOIP DEVICE/SERVICES ARE AWARE OF THE LIMITATIONS OF THE EMERGENCY SERVICES IN ACCORDANCE WITH THIS CUSTOMER NOTIFICATION, AND ARE MADE AWARE OF THE ALTERNATIVE METHODS OF ACCESSING 911 SERVICES IN THE EVENT OF A FAILURE OF THE VOIP SERVICE.

Please print this 911 Warning label for use on any publicly accessible phones –

<p style="text-align: center;">WARNING: 911 service may be limited on your VoIP Service. Voice Service, including 911, will function differently or not at all:</p> <ul style="list-style-type: none">• During an electrical power or broadband provider outage or other failure of the VoIP device or data network connection, including congestion of the data network.• If you have moved the VoIP device, or if you are using the service outside of the continental USA.

911 AND EMERGENCY SERVICES NOTICE

BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES AND INDICATES THAT IT HAS REVIEWED THE NOTICE RELATED TO 911 AND EMERGENCY SERVICES AT <https://www.8x8.com/terms-and-conditions/911-notice>

Vertical Communications, Inc.

Jasper County Charter System

Authorized Representative

Authorized Representative

Glenn Huskey

Printed Name

Printed Name

Date

Date



Toll Free Responsible Organization Letter of Authorization

8x8 Customer Instructions

Note that transfer requests for toll-free numbers cannot be started until this form has been completed and submitted to 8x8.

Toll Free Letter of Authorization

As the end-user subscriber or the authorized representative of an end-user subscriber (the “Customer”) of certain Toll- Free service numbers, I hereby authorize 8x8 Incorporated, to be the Responsible Organization including acting on my behalf, and at my direction for the following Toll-Free service numbers:

Current Carrier: _____ New Resp Org ID: QYR01

8 _ _ - _ _ - _ _ _ _
8 _ _ - _ _ - _ _ _ _
8 _ _ - _ _ - _ _ _ _
8 _ _ - _ _ - _ _ _ _

8 _ _ - _ _ - _ _ _ _
8 _ _ - _ _ - _ _ _ _
8 _ _ - _ _ - _ _ _ _
8 _ _ - _ _ - _ _ _ _

8 _ _ - _ _ - _ _ _ _
8 _ _ - _ _ - _ _ _ _
8 _ _ - _ _ - _ _ _ _
8 _ _ - _ _ - _ _ _ _

Print Customer Business Name: _____

Address: _____ Suite, Floor, etc: _____

City: _____ State: _____ Zip Code: _____

Customer Contact: _____ Phone Number (_ _ _) _ _ _ - _ _ _ _

Billing Account Number: _____

I attest under penalty of law and as an authorized employee, or an authorized representative of the Customer, that the customer is the exclusive end-user subscriber of the Toll-Free service numbers listed above. The Customer assumes all liability for the use (including without limitation, authorized, fraudulent or misappropriated) of traffic of any other end- user subscriber with regard to the Toll-Free service numbers listed. In addition, I understand that this request for a Responsible Organization change does not constitute an order for disconnect of service with my existing carrier(s). I, on behalf of the Customer, continue to accept responsibility for notifying my existing carrier(s) of any intention to disconnect and/or change my Toll-Free service after designating 8x8 Inc. as my Responsible Organization for the Toll Free numbers listed above.

Authorized Signature: _____ Date: _____

Print Name: _____ Title: _____



Investment

We propose hereby to furnish labor - complete in accordance with above specifications – based on the investment option selected.

All material is guaranteed to be as specified. All work to be completed in a workmanlike manner according to standard practices. Any alteration or deviation from the above specifications involving extra costs will be executed only upon written orders and will become an extra charge over and above the estimate. All agreements are contingent upon strikes, accidents, or delays beyond our control. Jasper County Charter System must carry fire, tornado and other necessary insurance. Our workers are fully covered by Workman’s Compensation Insurance.

We will have a security interest in all of the Products and related items (which shall remain personal property and not become fixtures) sold and installed to secure the payments by Customer to us of the Purchase Price and any extra charges due us.

Acceptance of Proposal. The above prices, specifications and conditions are satisfactory and are hereby accepted. You are authorized to do the work as specified. Payment will be made as outlined above.

CUSTOMER will be provided a manufacturer’s warranty which extends for the life of the initial Cloud services term contract. This warranty is not extended upon extension of the contract unless explicitly authorized in writing by Vertical Communications or via Support Plan agreement. Reseller and Customers of Reseller shall be required to obtain authorization from Vertical Communications to return any Equipment. Vertical Communications will provide replacement Equipment only if the Equipment is deemed to be defective and covered under the warranty. Vertical Communications will not cover replacement for lost, stolen or modified Equipment. Equipment returned by Reseller and Customers of Reseller that is not covered under warranty may be refused by Vertical Communications, and Reseller and Customers of Reseller will be responsible to pay return shipping charges.

Vertical Communications, Inc.

Jasper County Charter System

Authorized Representative

Authorized Representative

Glenn Huskey

Printed Name

Cara Bockholt

Printed Name

Title

Director of Technology

Title

Date

Date



Key Requirements – Jasper County Charter System

Vertical has defined below key requirements for Jasper County Charter System to ensure successful implementation per the Schedule of Equipment and Services. They are as follows:

Access to Jasper County Charter System Site

Jasper County Charter System will provide full access to all of Jasper County Charter System's premises as needed by Vertical to perform its responsibilities under this SOW. Any refusal of access shall relieve Vertical of its obligations as outlined in this SOW and the implementation schedule shall be revised to reflect the delay. Jasper County Charter System will also provide a suitable work area for Vertical personnel.

Implementation Contact

Jasper County Charter System will assign an implementation contact within Jasper County Charter System for Vertical to contact during the entire implementation phase. Along with the implementation contact, Jasper County Charter System will also provide Vertical with access any Information Technology (IT) professionals within Jasper County Charter System who are able to make decisions regarding key LAN/WAN/Telephony issues.

Building Requirements

In order to ensure the building is suitable for the implementation set forth in this SOW, Vertical requires the following building conditions to be met by Jasper County Charter System. If these conditions are not met, Vertical is not responsible for any delays in the implementation schedule and is also not responsible for any additional costs incurred to ensure the building is suitable for installation.

Cable Installation Requirements

Jasper County Charter System will ensure all cabling infrastructure (including but not limited to conduits, floor ducts, overhead troughs, floor access, drilling holes, monuments, moving equipment and furniture, etc) is suitable for the installation of cable necessary for the implementation outlined in this SOW. Jasper County Charter System is responsible for any additional costs that may be incurred for the supply and installation of any infrastructure that is required for the cable installation. It is assumed that any existing cable ducts, troughs and/or conduits have sufficient space remaining to install new cabling as required for this implementation.

Asbestos Removal

Jasper County Charter System must identify asbestos contaminated areas prior to implementation. Vertical will cease any further work in any areas that Vertical discovers any unknown asbestos while working on the premises. Vertical will not continue the work until the asbestos is removed and the area is considered environmentally safe to work. Vertical will not be responsible for any impact to the implementation schedule as a result. Changes to the schedule will be made by Vertical and communicated to Jasper County Charter System.

Power and Environmental Specifications

Vertical will provide Jasper County Charter System with the necessary power and environmental specifications published by the equipment manufacturer. It is assumed by Vertical that Jasper County Charter System has adhered to these specifications as well as any local electrical code requirements. Jasper County Charter System will provide power to purchased equipment through an adequate number of circuits provisioned according to the equipment manufacturer's specifications. If Jasper County Charter System has not met the above, Jasper County Charter System will assume responsibility for the cost to supply and install any infrastructure required to accommodate the published specifications. Vertical recommends the installation of a UPS providing 60 minutes of standby power. Installation of power conditioning/surge suppression devices for all equipment is highly recommended.

Site Layout

If available, Jasper County Charter System will provide Vertical with signed, complete and accurate current floor plans that identify the placement of all desktop devices, voice mailbox users and PCs. If Jasper County Charter System requests generation of required floor plans by Vertical, Vertical will provide Jasper County Charter System with additional quote for these services.

Cable Plant and Cross Connect Records

Jasper County Charter System's existing cable plant should conform to the EIA-T568B or UL/CSA standards and follow accepted wiring practices. Failure of the cable plant to meet the minimum acceptable requirements may result in a delayed cutover and/or additional expense. Jasper County Charter System will provide Vertical with a complete set of up-to-date cable records. Should these cable records be inaccurate or unavailable, Vertical may require the purchase of cable "Tone & Testing." Current cable plant and cross connect records will be generated from the tone and testing procedure.

Network Services Verification & Liaison

All network service-related requirements will be assumed by Jasper County Charter System to include the ordering and delivery acceptance of any required network services (unless otherwise requested by Jasper County Charter System.) A delivery date for any new network services to be performed will be documented in the Project Plan once agreed to by all parties (Network Provider, Jasper County Charter System and Vertical).

Vertical requires up to date Network Service Provider records to include information regarding existing network services and Jasper County Charter System site and any planned services with expected delivery dates. If these records are not accurate and Vertical needs to then verify and document existing network services, Vertical will provide an additional quote to Jasper County Charter System for these additional charges prior to proceeding with the implementation.

Receipt Of Equipment

Vertical will coordinate equipment delivery with Jasper County Charter System based on a mutually agreed delivery schedule for all equipment, noting that equipment may be scheduled to arrive on various dates. Once the equipment has arrived at Jasper County Charter System site, Vertical and Jasper County Charter System will do an inspection and inventory of all delivered equipment. Any issues will be documented by Vertical. To confirm receipt of all equipment, Vertical will provide at time of delivery a Notice of Equipment Delivery (NED) form which will be signed by the designated contacts for Jasper County Charter System and Vertical provided there are no issues with the delivery.

Any special access requirements needed to accommodate the delivery are to be made by Jasper County Charter System. Any costs incurred for required building alterations relating to the equipment installation outlined in this SOW are the responsibility of Jasper County Charter System.

Once the equipment arrives on Jasper County Charter System site, Jasper County Charter System is responsible for all the equipment and for providing secure storage for the equipment.

Training

Training endpoints will be provided by Vertical as outlined in the Implementation Plan. Vertical and Jasper County Charter System will agree on the scheduling of these training courses. Jasper County Charter System is responsible for communicating the scheduled times to their employees. In order to provide adequate training, Jasper County Charter System is to make available on-site training facilities which should have the proper cable installation for the endpoints needed for training. Vertical will record attendance for each training class and provide that information to Jasper County Charter System upon completion of training.

Jasper County Charter System Supplied Equipment

All Jasper County Charter System provided servers and client PC's must meet the hardware and software specifications required for all application software purchased. Vertical will provide Jasper County Charter System with these specifications prior to installation. If the equipment does not meet specifications, Vertical will provide Jasper County Charter System with the additional charges required to meet specifications. If Jasper County Charter System intends to utilize any existing OEM equipment with the proposed equipment outlined in this SOW, Jasper County Charter System will provide Vertical any required information regarding the integration between existing and proposed equipment. Vertical is not responsible for any coordination needed with existing equipment vendors.

Remote System Access and Alarm Reporting

Vertical recommends Remote System Monitoring for better efficiency in performing any diagnostics or database changes. If Jasper County Charter System would like to take advantage of Remote System Monitoring, Jasper County Charter System must provide remote system monitoring access to Vertical. This service is an additional charge to Jasper County Charter System.

Statement of Work Modifications

Jasper County Charter System shall communicate to Vertical any changes or modifications requested to this Statement of Work. If Vertical accepts and agrees to the changes, Vertical will modify this SOW or issue a Change Order form with the accepted changes. Vertical will also make modifications to the Schedule of Equipment and Services including pricing to reflect the changes requested for this SOW as well as the Project plan to reflect any changes in the dates and milestones. Vertical will work closely with Jasper County Charter System to review the changes to ensure minimal impact to projected milestones and cut-over date.

Vertical is not responsible for any delays in the implementation due to changes made by Jasper County Charter System to this Statement of Work.

Acceptance of SOW

By Jasper County Charter System signing the below, Jasper County Charter System confirms their acceptance of the Terms and Conditions set forth in this Statement of Work and gives Vertical the ability to proceed with the work described in this SOW. In addition, by signing this SOW Jasper County Charter System acknowledges that they will undertake site preparations and meet network specifications as detailed in the Key Requirements section of this SOW.

Vertical Communications, Inc.

Jasper County Charter System

Authorized Representative

Authorized Representative

Glenn Huskey

Cara Bockholt

Printed Name

Printed Name

Title

Director of Technology

Title

Date

Date

Next Steps

Upon acceptance of this SOW, Vertical will initiate the following next steps:

- Contact Jasper County Charter System to schedule implementation dates and introduce Vertical's Project Manager (if applicable).
- Assign trained and certified technical resources following confirmation of scheduled implementation dates. These resources will ensure successful implementation of the product(s) and solutions as detailed in this SOW.
- Schedule an initial Kick-off Meeting with Jasper County Charter System. During this meeting, Vertical will introduce the implementation team, work with Jasper County Charter System to develop a detailed implementation schedule, set project milestones and discuss all aspects of this implementation. The Kick-off will provide an opportunity for Vertical and Jasper County Charter System to address any outstanding questions or areas of concern.
- Begin implementation according to this statement of work and the agreed implementation schedule.

The Vertical Commitment



On behalf of all the people at Vertical Communications, I would like to thank you for choosing us to be your partner. We are committed to delivering a world-class solution and implementation that will benefit Jasper County Charter System every day. We've been doing this for decades and our team has served over 10,000 customers. We know that experience will be apparent in every step of this process.

More than building solutions, here at Vertical, we pride ourselves on building long-lasting relationships with our customers. We are committed to earning your trust one day at a time, first by delivering the solution outlined in this proposal and then by delivering great service every day afterward. Please rely on us whenever you have an issue with your voice, video, chat, contact center, data, network, or other communications solutions.

Here's my personal commitment to you. If you ever feel that we aren't delivering the best possible experience, please reach out to me directly and we will make sure it is fixed. We have a clear escalation process for issues that you can find at <http://info.vertical.com/serviceescalation>, but my cell number is listed below. If you feel we aren't giving you world-class service, call me. We want to make sure we deliver the best possible customer experience.

Thanks for choosing Vertical and we look forward to years being your go-to communications partner.



Ben Treadway
President, Vertical Communications
btreadway@vertical.com
Direct - (770) 864-8701
Cell-(678) 429-9802