

Retail Sales Agreement



Reference Number: 1274701
Date: January 14, 2025

City of West Allis - City Hall - Council Chambers & Two Meeting
Rooms Updates

Prepared By: Alec Nathan
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AVI Systems Inc.
3275 Intertech Drive, Suite 500, Brookfield, WI 53045
Phone: (262)207-1300
Fax: (262)207-1301

COMPANY

City of West Allis
7525 West Greenfield Avenue
West Allis, WI 53214

Contact: Tony Warkoczewski
Phone: (414) 302-8000
Email: twarkoczewski@westalliswi.gov
Account Number: COW0047

PROJECT SITE

City of West Allis
7525 West Greenfield Avenue
West Allis, WI 53214

Contact: Tony Warkoczewski
Phone: 4143028062
Email: twarkoczewski@westalliswi.gov
Account Number: COW0047

INVOICE TO

City of West Allis
7525 West Greenfield Avenue
West Allis, WI 53214

Contact:
Phone: (414) 302-8000
Email: twarkoczewski@westalliswi.gov
Account Number: COW0047

COMMENTS

PRODUCTS AND SERVICES SUMMARY

Equipment	\$57,199.01
Integration	\$71,420.49
PRO Support	\$10,894.00
Shipping & Handling	\$0.00
Tax	\$0.00
Grand Total	\$139,513.50

Unless otherwise specified. The prices quoted reflect a discount for a cash payment (i.e., check, wire transfer) made by Customer in full within the time stated for payment on each invoice. Discount only applies to new items included on the invoice, and only applies if the balance on the invoice is paid in full.

All returned equipment is subject to a restocking charge. The prices are valid for 15 days and may be locked in by signing this Retail Sales Agreement.

Overdue balances are subject to a finance charge of 1.5% per month, or interest at the highest rate permitted by applicable law. In the event AVI must pursue collection of unpaid invoices, Customer agrees to pay all of AVI's costs of collection, including its attorneys' fees.

INVOICING AND PAYMENT TERMS

Customer and AVI have agreed on the payment method of CHECK. Payment must be remitted by stated method. To the extent Customer seeks to use of any payment methods other than stated, and that payment method results in an increased transaction cost to AVI, the new payment must be approved in writing, and the Customer shall be responsible for paying the increased transaction cost to AVI associated with the change in payment method. Payments shall be made 30 days from invoice date. So long as the invoice has been sent and the Customer's payment is made within the terms work will continue.

AVI uses progress billing, and invoices for equipment and services allocated to the contract on a monthly basis. Unless otherwise specified, all items quoted (goods and services) as well as applicable out of pocket expenses (permits, licenses, shipping, etc.) are invoiced in summary (including applicable sales taxes due for each category of invoiced items).

Customer is to make payments to the following "Remit to" address:

AVI Systems
PO Box 842607
Kansas City, MO 64184-2607

If Payment Method is ACH: Customer must make all payments in the form of bank wire transfers or electronic funds transfers through an automated clearinghouse with electronic remittance detail, in accordance with the payment instructions AVI Systems provides on its invoice to Customer.

A monthly summary of detailed equipment received is available upon request. Equipment received may be different than equipment billed based on agreed billing method.

TAXES AND DELIVERY

Unless stated otherwise in the Products and Services Summary above, AVI will add and include all applicable taxes, permit fees, license fees, and delivery charges to the amount of each invoice. Taxes will be calculated according to the state law(s) in which the product(s) and/or service(s) are provided. Unless Customer provides a valid tax exemption certificate for any tax exemption(s) claimed, AVI shall invoice for and collect all applicable taxes in accordance with state law(s), and Customer will be responsible for seeking a tax credit/refund from the applicable taxing authority.

AGREEMENT TO QUOTE AND DOCUMENTS CONSTITUTING YOUR CONTRACT WITH AVI

Customer hereby accepts the above quote for goods and/or services from AVI. When duly executed and returned to AVI, AVI's Credit Department will check Customer's credit and approve the terms. After approval by AVI's Credit Department and signature by AVI, this Retail Sales Agreement will, together with the AVI General Terms & Conditions (which can be found at <http://www.avisystems.com/TermsOfSale>) form a binding agreement between Customer and AVI. (This Retail Sales Agreement and the AVI General Terms & Conditions of Sale (the T&Cs) are referred to collectively as the Agreement). If not defined in this Agreement, all capitalized terms shall have the meaning given to them in the T&Cs. Should AVI's Credit Department determine at any point prior to AVI commencing work that Customer's credit is not adequate, or should it otherwise disapprove of the commercial terms, AVI reserves the right to terminate the Agreement without cause and without penalty to AVI.

AGREED AND ACCEPTED BY

<hr/>	AVI Systems, Inc.
Company	Company
<hr/>	<hr/>
Signature	Signature
<hr/>	<hr/>
Printed Name	Printed Name
<hr/>	<hr/>
Date	Date

CONFIDENTIAL INFORMATION

The company listed in the "Prepared For" line has requested this confidential price quotation, and shall be deemed "Confidential Information" as that term is defined in the T&Cs. This information and document is confidential and is intended solely for the private use of the customer identified above. Customer agrees it will not disseminate copies of this quote to any third party without the prior written consent of AVI. Sharing a copy of this quote, or any portion of the Agreement with any competitor of AVI is a violation of this confidentiality provision. If you are not the intended recipient of this quote (i.e., the customer), you are not properly in possession of this document and you should immediately destroy all copies of it.

PRODUCTS AND SERVICES DETAIL

PRODUCTS:

<u>Model #</u>	<u>Mfg</u>	<u>Description</u>	<u>Qty</u>	<u>MSRP</u>	<u>Price</u>	<u>Extended</u>
		MTR Provisioning Services				\$771.44
		Sub-Total:				\$771.44
		Council Chambers				
OFE	OWNER	OFE Projector	1	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Projection screen	1	\$0.00	\$0.00	\$0.00
HD-DA2-4KZ-E	CRESTRON	1:2 HDMI Distribution Amplifier w/4K60 4:4:4 & HDR Support	1	\$442.00	\$287.01	\$287.01
NC-12X80	QSC	12x Optical Zoom 80 Horizontal Field of View, PTZ Network Camera, PoE, with HDMI and SDI output. Inc	2	\$4,625.00	\$3,603.90	\$7,207.80
60-1683-02	EXTRON	Four Input 12G-SDI Switcher	1	\$2,070.00	\$1,200.60	\$1,200.60
DUETE-5	VISIONARY SOLU	PacketAV Duet 5 Encoder	1	\$1,343.00	\$1,162.34	\$1,162.34
DUETD-5	VISIONARY SOLU	PacketAV Duet 5 Decoder	2	\$1,343.00	\$1,162.34	\$2,324.68
TAPMSTBASELNV3	LOGITECH	Logitech Tap with Lenovo ThinkSmart Core - BASE Bundle (no AV) for Microsoft Teams Rooms	1	\$2,277.99	\$2,050.19	\$2,050.19
C2G30279	C2G	Antimic Dongle DP mDP USBC miniH microH	1	\$255.39	\$178.77	\$178.77
OFE	OWNER	OFE Core 110	1	\$0.00	\$0.00	\$0.00
SLMST-110-P	QSC	Q-SYS Core 110 license for Microsoft Teams Room software features, enables both Q-SYS Scripting and	1	\$700.00	\$490.00	\$490.00
SLDAN-32-P	QSC	Q-SYS Software-based Dante 32x32 Channel (16x16 Flows) License, Perpetual.	1	\$920.00	\$644.00	\$644.00
CONNECT 88D	LEA	8 Channel x 80 watt @ 4ohm, 8ohm, 70V and 100V per channel. Internal DSP w/ Crossovers and Dante, lo	1	\$3,858.00	\$2,507.70	\$2,507.70
OFE	OWNER	OFE Speakers (qty 18)	1	\$0.00	\$0.00	\$0.00
GSM4230PX-100NAS	NETGEAR	M4250 26G4XF POE PLUS MNGD SW	1	\$2,737.66	\$1,825.11	\$1,825.11
IP2CC-P	GLOBAL CACHE	ITACH TCP/IP-CONTACT CLOSE POE	1	\$179.99	\$179.99	\$179.99
ESP1610	EPIPHAN	Pearl Nano	1	\$1,999.00	\$1,926.75	\$1,926.75
OFE	OWNER	OFE Listen LT-800 FM Transmitter	1	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Listen Receiver 72 MHz	5	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Listen 12 Port Charging Station	1	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE AV Rack	1	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Shure MXCWNCs	2	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Shure MXCW640	16	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Shure SB930	16	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Shure MXCWAPT	1	\$0.00	\$0.00	\$0.00
		Sub-Total: Council Chambers				\$21,984.94
		Art Gallery				
OFE	OWNER	OFE Display	1	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Display cart	1	\$0.00	\$0.00	\$0.00
CSMP9X12	CHIEF	PROX,MOUNT PLATE,9X12	1	\$57.00	\$39.90	\$39.90
HD-RXC-4KZ-101	CRESTRON	DM Essentials 4K60 4:4:4 Receiver for HDMI, RS-232, and IR Signal Extension over CATx Cable	1	\$430.00	\$258.00	\$258.00

HD-TXC-4KZ-101	CRESTRON	DM Essentials 4K60 4:4:4 Transmitter for HDMI, RS-232, and IR Signal Extension over CATx Cable (Art)	1	\$430.00	\$258.00	\$258.00
HD-DA2-4KZ-E	CRESTRON	1:2 HDMI Distribution Amplifier w/4K60 4:4:4 & HDR Support	1	\$442.00	\$265.20	\$265.20
NC-12X80	QSC	12x Optical Zoom 80 Horizontal Field of View, PTZ Network Camera, PoE, with HDMI and SDI output. Inc	1	\$4,625.00	\$3,237.50	\$3,237.50
PTZ-CMB1	QSC	Accessory Ceiling Mount Bracket for PTZ Camera, NC-12x80 and NC-20x60.	1	\$155.00	\$108.50	\$108.50
TAPMSTBASELNV3	LOGITECH	Logitech Tap with Lenovo ThinkSmart Core - BASE Bundle (no AV) for Microsoft Teams Rooms	1	\$2,277.99	\$2,050.19	\$2,050.19
C2G30279	C2G	Antimic Dongle DP mDP USBC miniH microH	1	\$255.39	\$178.77	\$178.77
CORE 8 FLEX	QSC	Unified Core with 8 local audio I/O channels, 64x64 network I/O channels with 8x8 Software-based Dan	1	\$2,930.00	\$2,051.00	\$2,051.00
SLMST-8N-P	QSC	Q-SYS Core 8 Flex, Core Nano, NV-32-H (Core Capable) license for Microsoft Teams Room software featu	1	\$500.00	\$350.00	\$350.00
AD-C6T-ZB-WH	QSC	6.5" Two-way ceiling speaker, 70/100V transformer with 16bypass, zero bezel design, 150 conical DMT	12	\$275.00	\$192.50	\$2,310.00
AD-P6T-WH	QSC	6.5" Two-way pendant speaker, 70/100V transformer with 16 bypass, 135 conical DMT coverage, Includes	4	\$379.00	\$265.30	\$1,061.20
SPA4-60	QSC	1/2 RU 4 Channel ENERGY STAR amplifier / Multichannel operation 60 watts into 8 & 4, Bridged pair op	1	\$1,005.00	\$703.50	\$703.50
GSM4230PX-100NAS	NETGEAR	M4250 26G4XF POE PLUS MNGD SW	1	\$2,737.66	\$1,825.11	\$1,825.11
ESP1610	EPIPHAN	Pearl Nano	1	\$1,999.00	\$1,926.75	\$1,926.75
OFE	OWNER	OFE Listen LT-800 FM Transmitter	1	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Listen Receiver 72 MHz	5	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Listen 12 Port Charging Station	1	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE AV Rack	1	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Shure MXWNCS8	3	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Shure MXW1	2	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Shure MX183	2	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Shure MXW6	4	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Shure MXW8	8	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Shure MX410	8	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE MXWAPT8	2	\$0.00	\$0.00	\$0.00

Sub-Total: Art Gallery

\$16,623.62

Room 128

OFE	OWNER	OFE 86UH5J-H	1	\$0.00	\$0.00	\$0.00
HD-DA2-4KZ-E	CRESTRON	1:2 HDMI Distribution Amplifier w/4K60 4:4:4 & HDR Support	1	\$442.00	\$265.20	\$265.20
HD-RXC-4KZ-101	CRESTRON	DM Essentials 4K60 4:4:4 Receiver for HDMI, RS-232, and IR Signal Extension over CATx Cable	1	\$430.00	\$258.00	\$258.00
HD-TXC-4KZ-101	CRESTRON	DM Essentials 4K60 4:4:4 Transmitter for HDMI, RS-232, and IR Signal Extension over CATx Cable (Art)	1	\$430.00	\$258.00	\$258.00
NC-12X80	QSC	12x Optical Zoom 80 Horizontal Field of View, PTZ Network Camera, PoE, with HDMI and SDI output. Inc	1	\$4,625.00	\$3,237.50	\$3,237.50
PTZ-CMB1	QSC	Accessory Ceiling Mount Bracket for PTZ Camera, NC-12x80 and NC-20x60.	1	\$155.00	\$108.50	\$108.50
TAPMSTBASELNV3	LOGITECH	Logitech Tap with Lenovo ThinkSmart Core - BASE Bundle (no AV) for Microsoft Teams Rooms	1	\$2,277.99	\$2,050.19	\$2,050.19

CG39710	C2G	Decora Wall Plate HDMI F/F White	1	\$45.99	\$32.19	\$32.19
C2G30279	C2G	Antimic Dongle DP mDP USBC miniH microH	1	\$255.39	\$178.77	\$178.77
939-001817	LOGITECH	LOGITECH TAP WALL MOUNT MNT WALL MOUNT FOR TAP UNIT	1	\$199.99	\$179.99	\$179.99
CORE 8 FLEX	QSC	Unified Core with 8 local audio I/O channels, 64x64 network I/O channels with 8x8 Software-based Dan	1	\$2,930.00	\$2,051.00	\$2,051.00
SLMST-8N-P	QSC	Q-SYS Core 8 Flex, Core Nano, NV-32-H (Core Capable) license for Microsoft Teams Room software featu	1	\$500.00	\$350.00	\$350.00
507488	SENNHEISER	TeamConnect Ceiling 2, a beamforming ceiling array mic with two Dante and one analog audio output, P	1	\$4,889.00	\$3,666.75	\$3,666.75
506846	SENNHEISER	SL CM FB-Ceiling fixing bracket for SL ceiling mic, for installing the microphone directly under the	1	\$209.00	\$169.00	\$169.00
AD-C6T-ZB-WH	QSC	6.5" Two-way ceiling speaker, 70/100V transformer with 16bypass, zero bezel design, 150 conical DMT	8	\$275.00	\$192.50	\$1,540.00
SPA2-60	QSC	1/2 RU 2 Channel ENERGY STAR amplifier / Stereo operation 60 watts into 8 & 4, Bridged operation 200	1	\$705.00	\$493.50	\$493.50
GSM4230PX-100NAS	NETGEAR	M4250 26G4XF POE PLUS MNGD SW	1	\$2,737.66	\$1,825.11	\$1,825.11
ESP1610	EPIPHAN	Pearl Nano	1	\$1,999.00	\$1,926.75	\$1,926.75
OFE	OWNER	OFE Listen LT-800 FM Transmitter	1	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Listen Receiver 72 MHz	5	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Listen 12 Port Charging Station	1	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE AV Rack	1	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Shure MXWNCS8	1	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Shure MXW1	1	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Shure MX183	1	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE Shure MXW6	4	\$0.00	\$0.00	\$0.00
OFE	OWNER	OFE MXWAPT8	1	\$0.00	\$0.00	\$0.00

Sub-Total: Room 128

\$18,590.45

Common services

Professional Services

\$1,705.72

Sub-Total: Common services

\$1,705.72

Integration

Engineering & Drawings
Project Management
Programming
Cable Placement
In Shop Fabrication
On Site Integration
Testing & Acceptance
Training
Integration Cables & Connectors

Sub-Total: Integration

\$68,943.33

Total:

\$128,619.50

PRO SUPPORT:

<u>Model #</u>	<u>Mfg</u>	<u>Description</u>	<u>Qty</u>	<u>Price</u>	<u>Extended</u>
AVISSA1YR	AVI SYSTEMS	1 Year System Support Agreement	1	\$9,004.00	\$9,004.00
Teams Advanced Services	AVI SYSTEMS	Teams Advanced Services			\$1,890.00

Refer to Page 1 for the Grand Total that includes Taxes, and Shipping & Handling.

INTEGRATION SERVICES

INTEGRATION SCOPE OF WORK

A. SUMMARY: The City of West Allis had contracted AVI Systems to assist in developing and designing an update to their 3 primary Conference rooms; Council Chambers, Art Gallery and Room 128. These spaces are utilized for primary City Council meetings, Common Council Meetings, special advisory group meetings, and other common staff meetings and events. Following a preliminary design scope & Budget, the City had requested a phase 1 option to add the core functionality to the rooms. This is in an attempt to expedite some of the updates following the retirement of their staff member who previously ran their live streaming/recording system.

B. SYSTEM DESCRIPTION:

Council Chambers

- Functionality Description: The room is designed for videoconferencing calls and local video presentations. The existing video system, consisting of an OFE projector and an OFE confidence display, will be used to show far-end participants and local content. A new control touch panel will be installed on the table, replacing the current one. This panel will allow users to launch or join Teams meetings and manage room controls through a 'flip page' feature.
Existing microphones and ceiling speakers will provide audio to and from the video calls. New PTZ cameras will be installed on the front and back walls to capture in-room participants. For content sharing during meetings, users can join a Microsoft Teams meeting via their laptops and share their screens.
Additionally, the system will support wired content sharing from an OFE laptop for local presentations and over Teams calls. This functionality will be enabled by connecting the laptop to an HDMI port on the control panel. The room will also be equipped with a recording and streaming platform to enhance its overall capabilities.
- Displays:
 - o OFE projector mounted on the ceiling
 - o OFE projection screen
 - o OFE confidence monitor mounted on the back wall of the room.
- Source Devices:
 - o MTR PC (single display mode)
 - o OFE laptop connected via the HDMI input on the touch control panel.
 - o Customer is responsible for covering all unused or detached IN/OUT panels in the room to prevent user confusion.
- Audio:
 - o The existing speakers and microphones will be reused:
 - (16) Ceiling speakers
 - (2) Surface-mounted speakers
 - (1) Delegate system consisting of (16) microphone stations
 - A new amplifier will replace the existing one.
 - o The existing QSC Core 110 DSP/Control processor will be reused, assuming it is in proper working condition.
- **POSSIBLY LIMITED TO USE**
 - o The four existing wireless microphones (various types) may not be reusable, as they may operate on a frequency range prohibited by the Federal Communications Commission (FCC).
 - o The frequency range will be determined during the installation process, with the customer being informed accordingly.
- Conferencing:
- Video Conferencing
 - o Functionality provided via a Microsoft Teams Room (MTR) appliance and integrate with the AV Systems camera(s), microphone(s), speakers, and video source(s) as outlined in this RSA. HDCP only sources, e.g. Cable TV, are not supported as content sources.
 - o The planned installation location of the conferencing codec is in the credenza.
 - o Customer to provide (qty. 1) network (PoE requirements defined as part of project deliverables) connection at the planned installation location.
 - o Customer to provide Microsoft Teams Pro license. Additionally, a Microsoft Phone license, if needed.
- PTZ Camera (qty. 2)
 - o Configured to provide 1920 x1080 video via USB for MTR needs
 - o Configured to provide 1920 x1080 video via SDI for Streaming needs
 - o Planned installation locations:
 - (1) at the front room on a wall mount.
 - (1) at the back room on a wall mount.
- Controls:
- 10" Touch Screen (wired) Control Interface
 - o User Interface is provided to perform all features as outlined under Software Features and Functional Attributes.

- o Planned installation location of the device is at the front of the room; it will be placed on the table. Final location to be defined in project deliverables/drawings approved by customer during project initiation (i.e. post PO).
- Software Features and Functional Attributes:
- A Microsoft Teams Room (MTR) Graphical User Interface (GUI) is included. This GUI cannot be adjusted and is subject to changes and updates issued by Microsoft.
- An AVI Systems standard Graphical User Interface (GUI) is included. This GUI will be adjusted as needed based on the sub-systems available and Software Features and Functional Attributes defined below. Customer adjustments of the GUI are provided for, customization unless otherwise specified is not included as part of this RSA.
 - o Additional controls included on the "Flip page" will include:
 - Projector - Power ON/OFF
 - Operation of the projection screen - UP/DOWN
 - Confidence monitor - Power On/OFF
 - Operation of the recording/Streaming platform
 - START/STOP streaming
 - START/STOP recording
 - Switch layout presets
 - o CONTENT ONLY
 - o CAMERA ONLY
 - o CONTENT + CAMERA
 - o CAMERA + CAMERA
 - Camera switching CAMER FRONT/CAMERA BACK
 - Microphone – MUTE ON/OFF
- Breakout session
- Breakout sessions can be facilitated in two ways:
 1. Joining a pre-scheduled Microsoft Teams meeting for each room
 - **Note:**
The native breakout rooms feature in Microsoft Teams is currently unsupported for MTR (Microsoft Teams Room) but may become available in the future.
 2. Using an OFE laptop connected to the room's AV system to share the web stream from the Streaming/Recording platform in a Microsoft Teams meeting.
- Recording/Streaming
- Recording and streaming will be set up using the Epiphan Pearl Nano.
 - o AVI to configure network settings per customer guidance, customer to configure all other options as desired and test device using customer device and app. AVI Systems to verify network connectivity, audio and video signal prior to customer handoff.
 - o Customer to provide any managing software and associated licensing.
- Equipment Location:
- The equipment will be housed in the OFE equipment rack.
 - o The planned installation location of the equipment rack is in Mechanical/Equipment room 116. Final location to be defined in project deliverables/drawings approved by customer during project initiation (i.e. post PO).
 - o Customer to provide (qty. 2) 120VAC 20A duplex outlets using a technical (isolated) ground scheme at the planned installation location.
 - o Customer to provide (qty. 3) network (PoE requirements defined as part of project deliverables) connection at the planned installation location.
 - o Customer to provide direct pathways from the planned equipment rack location to the ceiling where supporting AV equipment is installed.
 - o The customer is responsible for running all necessary cables from each system component to the planned equipment rack locations.
 - o **NOTE:**
AVI Systems will provide a pull list.

Art Gallery

- Functionality Description: The room is designed for videoconferencing calls and local video presentations. The existing video system, consisting of an OFE display, will be used to show far-end participants and local content. A new control touch panel will be installed on top of the OFE podium/rack. This panel will allow users to launch or join Teams meetings and manage room controls using a 'flip page' feature.
Existing microphones and new ceiling speakers will provide audio to and from video calls. A new PTZ camera will be installed at the front of the room above the display to capture in-room participants. For content sharing during meetings, users can join a Microsoft Teams meeting via their laptops and share their screens.
The system will also support wired content sharing from an OFE laptop for local presentations and over Teams calls. This functionality will be enabled by connecting the laptop to an HDMI port on the control panel. Additionally, the room will feature a recording and streaming platform to enhance its overall capabilities.

- Displays:
 - OFE Display on the OFE cart.
- Source Devices:
 - MTR PC (single display mode)
 - HDMI will be extended from the PC to the display over a category cable.
 - Customer to run CAT6 cable between the equipment rack location and assumed display location.
 - Customer to install RJ45 outlet withing the display location for the HDMI extender.
 - OFE laptop connected via the HDMI input on the touch control panel.
- Audio:
- (12) Ceiling speakers & (4) pendant speakers
 - Speaker system is designed to provide a speech audio level of 65-70 dB SPL and a program audio level of 65-70 dB SPL which is 10 dB above the planned ambient noise level.
 - Planned installation locations are in the ceiling. Ceiling obstructions and hanging obstacles may cause degradation in audio quality and level. Final location to be defined in project deliverables/drawings approved by customer during project initiation (i.e. post PO)
- The existing microphones will be reused:
 - (2) Wireless Dante based microphones system:
 - (2) OFE MXW1 + MX183
 - (4) OFE MXW6
 - (8) OFE MXW8 + MX410
 - (3) OFE MXWNCS8
- Conferencing:
- Video Conferencing
 - Functionality provided via a Microsoft Teams Room (MTR) appliance and integrate with the AV Systems camera(s), microphone(s), speakers, and video source(s) as outlined in this RSA. HDCP only sources, e.g. Cable TV, are not supported as content sources.
 - The planned installation location of the conferencing codec is in the credenza.
 - Customer to provide (qty. 1) network (PoE requirements defined as part of project deliverables) connection at the planned installation location.
 - Customer to provide Microsoft Teams Pro license. Additionally, a Microsoft Phone license, if needed.
- PTZ Camera (qty. 1)
 - Configured to provide 1920 x1080 video via USB for MTR needs
 - Configured to provide 1920 x1080 video via SDI for Streaming needs
 - Planned installation location is at the front room on a ceiling mount.
- Controls:
- 10" Touch Screen (wired) Control Interface
 - User Interface is provided to perform all features as outlined under Software Features and Functional Attributes.
 - Planned installation location of the device is at the front of the room; it will be placed on the table. Final location to be defined in project deliverables/drawings approved by customer during project initiation (i.e. post PO).
- Software Features and Functional Attributes:
- A Microsoft Teams Room (MTR) Graphical User Interface (GUI) is included. This GUI cannot be adjusted and is subject to changes and updates issued by Microsoft.
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 - Additional controls included on the "Flip page" will include:
 - Display - Power ON/OFF
 - Operation of the recording/Streaming platform
 - START/STOP streaming
 - START/STOP recording
 - Switch layout presets
 - CONTENT ONLY
 - CAMERA ONLY
 - CONTENT + CAMERA
 - Microphone – MUTE ON/OFF
- Breakout session
- Breakout sessions can be facilitated in two ways:
 1. Joining a pre-scheduled Microsoft Teams meeting for each room
 - **Note:**
The native breakout rooms feature in Microsoft Teams is currently unsupported for MTR (Microsoft Teams Room) but may become available in the future.
 2. Using an OFE laptop connected to the room's AV system to share the webstream from the Streaming/Recording platform in a Microsoft Teams meeting.
- Recording/Streaming

- Recording and streaming will be set up using the Epiphan Pearl Nano.
 1. AVI to configure network settings per customer guidance, customer to configure all other options as desired and test device using customer device and app. AVI Systems to verify network connectivity, audio and video signal prior to customer handoff.
 2. Customer to provide any managing software and associated licensing.
- Equipment Location:
- The equipment will be housed in the OFE equipment rack.
 - o The planned installation location of the equipment rack is the current rack location. Final location to be defined in project deliverables/drawings approved by customer during project initiation (i.e. post PO).
 - o Customer to provide (qty. 2) 120VAC 20A duplex outlets using a technical (isolated) ground scheme at the planned installation location.
 - o Customer to provide (qty. 3) network (PoE requirements defined as part of project deliverables) connection at the planned installation location.
 - o Customer to provide direct pathways from the planned equipment rack location to the ceiling where supporting AV equipment is installed.
 - o The customer is responsible for running all necessary cables from each system component to the planned equipment rack locations.
 - o **NOTE:**
AVI Systems will provide a pull list.

Room 128

- Functionality Description: The room is designed for videoconferencing calls and local video presentations. The existing video system, consisting of an OFE display, will be used to show far-end participants and local content. A new control touch panel will be installed on the wall near the display location. This panel will allow users to launch or join Teams meetings and manage room controls using a 'flip page' feature.
A new ceiling and existing microphones, along with new ceiling speakers, will provide audio to and from video calls. A new PTZ camera will be installed at the front of the room above the display to capture in-room participants. For content sharing during meetings, users can join a Microsoft Teams meeting via their laptops and share their screens.
The system will also support wired content sharing from an OFE laptop for local presentations and over Teams calls. This functionality will be enabled by connecting the laptop to an HDMI port on the control panel. Additionally, the room will feature a recording and streaming platform to enhance its overall capabilities.
- Displays:
 - o OFE Display on the OFE wall mount.
- Source Devices:
 - o MTR PC (single display mode)
 - HDMI will be extended from the PC to the display over a category cable.
 - Customer to run CAT6 cable between the equipment rack location and assumed display location.
 - Customer to install RJ45 outlet withing the display location for the HDMI extender.
 - o OFE laptop connected via the HDMI input on a wall plate.
- Audio:
- (8) Ceiling speakers
 - o Speaker system is designed to provide a speech audio level of 65-70 dB SPL and a program audio level of 65-70 dB SPL which is 10 dB above the planned ambient noise level.
 - o Planned installation locations are in the ceiling. Ceiling obstructions and hanging obstacles may cause degradation in audio quality and level. Final location to be defined in project deliverables/drawings approved by customer during project initiation (i.e. post PO)
- The existing microphones will be reused:
 - (1) Wireless Dante based microphones system:
 - (1) OFE MXW1 + MX183
 - (4) OFE MXW6
 - (1) OFE MXWNCS8
 - o Customer to provide access points at the assumed locations of ceiling speakers. Access points should be sufficiently large to allow installation of support components for the ceiling speaker system.
 - o Customer is responsible for replacing any broken ceiling tiles if damage occurs during the installation of AV system components.
- Microphone – Ceiling
 - o The provided ceiling microphone are designed for Area Pickup with optimal performance, based on manufacturer specifications, up to 15 feet. Microphone pickup beyond this range will provide lower speech intelligibility and quality.
 - o Planned installation location are in the ceiling. Ceiling obstructions and hanging obstacles may cause degradation of audio quality and coverage. Final location to be defined in project deliverables/drawings approved by customer during project initiation (i.e. post PO).

- o Customer to provide access points at the assumed ceiling microphone location. Access points should be sufficiently large to allow installation of support components for the ceiling microphone system.
- o Customer is responsible for replacing any broken ceiling tiles if damage occurs during the installation of AV system components.
- Conferencing:
- Video Conferencing
 - o Functionality provided via a Microsoft Teams Room (MTR) appliance and integrate with the AV Systems camera(s), microphone(s), speakers, and video source(s) as outlined in this RSA. HDCP only sources, e.g. Cable TV, are not supported as content sources.
 - o The planned installation location of the conferencing codec is in the credenza.
 - o Customer to provide (qty. 1) network (PoE requirements defined as part of project deliverables) connection at the planned installation location.
 - o Customer to provide Microsoft Teams Pro license. Additionally, a Microsoft Phone license, if needed.
- PTZ Camera (qty. 1)
 - o Configured to provide 1920 x1080 video via USB for MTR needs
 - o Configured to provide 1920 x1080 video via SDI for Streaming needs
 - o Planned installation location is at the front room on a ceiling mount.
- Controls:
- 10" Touch Screen (wired) Control Interface
 - o User Interface is provided to perform all features as outlined under Software Features and Functional Attributes.
 - o Planned installation location of the device is at the front of the room; it will be placed on the table. Final location to be defined in project deliverables/drawings approved by customer during project initiation (i.e. post PO).
- Software Features and Functional Attributes:
- A Microsoft Teams Room (MTR) Graphical User Interface (GUI) is included. This GUI cannot be adjusted and is subject to changes and updates issued by Microsoft.
- An AVI Systems standard Graphical User Interface (GUI) is included. This GUI will be adjusted as needed based on the sub-systems available and Software Features and Functional Attributes defined below. Customer adjustments of the GUI are provided for, customization unless otherwise specified is not included as part of this RSA.
 - o Additional controls included on the "Flip page" will include:
 - Display - Power ON/OFF
 - Operation of the recording/Streaming platform
 - START/STOP streaming
 - START/STOP recording
 - Switch layout presets
 - o CONTENT ONLY
 - o CAMERA ONLY
 - o CONTENT + CAMERA
 - Microphone – MUTE ON/OFF
- Breakout session
- Breakout sessions can be facilitated in two ways:
 1. Joining a pre-scheduled Microsoft Teams meeting for each room
 - **Note:**
The native breakout rooms feature in Microsoft Teams is currently unsupported for MTR (Microsoft Teams Room) but may become available in the future.
 2. Using an OFE laptop connected to the room's AV system to share the webstream from the Streaming/Recording platform in a Microsoft Teams meeting.
- Recording/Streaming
- Recording and streaming will be set up using the Epiphan Pearl Nano.
 - o AVI to configure network settings per customer guidance, customer to configure all other options as desired and test device using customer device and app. AVI Systems to verify network connectivity, audio and video signal prior to customer handoff.
 - o Customer to provide any managing software and associated licensing.
- Equipment Location:
- The equipment will be housed in the OFE equipment rack.
 - o The planned installation location of the equipment rack is the current rack location. Final location to be defined in project deliverables/drawings approved by customer during project initiation (i.e. post PO).
 - o Customer to provide (qty. 2) 120VAC 20A duplex outlets using a technical (isolated) ground scheme at the planned installation location.
 - o Customer to provide (qty. 3) network (PoE requirements defined as part of project deliverables) connection at the planned installation location.
 - o Customer to provide direct pathways from the planned equipment rack location to the ceiling where supporting AV equipment is installed.
 - o The customer is responsible for running all necessary cables from each system component to the planned equipment rack locations.
 - o **NOTE:**

o

C. EXCLUSIONS: The following work is **not included** in our Scope of Work:

- All conduits, high voltage, wiring panels, breakers, relays, boxes, receptacles, etc.
- Concrete saw cutting and/or core drilling
- Firewall, ceiling, roof, and floor penetration
- Necessary gypsum board replacement and/or repair
- Necessary ceiling tile or T-bar modifications, replacements, and/or repair
- Structural support of equipment *AVI Systems is not responsible for building-related vibrations
- Installation of the ceiling-mounted projection screen
- All millwork (moldings, trim, cutouts, etc.)
- Patching and Painting
- Permits (unless specifically provided for and identified within the contract)
- Unless otherwise stated, the pricing in this agreement does not include prevailing wage or union labor
- Unless specifically noted, lifts and scaffolding are not included

D. CONSTRUCTION CONSIDERATIONS:

In order to accomplish the outlined goals of this project, the Customer will be responsible for contracting with an outside entity to make the necessary modifications to the space as directed by AVI Systems. The costs associated with these modifications are not included in this proposal.

E. NOTICE: THIS SCOPE OF WORK IS DELIVERED ON THE BASIS OF THE FOLLOWING ASSUMPTIONS:

- The room(s) match(es) the drawings provided.
- Site preparation by the Customer and their contractors include electrical and data placement per AVI Systems specification.
- Site preparation will be verified by AVI Systems project manager or representative before the scheduling of the installation. All work areas should be clean and dust free prior to the beginning of the on-site integration of electronic equipment.
- Customer communication of readiness will be considered accurate and executable by AVI Systems project manager.
- In the event of any arrival to the site that AVI Systems is not able to execute work efficiently and definably progress, the Customer will be charged a fee to reimburse AVI Systems for all lost time and inefficiencies. At this time, the Customer will be presented with a Contract Change Order and will/may halt work until acceptance by the Customer and rescheduling of the integration effort is agreed upon.
- Rescheduling and redeployment of AVI Systems technicians due to unacceptable site preparation may cause scheduling delays of up to 10 business days.
- There is ready access to the building/facility and the room(s) for equipment and materials.
- There is secure storage for equipment during a multi-day integration.
- If Customer furnished equipment and existing cabling are to be used, AVI Systems assumes that these items are in good working condition at this time and will integrate into the designed solution. Any repair, replacement, and/or configuration of these items that may be necessary will be made at an additional cost.
- All Network configurations, including IP addresses, are to be provided, operational and functional before AVI Systems integration begins. AVI Systems will not be responsible for testing the LAN connections.
- Cable or Satellite drops must be in place with converter boxes operational before the completion of integration. Any delay resulting in extra work caused by the late arrival of these items will result in a change order for time and materials.
- Document review/feedback on drawings/correspondence will be completed by the Customer within two business days (unless otherwise noted).
- The documented Change Control process will be used to the maximum extent possible – the Customer will have an assigned person with the authority to communicate/approve project Field Directed Change Orders and Contract Change Orders (see Appendix).
- In developing a comprehensive proposal for equipment and integration services, AVI Systems' Sales Representatives and Engineering teams must make some assumptions regarding the physical construction of your facility, the availability of technical infrastructure, and site conditions for installation. If any of the conditions we have indicated in the site survey form are incorrect or have changed for your project or project site, please let your Sales representative know as soon as possible. Conditions of the site found during the integration effort, which are different from those documented, may affect the price of the system solution, integration, or services. To ensure that you have an accurate proposal based on your facility and specific to the conditions of your project, please review all project documentation carefully.

F. INTEGRATION PROJECT MANAGEMENT PROCESSES

AVI Systems will follow a foundational project management process which may include the following actions/deliverables (based on the size/complexity/duration of the integration project):

- Site Survey – performed prior to Retail Sales Agreement and attached
- Project Welcome Notice – emailed upon receipt of Purchase Order
- Project Kick-Off meeting with Customer Representative(s) – either by phone or in-person
- Project Status reviews – informal or formal – either by phone or in person (based on the size/complexity/duration of the project)
- Project Change Control – comprised of Field Directed Change Order and/or Contract Change Order submittals (see Appendix)
- Notice of Substantial Completion (see Appendix) – at Customer walk-through – prior to Service Transition

G. KNOWLEDGE TRANSFER (TRAINING)

This is geared specifically towards the end-user / operator. The purpose of this knowledge transfer is to provide operators with the necessary knowledge to confidently and comfortably operate all aspects of the integrated system. Areas covered include the following:

- Equipment and system overview
- Equipment operation and function
- Equipment start-up, stop and shut down
- Equipment automatic and manual operation
- Discussion and documentation relating to control system operation
- Discussion and documentation relating to the system processor and its control applications
- Powering up and powering down the AV system via the control system
- Manual operation of display systems, audio systems, and all other related components
- Use/operation of patch panels, when and where to be used
- Whom to call when help is required

H. AVI SYSTEMS INTEGRATION SERVICES RESPONSIBILITIES

AVI Systems will provide services/work for the project as described above in the Scope of Work or per the attached separate Scope of Work document detailing the scope of work to be performed.

- Provide equipment, materials, and service items per the contract products and services detail.
- Provide systems equipment integration and supervisory responsibility for the equipment integration.
- Provide systems configuration, checkout, and testing.
- Provide project timeline schedules.
- Provide the necessary information, as requested, to the owner or other parties involved with this project to ensure that proper AC electrical power and cableways and/or conduits are provided to properly integrate the equipment within the facilities.
- Provide manufacturer-supplied equipment documentation.
- Provide final documentation and "as built" system drawings (CAD) - if purchased.
- Provide system training following integration to the designated project leader or team.

I. CUSTOMER INTEGRATION SERVICES RESPONSIBILITIES

- Provide for the construction or modification of the facilities for soundproofing, lighting, electrical, HVAC, structural support of equipment, and decorating as appropriate. Includes installation of any ceiling-mounted projection screen.
- Provide for the ordering, provisioning, installation, wiring, and verification of any Data Network (LAN, WAN, T1, ISDN, etc.) and Telephone Line (Analog or Digital) equipment and services prior to on-site integration.
- Provide all necessary cableways and/or conduits required to facilitate AV systems wiring.
- Provide all necessary conduits, wiring, and devices for technical power to the AV systems equipment.
- Provide reasonable access of AVI Systems personnel to the facilities during periods of integration, testing, and training, including off hours and weekends.
- Provide a secure area to house all integration materials and equipment.
- Provide a project leader who will be available for consultation and meetings.
- Provide timely review and approval of all documentation (Technical Reports, Drawings, Contracts, etc.).

ENGINEERING SERVICES

ENGINEERING SERVICES TO BE PROVIDED

Project Specifications Document – The final audiovisual systems designs will be compiled into a written project technical specifications document with equipment lists and any pricing not already included in the quote for complete integration. This document will include the following system diagrams and documents.

- AV Floor Plan and Elevations detailing locations of AV devices
- AV Video Flow
- AV Audio Flow
- AV Control Flow
- Equipment lists as specified
- System infrastructure requirements, including cable and termination specifications
- System operational and post-operational requirements
- Project Scope of Work
- Project costs
- Project Integration Agreement

System Support

System Support is AVI Systems' fully entitled service and support package that focuses on keeping your Unified Collaboration (UC), Digital Media (DM) and Audiovisual (AV) systems working at their peak performance. Because AVI Systems focuses on the human impact of these systems, we not only support the equipment, but also the end users of your systems.

Customer Care is the most comprehensive and flexible of all our managed service packages. We can apply our expertise and our proven support processes to support your UC, DM, and AV ecosystems. AVI Systems will deliver our offered entitlements in a tiered workflow model that provides support cases at an entry level for initiated incidents. From there, AVI Systems will follow an ITIL based model for remote remediation and on-site dispatch, as necessary. Specific resolver groups and subject matter experts (SMEs) will be alerted for any issue that cannot be easily remedied with Tier 1 or Tier 2 support staff.

SYSTEM SUPPORT AGREEMENT COVERAGE

AVI Systems will perform the services below for covered systems:

Entitlement Coverage		
Entitlement	Definition	Included
Incident Management	AVI Systems provides support to troubleshoot, remediate, and escalate all Incidents through to resolution.	Yes
Remote Support	AVI Systems provides remote Priority Support for supported systems to diagnose and address and attempt to resolve incidents.	Yes
Onsite Support	AVI Systems provides Priority Support for technician dispatch to the customer location to diagnose and address and attempt to resolve an Incident within 8 Business hours or as available and/or scheduled.	Yes
Advanced Parts Replacement	AVI Systems provides advanced replacement of failed hardware components under warranty as available.	Yes
Software Update Assistance	AVI Systems provides labor to implement updates of existing software to correct software errors and/or resolve incidents as scheduled.	Yes
System Training	AVI Systems conducts user training to cover general operation of the system and how to contact AVI Systems for support as scheduled.	Yes
System Health Checks	AVI Systems personnel perform a complete health check and diagnostic on the installed system. Includes cleaning, adjustments, functional tests, and replacement of parts to keep the system equipment in efficient operating condition.	Biannually

Additional Entitlement Coverage		
Entitlement	Definition	Included
Service Delivery Management	AVI Systems will appoint a Service Delivery Manager (SDM) responsible for managing and coordinating services, ensuring communication, adhering to SLAs, reporting performance, handling escalations, and continuously improving service quality.	No

AVI Systems has a standard three level severity protocol and a single level for requests. Our severity levels are Critical (P1), Standard (P3), and Request (P4). Service Levels and response targets are based on Priority. Any needed information, feature enhancements, administrative inquiries are all classified as a request. The following is a severity summary and standard target percentages are listed in the table below.

Target Percentage for Standard Level Agreements (SLA)					
Priority	Details	Incident Management Response	Remote Support Response	Onsite Dispatch (if included)	Target (%)
Critical (P1)	Multiple devices are down, unable to serve data, in a state of frequent or repeating "panic" or "hang," or is in a state of degraded performance sufficient to prevent normal business operations.	Calls: 60 Seconds for calls answered Voicemail: 2 business hours Email: N/A	4 business hours	8 business hours	90
Standard (P3)	Device is experiencing and issue, anomaly, or cosmetic defect that inflicts little or no business impact.	Calls: 60 Seconds for calls answered Voicemail: 2 business hours Email: 4 business hours	8 business hours	8 business hours	90

Request (P4)	Normal requests for information regarding the installation, configuration, use and maintenance of systems under management.	Calls: 60 Seconds for calls answered Voicemail: 4 business hours Email: 4 business hours	16 business hours	Best Effort / Scheduled	90
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Critical (P1): At this severity, both AVI Systems and client must commit the appropriate personnel to restore the system to a functional state or until a mutually agreeable workaround is provided.

NOTE: Email support initiation does not apply – Urgent incidents should be coordinated and requested via phone. Email initiation is logged as Standard (P3).

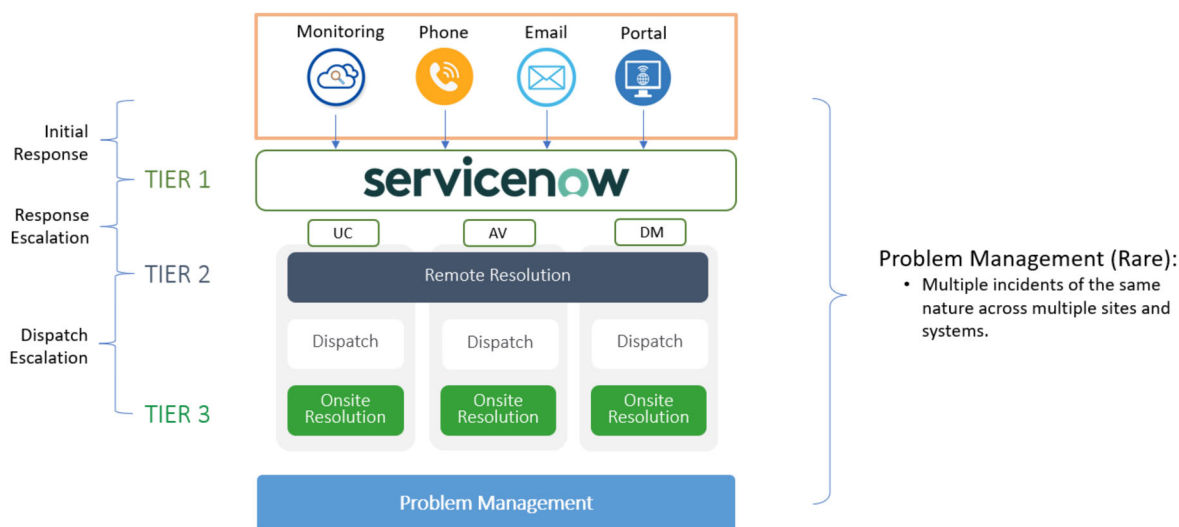
Standard (P3): AVI Systems will provide a viable and mutually agreeable workaround until a more permanent hardware/software upgrade exists to mitigate the incident.

Request (P4): This includes administrative inquiries. There is no impact to your production systems or business operations.

SYSTEM SUPPORT WORKFLOW

AVI Systems follows an Information Technology Infrastructure Library (ITIL) framework with our approach to technology services. Generally, our tiered workflow approach will follow this structure:

1. Incident is reported via monitoring (when purchased), phone, email, or portal (when available)
2. Incident is logged in ServiceNow and triaged (Tier 1)
3. UC / AV / DM Troubleshooting and Remote Resolution (Tier 2)
 - a. Tier 2 remediation (and SLA) begins after Tier 1 triage has been completed.
4. Dispatch Escalation and Resolution (Tier 3)
 - a. Tier 3 Escalation (and SLA) begins after Tier 2 remediation has been attempted.



SERVICE COVERAGE TIME & TIER LEVELS DESCRIPTION

Coverage hours for the ProSupport department are defined as:

8 x 5	AVI Systems will provide 8 x 5 coverage across the time zone locations of the systems under coverage (North America only)
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AVI Systems ProSupport department is the initial contact point for any incoming incident. Upon identification of an issue, the ProSupport team will attempt to restore the technology service back to normal operations. Remediation activities will take place at different tiers of service, but all following a specific workflow. A general description of what happens at each tier level is as follows:

TIER 1 SERVICES:

Tier 1 services are the initial point of contact for any issue and are primarily made up of Incident Management responsibilities. Typical responsibilities for Tier 1 include:

- Taking ownership of incidents in our ServiceNow ITSM system for all issues reported or alerted on. Each incident request will have a unique reference number which is used to allow the support staff to quickly locate, add to or communicate the status of the user's issue or request.
- Assign a severity or update the severity of each incident (Critical, Standard, or Request)
- Provide electronic receipt notification for each incident.

- Provide rapid response and initial triage and technical support.
- Perform remote trouble isolation, resolution, or escalation to a Tier 2 Technician if needed.
- Ongoing status updates and case management through incident resolution.

TIER 2 SERVICES:

Tier 2 services are made up of various remote resolver groups. Escalations will take place at this level. AVI Systems will engage with a remote resolver that specializes in the incident in question. Typical responsibilities for Tier 2 include:

- Specific fault isolation down to the component level.
- Perform specific hardware configuration changes.
- Perform overall system configuration changes.
- In-depth analysis, log analysis, fault tracking and tracing.
- In-depth understanding of the core technologies utilized for corrective action.
- Promote the incident to Tier 3 escalation as needed.

TIER 3 SERVICES (available as SSA master number - if included):

Tier 3 services are made up of onsite resources that are available for dispatch. The ProSupport team will take the learnings from Tier 1 and Tier 2 teams and dispatch a site technician with the correct repair or replacement technology to fully resolve the incident. Typical responsibilities for Tier 3 include:

- Room repair and configuration changes.
- Control and audio system programming.
- Hardware swaps of on-hand critical components.
- Coordination of replacement parts.
- RMA or equipment returns to the manufacturer.
- Advanced diagnostic troubleshooting of cable paths and component level devices.
- Software and firmware updates, as well as identification of incompatible revisions.
- Acceptance testing of the resolved system.
- System health checks (preventative maintenance).
- System reimaging to correct OS/BIOS failures or to generally reconstruct a system back to functionality.

PROBLEM MANAGEMENT:

AVI Systems has a proven problem management process aimed to resolve the root causes of any Tier 3 incidents that are unresolved. Unfortunately, there are occasions where multiple issues happen across multiple platforms. These issues are escalated into an ITIL "Problem". A "problem" in this context is the unknown underlying cause of one or more incidents, and a 'known error' is a problem that is successfully diagnosed and for which either a work-around or a permanent resolution has been identified. Problems can also be identified from a single significant incident, indicative of a single error, for which the cause is unknown, but for which the impact is significant.

A known error is a condition identified by successful diagnosis of the root cause of a problem, and the subsequent development of a work-around. Problem management differs from incident management in that Problem Management aims primarily to find and resolve the root cause of a problem and thus prevent further incidents while the purpose of Incident Management is to return the service to normal level as soon as possible, with the shortest possible business impact.

CONTACTS

AVI Systems Service team can be reached by:

- National Support Phone: 855-521-0040
- **Local Branch support number should be inserted here**
- email: support@avisystems.com
- Portal: Contact your local AVI Systems representative for instructions.

SYSTEM SUPPORT DEFINITIONS

System – Defined as the items listed in the Products and Services Detail section of this Agreement or listed on an attached Equipment List with the exception of Consumables, Owner Furnished Equipment, and Obsolete Equipment.

Remote Support – Means a service whereby remote calls made to communications and terminal equipment via Customer provided IP connection to determine failures and remedies. Only available where equipment is capable and configured by AVI Systems to provide same.

Onsite Support - Service level response assumes customer location is within 60 miles of an AVI Systems Service Center. Additional travel costs may apply if the customer location is beyond 60 miles of an AVI Systems Service Center.

Consumables – Means parts such as recording media, batteries, projection lamps and bulbs, etc. Consumables are parts that are not included under this Agreement.

Obsolete Equipment – Defined as items (though possibly still in use) that are outdated with no manufacturer support or parts availability, or products with formal end of life as defined by their manufacturer. Obsolete Equipment are parts that are not included under this Agreement.

Software Update Assistance – Defined as revisions of existing software which provide maintenance to correct software errors. Assumes software is provided at no charge by the manufacturer or covered under a valid manufacturer maintenance contract. Cascading software dependencies may impact ability to issue updates. Software and features which require additional licensing are not included under this Agreement. Changes to custom templates or scripts after initial deployment are available separate from this agreement.

SYSTEM SUPPORT TERMS

Coverage Dates – Unless otherwise stated, the service coverage date will be effective as of substantial completion or System Support Agreement invoice date; whichever is applicable. Coverage will extend for the duration specified by the corresponding line item description found in the Product and Services Detail section of this Agreement. AVI Systems reserves the right to withhold services until the invoice is paid in full.

Exclusions – For situations where AVI Systems is providing service or support under this Agreement, no cost service, maintenance or repair shall not apply to the Equipment if any person other than an AVI Systems technician or other person authorized by AVI Systems, without AVI Systems prior written consent, improperly wires, integrates, repairs, modifies or adjusts the Equipment or performs any maintenance service on it during the term of this Agreement. Furthermore, any Equipment service, maintenance or repair shall not apply if AVI Systems determines, in its sole discretion, that the problems with the Equipment were caused by (a) Customer's negligence; or (b) theft, abuse, fire, flood, wind, lighting, unreasonable power line surges or brownouts, or acts of God or public enemy; or (c) use of any equipment for other than the ordinary use for which such equipment was designed or the purpose for which such equipment was intended, or (d) operation of equipment within an unsuitable operating environment, or (e) failure to provide a suitable operating environment as prescribed by equipment manufacturer specifications, including, without limitation, with respect to electrical power, air conditioning and humidity control.

Systems Support Terms are in addition to AVI Systems' General Terms and Conditions of Sale.

UNIFIED COMMUNICATIONS TERMS

Coverage Dates – Unless otherwise stated, the service coverage start date for Unified Communications Support Services for new unified communications infrastructure equipment will be the shipped date from the manufacturer, and coverage will extend for the duration of time specified by the corresponding line-item description found in the Product and Services Detail section of this Agreement. The start date for Unified Communications Support Services purchased to cover existing equipment is established by the manufacturer, and the coverage will extend for the duration specified by the corresponding line-item description found in the Product and Services Detail section of this Agreement.

Unified Communications Terms are in addition to AVI Systems' General Terms and Conditions of Sale.