



SKU#: RR-B04-SRK-32-S-W-C

## Products and Services

RoomReady will provide the following products and services as part of the delivery of the RoomReady system.

<b>Cisco Hardware</b>		<b>\$ 3,990.00</b>
Spark Room Kit	1	
<b>Cisco Licensing</b>		<b>\$ 1,188.00</b>
Spark Subscription	1	
\$99/month for 12 months		
<b>RoomReady Hardware</b>		<b>\$ 2,087.24</b>
32" 1080p Display	1	
Display Mount	1	
RoomReady GO	1	
HDMI Wall Plate	1	
Cabling Kit	1	
<b>RoomReady Professional Services</b>		<b>\$ 4,980.00</b>
Delivery	1	
Integration Services	1	
Training	1	
<b>RoomReady RoomNet</b>		<b>\$ 800.00</b>
Remote Support	1	
Software Assurance	1	
Portal Access	1	
<b>TOTAL</b>		<b>\$ 13,045.24</b>

RoomReady Service	Description of Service
<b>Project Management</b>	RoomReady will provide full project management for the duration of the project. This will consist of the following components: <ol style="list-style-type: none"> <li>1) Project communication</li> <li>2) Project coordination</li> <li>3) Project documentation organization &amp; delivery</li> <li>4) Project closeout</li> </ol>
<b>Off-site Staging</b>	RoomReady will fully stage the project off site for maximum efficiency and quality assurance
<b>On-site Installation</b>	RoomReady will provide the following services on site: <ol style="list-style-type: none"> <li>1) Wire/Cable installation</li> <li>2) Physical installation of all specified components listed in the project summary.</li> <li>3) Waste disposal of all waste and debris created by the RoomReady installation staff</li> </ol>
<b>Programming</b>	RoomReady will provide the following programming / configuration services in a combination of on-site / off-site / remote installation: <ol style="list-style-type: none"> <li>1) Configuration of all endpoints with default configuration provided by the customer or IT partner</li> <li>2) Programming of room control system</li> </ol>
<b>System Commissioning</b>	RoomReady will commission the system to industry standards and provide a report verifying all system functionality and room conditions upon a successful installation.
<b>End User Training</b>	RoomReady will provide end user training on the following functions: <ol style="list-style-type: none"> <li>1) Placing an audio call</li> <li>2) Receiving an audio call</li> <li>3) Placing a video call</li> <li>4) Receiving a video call</li> <li>5) Starting a presentation outside of a call</li> <li>6) Started a presentation inside of a call</li> <li>7) Adding an audio call to a video call</li> <li>8) Proper microphone etiquette</li> </ol>
Managed Service	Description of Service
Remote Monitoring	Remote monitoring dashboard for room health, functionality, and usage

## Terms and Conditions

Hours of Operation	Service
<b>Standard On-Site Installation</b>	Monday – Friday 7:30AM – 5:00PM Local time – Excluding holidays
<b>RoomReady Office Hours</b>	Monday – Friday 8:00AM – 5:00PM CST – Excluding holidays
<b>RoomReady Service Desk</b>	Monday – Friday 6:00AM – 10:00PM CST – Excluding holidays

Customer Requirements	Service
<b>Building Access</b>	Customer must provide access to the building and all equipment rooms, as well as all areas required for complete equipment and cable installation.
<b>Room Readiness</b>	<p>In order for this system to be installed the room must have the following infrastructure in place prior to installation:</p> <ol style="list-style-type: none"> <li>1) A dedicated 20A power outlet installed at the specified TV location</li> <li>2) A data connection provided at the same TV location that will have access to the required network to place and receive video conferencing calls.</li> <li>3) Adequate structural support in the wall to hold the display and other components of the system. (up to 200 lbs).</li> <li>4) A cable pathway that is available and continuous from the display location to a floor box location under the presentation furniture.</li> <li>5) Power available at the floor box location under the presentation furniture.</li> <li>6) The ability to mount small equipment to the underside of the presentation furniture.</li> <li>7) A pathway (hole with grommet) from the underside of the presentation furniture to the presentation furniture surface.</li> </ol>
<b>Waste Removal</b>	Customer must provide location or policy for waste removal of boxes, debris, and scrap cable on site.
<b>Other Trades / Facilities</b>	All work provided by on-site facilities or other contractors must be complete before RoomReady is scheduled to be on site. This includes, but is not limited to, any electrical work, data communications work and/or any room remediation. Room must be construction clean (dust and debris free) prior to scheduled installation date.
<b>Parking</b>	Customer must provide parking accommodations for RoomReady vehicles for the duration of the project.
<b>Owner Furnished Equipment (OFE)</b>	Customer must have all OFE equipment on site at the start of the project. All equipment must be tested and verified in good and working order prior to RoomReady integration. RoomReady provides no warranty or product support on OFE unless otherwise noted in the SLA.
<b>IT Support</b>	Customer must provide IT support for the customer's network for the duration of the project to the RoomReady staff. This includes but is not limited to internet access, integration of endpoints with infrastructure, and general network support.

Cancellation/Rescheduling	RoomReady Action
<b>Customer Readiness</b>	<p>RoomReady reserves the right to charge up to \$175/hr. per on-site staff member in the event the Customer site is not ready for installation at the agreed upon on-site installation start date. This includes, but is not limited to:</p> <ol style="list-style-type: none"> <li>1) Customer's failure to complete identified action items prior to implementation</li> </ol>

	<ul style="list-style-type: none"> <li>2) Availability of essential customer personnel</li> <li>3) Readiness of Customer’s network</li> <li>4) Physical access to the facilities</li> <li>5) Any other material readiness issues on the Customer’s part.</li> </ul>
<b>Rescheduling</b>	RoomReady reserves the right to charge up to \$5,000 in rescheduling fees for projects that are rescheduled within 7 days of the agreed to and scheduled on-site start date. This can include projects where RoomReady arrives to the site and determines the Customer is not “ready” per the definition given in Customer Readiness, or in Customer requirements.
<b>Cancellation</b>	RoomReady reserves the right to invoice and collect for all materials and services purchased or consumed by RoomReady prior to the cancellation date up to 100% of the project agreement.

Additional Fees	RoomReady Action
<b>Customer Readiness/Rescheduling/Cancellation</b>	Additional fees will be added per the terms and conditions listed above in the Cancellation/Rescheduling section.
<b>OFE</b>	RoomReady reserves the right to charge additional fees for any additional parts and labor required to integrate OFE, that were not reasonably foreseen prior to installation. (Ex: OFE equipment is not functional, or new OFE equipment is presented at site that has not previously been documented as part of the system.)
<b>Expedited Shipping</b>	RoomReady reserves the right to charge additional shipping fees for products that require expedited shipping to meet a specified timeline, or for equipment that fails during the course of installation.
<b>Overtime / Holiday Time</b>	RoomReady reserves the right to charge overtime and double-time on projects that require work to be performed outside of normal working hours.
<b>Additional Insurance Requirements</b>	RoomReady has a standard \$3M blanket insurance policy. Any additional insurance required by the Customer may incur an additional cost for this site / customer specific insurance policy.
<b>Field Conditions</b>	RoomReady reserves the right to charge additional fees if site conditions are considerably different from what has been determined by pre-project meetings, or requires significant deviation from a standard installation.

Project Completion Requirements	RoomReady Action
<b>Customer Training</b>	Upon successful customer training, the room is said to be functional and the project is said to be complete.
<b>First Use</b>	The system is said to be complete if the customer uses the system prior to RoomReady having the ability to train the Customer on the system.
<b>Grace Period</b>	The customer has 7 days from the date of completion to inspect and use the system. If there are problems found in the grace period, RoomReady will come back to correct them at no cost to the customer.

<b>System Documentation</b>	Within 2 weeks of the completed installation, RoomReady will electronically deliver or make available all system closeout documentation: <ol style="list-style-type: none"> <li>1) Commissioning Reports</li> <li>2) As-Built Drawings</li> <li>3) Training Materials</li> </ol>
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**Warranty Information**

Warranty Item	Term
<b>Standard Term</b>	90 Days
<b>Warranty Start Date</b>	Completion date as defined in Terms and Conditions
<b>Labor</b>	All labor is fully warranted by RoomReady for the duration of the project warranty. This includes: <ol style="list-style-type: none"> <li>1) Installation workmanship</li> <li>2) Programming source code</li> <li>3) All labor required for materials warranty during the warranty term of the project.</li> </ol>
<b>Materials</b>	All materials will be warranted according to the individual manufactures' warranty policies

Credit card payment due 100% at the time of sale.

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Room Ready Authorized Signature

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Date

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Printed Name

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Title

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Customer Authorized Signature

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Date

\_\_\_\_\_

Printed Name

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Title