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Pricing Schedule
AT&T Network Integration Services
Services and Equipment Resale
U.S.

GBS399939
141528UA

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CUSTOMER Legal Name ("Customer")	AT&T Corp. ("AT&T") (designate other entity if signing entity other than AT&T Corp)	AT&T Branch Sales Contact Name
Tarrant County	AT&T	Name: LED/SLED Public Sector
CUSTOMER Address	AT&T Corp. Address and Contact	AT&T Branch Sales Contact Information
Street Address: 200 Taylor City: Fort Worth State / Province: TX Country: USA Domestic / Intl / Zip Code: 76196	One AT&T Way Bedminster NJ 07921-0752 Contact: Master Agreement Support Team Email : mast@att.com	Address: 211 S. Akard City: Dallas State / Province: TX Country: USA Domestic / Intl / Zip Code: 75202 Fax: Email: kr2376@att.com Sales/Branch Manager: Zimmerman SCVP Name: Spencer
CUSTOMER Contact	AT&T Address and Contact	AT&T NI Contact Information
Roger Mueller	Name: Title: Telephone: Street Address: City: State / Province: Country: USA Domestic / Intl / Zip Code:	Name: Fred Maringer Address: 4513 Western Ave City: Lisle State / Province: IL Country: USA Domestic / Intl / Zip Code: 60532 Telephone: 630-241-3454 Email: fm3123@att.com
CUSTOMER Billing Address		
Street Address: Same City: State / Province: Country: Domestic / Intl / Zip Code:		

Upon mutual execution hereof, this Pricing Schedule for AT&T Network Integration Equipment Resale ("NI Pricing Schedule") becomes part of the Master Agreement between AT&T and Customer referenced above (the "Agreement").

AGREED:
CUSTOMER: Tarrant

By: _____
(Authorized Agent or Representative)
(Typed or Printed Name)

Judge Tim O'Hare
(Title)
Tarrant County Judge
(Date)

AGREED:
AT&T

By: Kaitlyn Guffey
(Authorized Agent or Representative)

(Typed or Printed Name) Kaitlyn Guffey
(Title) Contractor CS, as signer for AT&T
(Date) 03/14/2024

CUSTOMER: _____

ha0497

By: _____
(Authorized Agent or Representative)
(Typed or Printed Name)

CUSTOMER: _____

By: _____
(Authorized Agent or Representative)
(Typed or Printed Name)

ATTUID: fm3123



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1. DEFINITIONS

All other capitalized terms used but not defined in this NI Pricing Schedule have the meaning given them in the Agreement.

"Purchased Equipment" means equipment to which title transfers from AT&T to Customer. Purchased Equipment includes any internal code required to operate such Equipment.

2. SERVICES AND PURCHASED EQUIPMENT

This NI Pricing Schedule states the terms and conditions governing Orders for AT&T services ("Services") and Purchased Equipment. Attached to this NI Pricing Schedule is a SOW or an EOL (collectively, "Attachments") which become effective and incorporated into this NI Pricing Schedule upon the execution hereof. AT&T may subcontract work to be performed hereunder but shall retain responsibility for all such work.

3. ATTACHMENTS

- A. Unless earlier terminated as described below, an Attachment is deemed terminated when the parties' respective obligations have been fully performed or when it is otherwise terminated according to its terms.
- B. In the event of an inconsistency among terms, the order of priority is: (i) the applicable Attachment; (ii) the NI Pricing Schedule and (iii) the Agreement.

4. INTELLECTUAL PROPERTY RIGHTS

- A. All intellectual property and proprietary rights arising by virtue of AT&T's performance of the Services are and will remain the sole and exclusive property of AT&T, and neither ownership nor title to any such property will pass to Customer.
- B. Customer shall retain those copies of any reports produced and furnished to Customer by AT&T ("Reports"), and Customer is hereby granted, under AT&T's copyrights, the perpetual, non-exclusive, personal and non-transferable right to reproduce and modify Reports for Customer's own internal business purposes. For avoidance of doubt, "internal business purposes" exclude public distribution, resale to third parties and revenue generation purposes.
- C. AT&T hereby grants to Customer the non-exclusive, personal, and non-transferable right to use any items other than Reports produced and furnished to Customer by AT&T under this NI Pricing Schedule, solely for Customer's own internal business purposes during the term of this NI Pricing Schedule, or for such other purposes as may be mutually agreed in writing by the parties.
- D. Except as otherwise specified herein, no other right or license to or under any of AT&T's intellectual property rights is either granted or implied under this NI Pricing Schedule.

5. WARRANTY

The provision of Services and any deliverables hereunder shall be performed in a workmanlike manner that would meet commercial industry standards in the field to which the work pertains, as well as any standards set forth in the applicable SOW.

6. NON-SOLICITATION

Customer agrees not to solicit for employment any personnel of AT&T or its subcontractors or agents performing Services hereunder for one (1) year following the termination of this NI Pricing Schedule, or the applicable SOW, without the prior written consent of AT&T; this shall not restrict the ability of Customer to interview and hire personnel unrelated to the Services, or personnel that respond to general public solicitations made in the ordinary course of business.

7. TERM AND TERMINATION

This NI Pricing Schedule shall remain in effect until terminated by either party on not less than thirty (30) days' prior written notice to the other party; *provided that*, the terms and conditions of this NI Pricing Schedule shall continue to govern, through completion of performance (or earlier termination), all Attachments in effect on this NI Pricing Schedule's termination date. Termination charges, if any, shall be as specified in the applicable Attachment.

Non-Appropriations - The parties acknowledge Customer is a governmental entity subject to future funding limitations and Customer may terminate the Agreement during any future fiscal year in which funds are not appropriated by the Commissioners Court for the Services provided under this Agreement.

8. LICENSES AND THIRD PARTY MAINTENANCE

Purchased Equipment, Vendor Software and maintenance resold to Customer hereunder may be subject to additional license terms and/or other requirements or restrictions imposed by the manufacturer, AT&T or publisher. Customer is solely responsible for ensuring its adherence to such terms, requirements, and restrictions, and is deemed to have accepted them upon receipt of the Purchased Equipment or Vendor Software, or on commencement of the maintenance.

9. LIMITATION OF LIABILITY

For purposes of this NI Pricing Schedule and Attachments placed hereunder, any limit or cap on liability contained in the "Limitations of Liability" article 6.1(a)(v) of the Agreement is superseded by the following: EACH PARTY'S



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LIABILITY HEREUNDER SHALL BE LIMITED TO PROVEN DIRECT DAMAGES NOT TO EXCEED THE NET PURCHASE PRICE PAID BY CUSTOMER FOR SERVICES AND/OR PURCHASED EQUIPMENT UNDER THE ATTACHMENT THAT GAVE RISE TO THE LIABILITY. This shall not limit Customer's responsibility for the payment of all charges properly due under the NI Pricing Schedule. AT&T shall have no duty to defend, indemnify and hold Customer harmless for claims arising from the infringement of patents or trademarks or the violation of copyrights by Purchased Equipment, Vendor Software and/or maintenance.

10. Compliance with Laws.

In providing the services required by this Agreement, Vendor must observe and comply with all applicable federal, state, and local statutes, ordinances, rules, and regulations, including, without limitation, workers' compensation laws, minimum and maximum salary and wage statutes and regulations, and non-discrimination laws and regulations. Vendor shall be responsible for ensuring its compliance with any laws and regulations applicable to its business, including maintaining any necessary licenses and permits.



EXHIBIT 1: STATEMENT OF WORK

1. Introduction

This SOW between **AT&T Corp.** ("AT&T") and **Tarrant County, TX** ("Customer") is attached to the NI Pricing Schedule and made a part thereof upon execution.

AT&T reserves the right to withdraw this SOW or modify the prices and any other terms and conditions, including, but not limited to, any section of this SOW if: (i) the SOW is not signed by Customer and AT&T by, and/or (ii) the engagement does not commence within thirty (30) calendar days of the Effective Date.

2. Scope of Work

2.1 Professional Services

AT&T will provide the Services set out in this Statement of Work for, Customer ("Customer") network deployment and proactive monitoring and management services to a minimum of 7 devices as detailed in the AT&T Switched Ethernet – On Demand (ASEOD) Service Charge Section.

Services include the following:

- 1) Project Management Service
1. Juniper Edge Implementation
 - Managed Service Setup
 - Tele-Installation and Deployment Services
2. Juniper ASEOD Managed Services
 - 24x7 Proactive Monitoring & Management of CPE
 - 24x7 Break/Fix Management and Remediation Support
 - 24x7 Monitoring and Support for firewall policy and traffic flow operation
 - ASEOD SNMP Reporting w/Customer Notification & Change Permission
 - Lifecycle Management
 - Service Level Objectives
 - Provide Customer Web Portal Access via the AT&T Portal ("You.Connect").
 - Managed Asset Inventory
 - Equipment and Carrier Trouble Ticket Events
 - Network Status View
 - Base Performance Stats (Utilization, CPU, Memory)
 - Special Reports (Date range searches for Trouble Tickets, network availability, Site history, types of outages, and chronic issues)

2.2 Implementation Resources:

Project Management

AT&T shall provide Project Management ("PM") services. The PM services shall be delivered remotely, unless agreed to in writing in advance. As required and applicable to the requirements of the project, AT&T shall perform the following services.

Project Management - AT&T Responsibilities

AT&T shall:

- Provide a single point of contact for all project support issues for the installation of the equipment and services
- Provide inputs to overall program.
- Attend project kick off with all stakeholders/sponsors.
- AT&T project manager shall convey AT&T requirements to AT&T for successful startup.
- Provide mutually agreed upon reporting and project escalation.
- Provide input in work breakdown structure (WBS) across all phases and sites.
- Provide input in WBS into overarching Project Plan.
- Provide input in Communications Plan.
- Provide input in Service and support model development.
- Provide input and updates regarding the ordering of equipment and hardware fulfillment.
- Coordinating schedules and contacting a project manager from Customer to ensure a site is ready for Tele-installation.
- Scheduling of required AT&T resources.
- Work with Customer to highlight and mitigate project startup risks.



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Perform status tracking, with weekly updates and ongoing status reporting.
Escalate project issues and risks by interfacing with project personnel and assigned AT&T project manager OR as per agreed escalation matrix.
Monitor implementation in accordance with cost, and schedule.
Verify completion of service delivery.
Perform project close out activities and create close criteria with Customer if required.

2.3 Managed Services Setup:

Customer Setup:

1. Building of Customer Structure in Monitoring and Ticketing Systems
2. Building and Deployment of customized security and network monitoring tools

Staging Services - AT&T Responsibilities

AT&T shall:

Perform relevant assemble activities including:

- Un-box equipment and inspect for completeness and damage.
- Build hardware configuration as per Bill of Materials (BOM).
- Attach external peripheral items and make specified peripheral connections.
- Power up equipment and resolve out-of-box failures.

Perform load activities including, some of these activities may be provided via workflow automation or orchestration on the customers premises at the time of installation:

- Install standard or AT&T specific software via agreed replication process.
- Upload AT&T provided configuration.
- Perform configuration activities including:
 - Configure IP addressing.

Store Customer provided asset tags, place tags on equipment and report chassis serial number.

Perform test activities as agreed with AT&T.

Provide dedicated tech lead resources for supporting Staging Services

Tele- Installation Services - AT&T Responsibilities

AT&T installation Service ("Installation Service") includes the performance of installation activities by a network engineer, including rack and stack of device(s) as well as configuration and testing of in-scope network equipment and software. validation of network connectivity, handoff and acceptance shall be done in coordination with AT&T and AT&T Customer designated site contact or remote support contact provided by AT&T.

AT&T shall:

AT&T shall schedule service execution timing and coordinate resource and access needs with Customer.

Verify configuration and option settings, in the cases where installation guide requires it.

[Test & Turn Up Only] Perform basic self-tests/built-in and acceptance tests.

Ensure that valid and enforceable maintenance support contracts are entitled with each third-party service provider.

2.4 Assumptions

- a) Installations will be performed during NBH (Normal Business Hours 8AM-5PM local time for US Domestic Locations and Eastern Standard Time for International Locations, Monday-Friday excluding observed holidays), with the exception of helpdesk and network management services which are provided 24x7.
- b) Customer will provide local site contacts (English speaking) to work directly with AT&T.
- c) Prices exclude sales, use or value-added taxes of any kind.
- d) Tarrant is responsible for all PC related support
- e) Carrier Trouble Ticketing support requires Customer have an AT&T Business Direct account and authorization for the AT&T to have access.
- f) Assumes the use of "non-union" labor. If "union" labor is required, additional charges will apply.
- g) During the engagement, AT&T may require ad-hoc access to Customer personnel who participated in the meetings. This ongoing access will allow resolution of any questions or issues as they arise.
- h) No Security Operations Center, Security Information and Event Management, ("SIEM"), Log Collection, threat detection, response or Analysis for Security incident awareness is included in this service offering.
- i) This document requires a review of the customer's network and the Build of Materials and is subject to change based on the review.
- j) AT&T will provide the AT&T the configuration, AT&T will apply and/or push the configuration to the remote firewall.



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- k) Log collection, storage, security analysis, trending and incident detection and response are explicitly a Customer responsibility.
- l) No out of band (OOB) management option is included within this SOW. Should the Customer choose not to implement OOB AT&T mitigation actions will be focused on actions and tasks that can be used to isolate the trouble. AT&T mitigation actions include engaging local Customer Site resources, engaging the Customer's IT or helpdesk to ensure no upstream impact to non-managed devices is preventing visibility or access, opening a carrier Trouble Ticket to ensure the circuit is available to the demarc, or requesting approval to optionally dispatch a technician for remote hands support to be provided by AT&T or the customer.

2.5 AT&T is responsible to flow down, where appropriate, the following requirements to its Customer.

- a) Provide identity and contact information for the Customer or its designee. This is the primary interface for the AT&T and AT&T Security Information Management.
- b) Have an IP (Internet Protocol) routed network using publicly-routable IP addresses or privately-routable IP addresses (RFC 1918) for all managed devices. If IP addresses are private then Customer or its designee's device connected to AT&T must be capable of performing static Network Address Translation (NAT) for each managed device.
- c) Provide to AT&T (and change, if necessary) SNMP community strings, if applicable.
- d) Provide email addresses of Customer or its designee designated contacts for trouble notification.
- e) Provide information necessary for AT&T to monitor and report managed device failures. This information includes contact name, telephone number, IP address, street address, and the Site's hours of operation.
- f) Customer or its designee is responsible for gaining access for AT&T to Sites that are owned/controlled by third parties.
- g) Customer or its designee is responsible for physical network reviews and other policy and regulatory actions required throughout the compliance period that may be required either by regulation or the Customer or its designee's security policy.
- h) Perform the appropriate Site preparation activities including, but not limited to, power, core drilling, ventilation, proper environmental as per the Equipment manufacturer's specifications, and the installation of Equipment racks.
- i) Provide an available hub or switch port on downstream LAN for deployed Equipment.
- j) Provide all cabling required for connecting downstream LAN devices to the Equipment.
- k) Provide information that documents the Legacy Network design and configuration if this is an extension to an existing network. Customer or its designee must have already devised their IP addressing scheme and is expected to provide in spreadsheet (or similar) format, the IP addresses that correspond to each piece of Equipment installed as part of the Services provided in this SOW.
- l) Should the Customer or its designee install its own in-house wiring, it must meet at a minimum, the specifications for Category-5 cabling. In addition, the cabling will be installed within six (6) feet of equipment location.
- m) If a legacy network exists at the applicable Site, to ensure proper connectivity, it is the Customer or its designee's responsibility to update the configurations of those devices and sites that must communicate to the Equipment deployed as part of the Services provided in this SOW to ensure proper connectivity.
- n) Provide AT&T with login and password information to all Legacy Equipment that is related to the Services provided in this SOW, including both basic access and modification access for the remote Site routers and read access only for the host Site routers.
- o) Customer is responsible to validate that Legacy Equipment related to Services provided in this SOW, has appropriate IOS levels, sufficient memory and hardware modules to support the new Customer or its designee network design requirements.
- p) Designate Customer Site Security Liaison who will be the technical focal point to work with AT&T to help support a successful implementation.
- q) Provide a Site contact who will participate in installation and troubleshooting (as deemed necessary by AT&T), and who will conduct pre-installation and post-installation User Acceptance Testing ("UAT").



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AT&T is responsible to flow down, where appropriate, the following requirements to its Customer: Continued

- r) Review and provide relevant comments (in the form of additional data requirements, preliminary conclusions, or recommended technical architecture) or Subject Matter Experts ("SME") resources from applicable information technology departments or business units to assist in AT&T as contemplated herein.
- s) Provide AT&T with access to the applicable Site to maintain AT&T-provided hardware (management data collector) and software. Should AT&T be denied access at a Site, such Site visit may be subject to rescheduling charges (subject to the Change Control Process)
- t) Perform Site preparation including, but not limited to: heating, ventilation, air conditioning, electricity, cabling, entrance facilities, and demarcation extensions.
- u) Provide space, racks, connectors and suitable environment for the AT&T CPE, as specified by the manufacturer.
- v) Notify AT&T in advance about planned changes to the network configuration(s). Required changes that result from these notifications may incur a conversion Charge for affected Service components. (subject to the Change Control Process)
- w) Notify AT&T at least five (5) working days in advance of any scheduled maintenance, planned outages, or Service configuration changes that may interfere with device monitoring. Customer or its designee must notify AT&T immediately of any unscheduled activities that may interfere with device monitoring.
- x) Provide a security policy, consisting of a list of desired Internet Protocol ("IP") protocols to be implemented, including source addresses, destination addresses, ports, Transmission Control Protocol ("TCP") and User Datagram Protocol ("UDP") and a description of the protocols to be implemented.
- y) Provide the necessary network information requested by AT&T in order to allow AT&T to provision Security device management access into the AT&T Secure Network Operations Center ("SNOC").
- z) Identify a suitable test location during enablement and implementation to properly test desired Security Policies prior to opening all Sites on the Service.
- aa) Utilize internal hosts and servers that are properly maintained and kept up to date by the Customer. Servers, LAN devices, operating systems and other architecture components of a Customer infrastructure need to be properly maintained and kept up to date by loading the most recent software upgrades and the latest available security patches. It is also the Customer responsibility to make every reasonable effort to keep those platforms that connect to AT&T security devices utilized in business to business management and monitoring connectivity free from infection from potential worms, Trojans, viruses, or similar security threats. AT&T is not responsible for patching or removing security threats on Customer maintained equipment, including all Host and Server equipment connected to AT&T-managed security devices.
- bb) Verify that all Customer systems and networks (including but not limited to those which are outsourced), that connect with those belonging to AT&T implement appropriate security controls which are designed to prevent loss, disclosure, unauthorized access or service disruption. The Customer must also ensure AT&T will have unrestricted access to AT&T's CPE, either via remote access or physical access as appropriate, for the proper operation of the Service. Customer or its designee must also restrict access to and use of these systems and assets only by authorized Customer.
- cc) If optionally selected, allow and assist in the setup of diverse monitoring and access paths from the AT&T's network to the Customer and Site personnel.



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AT&T is responsible to flow down, where appropriate, the following requirements to its Customer Continued

- dd) Immediately notify AT&T via phone call and email to the Network Operations Center if a security breach is suspected.
- ee) Administer individual IP addresses on a LAN
- ff) Define and maintain the Security Policy and internal security response procedures. In the event there is an security incident generated either from the Internet or within the network, it is a Customer responsibility to have appropriate mitigation contacts, processes, and procedures in place. AT&T will make Customer written-requested Security Policy changes identified by the Customer
- gg) A minimum of 50 MBps connectivity to the central site via IPSec Tunnel and Customer is to provide IPSec VPN concentrator at its own data center.
- hh) Provide a minimum of 2 Rack Units (RU) of space for AT&T support assets including
 - Two RUs for the AT&T's Dedicated Monitoring System
 - Sufficient power, cooling to support the devices
 - Two (2) Fast Ethernet ports (preferably Gigabit Ethernet) for each probe on the appropriate network segment.
- ii) Log receipt, retention, parsing, correlation, analysis and security incident discovery is explicitly a Customer responsibility.
- jj) Unless explicitly defined as part of this SOW, Customer or its designee is responsible for:
 - Required electrical power supplies, correct power outlets, appropriate UPS protection.
 - Necessary cabinets, racks, and/or shelving to install equipment.
 - Functional and available cable plant (copper / fiber) at the facility work is being performed at and necessary patch cables.
 - Provisioning and verification of required data, voice, Internet, or telephone circuits.
 - Coordination with and scheduling of third party vendors AT&T or AT&T is required to work with.
 - Disposal of shipping material related to this SOW (i.e. boxes, packing material, etc).
 - Valid data backups prior to work beginning on system infrastructure related projects.
 - Customer is responsible to provide accurate shipping address with local Customer contact information.
 - Customer is responsible for additional shipping charge from AT&T staging center to customer premise with in the US .
 - Ship staged AT&T Equipment to customer premises with Customer provided local Customer contact, domestic US only
 - AT&T management data collector requires customer remote hands support for initial rack, physical connectivity, and any ongoing maintenance replacement required.
- kk) When using Juniper ASEOD, Customer designs and defines all filtering and interception policies (Security Policies). AT&T undertakes only to implement Security Policy as directed by Customer and accepts no responsibility for the design or appropriateness of such design or settings.
- ll) Notify AT&T at least five (5) working days in advance of any scheduled maintenance, planned outages, or Juniper configuration changes that may interfere with monitoring of this solution. Customer must notify AT&T immediately of any unscheduled activities that may interfere with the availability or operation of the Juniper device.
- mm) Direct end-user support remains the responsibility of the Customer, this includes but is not limited to:
 - a. Issues on machines of end users;
 - b. End-to-end network connectivity (e.g. Customer's network, Internet Service Provider);
 - c. Identity source management
- nn) AT&T is not responsible for patching or removing security threats on Customer maintained equipment, including all host and server equipment connected to AT&T-managed security devices

2.6 Managed Service Description

Juniper ASEOD Managed Services Description: Event (Fault) Monitoring Management

AT&T shall proactively monitor managed equipment and managed equipment software from placing network device as per agreed terms in premises that are requested by AT&T. Proactive monitoring to facilitate event detection and outage response and prevention where it is possible to proactively identify proactively the degradation in performance for isolation and remediation prior to a hard outage. Fault management is 24X7X365 and includes ticket creation, proactive electronic notification, event correlation, detection, isolation, corrective actions for resolution. Remote monitoring scope will not restrict to network managed equipment's only, it can extend to transport services, IPT managed Service components and other voice network elements and services including (by equipment type/network element/service as applicable), Transport carriers, Reactive monitoring, telemetry-based monitoring and others that are included within the schedule of fee's below.



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Event Management Responsibilities:

AT&T Shall:

Proactive monitoring facilitates event detection, outage response, preventative efforts where possible and reasonable, and correlation over incident correction.

Provide network assessment with recommendation of network improvement and performance variables that included but are not limited to data such as latency, packets loss and others, configuration and utilization monitoring on managed devices.

Detect the behavior and classify them according to priority levels or agreed upon support levels.

Monitor the daily health reports on all managed Service components.

Manage/monitor the availability of managed equipment – polling information of Services and management interface to confirm the active device and process requests. A combination of types used included; Internet Control Message Protocol ("ICMP") echo, Simple Network Management Protocol ("SNMP") Queries, Application Program Interface ("API") and log parsing.

Maintain access to remote managed equipment – ensure of reachability of devices from remote networks and validating the filtering, routing of device access from users and others.

Manage/monitor CPU Load utilization – determine proactively the CPU performance from load trending on central processors.

Manage/monitor memory utilization - monitoring of memory usage and general RAM utilization.

Monitor for Errors: automated reading error log on the conditions to capture errors in log. Alerts including Service failure notifications, high buffer/cache misses, software errors and hardware failures.

Manage/monitor interface utilization - collection and trending of traffic levels passing through network interfaces.

Manage/monitor network element health, temp, Coldstart, Warmstart, linkup, linkdown, fan, power supplies, and other variables as agreed.

Manage/monitor WAN and core LAN uplink/interface/port-status, utilization and errors

Manage/monitor real-time class of Service usage for managed equipment connected to transport services

Manage/monitor interface errors

Manage/monitor packet discard rate

Manage/monitor excessive bandwidth usage (e.g., more than 70% load during 60 min), for managed equipment connected to transport services

Manage/monitor real-time MPLS class of service and VRF [Virtual routing and forwarding] utilization, for managed equipment connected to transport services

SNMP monitoring of the following variables.

1. HTTP
2. ICMP echo
3. ICMP path echo
4. ICMP Jitter
5. TCP Connect
6. UDP echo
7. VoIP – RTP data stream
8. QoS / CoS supported for traffic

2.7 RMM Incident Management

RMM Incident Management will help restore normal service operation as quickly as possible. This process isolates events, identifies Incidents and to diagnose and take required actions to resolve. Incidents for managed devices are identified from a continuous process whereby Incidents are logged, tracked, expedited, and resolved. Incidents can be reported via telephone, email or any interface feature which can raise incidents. It is dependent on the valid maintenance and support contract regarding the managed devices and LOA [Letter Of Agency] in place. This will include to work with AT&T and AT&T Customer to restore normal service operation within agreed-to service levels, initiating standard change management as needed and support and co-ordinate Dispatch remotely.

AT&T shall:

AT&T shall Diagnose, isolate and determine the root cause of Incidents and perform testing to verify Incident resolution work with AT&T and AT&T Customer to restore normal service operation within agreed-to service levels, initiating standard change management as needed

The CI [Configuration Item] for in-scope items which are not capable of monitoring are responded reactively by tracking, managing and resolution.



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Record defined incidents as indicated above in various forms of automated tool or manual with symptoms, basic diagnostic data, any information on CI [Configuration Item] during recording incidents.

Update the incident tickets as appropriate and timely manner in regular intervals.

Coordinate resolution efforts with relevant parties.

Coordinate the dispatch of support personnel to AT&T Customer premises to perform necessary onsite repairs to managed devices. Remotely assist onsite AT&T and AT&T Customer personnel as needed to facilitate service restoration

Remotely facilitate hardware replacement and software updates as per requirement(s).

Utilize incident remediation procedures to collect any additional data required to diagnose and match to any known errors in knowledge base

Facilitate for logging knowledge base. Identify the workarounds from knowledge database for known errors and knowledge records for an incident to related Services.

Assist remotely onsite AT&T and AT&T Customer personnel and perform remotely for restoration.

Provide assistance in managing end-to-end network incidents until resolution.

Participate in discussion and meeting during escalation, high priority incidents with respective stakeholders and parties.

As an incident resolved with the form of workaround, complete the required additional process or work to update CI [Configuration Item] with specifications to problem management if any.

Escalate incidents as per escalation matrix to the required escalation level, severity level, priority level and elapsed time since the incident occurred.

All the resolution details updated in Incident record

2.8 Managed Service Description (Continued)

Definitions	Severity Level	Description
Critical	1	A fault or outage or loss-making or catastrophic event or top or high impact and high urgency. Severely impacts one or more business critical processes and no immediate resolution, interim restoration or workaround. Significant degradation or system failure caused outage at a site is "Critical".
High	2	A fault or outage that is a partial loss or high impact and medium urgency; medium impact and high urgency, or top impact and low urgency. degradation of the Service without affecting severely business. An emergency change or a normal change may require and where there is no automatic and equivalent interim restoration of Services.
Medium	3	A fault or outage affecting a single user, non-critical department but that the data Service is able to support communications and business processes are not interrupted.
Low	4	A fault that does not cause any loss or degradation of Service at a site but that requires corrective action or preventative maintenance at a pre-scheduled time.



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2.9 AT&T ASEOD SNMP Performance Reporting

The AT&T will provide an SNMP collection and reporting system for purposes of developing and providing the customer network and hardware capacity and health information. The reporting data is made available to authorized customer end users via the AT&Ts portal. Performance visibility elements include but are not limited to:

- A report for all devices that indicates: (Requires accurate information for circuit upload and download speeds from the circuit provider)
 - Red – Network ports that are X% of total utilization as it relates to CAR/CIR
 - Yellow – Network ports that are Y% of total utilization as it relates to CAR/CIR
 - Green – Network ports that are Z% of total utilization as it relates to CAR/CIR
 - Blue – Network ports that are underutilized as defined by the customer
- Average Latency by site (considered measurement from PBFW to the AT&Ts Sensor)
- Availability by site represented as a percentage (considered measurement from PBFW)
- Top Physical Errors - Physical lines that experienced the highest average number of errored seconds per day.
- Device Statistics
 - CPU Utilization
 - Memory
 - Circuit Errors

AT&T will reach out to each customer defined device via API calls or SNMP polls. These checks shall be performed every five (5) minutes, twenty four (24) hours per day, and seven (7) days per week. The data shall be initially stored as five (5) minute average data for a period of twenty four (24) hours. All detailed data will be stored on the server for 30 days and then only averages and percentages will be stored local to the system for 12 months. All detail will be archived and stored at the AT&T facility for an additional 12 months.

The customer will be responsible via the portal to make any changes to utilization based alert notifications. Any changes to circuits or bandwidth speeds must be submitted via a MACD.

2.10 Problem Management

AT&T shall perform Problem Management that shall include both reactive and proactive Problem Management where reactive Problem Management shall initiate when an incident cannot be matched to a known error or underlying error. This known error will be used to resolve all associated and future incident management tickets related to the same error.

AT&T will review of known errors, problems and ticket logs to improve the efficiency and develop or identify opportunities for process improvement and remediation procedures. As known error is identified based on the root cause, the errors will determine if its potential resolutions having temporary or permanent resolutions. If a permanent fix is identified and cost justifiable, recommendation will be made by initiating resolutions needed for a change, will follow change management process.

Identify affected CI's, impacted stakeholders, root cause, known error, proposed solutions, preventive measures are documented.

Log all the output of error control with resolutions in known error database and same can be referred by incident management.

In proactive Problem Management, review shall happen to identify potential error conditions and identify proactively before incident can occur along with root cause and preventative plan. Any identified conditions shall pass through change management process for implementation with consents.

Periodic reviews of managed Services and identify potential errors conditions before incidents occur.

To improve efficiency, reviews to be conducted between incidents logs, problems log, known errors and Incident management process. Identify for process improvement from past incidents and problems with constant update in remediation process and Known error database.

Root cause analysis reports shall be provided as part of problem management activities for P1 and Customer requested P2 incident tickets from monitoring tool for the cause and resolution steps chronically.

Performance Management and Reporting

AT&T Shall:

Monitor performance criteria to ensure performance of applications across the network

Performance Management Includes gather performance statistics which may vary based on OEM and relevance are represented here but not limited to, utilization, errors, availability, and latency information.



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Analyze and monitor the data gathered from the network elements related to backup interface on managed network devices.
Monitor and escalate the exceed of performance thresholds as per standard manuals.
Generate monthly, quarterly performance reports on in-depth analysis of trends, utilization and errors for analysis.
Provide recommendations from the performance analysis reports to improve process efficiency, stability, performance and costs.
Capacity planning and performance tuning.

Reporting:

AT&T shall provide reports from SNMP collection from managed devices to AT&T and AT&T Customer for purposes of developing a monthly performance report which could be pre-developed in tool based on the performance criteria to be established in graphical format by mutually agreed performance metrics. Instant reports on performance should be accessible based on stored information as five (5) minutes average data. The basic pre-developed reports shall include: –

- Port utilization
- CPU Utilization
- Memory utilization
- Network interface statistics
- Disk utilization
- Disk performance
- HTTP transaction Time Average latency
- Report on Physical errors in logs.
- Managed Equipment uptime and availability
- Fault history
- Trouble tickets
- Configuration changes during the month made by monitoring service

Weekly Reporting

Weekly Reports - These reports summarize the weekly ticket activity showing all tickets opened, closed and still active tickets.

Inventory Reporting

AT&T shall provide MS Excel managed inventory reports at least once per month in format agreed upon by AT&T and Customer

2.11 CHANGE MANAGEMENT

A "Change" is defined as installation, movement, addition, change and removal of elements and their various sub-components including configuration of software.

Change management process is designed to ensure that changes to managed devices are evaluated, assessed, controlling, managing, coordinated, and communicated to AT&T an AT&T Customer to minimize negative impacts of the Change which is often the result of incident management or Problem Management processes. Provide 24X7X365 support and implement Changes only during approved scheduled change window.

AT&T shall:

- Act as a single point of contact ("SPOC") or coordination for the change management process, including requests for moves, adds and changes.
- Participate in AT&T or AT&T's customers change review board to be identified to meet the objectives of a Change.
- All scheduled Changes to be approved by designated members in advance and in emergency or expedited changes, set the simple approval process in consent with Change board.
- Allocate priority of each Change based on impact and urgency of the Change.
- Record and classify request for Change.
- Manage emergency or expedited changes
- Analyze impact and risk. Each Change must be categorized to reflect impact of the Change.
- Implementation oversight
- Close Change and conduct review
- AT&T shall work on a fallback or back-out plan development for any Changes in case of change failure.



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AT&T shall notify AT&T if there are any Change requests which, processed via the Change Management process, resulted in impacts which may require/ lead to create a separate Statements of Work (SOW's) or amendments to resolve the impact.

2.12 CHANGE CONTROL PROCESS

In the event either Party requests a change, The Parties shall comply with the formal Change Control Process as outlined in Appendix B: Change Control Process

EMERGENCY CHANGE REQUEST:

Any Changes that need implementation process in a short notice or short period of time which is typically as a mitigation for an existing or potential security threat or impact. Each emergency Change request should be submitted and approved by pre-defined emergency Change advisory Team from AT&T, AT&T Customer and AT&T. No more than 2 Emergency changes are included per year, per Customer. Emergency changes can only be opened by calling the request into the AT&T NOC directly. This is expected to typically begin within four (4) hours of approval.

Expedited Change Request:

Any changes that need implementation process in a short notice or short period of time which is typically as a mitigation action with a short window or high impact requirement. Each expedited change request should be submitted and approved by pre-defined emergency change advisory Team. Expedited MACD requiring NBH or aNBH implementation– Requested Execution within twelve (12) hours of complete information receipt

Expedited MACD requiring NBH or aNBH implementation– Requested execution within twenty-four (24) hour period

MACD Expedite requests will be charged per request. Expedite execution will be based on "simple" MACD's as defined in the SOW and are best effort. Expedite will be charged based on actual execution timeframe not requested.

MOVE, ADD, CHANGE and DISCONNECTS ("MACD")

AT&T shall perform Customer requested configuration changes ("MACD") necessary for moves, adds, changes and disconnects on each managed device related to the router, switch, and wireless access point configuration for the term of this SOW ("Device Management Services"). Major network re-arrangements, defined as those requiring more than fifteen (15) minutes for a NOC engineer to complete and which are not listed below in the included MACD list below will be chargeable items. These will be considered out of scope and handled via the Change control process as defined in this SOW.

MINOR MACD:

Executing minimum scriptable commands from Central Management System is referred as Minor MACD.

REMOTE MACD

A software or logical change to a single managed device that is performed remotely is "Remote MACD". Two categories – Simple & Complex MACD's. These will exclude any physical or dispatches. Remote MACD should be 24X7, MACD are performed OBH [Outside Business Hours] that can potentially cause interruption of any Managed services. All MACD's are performed under Change management Process.

SIMPLE REMOTE MACD

A one time or single Change to managed devices that affects configuration is "Simple Remote MACD". They are:

1. VLAN MACD
2. Simple port activation/deactivation
3. Simple routing change; for example, a change to a static route
4. Configuration restore (where conducted outside of Incident resolution)
5. Change in port or class of Service/quality of Service
6. HSRP [Hot Standby Router Protocol]
7. Spanning tree settings
8. Adjust security settings (port security, etc., new security features)
9. Update NMS (monitoring systems) settings (changing SNMP community strings) excluding the Cisco 1800, 2800, and 3800 series routers acting as a firewall
10. Modify Interface settings (IP Helper, speed duplex)
11. Change of logical settings (VLAN, DLCI, etc.)
12. Request for changing address (other VLAN, other port, other static IP Address, etc.)



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13. Extension of IP subnet for a VLAN with coordination of the DHCP configuration performed prior to the MACD receipt; MAC Security filter for wireless controller
14. Other changes to managed equipment that on average can be performed by a single engineer in thirty minutes or less.

COMPLEX REMOTE MACDS

A Batch of changes to managed devices that can be achieved less than four (4) hours or less but which is complex change is "Complex Remote MACD". These changes should be consent or approved by relevant authorities. A Task of collecting information of single devices and consent with end users respect to change in settings, perform 3rd party or customer coordination by single device or batch of devices will be under Complex MACD.

MACD FALL-BACK PLAN

AT&T shall have fallback plan to be in place to return to previous state of CI's [Configuration Item] in case of affected by MACD activity.

Move, Add, Change, Delete(MACD) Services - AT&T Responsibilities

Post original site installation, AT&T shall provide, move, add, change and delete Services ("MACD") which includes but is not limited to the performance of activities by a network engineer, configuration and testing of in-scope network equipment and software, validation of network connectivity, handoff and acceptance shall be done in coordination with AT&T and AT&T Customer designated site contact or remote support contact provided by AT&T.

2.13 CONFIGURATION MANAGEMENT

- Maintain accurate and consistency of configuration records in CMDB [Configuration Management Database] or relevant DB's via automated process and manual of all managed devices is the primary responsibility.
- Log and maintain the device configuration changes. Create baseline configuration records for each device.
- Archive managed device configuration on the latest five (5) changes.
- Provide end user with access to the configuration tool and device performance and disk space usage
- Generate custom reports for the requirement on configuration and Changes
- Providing the last archived configuration to assist with rapid recovery in the event of configuration loss (including during any outage or disaster) or changes, or performance issues
- If server Configuration fails and needs to be reloaded AT&T shall load a AT&T/Customer supplied backup file into the server
- Reporting on device operating systems and automated loading of updated operating systems
- Any Changes to CI from the proper process Change request and controlling document, AT&T shall maintain the inter-relationships between all CI and update the respective operational documents

Providing up to five (5) of the following routine configuration change activities per month: changing or adding an IP address, static route, port configuration, or other simple routine changes to a single device. Basic change requests are executed during agreed time, Monday through Friday excluding statutory holidays.

- Complex configuration management is an optional service that is priced separately based on the complexity of the proposed change and is not included in a Statement of Work.
- Customer responsibilities for configuration management in addition to those provided for fault and/or performance management are:
- Provide AT&T with access rights and passwords to devices covered within this service
- Assign an authorized nominee to request configuration archival action or information via the configuration archival process
- Testing and approval of in scope device configuration changes when required.
- Staging – infrastructure configuration



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2.14 Equipment Replacement Service, US Domestic Only (Optional)

As part of the managed network services, AT&T shall provide Equipment Replacement Services to the Customers routers, Ethernet switches, firewalls and VPN (Virtual Private Network) appliances located in the United States in the event Equipment has failed and needs to be replaced at a Customer remote Site. AT&T will also provide Equipment Replacement Services upon Customer request. Devices for this equipment replacement segment will be confined to: routers, Ethernet switches, firewalls and VPN appliances.

- AT&T shall maintain and manage an adequate inventory provided by the Customer of replacement devices located at the AT&T facility in advance of any hardware failure. AT&T will provide updates to Customer with availability of devices to be used for replacement. Upon notification to Customer by AT&T that inventory supplies are low, the Customer is responsible for authorizing re-stock of said devices.
- If the Equipment major malfunction (defined as inoperable) or Customer request to replace Equipment is reported by 3:00pm EDT (Eastern Daylight Time) on a business day, AT&T will ship a configured replacement device taken from inventory using next business day delivery service for arrival to the Customer Site following the reported Equipment malfunction or Customer request. A business day is defined as Monday through Friday.
- If the equipment major malfunction or Customer request to replace equipment is reported after 3:00 PM EDT or on a weekend or holiday, AT&T will ship a configured replacement device taken from inventory on the next business day using next business day delivery service.
- Existing vendor maintenance agreement such as Cisco SmartNet will be adhered to in order to replace devices pulled from inventory at the facility. Customer is responsible for providing SmartNet information to AT&T.

AT&T's responsibility with respect to the Equipment Replacement Services shall be limited to the Customer remote site equipment connected to the network in the United States.

As a standard part of the Equipment Replacement Services, AT&T will configure the replacement device and ship it using next business day delivery service to the Customer site. Once it has arrived at the site, AT&T, via a phone call, will guide local Customer resource(s) in unpacking the box, and connecting the new device to replace malfunctioning equipment. A tele-install technician will be on the phone to walk through the step-by-step process to connect the new device. The only applicable charges in this scenario are the cost of shipping equipment.

2.15 Next Business Day Onsite Hardware Replacement – US Domestic Only Locations

On-site hardware replacement covers normal wear and tear of devices under normal use. On-site hardware replacement does NOT cover devices damaged by misuse, lost or stolen devices, devices damaged by flood, fire or other Acts of God, manufacturer defect or recall.

2.16 On-Site Hardware Replacement – US Domestic Only

A Trouble Ticket must be opened with the AT&T Help Desk in order to initiate the hardware replacement process. If after a Trouble Ticket is opened and standard troubleshooting tests are completed, it is determined by the AT&T Help Desk that the device should be replaced; the AT&T's Logistics Team shall be notified to initiate a hardware replacement and the AT&T's scheduling team shall also be notified to schedule the on-site technician to install the replacement device.

If the device is determined to be defective prior to 2:00 P.M. Eastern Time, a technician will be scheduled to arrive on site (pending verification of hardware shipment by AT&T) to install the replacement device based on the level of service selected. If the determination is made after 2:00 P.M. Eastern Time, AT&T will attempt to schedule a technician based on the level of service selected in the contract, but may not be able to schedule a technician for the next applicable day (depending on the level of service selected) and therefore will schedule a technician for the subsequent applicable day based on the service level selected at time of contract.

AT&T shall dispatch a technician onsite to the Customer Site to complete the following services to replace a failed device:

1. Remove the failed device from the existing network connectivity.
2. Un-box and power up the replacement device.
3. Physically install any existing interface cards or existing external components from the failed device.
4. Connect the replacement device to the existing network connections.



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5. Place the failed devices in the box for shipment back to the manufacturer's logistics facility using included return shipping label. Provide shipping carton to Customer. Customer is responsible to arrange delivery to AT&T logistics facility.
6. AT&T shall complete the following service validation for On-Site hardware replacement

Confirm that Equipment configuration is properly installed and operational. AT&T shall ping a location on the Internet to validate equipment is functioning properly.

For all types of On-Site Hardware Replacement coverage, Customer will return the defective device as required using pre-printed and included ground shipping label.

2.17 After Hours Work:

The above rates assume work will be performed during NBH Work performed aNBH or on weekends will be subject to a 50% uplift to all rates. Holiday work may be scheduled based upon technician availability and will be subject to a 100% uplift to the all rates.

2.18 AT&T Juniper ASEOD Service Level Objectives

Should a network outage or performance issue occur on a AT&T managed node as defined in the list of managed sites, AT&T will open a Trouble Ticket within five (5) minutes of the event within our system. AT&T's first priority will be to restore the connection. Once AT&T has initiated resolution, AT&T will contact the Customer with the outage and an ETA of Service restoration if available.

Service Level Objectives		
Incident Response	Threshold	Monthly Average
Once alarm is generated in the AT&T NOC, technician will initiate a AT&T Trouble Ticket and contact the appropriate Customer contact either by telephone call or email notification	within 5 minutes	99%
Technician assignment - broadband	within 60 minutes of creation of broadband based network events	95%
Technician assignment - cellular	within 60 minutes of creation of cellular based network events	95%
Escalation of network CPE and configuration of support to Tier II	within 30 minutes of isolation to a CPE issue	95%
Escalation of circuit issues to circuit support team	within 60 minutes of isolation to a CPE issue	95%
MACDs		
	Threshold	Monthly Average
Acceptance of MACDs	within 24 hours	99%
Execution of MACDs	within 48 hours of receipt of complete information or mutually agreed upon deployment window	99%
Hold Times		
	Threshold	Monthly Average
Inbound hold times	Not to exceed 5 minutes average per week	

"Low Denominator" Relief. In the case of any Service Level measured on a scale of 0 to 100 as a percentage, if a low volume of events causes a Service Level Default due to a very low number of performance failures in a period (for example, where mishandling one out of two events in a month leads to a measurement of fifty (50%) against a



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Target Service Level of, for example, seventy-five (75%) for that month), AT&T may request, and Customer agrees to give reasonable, good faith consideration to, a waiver of the Service Level Default for that period. AT&T shall make any such request in writing in accordance the governance process, and any such waiver shall only be granted if approved as provided therein.

3. AT&T Responsibilities

AT&T will be responsible for executing the following activities. Activities not expressly included in this SOW are outside the scope.

3.1 AT&T Engagement Project Management. In support of the Services provided to Customer, AT&T will:

- (a) Assign a designated AT&T Project Manager ("AT&T PM") to interface directly with Customer Project Manager and serve as the primary interface to Customer organization.
- (b) Conduct a formal project kick-off meeting.
- (c) Provide a Project Timeline draft for Customer review. Customer and AT&T will mutually agree to the Project Timeline.
- (d) Participate and provide status and project planning meetings as mutually agreed.
- (e) Develop, manage and track project schedules and all Change Control events.
- (f) Develop and maintain any contact list, communication plan as well as track and monitor prioritized action items and issues lists as needed.
- (g) Coordinate scheduling with Customer.

3.2 Deliverables

Event	Deliverables
Engagement Kickoff Meeting	Communications Plan Review Project Timelines and Schedule
Project Status Report	Status reports and meetings will be held as mutually agreed by the parties.
Project Closeout	Final document summarizing the project to Customer Project Manager.

3.3 Service Hours

The Services provided hereunder shall be performed Monday through Friday, 9:00 a.m. to 5:00 p.m., local time, excluding designated AT&T holidays ("Normal Business Hours" or "NBH"), unless otherwise noted herein.

AT&T Designated Holiday	Date Observed
New Year's Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1st Monday in September
Thanksgiving Day	4th Thursday in November
Day after Thanksgiving	4th Friday in November
Christmas Day	December 25

4. Customer Responsibilities

To manage the activities outlined herein on time and within the pricing provided, Customer assigned roles and responsibilities must be fulfilled effectively. Customer will:

- (a) Assign a Single Point of Contact ("SPOC") as the primary interface for the AT&T Project Manager to work with during the Project.
- (b) Review and provide relevant comments (in the form of additional data requirements, preliminary conclusions, or recommended technical architecture) or Subject Matter Experts ("SME") resources from applicable information technology departments or business units to assist in completing the Deliverables in a timely manner.
- (c) Keep AT&T informed of any information or changes, which may affect AT&T's performance of Services or require a change request in the scope.
- (d) Provide AT&T with reasonable access to Customer Site during NBH, as needed, and shall provide office space to include desks, chairs, as well as access to printers, copiers and phone lines while on-site at no charge. In addition, AT&T may conduct the research and other work from a remote location.
- (e) Provide local Site Contact name, telephone number, address, and email for both a primary and backup Local Site Contact to facilitate local scheduling issues, Purchased Equipment delivery confirmation, and other Site-specific details. This information is to be provided to the AT&T Project Manager for each Site.
- (f) Perform all Customer Site preparation activities including, but not limited to, power, core drilling, ventilation, proper environmental as per the manufacturer's specifications, and the installation of Purchased Equipment racks.
- (g) Provide authorized personnel on-site during any Purchased Equipment Installation and test and turn-up.
- (h) Provide AT&T with login and password information to all equipment related to the Services provided hereunder, including both basic access and modification access
- (i) Resume responsibility for the network infrastructure upon completion of the Services provided herein.



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4.1 Change Control Process

Either party must submit change requests to contractual documents in writing via the sample at Appendix B to this SOW. The party requesting the change must submit a written request to the other party and the receiving party shall issue a written response within five (5) business days of the receipt of the request, including whether the receiving party accepts or rejects the request and/or any changes to the Terms and Conditions. Once agreed both parties must execute the document in Appendix B.

5. Fees and Charges

5.1 AT&T shall provide the Services and Purchased Equipment (see Appendix A) for the Charges stated below for 48 months. Customer may extend the Management services of this agreement on an annual basis after 48 months. This extension will be mutually agreed upon by AT&T and Customer and documented with a change request form (appendix B).

Description	Monthly Recurring	Notes
Juniper Hardware	\$4768.84 USD	Appendix A:
Installation services (Amortized over contract term)	\$423.60 USD	Appendix A:
Device Management (\$23.00 per device) SRX 300 x 15	\$ 345.00 USD	Per Device
Switch Management (\$75 Per Device) SRX 345,380,4100 QTY 31	\$2325.00 USD	Per Device
ASE-OD SNMP Health Reporting (@ \$3.25 per device) X 46	\$149.50 USD	Per Device

5.2 Additional Pricing Terms and Conditions

- (a) **Defined Scope.** Pricing is based on the currently defined scope. Any additions or changes to this SOW will necessitate changes in pricing. Pricing herein assumes no project delays will occur that would require AT&T to stop work. AT&T will not be held financially responsible for project delays outside of its control.
- (b) **Invoicing.** AT&T will invoice the Service Fees as defined herein. AT&T will invoice Services monthly and will cover any one-time charges or expenses incurred during the previous calendar month.
- (c) **Travel and related Expenses.** Charges do not include expenses for AT&T travel to Customer's facilities. Standard business expenses (e.g., transportation, food, lodging) incurred by AT&T in connection with delivery of the Services will be billed at cost as a separate line item on Customer's invoice. AT&T personnel will incur travel expenses only after receiving permission from Customer's SPOC.
- (d) **Time and Material ("T&M") Rate.** In the event that the scope of work changes from this SOW or AT&T is requested to perform Services outside of Normal Business Hours, AT&T will bill Customer at a T&M rate of two-hundred fifty dollars (\$250.00) per hour per AT&T consultant for the additional time spent on the change requests. All such out of scope matters will be handled via the Change Control process outlined herein.

6. Termination

In the event Customer terminates this SOW for any reason other than for cause, Customer must provide AT&T thirty (30) days prior written notice and is responsible for all Service /Hardware fees, charges and expenses incurred up until the date of termination.

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APPENDIX A: PURCHASED EQUIPMENT LIST

Model / SKU & Description	Qty
SRX300-SYS-JB	15
SRX300-RMK1	14
SFP-1G-SX-C	14
SRX345-SYS-JB-2AC	27
SFP-1G-SX-C	52
SRX380-P-SYS-JB-AC	2
JPSU-600-AC-AFO EX3400 600W AC PSU	2
CBL-EX-PWR-C13-US	2
SFP-1G-SX-C	1
SRX4100-SYS-JB-AC	2
SFPP-10G-SR-C	8
SVC-ND-SRX345B2A	27
JNPR CARE ND SUPT	
Service Period :48 Months	2
SVC-ND-SRX380JB	
Service Period :48 Months	2
SVC-SD-SRX4100JB	
JNPR Care SD Supt	
Service Period :48 Months	15
SVC-ND-SRX300JB JNPR Care ND Supt	
Service Period :48Months	



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Product 48 Months	QTY
S-SRX-A-C2-5	1
Advanced WAN Assurance for Class 2 (SRX340, SRX345), includes WAN Assurance , Application Visibility & Marvis VNA, 5 year ; includes gateway insights & SLEs, software updates & upgrades for cloud subscription	
-SRX-A-C2-5	1
Advanced WAN Assurance for Class 2 (SRX340, SRX345), includes WAN Assurance , Application Visibility & Marvis VNA, 5 year ; includes gateway insights & SLEs, software updates & upgrades for cloud subscription	
S-WAN-C5-5	1
SW, WAN Assurance Subscription for Class 5 (SRX4100/SRX4200, vSRX 17C), includes gateway insights & SLEs, software updates & upgrades for cloud subscription, 5 YEAR	
S-WAN-VNA-C5-5	1
SW, Virtual Network Assistant Subscription for gateway operations, Requires WAN Assurance to be enabled for Class 5 (SRX4100/SRX4200), includes software updates, upgrades and enhancements on the VNA service for WAN, with SVC CS,5 year	
S-WAN-C5-5	1
SW, WAN Assurance Subscription for Class 5 (SRX4100/SRX4200, vSRX 17C), includes gateway insights & SLEs, software updates & upgrades for cloud subscription, 5 YEAR	
S-WAN-VNA-C5-5	1
SW, Virtual Network Assistant Subscription for gateway operations, Requires WAN Assurance to be enabled for Class 5 (SRX4100/SRX4200), includes software updates, upgrades and enhancements on the VNA service for WAN, with SVC CS,5 year	
Total	



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APPENDIX B: SAMPLE CHANGE REQUEST FORM

Type of Request:	
Initiator (Company):	
Change Request Received by:	
Price Impact:	
AT&T Additional Resources Req'd:	

Task Description:

Other information related to Change:

Impact of Change <i>Provide a description of the impact of the change (increase in duration, delay in start, cut-over date change, added dependency, additional resources required change to design, change to baseline solution, other).</i>

AGREED and ACCEPTED:
CUSTOMER:

By: _____
(Authorized Agent or Representative)

(Typed or Printed Name)

(Title)

(Date)

AGREED and ACCEPTED:
AT&T

By: _____
(Authorized Agent or Representative)

(Typed or Printed Name)

(Title)

(Date)



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Appendix C: AT&T ASEOD with Juniper Technical and Management Implementation

Phase 1: Data Collection	Customer	AT&T
Supply documentation and configuration standards for each branch site profile and data centers.	√	
Phase 2: Customer provides key requirements	Customer	AT&T
Internet/MPLS/LTE connectivity requirements (Broadband, Cable, DSL etc.)	√	
Internet/MPLS/LTE availability requirements	√	
Cloud connectivity requirements	√	
Inter site communication requirements	√	
Orchestration requirements	√	
Security requirements to include firewall policy	√	
IP routing and traffic engineering requirements	√	
Migration requirements	√	
Site readiness requirements	√	
Capacity requirements	√	
Application QoS requirements	√	
Phase 2: Gap Analysis	Customer	AT&T
Gap identification and remediation		√
Sign off Gap Analysis by Customer	√	
Phase 3: Documentation Delivery and Project Kickoff	Customer	AT&T
Turn-up guide with edge device activation instructions and conversion process		√
Mutually agree upon production Implementation		√
Phase 4: Migration Remote Support	Customer	AT&T
Remote Support		√
Turn-up schedule management and reporting		√
Architectural remediation during deployment	√	
Legacy circuit and equipment decommissioning	√	
Takeover of Device or Edge Device configuration template push during installation		√

03062024

APPROVED AS TO FORM:

CERTIFICATION OF
AVAILABLE FUNDS: \$ _____

Kimberly Colliet Wesley
Criminal District Attorney's Office*

Tarrant County Auditor

*By law, the Criminal District Attorney's Office may only approve contracts for its clients. We reviewed this document as to form from our client's legal perspective. Other parties may not rely on this approval. Instead those parties should seek contract review from independent counsel.