

Annex A / SOW

National Maintenance Agreement

Between

Komutel Inc.

and

Shared Services Canada

DNS 2

For NCAS Service Support

1. General

1.1. Requirement. Shared Services Canada on behalf of The Canadian Forces Network Operations Center (CFNOC) has a requirement for a National Maintenance Agreement for 1st Level Support for Komutel SIT PC Attendant Consoles. This contract is for the CFB St-Jean location – (National) Centralized Attendant Service (NCAS).

1.2. Scope. Komutel Inc. (the contractor) shall provide the services and on-site technical support to the following hardware/software which are listed below :

- 24/7/365 access to technical and user support
- Corrective and maintenance related software updates
- Support logs for current service contract
- Support history
- Komutel P/N SITPBX SIT PC Console for Nortel CS1000 (M2250/PCCIU)
- Komutel P/N SITELEV1 Advanced Telephony 1
- Komutel P/N SITELEV2 Advanced Telephony 2
- Komutel P/N ANNOTO Auto Greeting Announcements
- Komutel P/N GESTDOC Document Management / Copy to Call
- Komutel P/N INTEXCH KomuSync Importation Module
- Komutel P/N RAP Data Analysis System
- Komutel P/N RECACC Rec Acoustic
- Komutel P/N DAK 50 DAK Call Centre for 50 Agents
- Komutel P/N DAKQUE DAK Module Call waiting

2. Principal Period of Maintenance (PPM)

2.1. For all Komutel equipment and associated peripherals:

2.1.1. Komutel Inc. shall provide 24/7/365 access to telephone, email and on-site support, for a period 12 months which includes all statutory holidays;

3. Specifications

3.1. Komutel Inc. shall provide a toll free bilingual National support line, to allow a response to service units calling up and requesting user support or originating a technical support trouble call.

2.1.3 Komutel Inc. shall provide access to telephone, email and on-site support.

2.1.4 Komutel Inc. shall provide corrective and maintenance related software updates.

2.1.5 Komutel Inc. shall provide a detailed quarterly report at no additional charge, indicating number of calls, problems reported, and resolution.

4. Hardware Maintenance Response Time

4.1 The Contractor must either repair and reinstall the equipment or install a replacement on the next business day within twenty four (24) hours of the notification of a problem.

5. Authorization

- 5.1 Prior to the installation or change of any hardware or software by the Contractor, the intended change and the timing will be mutually agreed upon, by the Contractor and SSC/CFNOC such that it will not impact the work activities at the repair site.