



## PROFESSIONAL SERVICES AGREEMENT

**This Agreement** is between **Selectron Technologies, Inc.**, an Oregon corporation and its successors or assignees (“Company”) and the undersigned the City of Leesburg, Florida (the “Customer”).

### 1. Engagement of Services.

Company may from time to time issue a Scope of Work in the form attached to this Agreement as Exhibits A and B. Subject to the terms of this Agreement, Company will render the services set forth in the Scope of Work accepted by Customer (the “Project”). The manner and means by which Company chooses to complete the Project are in Company’s sole discretion and control. Customer will make its facilities and equipment available to Company when necessary. Company, in its sole discretion, may have the services performed by a Third Party/Independent Contractor, provided that any such Third Party/Independent Contractor agrees in writing to the terms of this Agreement.

### 2. Hardware.

Pursuant to this Agreement, and in combination with any Company Software (which shall be licensed pursuant to a separate Software License Agreement), Company shall provide Customer with third-party hardware for use with Company Software (the “Hardware), as set forth in Exhibits A and B (if any).

The Customer is entitled to all manufacturer warranties as they apply to the specific hardware provided. Manufacturer Warranty dates are based solely on the specific manufacturer terms and conditions. The manufacturer warranties are provided in addition to the services included in the Support and Maintenance Agreement.

### 3. Compensation.

#### 3.1 Standard Compensation.

Customer will pay Company a fee for services rendered under this Agreement as set forth in the Project(s) undertaken by Company. Customer shall be responsible for all expenses incurred within Exhibit A of this Agreement. Customer will be responsible for all expenses, with prior written approval, outside Exhibit A of this Agreement. Upon termination of this Agreement for any reason, Company will be paid fees and expenses on a proportional basis as stated in the Scope of Work for work which is then in progress, to and including the effective date of such termination. All returned hardware is subject to a 15% restocking fee. Unless other terms are set forth in the Scope of Work for work which is in progress, Customer will pay Company for services and will reimburse Company for previously approved expenses within thirty (30) days of the date of Company’s invoice.

#### 3.2 Change Requests.

Customer agrees to the Scope of Work as set forth in Exhibits A and B. If there is a reduction in scope to Exhibits A or B after Company has committed resources to the Project, Customer agrees to pay the full amount set forth in Exhibit A. However, if, during the course of a Project, Customer wishes to increase or modify the Scope of Work (other than a proposed reduction in the amount of services provided), Company shall provide Customer with a modified fee estimate. If Customer accepts the modified estimate, Company will perform the Project according to the modified specifications after a purchase order has been provided to the company. If Customer rejects the modified estimate, Company shall have no obligation to perform the modified Project.

### 4. Independent Contractor Relationship.

Company’s relationship with Customer will be that of an independent Contractor and nothing in this Agreement should be construed to create a partnership, joint venture, or employer-employee relationship. Company is not the agent of Customer and is not authorized to make any representation, contract, or commitment on behalf of Customer. Company will not be entitled to any of the benefits, which Customer may make available to its employees, such as group insurance, profit sharing or retirement benefits. Company will be solely responsible for all tax returns and payments required to be filed with or made to any federal, state or local tax authority with respect to Company’s performance of services and receipt of fees under this Agreement.

### 5. Proprietary Information.

Both parties agree during the term of this Agreement and thereafter that they will take all steps reasonably necessary to hold the other party’s Proprietary Information in trust and confidence, will not use Proprietary Information in any manner or for any purpose not expressly set forth in this Agreement, and will not disclose any such Proprietary Information to any third party without first obtaining the disclosing party’s express written consent on a case-by-case basis. By way of illustration but not limitation “Proprietary Information” includes (a) trade secrets, inventions, mask works, ideas, processes, formulas, source and object codes, data, programs, other works of authorship, know-how, improvements, discoveries, developments, designs and techniques (hereinafter collectively referred to as “Inventions”); and (b) information regarding plans for research, development, new products, marketing and selling, business plans, budgets and unpublished financial statements, licenses, prices and costs, suppliers and customers; and (c) information regarding the skills

and compensation of other employees of the disclosing party. Notwithstanding the other provisions of this Agreement, nothing will be considered to be Proprietary Information if (1) it has been published or is otherwise readily available to the public other than by a breach of this Agreement; (2) it has been rightfully received by the receiving party from a third party without confidential limitations; (3) it has been independently developed for the receiving party without reference to the disclosing party's Proprietary Information; or (4) it was known to the receiving party prior to its first receipt from the disclosing party.

#### **6. Representations and Warranties.**

Both parties hereby represent and warrant that (a) they have full right and power to enter into and perform this Agreement, (b) they will take all reasonable precautions to prevent injury to any persons (including employees of the other party) or damage to property (including the other party's property) during the term of this Agreement. Company warrants that any Hardware provided pursuant to this Agreement shall operate in good working order for a period of one year from the date of the Second Invoice, as that term is defined in Exhibit A. Any changes or modifications to the Hardware by any person other than Company voids this limited warranty.

**The express warranties above are in lieu of all other warranties, express, implied or statutory, arising from or related to this agreement and any hardware provided hereunder, including, but not limited to any implied warranties of merchantability, fitness for a particular purpose, title, and non-infringement of third party rights. Customer acknowledges that it has relied on no warranties other than the express warranties in this agreement.** This warranty disclaimer is made regardless of whether Company knows or has reason to know of Customer's particular needs. No Company employee, agent, or dealer is authorized to modify this limited warranty, or make any additional warranties.

#### **7. Customer Remedies**

Company and its suppliers entire liability and Customer's exclusive remedy for breach of this limited warranty shall be, at Company's option, either (a) comply with the Agreement (b) return of the price paid for the module or component of non-compliant Software, or (c) replacement of the non-compliant Software. The foregoing warranty is void if failure of the Software results from accident, abuse, or misapplication. Any replacement Software will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Outside the United States, neither these remedies nor any product support services offered by Company are available without proof of purchase from an authorized non-U.S. source.

To the maximum extent permitted by law, in no event will Company be liable for any consequential, indirect, exemplary, special or incidental damages, including any lost data and lost profits, arising from or relating to this Agreement. Company's

total cumulative liability in connection with this Agreement and the services provided hereunder, whether in contract or tort or otherwise, will not exceed the amount of fees paid to Company hereunder. Customer acknowledges that the fees reflect the allocation of risk set forth in this Agreement and that Company would not enter into this Agreement without these limitations on its liability.

#### **8. Indemnification.**

To the maximum extent permitted by law, each party will indemnify and hold harmless the other party, its officers, directors, employees, sub licensees, customers and agents from any and all claims, losses, liabilities, damages, expenses and costs (including attorneys' fees and court costs) which result from a breach or alleged breach of any representation or warranty (a "Claim") set forth in Section 6 of this Agreement.

#### **9. Network Security Disclaimer**

##### **9.1 Internet Security.**

Company's products may include software that connects to the Internet. The software is designed to operate within Customer's secure network environment. Specifically the software relies fully on the Customer's security measures and implements no further security infrastructure. Company makes no representations or warranties to Customer regarding any 3rd party technologies or service's ability to meet Customer's security or privacy needs. This includes but is not limited to operating systems, database management systems, web servers, and payment processing services. Customer is solely responsible for ensuring a secure network environment.

##### **9.2 Remote Access Security.**

In order to enable development, customer support, and maintenance of the system, Company requires remote access capability. Remote access is normally provided by installing PC-Anywhere, ControllIT, or other industry standard remote access software. It may also be provided through a customer solution such as VPN access. Regardless of what method is used to provide remote access, or who provides remote access software, it is the Customer's responsibility to ensure that the remote access method meets Customer's security requirements. Company makes no representations or warranties to Customer regarding the remote access software's ability to meet Customer's security or privacy needs. Company also makes no recommendation for any specific package or approach with regard to security. Customer is solely responsible for ensuring a secure network environment.

#### **10. Termination.**

Either party may terminate this Agreement at any time that there is no uncompleted Project in effect upon fifteen (15) days' prior written notice to other party. The parties agree that Customer's failure to pay any undisputed fees is a material breach of this Agreement.

### **11. Government Contracts.**

In the event that Company shall perform services under this Agreement in connection with any Government contract in which Customer may be the prime contractor or subcontractor, Company agrees to abide by all laws, rules and regulations relating thereto. To the extent that any such law, rule or regulation requires that a provision or clause be included in this Agreement, Customer agrees that such provision or clause shall be added to this Agreement and the same shall then become a part of this Agreement.

### **12. General Provisions.**

#### **12.1 Governing Law and Venue.**

This Agreement will be governed by the laws of the State of Florida. The United Nations Convention on Contracts for the International Sale of Goods does not apply to this Agreement. Any action or proceeding arising from or relating to this Agreement must be brought in the federal or state court located in Lake County, Florida.

#### **12.2 Severability.**

If any provision of this Agreement is unenforceable, such provision will be changed and interpreted to accomplish the objectives of such provision to the greatest extent possible under applicable law and the remaining provisions will continue in full force and effect. Without limiting the generality of the foregoing, Customer agrees that Section 7 will remain in effect notwithstanding the unenforceability of any provision in Section 6.

#### **12.3 Notices.**

All notices, consents and approvals under this Agreement must be delivered in writing by courier, by electronic facsimile (fax), or by certified or registered mail, (postage prepaid and return receipt requested) to the other party at the address set forth beneath such party's signature, and will be effective upon receipt or three (3) business days after being deposited in the mail as required above, whichever occurs sooner. Either party may change its address by giving notice of the new address to the other party.

#### **12.4 Attorneys' Fees.**

In the event of litigation between Customer and Company concerning the Hardware or this Agreement, the prevailing party in the litigation shall be entitled to recover attorneys' fees and expenses from the losing party.

#### **12.5 Injunctive Relief.**

A breach of any of the promises or agreements contained in this Agreement may result in irreparable and continuing damage to Company for which there may be no adequate remedy at law, and Company is therefore entitled to seek injunctive relief as well as such other and further relief as may be appropriate.

#### **12.6 Survival.**

Section 5 ("Proprietary Information"), 6 ("Representations and Warranties"), 7 ("Customer Remedies"), 8 ("Indemnification"), 9 ("Network Security Disclaimer"), 10 ("Termination") and 12 ("General Provisions") will survive expiration or termination of this Agreement for any reason.

#### **12.7 Waiver.**

All waivers must be in writing. Any waiver or failure to enforce any provision of this Agreement on one occasion will not be deemed a waiver of any other provision or of such provision on any other occasion.

#### **12.8 Entire Agreement.**

This Agreement and the attached Exhibits, which are incorporated herein by reference, constitute the entire agreement between the parties regarding the subject hereof and supersedes all prior or contemporaneous agreements, understandings, and communication, whether written or oral. This Agreement may be amended only by a written document signed by both parties. The terms on any purchase order or similar document submitted by Customer to Company will have no effect.

**In Witness Whereof, the parties have caused this Agreement to be executed by their duly authorized representative.**

**Selectron Technologies, Inc.**

By: Todd A. Johnston

Signed: \_\_\_\_\_

Title: President

Date: \_\_\_\_\_

Address: 7405 SW Tech Center Drive, Suite 140

Portland, OR 97223

**Customer:**

By: \_\_\_\_\_

Signed: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

**Exhibit A**

**SCOPE OF WORK**

**VoiceUtility™ Interactive Voice Response Base Solution (12 Port) \$66,900**

Included Functionality:

- Current Balance Owed
- Last Billing Date and Amount
- Next Billing Date
- Last Payment Date and Amount
- Professional Voice Recording
- Transaction Logging
- *VoiceUtility* Reporting Module

Included Fax and Email Functionality:

- Payment History
- Billing History
- Account Status Detail
- Last Payment Date and Amount
- *SmartDelivery* (2-port)

Included Payment Processing Functionality:

- Credit Card Payment Processing
- Supports Standard Payment Gateways
- Real Time Payment Posts to HTE
- Transaction Reporting

<b>Solution Design &amp; Development</b>	<b>Included</b>
<b>Selectron Project Management</b>	<b>Included</b>
<b>On-Site Installation, Travel Expenses &amp; Training</b>	<b>Included</b>
<b>12 Month Warranty on Selectron Technologies Provided Hardware &amp; Software</b> <i>(Begins Upon Completion of On-Site Installation)</i>	<b>Included</b>
<b>System Documentation</b>	<b>Included</b>

**VoiceUtility Hardware & Software** *(Includes Setup & Configuration)*

<b>ProLiant ML 350 G6 Rack-Mount Server</b>	<b>3,000</b>
<ul style="list-style-type: none"> <li>• Intel Xeon Quad-Core 2GHz Processor</li> <li>• 4 GB RAM</li> <li>• Two (2) 160 GB SATA Hard Drives (RAID 1)</li> <li>• Microsoft Windows 2003 Server</li> <li>• CD ROM, 56K Modem &amp; 1GB NIC</li> </ul>	

**VoiceUtility Additional Functionality**

<b>Outbound Delivery Services Initial Setup</b>	<b>3,500</b>
<b>Delinquency Notification</b>	<b>5,000</b>
<b>Outbound Alert</b>	<b>5,000</b>
<b>Media Gateway Telephony Integration</b>	<b>Included</b>
<i>Note: Media Gateway to be returned to Selectron if/when VoIP is implemented</i>	

<b>Total Cost for VoiceUtility</b>	<b>\$83,400</b>
Less: One Time Port Discount	<b>(4,000)</b>

<b>Solution Price after Discount</b>	<b>\$79,400</b>
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### **Required Items Not Included in Selectron Technologies *VoiceUtility* Base System**

- Phone Lines & Network Services Required to Support the Installation
- Required Host Interface (Please Contact SunGard HTE for Pricing for 'VC-CIS Voice Response Selectron Interface')
- Required Host Interface (Please Contact SunGard HTE for Pricing for 'CX/IVR-CIS IVR Credit Card Interface')
- Required Host Interface (Please Contact SunGard HTE for pricing for 'CX/IVR-CIS Delinquency Callout listing')
- SQL DB2 Tool Kit (Should be Obtained Through SunGard HTE with the Purchase of Host Interface)
- Host Interface Components Must Be Installed and Functioning Prior to On-Site Installation
- The *Payment Processing* Module Does Not Include Merchant Account Provider Costs or Associated Fees, Payment Gateway Costs or Fees

### **PAYMENT SCHEDULE**

- 25% Invoiced at time of **execution of contracts**
- 50% Invoiced at completion of **on-site installation**
- 20% Invoiced 30 days after **on-site installation**
- 5% Invoiced upon **final acceptance**

**The initial invoice** is sent at completion of contract negotiations and upon receipt of purchase order enables Company to purchase necessary hardware, fund on-site expenses and invest the technical support hours to design and develop the application for your jurisdiction.

**The second invoice** is sent at the completion of the on-site installation and training phase of the implementation, or when the system is available for customer testing at customer site.

PremierPro Support and Maintenance Plan services begin on this date (Service Date).

**The third invoice** is sent 30 days after the completion of the on-site installation, which will give the customer the opportunity to carefully test all functions and requirements as defined by the contract and agreed upon call flows. It is the customer's responsibility to supply adequate staff to ensure full testing is completed in a period not to exceed thirty days.

**The final invoice** is sent after the system has completed the Final Testing and Acceptance. Company will have resolved all issues found during the last phase of testing.

If completion of the Final Testing and Acceptance is delayed beyond 30 days, and is not due to any fault of Company, the payment will become immediately due.

**Phased Implementation:** When a phased implementation is mutually agreed to, the same payment terms will be applied to each phase.

**Taxes:** Sales Tax or any other applicable taxes are **not included** in any of this proposal's pricing information. If Sales tax or any other tax becomes applicable, these taxes will then need to be added to the proposed pricing.

**Payment Terms:** Terms are net 30 from date of invoice. Past due invoices are subject to a 1.5% per month late fee.

## **ADDITIONAL INFORMATION**

### **Additional Remote Administrator Licensing:**

The system is delivered licensed for 2 installations of the administrator application. Deployment includes one installation on the Application Server and the second on a desktop used by the system administrator. Additional Remote Administrator seats can be licensed for \$250.00 per installation.

### **Time-and-Materials Billing Rates:**

Company will provide custom programming and non-warranty maintenance customer support on a time-and-materials basis.

Requested design, programming, testing, documentation, implementation work, and customer support approved by Company will be performed at our then current standard published billing rates. Company will issue a quote and scope of work to the customer. A purchase order must be issued before work can be scheduled or begin.

### **Additional Training and On-Site Support:**

All travel and associated expenses for the on-site installation work during the initial setup are included in the Base System price.

If the customer requests additional on-site work, travel and out-of-pocket expenses will be billed at \$1,750.00 per day (minimum of 2 days) with at least 15-day notice. If 8-14 days advance notice is provided the rate increases to \$2,000.00 per day and if the notice is less than 7 days the rate increases to \$2,500.00 per day.

If changes are made to a travel schedule after plans are confirmed, the Customer is responsible for any change fees or price changes incurred for airfare, hotel or car rental.

### **On-Going Support:**

The Customer has the option of extending the PremierPro Support and Maintenance Plan services upon expiration of the included 12 month period, at which time Annual Support and Maintenance fees are due. The PremierPro Support and Maintenance Agreement details the scope of services and pricing associated with your implementation. Pricing for PremierPro Support and Maintenance is based on total Solution price, before discount is applied.

**Exhibit B**

**STATEMENT OF WORK**



**Selectron**  
TECHNOLOGIES, INC.

**Microsoft®**  
**GOLD CERTIFIED**  
*Partner*

## Statement of Work

### **VoiceUtility™**

Payment Processing: Credit Card  
Professional Voice Recording (Call Flow and System Prompts)  
Professional Voice Recording (Street Names)  
SmartDelivery

### **Outbound Delivery Services™**

Outbound Alert  
Outbound Notify: Delinquency Notification  
SmartDelivery

[www.SelectronTechnologies.com](http://www.SelectronTechnologies.com)

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## 1.0 Overview

This Statement of Work (SOW) outlines the software, hardware, and implementation services included with the purchase of an interactive solution from Selectron Technologies. Additionally, this document describes the Customer's responsibilities in providing a suitable environment and facilitating a successful implementation of the Selectron Technologies' interactive solution.

## 2.0 Functionality

This section details the functionality of each application included in the implementation of this interactive solution. All functions and features are dependent upon required utility data availability. The interactive solution must be able to retrieve data from the utility database either through direct access or through an indirect interface provided by the Customer and/or database vendor. In addition, the interactive solution is required to post data back to the utility database. Normally, an indirect interface is provided to ensure system integrity for posted data.

The exact data required for retrieval and posting by the interactive solution is determined by final product definition including agreed upon call flow, business rules, and work process. Additionally, the call flow, business rules, and work process may be limited by the availability and access to data.

### 2.1 VoiceUtility

The VoiceUtility application interacts with the Customer's utility database to deliver information and services over the phone to callers.

#### 2.1.1 Standard Feature Set

This section details the standard features included with the VoiceUtility application.

##### 2.1.1.1 Account Access

VoiceUtility provides callers with current utility account status information, including the caller's site number, site address, current or delinquent balance, payment due date, pending amount, and consumption information. Additionally, callers may request to hear billing and payment history for the last 12 months. To access account information, callers enter their utility account number and, optionally, a security code. The security code can be determined by the Customer, but must be verified by the utility database.

Once callers have heard their account status, they can request a fax of the information. Using their keypad, callers enter the fax number to which the documents will be sent.

##### 2.1.1.2 SmartDelivery

SmartDelivery software enables VoiceUtility to send faxes and/or e-mails to callers.

When requesting a fax, callers are prompted to enter the number where the fax should be sent. Selectron Technologies recommends that faxed documents be no longer than ten pages to ensure accurate delivery to recipients.



Prior to receiving an e-mail, callers must have an e-mail address on file in the utility database. If an e-mail address is not available, callers are not given the option of receiving an e-mail.

## 2.1.2 Additional Features

This section details the optional, add-on modules included with the VoiceUtility application.

### 2.1.2.1 Payment Processing: Credit Card

VoiceUtility accepts credit card payments; the Customer's business rules determine whether the system can process over payments or partial payments. Visa®, MasterCard®, and American Express® are all pre-configured credit card types within VoiceUtility; credit card types not used by the Customer will be unavailable to the caller. Once a payment has been processed, VoiceUtility issues a payment confirmation number. When taking a payment, the payment processing software verifies the credit card number and expiration date. For more security, the Customer can choose to verify the card holder's zip code and security code.

VoiceUtility provides a report for manual posting, or, if supported, passing payment information to the interface to be processed into the Customer's utility system.

The following payment processing fees and services are not covered by purchase of the VoiceUtility system:

- Transaction fees
- Merchant accounts
- Third-party payment processing services, fees, and software

The Customer must select the third-party payment processing vendor prior to system development. Any changes to payment processing vendors, after system development, are billable on a Time and Materials basis.

### 2.1.2.2 Professional Voice Recording

All system prompts (including call flow) and street names are professionally recorded prior to installation. Additionally, outbound notification prompts are professionally recorded ([section 2.2.1.2, Outbound Notify](#)). The following non-system prompt and message types are not included, and require Customer recording:

- Alert Messages ([section 2.2.1.1, Outbound Alert](#))
- Optional Greeting ([section 3.1.4, Append an Optional Greeting](#))

For more information regarding non-system prompt recording, refer to [section 3.1.7, Record Prompts and Responses](#). The Customer must sign-off on all Professional Voice Recording scripts prior to prompt recording. All prompt change requests after recording has been completed may incur additional charges on a Time and Materials basis (street names will be updated on a quarterly basis as described in [section 3.1.6, Add New Streets](#)).



## 2.2 Outbound Delivery Services

Outbound Delivery Services is an information delivery system that allows the Customer to initiate automated outbound campaigns to deliver information and messages to citizens. The engine is used to power two service types: Outbound Alert and Outbound Notify. Both service types are implemented separately. The service type(s) that are implemented for the interactive solution are detailed below.

### 2.2.1 Standard Feature Set

This section details the standard features included with Outbound Delivery Services.

#### 2.2.1.1 Outbound Alert

The Outbound Alert service type enables the Customer to deliver generic informational messages to groups of people. Each person receiving the alert receives the same message. Typical alert examples might include weather announcements, community event reminders, internal meeting reminders, or power outage warnings.

Alerts can be configured to run automatically or at specific dates and times. Alerts are sent via phone. When SmartDelivery has been implemented, Outbound Delivery Services can send alerts via fax and/or e-mail ([section 2.2.2.2, SmartDelivery](#)). The Outbound administrator is responsible for providing the system with contact information for recipients ([section 3.2.5, Create and Import Broadcast List for Outbound Campaigns](#)). If contact information is not provided, recipients are unable to receive the alert.

#### 2.2.1.2 Outbound Notify

The Outbound Notify service type enables the Customer to run contextual campaigns tailored to specific individuals or groups. Typically, Outbound Delivery Services pulls data from the Customer's application database(s) to present information to citizens, although Selectron Technologies works with the Customer to implement other solutions. Due to their complex nature, each notification requires Professional Services to configure.

Outbound Notify can be implemented with a number of pre-configured notifications or Selectron Technologies works with the Customer to develop custom notifications as agreed upon. Refer to [section 2.2.2, Additional Features](#), for a list of all pre-configured notifications included with this implementation.

Notifications can be configured to run automatically or at specific dates and times. Notifications are sent via phone. When SmartDelivery has been implemented, Outbound Delivery Services can send notifications via fax and/or e-mail ([section 2.2.2.2, SmartDelivery](#)).

### 2.2.2 Additional Features

This section details the optional, add-on modules included with this implementation of Outbound Delivery Services.



### 2.2.2.1 Outbound Notify: Delinquency Notification

This notification requires the VoiceUtility application and interacts with the utility database. When this notification is configured, customers may be contacted about delinquent accounts. Typical information included in the notification includes the account number, delinquent date, delinquent amount, and the due date. If payment processing has been implemented with VoiceUtility, phone call recipients may have the option of transferring to the VoiceUtility payment menu. Call recipients must have their phone number available in the utility database in order to receive the notification.

When SmartDelivery has been implemented, notifications may also be sent via fax or e-mail. In order for faxes and e-mails to be sent, the fax number or e-mail address must be available in the utility database. If contact information is not available, the notification cannot be sent.

### 2.2.2.2 SmartDelivery

Smart Delivery software enables Outbound Delivery Services to send faxes and/or e-mail to message recipients.

## 3.0 Administrative Tasks

This section details tasks that the Customer's system administrator can perform while maintaining and operating the interactive solution.

### 3.1 VoiceUtility

The tasks listed below apply to the VoiceUtility application.

#### 3.1.1 Run System Reports

System administrators can generate, view, save, and print system usage reports using Microsoft Internet Explorer® 5.0, Mozilla Firefox 1.0, or newer, with access to the Customer's intranet. Reports can be saved as PDF files from the browser.

System administrators can also configure reports for automatic delivery to designated e-mail addresses. Auto-delivery frequency options include monthly, weekly, and daily.

Table 1 lists the reports available with this implementation.

**Table 1 System Reports**

Report	Definition
System Usage	Calls received by day for selected date range
System Line Usage	Calls received by line for selected date range
System Usage by Hour	Calls received by hour for selected date range



**Table 1 System Reports**

<b>Report</b>	<b>Definition</b>
System Statistics	Displays consolidated usage information, including time in use and call time information
Action Report	Number of times the application functions were selected for selected date range
Payment Detail Report	Payment type with date, time, utility account numbers, and Confirmation numbers
Fax Activity Report	Fax status, document, date, time, and number
Email Activity Report	Date sent, document type, confirmation number, and account number

### 3.1.2 Set Operator Transfer Extension

By setting the operator transfer extension, system administrators can determine where VoiceUtility transfers calls. Calls can be transferred to different extensions depending on the time of day and what type of information the caller is requesting. Operator transfer settings are managed using the Administration Tool ([section 4.2, Software](#)).

### 3.1.3 Set Office Hours and Holidays

When office hours and holidays have been set, the system checks against the office hours and holiday schedule to determine the correct action when transferring calls.

### 3.1.4 Append an Optional Greeting

Appending an optional greeting instructs VoiceUtility to play an additional greeting message when callers access the interactive solution. The optional greeting can be used to inform callers of changes in office hours or upcoming holidays. System administrators are responsible for recording the optional greeting. Training on how to record prompts and responses is provided during system installation ([section 4.3.3, Provide Administrative Training](#)).

### 3.1.5 Control Administrative Access

The system administrator is responsible for creating and deleting administrative accounts, editing account access levels, and changing the prompt recording access PIN for VoiceUtility. Access levels can be set to only allow reporting capabilities or to allow full administrative access. Administrative access can be set using the Administration Tool ([section 4.2, Software](#)).

### 3.1.6 Add New Streets

As new streets are added to the Customer's jurisdiction, the system administrator should add them to the VoiceUtility system; this ensures that appropriate responses are played to caller inquiries. Adding new street names and words requires two steps:



creating the file in the Administration Tool ([section 4.2, Software](#)) and then recording the name or word using the telephone.

When Professional Voice Recording has been implemented, street name prompts are recorded for the Customer prior to system delivery. Any new or updated prompts can be recorded for the Customer on a quarterly basis; prompts needing immediate recording, between quarterly updates, are the Customer's responsibility ([section 3.1.7, Record Prompts and Responses](#)). Note that, in order for Selectron Technologies to identify new streets, they must exist in the VoiceUtility database. Access to quarterly voice updates is contingent upon an active Support and Maintenance plan; refer to the Contract for more details.

### 3.1.7 Record Prompts and Responses

New street words, codes, or system prompts need to be recorded. Recording prompts and responses creates an audio file for use by the interactive solution during a call. Each word or phrase has a unique identifying number that is used in recording. After a report is generated showing the number of unrecorded prompts, a system administrator can call the system to record the missing prompts.

When purchasing Professional Voice Recording, all system prompts (including call flow) and street names are recorded prior to system delivery. However, non-system prompt types and messages must be recorded by the Customer; refer to [section 2.1.2.2, Professional Voice Recording](#), for a list of non-system prompts. Training on how to record prompts and responses is provided during system installation ([section 4.3.3, Provide Administrative Training](#)).

### 3.1.8 Monitor System Status

Using the system monitor, the Customer's system administrator can view the status of the VoiceUtility application. The status of each line is displayed, complete with the actions (if any) that are currently taking place.

### 3.1.9 Define Fax Template Location

When callers request faxes, the information is sent in a pre-determined template. The Customer is responsible for creating a template in RTF format and uploading it using the Administration Tool ([section 4.2, Software](#)). Each implemented module with faxing functionality may require a separate template. Selectron Technologies' Project Manager assists the Customer in determining the number of templates required to ensure system functionality.

### 3.1.10 Assign E-mail Field

In order for callers to receive an electronic copy of information, the Customer must assign a field to hold the e-mail address in the utility database.

### 3.1.11 Set Payment Processing Guidelines

Setting payment processing guidelines consists of updating the password VoiceUtility uses to securely interface with the payment vendor and directing how the interactive solution processes payments from callers. Using the Administration Tool ([section 4.2, Software](#)), the system administrator can update the payment vendor password, change credit card authorization options, and test payment processing.



## 3.2 Outbound Delivery Services

The tasks listed below apply to the Outbound Delivery Services application.

### 3.2.1 Run Outbound Reports

System administrators can run Outbound reports by using the browser-based Outbound Tool ([section 4.2, Software](#)). Reports can be generated, viewed, saved, and printed using Microsoft Internet Explorer® 5.0, Mozilla Firefox™ 1.0, or newer, with access to the Customer's intranet. Depending on configuration, Outbound reports detail the phone number called, fax number called, e-mail address used, and connection status.

System administrators can also configure reports for automatic delivery to designated e-mail addresses. Auto-delivery frequency options include monthly, weekly, and daily.

Table 2 lists all available Outbound reports.

**Table 2 Outbound Reports**

Report	Definition
System Usage	<ul style="list-style-type: none"> <li>• Calls sent by day for selected date range</li> <li>• Faxes sent for selected date range</li> <li>• E-mails sent for selected date range</li> </ul>
System Line Usage	<ul style="list-style-type: none"> <li>• Calls sent by line for selected date range</li> <li>• Faxes sent by line for selected date range</li> <li>• E-mails sent by line for selected date range</li> </ul>
System Usage by Hour	<ul style="list-style-type: none"> <li>• Calls sent by hour for selected date range</li> <li>• Faxes sent by hour for selected range</li> <li>• E-mails sent by hour for selected range</li> </ul>
Statistic Report	Total number of calls, the success level of each call, and the choices recipients made during the calls; searchable by date range, campaign name, campaign type, and customer ID
Activity Report	All successful and unsuccessful calls for a date range; searchable by date range, campaign name, campaign type, and customer ID



### 3.2.2 Control Administrative Access

The system administrator is responsible for creating and deleting administrative accounts, editing account access levels, and changing the prompt recording access PIN for the interactive solution. Access levels can be set to only allow reporting capabilities or to allow full administrative access. Administrative access can be set using the Administration Tool ([section 4.2](#), **Software**).

### 3.2.3 Create Alerts

The Customer is responsible for creating and entering the text for all alerts to be broadcast by Outbound Delivery Services. All alerts are created using the Outbound Tool ([section 4.2](#), **Software**).

### 3.2.4 Set Outbound Campaign Guidelines

When initiating outbound campaigns, the Customer must configure campaign delivery methods in the Outbound Tool. Configurable options include date and time to initiate campaigns and process guidelines for all applicable delivery methods. For notifications to function properly, customer contact information must be entered into the application database(s). Notification guidelines are determined during the call flow process ([section 5.1.1.4](#), **Provide Configuration Assistance**).

### 3.2.5 Create and Import Broadcast List for Outbound Campaigns

The Customer is responsible for creating and importing the broadcast list, that contains citizen contact information (phone numbers and fax numbers, e-mail addresses, or text message numbers, if applicable), used to run outbound campaigns, specifically alerts. Lists must be in either TXT or CSV format.

Typically, notifications pull information directly from the Customer's application database(s). However, if a database is unavailable, a broadcast list containing citizen contact information, as well as pertinent citizen data can be loaded into the system.

### 3.2.6 Record Alert Messages

The Customer is responsible for recording all alert messages. Recording the message creates an audio file that is played over the phone.

### 3.2.7 Record Prompts and Responses for Notifications

Recording prompts and responses creates an audio file for use by Outbound Delivery Services during a notification call campaign. Each word or phrase has a unique identifying number that is used in recording. After a report is generated showing the number of unrecorded prompts, a system administrator can call the system to record the missing prompts.

### 3.2.8 Monitor System Status

Using the system monitor, the Customer's system administrator can view the status of the Outbound Delivery Services system. The status of each line is displayed, complete with the actions (if any) that are currently taking place.



### 3.2.9 Define Fax Template Location

When callers request faxes, the information is sent in a pre-determined template. The Customer is responsible for creating a template in RTF format and uploading it using the Administration Tool ([section 4.2, Software](#)). Each implemented module with faxing functionality may require a separate template. Selectron Technologies' Project Manager assists the Customer in determining the number of templates required to ensure system functionality.

### 3.2.10 Assign E-mail Field

In order for callers to receive an electronic copy of information, the Customer must assign a field to hold the e-mail address in the application database(s).

## 4.0 Deliverables

This section details the hardware, software, and services included in system implementation.

### 4.1 Hardware

Refer to Appendix A, **Hardware Specifications**, for details regarding hardware provided with the interactive solution.

### 4.2 Software

#### 4.2.1 Selectron Technologies Software

The interactive solution's server (Appendix A, [section B.1, Server](#)) has the following Selectron Technologies' software installed:

- VoiceUtility application software
- Outbound Delivery Services engine
- Credit Card Payment Processing software
- SmartDelivery software

In addition to the software listed above, the base system includes two licenses for the Administration Tool. The Customer uses this software to remotely define user-configurable settings in the interactive solution. One license is pre-installed on the server (Appendix A, [section B.1, Server](#)); the second license allows the Customer to install the Administration Tool on a workstation. Additional Administration Tool licenses can be purchased.

Outbound Delivery Services requires an additional, browser-based Outbound Tool. With this tool, users can remotely define user-configurable settings for Outbound Delivery Services. This browser-based tool may be used from any computer on the Customer's intranet. From outside the network, the Customer's staff may connect to the Outbound Tool via a VPN connection.



## 4.2.2 Third-Party Software

The interactive solution's server has the following third-party software installed:

- Microsoft® SQL® Server 2005 Express Edition with Advanced Services SP1 (embedded, run-time edition; not for use with any other product)
- Symantec® pcAnywhere® remote access software
- Microsoft Visual C#®
- Microsoft SDK 5.1 for Windows®
- Dialogic® Host Media Processing

## 4.3 Installation and Training

Selectron Technologies provides two days of on-site installation, testing, and training for the interactive solution.

### 4.3.1 Test and Install System Server

On the first on-site day, an Installation Specialist installs the interactive solution's server and performs any necessary configuration. Once installed, the Installation Specialist tests the interactive solution to ensure all included applications are functioning properly (refer to [section 2.0, Functionality](#), for a list of all included applications).

### 4.3.2 Test Credit Card Payment Functionality

Test transactions are run to verify the interface between the Payment Processing software modules with the vendor selected for payment processing.

### 4.3.3 Provide Administrative Training

Training for the system administrator occurs on the second day of the Installation Specialist's visit. Training also includes guidance on how system administrators can train additional staff.

Training for non-system prompt recording is also provided (refer to [section 2.1.2.2, Professional Voice Recording](#), for a list of non-system, VoiceUtility prompts)

### 4.3.4 Interface Upgrades

After the initial implementation of the interactive solution, the application database vendor may release new updates to their application or its interface (API) that enable previously unavailable standard functionality described in this document. Implementing these features in a completed interactive solution with an upgraded application or interface will normally require professional services outside the scope of this document.

## 4.4 Documentation

A hard copy of the Administration Manual for each included application is delivered with the server. Additionally, an electronic version of each manual is provided in PDF format (refer to [section 2.0, Functionality](#), for a list of included applications).



## 4.5 Support

Selectron Technologies' interactive solution has been thoroughly tested to ensure that the performance and functionality described in this document is accurate. The solution's software and hardware components are dependent on many services and applications within the Customer's operating environment that can impact system performance. While the interactive solution is designed to minimize performance interruptions, from time to time they will occur. Once notified of an interruption, Selectron's Customer Support Service begins troubleshooting the issue, with the objective of returning the system to full functionality as quickly as possible.

Refer to your Service Agreement, or [section 5.1.3, On-going System Maintenance](#), of this document, for more information regarding services provided with the interactive solution.

## 5.0 Responsibilities and Requirements

### 5.1 Selectron Technologies, Inc.

This section outlines Selectron Technologies' responsibilities regarding system implementation and maintenance.

#### 5.1.1 Pre-Installation

##### 5.1.1.1 Provide Project Management

Selectron Technologies assigns a Project Manager to the system implementation. The Project Manager is the Customer's primary contact at Selectron Technologies and coordinates all necessary communication and resources.

##### 5.1.1.2 Provide Documentation

The Project Manager provides the Customer with the following documents to help facilitate the implementation process:

- Implementation Questionnaire- identifies the Customer's functional needs and is used to create an implementation timetable. Each application included with this implementation has its own questionnaire (refer to [section 2.0, Functionality](#), for a list of included applications).
- Remote Access Questionnaire- details information needed by Selectron Technologies to remotely access the Customer's network and utility database, prior to system delivery and installation, to allow for complete system testing. Refer to [section 5.2.1.6, Provide Remote Network Access to Utility Database](#), for more information.
- Implementation Timetable- details project schedule and details all project milestones.
- Pre-Install Checklist- prepares the Customer's staff for system installation. Once the checklist is completed and returned, the Project Manager schedules the on-site installation.
- Quality Assurance Test Plan- assists the Customer in determining that the interactive solution is functioning as specified in the Contract.
- System Acceptance Sign-off Form- indicates that the Customer has verified service functionality.



### 5.1.1.3 Develop Call Flow

The Project Manager works with the Customer to develop and complete the call flow design. Software development cannot begin until the call flow design is completed and approved by the Customer. During this period, the Project Manager also works with the Customer to complete the notification call flow.

### 5.1.1.4 Provide Configuration Assistance

The Project Manager assists the Customer with the configuration of user-defined options. These options include:

- Setting Delinquency Notification guidelines
- Deciding which vendor to use for payment processing.

### 5.1.1.5 Perform Quality Assurance Testing

Selectron Technologies thoroughly tests all applications and hardware prior to delivery, ensuring system functionality.

### 5.1.1.6 Provide Marketing Materials

Selectron Technologies provides marketing collateral that the Customer can use to promote the interactive solution to citizens. Marketing collateral includes a poster, tri-fold brochure, and business card; standard templates for each item are used. Collateral is developed using Adobe® InDesign® CS2 and is provided to the Customer in PDF format (original InDesign files are provided upon request).

Marketing collateral is adapted to the Customer's jurisdiction. Selectron Technologies' Project Manager assists the Customer in gathering the correct information to be displayed on the marketing collateral. Information displayed includes the following:

- Interactive solution's phone number
- Jurisdiction logo (preferably in EPS format)
- Jurisdiction address
- Name of the interactive solution, if Selectron branding is not utilized
- Included modules and functionality
- Additional contact/informational phone numbers
- Emergency contact information
- Sample utility bill for use on materials (PDF format)

The templates are adapted to fit the Customer's jurisdiction using the information from the above list. The Customer is able to review the material to ensure information accuracy. If errors exist, the marketing materials are emended to display the correct information. Any changes to the collateral that do not include the items listed above (e.g., design changes to the template) are billed on a time and materials basis. Any changes to the marketing materials after final delivery are also billed on a time and materials basis.



### 5.1.2 Installation

Selectron Technologies provides two days of on-site installation, testing, and training for the interactive solution. Refer to [section 4.3, Installation and Training](#), for additional information.

### 5.1.3 On-going System Maintenance

Selectron Technologies' support plan includes repair or replacement of any failed hardware or software component, a toll-free support line, and dial-in technical support for the solution. Refer to the Contract for more information.

### 5.1.4 Telephony Environment Conversion Services for IVR

The interactive solution is initially implemented using an appropriate Dialogic media gateway device to facilitate the interactive solution's SIP connection with the Customer's existing analog environment. When the Customer converts its telephony environment to VoIP, Selectron performs the necessary conversion and configuration services so that the interactive solution may integrate with the Customer's new VoIP environment. These services include but are not limited to removal of the media gateway from the Customer's environment. Selectron's services are limited to the interactive solution; it is the Customer's responsibility to perform any configuration of its future VoIP system.

## 5.2 Customer

This section outlines the Customer's system implementation and maintenance requirements.

### 5.2.1 Pre-Installation

#### 5.2.1.1 Return Implementation Questionnaire

Selectron Technologies' Project Manager provides the Customer with an implementation questionnaire ([section 5.1.1.2, Provide Documentation](#)). The implementation questionnaire must be returned prior to developing the call flow design and the implementation timetable. Each application included in the interactive solution has a separate implementation questionnaire. Refer to [section 2.0, Functionality](#), for a list of all included applications.

#### 5.2.1.2 Confirm System Connection

The interactive solution defined in this document uses a media gateway to integrate SIP with the Customer's telephony system. Selectron provides a media gateway to integrate with the Customer's existing analog telephony system. This method minimizes the configuration work required when the Customer performs its future planned migration to a VoIP telephony environment. Because different telephony environments require different gateway hardware, the Customer must confirm the telephony environment with Selectron prior to the commencement of the project.

#### 5.2.1.3 Provide Customer Specific Information

The following information should be supplied to Selectron Technologies, in conjunction with the Implementation Questionnaire, to help create a precisely integrated product. For further clarification on the format and detail of the fol-



lowing data, refer to the Implementation Questionnaire or contact your Selectron Technologies' Project Manager.

- Street names
- Observed holidays
- Extensions used for transfer functions
- Utility account numbering scheme
- Validations used for receiving payment on a utility bill

#### **5.2.1.4 Define Utility System and Interface Specifications**

Selectron Technologies configures the interactive solution according to the Customer's completely defined utility system and interface (API) specifications. If the utility system and interface are being developed in conjunction with the interactive solution, Selectron Technologies works with the Customer and utility system vendor to define system specifications. The specifications must be completely defined prior to starting development on the interactive solution. Any subsequent changes to the defined specifications during development are billable on a time and materials basis.

#### **5.2.1.5 Approve Call Flow**

The Customer is responsible for approving the call flow design developed by Selectron Technologies' Project Manager. Once the call flow design has been approved, software development begins. This also includes the call flow for implemented notifications.

#### **5.2.1.6 Provide Remote Network Access to Utility Database**

In order to fully test the interactive solution, Selectron Technologies requires access to the utility database prior to installation. Selectron Technologies' Project Manager provides a Remote Access Questionnaire to help the Customer identify the necessary requirements ([section 5.1.1.2](#), **Provide Documentation**). If remote access is not granted, the Customer should inform the Project Manager immediately.

While system installation can be successful without prior access to the utility database, additional, post-installation development and testing time will be necessary, delaying system activation by 1-2 weeks.

#### **5.2.1.7 Acquire Payment Processing Services**

To enable credit card payment processing, the Customer must acquire the payment processing services of a third-party vendor. The Customer is encouraged to discuss different options with their Selectron Technologies' Project Manager.

#### **5.2.1.8 Confirm Pre-Install Tasks**

Selectron Technologies' Project Manager provides the Customer with a pre-installation checklist (refer to [section 5.1.1.2](#), **Provide Documentation**). Once the checklist is completed and returned, the Project Manager schedules the on-site installation.



## 5.2.2 Installation

### 5.2.2.1 Provide Installation Assistance

The Customer must ensure that telephony and network staff are available, or on stand-by, to assist with Selectron Technologies' Installation Specialist, if needed.

### 5.2.2.2 Provide Utility Database Access

The interactive solution's server must have access to the utility database and must be allowed access as a user on the database. The server may require additional licenses in order to have full access to the utility database; these licenses are the Customer's responsibility. In addition, the Customer must purchase and implement the utility database's interface.

### 5.2.2.3 Provide Network Access

The interactive solution's server must have network access via a 10/100 connection and a fixed IP address.

### 5.2.2.4 Provide Remote Access

Remote access to the interactive solution's server should be provided to Selectron Technologies' staff for development and technical support. There are multiple options for how to set up remote access—Selectron Technologies' Project Manager helps the Customer choose a solution that best fits the situation.

### 5.2.2.5 Install Phone Lines

Depending upon the telephony environment the Customer chooses, the process for connecting the interactive solution varies ([section 5.2.1.2, Determine System Connection](#)). The Customer (and, if necessary, the Customer's phone system provider) ensures that all necessary lines and/or components are installed and configured to allow integration with Selectron's interactive solution.

### 5.2.2.6 Confirm Service Functionality

The Customer has 30 calendar days after on-site installation to verify the functionality of the interactive solution. Within the 30-day system acceptance period the Customer should test system functionality using the provided Quality Assurance Test Plan ([section 5.1.1.2, Provide Documentation](#)). Additionally, the System Acceptance Sign-off form ([section 5.1.1.2, Provide Documentation](#)) must be sent to Selectron Technologies' Project Manager within this period.

## 5.2.3 On-going System Responsibilities and Requirements

### 5.2.3.1 Provide Remote Access

Remote access to the interactive solution's server must be provided to Selectron Technologies staff for development and technical support. Remote access can be set up using a VPN (Virtual Private Network) or IP (Internet Protocol) pinhole— Selectron Technologies' Project Manager assists the Customer in choosing a solution that best fits the situation.



Additionally, Selectron Technologies requires a variety of access accounts to the Customer's network and database/system. Changing or deleting access accounts could lead to disruption in service for the interactive solution and/or Selectron Technologies' ability to provide timely support. Please notify Selectron Technologies immediately if the following accounts are modified:

- VPN account and password (if applicable)
- Network account and password for the interactive solution
- Utility database accounts and passwords for the interactive solution
- Utility system accounts and passwords for the interactive solution
- pcAnywhere account and password (or other third-party remote access software)
- IP address of the utility database server
- Group user account and password (Cisco® users only)

#### **5.2.3.2 Perform Regular System Backups**

The Customer is responsible for including the interactive solution's server in regular system backup procedures.

#### **5.2.3.3 Maintain Server Environment**

The interactive solution's server should reside in an environment that meets acceptable, industry-standard hardware maintenance protocols. If adequate conditions are not maintained and/or the server sustains physical damage due to misuse, the Customer is responsible for server replacement.

#### **5.2.3.4 Provide Security**

The interactive solution is designed to operate within the Customer's secure network environment. Specifically, the software relies on the Customer's security measures; no further security infrastructure or anti-virus software is implemented.

#### **5.2.3.5 Return Media Gateway Hardware**

When the Customer's telephony environment is converted to VoIP, the Customer must return the Selectron-furnished media gateway. This gateway is provided to the Customer at no charge and thus remains Selectron's property.

## **6.0 Disclaimers**

Selectron Technologies will make every effort to ensure that the performance and functionality described in this document is accurate. However, due to potential, uncontrollable circumstances (e.g., down phone lines, software bugs and/or malfunctions, external hardware problems related to communication lines, etc.), Selectron Technologies must offer the following disclaimer.

### **6.1 Outbound Delivery Services**

Outbound Services are intended to create additional methods of communication to the Customer's end user in support of existing processes. These services are not intended to replace all interaction with Customer's end user or become critical path. While the Outbound Services have been created with the best available tools and practices, they are dependant



on infrastructure that is inherently not fail-proof - software, computer hardware, network services, telephone services, e-mail, etc. Examples of situations that could cause failure include: down phone lines, all lines busy, equipment failure, email address changes, internet service disruptions, etc. For this reason; while Outbound Services are valuable in providing enhanced communication; they are specifically not designed to be used as the sole method to deliver critical messages. Customer acknowledges that it is aware of the potential hazards associated with relying on an automated outbound service feature and understands that it is giving up in advance any right to sue or make any claim against Company if Customer, or Customer's end users, suffer injury or damage due to the failure of Outbound Services to operate, even though Customer does not know what or how extensive those injuries or damages might be.



# Appendix A: Hardware Specifications

## A. Overview

This addendum to the Statement of Work details the interactive solution's hardware specifications.

## B. Hardware

### B.1 Selectron Technologies Provided Server

The hardware delivered for this implementation is an HP ML350. This is a base-level rack-mountable server with RAID 1, two (2) GB RAM, and SATA drives. A KVM (keyboard, video, mouse) switch can be requested, if required by the Customer. Selectron Technologies reserves the right to select a different server at any point prior to system installation, provided that it is also optimized for the interactive solution.

#### B.1.1 Return of Hardware

In the event that replacement hardware is required, the original hardware must be returned to Selectron Technologies. Situations requiring the return of replaced hardware include but are not limited to: hardware upgrades, server exchanges, and installation of a single shared application server that replaces a multiple server, multiple application environment.

Pricing provided in the purchase of replacement or upgraded hardware reflects a discount for returning the current hardware. Following the go-live of the new interactive solution, the replaced hardware (including server(s) and all other replaced hardware components) must be returned to Selectron Technologies. Shipping costs for the return of the hardware are the responsibility of Selectron Technologies.

If the Customer chooses to retain the original hardware, the Customer is not eligible for the discount on replacement hardware listed in the Quote.

### B.2 Customer Provided Server

If the Customer requires another server, other than the one provided with the interactive solution ([section B.1, Selectron Technologies Provided Server](#)), Selectron Technologies must be notified immediately during the initial phase of project implementation. It is the Customer's responsibility to provide an adequate replacement that meets Selectron Technologies' Customer Provided Server Policy requirements. If a dual-processor server is provided by the Customer, additional license fees are required due to third-party licensing agreements. A dual-processor server is not required for the system.

### B.3 Fax Board

The interactive solution includes a Brooktrout TruFax200 UPCI 2-port fax board.

### B.4 Media Gateway

The interactive solution includes twelve (12) licensed ports. Selectron furnishes at no cost an appropriate media gateway to facilitate the interactive solution's SIP connection with the Customer's existing analog environment. The gateway may include a larger port capacity than the number of licensed ports for the interactive solution, but all additional ports require



a purchased license. The gateway must be returned to Selectron when the Customer converts its telephony environment to VoIP.

