

# Cisco VoIP Support Services

## City of Columbus

Oct 25, 2013

Network Dynamics, Inc. - Confidential  
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Network Dynamics, Inc.  
Corporate Headquarters  
640 Brooker Creek Blvd  
Oldsmar, FL 34677



## OVERVIEW Scope of Work

NDI responsibilities will be providing Support Services around the Cisco VoIP Infrastructure. As part of the Services, NDI's responsibilities include the following:

- Providing a Level 2 & 3 Emergency Service Operations model concentrating on Cisco Voice & assisting City of Columbus with Incident Management around their Cisco Voice Network.
- Providing resources, if needed, for the support during outages and break/fix activities
- Coordinating with other City of Columbus telecommunication suppliers in the resolution of problems, service disruptions, or any other service degradation, where the NDI services are needed
- Regularly informing City of Columbus of the NDI progress when services are rendered to City of Columbus.

The beginning of any of the Operational Services shall be the receipt of any trouble ticket, service request, alert, alarm, or email indicating the need for an action to be taken or by its content NDI reasonably should know that an action should be taken. These support services terms and conditions will reflect City of Columbus UTC FL005675 (Support Services).

### Payment Terms

Pricing for the above Support Services **under** UTC FL005675 (Support Services)

Cisco Voice – CCIE Voice Engineer – 160 Hours – \$20,000.00

Cisco Voice – CCNP Voice Engineer – 95 Hours - \$10,000.00

Total \$30,000.00

1. NDI will invoice Customer at the completion of the project. Payment is expected within (30) days of receipt of invoice.

**Signature Acceptance Page**

This Statement of Work is subject to the Universal Term Contracts FL005675.

**NETWORK DYNAMICS, INC.**

**City of Columbus**

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