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Delivering voice services is a necessity but not where IT wants to or can afford to spend their time. Many organizations are using managed services to take care of routine maintenance of their on-premise voice solution. AMS.NET's MVaaS Agreements free up IT resources for other innovative projects and delivers hosted voice maintenance benefits for your on-premise solution.

MVaaS Agreements & Features

Our MVaaS offering is designed specifically to provide our customers with complete technical support and assistance for your Cisco Unified Communications Applications and all voice service related issues.

Our MVaaS provide:

- Professional Technical Support
- Full access to AMS.NET TAC Department
- Remote and on-site support
- Monthly or yearly billing per phone payment options
- Minimum 1 year contract with 3, 4, and 5 year options

Our service offerings include, but are not limited to:

- Troubleshooting
- Break/Fix issues
- Latency issue
- Software updates and upgrades
- Configuration changes
- Monitoring
- Moves, adds, and changes (If customer purchased MVaaS - Premium or MVaaS - MAC)

Agreement Features	Upgrades/ Updates	Technical Support/ Troubleshooting	Moves, Adds & Changes	Installation of Replacement Equip.	RMM Monitoring
MVaaS - Standard	✓	✓		✓	✓
MVaaS - Premium	✓	✓	✓	✓	✓
MVaaS – MAC	-	-	✓	-	-

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CONTACTS

Sales:
For sales based inquiries, please contact our Support Contract Specialist, Michael Bruington.
mbruington@ams.net
925-245-6165

TAC:
To open a TAC case against an existing MVaas Agreement, please contact our TAC team.

Phone
925-245-6111
800-893-3660, Option 2, 2
925-245-6100, Option 2, 2

Email
mvaas@ams.net

Web
http://www.ams.net/customer

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AMS.NET OFFICE LOCATIONS

Corporate Headquarters
502 Commerce Way
Livermore, CA 94551
Telephone: 800-893-3660
Fax: 925-245-6150

Livermore Regional Office
5914 Las Positas Road
Livermore, CA 94551

Sacramento Regional Office
1200 Creekside Drive
Folsom, CA 95630
Telephone: 800-893-3660

Central Valley Regional Office
North Pointe Business Park
1155 E. North Ave., Suite 106
Fresno, CA 93725
Telephone: 800-893-3660

Southern California Regional Office
12130 Mora Drive, Suite 1
Santa Fe Springs, CA 90670
Telephone: 800-893-3660

Southern California Regional Office
41690 Enterprise Circle North, Suite 230
Temecula, CA 95290
Telephone: 800-893-3660

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CERTIFICATIONS AND SPECIALIZATIONS

Cisco Gold Certified

Cisco Certifications and Specializations

- Cisco Advanced Borderless Network Architecture
- Cisco Advanced Collaboration Architecture
- Cisco Advanced Data Center Architecture
- Cisco TelePresence Video Advanced Authorized Technology Provider
- Cisco Identity Services Engine Authorized Technology Provider
- Cisco Physical Security Authorized Technology Provider

REFERENCES

Brentwood Unified School District
Renee Stewart
(925) 513-4128
rstewart@brentwood.k12.ca.us
255 Guthrie Lane
Brentwood, CA 94513

Lammersville Unified School District
Alvina Keyser
(209) 836-7417
alkeyser@sjcoe.net
111 South De Anza Blvd.
Mountain House, CA 95391

Sacramento City Unified School District
Vincent Flores
(916) 643-9278
Vincent@scusd.edu
5735 47th Ave
Sacramento, CA 95824

Santa Cruz County Office of Education
Dave Barnett
(831) 466-5887
dbarnett@santacruzcoe.org
400 Encinal St.
Santa Cruz, CA 95060

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MVaaS Agreements Offerings

MVaaS – Standard provides:

- Professional Technical Support (See eligible technical Support on page 10)
- Remote and on-site support (See eligible technical Support on page 10)
- Troubleshooting Voice related service requests
- Break/Fix issues on Covered Hardware, UC Applications (Call Manager, Unity Connections)
- IPCC Express and E911 applications can be included if customer purchases add ons for these applications
- Voice Quality Of Service
- System updates and upgrades – (Manufacturer Support contract required) -(See eligible technical Support on page 10)
- Configuration changes - (See eligible technical Support on page 10)
- Monitoring

MVaaS – Premium provides:

- Same as MVaaS - Standard with the following additions :
- Unlimited moves, adds, and changes for phones and Voicemail settings - (See eligible technical Support on page 10)

MVaaS – MAC provides:

- Unlimited moves, adds, and changes for phones and Voicemail settings only - (See eligible technical Support on page 10)

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MVaaS CONDITIONS

AMS.NET Billing and Services:
MVaaS customers will be covered under the following terms and conditions for billing and scheduling.

Response Times:
AMS.NET provides a customer service number as well as an online portal to review service requests. For service requests opened via these methods, the following response applies during standard working hours.

Response Time and Escalation Schedule:

Priority	Description	Response Times	Escalation Policy
Critical (P1)	Core UC System down or critical impact to system operations. AMS.NET and end user will provide full time resources to resolve.	1 Hour Callback/ 2 Hours Assigned/ 4 Hour On-Site (if required)	1 Hour: Technical Support Manager 8 Hours: VP of Technical Services 24 Hours: VP of Operations
High (P2)	Severe issues on the UC System that highly affect functionality. AMS.NET and end user will provide full time standard business hour resources to resolve.	1 Hour Callback/ 4 Hours Assigned/ 8 Hour On-Site (if required)	4 Hour: Technical Support Manager 24 Hours: VP of Technical Services 48 Hours: VP of Operations
Standard (P3)	Standard/Non-Critical issues that are negatively affecting the functionality of the UC System. AMS.NET and end user will provide resources during standard business hours to resolve.	4 Hour Callback/ 6 Hours Assigned	24 Hour: Technical Support Manager 48 Hours: VP of Technical Services 72 Hours: VP of Operations
Low (P4)	Low/Non-Critical issues such as Moves, Add, or Changes (MAC's). AMS.NET and end user will provide resources during standard business hours to resolve.	4 Hour Callback/ 8 Hours Assigned	

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Response Times and Escalation Definitions:

The service priority Critical, High, or Standard is set at the initiation of the service request and remains at that level until service request is closed. All times listed above are based on standard working hours. The clock starts on all issues once the support request has been added to our Service ticketing system.

- Critical Priority is defined as a complete Cisco UC System down issue or an event that has a critical impact to operation of the system. AMS.NET may assign multiple concurrent resources to critical events.

- High Priority is defined as issue or an event where operations of a Cisco UC System is severely degraded and business operations are negatively impacted. AMS.NET may assign multiple, concurrent resources to critical events.

- Standard Priority is defined as an issue of event that impairs the operational performance of the Cisco UC System. Business operations remain functional but may be degraded. AMS.NET and the customer are willing to commit resources during normal business hours to restore service.

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Standard Labor Terms:

Standard Base Rate: $200/per hour if AMS.NET performs service work not covered under this contract. (Billed in 15 minute increments unless otherwise noted)

Coverage:
Standard: 8:00am to 5:00pm Monday through Friday PST

Holidays:
New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve.

Billing Information:
AMS.NET will invoice against the contract once Purchase order is received and processed by AMS.NET. Failure to pay invoices may lead to delays or suspension of AMS.NET services.

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Eligible Technical Support:

Troubleshooting/Repair- Troubleshooting, Repair, Reconfiguration, Preventative Maintenance on UC Applications (UCM, Unity Connections, CER (Extra cost , IPCCX (Extra Cost) , UC Appliances (Cisco UCS), voice gateway routers, and analog gateways.

Upgrades/Updates- Software configuration changes, UC Application upgrades (UCM, Unity, CER (extra cost), IPCCX (Extra Cost) and updates on existing servers and voice routers as needed to keep systems up and running to optimum performance. New major software upgrade (10.x to 11.x) will require approval from AMS.NET NOC to validate compatibility with current hardware and stability of the product. AMS.NET may delay upgrade to new version until it has been approved by AMS.NET NOC technical standards and hardware compatibility review.

Moves, Adds, and Changes- AMS.NET will perform all MAC's if customer has purchased that option only. This is not included in the MVaaS – Standard.

Installation of Replacement Equipment- If replacement hardware is received from Cisco SMARTnet contracts on UC Appliances, Cisco voice gateway routers, and Cisco analog gateways.

Non-Eligible Technical Support:

Reconfiguration Changes- Reconfiguration changes of existing Hardware or Software due to misuse, virus removal, vandalism, or replacement of new Upgraded hardware.

Replacement of Phone - Customer will physically replace faulty phone with (Spare, New, or RMA Phone) but can call AMS.NET for configuration assistance of new or replacement phone. AMS.NET can assist in RMA for faulty phone if under warranty. Customer must ship phone to AMS.NET. Customer can purchase Cisco Smartnet from AMS.NET for faulty phone (if available).

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Guidelines and Limitations:

MVaas are billed monthly. Response time is determined from priority level.

Regular business hours are Monday to Friday, 8am to 5pm PST. Service requests opened after hours will be handled on the next open business day.

Service requests opened on weekends or Holidays will be handled the next open business day.

Customer is subject to Early Termination fees for the remaining value on contract if contract is terminated before the contract end date.

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Customer Responsibilities:

- Customer must provide AMS.NET with remote and on site access to their network.
- Customer must provide AMS.NET with all password and user names that are required.
- Customer must designate a resource to be the technical contact for AMS.NET engineers.
- Any additional hardware and materials needed to resolve issues will be the responsibility of the customer.
- Customer is responsible for having the necessary manufacturer warranties/support agreements in place to provide troubleshooting and hardware replacement. This entails Valid Cisco SMARTnet contracts on Cisco UC servers and Cisco Voice Gateways, Cisco SMARTnet Essentials, and UCSS or EMCU for all collaboration applications.
- Customer is responsible for providing AMS.NET with vendor account numbers, contract numbers, serial numbers, circuit ID's and contacts for third-party vendors.
- Customer is responsible for providing AMS.NET with any additional information that is requested in order to resolve Cisco UC issues.

AMS.NET is not responsible for service or SLA agreement degradation delays due to lack of customer compliance with the above items

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Customer Price Quote

Customer

San Leandro Unified School District
14735 Juniper St
San Leandro CA, 94579-1222 US
ATTN: Brian Feeley

Quote Description

MVaaS Renewal - Standard Agreement 6/30/17 (871Users)

Quote #	#Q-00013635
Contract Start	2/8/2017
Contract Expiration	6/30/2017
Contract Term	5 Month
Modified	1/26/2017
Account Mgr.	Dave Zieker
AM Phone	(925) 245-6160
AM Email	
Inside Account Mgr.	Mike Bruington
IAM Phone	(925) 245-6165
IAM Email	

Line	Item Description	Qty	Service Term	Unit Price	Qty Months	Extended Price
1	**AMS-MS-MVaaS-STD-1000+** 1 Year Cisco MVaaS - Support/Upgrades 1000+ Phones	871	5 Month	$1.75	5	$7,621.25

Order Summary

Monthly Total	**$1,524.25**
Total	**$7,621.25**

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Sign and return this page to your account manager to accept this proposal for AMS.NET MWFaaS.

I, the undersigned ("Customer"), hereby accept this Proposal for MWFaaS Services as detailed in the quote number **Q-00013635.** I also agree to the following:

Terms and Conditions

Payment Conditions	
☐	**Yes,** Customer chooses to purchase services from AMS.NET. Customer understands that Customer will be responsible to pay the full costs of the services until contract has expired.

Term: 5 Month
Customer has the option to renew after this contract expires using the terms of the Master Services Agreement. Incremental increases in the quantity of any of the MWFaaS services provided (e.g. for new Access Points in an existing site, or for additional sites) are allowed under the terms of this agreement for an addition per Access Point charge.

Month 5 Cost - Quote Total	Qty	Service Term	Unit Price	Qty Months	Extended Price
AMS-MS-MVaaS-STD-1000+ 1 Year Cisco MVaaS - Support/Upgrades 1000+ Phones	871	5 Month	$1.75	5	$7,621.25

Monthly Total	$1,524.25
Annual Total	$18,291.00
Total	$7,621.25

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This Agreement may be executed in one or more counterparts, each of which will be deemed an original but all of which together will constitute one and the same instrument. Delivery of an executed counterpart of a signature page to this Agreement by facsimile, .pdf or other electronic means will be as binding and effective as delivery of a manually executed counterpart to the Agreement.

By signing below, each of the Parties, intending to be legally bound thereby, agrees to the terms of this Agreement.

Submitted by	Acknowledged and Agreed
AMS.NET, Inc.	San Leandro Unified School District
Signature	Signature
Name	Name
Title	Title
Date	Date

Payment Terms and Conditions:

1. AMS.NET will require a Purchase Order referencing this Quote # and an authorized representative must sign this proposal.

2. Payment Terms are NET 30. Payments made beyond 30 days are subject to a finance charge of 1.5% per month. Customer agrees to pay all collection costs and attorney fees or late payments if applicable. . In the event that a site's readiness is delayed by the customer, customer agrees to accept and pay invoices that reflect services already received.

3. Shipping charges and sales tax will not be added to this order as these services on non-taxable.

4. The laws of the State of California will apply to this sale.

5. The term "start date" means the first business day on which the service starts. Minor omissions or variances in performance of the System that do not materially or adversely affect the operation of the system, shall not be deemed to have postponed the start date. Seller shall use its best efforts to make timely delivery of start date. HOWEVER, ALL STATED DELIVERY AND START DATES ARE APPROXIMATE AND EXCEPT AS EXPRESSLY PROVIDED IN THIS AGREEMENT, SELLER SHALL, UNDER NO CIRCUMSTANCE, BE DEEMED TO BE IN DEFAULT HEREUNDER OR BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES OR COMMERCIAL LOSS RESULTING FROM DELAYS IN DELIVERY OF START DATE.

6. Early Terminate Fee (ETF): Customer is subject to Early Termination fees for the remaining value on contract if contract is terminated before the contract end date. AMS will deduct contract total minus total paid by customer to calculate value of the ETF. ETF Payment terms are subject to same payment terms listed above.

AMS.NET Tax ID: 94-3291629
C7 License: 763508

AMS.NET, Inc.
502 Commerce Way, Livermore, CA 94551
925-245-6100 • 925-245-6150 Fax
www.ams.net

Customer Price Quote

Customer

San Leandro Unified School District
14735 Juniper St
San Leandro CA, 94579-1222 US
ATTN: Brian Feeley

Ship To

San Leandro Unified School District
14735 Juniper St
San Leandro, CA 94579-1222
ATTN: Brian Feeley

Quote Description

Manufacturer Support Renewal 6/30/17 PRO RATE

Quote #	#Q-00013936
Project #	82085
Modified	12/14/2016
Account Mgr.	Dave Zieker
AM Phone	(925) 245-6160
AM Email	dzieker@ams.net
Inside Account Mgr.	Mike Bruington
IAM Phone	(925) 245-6165
IAM Email	mbruington@ams.net
Quote Exp.	12/12/2017

Line	Item Description	Manufacturer	Qty	Unit Price	Extended Price
Cisco SMARTnet Support. Coverage through 6/30/17					
1	**CON-SNT-IR4321VS** SNTC-8X5XNBD Cisco ISR 4321 Bundle with UC SEC Lice Serial Numbers: FLM1943W14M, FLM1943W03S	Cisco Systems Inc.	2.00	$212.80	$425.60
2	**CON-SNT-IR4351VS** SNTC-8X5XNBD Cisco ISR 4351 Bundle with UC Sec Lic Serial Numbers: FLM1943W0CQ	Cisco Systems Inc.	1.00	$1,239.54	$1,239.54
3	**CON-SNT-ISR4331VS** SNTC-8X5XNBD Cisco ISR 4331 Bundle with UC Sec Lic, Serial Numbers: FLM1942W0X8, FLM1942W0X7, FLM1942W0XG, FLM1942W0XB, FLM1942W0X4, FLM1942W0XD, FLM1942W0X9, FLM1942W0XE, FLM1942W0X3, FLM1942W0XC, FLM1942W0XF, FLM1942W0XR, FLM1942W0X5, FLM1942W0XA, FLM1942W0XS, FLM1942W0X6	Cisco Systems Inc.	16.00	$326.20	$5,219.20
4	**CON-SNT-ISR4331VS** SNTC-8X5XNBD Cisco ISR 4331 Bundle with UC Sec Lic, Serial Numbers: FLM2019W06F	Cisco Systems Inc.	1.00	$73.17	$73.17

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www.ams.net

5	**CON-ECMU-LICUWLT** SWSS UPGRADES Services Mapping SKU	Cisco Systems Inc.	871.00	$22.43	$19,536.53

Order Summary

Subtotal	$26,494.04
Adjustment	$0.00
Taxes	$0.00
Total	**$26,494.04**

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502 Commerce Way, Livermore, CA 94551
925-245-6100 • 925-245-6150 Fax
www.ams.net

Terms and Conditions

1. AMS.NET will require a Purchase Order referencing this Quote # or if a Purchase order is not provided, an authorized representative must sign this quote.

2. Payment terms are Net 30. Payment made beyond 30 days are subject to a finance charger of 1.5% per month. Customer agrees to pay all collections costs and attorney fees or late payments if applicable. Customer agrees to accept multiple invoices for projects that cover multiple sales. In the event that a site's readiness is delayed by the customer, customer agrees to accept and pay invoices that reflect equipment and services already received.

3. Shipping charges and sales tax will be added to this order when invoiced and the customer agrees to pay these charges.

4. All companies with tax exemption must present a valid Tax Exempt form. If Customer is tax exempt or if tax exempt form is not provided then customer agrees to pay all applicable taxes.

5. All shipments are FOB Origin or Pre-paid and shipped to Dock. Any Special shipping requirements must be clearly stated on all PO's (i.e. inside delivery). If inside Delivery or Lift-gate is required it must be specified and additional fees will incur. Shipping charges that appear on this quote are an estimate, AMS.NET will invoice and the customer will pay the actual shipping charge when identified.

6. Upon delivery of equipment, customer agrees to open all shipments and visually inspect equipment for physical damages. All damages must be reported to AMS.NET within 24 hours of delivery.

7. Returns will be accepted at AMS.NET discretion and are subject to manufacturer returns policies as well. For returns to be approved all merchandise must be in an unopened box and the customer agrees to pay a restocking fee of 15% of the purchase price. Returns must be made within 15 Days of receipt. All shipments must have a valid RMA number from AMS.NET before returning. For RMA requests please contact our Customer Service Department at (800) 893-3660 Ext. 6111. Email RMA requests should be directed to service@ams.net A copy of AMS.NET's full RMA policy is available for review online at www.ams.net/services/procurement-and-financing/

Please fax signed Quotation or Purchase Order to your AMS.NET account manager or to 925.245.6150. Full terms and conditions can be viewed on our website at www.ams.net/services/procurement-and-financing/

8. The laws of the State of California will apply to this sale.

9. The term "installation date" means the first business day on which installation of the system is complete. Minor omissions or variances in performance of the System that do not materially or adversely affect the operation of the system, shall not be deemed to have postponed the Installation Date. Seller shall use its best efforts to make timely delivery and installation. However, all stated delivery and installation dates are approximate and except as expressly provided in this agreement, Seller shall, under no circumstance, be deemed to be in default hereunder or be liable for consequential, incidental or special damages or commercial loss resulting from delays in delivery or installation.

10. Warranties. AMS warrants to Customer that it has good title to the equipment being sold to Customer under this Agreement, and the right to sell such equipment to Customer free of liens or encumbrances. AMS further warrants to Customer that the equipment being sold to Customer hereunder shall be free from defects in workmanship for a warranty period of thirty (30) days commencing on the later date the equipment is delivered to Customer or the date upon which AMS completes performance of the services to be performed under this agreement (this warranty being hereinafter referred to as an "Installation Warranty"). Except as expressly set forth in this paragraph, AMS does not make, and hereby disclaims, any and all representations or warranties, express or implied, with respect to the equipment or services being provided under this agreement, including but not limited to any implied warranties of merchantability, fitness for a particular purpose, satisfactory quality, against infringement, or arising from a course of dealing, usage or trade practice. AMS shall reasonably cooperate and assist Customer in enforcing any manufacturer warranties with respect to the equipment being sold to Customer under this Agreement. AMS hereby advises Customer, and Customer acknowledges that in the event Customer desires to procure from AMS any warranty protection beyond the warranty of title and the Installation Warranty provided under this Paragraph, Customer may do so by entering into a separate Service Agreement with AMS.

Manufacturer's warranty that is guaranteed is whatever is published by the manufacturer at the time of purchase.

AMS.NET Tax ID: 94-3291629

C7 License: 763508

Authorized Signature: _____ Date: _____

Print Name: _____ Print Title: _____