



Clear-Com Commissioning Statement of Work

A successful implementation of Clear-Com communications equipment requires careful planning, organizing, and preparation prior to the arrival of a Clear-Com Applications Engineer (AE) to conduct a system commissioning.

Upon arrival, the Applications Engineer will expect the completion of the following tasks:

1. All cabling, wiring, wiring terminations, connecting jacks, punch-down blocks, etc have been installed and tested to manufacturer specification;
2. All Clear-Com-supplied equipment has been carefully unboxed and inspected for any visible damage;
3. All Clear-Com-supplied equipment has been properly mounted in equipment racks and/or positioned for use;
4. All Clear-Com-supplied materials (ie. manuals, cables, CDs, addendums, etc) have been consolidated and are readily available to the AE;
5. Adequate and/or specified power has been permanently installed to each Clear-Com-supplied piece of equipment requiring power;
6. Equipment racks and power supplies have been grounded in accordance with manufacturers' and/or building code requirements;
7. Adequate heating, ventilation, and air-conditioning (HVAC) is installed and functioning;
8. 3rd Party hardware, software, and platforms that will be used to configure, monitor, and maintain Clear-Com-supplied equipment has been correctly installed and checked for correct operation;
9. Analog phone lines are tested and operational (as required);
10. Temporary workspace with access to the Clear-Com-supplied equipment, sufficient power, network access, and phone lines are available to the AE;
11. Unique requirements have been verified with the AE prior to his/her arrival on-site.

NOTE: If the pre-visit tasks are not completed prior to the AE's arrival, Clear-Com may, at its discretion, suspend the commissioning project until necessary work is completed. Clear-Com reserves the right to invoice the Customer any additional costs and expenses caused by this delay.

During onsite Commissioning the Clear-Com AE will complete or coordinate the following:

1. Ensure Clear-Com supplied equipment works in accordance with Clear-Com specifications;
2. Provide a custom system configuration to address the functionality requirements of the customer/ end user/ integrator;
3. Verify satisfactory operation of the custom configuration.
4. Verify that all equipment is running the current software and firmware revision, or that version required for integration with the customer's existing configuration;
5. Verify functionality to system boundaries;
6. Provide basic operational instruction (power-on, power-off, status messages, error condition indicators, etc).

Commissioning does not include the following services:

1. Installing equipment into racks/consoles or other housings;
2. Testing 3rd party installed cabling and wiring, connectors, punch-down systems, etc;
3. Providing specialty cables or adapters;
4. Ensuring adequate ventilation and cooling;
5. Resolving issues with 3rd party equipment which interfaces to the Clear-Com system;
6. Resolving Customer Network and IT issues;
7. Custom modifications of Clear-Com Equipment;
8. Verifying and/or certifying the substitution of other manufacturer's equipment in place of Clear-Com approved equipment.

Any additional requirements, configuration, or expectations should be discussed prior to the commencement of the commissioning service. At the completion of the commissioning project, the customer/ end user/ integrator agrees to sign an Acceptance Certificate acknowledging the completion of this statement of work.