SOW

Statement of Work

Microsoft Hub Installation & Integration
Microsoft Store Installation
End Customer Name
End Customer Address

SOW Agreement Date

THIS STATEMENT OF WORK AGREEMENT (Microsoft Surface Hub Installation) is made May 8th, 2017 between SYNNEX located at 39 Pelham Ridge Drive Greenville, SC 29615 and Microsoft Corporation located at

Project Description and BOM

Project Overview 55" Installation:

(2) Technicians will arrive onsite to install (1) 55" Microsoft Surface Hub at the location identified above.

Installation will include the following:
- Unbox provided mount
  - *Wall mount*
    - Mount must be securely fastened to at least (2) studs behind sheet rock wall.
    - Wall mount is not exceed installation of 72" above floor level.
  - *Floor Mount*
  - *Rolling Mount*
  - *3rd party wall mount or stand*
    - If 3rd party wall mount is utilized:
      - Mount must be securely fastened to at least (2) studs behind sheet rock wall.
      - Wall mount is not exceed installation of 72" above floor level.
- Unbox Surface Hub and ensure there is no damage to device.
- Place on provided installed/assembled mount.
- Secure Surface hub utilizing safety strap/cable to stud(s) within mounted wall.
- Ensure Surface Hub is level.
- Plug Surface Hub into power and power on device.
- Apply Microsoft updates to device.
- Provide all accessories for Surface Hub to customer.
- Remove all packaging and debris from site. Dispose of in dumpster at customer location.

Project Overview 84" Installation:

- (1) Technician will arrive onsite at a predetermined date and time to conduct a "Site Readiness Survey". This survey will be utilized to determine the locations installation needs for the Microsoft Surface Hub. All questions that apply on the "Site Readiness Survey Sheet" will be completed by the technician and customer contact if required. "Site Readiness Survey Sheet" will be provided to technicians prior to arrival onsite.

- (4) Technicians will arrive onsite to install (1) 84" Microsoft Surface Hub at the location identified above

Installation will include the following:
- Unbox provided mount
  - *Wall mount*
    - Mount must be securely fastened to at least (2) studs behind sheet rock wall.
    - Wall mount is not exceed installation of 72" above floor level.
  - *Floor Mount*
  - *Rolling Mount*
  - *3rd party wall mount or stand*

- If 3rd party wall mount is utilized:
  - Mount must be securely fastened to at least **(2)** studs behind sheet rock wall.
  - Wall mount is not exceed installation of **72"** above floor level.
- Unbox Surface Hub and ensure there is no damage to device.
- Place on provided installed/assembled mount.
- Secure Surface hub utilizing safety strap/cable to stud(s) within mounted wall.
- Ensure Surface Hub is level.
- Plug Surface Hub into power and power on device.
- Apply Microsoft updates to device.
- Provide all accessories for Surface Hub to customer.
- Remove all packaging and debris from site. Dispose of in dumpster at customer location.

Project Overview Onsite Integration:

Overview of onsite deliverables
- Completion of preparation checklist
  - A site survey document that reviews current infrastructure (i.e. Microsoft Exchange, Skype for Business and Windows Manageability tools).
- Creation and verification of a device (resource) account
  - Key account needed to enable core functionality of the Surface Hub within Exchange and Skype for Business.
- Completion of Surface Hub Out of Box Experience (OOBE)
  - Initial setup program that enables network, device account, device admin.
- Verification of device functionality and review device administration
  - Basic checks of Skype for Business connectivity, application functionality and long term device manageability.
- Provide guidance for enabling prioritization of network traffic for Surface Hub device(s)
- Review of Surface Hub manageability and monitoring through MDM & OMS
- Services are to be delivered onsite.
  - All services are to be delivered within a maximum of an 8-hour period.
  - Services extending past a cumulative 8-hours will require an "Change Order".

Planning Tasks
- Confirm prerequisites are complete and/or in place
  - Completion of preparation checklist.
  - Device physical installation is complete
  - Device is powered on and booted to the OOBE screen
  - Device is connected to network on a connectivity verified port
  - To enable the full feature set of the Surface Hub the customer environment must be running Exchange 2013 or later, Lync Server 2013 or later, or Exchange/Skype for Business online via Office 365.

Technical Services – Onsite Integration Tasks
- Creation of an Exchange Resource Account (Device Account)
  - Create a logon-enabled Exchange resource mailbox and configure the appropriate properties
  - Configure required mailbox policies to enable automated calendar processing and ActiveSync

- Enable Surface Hub device(s) for Lync/Skype for Business and enable PSTN calling if desired
- Complete OOBE by applying the created Device Account and establishing an Admin account either via a local admin account, Domain Join Active Directory, or Azure Active Directory.
  - Note that Domain Join Active Directory is limited to admin access only. The Surface Hub does not support any Domain GPO enforcement.
- Complete device testing to ensure Lync/Skype for Business and Exchange functionality
  - Lync/Skype for Business functions – P2P audio, PSTN calling, video calls, sharing and white boarding
  - Exchange functions as related to conferencing, calendar processing and sending meeting notes and whiteboard content
- Basic functionality testing of base applications that ship with the Surface Hub
- Review with the customer's IT administrator the manageability capabilities of the Surface Hub via MDM and OMS. This also includes review of Updates, Saving of Bitlocker, Application Installation and Recovery.

Project Overview Onsite Training:

Overview of deliverables
- Deliver onsite training over an 8-hour period.
- Agenda is flexible based on customer audience needs.
- 30/60/120-minute training modules are designed to meet different audiences (Executive, End User, Technical, etc.).

Planning Tasks
- Confirm Surface Hub is fully functional and as up to date as possible.
- Fully functional Surface Hub means:
  - OOBE is complete.
  - Surface Hub is connected to Skype for Business and Exchange.
  - Surface Hub auto-accepts Skype for Business Meeting invites.
- Confirm agenda with customer before day of training.

Project Overview Remote Integration:

Overview of deliverables
- Completion of preparation checklist
  - A site survey document that reviews current infrastructure (i.e. Microsoft Exchange, Skype for Business and Windows Manageability tools).
- Creation and verification of a device (resource) account
  - Key account needed to enable core functionality of the Surface Hub within Exchange and Skype for Business.
- Completion of Surface Hub Out of Box Experience (OoBE)
  - Initial setup program that enables network, device account, device admin.
- Verification of device functionality and review device administration
  - Basic checks of Skype for Business connectivity, application functionality and long term device manageability.
- Provide guidance for enabling prioritization of network traffic for Surface Hub device(s)

- Review of Surface Hub manageability and monitoring through MDM & OMS
- Services are to be delivered remotely via phone & remote connectivity.
  - Onsite services are available via an additional custom SOW.
  - All services are to be delivered within a maximum of an 8-hour period. Customer may opt to schedule up to two 60-minute sessions and up to two 3-hour sessions in lieu of one continuous 8-hour period.
  - Services extending past a cumulative 8-hours will require an "Change Order".

Planning Tasks
- Confirm prerequisites are complete and/or in place
  - Completion of preparation checklist.
  - Device physical installation is complete
    - Device is powered on and booted to the OOBE screen
  - Device is connected to network on a connectivity verified port
  - To enable the full feature set of the Surface Hub the customer environment must be running Exchange 2013 or later, Lync Server 2013 or later, or Exchange/Skype for Business online via Office 365.

Technical Services – Integration Tasks
- Creation of an Exchange Resource Account (Device Account)
  - Create a logon-enabled Exchange resource mailbox and configure the appropriate properties
  - Configure required mailbox policies to enable automated calendar processing and ActiveSync
- Enable Surface Hub device(s) for Lync/Skype for Business and enable PSTN calling if desired
- Complete OOBE by applying the created Device Account and establishing an Admin account either via a local admin account, Domain Join Active Directory, or Azure Active Directory.
  - Note that Domain Join Active Directory is limited to admin access only. The Surface Hub does not support any Domain GPO enforcement.
- Complete device testing to ensure Lync/Skype for Business and Exchange functionality
  - Lync/Skype for Business functions – P2P audio, PSTN calling, video calls, sharing and white boarding
  - Exchange functions as related to conferencing, calendar processing and sending meeting notes and whiteboard content
- Basic functionality testing of base applications that ship with the Surface Hub
- Review with the customer's IT administrator the manageability capabilities of the Surface Hub via MDM and OMS. This also includes review of Updates, Saving of Bitlocker, Application Installation and Recovery.

Project Overview Remote Training:

Overview of deliverables
- The Microsoft Surface Hub remote training is a 2-hour public course.
- The End User session focuses on providing the skills and knowledge necessary to successfully use and interact with the Surface Hub in meetings, presentations, and brainstorming sessions. End-users will learn how to reserve the Surface Hub for a meeting, how to connect a personal device for presenting content, and how to use the

variety of included and featured apps to accomplish collaborative tasks in exciting new ways.
- The Power User session focuses on providing the skills and knowledge necessary to successfully support and troubleshoot the Surface Hub in meetings, presentations, and brainstorming sessions. Power-users will learn how to manage advanced Skype for Business meeting options, how to connect a variety of devices, and how to utilize the more advanced capabilities of the Surface Hub to meet the collaboration needs of their organization.
- Each attendee will have access to review the recording of the class for up to six months after the class is delivered.

Planning Tasks
- Each attendee must register independently.
- In advance of the course, each attendee must independently verify that their machine meets the technical requirements to connect to the remote audio/video session.

Technical Services
- Remote support will be offered to those who need assistance joining the session.

Out of Scope Services

Service provider is responsible to perform only the Services described in this Statement of Work Agreement. Any additional services discussed or implied that are not defined explicitly by this SOW will be considered out of Scope. All services requested outside of this SOW as detailed above will require a "Change Order" before any services are performed. "Change Order" must be agreed upon by all parties and signed.

Examples of Out of Scope Services:
- Build out of wall to support the Microsoft Surface Hub Display.
- Integration of software to the Microsoft Surface Hub for Installations
- Migration of software and/or Data to the Microsoft Surface Hub for Installations
- Troubleshooting, investigating or resolving single occurrence or individual issues not related to Surface Hub deployment.
- Troubleshooting, investigating or resolving issues related to Surface Hub after Surface Hub has been deployed and tested.
- Any tasks not explicitly defined within this document are considered out of scope for this engagement.
- Using a single seat license to connect to more than one remote attendee.
- Significant deviation from the course agenda.
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Completion Criteria

Service provider has completed its responsibilities to this Statement of Work when the above deliverables are completed, customer is satisfied with services provided and signs off on "Completed Work Order" form.

Client Responsibilities

- Provide access to the room where Microsoft Surface Hub is to be installed.

- Electrical outlet/power within 4' of Microsoft Surface Hub installation location.
- CAT5/6 cable is in place within 4' of the Microsoft Surface hub installation location.
- Area is clear of furniture, office devices and/or any other objects that will affect the installation of the Microsoft Surface Hub.
- Secure elevator access for scheduled time to designated floor. (If applicable)
- Secure union labor to move Microsoft Surface Hub from loading dock to customer premise. (If applicable) **SYNNEX can secure union labor if requested in advanced at an additional cost.

- Provide access to the back end infrastructure of Exchange, Skype for Business, MDM and OMS or access to a customer IT contact who has this access for Onsite Integration

- Either provide trainer temporary admin access to Hub settings or have a person with admin credentials available throughout the day for Onsite Training.

Key Assumptions

- All work will be performed during normal business hours, Normal business hours are defined as Monday-Friday 9-6 local time.
- All work performed outside of normal business hours will be billed at 1.35x.
- All tasks will be performed over a consecutive timeframe unless otherwise agreed to by all parties.
- Wall mount installation heights will not exceed 72".
- Electrical power is located within 4' from installation location of the Microsoft Surface Hub.
- CAT5/6 cable is in place and located within 4' from the installation location of the Microsoft Surface Hub.
- Elevator is accessible and adequate size to carry 84" Microsoft Surface Hub to designated floor. (If applicable)
- Union labor is not required.
- All materials necessary for mounting / enabling the Microsoft Surface Hub are provided by Microsoft / SYNNEX. No special tools are required
- Project Cost includes up to 5 hours per installation, for one lead install technician and one assist technician (55" install) or three assist technicians (84" install). Additional time onsite in excess of 5 hours is invoiced at a T&M rate of $XXX per technician per hour (business hours) or $XXX per technician per hour (outside business hours)
- Four Business Day Advance Notice for Resource Scheduling
- 84" Install Project Cost includes a Site Readiness Survey
- No additional travel charges for sites w/in 75 miles of major CONUS metro areas. Travel to sites outside 75 mile radius will be billed on an hourly basis, at the T&M rate listed above.

- Physical installation of any related hardware will be completed before the verification phase is scheduled
- A Skype for Business resource license is available where required
- Configuration services will be delivered remotely
- DHCP is enabled for the Surface Hub on the network it resides
- The Active Directory environment and accounts are properly configured
    - Telephone numbers are entered in a consistent format (E.164) for objects with numbers associated. This will ensure "click to call" functions as expected.
    - Where applicable, Active Directory Federation Services and Azure AD Connect are already deployed to support authentication and synchronization of accounts and required attributes to Office 365 and Skype for Business Online

- Customer will have access (VPN or otherwise) and appropriate permissions to create and configure the required accounts
- Surface Hub is fully functional before the day of training for Onsite Training.

- Packaging is disposed of onsite
- Microsoft will provide single POC to funnel all communicate to applicable parties during the ordering, installation, and resolution process.

Appendix A: 55" Hub Installation Pricing

Services Pricing

The fees associated with this engagement are shown in the following table. Amounts shown are in $USD:

Type of Engagement:	Microsoft Surface Hub Installation 55"
Services: Install	
Services: Installation of 2nd and beyond Hub same visit	
Services: Hawaii/Alaska Installation	
Services: Puerto Rico Installation	
Services: Rush Fee	
**Travel and other Transportation Expense Estimate:	**Included in Project Price**
Total Cost (including estimated expenses)	$

SYNNEX reserves the right to invoice the customer $XXX if technicians are turned away or installation can't occur for reasons beyond SYNNEX control

*SYNNEX reserves the right to invoice the customer $XXX for any cancellation or reschedule in less than (24) hours.

**SYNNEX reserves the right to invoice the customer $XXX for any cancellation in less than (4) business days.

***All installations require at least a (4) business day lead time. In the event an installation needs to be expedited in less than (4) business days SYNNEX will charge XXX.

Cancellation fees are quoted on U.S Installation Only

***Travel is included in the project price.

Pricing is valid for 30 days. Service provider requires advance notice for scheduling of resources.

IN WITNESS HEREOF, the parties hereto have caused this Statement of Work Agreement to be executed by their duly authorized representatives on the dates set forth below.

Accepted: Accepted:

By: _____   By: _____

Name:_____   Name:_____

Title: _____   Title: _____

Date: _____   Date: _____

Appendix B: 84" Hub Installation Pricing

Services Pricing

The fees associated with this engagement are shown in the following table. Amounts shown are in $USD:

Type of Engagement:	Microsoft Surface Hub Installation 84"
Services: Survey & Install	
Services: Hawaii/Alaska Survey & Install	
Services: Puerto Rico Survey & Install	
Services: Rush Fee	
Services: Survey Only	
Services: Survey Only Hawaii/Alaska	
Services: Survey Only Puerto Rico	
Services: Survey Only Canada	
Services: Install Only Canada	
Services: Install Only Puerto Rico	
Services: Install Only Hawaii/Alaska	
Services: Install Only U.S.	
**Travel and other Transportation Expense Estimate:	**Included in Project Price**
Total Cost (including estimated expenses)	$

SYNNEX reserves the right to invoice the customer $XXX if technicians are turned away or installation can't occur for reasons beyond SYNNEX control

*SYNNEX reserves the right to invoice the customer $XXX for any cancellation or reschedule in less than (24) hours.

**SYNNEX reserves the right to invoice the customer $XXX for any cancellation in less than (4) business days.

***All installations require at least a (4) business day lead time. In the event an installation needs to be expedited in less than (4) business days SYNNEX will charge XXX.

Cancellation fees are quoted on U.S Installation Only

***Travel is included in the project price.

Pricing is valid for 30 days. Service provider requires advance notice for scheduling of resources.

IN WITNESS HEREOF, the parties hereto have caused this Statement of Work Agreement to be executed by their duly authorized representatives on the dates set forth below.

Accepted: Accepted:

By: _____   By: _____

Name:_____   Name:_____

Title: _____   Title: _____

Date: _____   Date: _____

Appendix A: Onsite Integration

Services Pricing

The fees associated with this engagement are shown in the following table. Amounts shown are in $USD:

Type of Engagement:	Microsoft Surface Hub Onsite Integration
Services: Project Cost	
**Travel and other Transportation Expense Estimate:	Included in Project Price
Total Cost (including estimated expenses)	$

*SYNNEX reserves the right to invoice the customer the **(FULL)** cost of the onsite integration for any cancellation or reschedule in less ten (10) business days.

***All integrations require at least a ten (10) business day lead time. In the event an onsite integration needs to be expedited in less than ten (10) business days SYNNEX will charge and additional amount equal to **(QUARTER)** the onsite integration cost.

***Travel is included in the project price.

Pricing is valid for 30 days. Service provider requires advance notice for scheduling of resources.

IN WITNESS HEREOF, the parties hereto have caused this Statement of Work Agreement to be executed by their duly authorized representatives on the dates set forth below.

Accepted: Accepted:

By: _____   By: _____

Name:_____   Name:_____

Title: _____   Title: _____

Date: _____   Date: _____

Appendix D: Onsite Training Pricing

Services Pricing

The fees associated with this engagement are shown in the following table. Amounts shown are in $USD:

Type of Engagement:	Microsoft Surface Hub Onsite Training
Services: Project Cost	
**Travel and other Transportation Expense Estimate:	Included in Project Price
Total Cost (including estimated expenses)	$

*SYNNEX reserves the right to invoice the customer the (FULL) cost of the onsite integration for any cancellation or reschedule in less ten (10) business days.

***All integrations require at least a ten (10) business day lead time. In the event an onsite integration needs to be expedited in less than ten (10) business days SYNNEX will charge and additional amount equal to (QUARTER) the onsite integration cost.

***Travel is included in the project price.

Pricing is valid for 30 days. Service provider requires advance notice for scheduling of resources.

IN WITNESS HEREOF, the parties hereto have caused this Statement of Work Agreement to be executed by their duly authorized representatives on the dates set forth below.

Accepted: Accepted:

By: _____   By: _____

Name: _____   Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

Appendix E: Remote Integration Pricing

Services Pricing

The fees associated with this engagement are shown in the following table. Amounts shown are in $USD:

Type of Engagement:	Microsoft Surface Hub Remote Training
Services: Project Cost	
**Travel and other Transportation Expense Estimate:	Included in Project Price
Total Cost (including estimated expenses)	$

*SYNNEX reserves the right to invoice the customer (HALF) the cost of the remote integration for any cancellation or reschedule in less than (24) hours.

**SYNNEX reserves the right to invoice the customer (QUARTER) of the remote integration for any cancellation in less than (5) business days.

***All installations require at least a (5) business day lead time. In the event an remote integration needs to be expedited in less than (5) business days SYNNEX will charge and additional amount equal to (QUARTER) the installation cost.

***Travel is included in the project price.

Pricing is valid for 30 days. Service provider requires advance notice for scheduling of resources.

IN WITNESS HEREOF, the parties hereto have caused this Statement of Work Agreement to be executed by their duly authorized representatives on the dates set forth below.

Accepted: Accepted:

By: _____   By: _____

Name:_____   Name:_____

Title: _____   Title: _____

Date: _____   Date: _____

Appendix F: Remote Training Pricing

Services Pricing

The fees associated with this engagement are shown in the following table. Amounts shown are in $USD:

Type of Engagement:	Microsoft Surface Hub Remote Training
Services: Remote Training – Per Seat	
**Travel and other Transportation Expense Estimate:	Included in Project Price
Total Cost (including estimated expenses)	$

*SYNNEX reserves the right to invoice the customer (HALF) the cost of the remote integration for any cancellation or reschedule in less than (24) hours.

**SYNNEX reserves the right to invoice the customer (QUARTER) of the remote integration for any cancellation in less than (5) business days.

***All installations require at least a (5) business day lead time. In the event an remote integration needs to be expedited in less than (5) business days SYNNEX will charge and additional amount equal to (QUARTER) the installation cost.

***Travel is included in the project price.

Pricing is valid for 30 days. Service provider requires advance notice for scheduling of resources.

IN WITNESS HEREOF, the parties hereto have caused this Statement of Work Agreement to be executed by their duly authorized representatives on the dates set forth below.

Accepted: Accepted:

By: _____   By: _____

Name:_____   Name:_____

Title: _____   Title: _____

Date: _____   Date: _____