

SOW

Statement of Work

Microsoft Surface Hub 84" Installation

Microsoft Store Installation

End Customer Name

End Customer Address

SOW Agreement Date

THIS STATEMENT OF WORK AGREEMENT (Microsoft Surface Hub Installation) is made (Today's date) ("Effective Date") between SYNnex located at 39 Pelham Ridge Drive Greenville, SC 29615 and ("Reseller/Manufacturer name")

Project Description and BOM

Project Overview:

(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 **(3)** 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 **(3)** 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.

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.
- Migration of software and/or Data to the Microsoft Surface Hub.

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 advance at an additional cost.

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 per technician per hour. All work outside normal business hours will be charged at the premium rate per technician per hour.
- Five Business Day Advance Notice for Resource Scheduling
- Less Than Twenty Four (24) Hour Site Not Ready, Cancel, Abort, Reschedule 'CAR' Shall Incur a **HALF**-Visit Charge
- Less Than Five (5) Business Day "CAR" Shall Incur a **QUARTER**-Visit Charge
- Expedite Fee for less than five (5) business days' notice: **QUARTER**-Visit Charge
- 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.
- Packaging is disposed of onsite