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An Employee Owned Company

Solid IT Networks Services and Support

In support of DIR-TSO-4296, Solid IT Networks provides services including:

| | |
|---------------------|-----------------------|
| Engineering Support | Technical Services |
| Remote Support | On-Site Support |
| Installation | Implementation |
| Configuration | Network Analysis |
| Site Surveys | Design & Consultation |
| Project Management | Support Services |

Statements of Work

A Statements of Work may be provided based on customer requirements and guidelines. In addition to attaining the technical installation, configuration, and implementation goals associated with the engagement, Solid IT customers will also be provided a professional Project Management experience.

Project Management

Solid IT can provide Project Management providing a formal, customer facing project plan encompassing all tasks and milestones necessary to complete the engagement. Depending on the customized Statement of Work, we will provide project management, data gathering, implementation and support, and documentation and turnover.

Warranty

Solid IT does not consider the scope of work completed until our customer has signed off on it. Based on the customized statement of work, Solid IT can provide technical support, consulting, and problem solving as necessary throughout the duration of the implementation project and a specified period of time to follow.

Ongoing support may be provided for issues related to the installation and configuration of the provided hardware.

Product manufacture warranty and support will be provided by the manufacturer per their warranty and support policies and contracts.

Any issue determined to be related to existing hardware or configuration is not included in ongoing support.

Customer responsibilities and assumptions will be stated per Statement of Work.