

RESOLUTION NO. 2022 - 057

A RESOLUTION OF THE TOWN COUNCIL OF THE TOWN OF SOUTHWEST RANCHES, FLORIDA, APPROVING A PIGGYBACK AGREEMENT WITH 8X8, INC. FOR VOICE OVER INTERNET PROTOCOL (VOIP) TELEPHONE SERVICE; AUTHORIZING A BUDGET AMENDMENT; AND AUTHORIZING THE MAYOR, TOWN ADMINISTRATOR, AND TOWN ATTORNEY TO EXECUTE ANY AND ALL DOCUMENTS NECESSARY AND PROPER TO EFFECTUATE THIS AGREEMENT FOR A PERIOD OF THIRTY-EIGHT MONTHS AND ISSUE A PURCHASE ORDER IN AN AMOUNT NOT TO EXCEED SIXTY-FIVE THOUSAND FOUR HUNDRED AND FORTY-ONE DOLLARS AND THIRTY-ONE CENTS (\$65,441.31); AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, technology is one of the key components in the efficient delivery of Town services, and the Town's phone service is critical to ensuring continued operations; and

WHEREAS, the Town's current phone service provider Windstream, has provided service since 2017, but has recently informed the Town that due to changing economic conditions, and the current costs to provide service, they will no longer be able to offer service after August 2, 2022; and

WHEREAS, while the suspension of service by our current provider was unexpected it provides the Town an opportunity to replace and to upgrade its phone system service with a more reliable and robust system capable of providing features that will help the Town remain resilient in the event of an emergency; and

WHEREAS, the Town had been reviewing new VOIP phone systems and providers for the past year in anticipation of upgrading the current system in FY 2023; and

WHEREAS, working in concert with the City of Tamarac and our communications consultant Overflow Communications Group, the Town has reviewed several proposals for a new VOIP system and has determined that the proposal offered by 8X8 Inc. offers the best combination of value, features, and equipment that will reliably address the Town's needs over the duration of the contract; and

WHEREAS, the proposed contract has a sixty (60) month term, with monthly subscription, regulatory and tax payments of \$1032.44 per month, plus one time charges for new phones and implementation services of \$3,494.91 for a total five (5) year contract cost of \$65,441.31 and is based on the nationally available procurement program from the Pennsylvania Education Purchasing Program for Microcomputers (PEPPM) Contract

Number #529977-002, dated January 1, 2020, expiring December 31, 2022, available on file at the Town Clerk's Office (Exhibit B); and

WHEREAS, the Town is authorized to use PEPPM contracts without the requirement for formal competitive solicitation as permitted by Section 15.3 of the Town's Purchasing Manual as codified in Ordinance 2022-005, which allows the waiver of purchasing procedures; and

WHEREAS, funding for these Internet services will require a budget amendment for the Fiscal Year 2022 budget increasing the Infrastructure General Account (#001-3920-519-63100) by \$65,441.31 and increasing the Appropriated Fund Balance – Governmental Account (001-0000-399-39900) by \$65,441.31; and

WHEREAS, the Town Council of the Town of Southwest Ranches, Florida deems it to be in the best interest of the citizens and residents of the Town of Southwest Ranches to execute a five (5) year (60 month) VOIP Phone service agreement with 8X8, Inc.; and

WHEREAS, the Town of Southwest Ranches desires to issue a Purchase Order under the terms and conditions set forth hereinafter.

NOW, THEREFORE, BE IT RESOLVED by the Town Council of the Town of Southwest Ranches, Florida:

Section 1. The above-referenced recitals are true and correct and are incorporated herein by reference.

Section 2. The Town Council hereby approves a Purchase Order in an amount not to exceed Sixty-Five Thousand Four Hundred and Forty-One Dollars and Thirty-One Cents (\$65,441.31) for 8X8, Inc. to provide VOIP phone services to the Town, as outlined in Quotation # Q-00591555, attached hereto as Exhibit "A", which is incorporated herein by reference.

Section 3. The Town Council hereby authorizes the Mayor, Town Administrator, and Town Attorney to issue a Purchase Order, and to make such modifications, additions, and/or deletions which they deem necessary and proper to effectuate the intent of this Resolution.

Section 4. That this Resolution shall become effective immediately upon its adoption.

PASSED AND ADOPTED by the Town Council of the Town of Southwest

Ranches, Florida, this 26th day of May, 2022 on a motion by

Clm Hartmann and seconded by v/m Jablonski

Breitkreuz	<u>Yes</u>
Jablonski	<u>Yes</u>
Allbritton	<u>Yes</u>
Hartmann	<u>Yes</u>
Kuczynski	<u>Absent</u>

Ayes	<u>4</u>
Nays	<u>0</u>
Absent	<u>1</u>
Abstaining	<u>0</u>

[Signature]
Steve Breitkreuz, Mayor

Attest:

[Signature]
Russell Muñiz, Assistant Town Administrator/Town Clerk

Approved as to Form and Correctness:

[Signature]
Keith Pollakoff, Town Attorney
1001.1030.01



Quote #Q-00591555

Exhibit A

60 Months Term
(12 Months Renewal Term)

Quote Totals

	Payment #1 (Mth 1-60)	Grand Total
Non-recurring Services		
Charges	\$3,369.00	\$3,369.00
Sales Tax	\$55.67	\$55.67
Shipping	\$70.24	\$70.24
Total Non-Recurring	\$3,494.91	\$3,494.91
Recurring Services		
Service Fees	\$46,251.00	\$46,251.00
Taxes & Regulatory Fees	\$15,695.40	\$15,695.40
Total Recurring	\$61,946.40	\$61,946.40
Annual Total	\$65,441.31	\$65,441.31

Bill Date*

Effective Date of
This Order

*8x8 shall bill the total amount indicated for a payment on or about the Bill Date listed for such payment, and customer shall be obligated to pay this amount pursuant to the Terms.

Summary by Product

Recurring	Quantity	Base Price	Total
X Series - X1	15	\$12.60	\$2,268.00
Base Number	1	\$0.00	\$0.00
X Series - X2	28	\$18.00	\$6,048.00
X Series - X4	2	\$33.30	\$799.20
Additional Local Number	15	\$0.75	\$135.00
Non-Recurring	Quantity	Base Price	Total
8x8 Implementation Plus - Bronze	1	\$1,200.00	\$1,200.00
Obihai OBi 300 1 port SIP ATA	1	\$24.00	\$24.00
Managed Local Number Porting Services	45	\$5.00	\$225.00
Polycom VVX 450 w/ Power Supply - NA	20	\$85.00	\$1,700.00
Polycom VVX EM50 Expansion Module	2	\$110.00	\$220.00
		Subtotal	\$12,619.20

Grand Total
\$65,441.31

Quote Expires
5/31/2022

Town of Southwest Ranches
13400 Griffin Road
Southwest Ranches, Florida 33330

Russell Muñiz
+1 954-434-0008
rmuniz@southwestranches.org

Your 8x8 Representative

Lisa Lopez
lisa.lopez@8x8.com
209 666 8297



Quote #Q-00591555

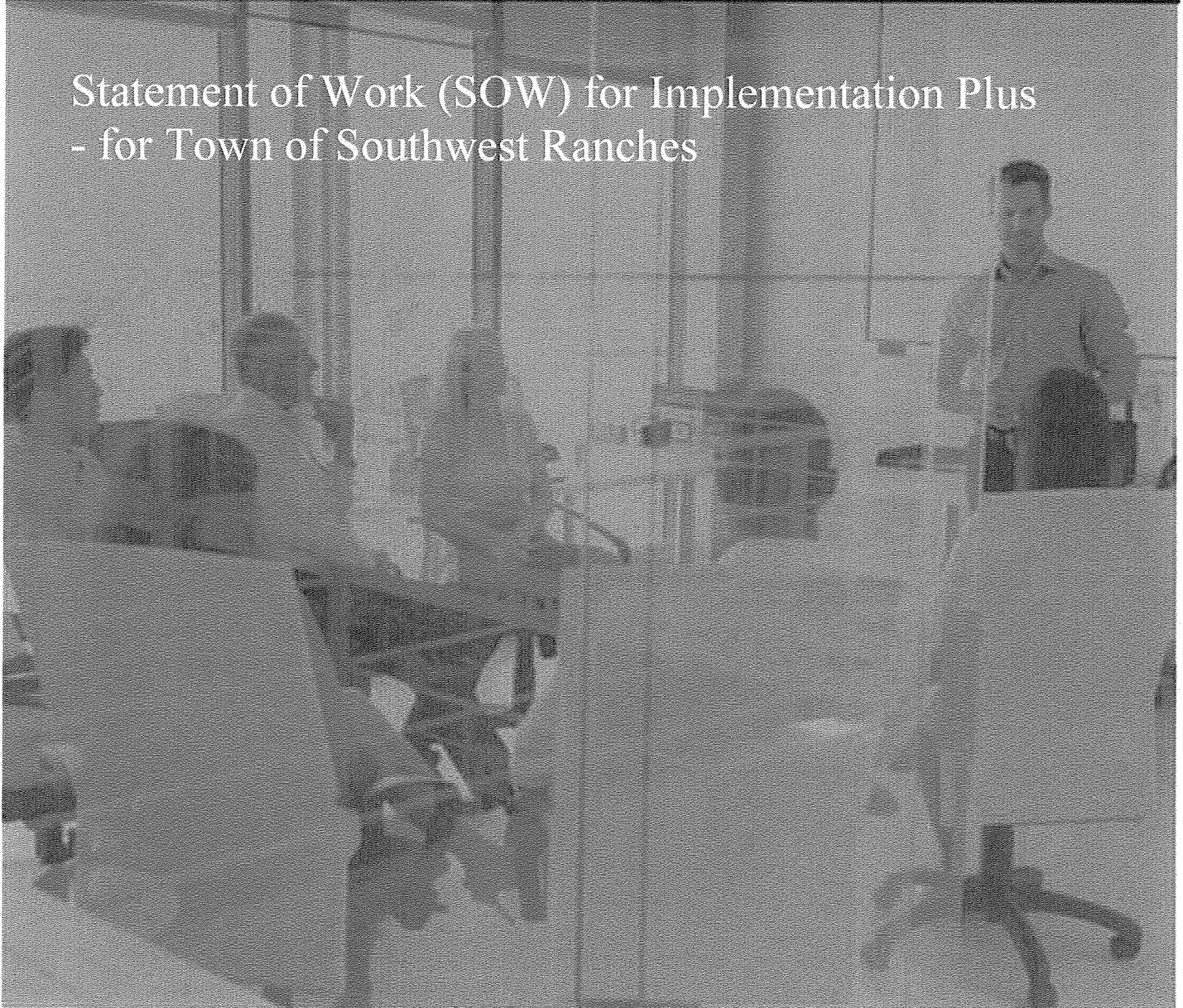
60 Months Term
(12 Months Renewal Term)

13400 Griffin Rd, Fort Lauderdale, FL, USA, 33330

Description	Quantity	Unit Price	Monthly Recurring	Total
X Series - X1	15	\$ 12.60	\$ 189.00	\$ 189.00
X Series - X2	28	\$ 18.00	\$ 504.00	\$ 504.00
X Series - X4	2	\$ 33.30	\$ 66.60	\$ 66.60
Base Number	1	\$ 0.00	\$ 0.00	\$ 0.00
Additional Local Number	15	\$ 0.75	\$ 11.25	\$ 11.25
8x8 Implementation Plus - Bronze	1	\$ 1,200.00	\$ 0.00	\$ 1,200.00
Obihai OBi 300 1 port SIP ATA	1	\$ 24.00	\$ 0.00	\$ 24.00
Managed Local Number Porting Services	45	\$ 5.00	\$ 0.00	\$ 225.00
Polycom VVX 450 w/ Power Supply - NA	20	\$ 85.00	\$ 0.00	\$ 1,700.00
Polycom VVX EM50 Expansion Module	2	\$ 110.00	\$ 0.00	\$ 220.00
		Subtotal	\$ 770.85	\$ 4,139.85
Shipping Ground- Delivery Estimate			5/24/2022	\$ 70.24
		Regulatory Fees		
		E911 Service Fee	\$ 45.00	\$ 45.00
		Regulatory Recovery Fee	\$ 90.00	\$ 90.00
		Taxes and Surcharges		
		FL Communications Services Tax	\$ 45.98	\$ 64.43
		FL Local Communications Svc. Tax	\$ 35.33	\$ 49.52
		Federal Universal Service Fund	\$ 28.48	\$ 51.51
		FL State And Local 911	\$ 16.80	\$ 16.80
		Total Fees, Taxes and Surcharges	\$ 261.59	\$ 317.26
		Location Total	\$ 1,032.44	\$ 4,527.35

8x8 Professional Services

Statement of Work (SOW) for Implementation Plus - for Town of Southwest Ranches





Contents

1. Overview	3
2. Project Scope Parameters	3
3. Summary of Project Tasks and Assumptions	3
4. Services and Financials	4
4. Fees & Hours of Operations	4
5. Change Management	5
6. SOW Acceptance and Authorization	6



1. Overview

8x8 Implementation Plus Services are designed to equip Town of Southwest Ranches (“Customer”) team with the knowledge and assistance required to accelerate deployment of 8x8’s solutions. The 8x8 Implementation Advisor provides remote assistance to the Customer to configure 8x8 systems, provide a knowledge transfer, and answer Customer questions. The end state of the Plus relationship is the enable our Customer admin to become proficient in operating 8x8 programs and systems with minimal or no support. End user adoption and training is not part of the Implementation Process and an agent will review the available options and present them to the customer admin.

2. Project Scope Parameters

Assistance provided by the 8x8 Implementation Advisor will be governed by the defined scope parameters identified in Table 4.1 and bound by the number of consulting hours Appendix A. Customer agrees to execute a Change Request (CR) for additional effort and fees, should Customer desire to modify or change the scope or wish to procure additional hours of assistance.

3. Summary of Project Tasks and Assumptions

Customer Responsibilities	8x8 Responsibilities
<ul style="list-style-type: none"> • Assign a committed resource who will be accountable for the duration of the implementation process • Provide information requested in a timely manner to 8x8 to prevent delays in execution (i.e. network assessment, porting documentation) • Customer Administrator to participate and enforce knowledge gained in Admin training • Perform system and user configuration, validation and report any issues to 8x8 	<ul style="list-style-type: none"> • Assist and guide Customer to configure 8x8 programs and services • Support Customer validation and testing of 8x8 programs and services • Assist with porting of Customer provided DID’s and assist throughout the process • Weekly check in to address issues, next steps, current road map and summary • Have an Advisor respond to customer needs within 24 business hours

Table 3.1

4. Services and Financials

The below table identifies the 8x8 Plus Services that are included in this SOW. All services will be delivered by 8x8 project resources remotely from 8x8 office locations in English. For a detailed description of the Services, please refer to **Appendix A**.

As consideration for 8x8's performance for Implementation, the Customer shall pay 8x8 the fixed fees identified in the Service Agreement/ Order to which the SOW is an attachment. All payments for the Implementation Services performed are non-refundable. Total effort estimated for the scope defined in this SOW is not to exceed thirty hours.

Implementation Plus Services	Included (Yes/ No)
Network Assessment	Yes
Solution Design Guidance	Yes
Basic System Configuration	Yes
User Configuration	Yes
Out of the Box (OOTB) Integration	Yes
Basic System Test	Yes
Porting / Number Transfer	Yes
Single Sign On Configuration	Yes
Post-Sale Alignment	Yes
Health Checks and Workshops post-implementation	Yes
Customization Services	Included (Yes/No)
Customization to Out of the Box solution to meet customer requirements	No
Project Management/Project Team	No

Table 4.1

5. Fees & Hours of Operations

Service Cost: Total fees for this service is \$1200 and will be invoiced upon execution of the Order to which this Statement of Work is attached as part of the DocuSign Package. Additional hours may be purchased by Customer at \$60 per hour. Overages will be billed at \$120/hr.

Business Hours: Services identified in this SOW will be performed, and 8x8 personnel shall be available to be contacted, from 8.00 AM to 5.00 PM local time zone, Monday through Friday, excluding

designated holidays. Time worked outside of these designated hours at Customer's request may result in additional fees.

6. Change Management

The change management processes ("Change Management Process") described below shall govern changes to the scope of the Implementation Services during the term of this SOW.

1. A Change Request may be submitted directly to the implementation advisor. All Change Requests ("CR") must be documented in writing and in any applicable notes.
2. Change Requests are to be discussed at the first opportunity. The goal is to ensure prompt approval/disapproval and quick implementation.
3. 8x8 Implementation Management will review Customer's Change Request and evaluate its impact to scope, effort, schedule and will provide the Customer with a Change Request document that details and changes for the Customer's review and execution.
4. Customer has up to five (5) days to review and approve or reject the Change Request [and any related Service Order (where the Change Requests contemplates new or additional 8x8 subscription services and/or equipment)]. Once approved by Customer, 8x8 will initiate the work detailed in the Change Request.



7. SOW Acceptance and Authorization

IN WITNESS WHEREOF, this SOW has been executed on behalf of each party by its duly authorized representative.

Town of Southwest Ranches

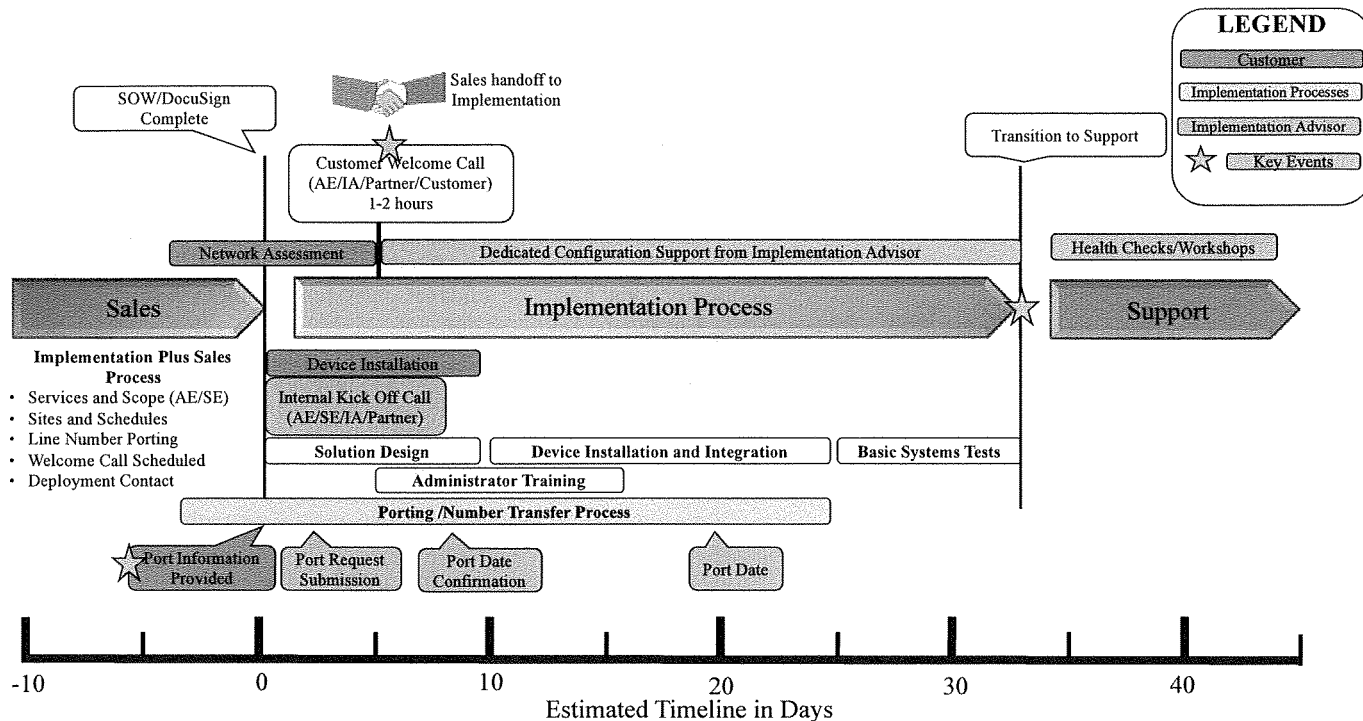
Full Name

Title

Signature

Date

Appendix A – Plus Services in Detail



Implementation Plus Scope Parameters	Description/ Limit Quantity
Total Number of Users (US and Canada)	10 – 1,000 users with X1-X4 licenses across the United States and Canada
Total Number of Sites	Up to five/ten/fifteen (5/10/15) *Package dependent
Solution Design Guidance/Use Case Guidance	Up to five/ten/fifteen (5/10/15). Based on Customers current business processes and design requirements, 8x8 identifies an optimal solution, including required configuration of all required 8x8 solution components.
Basic System Configuration	8x8 assists customer in limited (basic) system configuration for re-enforcing information from the Admin Training while providing additional guidance on system configuration to the Customers Administrator.
User Configuration	Based on Customer-provided information, 8x8 assists customer in completing the configuration for Users and their properties in the system.



<p>Out of the Box (OOTB) Integration</p>	<p>Yes. For supported platforms and software, follow the link below.</p> <p>https://support.8x8.com/us/manuals-user-guides/products/virtual-office-manuals-user-guides#Virtual_Office_Integrations</p>
<p>Basic System Test</p>	<p>8x8 and Customer perform limited (basic) system testing for validating correct configuration and providing additional hands-on guidance on system testing to the Customers Administrator.</p>
<p>Number Porting</p>	<p>Based on customer-provided documentation, 8x8 manages the transfer of phone number ownership from incumbent carriers to 8x8. 8x8 will initiate porting to its carrier and acquire / confirm a port FOC date.</p> <p>Customer must provide 8x8 with an expected activation date.</p> <p>Customer to provide required documentation for porting at earliest opportunity. This includes two documents:</p> <ol style="list-style-type: none"> 1. A recent copy of a bill with main billing address, admin on the account/person authorized to make changes, and the main telephone number on the account 2. Letter of Authorization (LOA).
<p>Network Assessment</p> <p>https://support.8x8.com/us/support-services/support/network-utility-download</p>	<p>8x8 to provide instructions for running the network assessment tool and review results from assessment and make recommendations per best practices for Voice Over Internet Protocol (VOIP) to support 8x8 solution. Any additional troubleshooting of Customer network components is out of the scope of this Statement of Work.</p> <p>It is the responsibility of the customer to complete the network assessment prior to the Welcome Call.</p> <p>Customer may opt to not perform a network assessment by signing the waiver in Appendix B</p>
<p>Post-Sale Alignment</p>	<p>8x8 will assist customer through purchasing additional licenses/equipment through the Customers portal page.</p> <p>End User Training: Individual functions of how to use the system from the end users perspective <u>are the responsibility of the customer</u>. 8x8 representatives will walk the customer admin through the different</p>



	recourses available to them, both free and paid, and help the admin chose the best solution for their users.
Single Sign-On (SSO) configuration	Within Scope
Health Checks and Workshops	After the transition to support, the 8x8 Implementation Advisor will follow up with Customer to ensure the system is running as designed. Implementation Advisor will also be available for two workshops to highlight additional features available that can enhance existing products and services
Total Hours included	20 hours

Appendix B – Waiver form for the Network Assessment

SAMPLE – Not to be Signed – Network Assessment Waiver Form

Capitalized terms used herein not otherwise defined shall have the meaning as set forth in the Service Agreement executed by 8x8 and the Customer.

Customer hereby declines to have the 8x8 network assessment tests (“Network Assessment”) completed prior to the implementation of the Services.

CUSTOMER IS AWARE THAT BY DECLINING THE NETWORK ASSESSMENT AND WITHOUT TAKING THE ACTIONS DETERMINED NECESSARY BY THE NETWORK ASSESSMENT NEITHER CUSTOMER NOR 8X8 CAN BE ASSURED THAT THE SERVICES WILL PERFORM SATISFACTORILY OR IN ACCORDANCE WITH THE DOCUMENTATION.

In the event that the Services are adversely affected by issues related to Customer’s network infrastructure, configuration, design or equipment and Customer requests, 8x8 may perform Professional Services to attempt to remedy the problems subject to Section 4.4 of the Terms and Conditions and at 8x8’s then current rates.

IN NO EVENT WILL ANY DELAYS CAUSED BY CUSTOMER NOT PERFORMING THE NETWORK ASSESSMENT OR NOT TAKING THE ACTIONS DETERMINED NECESSARY BY THE NETWORK ASSESSMENT ALLEVIATE THE CUSTOMER OF THE OBLIGATION TO PAY SERVICE FEES PER THE SERVICE AGREEMENT.

ACKNOWLEDGE: _____

Customer: _____

By: _____

Name: _____

Title: _____

Date: _____

SAMPLE ONLY

—

NOT FOR
SIGNATURE



Appendix C – On-Site Services

No on site services are provided through Implementation Plus. Any requirements for on-site services must be addressed with a Managed solution



Appendix D – Customization Services

Customized services are not part of the Plus scope. Any customization requests must be addressed with a customized deployment.

Home (/) > > Contracts (/contracts) > 8x8, Inc.

Contract:

8x8, Inc. | Cloud-based voice, video, collaboration and contact center platform

Overview Information Awarding Agency Ordering Instructions
Documentation

Contract Name	8x8, Inc.
Contract Description	Cloud-based voice, video, collaboration and contact center platform
Awarded Vendor	8x8 Inc.
Contract Number	529977-002
Awarded By	Kern County Superintendent of Schools
Begin Date	Jan 01, 2020
End Date	Dec 31, 2022
Line Items	Shop These Line Items (Item Count: 94)

[TERMS OF USE \(/library/article/PEPPM_Terms_of_Use/\)](#) | [PRIVACY POLICY \(/library/article/PEPPM_Privacy_Policy/\)](#) | [CONTACT US \(/library/article/Contact_Our_Staff/\)](#) | [FAQ'S \(/library/article/your-faqs-answered-to-show-the-flexibility-and-cost-saving-behind-PEPPM-cooperative-purchasing/\)](#) | [ABOUT US \(/library/article/About_Us/\)](#) | [RIGHT TO KNOW \(https://www.csiu.org/Page/107\)](#)

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GO PRO WITH TWELVE LINES

BENEFITS

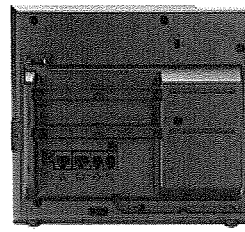
- Conversations stay on track. Hear every nuance with industry-leading sound quality featuring Poly HD Voice.
- Eliminate distracting background noise at the source with exclusive award-winning Poly Acoustic Fence technology.
- Easy deployment and administration with web-based management tools and zero-touch provisioning.
- Your phones stay cleaner for longer with integrated Microban® antimicrobial product protection.

POLY VVX 450 BUSINESS IP PHONE

More lines make you more productive. Feel in command of your day with this high quality, color, twelve-line phone system that gets the job done. Be confident that your conversations will always sound great—and the VVX 450 puts more contacts at your fingertips. And let's hear it for Poly Acoustic Fence. It eliminates background noise to keep calls quiet wherever it's noisy. IT will appreciate robust provisioning and management capabilities that take the headache out of telephony deployment and support. Need even more lines? The optional VVX EM50 expansion module stacks them right where you need them.

- Twelve line keys supporting up to 34 line key appearance with pagination.
- 4.3 inch color LCD display (480 x 272 pixels).
- Crystal clear sound with Poly HD Voice and Poly Acoustic Clarity.
- Full duplex speakerphone with world-class echo cancellation.
- Easy to install anywhere with optional Poly Wi-Fi USB accessory.
- Headset options to suit any style (USB, RJ9, EHS ports).
- Microban® antimicrobial product protection actively reduces the growth of bacteria 24/7.
- Reduce your carbon footprint with these ENERGY STAR® rated phones.

POLY VVX 450 BUSINESS IP PHONE



SPECIFICATIONS

USER INTERFACE FEATURES

- 4.3" color LCD (480x272 pixel resolution)
- Voicemail support¹
- WebKit-based browser
- Adjustable base height
- Unicode UTF-8 character support
- Two USB ports (2.0 compliant) for media and storage applications
- Multilingual user interface including Chinese, Danish, Dutch, English (Canada/ US/UK), French, German, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Slovenian, Spanish, and Swedish

AUDIO FEATURES

- Poly HD Voice™ technology delivers lifelike voice quality for each audio path handset, the hands-free speakerphone, and the optional headset
- Poly Acoustic Fence technology removes background office noise heard by far end when using handset or wired headset
- Poly Acoustic Clarity™ technology providing full-duplex conversations, acoustic echo cancellation and background noise suppression
- Poly Computer Audio Connector app installed on your PC (Windows only) lets you to play computer audio through your VVX phone and use your phone as a microphone
- TIA-920 Wideband Audio
 - Type 1 compliant (IEEE 1329 full duplex)
- Frequency response—150 Hz—7 kHz for handset, optional headset and hands-free speakerphone modes
- Codecs: G.711 (A-law and μ -law), G.729AB, G.722 (HD Voice), G.722.1 iLBC, OPUS
- Individual volume settings with visual feedback for each audio path

- Voice activity detection
- Comfort noise generation
- DTMF tone generation (RFC 2833 and inband)
- Low-delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment
- OPUS support

HEADSET AND HANDSET COMPATIBILITY

- Dedicated RJ-9 headset port
- Hearing aid compatibility to ITU-T P.370 and TIA 504A standards
- Compliant with ADA Section 508 Subpart B 1194.23 (all)
- Hearing aid compatible (HAC) handset for magnetic coupling to hearing aids
- Compatible with commercially-available TTY adapter equipment

CALL HANDLING FEATURES¹

- 12 lines (programmable line keys)
- Up to 34 line key assignments for lines, contacts, and features supported with pagination
- Enhanced Feature Keys make powerful feature shortcuts on line key appearances or soft keys
- Shared call/bridged line appearance
- Busy Lamp Field (BLF)
- Flexible line appearance (one or more line keys can be assigned for each line extension)
- Distinctive incoming call treatment/call waiting
- Call timer and call waiting
- Call transfer, hold, divert (forward), park, pickup
- Called, calling, connected party information
- Local three-way audio conferencing
- One-touch speed dial, redial
 - Remote missed call notification

- Do not disturb function
- Reverse Number Lookup via LDAP
- Calling Party Identification (RFC8225 classifications—Trusted, Unknown, SPAM)
- Electronic hook switch capable
- Local configurable digit map/dial plan
- Open application platform
- WebKit-enabled full browser that supports HTML5, CSS, SSL security, and JavaScript
- Supports Polycom Apps SDK and API for third- party business and personal applications
- Bundled with Polycom UC Software:
 - Corporate Directory Access using LDAP
- Visual Conference Management

NETWORK AND PROVISIONING

- SIP Protocol Support
- SDP
- IETF SIP (RFC 3261 and companion RFCs)
- Two-port gigabit Ethernet switch 10/100/1000Base-TX across LAN and PC ports
- Conforms to IEEE802.3-2005 (Clause 40) for Physical media attachment
- Conforms to IEEE802.3-2002 (Clause 28) for link partner auto-negotiation
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP/TFTP/HTTP/HTTPS server-based central provisioning for mass deployments
- Provisioning and call server redundancy supported¹
- QoS Support—IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DHCP

- VLAN—CDP, DHCP VLAN discovery, LLDP-MED for VLAN discovery
- Network address translation support for static configuration and “keep-alive”
- SIP signaling
- RTCP and RTP support
- Event logging
- Syslog
- Hardware diagnostics
- Status and statistics reporting
- IPv4, IPv6, dual stack (IPv4/IPv6) mode
- TCP
- UDP
- DNS-SRV

SECURITY

- 802.1X Authentication and EAPOL Media encryption via SRTP
- Transport Layer Security (TLS)
- Encrypted configuration files
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning
- Support for signed software executables

POWER

- Built-in auto sensing IEEE 802.3af Power over Ethernet (Class 0) 13W (Max)
- External Universal AC/DC Adapter (optional) 5VDC @ 3A (15W)
- ENERGY STAR® rated

APPROVALS

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55032 Class B
- CISPR32 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- NZ Telepermit
- UAE TRA
- Russia CU
- Brazil ANATEL
- Australia RCM
- South Africa ICASA
- Saudi Arabia CITC
- Indonesia SDPPI
- S.Korea KC
- Mexico NOM ANCE
- RoHS Compliant
- TAA

SAFETY

- UL 60950-1/62368-1
- CE Mark
- CAN/CSA C22.2 No 60950-1/62368-1-1
- EN 60950-1/62368-1
- IEC 60950-1/62368-1
- AS/NZS 60950-1

OPERATING CONDITIONS

- Temperature: 0 to 40°C (+32 to 104° F)
- Relative humidity: 5% to 95%, noncondensing

STORAGE TEMPERATURE

- -40 to +70° C (-40 to +160° F)

POLY® VVX® 450 COMES WITH

- Console
- Handset with handset cord
- Network (LAN) cable—CAT-5E
- Desk Stand
- Setup Sheet

SIZE

- 24 cm x 23 cm x 5.7 cm WxHxD
- 9.5 in x 10 in x 2.2 in WxHxD

PART NUMBER

- 2200-48840-025 VVX 450 WW PoE

WEIGHT

- Carton weight: 1.043 kg (2.23 lbs)

MASTER CARTON QUANTITY

- Ten (10)

WARRANTY

- One (1) year

¹Most software-enabled features and capabilities must be supported by the server. Please contact your IP PBX/Softswitch vendor or service provider for a list of supported features.

LEARN MORE

For more information on Poly VVX 450 IP Phone, visit poly.com/phones.



The 8x8 eXperience Communications Platform™

X Series Service Plans

Modern communication experiences powering business agility

The eXperience Communications Platform™ is the first and only XCaaS platform on the market. It empowers enterprises with modern communication experiences, eliminates organizational silos, boosts employee productivity, delights customers, and unifies data to reveal deeper insights for smarter decisions and a more agile business.

One integrated platform also enables a single integration framework to connect to productivity tools like Microsoft Teams and CRM apps with your communications across all functional areas, saving implementation time and maintenance dollars. Embeddable APIs enable low-code, no-code customized experiences, especially in the contact center with more robust omnichannel possibilities.

X Series Service Plans				
X2	X4	X6	X7	X8
Standard users with international calling	Advanced call handling and analytics for supervisors and receptionists	Voice-based Contact Center with Advanced Reporting	Omni-channel Contact Center with Advanced Reporting	Advanced Contact Center with Comprehensive Reporting, CX and Speech Analytics, Quality Management and Auto Dialer

The eXperience Communications Platform™ supports every communication need company-wide

Features Summary ¹	X Series Service Plans				
	X2	X4	X6	X7	X8
Number of Countries in Unlimited Telephony Calling Zone	14	48	48	48	48
Number of Minutes (local & international) in CC Calling Zone (countries)			4,000	4,000	4,000
Number Porting (self-service or managed)	■	■	■	■	■
Auto Attendant (multi-level)	■	■	■	■	■
Call Handling (Caller ID, Call Forwarding, Transfer, Park, Hunt Groups, Ring Groups)	■	■	■	■	■
Call Queues	■	■	■	■	■
Barge, Monitor and Whisper ²		■	■	■	■
HD Secure Voice, Hot-desking	■	■	■	■	■
Mobile and Desktop Apps	■	■	■	■	■
Presence Detection	■	■	■	■	■
Voicemail with Transcription	■	■	■	■	■
Web-Browser Click-to-Call	■	■	■	■	■
Cross-Platform Team Messaging	■	■	■	■	■
HD Audio and Video Conferencing with Screen Sharing (500 Active Participants)	■	■	■	■	■
Advanced moderator controls of audio and video meetings	■	■	■	■	■
Out of the Box Integrations with popular business apps	■	■	■	■	■
8x8 Voice for Microsoft Teams Add-On	■	■	■	■	■
UC Media Storage (unlimited capacity) for Meetings & UC Call Recording ³	30 Days	130 Days	130 Days	130 Days	130 Days
CC Media Storage (unlimited capacity) for CC Call Recording ³			30 Days	30 Days	30 Days
Unlimited Internet Fax	■	■	■	■	■
8x8 Frontdesk tailored experience for receptionists		■	■	■	■
Call Activity Analytics	■	■	■	■	■
Supervisor Analytics		■	■	■	■
8x8 Contact Center for Microsoft Teams Solution Certified			■	■	■
Chrome Enterprise Recommended (CER) Contact Center Solution			■	■	■
Skills-Based Routing				■	■
Intelligent Interactive Voice Response (IVR)			\$	\$	\$
Queued and Web Callback			■	■	■
Post-Call Survey			■	■	■
Contact Center Reporting and Analytics			■	■	■
99.999% uptime SLA across UCaaS and CCaaS			■	■	■
8x8 Secure Pay			\$	\$	\$
Omni-Channel Routing: Voice, Chat, Email, SMS, Social Media Channels				■	■
Co-browsing				■	■
Auto Dialer: Preview, Progressive, & Predictive			■	■	■
Quality Management			\$	\$	■
Speech and Text Analytics			\$	\$	■
Enterprise-Grade Security	■	■	■	■	■
Compliance and Certifications (GDPR, HIPAA, ISO27001, 9001 etc.)	■	■	■	■	■

1. Refer to the XCaaS Solution Overview for the full X Series feature set.

2. 8x8 Barge-Monitor-Whisper (BMW) helps office managers and supervisors with X4 licenses to listen in on any active call X2 and above.

3. Add-on storage options are available including long-term archive 'cold' storage and CC screen recording.

Contact 8x8 sales or your 8x8 partner for additional information, or visit [8x8.com](https://www.8x8.com).



8x8, Inc. (NYSE: EGHT) is transforming the future of business communications as a leading Software-as-a-Service provider of voice, video, chat, contact center and enterprise-class API solutions powered by one global cloud communications platform. 8x8 empowers workforces worldwide to connect individuals and teams so they can collaborate faster and work smarter. Real-time analytics and intelligence provide businesses unique insights across all interactions and channels so they can delight end-customers and accelerate their business. For additional information, visit www.8x8.com, or follow 8x8 on LinkedIn, Twitter and Facebook.

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Order #CO500393715

 60 Months Term
 (12 Months Renewal Term)

Quote Totals

	Payment #1 (Mth 1-60)	Grand Total
Non-recurring Services		
Charges	\$3,369.00	\$3,369.00
Sales Tax	\$55.67	\$55.67
Shipping	\$70.08	\$70.08
Total Non-Recurring	\$3,494.75	\$3,494.75
Recurring Services		
Service Fees	\$46,251.00	\$46,251.00
Taxes & Regulatory Fees	\$15,695.40	\$15,695.40
Total Recurring	\$61,946.40	\$61,946.40
Annual Total	\$65,441.15	\$65,441.15
Bill Date*	Effective Date of This Order	

*8x8 shall bill the total amount indicated for a payment on or about the Bill Date listed for such payment, and customer shall be obligated to pay this amount pursuant to the Terms.

Summary by Product

Recurring	Quantity	Base Price	Total
X Series - X1	15	\$12.60	\$2,268.00
Base Number	1	\$0.00	\$0.00
X Series - X2	28	\$18.00	\$6,048.00
X Series - X4	2	\$33.30	\$799.20
Additional Local Number	15	\$0.75	\$135.00
Non-Recurring	Quantity	Base Price	Total
8x8 Implementation Plus - Bronze	1	\$1,200.00	\$1,200.00
Obihai OBi 300 1 port SIP ATA	1	\$24.00	\$24.00
Managed Local Number Porting Services	45	\$5.00	\$225.00
Polycom VVX 450 w/ Power Supply - NA	20	\$85.00	\$1,700.00
Polycom VVX EM50 Expansion Module	2	\$110.00	\$220.00
Subtotal			\$12,619.20

Grand Total
\$65,441.15

Quote Expires
 5/31/2022

Town of Southwest Ranches
 13400 Griffin Road
 Southwest Ranches, Florida 33330

Andy Berns
 +1 954-434-0008
 aberns@southwestranches.org

Your 8x8 Representative

Lisa Lopez
 lisa.lopez@8x8.com
 209 666 8297



Order #CO500393715

60 Months Term
(12 Months Renewal Term)

13400 Griffin Rd, Fort Lauderdale, FL, USA, 33330

Description	Quantity	Unit Price	Monthly Recurring	Due Today
X Series - X1	15	\$ 12.60	\$ 189.00	\$ 189.00
X Series - X2	28	\$ 18.00	\$ 504.00	\$ 504.00
X Series - X4	2	\$ 33.30	\$ 66.60	\$ 66.60
Base Number	1	\$ 0.00	\$ 0.00	\$ 0.00
Additional Local Number	15	\$ 0.75	\$ 11.25	\$ 11.25
8x8 Implementation Plus - Bronze	1	\$ 1,200.00	\$ 0.00	\$ 1,200.00
Obihai OBi 300 1 port SIP ATA	1	\$ 24.00	\$ 0.00	\$ 24.00
Managed Local Number Porting Services	45	\$ 5.00	\$ 0.00	\$ 225.00
Polycom VVX 450 w/ Power Supply - NA	20	\$ 85.00	\$ 0.00	\$ 1,700.00
Polycom VVX EM50 Expansion Module	2	\$ 110.00	\$ 0.00	\$ 220.00
Subtotal			\$ 770.85	\$ 4,139.85
Shipping Ground- Delivery Estimate			6/1/2022	\$ 70.08
Regulatory Fees				
E911 Service Fee			\$ 45.00	\$ 45.00
Regulatory Recovery Fee			\$ 90.00	\$ 90.00
Taxes and Surcharges				
FL Communications Services Tax			\$ 45.98	\$ 64.43
Federal Universal Service Fund			\$ 28.48	\$ 51.51
FL Local Communications Svc. Tax			\$ 35.33	\$ 49.52
FL State And Local 911			\$ 16.80	\$ 16.80
Total Fees, Taxes and Surcharges			\$ 261.59	\$ 317.26
Location Total			\$ 1,032.44	\$ 4,527.19



Order #CO500393715

60 Months Term
(12 Months Renewal Term)

TERMS & CONDITIONS

This Order is subject to the 8x8 UCaaS/CCaaS Service Terms set forth at <http://www.8x8.com/order-terms/vo-vcc-service-terms>, except that if this Order is entered into pursuant to a Service Agreement, this Order is subject to the Service Agreement (such 8x8 UCaaS/CCaaS Service Terms or Service Agreement, as applicable, the "Terms").

By signing below, the customer listed herein, through its authorized representative named below:

- a) acknowledges and indicates that it has reviewed the notice related to 911 and emergency services at <https://www.8x8.com/terms-and-conditions/911-notice> and
- b) has entered into this Order and agreed to the Terms, as of the date signed below.

Customer Name: Town of Southwest Ranches

Signature: The signature block shows a DocuSigned signature for Andrew D. Berns. The signature is in a cursive font and is enclosed in a rounded rectangular box. Above the signature, it says 'DocuSigned by:' and below it, a partial hash '887BFF3945B54A5...' is visible.

Name: Andrew D. Berns

Title: Town Administrator

Date: May 31, 2022

AMENDMENT TO SERVICE CONTRACT

THIS AMENDMENT TO SERVICE CONTRACT (this “**Amendment**”) is entered into by and between 8x8 (“**8x8**”) and Town of Southwest Ranches (“**Customer**”) and shall become effective as of the Amendment Effective Date.

The parties have entered into a service contract (the “**Agreement**”) consisting of one or more orders, the 8x8 UCaaS/CCaaS Service Terms (set forth at <https://www.8x8.com/order-terms/vo-vcc-service-terms>) (the, “**Service Terms**”) and/or other terms incorporated therein, and agree to amend the Agreement in the ways set forth below.

1. Definitions.

Capitalized terms used and not defined herein shall have the meanings assigned to them in the Agreement, including without limitation the Service Terms and/or other terms incorporated therein.

2. Amendment.

The Agreement is hereby amended as follows:

(a) Addition of SLA

The Service Level Agreement attached as Exhibit A hereto is hereby added to the Agreement, and 8x8’s commitments thereunder and Customer’s remedies set forth therein, which shall be sole and exclusive as to downtime or service level issues, shall apply to the Agreement as of the Amendment Effective Date.

3. Amendment Effective Date.

Except as specifically amended hereby, Customer’s service contract shall remain in full force and effect without modification. Notwithstanding any provision of Customer’s service contract to the contrary, in the event of any conflict between this Amendment and the other provisions of Customer’s service contract, the terms of this Amendment shall control. The effective date of this Amendment (the “**Amendment Effective Date**”) is the later of (a) the date that both parties hereto have executed it and (b) the effective date of the Agreement.

Customer

Town of Southwest Ranches

8x8

8x8

DocuSigned by:
SIGN: Andrew D. Berns
Andy Berns, Town Administrator

DATE: May 31, 2022

DocuSigned by:
SIGN: Michael Valentino
Michael Valentino, Deal Desk Senior Manager

DATE: May 31, 2022

Exhibit A
Service Level Agreement
(UCaaS/CCaaS)

SLA-1. Service Availability

SLA-1.1 Service Availability Commitment and Remedies.

8x8 commits to achieving monthly uptime (excluding Planned Downtime) of 99.999% for 8x8 X Series Ordered SaaS Services (the “**Ordered X Series Services**”). Customer shall have the following remedies for 8x8’s failure to meet such commitment:

(a) **Service Credit Remedy** – In the event of Unplanned Downtime in excess of .001% in a calendar month (“**Excess Unplanned Downtime**”), Customer shall be eligible to receive a credit in the amount of ten percent (10%) of the total amount of Service Fees incurred by Customer for the Ordered X Series Services for such calendar month, provided that such percentage shall increase to thirty percent (30%) in the event that such Excess Unplanned Downtime exceeds 1.0% in such calendar month.

(b) **Termination Remedy** – In the event of Excess Unplanned Downtime for three (3) or more calendar months in any period of six (6) or fewer consecutive calendar months, 8x8 shall be considered to have materially breached the Agreement for purposes of Customer’s right thereunder to terminate such Agreement for 8x8’s material breach thereof, provided that such Customer termination right shall (i) not be subject to any 8x8 right to cure such breach and (ii) forever and irrevocably lapse, expire, and be waived if not exercised by Customer in accordance with the applicable terms of the Agreement within five (5) days following the end of the calendar month during which termination right arose.

In addition, in the event of Excess Unplanned Downtime and Customer’s opening of a related ticket with 8x8 Support, 8x8 shall, upon Customer’s request, provide Customer with analytics and information regarding such incident.

SLA-1.2. Scheduling of Planned Downtime.

8x8 shall (a) use best efforts to schedule and conduct Planned Downtime solely between the hours of 11:00 PM and 5:00 AM US-Central time, (b) notify Customer at least seventy-two (72) hours in advance of any instance of Planned Downtime that 8x8 anticipates will not last longer than one (1) hour, and (c) notify Customer at least five (5) days in advance of any instance of Planned Downtime that 8x8 anticipates will last longer than one (1) hour. In addition, in no event shall the total amount of Planned Downtime in any calendar month exceed two (2) hours.

SLA-2. Call Quality

Subject to Customer satisfying the following conditions with respect to the network(s) through which the Ordered X Series Services are accessed, Ordered X Series Services shall provide a call quality of at least 3.5 MOS equivalent score for at least ninety-eight percent (98%) of the calls therethrough in a calendar month:

(a) 8x8 has conducted a network review of the Customer’s LAN and WAN and Customer has

implemented all of 8x8's recommendations arising therefrom;

(b) the WAN includes either an 8x8-approved MPLS connection combined with a separate DIA connection from two independent vendors or two DIA connections from different independent vendors; and

(c) upon 8x8's request following any service issue, Customer fully cooperates with 8x8 to diagnose and address such issue.

Where the foregoing commitment is not met for three (3) separate calendar months within any period of six (6) or fewer consecutive calendar months, 8x8 will be considered to have materially breached the Agreement for purposes of Customer's right thereunder to terminate such Agreement for 8x8's material breach thereof, provided that such Customer termination right shall (a) not be subject to any 8x8 right to cure such breach and (b) forever and irrevocably lapse, expire, and be waived if not exercised by Customer in accordance with the applicable terms of the Agreement within five (5) days following the end of the calendar month during which Customer termination right arose.

SLA-3. Requirements

In order to receive any credit that Customer is eligible to receive under this Service Level Agreement (this "SLA"), Customer must (a) open a ticket with 8x8 Support regarding the issue giving rise to such credit within two (2) business days of the occurrence of such issue and (b) request such credit via notice to 8x8 within thirty (30) days of the date that Customer first becomes eligible to receive such credit. Customer's failure to do both of the foregoing within such timeframes shall result in the waiver and forfeiture of the credit at issue. Each credit to be provided to Customer under this SLA shall be applied to Customer's bill for the month following the calendar month during which Customer requests such credit in accordance with the immediately preceding sentence. 8x8's records and data shall be the basis for all calculations and determinations under or relating to this SLA. This SLA sets forth Customer's sole and exclusive remedies with respect to any Unplanned Downtime or outages, downtime, interruptions, or call quality issues with respect to the Ordered SaaS Services or any failure by 8x8 to meet the service levels or commitments set forth in this SLA.

SLA-4. Definitions.

Capitalized terms used and not defined in this SLA shall have the meanings assigned to them in the Agreement to which this SLA applies. When used in this SLA, the following capitalized terms shall have the following meanings:

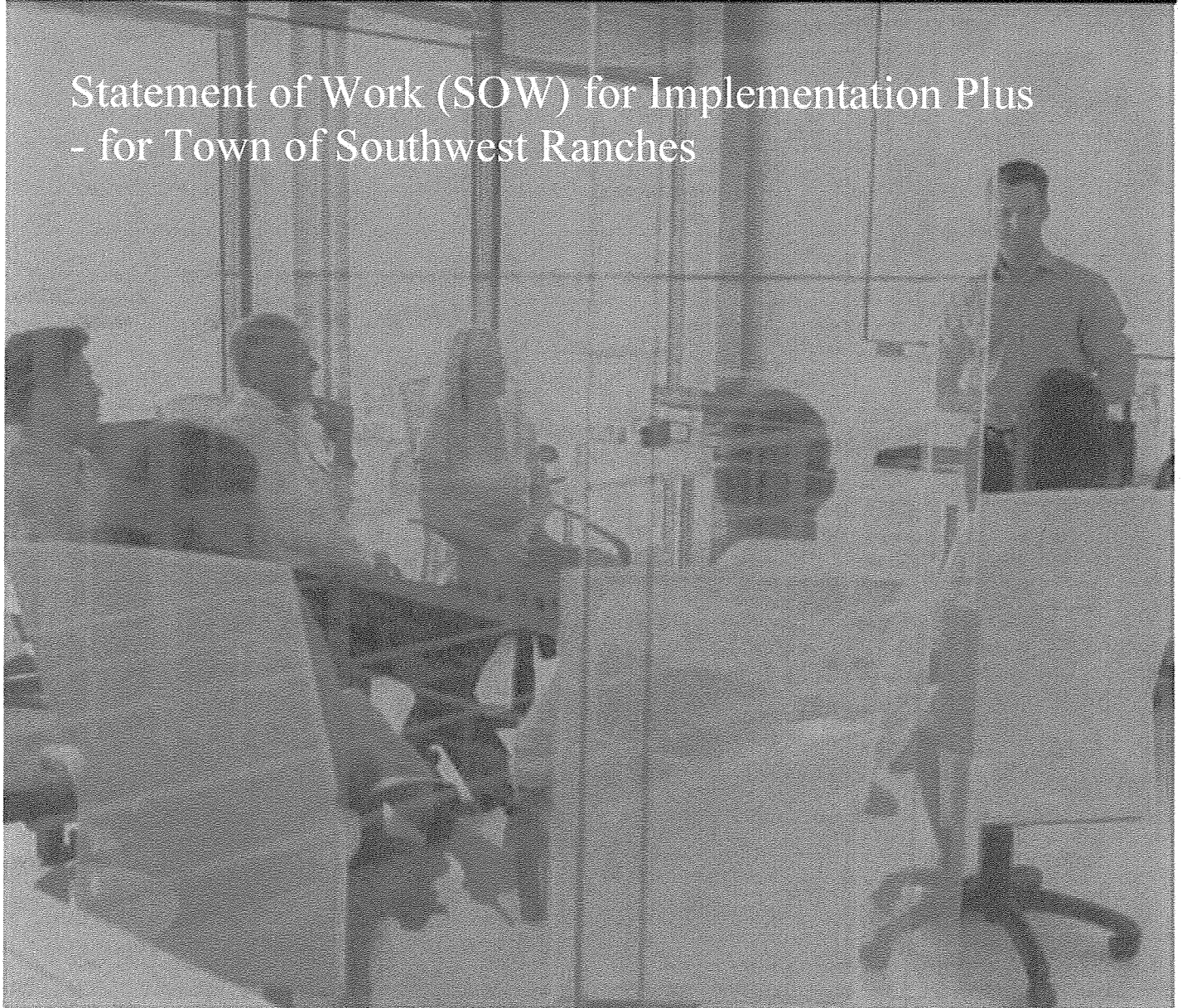
"Planned Downtime" means any unavailability, interruption, inoperability, or downtime of the Ordered X Series Services resulting from or in connection with scheduled or planned maintenance, care, upgrades, patches, or similar work relating to Ordered X Series Services by 8x8 or its Affiliates or Partners.

"Unplanned Downtime" means the complete unavailability, excluding Planned Downtime and unavailability due to a force majeure event (as described in the Agreement), of substantially all of the Ordered X Series Services. For avoidance of doubt, "Unplanned Downtime" does not include any inability to access Ordered X Series Services while they are available to be accessed, including without limitation due to issues with the network, internet services/connectivity, equipment, and/or devices through which

Customer, Agents, or other parties attempt to access Ordered X Series Services.

8x8 Professional Services

Statement of Work (SOW) for Implementation Plus - for Town of Southwest Ranches





Contents

1. Overview	3
2. Project Scope Parameters	3
3. Summary of Project Tasks and Assumptions	3
4. Services and Financials	4
4. Fees & Hours of Operations	4
5. Change Management	5
6. SOW Acceptance and Authorization	6



1. Overview

8x8 Implementation Plus Services are designed to equip Town of Southwest Ranches (“Customer”) team with the knowledge and assistance required to accelerate deployment of 8x8’s solutions. The 8x8 Implementation Advisor provides remote assistance to the Customer to configure 8x8 systems, provide a knowledge transfer, and answer Customer questions. The end state of the Plus relationship is the enable our Customer admin to become proficient in operating 8x8 programs and systems with minimal or no support. End user adoption and training is not part of the Implementation Process and an agent will review the available options and present them to the customer admin.

2. Project Scope Parameters

Assistance provided by the 8x8 Implementation Advisor will be governed by the defined scope parameters identified in Table 4.1 and bound by the number of consulting hours Appendix A. Customer agrees to execute a Change Request (CR) for additional effort and fees, should Customer desire to modify or change the scope or wish to procure additional hours of assistance.

3. Summary of Project Tasks and Assumptions

Customer Responsibilities	8x8 Responsibilities
<ul style="list-style-type: none"> • Assign a committed resource who will be accountable for the duration of the implementation process • Provide information requested in a timely manner to 8x8 to prevent delays in execution (i.e. network assessment, porting documentation) • Customer Administrator to participate and enforce knowledge gained in Admin training • Perform system and user configuration, validation and report any issues to 8x8 	<ul style="list-style-type: none"> • Assist and guide Customer to configure 8x8 programs and services • Support Customer validation and testing of 8x8 programs and services • Assist with porting of Customer provided DID’s and assist throughout the process • Weekly check in to address issues, next steps, current road map and summary • Have an Advisor respond to customer needs within 24 business hours

Table 3.1



4. Services and Financials

The below table identifies the 8x8 Plus Services that are included in this SOW. All services will be delivered by 8x8 project resources remotely from 8x8 office locations in English. For a detailed description of the Services, please refer to **Appendix A**.

As consideration for 8x8's performance for Implementation, the Customer shall pay 8x8 the fixed fees identified in the Service Agreement/ Order to which the SOW is an attachment. All payments for the Implementation Services performed are non-refundable. Total effort estimated for the scope defined in this SOW is not to exceed thirty hours.

Implementation Plus Services	Included (Yes/ No)
Network Assessment	Yes
Solution Design Guidance	Yes
Basic System Configuration	Yes
User Configuration	Yes
Out of the Box (OOTB) Integration	Yes
Basic System Test	Yes
Porting / Number Transfer	Yes
Single Sign On Configuration	Yes
Post-Sale Alignment	Yes
Health Checks and Workshops post-implementation	Yes
Customization Services	Included (Yes/No)
Customization to Out of the Box solution to meet customer requirements	No
Project Management/Project Team	No

Table 4.1

5. Fees & Hours of Operations

Service Cost: Total fees for this service is \$1200 and will be invoiced upon execution of the Order to which this Statement of Work is attached as part of the DocuSign Package. Additional hours may be purchased by Customer at \$60 per hour. Overages will be billed at \$120/hr.

Business Hours: Services identified in this SOW will be performed, and 8x8 personnel shall be available to be contacted, from 8.00 AM to 5.00 PM local time zone, Monday through Friday, excluding



designated holidays. Time worked outside of these designated hours at Customer's request may result in additional fees.

6. Change Management

The change management processes ("Change Management Process") described below shall govern changes to the scope of the Implementation Services during the term of this SOW.

1. A Change Request may be submitted directly to the implementation advisor. All Change Requests ("CR") must be documented in writing and in any applicable notes.
2. Change Requests are to be discussed at the first opportunity. The goal is to ensure prompt approval/disapproval and quick implementation.
3. 8x8 Implementation Management will review Customer's Change Request and evaluate its impact to scope, effort, schedule and will provide the Customer with a Change Request document that details and changes for the Customer's review and execution.
4. Customer has up to five (5) days to review and approve or reject the Change Request [and any related Service Order (where the Change Requests contemplates new or additional 8x8 subscription services and/or equipment)]. Once approved by Customer, 8x8 will initiate the work detailed in the Change Request.



7. SOW Acceptance and Authorization

IN WITNESS WHEREOF, this SOW has been executed on behalf of each party by its duly authorized representative.

Town of Southwest Ranches

Full Name

Andrew D. Berns

Title

Town Administrator

Signature

DocuSigned by:
Andrew D. Berns

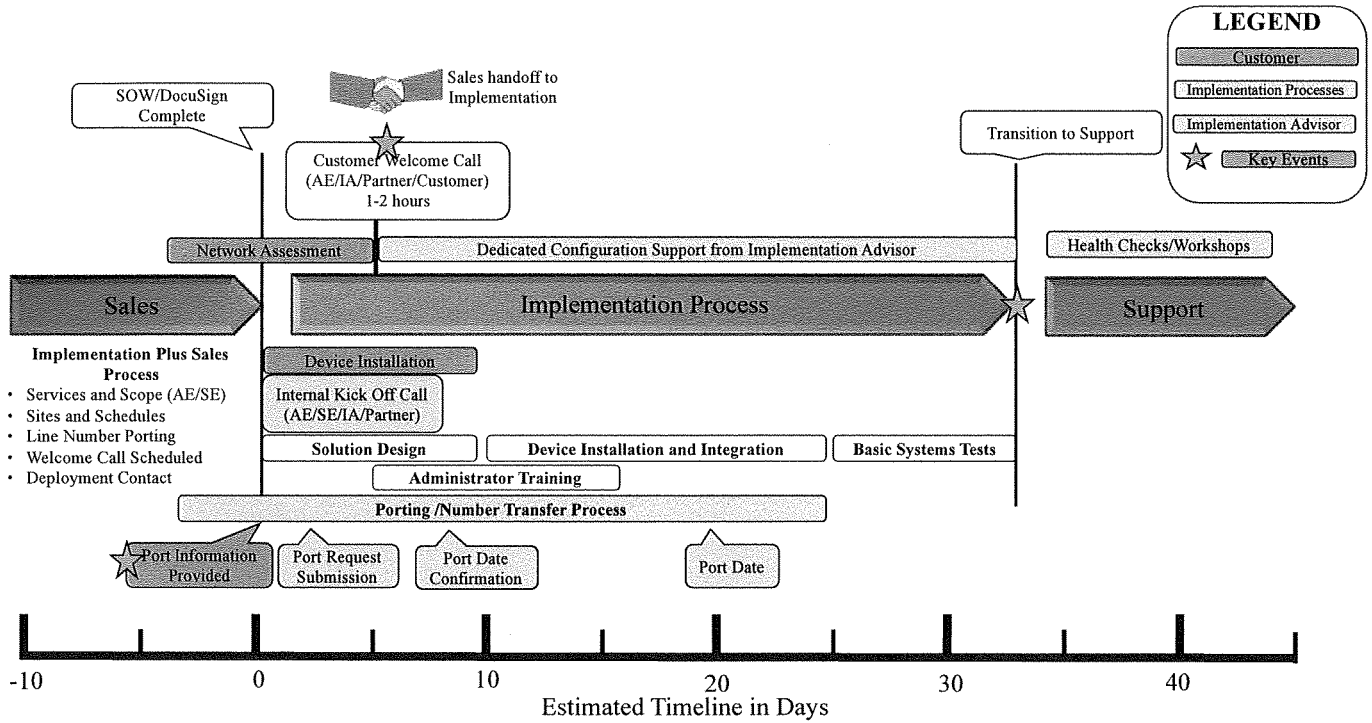
Date

887BFF3945B54A5...

May 31, 2022



Appendix A – Plus Services in Detail



Implementation Plus Scope Parameters	Description/ Limit Quantity
Total Number of Users (US and Canada)	10 – 1,000 users with X1-X4 licenses across the United States and Canada
Total Number of Sites	Up to five/ten/fifteen (5/10/15) *Package dependent
Solution Design Guidance/Use Case Guidance	Up to five/ten/fifteen (5/10/15). Based on Customers current business processes and design requirements, 8x8 identifies an optimal solution, including required configuration of all required 8x8 solution components.
Basic System Configuration	8x8 assists customer in limited (basic) system configuration for re-enforcing information from the Admin Training while providing additional guidance on system configuration to the Customers Administrator.
User Configuration	Based on Customer-provided information, 8x8 assists customer in completing the configuration for Users and their properties in the system.



Out of the Box (OOTB) Integration	<p>Yes. For supported platforms and software, follow the link below.</p> <p>https://support.8x8.com/us/manuals-user-guides/products/virtual-office-manuals-user-guides#Virtual_Office_Integrations</p>
Basic System Test	<p>8x8 and Customer perform limited (basic) system testing for validating correct configuration and providing additional hands-on guidance on system testing to the Customers Administrator.</p>
Number Porting	<p>Based on customer-provided documentation, 8x8 manages the transfer of phone number ownership from incumbent carriers to 8x8. 8x8 will initiate porting to its carrier and acquire / confirm a port FOC date.</p> <p>Customer must provide 8x8 with an expected activation date.</p> <p>Customer to provide required documentation for porting at earliest opportunity. This includes two documents:</p> <ol style="list-style-type: none"> 1. A recent copy of a bill with main billing address, admin on the account/person authorized to make changes, and the main telephone number on the account 2. Letter of Authorization (LOA).
Network Assessment	<p>8x8 to provide instructions for running the network assessment tool and review results from assessment and make recommendations per best practices for Voice Over Internet Protocol (VOIP) to support 8x8 solution. Any additional troubleshooting of Customer network components is out of the scope of this Statement of Work.</p> <p>It is the responsibility of the customer to complete the network assessment prior to the Welcome Call.</p> <p>Customer may opt to not perform a network assessment by signing the waiver in Appendix B</p>
Post-Sale Alignment	<p>8x8 will assist customer through purchasing additional licenses/equipment through the Customers portal page.</p> <p>End User Training: Individual functions of how to use the system from the end users perspective are <u>the responsibility of the customer</u>. 8x8 representatives will walk the customer admin through the different</p>

8x8 Professional Services | Statement of Work



	recourses available to them, both free and paid, and help the admin chose the best solution for their users.
Single Sign-On (SSO) configuration	Within Scope
Health Checks and Workshops	After the transition to support, the 8x8 Implementation Advisor will follow up with Customer to ensure the system is running as designed. Implementation Advisor will also be available for two workshops to highlight additional features available that can enhance existing products and services
Total Hours included	20 hours



Appendix B – Waiver form for the Network Assessment

SAMPLE – Not to be Signed – Network Assessment Waiver Form

Capitalized terms used herein not otherwise defined shall have the meaning as set forth in the Service Agreement executed by 8x8 and the Customer.

Customer hereby declines to have the 8x8 network assessment tests (“Network Assessment”) completed prior to the implementation of the Services.

CUSTOMER IS AWARE THAT BY DECLINING THE NETWORK ASSESSMENT AND WITHOUT TAKING THE ACTIONS DETERMINED NECESSARY BY THE NETWORK ASSESSMENT NEITHER CUSTOMER NOR 8X8 CAN BE ASSURED THAT THE SERVICES WILL PERFORM SATISFACTORILY OR IN ACCORDANCE WITH THE DOCUMENTATION.

In the event that the Services are adversely affected by issues related to Customer’s network infrastructure, configuration, design or equipment and Customer requests, 8x8 may perform Professional Services to attempt to remedy the problems subject to Section 4.4 of the Terms and Conditions and at 8x8’s then current rates.

IN NO EVENT WILL ANY DELAYS CAUSED BY CUSTOMER NOT PERFORMING THE NETWORK ASSESSMENT OR NOT TAKING THE ACTIONS DETERMINED NECESSARY BY THE NETWORK ASSESSMENT ALLEVIATE THE CUSTOMER OF THE OBLIGATION TO PAY SERVICE FEES PER THE SERVICE AGREEMENT.

ACKNOWLEDGE: _____

Customer: _____

By: _____

Name: _____

Title: _____

Date: _____

SAMPLE ONLY

NOT FOR
SIGNATURE



Appendix C – On-Site Services

No on site services are provided through Implementation Plus. Any requirements for on-site services must be addressed with a Managed solution



Appendix D – Customization Services

Customized services are not part of the Plus scope. Any customization requests must be addressed with a customized deployment.

Certificate Of Completion

Envelope Id: A8B62C5B446B4C82B5894F55049CA8ED

Status: Completed

Subject: Please DocuSign: Town of Southwest Ranches - CO500393715 and Amendment (SLA) - 2022MAY27.pdf

Source Envelope:

Document Pages: 20

Signatures: 4

Envelope Originator:

Certificate Pages: 5

Initials: 0

Christy Mata

AutoNav: Enabled

675

Envelopeld Stamping: Enabled

Creekside Way

Time Zone: (UTC-08:00) Pacific Time (US & Canada)

Campbell, CA 95008

christy.mata@8x8.com

IP Address: 73.24.190.18

Record Tracking

Status: Original

Holder: Christy Mata

Location: DocuSign

5/27/2022 11:54:03 AM

christy.mata@8x8.com

Signer Events

Andrew D. Berns

aberns@southwestranches.org

Town Administrator

Security Level: Email, Account Authentication (None)

Signature

DocuSigned by: Andrew D. Berns 887BFF3945B64A5...

Signature Adoption: Pre-selected Style

Signed by link sent to

aberns@southwestranches.org

Using IP Address: 50.198.241.81

Timestamp

Sent: 5/27/2022 11:57:41 AM

Viewed: 5/31/2022 6:31:03 AM

Signed: 5/31/2022 6:32:14 AM

Electronic Record and Signature Disclosure:

Accepted: 5/31/2022 6:31:03 AM

ID: 40efb2c2-9c82-4484-9c47-44bf3288369b

Michael Valentino

michael.valentino@8x8.com

per executed MSA on 05-25-2022

8x8, Inc.

Security Level: Email, Account Authentication (None)

DocuSigned by: Michael Valentino 19D9DD398B004B7...

Signature Adoption: Pre-selected Style

Signed by link sent to michael.valentino@8x8.com

Using IP Address: 73.116.20.116

Sent: 5/31/2022 6:32:16 AM

Viewed: 5/31/2022 7:54:38 AM

Signed: 5/31/2022 7:55:07 AM

Electronic Record and Signature Disclosure:

Not Offered via DocuSign

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Deal Desk

docusign-dealdesk@8x8.com

Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:

COPIED

Sent: 5/27/2022 11:57:41 AM

Carbon Copy Events**Status****Timestamp**

Accepted: 5/17/2021 5:04:29 PM
ID: 7ec1e930-b6aa-4122-be2b-2191bce3864f

Lisa Lopez
lisa.lopez@8x8.com
8x8, Inc.

COPIED

Sent: 5/27/2022 11:57:41 AM

Security Level: Email, Account Authentication
(None)

Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Witness Events**Signature****Timestamp****Notary Events****Signature****Timestamp****Envelope Summary Events****Status****Timestamps**

Envelope Sent	Hashed/Encrypted	5/27/2022 11:57:42 AM
Certified Delivered	Security Checked	5/31/2022 7:54:38 AM
Signing Complete	Security Checked	5/31/2022 7:55:07 AM
Completed	Security Checked	5/31/2022 7:55:07 AM

Payment Events**Status****Timestamps****Electronic Record and Signature Disclosure**

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

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Required hardware and software

Operating Systems:	Windows2000? or WindowsXP?
Browsers (for SENDERS):	Internet Explorer 6.0? or above
Browsers (for SIGNERS):	Internet Explorer 6.0?, Mozilla FireFox 1.0, NetScape 7.2 (or above)
Email:	Access to a valid email account
Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	<ul style="list-style-type: none"> •Allow per session cookies •Users accessing the internet behind a Proxy Server must enable HTTP 1.1 settings via proxy connection

** These minimum requirements are subject to change. If these requirements change, we will provide you with an email message at the email address we have on file for you at that time providing you with the revised hardware and software requirements, at which time you will have the right to withdraw your consent.

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