



Network and Installation:

TERMS AND CONDITIONS

Network Support Services: Before any network services are rendered, a copy of the System Site Survey should be filled out and signed by the customer's network administrator and on file with Preferred Office Technologies.

1. Prerequisites for a successful deployment:

- a. Hardware System Site Survey – This form needs to be filled out 5 days prior to the installation of the new equipment. Once received, it will be reviewed internally for verification of requested options to be setup.
- b. Pre-Call with IT – Once we have received the Hardware System Site Survey, we may request a conference call with your IT department. This call will help answer any questions, and understand the roles and responsibilities of the key players during the installation process prior to writing statement of work.

2. Network Setup:

- a. The Client is solely responsible for providing network cables, surge protectors, switches and any other items needed for installation in the space. Preferred is not responsible for providing network cables, surge protectors, switches, and our technicians will not do any additional "cabling through walls or ceilings" while onsite.
- b. Up to two (2) hours onsite install time included for all copier/printer/fax/scan systems.
- c. Network setup includes software loaded on ten (10) workstations and/or one (1) server.
- d. PREFERRED OFFICE TECHNOLOGIES will provide software on three (3) workstations during onsite demonstration.
- e. Additional workstations may be added for \$10.00 per machine.
- f. All installation and work performed is warranted for 30 days.

3. Third Party Network Support: If third party network support is utilized, all charges for this support are the sole responsibility of the customer.

4. Software Licensing/Upgrades: All software installed at the customer's location is governed by its original licensing agreement and shall be the customer's responsibility to maintain. Software upgrades can be done by PREFERRED OFFICE TECHNOLOGIES at the prevailing IT Support labor rate.

5. Network/Hardware/Software Modifications: If the customer changes the operating environment, including but not limited to changing operating systems, network software, hardware and software upgrades, software application changes, username and/or password changes, etc., to such a degree that further network support, installations or modifications are required, such support, installations, or modifications shall be billable at the prevailing IT Support labor rates.

6. Loss of Data: The customer acknowledges that it is the customer's responsibility to take prudent measures in maintaining a current backup of program/data files and to restore any lost data. PREFERRED OFFICE TECHNOLOGIES is not responsible for any loss of data.

7. Network Access Agreement: The customer wishes to grant PREFERRED OFFICE TECHNOLOGIES access to its network/computers, remote or onsite, to provide support services. This includes software installed on the customer's network device(s) to monitor the copier/printer/fax/scan system usage, supply levels, service record, and performance. This software includes but is not limited to Xerox Page Pack, Imageware Remote, Uniflow, Ricoh @Remote, and/or FM Audit.

8. Restricted Access: The customer may restrict access to the network to protect valuable and proprietary information. PREFERRED OFFICE TECHNOLOGIES's access to the network shall be unrestricted unless otherwise specified.

9. Confidentiality Agreement: PREFERRED OFFICE TECHNOLOGIES shall, at all times, hold in trust and confidence all confidential or proprietary information of customer which is obtained by PREFERRED OFFICE TECHNOLOGIES upon entering the network.

10. Preferred Connectivity Policy: Customer has 10 business days from the installation date to place connectivity-related requests. After 10 business days, all additional network/connectivity related calls will fall under one of the plans listed on the estimate link.