



Support Agreement

Customer Name : City Of Ann Arbor	Customer Contact : Bob Deering	Date: 7/20/2021
Address : 301 E. Huron St Ann Arbor, MI 48104	Contact Email : bdeering@a2gov.org	Agreement Start Date: 8/2/2021
Phone Number : 734.794.6000	Contact Phone # : 734.794.6558	Agreement End Date: 8/2/2022

BSB Communications Inc, 41150 Technology Park Dr, Ste 101, Sterling Heights, MI 48314 hereinafter referred to as BSB, agrees to provide City Of Ann Arbor, hereinafter referred to as Customer, the items and services as described below and dated 7/20/2021.

Support Plan Options	BSB	Local Co	Mitel	Plan Description
<input checked="" type="checkbox"/> Mitel Software Assurance (SWA)	X		X	Mitel Software Assurance (Standard or Premium SWA) (Purchased thru BSB)
<input checked="" type="checkbox"/> Pre-Paid Labor Block				Pre-Paid Labor Option for selected services (does not expired until depleted)
<input checked="" type="checkbox"/> Remote Support Agreement (MAC)				Remote MAC Support for selected services based on payment option
<input checked="" type="checkbox"/> Onsite Support (MAC)				Onsite Support for selected services based on payment option
<input checked="" type="checkbox"/> Maintenance Support Agreement (Remote and Onsite)	X			Remote and Onsite Support Services based Maintenance Agreement
<input checked="" type="checkbox"/> Hardware Warranty	X			Extended Hardware Warranty beyond first year warranty

Mitel Software Assurance (SWA)	1 Year Term	Mitel	Standard	Premium	SWA Features and Entitlements
<input checked="" type="checkbox"/> Standard Software Assurance, M-F, 8-5 PM		X	X	X	Entitlement to new major software releases, including new functionality as provided
<input checked="" type="checkbox"/> Premium Software Assurance, 24 x 7 x 365		X	X	X	Entitlement to hot fixes and service packs
All BSB support plan's require Mitel SWA					
Technical Support services					
<input checked="" type="checkbox"/> Case management, technical inquiry <input checked="" type="checkbox"/> Service Level Objective for issue resolution on supported software releases <input checked="" type="checkbox"/> Access for BSB certified technicians <input checked="" type="checkbox"/> BSB Telephony and Web Ticket System					
Mitel Performance Analytics (MPA)					
<input checked="" type="checkbox"/> Fault reporting <input checked="" type="checkbox"/> Performance monitoring, voice quality and traffic <input checked="" type="checkbox"/> Server metrics <input checked="" type="checkbox"/> Hardware, software and license inventory <input checked="" type="checkbox"/> Report generation—on demand or automated					
End customer online training					
<input checked="" type="checkbox"/> Access to Mitel University and User courseware					
* Service Agreement Start/End Date may be different from SWA Start/End Date					
* See attached SWA Itemization and Start/End Date Schedule					

REMOTE Support (Break/Fix)	1 Year Term	BSB	Local Co	Customer	Payment Method	Support Hours
-Telephone System Applications		X			BSB Support Contract (billed annually)	8:30AM to 5:00PM(US-EST)(M-F)
-Associated VMware Mitel Applications		X			BSB Support Contract (billed annually)	8:30AM to 5:00PM(US-EST)(M-F)
-System Troubleshooting		X			BSB Support Contract (billed annually)	8:30AM to 5:00PM(US-EST)(M-F)
-Customer LAN (Local Area Network)				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Customer WAN (Wide Area Network)				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Remote Break/Fix		X			BSB Support Contract (billed annually)	8:30AM to 5:00PM(US-EST)(M-F)
-Customer Network Electronics and VMware				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Other Services req'd after Normal BSB Business Hours				X	Billed T&M by BSB as requested	5:00PM EST - 8:30AM EST (M-Sat)

REMOTE Support (Move/Add/Change)	Not Included	BSB	Local Co	Customer	Payment Method	Support Hours
-Telephone System Programming				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Associated VMWare Mitel Applications Programming				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Station Programming				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-End User Training				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Customer Network Electronics and VMWare				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Customer LAN (Local Area Network)				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Customer WAN (Wide Area Network)				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)

ON-SITE Support	1 Year Term	BSB	Local Co	Customer	Payment Method	Support Hours
-Telephone System Programming				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-End User Training				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Associated VMWare Mitel Applications		X			BSB Support Contract (billed annually)	8:30AM to 5:00PM(US-EST)(M-F)
-External Paging and Analog Devices				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Customer Network Electronics and VMWare				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Customer LAN (Local Area Network)				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Customer WAN (Wide Area Network)				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-On-Site Break/Fix		X			BSB Support Contract (billed annually)	8:30AM to 5:00PM(US-EST)(M-F)
-System Administrative Training				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Administrative System Training				X	Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Other Services req'd after Normal BSB Business Hours				X	Billed T&M by BSB as requested	5:00PM EST - 8:30AM EST (M-Sat)

Mitel Hardware Warranty	1 Year Term	BSB	Local Co	Customer	
-Core Telephone Communications Equipment		X			(3) Mitel 3300CX II Controllers, (1) AUS II
-Telephones				X	
-Miscellaneous Telecom Equipment				X	

Miscellaneous Hardware Warranty	Not Included	BSB	Local Co	Customer	
-Miscellaneous Hardware Equipment 1				X	
-Miscellaneous Hardware Equipment 2				X	
-UPS Systems and Misc. Batteries					
-Headsets (One Year Warranty Only)					

BSB Initial

Customer Initial

Proactive Maintenance / Monitoring	Not Included	BSB	Local Co	Customer	Payment Method	Support Hours
-Annual Software Upgrade				X	Billed T&M by BSB as requested	Normally done after Business Hours
-System Monitoring					Requires Mitel Premium Software Assurance	



Support Agreement

-Asset Management		<input checked="" type="checkbox"/>			BSB Support Contract (billed annually)	Tracking of all Hardware/Software/Licenses
Carrier/Telco Support	Not Included	BSB	Local Co	Customer	Payment Method	Support Hours
-Customer Carrier Coordination / Troubleshooting					Billed T&M by BSB as requested	8:30AM to 5:00PM(US-EST)(M-F)
-Customer Carrier Coordination / Troubleshooting					Incl'd when Carrier Services purchased thru BSB	8:30AM to 5:00PM(US-EST)(M-F)

Local Co = Local Dealer if required when outside BSB normal coverage area

Response to Service Requests

Major Equipment Failure	Response within two (2) business hours (Monday through Friday 8 a.m. - 5 p.m.) at the local time at the Site, excluding BSB's locally-observed holidays upon receipt of a trouble report of a Major Failure by attempting to clear the failure remotely and/or contacting the End-User to begin troubleshooting the system failure. Onsite response within four (4) business hours plus reasonable additional travel time (Monday through Friday 8 a.m. - 5 p.m.) at the local time at the Site, excluding BSB's locally-observed holidays upon receipt of a trouble report of a Major Failure, which cannot be resolved by a remote engineer.
Minor Equipment Failure	Response within eight (8) business hours (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding BSB's locally-observed holidays) upon receipt of a trouble report of a Minor Failure by attempting to clear the failure remotely and/or contacting the End-User to begin troubleshooting the system failure. Onsite response within the next business day (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding BSB's locally-observed holidays) upon receipt of a trouble report of a Minor Failure, which cannot be resolved by a remote engineer.
Major Application Failure	Four (4) hour response upon receipt of a trouble report of a Major Application Failure. Four hour response includes one or more of the following: attempting to resolve the failure through remote diagnostics; contacting the Customer to begin troubleshooting the Application Failure. Reasonable additional travel time will be added if a site visit is required following remote service attempts.
Minor Application Failure	Next business day response (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding TTI's locally observed holidays) upon receipt of a trouble report of a Minor Application Failure. Next business day response includes one or more of the following: attempting to resolve the failure through remote diagnostics; contacting the Customer to begin troubleshooting the Application Failure; or on-site arrival of an engineer.
Move, Add, Changes (MAC)	Scheduled and order entered within next business day. Based on product availability MAC orders are normally provided in (5-7) Business Days

Definitions of Major and Minor Failures:

- * A Major System Failure is defined as a complete system failure, major system alarm, failure of an entire trunk group, more than twenty percent (20%) of stations totally inoperative, attendant position failure, inability to receive incoming calls, inability to call outside of the facility, or system failure that substantially interferes with the Customer's normal use of the System.
A Major System Failure for voice processing System is defined as an inability to access system through the system manager terminal or through at least seventy-five percent (75%) of all telephone ports, inability to access one or more disk drives that store messages or data, loss of system integration, continual system restarts, unscheduled total system outage, reboot failure, inability of system to collect CDR data (if applicable).
- * All other failures shall be deemed a Minor System Failure.
- * A Major Application Failure for an application software is defined as a complete inability to use the application software, application crash or loss of data that significantly interferes with Customer's access to or use of the application software.
- * All other failures shall be deemed a Minor Application Failure

Labor Rates and Prepaid Labor Options

Level 3 - Enterprise Labor Rates			5% DCT	5% DCT	7% DCT	Onsite Support			Remote Support	
Part #	Description	Std Hourly	\$2,500.00	\$5,000.00	\$10,000.00	Minimum	Each Addtl	Trip Chg	Minimum	Each Addtl
L3-BH-LBR	L3 Enterprise (Biz Hours) Labor	\$145.00	L3 Prepaid	L3 Prepaid	L3 Prepaid	1 Hour	1/2 Hour	\$55.00	1/2 Hour	1/4 Hour
L3-NB-LBR	L3 Enterprise (Non- Biz Hours) Labor	\$190.00	\$137.75	\$137.75	\$134.85	1 Hour	1/2 Hour	\$55.00	1/2 Hour	1/4 Hour
L3-SH-LBR	L3 Enterprise (Sunday/Holiday) Labor	\$240.00	\$180.50	\$180.50	\$176.70	1 Hour	1/2 Hour	\$55.00	1/2 Hour	1/4 Hour
			\$228.00	\$228.00	\$223.20					
Trip Chg	Trip Charge	\$55.00	\$52.25	\$52.25	\$51.15	NA	NA	NA	NA	NA

Check One

Select Pre-Paid Labor Option

- \$2,500 - 5% discount off current rate
- \$5,000 - 5% discount off current rate
- \$10,000 - 7% discount off current rate

- Biz Hours = 8:30AM EST - 5:00PM PST (M-Fri)
- Non-Biz Hours = 5:00PM EST - 8:30AM EST (M-Fri) + (Sat)
- Sunday/Holiday = Sundays or Holidays

Support Agreement Pricing

* Maintenance Agreement (Annual)	\$37,068.00
* Prepaid Labor Option	
* Premium Mitel Software Assurance	\$32,249.70
* Mitel Dealer of Record Transfer Fee	NA
	\$69,317.70

Annual Support Agreement	
Prepaid Labor does not expire until total prepaid amount has been depleted	
Annual Payment	
One Time Mitel Charge for Dealer of Record transfer	
Total Support Agreement And Yearly Software Assurance	

This agreement constitutes the entire understanding of the parties and no other understanding, collateral or otherwise shall be binding unless in writing, attached to this agreement and signed by both parties.

PETER JOHNSON, COO
BSB Authorized Signature

[Signature] 7/27/2021

David Harris
Customer Authorized Signature

David Harris