



## Statement of Work for Zoom Phone Platinum Support

This Statement of Work for Professional Services ("SOW") between Total Communications Solutions, Inc. ("TCS") and City of Camas (WA) ("Customer") is effective on date of the latest on this SOW ("Effective Date") and is governed by the governed by the TCS Terms of Service found at <http://www.tcsny.net/psoterm>s. Any capitalized terms used but not defined herein shall have the meaning ascribed to them in the TCS Professional Services Terms and Conditions.

Bill To	Sold To
City of Camas (WA)	City of Camas (WA)
616 NE 4th Ave.	616 NE 4th Ave.
Camas, WA, 98607	Camas, WA, 98607
United States	United States
Michelle Jackson	Michelle Jackson
mjackson@cityofcamas.us	mjackson@cityofcamas.us
360.817.7005	360.817.7005
<b>SOW Generated / Revised:</b>	2025-09-08
<b>SOW Number:</b>	PSO 34639
<b>Total SOW Amount:</b>	\$4,536.00
<b>TCS Account Executive:</b>	Anessa Alderman
<b>TCS PSO Rep:</b>	Jason Mobley

SOW pricing and details are only valid 30 days from the generation date or last revision date.

## 1. Overview:

This Statement of Work outlines the terms and conditions for TCS Platinum Support, focusing on 24/7 Tier 2 phone support from TCS Implementation Engineers for Zoom services. This support includes the handling of priority levels P1, P2, P3, P4 based on the severity of issues, as well as coverage for various tasks related to break, fix, repair, or consultation of TCS implemented solution.

## 2. Scope of Support:

TCS Platinum Support provides reactive technical support and troubleshooting only. It does not include proactive monitoring, administration, or changes initiated by TCS without a customer request. This is not a managed service.

- **24/7 Tier 2 Phone Support:**
  - Availability of TCS Implementation Engineers around the clock to address and resolve issues.
- **Priority Levels (P1, P2, P3, P4):**
  - Severity levels assigned to support requests based on impact and urgency.
- **Service Level Agreements (SLA):**
  - Response times corresponding to each priority level for timely issue resolution.
- **Coverage:**
  - Support for minor modifications in the Zoom Phone environment.
  - Integrations: Assistance with third-party integrations and troubleshooting.
  - Phone Provisioning: Support for provisioning and configuration of Zoom phone services.
  - User Configuration: Assistance in interpreting or advising on configurations; TCS does not proactively manage user accounts.
  - Configuration adjustments for Auto Receptionists, Call Queues, Shared Line Groups, Group Call Pickup, Audio Assets
  - Site Policies and Caller ID
  - E911 configuration
  - Single Sign-On (SSO): Support for configuring and troubleshooting SSO for Zoom.
  - Logs and Reports: Support for accessing and interpreting logs and reports.
  - Platinum Support is a Tier 2 technical support service and is **not considered a managed service**. If the customer requests services that fall under Professional Services (PSO), a separate Statement of Work (SOW) and pricing will be provided for PSO.

## 3. Escalations:

- **Direct Escalations to Zoom:**
  - TCS will manage and handle all direct escalations to Zoom for feature requests and bug fixes.

## 4. Priority Levels and Response Times:

- **P1 (Critical):**
  - Response Time: Within 1 hour.
  - Description: Critical issues impacting multiple users or the entire Zoom environment.
- **P2 (High):**
  - Response Time: Within 4 hours.
  - Description: High-priority issues affecting a significant number of users or key functionality.
- **P3 (Medium):**
  - Response Time: Within 8 hours.
  - Description: Moderate issues impacting specific users or non-critical functionality.
- **P4 (Low):**
  - Response Time: Within 24 hours.
  - Description: Low-priority issues, general queries, or cosmetic concerns.

## 5. Reporting and Communication:

- **Regular Updates:**
  - TCS will provide regular updates on the status of ongoing issues.
- **Monthly Reports:**
  - Detailed monthly reports on support activities, issue resolutions, and recommendations for improvement.

## 6. Customer Responsibilities and SOW Exclusions

- The Customer is responsible for all aspects not specifically included in this SOW. Out of scope and Customer Responsibility items include, without limitation:
  - LAN/WAN infrastructure: Network requirements for Zoom products as identified on the Zoom support website and/or network modifications as recommended by TCS PSO.
- Configuration and software installation on customer PCs.
- Customizations on individual User endpoints, or phone settings.
- Platinum Support includes ongoing technical support, troubleshooting, and guidance for systems and services implemented during the project. However, this support **does not include** any Professional Services Organization (PSO) setup or system configuration that was not specifically scoped and contracted for at the time of the project commencement.
- Any PSO-related tasks or configurations that were not opted for during the initial project agreement will require a separate agreement, with additional costs and timelines to be determined at that time. Customers are advised to ensure all necessary setups are confirmed and contracted at the start of the project to avoid service interruptions or delays.

## 7. Contract Duration:

This Statement of Work is valid for a period of 1 year with the option for renewal upon mutual agreement.

## 8. Confidentiality:

All parties agree to maintain the confidentiality of any sensitive information exchanged during the course of this support engagement.

## 9. Governing Law:

This Statement of Work is governed by the laws of New Jersey, and any disputes shall be resolved through amicable negotiations.

## Agreement

This SOW is entered into as of the effective date specified above between Total Communication Solutions, Inc. and City of Camas (WA).

Total Communication Solutions, Inc.

City of Camas (WA)

By: **Jason Mobley**

By:

Signature:

Signature:

Date:

Date:

PO Number:

(if applicable)