Statement of Work for Zoom Phone Standard Deployment Service.

This Statement of Work for Professional Services ("SOW") between Total Communications Solutions, Inc. ("TCS") and City of Camas ("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/psoterms. 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	City of Camas
616 NE 4th Ave.	616 NE 4th Ave.
Camas, WA 98607	Camas, WA 98607
United States	United States
Michelle Jackson	Michelle Jackson
360-817-7005	360-817-7005
mjackson@cityofcamas.us	mjackson@cityofcamas.us
**SOW Generated	Revised:**	2025-09-03
SOW Number:	PSO 34636
Total SOW Amount:	$18,889.20
TCS Account Executive:	Anessa Alderman
TCS PSO Rep:	Jason Mobley

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

1. Service Scope:

The scope of this project encompasses the implementation of all identified locations, functions, and features as detailed in the Statement of Work. This includes the specific service components and functional requirements outlined for each site involved in the deployment.

All deliverables and services are further defined and quantified in **Exhibit 1** of this document. Any associated taxes and actual incurred expenses are excluded from the scope and will be addressed separately as applicable.

The project will be considered complete upon the successful delivery and execution of all Professional Services specified in this SOW for each identified location. This ensures a consistent and comprehensive deployment aligned with the agreed-upon objectives and service expectations.

2. Locations:

TCS will perform the tasks listed in this SOW remotely, for the following locations (**See Appendix A below**). Locations are limited to those identified within this SOW. Zoom Phone user/license count(s), features, functions are identified in Exhibit 1:

TCS will be responsible for delivering a comprehensive suite of services including assessment, solution design, project management, and full deployment for the Zoom Phone as outlined in this section as detailed in Exhibit 1.

This engagement ensures that each identified site receives a tailored and strategically executed implementation, guided by TCS and Zoom's best practices and aligned with the customer's business requirements.

3. Standard Work Hours.

Unless otherwise specified, pricing is based on the Professional Services being provided during Standard Service Hours, or as mutually agreed.

4. Special Terms & Notes:

Any Special Terms & Notes set forth below shall take precedence over any conflicting terms contained in the TCS Professional Services Terms and Conditions or Customer's Master Subscription Agreement, as applicable.

The SOW will be fully completed within six months or less unless otherwise specified in the Customer-specific published Zoom Phone Deployment Project plan developed following Customer project kick-off meeting and Preliminary Discovery and Planning.

Invoices will be issued as follows:
- 50% of the total value of this Statement of Work as identified in Appendix A shall be invoiced upon start of project.
- 25% will be invoiced after Assessment and Design has been completed (A&D),
- 25% will be invoiced upon project completion.

In the event that this SOW is not fully completed within six months or the agreed upon completion date post signature, TCS has the right to invoice a non-refundable fee for any remaining unused SOW balance.

Exhibit 1 | Project Scope of Work

Users | Device Type			
Total Users to Deploy:	175	Toal Common Area Devices to Deploy:	149
DID's, Porting, and Site Count:			
DID's to be used:	345	Total Number of Sites	13
Additional DID's to be parked:	318	# BYOC Locations:	0
Toll-Free Numbers:	0	# Carrier Peering:	0
Queues and Auto-Receptionists:			
Auto-Receptionists | Queues (up to):	391		
Services			
Emergency Services (E911):	Included	Bulk Phone Reprovisioning:	Not Included
SSO Configuration Assistance:	Included	#BYOC Required	Not Included
SIP Paging:	Included	Carrier Peering:	Not Included
Analog Requirements:	Included	Premise Peering:	Not Included
On-Site Services:	Not Included	Zoom Phone Local Survivability (ZPLS):	Not Included

Project Assumptions: Only those Zoom Phone features and functions Generally Available at the time of SOW execution shall be included in this project scope.

5. General

5.1. Selection and assignment of a designated Technical Project Manager ("TPM") and Project Engineer("PE") by TCS. The TCS TPM will act as a single point of contact for the delivery of all Professional Deployment Services under this SOW, following Zoom's proven deployment best practices.

5.2. Project Management

5.2.1. The TCS TPM will be responsible for the following activities in connection with this SOW:

5.2.2. Alignment of project goals and scope with Customer expectations during project initiation/ kick-off;

5.2.3. Internal and external project kick-off sessions;

5.2.4. Creation and management of project governance, including but not limited to:

5.2.4.1. Mutually agreed upon Master Project plan and schedule;

5.2.4.2. Roll Out Communication plan, project resource requirements, escalation process, change control, and test plan;

5.2.4.3. Project Action and risk register;

5.3. Completion of resource assignments and scheduling in alignment with the master project schedule;

5.4. Management of project documentation;

5.5. Management of project timelines in alignment and via consensus with the Customer designated internal project manager or single point of contact;

5.6. Identification, communication, and mitigation of project risks and issues;

5.7. Development, review, authoring, implementation, and managing any mutually agreed upon Change Orders and interventions to achieve project outputs;

5.8. Facilitating and leading regular status update meetings, organize planning sessions and Customer steering committees, as applicable;

5.9. Completing scoped migration and go live support; and

5.10. Performing closure procedures at the conclusion of project activities.

6. Zoom Phone Discovery

6.1. The TCS TPM and/or TCS PE will partner with the Customer to schedule high-level Discovery session(s) with Customer's point of contact(s). The location(s) and number of users involved in the Discovery process are set forth in this SOW. The TCS Project Team work with the Customer to complete the preliminary Discovery document(s).

6.2. Preliminary Discovery

6.2.1. Customer's implementation strategy;

6.2.2. Identify Customer project team members and responsibilities;

6.2.3. Identify and document all locations and addresses to be deployed;

6.2.4. Develop high-level project timeline for location deployments and cut-overs;

6.2.5. Document risk-factors that may impact cut-over schedule;

6.2.6. Document Zoom Portal company settings and standards;

6**.3. Location-specific Discovery (as applicable to the custom services being provided)**

6.3.1. User and DeviceInformation;

6.3.2. Porting data/information (DirectInward Dial "DID" and Toll Free Numbers);

6.3.3. Call flow(s);

6.3.4. Dial plan requirements (as needed);

6.3.5 Premise Peering (PSTN/PBX) Requirements ;

6.3.6 Zoom Phone SSO if required

6.3.7 Roles and Permissions;

6.4. Zoom Phone Readiness Review

    6.4.1. TCS Phone Readiness Review will be conducted for each location/location(s) identified in Section 2 of this SOW to include:

        6.4.1.1. Wired Network test results

        6.4.1.2. Wireless Network test results

    6.4.2. The Zoom Phone Readiness review shall contain statistics and metrics on the Customer's current network environment to ensure Customer's network is configured for optimal Zoom performance.

    6.4.3. TCS Project Engineer will provide recommendations, as needed, to resolve network connectivity issues.

    6.4.4. Additional network reviews or consultations are available to the Customer via a separate, executed SOW and will result in additional fees.

6.5. Go-Live Readiness requirements.

6.6. All Discovery documents, Preliminary and Location-Specific, are reviewed and approved by Customer and TCS Project Team prior to moving to deployment.

6.7. Delay in completing and returning any TCS requested documentation may result in an adjustment of the project timeline.

7. Data Requirements and Preparation

7.1. TCS will provide the Customer templates for collecting required data for implementation. Items which may be identified and documented are the following:

    7.1.1. User List.

    7.1.2. Location information.

    7.1.3. Direct Inward Dial (DID) Phone numbers.

    7.1.4. Current extensions.

    7.1.5. Desktop Phone information.

    7.1.6. Call Queues (hunt groups) including call distribution methodology (simultaneous ring, sequential ring, rotating ring, etc.).

    7.1.7. IVR/Auto Receptionist.

    7.1.8. Multi-line appearance (typically used by Administrative Assistants).

    7.1.9. Additional items as specified in **Exhibit 1** of this SOW:

        7.1.9.1. Required information for configuring the Zoom's BYOC Trunk Group in the event that Premise Peering PSTN (a.k.a. Bring Your Own Carrier, "BYOC");

        7.1.9.2. Zoom certified analog gateway ("ATA") devices;

        7.1.9.3. Zoom certified paging systems;

        7.1.9.4. Premise peering;

7.2. Customer will provide the required information utilizing the TCS provided templates with the data requested above to TCS.

7.3. TCS will enter and configure the data provided into the Zoom Phone System.

8. TCS Deployment Services

8.1. TCS Professional Services typically performs all services remotely.Remote delivery/deployment services include:

    8.1.1. Creation of:

        8.1.1.1. Location information;

        8.1.1.2. Auto-receptionists;

        8.1.1.3. Queues;

        8.1.1.4. Call flow(s);

        8.1.1.5. User creation and provisioning;

        8.1.1.6. Perform Network Readiness Review per ProjectPlan Schedule;

8.1.2. Porting of DID numbers identified and documented in the Location Discovery exercise.

8.1.3. Configuration of Zoom supported desktop phones in Zoom Portal;

8.1.4. Recommendations for handset placement and testing;

8.1.5. Provisioning of Zoom certified desktop phones via the Zoom Portal;

8.1.6. Coordination of end-user training sessions (1hr), receptionists (1hr), CQ groups (1hr), admin training (1hr) delivered by TCS PSO. All training will be recorded and sent to customer;

8.1.7. Perform coordinated testing with the customer;

8.1.8. Provide Customer with basic template for Customer-specific testing plan;

8.2. User Acceptance Testing (UAT);

8.3. Guidance and standard template(s) for customer conducted beta testing;

8.4. Cut-over preparation.

8.5. Hypercare which provides port-implementation support for a period of ten (10 Business says.

8.5.1. Non implementation related support will be provided by Zoom Technical Support in accordance with the level of support the Customer is entitled to receive;

8.6. Document open issues and enhancement requests in a project log.

8.7. Perform formal project closure processes.

8.8. Transition the customer from deployment to sustaining services(e.g. Zoom Technical Support or TCS Platinum Support.

8.9. The following services below will be performed if indicated in **Exhibit 1** of the SOW:

8.9.1. **Premise Peering PSTN (BYOC)** as identified in **Exhibit 1** of this SOW.

8.9.1.1. Connect to existing carrier;

8.9.1.2. Provide the customer with specifications required for a BYOC connection;

8.9.1.3. Complete Zoom portal configuration once SBC device(s) are installed and configured by the customer on their network;

8.9.1.4. Zoom complete the provisioning of the SIP trunk betweenZoom and the Customers SBCs or through the Carrier Exchange (Carrier Peering);

8.9.1.4.1. Provide cut-over support.

8.9.1.4.2. Coordinated testing between Zoom and the Customer to verify that the trunk is established;

5.9.1.4.3. Provide cut-over support.

8.9.2. **Premise PeeringPBX (BYOP)** as identified in **Exhibit 1** of this SOW.

8.9.2.1. Provide the customer with specifications required for a Premise Peering PBX connection;

8.9.2.2. Complete Zoom Portal configuration once SBC device is installed and configured by the customer on their network;

8.9.2.3. TCS will complete the provisioning of the SIP trunk between Zoom and the customer's SBC(s);

8.9.3. Analog Telephone Adapter/Gateway as identified in **Exhibit 1** of this SOW.

8.9.3.1. Complete Zoom Portal configuration once the Adapter/Gateway is installed and configured by the Customer;

8.9.3.2. Coordinate testing betweenTCS and the Customer;

8.9.3.3. Provide cut-over support.

8.9.4. **Paging** as identified in **Exhibit 1** of this SOW.

8.9.4.1. Complete Zoom Portal configuration of Zoom supported paging devices once devices are installed and configured by the customer;

8.9.4.2. Coordinated testing betweenTCS and the Customer

8.9.4.3. Provide cut-over support.

8.9.5. **Zoom Phone Local Survivability (ZPLS)** as identified.

8.9.5.1. Provide the customer with specifications required for a ZPLS;

8.9.5.2. Register Zoom Node to Zoom Cloud;

8.9.5.3. Perform configuration for local survivability within the Zoom Admin Portal;

8.9.5.4. Perform initial alpha testing;

8.9.5.5. Provide cut-over assistance.

9. Customer Responsibilities and SOW Exclusions

9.1. The Customer is responsible for all aspects not specifically included in this SOW. Out of scope and Customer Responsibility items include, without limitation:

9.1.1. Install, provision, configure, and ensure users are proficient on the Zoom Meeting client.

9.1.2. Purchase required Zoom Phone licenses and Calling Plan(s).

9.1.3. Provide all necessary information and data for DID porting and deployment, including but not limited to:

9.1.3.1. Listing of all users with usernames, email addresses, DID's,Extensions, and location, all pages of all current applicable phone bills for all locations requiring porting services, procure Customer Service Reports ("CSR") from existing carrier(s) for all locations and accounts requiring porting services, service addresses and Authorized Contacts for each phone bill/ carrier account; and BTN for each phone bill/ carrier account.

9.1.4. Customer shall use TCS provided templates for all data compilation exercises.

9.1.5. Customer understands and agrees that they are responsible for gathering and assembling all data from any legacy systems.

9.2. Order and procure desktop phones, headsets, and conference room audio devices as required, and other equipment.

9.3. LAN/WAN infrastructure:

9.3.1. Network requirements for Zoom products as identified on the Zoom support website and/or network modifications as recommended by TCS PSO.

9.3.2. Firewall or Access Control List (ACL) configuration.

9.3.3. Power of Ethernet (PoE) port activation / configuration.

9.4. Configuration and software installation on customer PCs.

9.5. Customizations on individual User endpoints, or phone settings.

9.6. Phones or devices being deployed by Customer that are not defined on Zoom's Supported DeviceListing on Zoom's support website at: https://support.zoom.us/hc/en- us/articles/360001299063-Certified-Zoom-Phone-devicesHeadsets.

9.7. Decommission and disposal of any legacy equipment.

9.8. SMS Brand and Campaign Registration

9.9. Credit card or Point of Sales (POS) Machines

9.10. Third party SIP phones

9.11. Customer-side premise trunk configuration, diagnostics, and/or troubleshooting.

9.12. Customer mobile device configuration, diagnostics, and/or troubleshooting.

9.13. Post-DeploymentEnd-user support.

9.14. Post-DeploymentMoves, Adds, and Change activities (MACD).

9.15. Unless otherwise specified, Customer is responsible for:

9.15.1. Third Party software and/or hardware integration configuration, decommissioning, and/or troubleshooting, including but not limited to other telephony systems, network equipment, and software applications. Configuration, deployment, support, and troubleshooting of any desk phones, devices, headsets, and equipment that are not supported by Zoom Phone.

9.16. New or existing SBC installation, configuration

9.17. New or existing installation and configuration of Analog Gateways and analog devices (e.g. fax, doorbells, paging, emergency phones, etc.).

9.18. Development of customized user guides, documentation, references, training materials, etc.

9.19. Customer to provide all pre-recorded greetings and prompts.

9.20. Cross-location coordination and gathering of required information.

10. Customer's Telephone Number Porting

10.1. The Customer is responsible for authorizing the telephone number porting by TCS via the approval and signature of the standard Zoom Letter of Authority (LOA). TCS shall provide guidance on porting data collection and shall assist with submission of porting request(s). This effort pertains to those locations identified in Section 2. The parties acknowledge and agree that TCS is not responsible for and does not control the portability of any individual number of group of numbers, and the Professional Services completion shall not be withheld by Customer for any delays arising from or relating to the porting of the numbers.

10.2. Customer agrees to the porting process and timelines as detailed in the Zoom Support Article: Common Issues and Questions for Porting at https://support.zoom.us/hc/en- us/articles/360036099112-Common-issues-and-questions-for-porting .

10.3. Notwithstanding paragraph6.1 above, the TCS ProjectTeam, Zoom Porting Team and Customer will jointly own the porting responsibility by performing the following tasks for each location together:

10.3.1. The TCS TPM shall manage initial submission of port requests and any subsequent LOA modifications and submissions.

10.3.2. Customer shall endorse all appropriate Letters of Authorization ("LOA"s) as requested by TCS using the then currentLetter Of Authorization form provided to Customer by TCS

10.3.3. Customer shall provide to TCS as requested:

10.3.3.1. All pages of all recent phone bills for those locations requiring the porting of DID's.

10.3.3.2. Customer Service Reports (CSRs) and/or Requests for Information from current carriers and authorized signer for each location.

10.3.3.3. Porting submissions will include numbers mapped to correct location as "company" numbers or Direct Dial phone numbers.

10.3.4. Customer understands that the projected Firm Order Commitment (FOC) date is not guaranteed until the losing carrier provides an FOC date.

10.3.4.1. Customer will not hold TCS or Zoom liable if the porting date originally requested changes to a later date due to the losing carrier confirming the porting information and according to their SLAs.

11. Delays and Changes

11.1. No changes to this SOW, and no changes or additions to the services described herein, will be effective unless it is in writing (via a Change Order or separate SOW) and signed by both parties. Any Change Order will detail the requested change and the effect of such change on the Professional Services, the fees, and the timeline. A Change Order is not effective unless it is in writing and signed by both parties.

11.2. Any delays in the performance of consulting services or delivery of deliverables caused by Customer, including without limitation delays in completing and returning Customer documentation required during the Assessment and Design or completing the Needs Assessment, or canceling meetings may result in an adjustment of project timeline and additional fees.

12. Project Acknowledgement

12.1. This SOW describes the objectives, Deliverables, locations, fees and other components that are included in this project. Customer acknowledges that the delivery, installation, testing, and payment for the Professional Services rendered under this for any specific location is not dependent on the delivery, installation, testing, and payment for the Professional Services for any other location or location(s).

Agreement

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

Total Communication Solutions, Inc.   **City of Camas**

By: Jason Mobley   By: Michelle Jackson

Date: Date:

                                                     PO Number: (if applicable)

APPENDIX A | LOCATIONS

Location Name	Address
City Hall	616 NE 4th Avenue
CPD	2100 NE 3rd Avenue
Riverview Bldg	700 NE 4th Avenue
PW Ops	1620 SE 8th Avenue
Station 43	1400 A Street, Washougal
Station 42	4321 NW Parker St
Library	625 NE 4th Avenue
Wastewater	1129 SE Polk St
Lake Lodge	227 NE Lake Rd
Community Center	1718 SE 7th Avenue
Fire Marshal Office	605 NE 3rd Avenue
Buma	23405 NE 9th Street
Cemetery	630 NE Oak Street