



G-I OFFICE TECHNOLOGIES

YOUR DIGITAL PARTNER

Date:

Valued Client:

Scope of Services

Professional Installation of Your New System

Thank you for choosing G-I Office Technologies for your Digital Printing Solutions. As a premier printer, copier, facsimile Service Provider, we staff certified computer and network engineers to meet your digital connectivity needs. The systems connected to your computer or networks have varied requirements, therefore we have developed this "Scope of Services" agreement, which provides a complete explanation of what can be expected of us, as well as what information & assistance that would be helpful from you so that we can successfully implement your new system.

At G-I Office Tech, it is our mission to provide you, our client, with the highest quality products and with the highest quality support. This Scope of Services provides additional information to the Network Data Form (NDF), which has already been provided. All work and service that G-I Office Tech will provide and include is covered in this Scope of Services. If it is determined that any additional work is needed or desired by the client, additions may be made to this Scope following agreement by the client and G-I Office Tech on any additional time or expense. Unless otherwise specified, the Services undertaken by G-I Office Technologies will be limited to the hardware and/or software *provided by* G-I Office Technologies. G-I Office Technologies IT or Installation Specialist will not perform any work directly on the customer's computer equipment and/or computer network which is not required during a typical installation (unless otherwise requested and authorized by the client).

G-I OFFICE TECH'S RESPONSIBILITIES TO OUR VALUED CLIENT

1. Review and evaluate client's Network Data Form (NDF available on-line) and explain any possible limitations and/or configuration concerns.
2. Initiate communications with client's Network Administrator or equivalent. Plan for smooth installation and implementation of the G-I Office Technologies' Solution.
3. On receipt of completed on-line Pre-Installation Form from client, pre-configure the systems for optimum functionality on installation.
4. Schedule with client (at client's agreed upon time) any necessary pre-install I.T. Support.
5. Schedule Technical and I.T. G-I Support (based on client's supplied schedule for required staff availability and for information completion). Note: If agreed upon time blocks cannot be implemented as scheduled, G-I requires 24 hour notice of cancellation so that G-I Support Staff may be re-deployed for the time block previously scheduled for the client.
6. Configure the Printer/Copier for Novell or Windows servers and/or any Peer to Peer Networks with MAC or Windows systems. G-I Office Technologies will assist your Network Administrator on any UNIX or HOST configurations, however please be advised that G-I Office Technologies IT Specialists are not certified or trained on any UNIX or HOST systems.
7. Connect the Printer/Copier to the network port with customer supplied patch cable.
8. Train (1) client IS staff member on server set up and configuration.
9. Assist (1) client IS staff member on up to 5 workstation for driver and/or scanner installations or configurations. Additional workstations may be added for \$19 per workstation.
10. Train (1) client IS staff member on the use of the print driver, and in back-up of new device hard drive, in a "Train the Trainer" format.
11. For accomplishment of the above, provide up to two (2) total hours of on-site assist and training.
12. The IT Specialist(s) agree that all information viewed is CONFIDENTIAL and may not be disclosed without consent unless ordered by a court of law.

With completion of items 1 through 10, and with the demonstration on site of system generation of a server test page (if applicable) and up to 5 workstation printer test pages and if applicable, retrieving one scanned image to a workstation, the project is considered complete. Additional work outside of this agreement may be provided on a time and materials basis at the client's discretion and at G-I Office Technologies' current rates.

G-I Office Technologies wants to ensure that your new printing environment meets and exceeds your expectations! Your G-I installation includes 'Level One' Help Center Support for as long as the unit is either under warranty or under G-I Digital Partner service coverage, and also includes full I.T. Help Desk support for the first 90 days following installation. This support covers your new printer/copier system, and assumes that your network environment continues to be as described in your NDF (Network Data Form) responses. If your printing issue is *not* directly related to your new printer/copier, G-I Office Technologies will do all we can to provide a recommendation outlining a possible internal course of action for your IT/IS staff or appropriate company officer/manager, that might remedy the situation.

REQUESTED ASSISTANCE OF THE CLIENT

1. Network Administrator or equivalent completes G-I Office Technologies' Network Data Form (NDF) – available on-line.
2. Provide a tested network port near the printer/copier.
3. Provide a tested patch cable to reach from network port to Printer/Copier (or a Printer cable for a stand-alone installation).
4. Ensure that a Network Administrator or equivalent be available during the entire installation process.

5. G-I Office Technologies requires that you perform and/or provide the following prior to your printer/copier's installation.
 - a) A Full & Verified Backup of your network.
 - b) A full scan of your network with current anti-virus software to insure there are no existing viruses.
 - c) Update all network servers and software packages with the latest service packs.
 - d) Based on the installation environment, minimally provide the following:
 - I. Windows NT/2000 Server (Administrator access)
 1. IP Address and Subnet Mask for Printer/Copier.
 2. Ensure that TCP/IP Print Services is loaded on server. (reboot required if not)
 - II. Novell Server (Administrator access)
 1. Name of desired Printer, Print Server and Print Queue objects for NDS.
 2. Name of File Server, NDS Tree and Printer Context.
 - III. Windows Peer-Peer Networks
 1. TCP/IP protocol loaded on all workstations.
 2. IP Address and Subnet Mask for Printer/Copier.
 - IV. Host/Mainframe Systems
 1. Ensure that the Network Data Form (NDF) was completely filled out.
 2. A System Administrator must be available to configure Host-Side print environment.
6. Warrant that all software is legally licensed and registered per current copyright laws.
7. Return this **signed Scope of Services** Agreement and the Network Data Form (NDF) to your Sales Representative.
8. Prior to installation, complete the on-line G-I Pre-Installation Form.

Day and time of Installation: In order to avoid a reschedule charge, if the planned installation time needs to be changed, G-I requests that the time be rescheduled by calling G-I Office Tech before noon on the preceding day.

1. **Agree for Support**

I (we) hereby certify that I (we) have read and accept the terms of the "Scope of Services" Agreement, and that I (we) represent all information provided for this agreement is accurate to the best of my (our) knowledge.

or

2. **Agree with Exception**

I (we) hereby certify that I (we) have read and accept the terms of the "Scope of Services" Agreement and guarantee all information provided for this agreement is accurate to the best of my (our) knowledge, however we are not able to guarantee all of the following prior to the printer/copier being installed:

1. A full back up has been performed within the last hour on all necessary drives.
2. Current Anti-Virus software has been run on all necessary drives to ensure there are no existing viruses.
3. The backup data was verified to be a valid backup of the customer's system.
4. All software is performing according to specifications and includes all software revisions and updates.
5. All software being used is authentic and registered.

I, the undersigned, representing _____ (the customer), having read the above, understand that in the unlikely event there is any loss or corruption of data from the installation of the product by an authorized G-I Office Technologies representative, it's parent company, affiliates or subsidiaries, such data loss would have been prevented by _____ (the customer) performing all of the precautions in reference to data loss and or corruption. Therefore, by not having performed all of the above precautions, the undersigned absolves G-I Office Technologies, it's parent company, affiliates or subsidiaries, its directors, officers, employees, agents and authorized service providers from any an all damages arising out of or resulting from or relating to any loss or corruption of data.

Additionally, Customer acknowledges and agrees that it shall not be G-I Office Technologies responsibility, and that G-I Office Technologies, its parent company, affiliates or subsidiaries shall not be held responsible for any damages arising out of or resulting from or relating to any corruption or loss of data due to: unauthorized person(s) changing configurations(s), virus infection, vandalism or theft, fire, or act of God or act of war.

And therefore agree to the following "General Release and Limitation of Liability."

or

3. **Decline Install Support**

I (we) hereby certify that I (we) have read the Scope of Services Agreement and that I (we) have decided to decline all assistance from G-I Office Technologies regarding the installation of our printer/copier. Therefore G-I Office Technologies is under no obligation and has no liability concerning any aspect of the installation process.

Post Installation Support

After the installation period as detailed above, additional configuration, software and connectivity support as applicable to G-I Office Tech's supplied device and/or software is available, for a monthly or quarterly fee as listed on the G-I Office Tech sales order, or is billable in one half hour increments at our then current rate. You will have an opportunity to decide which type of ongoing network (non-hardware) support you would like: a monthly or quarterly fee, or hourly billable support.

Connectivity support includes modifications needed in the event of a change in server or client operating systems, server or desktop replacements, changes in network addressing, changes in network environment, relocation of equipment, and support of G-I Office Tech supplied software. On site installation & training of additional workstations following the Installation Period is available and you may contact G-I for any associated cost and to arrange a schedule.

Diagnostic Services

If G-I Office Tech performs diagnostic services after the 30-day Installation Period in response to the suggestion that the initial installation was improper or incomplete, G-I will do all that is possible to arrive at the cause and what proper resolution would be. If it is determined that the issue was due to causes beyond the control of G-I Office Technologies, the customer understands that there may be charge for that diagnostic time. Some of the possible 'causes' beyond the control of G-I Office Technologies would be, defective cabling, network components, a non-G-I Office Tech supplied software issue, or significant changes in the network since installation.

Firmware and Software Updates

For equipment covered by a hardware service agreement, device firmware updates will be installed as available/as needed at no charge to the customer.

Color Calibration

Color Calibration is available on many color copiers/printers, and is a user feature that can be performed by the customer as needed. At installation, G-I Office Technologies will provide operator training in the use of this feature.

Back-ups and Data Protection

Following installation, the client is encouraged to implement a regular schedule for device Hard Drive back-up as trained upon installation.

I understand this **Scope of Services** and have indicated my desired level of implementation support (**1, 2, or 3** above).

IS Manager Name (Print) _____ **Date** _____
(Required)* (Sign) _____

Authorized Signer or (Print) _____ **Date** _____
Corporate Officer (Sign) _____
(Requested)*

G-I Office Technologies IT Specialist Acceptance of Scope of Services and Confidentiality Agreement

Name/Title _____ Signature _____
Date: _____

* If current I-S support is outsourced (i.e., not full-time staff at this client) then Signature of Authorized Corporate Officer is required.

Date:

Valued Client:



G-I OFFICE TECHNOLOGIES

YOUR DIGITAL PARTNER

701 Atlas Ave.
Madison, WI 53714
(608)221-3457

Completed Printer/Copier Installation

Customer
Initials

I agree that G-I Office Technologies IT / Integration / Installation Services personnel have completed all work outlined within the Scope of Services to my satisfaction.

I agree that G-I Office Technologies IT / Integration / Installation Services personnel have completed all work outlined within the Scope of Services to my satisfaction with the exception(s) listed below.

1. _____
2. _____
3. _____
4. _____

We would like information on additional I.T. Support from G-I Office Tech

Customer Name: _____

Title: _____

Signature: _____

G-I Installer Name: _____

Signature: _____