



- **GATEWAY-1TFS:** Stateful Firewall with Diagnostics, Dual WAN failover, Voice QoS and 1TB storage. One UG-101A-1 Unbox Gateway (1TB storage).
- **GATEWAY-5TFS:** Stateful Firewall with Diagnostics, Dual WAN failover, Voice QoS and 5TB storage. One UG-101A-5 Unbox Gateway (5TB storage).
- **GATEWAY-1TFS-DC:** Stateful Firewall with Diagnostics, Dual WAN failover, Voice QoS and 1TB storage with built-in Active Directory Compatible Domain Controller. One UG-101A-1-DC Unbox Gateway (1TB storage).
- **GATEWAY-5TFS-DC:** Stateful Firewall with Diagnostics, Dual WAN failover, Voice QoS and 5TB storage, built-in Active Directory Compatible Domain Controller. One UG-101A-5-DC Unbox Gateway (5TB storage).
- **WI-FI:** One UAP-101 dual-radio 802.11ac Access Point. Recommend one for every 2000 sq. ft., or every 25-40 users. Includes AC power supply and mounting kit. (PoE+ injector on request.)
- **8P:** One ULS-101 8-Port Unbox VLAN switch with 130W PoE+ capability. Connects up to 8 Gigabit Ethernet devices. Includes rack mounting kit.
- **22P:** One ULS-102 22-Port Unbox VLAN switch with 410W PoE+ capacity. Connects up to 22 Gigabit Ethernet devices. Includes rack mounting kit.
- **GATEWAY-MOUNTING-KIT:** Mounting kit for installing gateway into 19” rack, or mounting to wall or horizontal surface. Not required for switch/AP.

3) Description of Service Add-ons listed in Section 1 above

- **LOAD-BALANCING:** Load balancing across dual WAN links. One subscription per Unbox gateway requiring this feature.
- **VPN:** L2TP and SSL VPN for remote client access. Applies to all sites for one customer.
- **1TB-BACKUP:** 1 TB block offsite encrypted backup/storage mirror. This includes 24-hour disaster recovery and cloud archives. Billed in whole increments of 1 TB of total cloud space used.
- **ADV-SECURITY:** Advanced Threat Analysis (IDS/IPS) security, Geo Blocking security, and DNS Filtering; one subscription per Unbox Gateway requiring this feature.
- **HIPAA-BAA:** HIPAA Business Associates Agreement for customers subject to the HIPAA Security Rule. One per customer requiring compliance.



4) Business Hours

- All Remote Support services will be charged a regular remote hourly fee per man hour during regular business hours (defined as 8:00am – 5:00pm Mo-Fri). An extended hourly fee at a rate of 1.5 times the regular hourly rate will be charged per man hour for after-hours (after 5:00pm Mo-Fri), weekend (5:00pm Fri – 8:00am Mon) or holiday support. All remote support sessions carry a .25-hour minimum charge and are billed by the minute thereafter. (If Client is currently enrolled in one of our Managed Services plans, the rates in that contract apply.)
- If a physical visit by a support representative of Texoma Network Solutions is required, a regular on-site hourly fee will be charged per man hour during regular business hours (defined as 8:00am – 5:00pm Mo-Fri). An extended hourly fee at a rate of 1.5 times the regular hourly rate will be charged per man hour for after-hours (after 5:00pm Mo-Fri), weekend (5:00pm Fri – 8:00am Mon) or holiday support. All on-site visits carry a 1-hour minimum charge and are billed by the minute thereafter. (If Client is currently enrolled in one of our Managed Services plans, the rates in that contract apply.)

5) Software Updates & Exceptions:

- Maintaining the systems described above shall include applying all appropriate updates in a reasonable amount of time. Consultant shall determine when software updates are appropriate and what constitutes a reasonable amount of time.
- Client acknowledges that if Client requests updates that Consultant considers inappropriate or wishes to have updates applied before Consultant deems them safe, Consultant is not responsible for the consequences of such actions and Client may be charged a Regular Consulting Hours or Extended Consulting Hours charge for all labor related to the consequences of such actions.
- Furthermore, if Client performs or allows anyone other than Consultant to perform any maintenance on any of these devices, Consultant is not responsible for the consequences of such actions and Client may be charged a Regular Consulting Hours or Extended Consulting Hours charge for all labor related to the consequences of such actions.
- All diagnostic and maintenance software, and tools for the maintenance of the above-mentioned devices will be provided by the Consultant. Any materials preferred by the Client beyond the basic materials provided, as agreed upon, will be at the expense of the client. Notification will be made to the Client if additional materials are needed to complete the services and these costs will be at the Client's expense. If services are not completed due to the wishes of the client not to provide the materials deemed needed by the Consultant for the completion of the work, the time spent until that point will be paid in full. This is regardless of whether the problems are resolved.



6) Hardware Installation:

- In order to provide the services specified in this Agreement, Consultant must provide adequate physical space, power, network infrastructure, and possibly hardware (such as server rack for mounting or shelving for placing) at Client's office. Client grants permission to Consultant to install any and all needed hardware deemed necessary by Consultant.

7) Term of Agreement & Payment; Termination:

a) Term of Agreement & Payment:

- This Agreement shall commence on the date set forth above and Client agrees to pay all fees and service charges pertaining to services rendered for a period of:

___ 12 Months ___ 24 Months ___ 36 Months
(0% Discount) (5% Discount) (10% Discount)

- Client requests to be billed and agrees to pay on a billing schedule of:

___ Monthly ___ Quarterly
(0% Discount) (5% Discount)

___ billed automatically via a recurring credit card payment (OPTIONAL)
(5% Discount)

- Fees will be calculated per month and invoiced to Client on a monthly or quarterly basis. The first invoice will include an additional one-time setup fee (if any). Services will be suspended if payment is not received within five (5) days from the date that it was due. Services provided by Consultant that fall outside the scope of this Agreement may be billed on different intervals and under different terms.
- Client acknowledges that each new month may incur a different charged amount if devices or features have been added or removed since the prior month. If new devices or features are added, the initial charges will be billed pro-rating the remainder of the billing cycle and billed immediately. Devices removed will not be refunded for any reason for the prior billing cycle.
- If the payment for Uplevel Equipment & Services invoice reaches an excess of 30 days past due, Consultant will disable all services from any devices currently installed. A reinstatement fee of **\$50** plus the past due amount will be required to reinstate and continue the services.
- An extension may be requested in writing via an email to sales@texomans.com in times of financial difficulty. Upon approval, there will be a **\$25** penalty fee applied to the next recurring invoice.
- Client acknowledges that there is a **\$50.00** fee for any returned checks.

