



Statement of Work Prepared For:

**City of Independence**  
**Five9 Call Center**

**Proposal Date: April 19, 2022**

**Presented by:**

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# Document History

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## REVISION HISTORY FOR QUOTE #OP384690

Revision #	Revision Date	Description of Change	Author (Last Name)

We are pleased to offer this Statement of Work (“SOW”) as an agreement between AVI-SPL LLC (“AVI-SPL”) and the party included on the cover page (“Customer”, “you”). This SOW is effective on the date of last signature.

We are looking forward to working with you and above all, we want to make sure this project is a success. This SOW details the work we will do for you, how we will run the project, and what we need from you in order to be successful.

A few quick items to note:

- If there is a master agreement between Customer and AVI-SPL (“Master Agreement”), then any terms in the Master Agreement that are in addition to or conflict with the terms included in this SOW will govern.
- The terms of this SOW, the related purchase order (“PO”), and the Master Agreement, if applicable, includes the entire agreement between the parties related to the content of this SOW. No conflicting or additional term on any PO or other administrative document provided by either party can govern without the express agreement of you and AVI-SPL.
- AVI-SPL is an independent contractor and not an employee, agent, joint venturer or partner of Customer.

## **Project Scope**

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The scope of work for the project includes only those deliverables that appear in the Project Summary section of this SOW. If Customer requires additional services outside of this SOW, AVI-SPL will discuss the requirements for such services with the Customer prior to any such task being performed. Any changes and associated fees will be documented and mutually agreed by following the Change Order process detailed below and must be in place before additional work will be completed.

## **Project Summary**

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Five9, Inc., on behalf of AVI-SPL, will implement the Five9 Core – Voice Contact Center (VCC), including the Five9 Chat Agent and Five9 Email Agent, for the City of Independence.

The following services will be implemented:

### **VCC Implementation**

This Five9 implementation includes implementation, training, and go-live support of the VCC. All implementation services will be delivered remotely.

The scope of this engagement provides implementation services for:

- 1 Customer Tenant
- 2 Customer Site
- 2 VCC Deployment
- 2 Customer business unit

The Five9 methodology follows a phased approach where each phase builds on the previous activity, achieving clear, measurable goals resulting in the delivery of a solutions which aligns to the Customer’s

requirements and objectives. Each phase is focused on specific activities, deliverables, and milestones that must be completed and accepted by Customer before moving into the next phase.

- **Initiation:** this phase of the engagement is focused on provisioning, readying the necessary resources for implementing the Five9 VCC solution
- **Definition:** this phase of the engagement targets project scheduling and discovery sessions to identify and document use cases that will drive functionality. A Project Charter that will govern the direction of the engagement will be produced
- **Configuration, Testing and Training:** This phase of the engagement is focused on design, build and test activities resulting in a Five9 VCC environment that aligns with Customer's requirements as documented and approved during the Definition phase.
  - Configuration parameters include the following:
    - Up to 25 inbound campaigns
    - Up to 15 basic DTMF IVR call flows
    - Up to 10 outbound campaigns
    - Up to 6 agent scripts
    - 1 worksheet
    - Up to 2 standard VCC reports
    - Up to 2 web service calls
  - Training
    - Up to 2 hours for Agent train the trainer
    - Up to 2 hours for Supervisor train the trainer
    - Up to 3 hours for Admin Knowledge Transfer
- **Deployment:** This phase of the engagement includes the activation of Five9 VCC in Customer's production environment. Package includes up to 16 hours of go-live support for cutover and subsequent monitoring and tuning
- **Adoption:** This phase of the engagement provides regular checkpoints to review solution performance in the production environment and mentoring of Customer resources in the use of Five9 VCC features and functionality
- **Closing:** This phase of the engagement establishes formal Customer acceptance of the Five9 VCC solution as delivered by Five9

### **Chat Advanced**

The Chat Implementation Advanced package employs a train-the-trainer approach to implement one (1) workflow-driven chat deployment. Implementation deliverables and activities include discovery, solution design and review, configuration, support for User Acceptance Testing (UAT), supported rollout, training and fine-tuning for a single chat deployment utilizing workflow rules. Five9 will remotely perform these services using conference call and an online collaboration tool.

This project includes implementation, training, and go-live support of the basic chat interaction page.

- Five9 Chat is tailored to customer's requirements as documented in the discovery session. This implementation includes configuration of the following Five9 chat features:
  - Campaign
  - Agent/Supervisor/Administrator users
  - Skill Groups
  - Dispositions
  - Chat messages/standard pre-defined responses
  - Up to 2 custom fields
  - 1 after-chat survey
  - 1 workflow and external query (data dip to Customer-provided web service method)
  - Up to 3 generic stylesheets (or Customer can supply a CSS stylesheet)
  - Agent stickiness

- Data redaction based on Customer-provided text patterns
- Standard Reporting/Chat transcript via FTP/SFTP (export only)
- Pro-active chat
- Chat Re-queue
- Training on use and administration of Five9 Chat is targeted to the following Customer groups:
  - Administrator
  - Supervisor Train-the-Trainer
  - Agent Train-the-Trainer

Five9 will support Customer's UAT process by responding to and remediating issues identified during UAT, reinforcing product features and usage and validating (up to 1 hour) the Customer-provided web page for end-user facing chat page or website.

*Note: Implementation hours do not include Natural Language Processing (NLP)*

### **Email Standard**

The Email Implementation Standard package uses a train-the-trainer approach to workflow-driven email for a single "email campaign". Deliverables and services include data gathering, solution design and review, configuration, acceptance testing, supported rollout, training, optimization and fine-tuning supporting a single campaign with workflow rules. Five9 will remotely perform all services using conference calls and an online collaboration tool.

This package includes implementation, training, and go-live support of your email campaign.

- Five9 Email configuration tailored to customer's requirements and includes configuration of:
  - Campaign
  - Agent/Supervisor/Administrator users
  - Skill group
  - Dispositions
  - Workflow (limited to 1)
  - Email Rule (1 Rule, with up to 2 actions)
  - Email services (SMTP/POP3 configuration)
  - Email widget
  - Email template provisioning
  - Agent stickiness
  - Data redaction
  - Email push back
  - Email transcript via FTP/SFTP
  - Up to 1 external query (data dip to web services method)
- Five9 Training covers the following topics:
  - Administrator
  - Supervisor Train-the-trainer
  - Agent Train-the-trainer
  - Reporting

*Note: Implementation hours do not include Natural Language Processing (NLP).*

Unassisted Access: Current implementation pricing and SOW assumes that all AVI-SPL/3<sup>rd</sup> party resources will have VPN or equivalent unassisted access for the duration of the project. If VPN or equivalent unassisted access for the duration of the project is not provided, then a flat rate \$2000 change order will be added to the project.

## Project Management:

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AVI-SPL will provide overall Project Management for the duration of this project. The PM will act as the single point of contact with all project information and communication. The AVI-SPL PM will be responsible for:

- Planning, executing, and closure of the project
- Managing the AVI-SPL resource team
- Maintaining project deliverables as outlined in the Statement of Work
- Issuance of project change orders
- Standard AVI-SPL Project Management. In depth planning, meetings, or excessive document request may require a change in scope for PM responsibilities.

It is expected that the client will provide a single point of contact that is the client-side project champion. This single point of contact is responsible for all communication to the client resources, ensuring that client-side deliverables are completed by dates outlined in the project, and being an escalation point for the project.

## Project Scheduling

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To ensure a successful project, the AVI-SPL Project Manager will not confirm an implementation date until the following client deliverable conditions have been met:

- AVI-SPL receives the complete IP address worksheet back from the client
- If a virtual deployment, the customer's virtual environment is ready and meets Avaya minimum specifications and is ready for deployment.

All scheduling requests are based on mutually agreeable dates for both AVI-SPL and the Customer.

## Project Pricing Assumptions

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Pricing for this project has made certain assumptions based on the provided design. These assumptions were not accounted for in the pricing or writing of this Statement of Work. If these items are necessary to add to the project, it will be handled through the Change Control process outlined below and priced accordingly. Those assumptions are:

- Translation services will not be provided
- All work will be done remotely
- After hours is included as required.
- No customizations are included
- VPN or equivalent unassisted access to customer network as needed for entirety of the project
- The ability to perform the work described in this Statement of Work is based on the project terms, conditions, and assumptions listed below. If any of these assumptions at any time prove to be incorrect, there may be a resulting adjustment of the work, schedule, fees, terms and/or conditions set forth in this Statement of Work
- Work to be performed on mutually agreeable timetable
- Union labor is not included in this quote. If union labor is required, a change order will be issued

## Standard Service Hours

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Pricing is based on all non-service impacting work to be performed during regular business and system turn up after hours Monday-Thursday. First Day of Business Support (FDOB) will be the first day after the system is turned up and live. Unless otherwise specified in the SOW work performed outside of Standard Service Hours will be subject to additional charges.

## Project Scheduling

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To ensure a successful project, AVI-SPL has an estimated 6–8-week lead time for project initiation, which is subject to AVI-SPL resource availability. Any scheduling requests less than 6-8 weeks will require an expedite charge and be subject to AVI-SPL resource availability. For a multiple site implementation or any implementation that requires a network assessment, the installation timelines will increase accordingly.

The lead time begins once a signed SOW and PO are received from the Customer and receipt is confirmed by AVI-SPL. It's important to note that the project will not begin, nor will a Project Manager be assigned until a signed SOW and PO are received.

Once those items are received, a Project Manager will be assigned, and Customer will be contacted with proposed installation dates. Installation dates are finalized upon receiving written approval from the Customer. Delays in installation approvals could result in originally proposed installation dates no longer being available.

All projects, unless notated below and priced accordingly, will be completed in a single phase. Additional costs will be incurred by the customer if a multi-phase turn up is requested. The request for a multiphase project must be made to the AVI-SPL Project Manager during the project kick-off call. The responsibility of the making this request is solely that of the Customer. Acceptance of this request will be confirmed by the AVI-SPL Project Manager through a AVI-SPL Change Order form.

The scheduling of multiphase projects will be based on dates that are mutually agreeable to both AVI-SPL and the Customer.

## Outside of Scope Items

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The following items have been deemed to be outside of the project scope and therefore the responsibility of the customer to complete:

- **Troubleshooting of the client's data network:** It is the responsibility of the client to provide a data network that is fully configured and able to support the applications being deployed on this project. AVI-SPL will not provide resources in configuration or troubleshooting of the client data network. Any project delays or cancellations due to client data network issues is considered billable on T&M at the rate of \$300.00/hour with all work performed during normal business hours.
- **Coordination of and/or troubleshooting of the customers chosen Telephony provider:** It is the responsibility for all coordination and communication with their chosen Telephony provider. AVI-SPL will not provide resources for the purpose of scheduling or troubleshooting of the client's chosen Telephony provider. Any project delays or cancellations due to client data network issues will be considered billable on T&M at the rate of \$300.00/hour with all work performed during normal business hours.
- **Certificates:** It is the customer's responsibility to verify the communications systems certificate expiration dates, use Avaya provided tools to update certificates, use third party certificates to replace Avaya certificates, and to take proactive measures to prevent the expiration of certificates which may lead to the interruption of Avaya services. AVI-SPL will charge a time and material (T&M) rate of \$300.00/hour for any customer engagements related to updating certificates or related issues. with all work performed during normal business hours. Certificate renewal and generating instructions can be found under each Avaya product line on <https://support.avaya.com>.
- **Virtual Environment:** It is the customer's responsibility to provide a virtual environment that meets the minimum requirements mandated by Avaya. Minimum requirements can be found under each Avaya product line on <https://support.avaya.com>. Redeployment of applications due to not meeting the minimum requirements is considered billable on T&M at the rate of \$300.00/hour with all work performed during normal business hours.
- **IP Address Schema change:** All IP addresses of the existing applications will be reused in the upgraded environment. AVI-SPL will use temporary IP addresses during the pre-deployment phase to avoid an IP Address conflict on the network. At the time of go-live, the primary IP Addresses will be redeployed.
- **Additional Work:** Any additional programming request or application upgrade not specifically outlined above is excluded from this Statement of Work.



## AVI-SPL Project Team

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The AVI-SPL Project Team will include a Project Manager (“PM”), and a Software Specialist.

The AVI-SPL PM serves as a single point of contact, responsible for ensuring successful Implementation. Working closely with the designated Customer liaison, the PM directs the efforts of the entire project team with a clear focus on all aspects of planning, development, deployment, testing, and orientation.

While still being the designated single point of contact for the project, the AVI-SPL PM will provide direct contact information for each resource assigned to the project. However, any issues, change requests, or timeline change requests to the project must be communicated directly to the AVI-SPL PM in order to be considered a valid request/issue.

The Software Engineer will provide consulting services only for this project. If it is found that the Software Engineer is needed for any other service, those services will be managed through the Change Order Process.

No other AVI-SPL resources have been deemed necessary for this project. If additional AVI-SPL resources are necessary to complete this project, those resources will be managed through the change order process.

## Customer Project Team

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Customer resources involved in the timely completion of the project include the following roles:

**Primary Contact** – Acts as the primary interface and decision-maker with AVI-SPL and communicates or assists with communication of all details required for the Project completion. This individual will attend all scheduled meetings pertaining to the Project and has signatory authority to work with AVI-SPL through all phases of all the three offerings outlined above. The Primary Contact is responsible for keeping the Secondary Contact informed of all details should the Primary Contact be unavailable.

**Secondary Contact** – Acts as the secondary interface to the AVI-SPL Project Team in addition to the Primary Contact, or when the Primary Contact is not available.

**Technical Contact(s)** – Act(s) as the Customer technical resource(s) to provide any needed technical or network related information to enable Project completion. Technical contact(s) should be readily accessible at all times while the AVI-SPL Sales Engineer is onsite.

The specific individuals responsible for the project will need to be identified at the initial project review meeting. Failure to identify these key Customer team contacts may cause delays to the project.

## Change Control

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In the event either party wishes to modify this SOW, the following procedures will apply:

- The party requesting the change will notify the other party in writing of the change request.
- AVI-SPL will prepare a change order form (“Change Order”) outlining the impact of the change. The parties will evaluate and negotiate in good faith the changes to the SOW, and additional fees, if any, required to implement the Change Order.
- The Change Order will be incorporated into this SOW, upon agreement by both parties in writing.
- AVI-SPL is under no obligation to proceed with the Change Order until such time as the Change Order has been agreed upon in writing by both parties.

## Cancellations/Delays/Exclusions

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- All on-site cancellations or postponements made within 20 business days of onsite installation commencement are subject to AVI-SPL monetary recuperation of lost travel expenses and 50% of scheduled time up to a one week max at \$95/ hour for each technician scheduled to be onsite. A Change Order form signed by the Customer must be returned to AVI-SPL prior to AVI-SPL rededicating resources.
- AVI-SPL will charge additional labor hours due to Customer progress delays that result in AVI-SPL lost time due to:
  - Above noted Customer responsibilities not being completed prior to AVI-SPL arrival on-site
  - Room non-availability. AVI-SPL will charge for additional travel expenses for return visits due to room non-availability caused by the Customer and will charge \$95/hr. for any unproductive time spent waiting for rooms to become available.
  - Any outstanding issues caused by Customer delays not listed as an exception on AVI-SPL’s Sign-Off Form. For those outstanding issues, a technical support case can be opened and worked until closed by a remote support technician over phone or video. If on-site technicians are required, the Customer will be billed separately for incurred travel and labor.
- AVI-SPL is not liable to the Customer or any third party for any delays, damages or equipment failure caused by any circumstances beyond our reasonable control, including, but not limited to, manufacturer fabrication delays or errors, shipping delays, equipment malfunctions, natural disasters, acts of war/terrorism, actions by any government authority, labor stoppages/slowdowns, and/or pandemics/quarantines. For the avoidance of doubt, this specifically includes either party’s (and, in the case of AVI-SPL, its subcontractor’s or vendor’s) determination to temporarily close or suspend one or more business premises and/or quarantine of one or more individuals identified as necessary or required for its performance under this SOW in compliance with its communicated company policy and/or CDC guidelines.
- Either party may terminate this SOW at any time without further obligation or liability in the event that the other party is in default regarding any material obligation of this SOW and such default is not cured within 10 business days of receipt of written notice from the non-defaulting party that provides details of such default; and in the case of such termination, all outstanding AVI-SPL invoices for completed work and any completed work and expenses not yet invoiced shall be due and payable.

## Customer Acceptance/Completion

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The AVI-SPL Project Team will verify the successful testing of the system based on the stated criteria agreed upon in this SOW. AVI-SPL will notify Customer of project completion by submitting to Customer a AVI-SPL Sign-Off Form in a form substantially similar to the one attached as Appendix A. Customer will sign and return the form within 10 business days of receipt. If the AVI-SPL Sign-Off Form indicates there are no exceptions, the project will be considered accepted by Customer upon AVI-SPL's receipt of the AVI-SPL Sign-Off Form. If the Sign-Off Form indicates exceptions, Customer will provide in writing specific details regarding what and how the service did not substantially conform to this SOW. AVI-SPL will address any such non-conformance in a timely manner. The process for acceptance will be repeated until non-conformance has been resolved. If the Customer does not return a signed AVI-SPL Sign-Off Form within 10 business days of receipt (or has not provided any written exceptions to sign-off), the SOW will be deemed accepted by the Customer on the 11th business day after Customer's receipt of AVI-SPL Sign-off Form. The AVI-SPL Sign-Off Form will not be delayed for the purpose of successful test completion with any secondary systems or non-AVI-SPL branded solutions.

## Project Pricing Summary

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Project Management	
Equipment Install	
Travel	
Total	<b>\$61,900.00</b>

## Warranty

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**Equipment Warranty.** AVI-SPL is an authorized reseller, but not the manufacturer, of any equipment (including software) furnished by AVI-SPL. Any equipment warranties, licenses and indemnities are provided directly to the Customer by the original equipment manufacturer (OEM). AVI-SPL will provide to Customer the OEM information detailing any license, warranty and indemnity right it receives from any third party provider of such equipment upon request and will reasonably cooperate with Customer in enforcing such rights. OEM warranty periods start the date equipment is shipped from the manufacturer, not the date of installation unless shipment and installation dates are the same. Nothing in this Agreement shall be construed as expanding or adding to any OEM warranty terms or terms otherwise required under an OEM license agreement. Once equipment is ordered by AVI-SPL, AVI-SPL will not accept returns; and any such ordered equipment may not be returned unless the OEM has issued a Return Authorization ("RA"). Equipment returned without a RA is considered unauthorized and will not be accepted. Equipment returns due to defective Equipment are subject to the OEM's warranty. If a RA is issued for Equipment returned without cause, the Customer will be invoiced for, and is required to pay, return shipping charges, the OEM's restocking fee, and any charges incurred by AVI-SPL for such return. For software licenses, special orders, and custom products, applicable OEM warranty terms apply, but such items are not returnable without cause under any circumstances. Notwithstanding the foregoing, if Customer is required by an OEM to agree to the terms of an end user license agreement (or similar agreement) in order to utilize the

manufacturer's equipment or software, then Customer agrees that such terms will apply between such OEM and Customer even if in conflict with this Agreement.

**Services Warranty.** AVI-SPL warrants to Customer that any services performed by AVI-SPL or its subcontractors under this SOW will be carried out in a professional and workmanlike manner by qualified personnel in accordance with the specifications set forth in this SOW and/or the PO. If any services have not been so performed, and AVI-SPL receives Customer's detailed written request to cure a non-conformance within 30 days of acceptance of the services, AVI-SPL will promptly re-perform those services as Customer's sole and exclusive remedy for a breach of this warranty. Any services (including without limitation, installation or support services or extended warranties) specified in a SOW to be performed by an OEM comes with the OEM's standard warranty, licenses and indemnities only, and the OEM is solely responsible for the performance of such services, including without limitation design, completion and Customer acceptance/sign off.

**Disclaimer.** The remedies set forth above will be Customer's sole and exclusive remedy, and will be in lieu of any other rights or remedies Customer may have against AVI-SPL, with respect to the non-conformance of equipment and services. EXCEPT AS SET FORTH IN THIS SOW, AVI-SPL MAKES NO EXPRESS REPRESENTATIONS, WARRANTIES OR INDEMNIFICATION WITH REGARD TO ANY EQUIPMENT OR SERVICES OR OTHERWISE RELATED TO THIS AGREEMENT, AND AVI-SPL DISCLAIMS ALL WARRANTIES, IMPLIED OR STATUTORY, INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT. IN NO EVENT WILL EITHER AVI-SPL OR CUSTOMER BE LIABLE FOR ANY INCIDENTAL, SPECIAL, STATUTORY, INDIRECT, OR CONSEQUENTIAL DAMAGES OR ANY LOSS OF PROFITS OR REVENUE, LOSS OR CORRUPTION OF DATA, TOLL FRAUD, COST OF COVER, OR SUBSTITUTE GOODS OR PERFORMANCE ARISING OUT OF OR IN CONNECTION WITH THIS SOW, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCEPT FOR GROSS NEGLIGENCE AND WILLFUL MISCONDUCT, NEITHER AVI-SPL NOR CUSTOMER'S TOTAL AGGREGATE LIABILITY ARISING OUT OF OR IN CONNECTION WITH THIS SOW (WHETHER IN CONTRACT, TORT, NEGLIGENCE, STRICT LIABILITY, BY STATUTE, OR OTHERWISE) SHALL EXCEED THE PURCHASE PRICE AND FEES PAID BY CUSTOMER FOR THE EQUIPMENT OR SERVICES GIVING RISE TO THE CLAIM DURING THE TWELVE (12) MONTHS PRIOR TO THE CLAIM. THIS SOW IS SOLELY FOR THE BENEFIT OF AVI-SPL AND CUSTOMER AND SHALL CONFER NO RIGHTS OR BENEFITS TO ANY THIRD PARTIES.

## Payment Terms and Billing Schedule

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Projects less than \$50,000.00 will be billed upon substantial completion of the project.

Projects greater than \$50,000.00 will follow the below billing schedule.

AVI-SPL will bill in stages, and Customer will receive a minimum of two (2) invoices as outlined below:

- **First Invoice** will bill for 100% of the hardware and software (which includes licenses) with applicable tax charges. This invoice will be sent when AVI-SPL orders substantially all the hardware/software on behalf of the customer.
- **Second Invoice** will bill for labor, maintenance, and any monetary adjustments related to changes to the PO previously approved by AVI-SPL and Customer as well as all applicable

tax and freight charges. This invoice will be sent upon substantial completion of the project or if the project install date is extended by the customer.

- **Third Invoice** (if applicable): If the use of a 3<sup>rd</sup> party professional services company is required to complete this SOW, AVI-SPL will invoice the customer all upfront dollar amounts required by said third party to initiate the project.

If the Customer extends the install date past the original install schedule date, Customer will receive an invoice for the total of all materials ordered and work performed regardless of project size.

The foregoing billing terms do not apply to AVI-SPL provided monthly-recurring managed services, which will be invoiced monthly.

AVI-SPL's payment terms are net 30 from the receipt of an invoice. Past due amounts may be subject to a late charge of 1 ½% per month.

Customer is solely responsible for paying all required freight charges and taxes (including, but not limited to, property, sales, use, or excise taxes) with respect to the equipment and services, except for any income tax assessed upon AVI-SPL. If you are tax exempt, please send exemption certificate(s) to [james.gordon@avispl.com](mailto:james.gordon@avispl.com).

## Acceptance & Agreement

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This contract must be fully executed prior to AVI-SPL initializing work, purchasing product and scheduling staff resources.

I acknowledge an understanding of the purpose and content of this document. By signing this document and producing financial arrangements, I agree to this as the formal statement to begin work on and commit the necessary resources to the project described within.

**Project Total: \$61,900**  
plus applicable tax and freight.

I confirm I am authorized to enter into this agreement between AVI-SPL LLC and City of Independence.

\_\_\_\_\_  
*Customer Signature*

\_\_\_\_\_  
*AVI-SPL Signature*

\_\_\_\_\_  
*Printed Name*

\_\_\_\_\_  
*Printed Name*

\_\_\_\_\_  
*Title*

\_\_\_\_\_  
*Title*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Date*

**Support Services Purchased:**  Access Premier  Access Pro  Access  None

**Master Services Agreement (MSA) in place:** No

**Appendix A**

**Customer Sign-Off Form  
(With or Without Exceptions)**

<b>Project Number:</b>	<i>PR - &lt;Project Number&gt;</i>
<b>Project Name:</b>	<i>&lt;Project Name&gt;</i>
<b>This Document is Issued by:</b>	<i>&lt;Name&gt;</i>
<b>Issue Date:</b>	<i>&lt;MM/DD/YYYY&gt;</i>

- Accepted** – The project is complete and meets the requirements identified in the Scope of Work.

**Additional Comments:**

- Not Accepted** – The project is not accepted because it did not meet the following requirements outlined in the Statement of Work:

**Requirements Not Met:**

If this form is not returned (or if written explanation of Requirements not Met are not otherwise provided in writing) within 5 days of Issue Date listed above, the project will be deemed accepted by the Customer on the 6<sup>th</sup> day after the Issue Date.

\_\_\_\_\_ Date: \_\_\_\_\_  
Client

\_\_\_\_\_ Date: \_\_\_\_\_  
Project Manager

\_\_\_\_\_ Date: \_\_\_\_\_  
AVI-SPL Lead Technician