



## Hardware and Software Deployment Retainer

The world of Information Technology (IT) has developed extremely fast during the past decade, and with immeasurable developments came a vast set of new protocols, standards, and knowledge required to make things perform efficiently and function reliably. As a result, every network environment is unique. Yours is no different.

Despite our best efforts to analyze, discuss and understand your environment and to ensure you understand our offering, there are situations and circumstances that may prevent us from deploying your digital signage platform within the hours purchased. Additional time may be required to fully meet your deployment expectations. To better control time, costs and mitigating circumstances we manage our deployment services through a retainer service model.

### **DEPLOYMENT SERVICE RETAINER.**

Clients purchase blocks of time for deployment services that are banked in our CRM. Visix employees work against those hours and log their time in the same CRM. Hours that go unused in the deployment remain in the "bank" and can be used for any number of services including consulting, additional configuration or customization and future software version migrations. Unused hours expire after 12 months of inactivity.

### **DIGITAL SIGNAGE HARDWARE AND SOFTWARE DEPLOYMENT RETAINER TERMS.**

WHEREAS, Visix, Inc. hereinafter referred to as "Visix" and "Client" in connection with the Agreement outlined below. This Agreement defines the general limitations, scope, and the terms and conditions of the work to be conducted by Visix for the proposed solution when purchased by Client. The purpose for this Agreement is to state the expectations and conditions that Visix understands will lead to the successful implementation of our digital signage solution.

### **INSTALLATION PLANNING AND SETUP.**

In addition to any on-site or remote activity, a portion of the technical service time included in this Agreement has been allocated for project management, scheduling of staff and resources, equipment setup delivery, if applicable.

### **STANDARD PARAMETERS.**

Remote service for this deployment will be provided to the Client via LogMeIn or some other agreed upon agent between the hours of 8:00AM to 8:00PM (Eastern Time), Monday through Thursday and 8:00AM to 5:00PM (Eastern Time) Friday, excluding public holidays. This service will be provided by Visix or authorized agents only.

If applicable, onsite service for this deployment will be provided to the Client at the Client's location between the hours of 8:30AM to 5:30PM (Eastern Time), Monday through Friday, excluding public holidays. This service will be provided by Visix or authorized agents only.

The primary responsibility of Visix is the timely and successful implementation of the proposed digital signage solution. Other requests or projects will be proposed and/or scheduled as time becomes available and may require the purchase of additional retainers. In process requests typically entail the addition of features or creative services.

Retainer services can be used for onsite, telephone and or remote implementation services. The retainer expires after 12 months of inactivity. Unlike some retainers, Visix retainers do not automatically renew at predetermined thresholds. Additional retainers can be purchased at the initial or previous rate, whichever is more recent.

Visix utilizes a sophisticated CRM system used to manage, track and document each retainer agreement. Client can request a complete recap of their entire contract at any time and will receive this via email in .pdf format. Each recap will specify the total amount of hours purchased and document the actions of involved Visix employees or authorized agents.

\*We reserve the right to change this policy at any time.