

## **EXHIBIT A – Summary of Applicable Equipment and Services Covered Under Service Agreement:**

### **Description of Service Categories**

#### Switches, Hubs and Routers Maintenance & Management

Include but are not limited to the following:

- o Revision/Firmware updates and patches
- o Warranty repair/replacement coordination with manufacturer on behalf of MFL
- o Weekly On-site, Remote and/or On-call Support for troubleshooting and problem resolution
- o Function as On-call Technical Liaison for Internet and Voice Service Providers for troubleshooting and problem resolution

#### Network Server Maintenance & Management

Include but are not limited to the following:

- o Management, monitoring and updating of operating systems and related hardware
- o Applying manufacturer recommended patches, fixes and upgrades
- o Managing security and access control configurations as directed by MFL
- o Management, monitoring and updating of services provided by network servers such as DHCP, DNS, Email, Terminal, Web and File services as they relate to network or Internet access requirements.
- o Weekly On-site, Remote and/or On-call Support for troubleshooting and problem resolution

#### Cabling/Wiring Infrastructure Maintenance and Management

Include but are not limited to the following:

- o Troubleshooting and repairing of cabling plant
- o Replacement of faulty cabling from network concentration point to location termination point (i.e., termination at the wall, exclusive of connection to PC or other networkable device)
- o Periodic monitoring of bandwidth and network segment utilization to Identify and rectify cable plant performance issues
- o Weekly On-site, Remote and/or On-call Support for troubleshooting and problem resolution
- o Monitor and manage back-up system to ensure proper back-ups are being performed
- o Applying manufacturer recommended patches, fixes and upgrades
- o Perform back-up restores when necessary
- o Weekly On-site, Remote and/or On-call Support for troubleshooting and problem resolution

#### Backup System Maintenance and Management

Include but are not limited to the following:

- o Monitor and manage back-up system to ensure proper back-ups are being performed
- o Applying manufacturer recommended patches, fixes and upgrades
- o Perform back-up restores when necessary
- o Weekly On-site, Remote and/or On-call Support for troubleshooting and problem resolution

Video Distribution Maintenance and Management

Include but are not limited to the following:

- o Performing periodic maintenance and application of patches, revisions and upgrades as recommended by manufacturer
- o Assist manufacturer technical support in troubleshooting and rectifying system problems as they arise
- o Act as the technical liaison between manufacturer and MFL when necessary

PBX System Maintenance

Include but are not limited to the following:

- o Manage the performing periodic maintenance and application of patches, revisions and upgrades as recommended by manufacturer
- o Act as the technical liaison between manufacturer and MFL when necessary

<b>Equipment Covered</b>	<b>Quantities</b>
Compaq DL380 Servers – Email(1)/Web/Backup(1) Servers	2
Compaq/Dell ILO Tape Drive	1
HP Procurve 4108GL Switches	2
HP Procurve 4100 Switch	1
Smart UPS 2200	1
Smart UPS 3000	1
Sonicwall 3060 Pro Firewall	1
Rack Enclosures	2
Patch Panels	3
PBX Phone Systems – Avaya Magix	1
Video Distribution Systems - Blonder Tongue	1
Bi-Directional Amps	3
Modulator/Demodulators	1
16pt Passive Comb Filter	1
Band Separators	2
Triple Channel Agile Modulator	1
Agile Modulators	12
12pt Passive Combiner	1
Polycom Viewstation FX for distance learning	1
Quad BRI	
NT1	

Note: Quantities subject to change based on School technology plans. However, all quantity changes must be consistent with USF guidelines for Eligible equipment. Non-eligible equipment will not be covered on this agreement.