



# RelComm

250 Cumberland Street | Suite 214 | Rochester, NY 14605  
Phone: 888.394.6703 | Fax: 585.546.8925 | [WWW.RCOMM.COM](http://WWW.RCOMM.COM)

**Kenmore-Town of Tonawanda School District  
RCC SUPPORT AGREEMENT**

Rel Comm, Inc. hereby agrees to provide Support Services for the Communications Equipment as listed in the attached Rate and Inventory sheet. Any additional equipment leased or sold to *Kenmore-Town of Tonawanda School District* shall become part of this agreement at the next billing cycle. Rel Comm, Inc. shall keep the entire system in good working condition and furnish all parts and labor necessary to accomplish this. Any malfunction that cannot be immediately isolated to a specific piece of equipment or service will require the participation of Rel Comm, Inc. and all other service suppliers until responsibility for the problem has been determined. Rel Comm, Inc. has the responsibility to assure, with best efforts, participation of all applicable service suppliers. Expenses incurred for service supplier's services shall be borne by the responsible party. In no instance shall the failure to resolve the issue of responsibility relieve Rel Comm, Inc. of the obligation to restore system operation with the least impact on the functional operation of the telephone system.

Rel Comm., Inc. shall effectively provide Support on equipment listed in the Rate and Inventory Section.

Rel Comm., Inc. shall maintain a spare parts inventory at the servicing support facility.

*Kenmore-Town of Tonawanda School District* shall have no responsibility for any costs other than the cost of this Support agreement without its prior written agreement.

**PAYMENT**

Rel Comm, Inc. will invoice *Kenmore-Town of Tonawanda School District* monthly in advance for the Support charge. Payment will be made within 30 days of receipt of invoice.

**RATE**

Rel Comm, Inc. will not adjust the Support charge per item for the duration of this contract. Any items purchased / leased within the contract term shall become part of this agreement at the next billing cycle, and charged at the same rate from the first 12 months. If Rel Comm, Inc. requires an adjustment in any of the rates, Rel Comm, Inc. will give a 30 day written notice before the adjustment becomes valid.

**Rochester, New York**  
250 Cumberland St.  
Suite 214  
Rochester, NY 14605  
Voice: 585.546.8888  
Fax: 585.546.8925

**Buffalo, New York**  
4230-B Ridge Lea Rd.  
Suite 112  
Amherst, NY 14226  
Voice: 716.204.4444  
Fax 716.204.0010

**Syracuse, New York**  
6838 Ellicott Dr.  
East Syracuse, NY 13204  
Voice: 315.422.9700  
Fax: 315.438.3142



### **TERM**

This agreement is a 12-month contract. The contract will then auto-renew on the anniversary for a duration of 12 months thereafter unless Rel Comm Inc. has received a written cancellation notice from *Kenmore-Town of Tonawanda School District* with a 30-day notice. Rel Comm, Inc. reserves the right to cancel this agreement with 30-days written notice to the customer, or should the customer become delinquent in payment.

### **LIMITS OF LIABILITY**

Rel Comm, Inc. shall not be liable to the user for any consequential damages for interruption of service, which the user may incur as a result of equipment failure.

### **NOTICES**

Any communication to Rel Comm, Inc. shall be deemed given when sent prepaid certified mail and addressed to Rel Comm, Inc. at its address, as appearing on this or at such address as the party may have requested in writing.

### **SUCCESSORS OR PARTIES BOUND**

This agreement and all its Terms and Conditions shall inure to and become binding upon the Heirs, Executors, Administrators, Successors and Assigns of Parties hereto.

## **Kenmore-Town of Tonawanda School District SUPPORT RATE AND INVENTORY**

*\*Quantities may vary based on final configuration.*

Original Installation: \_\_\_\_\_

System Type: \_\_\_\_\_

System Notes: \_\_\_\_\_

Inclusions/Exclusions: \_\_\_\_\_  
(Please include additional covered locations)      This cost will be updated November 2019. (after the 5 year warranty)  
Mitel SWA is active until 11/2/2019. At this time a quote will be sent  
annually to the customer.

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## RCC PREMIUM LEVEL SUPPORT AGREEMENT INCLUSIONS / EXCLUSIONS

Quantity	Description	Unit Price	Extended Cost
460	Active Telephone Ports	\$0.99	\$455.40
94	Active Trunk / T1 Ports	\$0.90	\$84.60
32	Active Voice Mail Ports	\$1.20	\$38.40
11	Remote Access	\$0.90	\$9.90
1	Software Assurance for Mitel Call Center Software at Transportation	n/a	n/a
1	Software Assurance for NuPoint VM at Transportation	n/a	n/a
2	Software Assurance for mitel 3300's at Admin and Transportation	n/a	n/a
0	CTC Fiber M dems for T1's between PBX's	\$0.00	\$0.00
<b>TOTAL MONTHLY CHARGE:</b>			<b>\$588.30</b>

**Active Telephone Ports** = Telephones in use

**Active Trunk / T1 Ports** = Number of Channels that allow incoming / outgoing phone calls

**Active Voice Mail Ports** = Voice Mail ports in use

**Remote Access** = 11 Remote locations, Rel Comm can access programming from the office

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## **RCC PREMIUM LEVEL SUPPORT AGREEMENT INCLUSIONS / EXCLUSIONS**

### **Support Services shall include:**

- Regular service during business hours, within (1) business day from request.
- Emergency service during business hours (in the event of total or substantial system failure) within two (2) hours.
- Emergency service after business hours, (in the event of total or substantial system failure) within three (3) hours.
- **\*\*Business hours are Monday thru Friday 8:00am – 5:00pm.\*\***
- Discounted labor rate for Adds, Moves & Changes:

Rate for NON-Supported customers	\$125.00 per hour
Rate for Supported customer	\$95.00 per hour
After Hours / 1.5 Multiplier	
Holidays and Sunday / 2.0 Multiplier	
- Annual on-site Preventative Maintenance visit by certified technician

### **Support Service shall not include:**

- The repair or replacement of equipment that has become defective as a result of an accident, physical abuse or misuse, acts of God or any other reason other than normal wear and/or manufacturer's defects.
- Any repairs caused externally to the equipment as a result of loss of air conditioning or electric power.
- Any software defects or damage to system software program caused by environmental or equipment malfunctions.
- Any non-supported/discontinued equipment by manufacturer - Rel-Comm, Inc. will make best effort to repair equipment dependent upon parts availability. Upgrade/replacement options will be provided when repair efforts cannot be completed.
- Any Pre-existing problems.
- Servicing equipment not detailed in the rate and equipment section.
- UPS (Uninterruptible Power Supply) are not covered under this agreement.

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## Contract Execution –

End User Company: Kenmore-Town of Tonawanda School District

Bill-To Address: \_\_\_\_\_ Ship-To Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

End User Name/Title: \_\_\_\_\_  
(Please Print)

End User Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Vendor Name: Rel Comm, Inc.  
Vendor Address: 250 Cumberland Street Suite 214  
Rochester, NY 14605  
Phone | 585-546-8888  
Fax | 585-546-8925

Rel Comm Representative: Kelly Kaye / CFO  
(Please Print)

Rel Comm Signature: \_\_\_\_\_ Date: \_\_\_\_\_

SUPPORT START DATE: 

3/1/2017 – 6/30/2019
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 SALESMAN: Jaclyn R. Scalera

The above costs are good for 30 days. Please ask for new quote if not signed within 30 days of receipt.

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