



Professional Services Statement of Work

Service Category	Part Number	Service Summary	Template Version
Field Support	FLDSUP-NETWORK	On site IP network configuration and troubleshooting.	August 7, 2018

1) Scope of Service

Pelco will provide onsite IP network configuration and optimization of a system that is or will be supporting a Pelco video management system. Services are customizable and may include physical and logical design, survey and assessment, switch configuration, and performance optimization.

2) Recommend Use of Service

This service is recommended for customers who want to ensure that their IP network is properly designed and configured for use with a Pelco video management system. Service may be customized to include recommendations only or recommendations and configuration by Pelco. May also be used for networks experiencing ongoing or sporadic network performance issues, pre-staging of network equipment, and remote network assistance.

3) Details of Service

- a) Provide the client with assistance to further investigate pre-existing network performance issues.
- b) Review network performance for possible optimization.
- c) Review and/or design the physical network topology. Not physically install.
- d) Review, design and/or configure the appropriate network switches.
- e) Review of applicable network switch system logs and diagnostics.
- f) Provide recommendations for improvement areas as identified.
- g) Apply applicable fixes and corrective actions within Pelco's immediate ability.
- h) **Limitations**
 - This service requires that credentials be supplied to Pelco for access to all appropriate network switches and equipment. If credentials are not supplied, many of the features of this service will not be possible.
 - Due to the complex nature of cases at this level, Pelco does not guarantee that all site visits will result in a fix. This service and all associated fees are for providing an additional level of skill set and knowledge to assist the client.
 - Unless otherwise explicitly agreed upon in writing, the physical installation of network switches, cabling, power and any related components is not included or implied with this service.
 - This is not an electrical or building code audit and Pelco will not be held accountable for the improper installation of components that do not meet such codes. Not following local electrical and building codes could result in severe injury or death.
 - The client is solely responsible for all applicable network switch and component licensing including but not limited to layer 3 licenses, multicast routing licenses, and any other related licensing to support the necessary features to manage the network configuration appropriately.

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