Installation Assumptions
Replay Systems

The following assumptions were made in generating your installation & configuration pricing:

1. Customer is responsible for all data network infrastructure not purchased from Replay including switches, hubs, bridges, routers, external caching devices and cabling.
2. Customer is to provide prior to installation:
   a. An accurate and complete document containing channel and/or position mappings for channel name, extension number, agent login, channel type (phone or radio), workstation IP address, computer name, and operating system. For VOIP systems: Complete list of all IP addresses and MAC addresses of all devices to be recorded. Setup of the SPAN port and any configuration to VoIP call manager is also responsibility of the customer.
   b. LAN/WAN that supports TCP/IP protocol with static IP addresses for each recording appliance and server.
   c. Sufficient space for the units and/or cabinets as well as sufficient entryway clearance for all system components. Temperatures are not to exceed 75 degrees in equipment room.
   d. Sufficient power to the purchased recording system (including cabling and outlets) and UPS unless ordered with the system. Systems with two power supplies should be on two separate circuits.
   e. A demarcation point, to include all required PBX, Radio and Network signals and associated hardware, to an easily accessible point within 15 feet of system. The Customer will clearly identify all cables with information indicating signal source and/or network connection and confirm they are fully operational.
   f. A person to act as Project Manager to assist with the implementation and acceptance of the system above. Also must have administrator login credentials to load applications on desktops and to add recorder to domain, if required.
   g. Customer agrees to allow remote system access via customer provided VPN, or our remote access software application for remote system diagnostics.
   h. Any and all servers and workstations required but not ordered above.
   i. Sufficient facilities to conduct all required training.
3. Replay is NOT responsible for any aspect of Union or other labor negotiations, procurement, contracting, use or payment.
4. Hours for implementation (and training) will be 8:00AM - 5:00PM Local Time Monday through Friday, excluding Replay and Customer holidays.
5. Unless otherwise noted above, standard installation covers the loading of workstation software on up to 4 customer supplied PCs. Additional PC installs will be completed under Time and Materials charges, minimum $150 per PC, unless agreed upon prior to installation.
6. Additional system's components if required, such as Beep tone generators, D to A converters, etc. will be invoiced separately.
7. With regard to Digital phone systems, it is assumed that all phones are two wire unless otherwise specified. Four wire phones will require double channel count for recording and purchase of additional hardware and licenses.
8. Caller ID is only captured if available from the customer's phone system, as connected.
9. Replay resolves to work toward giving your Equipment availability approaching 100%. To do this, Replay will require remote access to the recorder, but always with prior knowledge, approval, and cooperation of Purchaser. If remote access is not permitted additional charges for warranty service will apply.
10. Unless otherwise agreed between both parties, warranty begins upon determination that all system channels are successfully recording and can be accessed through the recorder server or a network-connected workstation.
11. The system warranty will begin 10 days after delivery, unless otherwise agreed to by both parties.
12. Should installation be delayed more than 30 days at the customer's request, customer agrees to pay Replay the full amount of the invoice net 10 days after delivery.
13. Replay Systems sign off sheet reflects physical installation, network connectivity and recording of channels. Any additional configuration changes or additions outside the original SOW should not delay installation, acceptance.