



OVERSEAS WORKERS WELFARE ADMINISTRATION
Center Bldg. 7th Floor
FB Harrison St. Pasay City

Date: March 18, 2019
Reference No: OSB-19-11-R1.0

Attention : Mr. LEO V. CACDAC
OWWA - Administrator

Through : Ms. NIMFA C. UNICA / Mr. JUAN M. PARCO JR
OIC, PPMD Supply Officer

Subject : **MANAGED SERVICES 2018**
UNIFY Openscape Business X8

Dear Maam/Sir,

Based from your communication requirement, please find the attached **LEASING** offer of the **OPENScape BUSINESS X8 IP CONVERGED** for your office from **APRIL 01, 2019 to DECEMBER 31, 2019**.

The offer is complete solution with **24 ANALOG TRUNK PORTS, 24 DIGITAL PORTS, 96 ANALOG LOCALS, OSB ATTENDANT CONSOLE, BACK UP BATTERY & 16 DIGITAL PHONES** with warranty and monthly maintenance of the **OSBIZ X8 IP CONVERGED** solution package.

The Commercial Terms and Condition is attached below

Please let us know if you have any clarifications.

Thank you very much.

Very truly yours,

JUDE LYNN M. GARCIA
Account Manager

HANS LEO J. CACDAC
Administrator
Printed Name & Signature

ANSIBLE Technologies Corporation

Office address:
Ansible Technologies Corp.
631 L20 Bamberg St. Mercedes
Business Park, Mercedes Ave.
Pasig City
Phone: (02) 634-4438

Certified Funds Available
SUBSCRIBED AND SWORN TO BEFORE me,
on **MAY 14 2019** at Quezon City, Attest:
exhibited to me his/her _____

KAREN JOY B. PADUYAO
OIC Accounting Division

issued at _____
on _____ Competent Evidence of Identity

JAY T. BORROMEO
Notary Public
(Until Dec. 31, 2020)

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Book No. XXXI
Series of 2019

IBP No. 7323556 / 01-10-19, Q.C.
PTR No. 7323556 / 01-03-19, Q.C.
Roll No. 49649 / TIN 156-545-237
Adm Matter No. 14P-008(2019-2020)Q.C.
MCLE Compliance No. VI-0002501
Issued On 04/01/2019 , Until 04/14/2022
Add. Police Clearance Section, QCPD
Quezon City Hall, Quezon City

SCOPE OF SERVICES:

1. Preventive Maintenance Service – **ANSIBLE TECHNOLOGIES** shall perform preventive maintenance service on a **MONTHLY** basis on the Equipment to keep the Equipment in good operating condition. This service shall be in the form of an on-site visit consisting of:
 - A thorough inspection of the equipment to ascertain operational reliability, performances and operational safety.
 - Perform evaluation on the call logs application
 - A review of typical, encountered and potential problems
 - The recommendation of solutions and/or courses of action.
2. Provide Remote Corrective Maintenance Support available from Monday to Friday, 8am to 5pm
3. Provide on Site Corrective Maintenance Support and Minor Change Request available from Monday to Friday, 6:30am to 5:30pm. This is to correct or repair malfunction in or failure of the equipment.
4. Unlimited Phone Support during normal working hours from Monday to Friday, 8am to 5pm.
5. Provide Technical Escalation Process to APAC Regional Support Center in Germany and Global Back Level Support in Austria
6. **ANSIBLE TECHNOLOGIES** shall furnish the **CUSTOMER** a written service report of every maintenance service done and the trouble shooting performed in order to have a readily available historical data of the maintenance service.
7. **ANSIBLE TECHNOLOGIES** shall provide Emergency Service. The Emergency Service offers 24-hours, 7-days a week (24/7) service in case of acute and serious problems relating to the operation of the network or severe impairment to system availability.

EMERGENCY SERVICE

The Emergency Service offers 24-hours, 7-days a week (24/7) service in case of acute and serious problems relating to the operation of the network or severe impairment to system availability. The goal of the Emergency Service is to maintain the availability of the network or system at all times or to recover from system failure as soon as possible. In their analysis and resolution of the reported problem, our engineers use the latest diagnostics and troubleshooting tools.

The following is the Emergency Number of ANSIBLE TECHNOLOGIES: Sun Cellular Mobile No. 0922-4853454 / 0922-8889329

DEFINITION OF EMERGENCY (EMCY)			
Priority	Definition		Addressed by
0	CRITICAL Serious problem (probably caused by SW, HW or power failure) that causes total failure of the system or successive recoveries. As a result, the system availability and service provisioning is totally affected.	Affecting the operation of the service and system: <ul style="list-style-type: none">A total failure of the system which results in the loss of processing capability (ex. Processing of calls or data communication)Loss of system capability to effect automatic reconfigurationsTotal system crashTotal crash of signaling systemTotal system loss of management System	Emergency

EMERGENCY HANDLING	
1. Initial response	<= 2 hours
2. Neutralization	<= 6 hours

ON-CALL SUPPORT SERVICE

Priority dependent response and settling times:

ANSIBLE TECHNOLOGIES will perform on-call support for **CUSTOMER** during normal working hours (Monday till Friday, 6:30 a.m. to 5:30 p.m.) excluding public holidays

Our **ANSIBLE** Hotline Number is: 02-6345538 and Sun Cellular Mobile No. 0922-8553886 / 0922-8858328

Response Time

Response time begins upon the reception of a request (either when the call is received during normal business hours, or if the call was recorded outside normal business hours, at the beginning of the next business day) and ends when **ANSIBLE** Engineer returns the call

The call is documented and confirms the reception of the request and may, when required, include a request for additional information. If **CUSTOMER**'s request is not very complex, the problem may be resolved immediately.

Settling Time (Correction Time)

The settling time normally ends with the resolution of the request.

The following table shows maximum values for information and settling time dependent on priority.

ON CALL SUPPORT SERVICE		
1. Remote Diagnostics	If possible or as allowed by the Customer.	
2. Response time to technical requirements and inquiries related to network operation:		
Priority 1	<= 4 hours	
Priority 2	<= 2 days	
3. Settling time for technical question and inquiries related to network operation:		
Priority 1	<= 5 days	
Priority 2	<= 6 weeks	

PRIORITY DESCRIPTION		
Priority	Description	
1	Major	<ul style="list-style-type: none"> □ Any fault reported where more than 50% of operator consoles on a site unable to place or receive calls. □ 20% or more of all telephones are unable to place or receive calls □ 20% or more trunks are inoperative. □ A Unify designated major attached processor is unable to send, receive or retrieve information. □ Any of the "High Priority" telephones are unable to place or receive calls. □ 20% or more trunks or agents supported by Unify (ACD) applications are inoperative or cannot place or receive calls. □ Any failure or the output data from the PABX to a call logging device
2	Minor	<ul style="list-style-type: none"> □ All other faults covered by the service contract other than those included in the above definition of major priority.