

**Synertech Statement of Work
STANDARD DEFINITIONS and SERVICES NOT COVERED**

DEFINITIONS

Business Days means the generally accepted days of operation per week within the relevant region where the Services shall be performed, excluding local holidays as observed by Synertech.

Collaboration Tools means software application tools, tools sets and/or methodologies that facilitate communications for the purposes of management and completion of services and deliverables between Synertech and Customer.

Customer Satisfaction Survey means a questionnaire that Synertech submits to Customer and/or End User following the completion of Services, and that is used to measure how successfully expectations have been met for the Services provided in this SOW.

Data Collection Tools means Hardware and/or Software tools that support Synertech's ability to provide troubleshooting on cases, data analysis, and report generation capabilities as part of the Services, as applicable in this SOW.

Deliverable(s) means the items to be delivered by Synertech as set forth in this SOW, if any.

Documentation means user manuals, training materials, Product descriptions and specifications, technical manuals, license agreements, supporting materials and other information relating to Products or Services offered by Synertech, whether distributed in print, electronic, CD-ROM or video format.

Milestone means a specific goal, objective or event pertaining to Services described under the terms of this SOW, as applicable.

On Site means the Services are to be performed at an End User or Customer location ("Site").

Purchase Order or PO means a written or electronic order from Customer to Synertech for the Services to be provided by Synertech under this SOW.

Remote means the Services are to be performed from a Synertech location.

Remote and On Site means the Services are to be performed at a combination of a Synertech location and at an End User or Customer location.

Reports means reports, recommendations, network configuration diagrams, and related non-software Deliverables provided by Synertech pursuant to this SOW, if any.

Scripts means software scripts, macros and batch files provided by Synertech pursuant to this SOW, if any.

Services means the services provided by Synertech as set forth in this SOW.

Standard Business Hours means 8:00AM to 5:00PM local time, on Business Days within the relevant region where the Services shall be performed.