

SCOPE OF WORK DOCUMENT FOR *GALADARI SPORTS L.L.C*

PROJECT: Yeastar PBX Configuration, PSTN Integration & Fanvil IP Phone Deployment

Version:1.0

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1. INTRODUCTION

1.1. About Kyoto

Kyoto is a leading Information and Communication Technologies (ICT) service provider. We operate internationally through our offices and antennas in Dubai, Abu Dhabi, Sharjah, Jeddah, and Gurgaon etc. We design, develop, support, and promote ICT software applications using integrated, state of art technologies. Our expertise covers.



Distribution



Integration



Services



Collaboration & Smart City

1.2. About Customer



The AllSports Arena is a state-of-the-art facility, spanning 18,000 square meters, providing advanced sports and recreational spaces that cater to both athletes and families. This project is a testament to our unwavering commitment to enhancing the quality of life for UAE residents by fostering opportunities for health, fitness, and community engagement. The AllSports Arena serves as a premier destination, bringing together diverse individuals and groups to pursue their fitness goals and build stronger connections.

2. GENERAL INFORMATION

2.1. Purpose of this Document

This document defines the Project SOW and details within which Kyoto Technologies will provide. This document outlines the tasks and comprehensive plans for the HPE Network Switch Deployment – Installation & Configuration for **GALADARI SPORTS LLC**. This document ensures everyone involved understands the project's scope and objective, facilitating effective communication and successful execution.

2.2. Governing Agreement

This Statement of Work or "SOW" is hereby deemed part of and governed by the Services Agreement between **GALADARI SPORTS LLC** (also called "Customer") and Kyoto Technologies.

2.3. Distribution List

This document is to be shared amongst the following people for review and approval purposes.

Last Name, First Name	Organization	Role
Evan Basnet	Kyoto Technologies	Account Manager
Ashish Chandra	Kyoto Technologies	General Manager
Irish Anne Silvestre	Kyoto Technologies	Business Coordinator
Muhammad Rishad	Galadari Sports LLC	Client

2.4. Engineers Assigned

Kindly note that: **Man days = Total Days x No. of People** and **Man Hours = Man days x 8**

Name	Organization	Role
Talha Saleem	Kyoto Technologies	ELV Engineer

3. CUSTOMER PROJECT INFORMATION

3.1. Project Summary

This document serves as a comprehensive guide outlining the key steps, prerequisites, and considerations for the successful implementation of the project Yeastar PBX Configuration, PSTN Integration & Fanvil IP Phone Deployment for **Galadari Sports LLC**. It aims to establish robust security, protection and to ensure a clear understanding among deployment team members regarding the tasks and requirements associated with the project's pre-implementation phase, facilitating effective collaboration, and streamlined execution.

Anything not addressed by this SOW is out-of-scope and not included in the services. Either party may submit a Change Request to the other party in accordance with this SOW.

SCOPE AND REQUIREMENTS

This document is concerned with the project HPE Network Switch Deployment – Installation & Configuration for **GALADARI SPORTS LLC**

Overall Project Deliverables

The following describes items in scope and out of scope across the entire project with all its project components. Inclusions and Exclusions relevant to specific project components are listed in their respective project component descriptions.

OVERALL, SCOPE INCLUSIONS

For the overall project, the following items are within scope being delivered by Kyoto Technologies.

S.NO	Item Description	QTY
1	Yeastar - S20	1
2	Yeaster - 02	1
3	Fanvil X4U (reception)	3
4	Fanvil X303P (Sales officers	2
5	IP-COM 26GE+2SFP Ethernet Unmanaged Switch With 24 Port PoE	1

ESTIMATED WORK PLAN

Serial No.	Deliverables	Man-Hours	Man Days	Total Days + Contingency Days	Responsibility
	Yeastar PBX Preparation and Hardware				
A	Pre-Installation Check				
1	- Access the Yeastar system and verify its current operational status. - Inspect and install or replace the O2 module, as applicable. - Verify module detection and hardware status. - Confirm that the required telephony interfaces are available and operational.	42hrs	2	2+1	Kyoto Team
B	Basic Yeastar Configuration				
1	- Configure the basic system settings. - Configure network parameters, including IP address, subnet mask, gateway, and DNS, as required. - Configure date, time, and time zone settings. - Verify system connectivity and operational status. - Apply basic configuration settings required for telephony services.				Kyoto Team
C	Extension Creation				
1	- Create SIP extensions according to the client-approved extension list. - Configure extension numbers, display names, and authentication credentials. - Apply the required extension settings. - Verify extension registration and connectivity.				
D	Ring Group Configuration (If Required)				Client / Kyoto Team
1	Create ring groups based on the client's requirements.				

	- Assign the relevant extensions to each group. - Configure the ring strategy and ring timeout. - Test group calling functionality.				
E.	Outbound Call Routing				
	- Create outbound calling rules based on the client's dial plan. - Configure the appropriate PSTN trunk and outbound route. - Define permitted dialing patterns and associated extension permissions, as agreed. - Test outbound calls to verify successful call routing.				
F	Inbound Call Routing				
	- Create inbound calling rules for the connected analog PSTN lines. - Map incoming calls to the designated extensions, ring groups, or other agreed destinations. - Configure the required inbound call handling. - Test incoming calls to confirm that calls reach the intended destinations.				
G	Analog PSTN Line Integration				
	- Connect the available analog PSTN line or lines to the Yeastar system. - Configure the relevant analog trunk settings. - Verify PSTN line detection and trunk availability. - Test inbound and outbound calls over the connected PSTN lines.				
H	Fanvil IP Phone Provisioning				
	- Connect Fanvil IP phones to the network. - Verify IP address assignment and network connectivity. - Provision the phones to the Yeastar PBX using a supported provisioning method.				

	- Assign the approved extensions to the respective phones. - Verify SIP registration, basic phone functionality, and internal calling.				
I	Network Switch Configuration				
	- Review the existing switch configuration and relevant connectivity. - Configure basic switch settings required for the PBX and IP phones. - Create and configure a dedicated voice VLAN if required by the client. - Configure the necessary access ports, trunk ports, and VLAN assignments, where applicable. - Verify network connectivity between the Yeastar system and Fanvil IP phones.				
J	Testing and Validation				
	- Verify extension registration. - Test internal calls between configured extensions. - Test outbound calls through the analog PSTN line. - Test inbound calls from the PSTN line. - Verify ring group functionality, if configured. - Verify Fanvil phone registration and basic calling functionality. - Verify network connectivity and voice VLAN operation, if implemented. - Record any outstanding issues and agree on the required corrective actions.				
K	Client Responsibilities				
	- Provide the approved extension and call routing requirements. - Ensure that the analog PSTN service is active and available for testing. - Provide the required hardware, network ports, cabling, and power. - Coordinate with the telecom operator or third-				

	party vendors when required. Assign a representative to validate the configuration and sign off on the completed work.				
J	Assumptions				
	- The client will ensure that a stable internet connection is available before the commencement of deployment. - The client will ensure that the PSTN line is active and fully operational before the commencement of deployment				
K	Acceptance Criteria				
	The project will be considered complete when the following criteria have been met, subject to the agreed scope: - The Yeastar PBX is operational and the O2 module is detected. - The agreed extensions are created and successfully registered. - Ring groups operate as configured, if required. - Inbound PSTN calls reach their intended destinations. - Outbound PSTN calls complete successfully. - Fanvil IP phones are provisioned and can make and receive calls. - Required switch configurations and voice VLAN settings are verified, if applicable. - Configuration and testing results are documented. - The client has reviewed and approved the completed work.				
L	Change Management				
	Any request outside the scope defined in this document will be treated as a change request. The service provider will assess the impact on project cost, resources, and timeline and				

	obtain client approval before proceeding.				
M	Project Sign-Off				
	Upon completion of the agreed activities and successful validation against the acceptance criteria, the client will confirm acceptance of the implementation.				
	TOTAL	42	2	3	

SCOPE INCLUSIONS

For the overall project, the following items are within scope being delivered by Kyoto Technologies.

Item	General Deliverable
1	Kyoto Technologies will provide GALADARI SPORTS LLC project specific documentation as seen by Kyoto Technologies based on Kyoto Technologies' best practices. The language this documentation will be provided in is English.
2	In case project stakeholders are located across multiple time zones, Kyoto Technologies will make best efforts to support all parties and make appropriate suggestions of when to commence work.

OVERALL, SCOPE EXCLUSIONS

For the overall project, the following items are outside of scope being delivered by Kyoto Technologies. There may be additional out-of-scope items within specific project sub-streams listed in the corresponding sub-chapters.

Item	Scope Exclusion
1	Kyoto Technologies will only provide the solutions and services detailed in this Statement of Work, all services outside the scope of this Statement of Work will require a change control process.
2	Any technical knowledge transfer sessions included are not suited to replace the Kyoto Technologies Administration and Certification.
3	Kyoto Technologies will not engage in any backup activity on Customer infrastructure prior Kyoto activity. It is within the Customer's sole responsibility to put in place any changes required within their systems.
4	In case Kyoto Technologies provides Customers with any scripts, tools, etc., it is the customer's responsibility to verify if they are fit for their purpose, if they can be used as is, or if any configuration or modifications are required, before making use of such tools. Furthermore, Kyoto Technologies is not responsible for enhancing, improving, or supporting any such scripts, etc.

- 5 Without the express approval of the consultants and their managers, no changes, cutovers, etc. will not be completed or shadowed by the consultants outside of their region's regular business hours, or on weekends or bank holidays of the consultant's region of residence. In the unlikely event of out-of-hours work to be completed, an additional cost will occur.
- 6 The documentation provided during this project will describe configurations pertaining to the Customer's Kyoto Technologies account. It is not intended for education on any technology, standards, or protocols.
- 7 Unless otherwise stated in a corresponding section of this document, any Technical Knowledge Transfer included in this project does not entail dedicated training sessions for administrators, SOC, helpdesk, or other operational teams. Neither does the Technical Knowledge Transfer of Kyoto Technologies entail any end-user training. In case any end-user training is part of this project, the details will be laid out in the corresponding section of this Statement of Work.
- 8 Whilst Kyoto Technologies will advise on readily available materials for end-user education and enablement, and creation of new or customization of existing documentation tailored for end-users is not in the scope of this project unless stated otherwise in a corresponding section of this document.
- 9 Any tasks not explicitly mentioned in the scope inclusions.
Work outside the agreed project area or beyond the specified requirements.

4. GENERAL PROJECT SPECIFICATIONS

4.1. Assumptions and Responsibilities

Kyoto Technologies has made the following assumptions and identified the following Customer responsibilities in respect of the provisions of the services under this Statement of Work. The Customer is responsible for validating all assumptions and Customer responsibilities before signing this SOW. Any deviations from the assumptions and responsibilities outlined in this SOW may affect Kyoto Technologies' ability to successfully deliver the Project and could have cost implications. If deviations are required, they will need to be addressed as appropriate via a change request.

Item	General Assumption
1	During remote sessions, it is possible for Kyoto Technologies to shadow Customer staff, i.e., via remote sharing tools accessing all environments and systems belonging to GALADARI SPORTS LLC that is pertinent to Kyoto Technologies, account for this Project.
2	"In the event of device malfunction, data loss, or compliance issues during or after the specified activities, we disclaim liability for any associated consequences."
3	All Kyoto Technologies tasks will be performed during the scheduled date and time. During local Kyoto Technologies Office hours. Hours outside of this will need an exception and approval from the customer.
4	Kyoto Technologies provides estimates during the Project planning phase based on previous experience.
5	The Project plan is subject to change until baselined and signed off by the Customer.
6	All the services outlined in this SOW will be performed either onsite or remotely, as applicable.
7	The customer must provide Kyoto Technologies access to the appropriate staff members, Site readiness, Access to Network Resources, existing AD farm, O365, file servers, storage and any other necessary structural for wall mounting as it relates to the Customer's environment. This Customer staff can communicate in the English language.
8	All joint sessions between GALADARI SPORTS LLC and Kyoto Technologies will be in the English language.
9	Customers are required to make any changes to their own environment, which includes but is not limited to network and Firewall.
10	The customer is responsible for providing all hardware, software media, and software licenses unless stated otherwise in this SOW.
11	A review session with the Customer's System Admin will be required to discuss the Customer's existing solution that is being replaced.
12	Kyoto Technologies reserves the right to determine the format of the implementation plan. The plan typically is a document created in Project charter and may contain a tasks list, reference Knowledge Base links.
13	Kyoto Technologies reserves the right to adjust the cost of this engagement in the event the Customer wants to implement a Project Management process over and above Kyoto Technologies' standard process.

14	With any changes required in the current setup, which Kyoto Technologies is supposed to assist with or consult on, the information is provided in a readable and processible format.
15	GALADARI SPORTS LLC is responsible for providing Kyoto Technologies with any information or data from their third-party vendors and providers which is required for the project.
16	Kyoto Technologies may request modifications within Customer's office 365 environment on behalf of the Customer.
17	GALADARI SPORTS LLC is aware that the active project participation of GALADARI SPORTS LLC and its partners (if any) is a prerequisite for the timely and successful progression of the project. GALADARI SPORTS LLC , therefore, commits to the plans, timelines, work packages, and meetings agreed upon.
18	If the client delays the site when work is 80% completed, they are liable to pay the pending amount and provide signoff. Once the site is ready, we will complete any pending service.

5. PROJECT MANAGEMENT AND ADMINISTRATION

The following items detail the Project Management and Administration aspects of this Project:

- 1) This SOW must be executed by an authorized Customer representative prior to scheduling and execution of services described herein.
- 2) Customer will assign a member of its personnel who will be the main point of contact for scheduling any Customer resources, team meetings, and/or reviews ("Customer Project Lead"). Customer Project Lead will also be responsible for the collection of any requested data points or information relevant to this Project as requested by Kyoto Technologies.
- 3) Customer's Project Lead will identify the appropriate team members who are required to be part of the development and approval process for the stated Project deliverables.
- 4) Kyoto Technologies is not responsible for any delays caused by the Customer, Customer's contractors, or any of Customer's third-party vendors or third-party service providers, or delays that are otherwise outside the control of Kyoto Technologies. Any such delays may result in overall Project cost increases, delay of estimated delivery dates, and the re-assignment of the Kyoto Technologies Project resource(s) to other Kyoto Technologies projects. Kyoto Technologies may both resume the project later based on Kyoto Technologies' resource availability and assign an alternate Kyoto Technologies resource to resume the tasks defined in this SOW in the event of a delay as described herein.
- 5) If required, Kyoto Technologies will create Project deliverables using Smartsheet.
- 6) Where applicable, Kyoto Technologies will produce "final" document versions in standard PDF format.

6. ACCEPTANCE AND REMEDIES

Any deliverables provided under this SOW will meet the requirements stated herein as well as any additional acceptance criteria agreed to in writing by the parties ("**Acceptance Criteria**").

The customer will review/test the delivery as per the agreed baselined Project plan. If the deliveries meet the Acceptance Criteria, the Customer will provide confirmation to that effect. If not, the Customer will notify Kyoto Technologies of the unaccepted deliverable with a detailed explanation, promptly following completion of its review/testing. The customer will not unreasonably withhold or delay acceptance. Kyoto Technologies will assist in the resolution of the unaccepted deliverable in a timely manner.

Where there is no agreed baselined Project plan, or services are provided on a time and materials basis, then Customer's acceptance will be deemed to have occurred on delivery of the applicable service or deliverable.

7. DELIVERY OF SERVICES

All services will be performed either remotely using either Kyoto Technologies or Customer provided Web sharing technologies or onsite as agreed as part of the Project. Kyoto Technologies currently uses Quick Assist as the primary solution for remote meetings.

All delivery of services and timings are subject to Project planning as part of the kick-off process and are subject to change as the Project progresses.

8. SIGNOFF CRITERIA

If the client delays the site when work is 80% completed, they are liable to pay the pending amount and provide sign off.

Once the site is ready, we will complete any pending service

9. GENERAL INFORMATION

If any changes are required to the scope of the work described herein which significantly affect the deliverables, time frames, and resource requirements, will result in the need for an amended Statement of Work and agreement on the additional cost by Customer and Kyoto Technologies.

APPROVAL SIGNATURES

Both parties approve and accept the details as defined in this Statement of Work.

PROJECT ACCEPTANCE FROM BOTH SIDES			
Account Manager	GM	CEO	Client
Mr. Evan Basnet 	Mr. Ashish Chandra 	Mr. Pankaj Singh	Mr. Saadath

SCOPE OF WORK DOCUMENT

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