

Education Partners Solution, Inc.

Support Plan for Consulting Services

Service and Maintenance

A. Basic Support

1. EPS, Inc. provides consulting services only. EPS, Inc. does not resell any hardware or software and therefore, does not provide any manufactures warranty.
2. EPS, Inc. will provide support to meet the needs of the School District proposed in the agreed upon scope of work. The support plan will provide telephone response within twenty-four hours of notification during normal business hours. Notification will be accomplished by contacting EPS, Inc. offices at (281) 494-0187.
3. During the initial construction and implementation phase, the EPS, Inc. Project Manager will provide support and customer feedback as defined in the agreed upon scope of services. The project manager will also determine and activate the various levels of vendor support escalation during this phase. Support for the facilities will be provided from the EPS, Inc. facility located at 3506 Hwy 6 S; Suite 226, Sugar Land, TX 77478-4401. First level support will be provided from this facility. Second and Third level support will be provided as needed from the manufacturers.