

## VoIP Risk and Responsibility Disclaimer

Given the complexity of a Voice Over IP/SIP telephony deployment, \_\_\_\_\_ would like to ensure that the infrastructure on which the telephony system is to be built, is capable of handling voice services. This includes the proper hardware infrastructure (gateways, switches, routers, data/voice lines) and configuration of Quality Of Service (QOS) and VLANS on these devices. The success of the telephony deployment is contingent upon the infrastructure.

\_\_\_\_\_ recommends any customer attempting to run voice services over a new or existing data network contract with \_\_\_\_\_ to provide the necessary hardware infrastructure and configuration services necessary to provide a network infrastructure that fully supports Voice Over IP/SIP telephony. This step will aid in eliminating normal Voice Over IP problems of latency, jitter, response time, packet loss, resulting in breakup, echo, and overall poor voice quality.

I would like to contract with \_\_\_\_\_ to provide the necessary hardware infrastructure and configuration services necessary to provide a network infrastructure that fully supports Voice Over IP/SIP telephony.

YES NO

I understand that if I elect to not contract with \_\_\_\_\_ to provide the necessary hardware infrastructure and configuration services necessary to provide a network infrastructure that fully supports Voice Over IP/SIP telephony, it is my responsibility to provide the appropriate network infrastructure.

YES NO

I understand that if I elect to provide the appropriate network infrastructure on my own, \_\_\_\_\_ will not be responsible for any voice quality or connectivity issues, and that \_\_\_\_\_ will bill me for any voice quality or connectivity troubleshooting services at a rate of \$150 per hour.

YES NO

Customer: \_\_\_\_\_

By: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

---