

Scope of Work for Coolcentric Professional Services

Date: February 1, 2011

Applicable Services: STILEE

Description of Service: Raised Floor Grommet Installation, Qty 1 floor tile

Scope of Work:

1. Remove floor tile and move to area designated by customer for tile cutting.
2. Mark floor tile and cut hole for grommet.
3. Unpack floor grommet, install grommet into/onto floor tile and secure. Disposal of shipping materials is the responsibility of the customer.
4. Replace floor tile.
5. Service limited to Europe, Middle East, Africa. Third party technicians will be used for some countries, including those with active US State Department travel advisories.
6. Number of tiles to be cut not to exceed quantities stated in the quoted service description.
7. Service is conducted during normal business hours. Customer must provide reasonable access to the facility during this time.
8. Moving IT enclosures, cabling or other equipment to access or remove floor tiles is the responsibility of the customer.
9. Service must be conducted in conjunction with another scheduled service, dispatch of technician is not provided within this scope of work.