



Contractor Policy & Procedures

Updated Date: MAY 2013

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Scheduled Preventative Maintenance (PM) Work Orders

1. **PM Schedule.** Telgian will build the monthly Scheduled Preventative Maintenance Schedule no later than 30 days in advance of the month of execution.
2. **Work Assignment.** Telgian will select the best Contractor in terms of service area, cost and performance rating for work assignment.
 - 2.1. Telgian’s Contracting Account Executives will review and approve the monthly schedule prior to release.
3. **Notification.** Telgian will provide the Contractor a list of Scheduled PM Maintenance Work Orders in the Contractor’s primary and extended region no later than 15 days before the month of execution by Telgian’s Mobile Application (TAPP), e-mail or fax. Note: Some schedule changes may occur as a result of scheduling turbulence e.g. new Customers, unforeseen schedule changes, and Customer requests.
4. **Acceptance of Work.** The Contractor will review the list of Scheduled Maintenance Work Orders and provide the Contractor’s Anticipated Completion Date, indicating acceptance of the Work Order.

- 4.1. Telgian's expectation is the Contractor will make a valid attempt to complete all work within their primary service area regardless of size or scope. Cherry picking or failure to accept work may result in reassignment of the Contractor's current and future work, non-payment of dead run or any other incurred fees, and a re-evaluation of our partnering relationship.
 - 4.2. The Contractor will return the completed list of Work Orders within 48 hours of receipt.
5. **Work Order Packages.** No earlier than seven business days prior to the month of execution, Telgian will provide the Contractor the assigned Work Order Package. Note: the Contractor is not authorized to start work until the scheduled month of execution.
 - 5.1. The Contractor shall compare the Work Order Package to the original Scheduled PM Inspection list provided by Telgian.
 - 5.2. Notify Telgian by e-mail at inprocess@telgian.com if the Work Order Package does not match the original Scheduled PM Inspection list.
 - 5.3. Any work performed prior to the month of execution is subject to nonpayment, unless agreed upon in advance by Telgian.
6. **Customer Notification.** The Contractor will notify the Customer to schedule service in accordance with the Customer's specific instructions provided by Telgian.
 - 6.1. Failure to notify the Customer in accordance with the Customer's specific instructions will result in reassignment of the Contractor's current and future work, non-payment of dead run or any other incurred fees, and a re-evaluation of our partnering relationship.
7. **Scope of Work.** The Contractor shall comply with the policy and procedures outlined in the Telgian's Standard Scope of Work for the given call type and follow any specific exceptions, exclusions or Customer instructions identified in the Work Order.
 - 7.1. Contractors are to pay particular attention to the Not to Exceed (NTE) limit in the Work Order and request additional authorization if the invoiced amount will go over the NTE.
 - 7.2. Invoices over the Not-to-Exceed limit without an additional authorization number provided by Telgian are subject to non-payment for the portion of the work that was not approved.
 - 7.3. Notify Telgian by phone at 1-800-306-4122 or e-mail inprocess@telgian.com if you have any questions on the Scope of Work prior to performing any work on the Work Order.
8. **On-time Completion of Scheduled PM Inspections.** The Contractor will keep Telgian informed of all schedule changes by phone at 1-800-306-4122 or e-mail inprocess@telgian.com and complete all work on the scheduled date.
 - 8.1. Failure to complete work on the scheduled date will result in reassignment of the Contractor's current and future work, non-payment of dead run or any other incurred fees, and a re-evaluation of our partnering relationship.

9. **Third Party IVR Line.** The Contractor must checked into not only Telgian’s IVR Line but also any 3rd Party IVR line required by specific customers.
10. **Scheduled PM Inspections Flow Chart** – (See Next Page)

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Scheduled PM Inspections Flow Chart

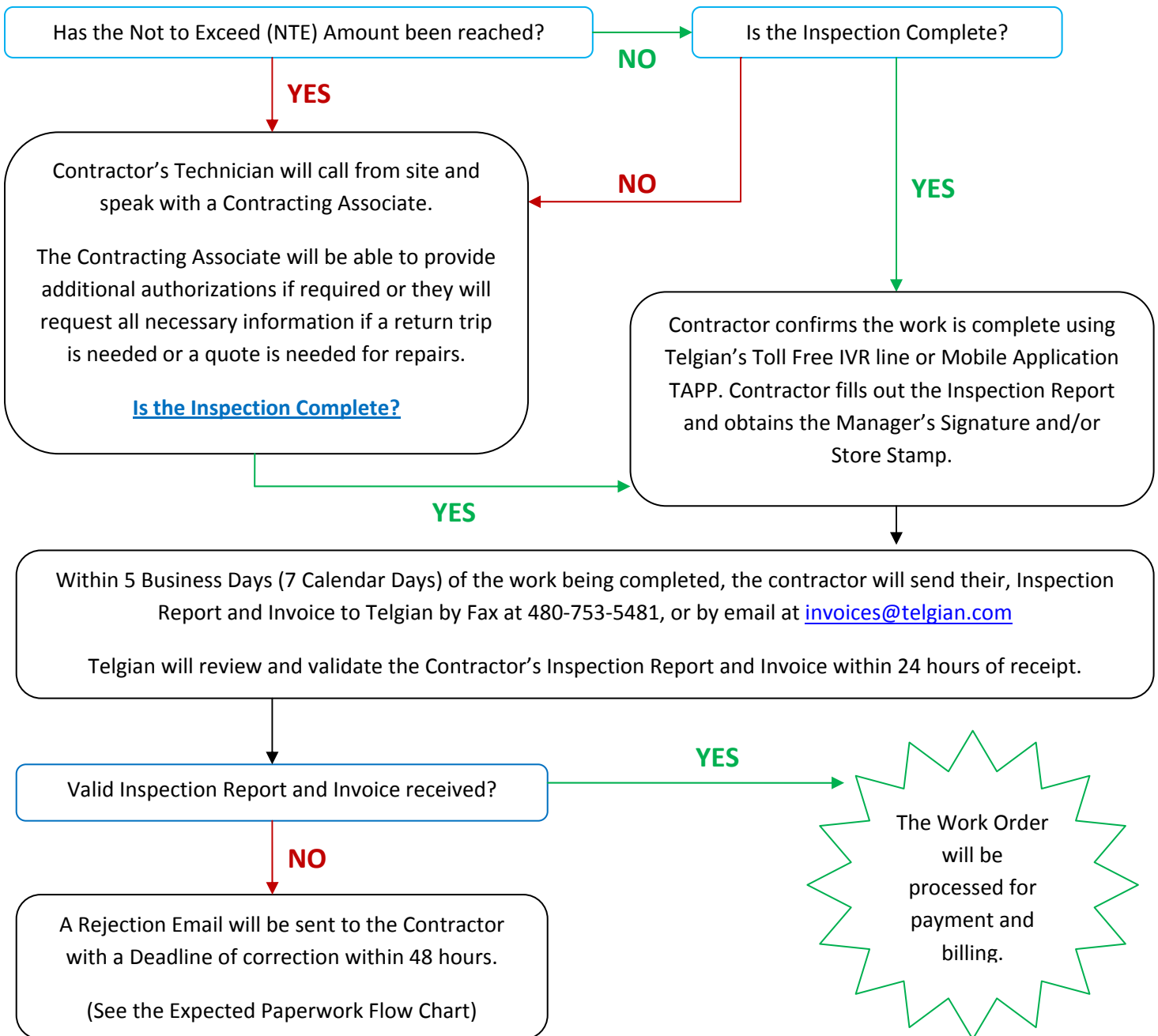
Telgian will send a list of Scheduled Maintenance Work Orders to the Contractor assigned No later than 15 days prior to the month of execution.

Within 48 hours of receipt the Contractor will provide completion dates for each work order.

Telgian will send the Work Order Packages to the Contractor No Earlier than 7 calendar days prior to the month of execution.

Contractor will arrive on site no later than the provided completion date. Contractor will Check-In using Telgian's Toll Free IVR line or Mobile Application TAPP and any 3rd Party IVR lines required by specific Customers.

Contractor Performs the Inspection.



Reactive-Unscheduled Service and Repair Work Orders

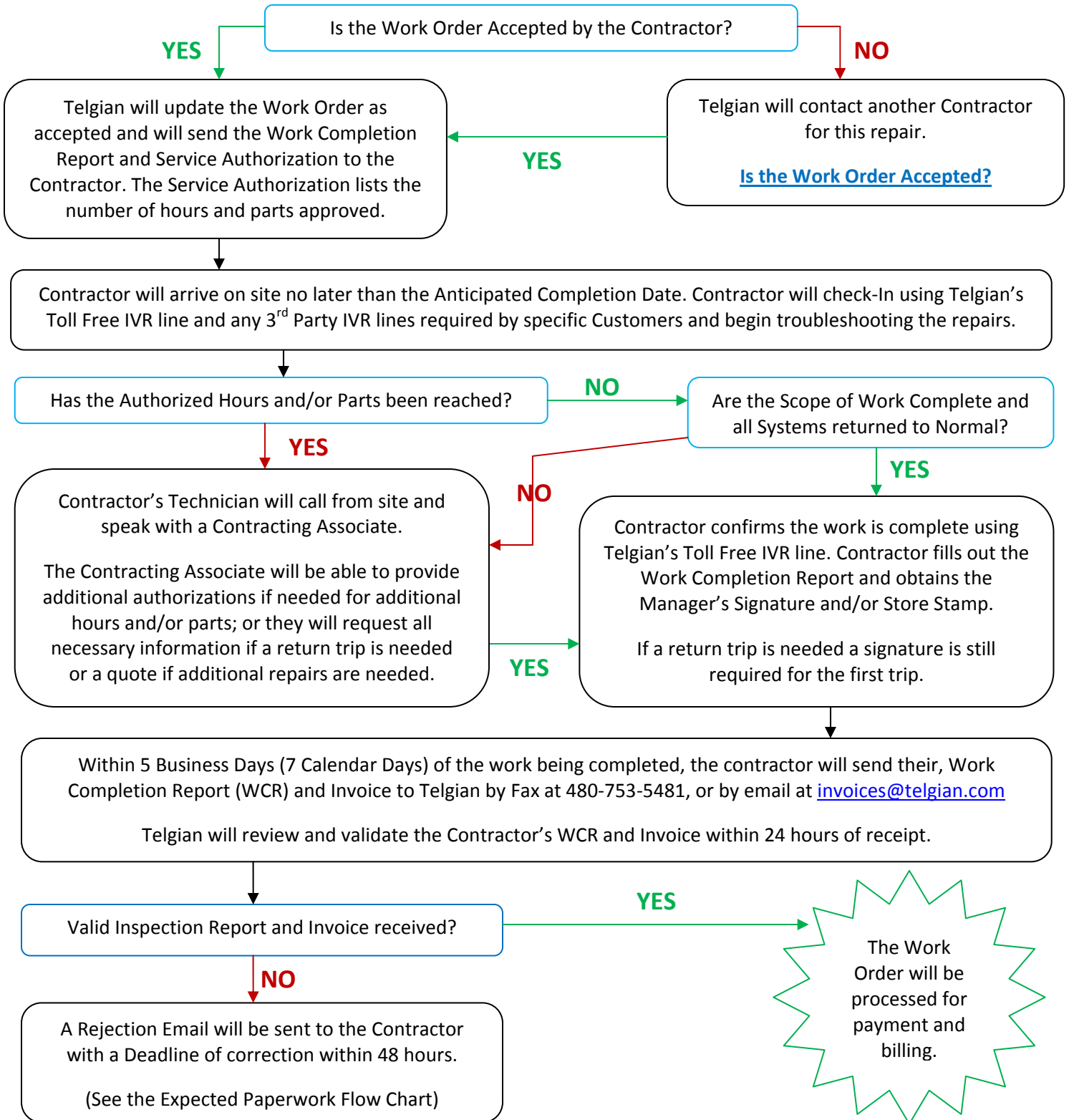
11. **Notification of Work.** Telgian receives notification of Reactive/Unscheduled Work Orders from multiple sources e.g. Telgian’s Internal Test and Inspections, Customer Calls, and Contractor Calls.
12. **Scope of Work.** Telgian uses Subject Matter Experts to validate and determine the Scope e.g. Statement of Work, the amount of authorized time, material, and priority.
13. **Changes of Scope.** Telgian reserves the right to change the Scope at anytime. Any additional costs will be referenced and agreed upon by both parties and documented on the Telgian Work Order.
14. **Time and Materials Work Orders.** Service and Repair Work Orders will be on a time and material basis unless specifically indicated as a “Fixed Fee” Work Order in the Telgian Authorization.
 - 14.1. Contractors will be paid only for their time on site and materials documented on Telgian’s Work Completion Report.
15. **Additional Fees or Charges.** No additional charges (e.g. show fee, administrative fees, truck charge, tool charge, fuel surcharges) are authorized unless agreed upon in advance, the charges are specifically listed in the scope of work and the Work Completion Report (WCR) is properly documented and is signed off by the Manager on Duty (MOD).
16. **Fixed Fee Work Orders.** In certain situations (e.g. hood upgrade or underground repair), Telgian will authorize the Contractor to bid a proposal for a fixed amount in order to mitigate risk to the Contractor and Customer.
 - 16.1. Fixed Fee Work Orders will be agreed upon in advance by Telgian and the Contractor. The Work Order will be properly documented in these situations the Contractor is authorized to bill to Telgian the agreed amount.
17. **Assignment of Work.** Once the Work Order has a scope, Contracting Service Associates will select a source of repair.
 - 17.1. Source Selection is based on location, labor rates, qualifications and past Contractor performance.
18. **Notification of Work.** Telgian will contact the Contractor via phone, fax or e-mail. Method of notification is based on priority of the Work Order.
 - 18.1. Contractors will be notified immediately by phone of Emergency Work Orders requiring immediate response.
 - 18.2. Contractors will be initially notified by phone or e-mail for one-day priority Work Orders. A follow up phone call will be made if the notification is initially completed via e-mail. These work orders are not considered Emergency Work Orders and we cannot bill Emergency Rates.
 - 18.3. Contractors will be notified by phone or e-mail during Telgian’s normal business hours for all two to five day priority Work Orders.

19. **Acceptance and Assignment of Work.** The Contractor shall review the Work Order and determine if they have the capacity to meet the Scope of work by the Anticipated Completion Date.
- 19.1. Telgian's expectation is the Contractor will make a valid attempt to complete all work within their primary service area regardless of size or Scope.
 - 19.2. Cherry picking or failure to accept work may result in reassignment of the Contractor's current and future work, non-payment of dead run or any other incurred fees, and a re-evaluation of our partnering relationship.
 - 19.3. Work Orders with a zero to five-day priority will be dispatched by telephone and shall be accepted or declined immediately upon notification.
 - 19.4. E-mailed and faxed Work Orders shall be accepted within 24 hours of receipt by e-mail response or by phone.
20. **Dispatch of Work Orders.** Telgian will provide the Work Order Package to the Contractor by e-mail or fax when requesting service prior to acceptance of the work unless the Telgian Work Order has been verbally accepted.
- 20.1. In certain situations, Telgian may dispatch an Emergency Work Order verbally and forward the Work Order to the Work Site and your designated dispatch personnel.
21. **Work Completion.** Complete all items in the Statement of Work and follow all procedures documented on the Work Order.
- 21.1. Complete all work within the authorized amounts stated in the Work Order.
 - 21.2. Invoices with incurred costs outside of the authorized amounts are subject to non-payment unless Telgian has approved an additional authorization request.
22. **On-Time Completion of Work.** Telgian monitors execution of all work and will follow up daily on exceptions (e.g. IVR use, missed Anticipated Completion Dates). In many cases, this information is automatically passed directly to the customer through Telgian's Work Order System.
- 22.1. It is imperative the Contractor keep Telgian informed of all schedule changes or deviations from the Anticipated Completion Date documented in the Work Order.
 - 22.2. Failure to complete work on the Anticipated Completion Date without prior coordination with Telgian will result in reassignment of the Contractor's current and future work, non-payment of dead run or any other incurred fees, and a re-evaluation of our partnering relationship.
23. **Third Party IVR Line.** The Contractor must checked into not only Telgian's IVR Line but also any 3rd Party IVR line required by specific customers. This will listed in the Customer Directives and/or listed in the Scope of Work.
24. **Reactive-Unscheduled Service and Repair Flow Chart** (See Next Page)

Reactive – Unscheduled Service & Repair Flow Chart

Telgian receives a notification that a repair is needed at one of our customer’s locations either from an Inspection or call from our Customer.

Telgian will open a repair work order and assign the work order to a contractor. The assignment will either be emailed to the contractor which will require the contractor to respond within 24 hours with an Accept or Decline or a Contracting Associate will call for immediate acceptance on more urgent work orders.



Work Site Procedures and Reporting

25. **IVR Check In.** Upon arrival, the Contractor's Technician will check in via Telgian's Interactive Voice Response (IVR) system by dialing 1-800-306-4122 and following the voice instructions.
 - 25.1. The Contractor must also Check Into any 3rd Party IVR line required by specific customers. This will listed in the Customer Directives and/or listed in the Scope of Work.
 - 25.2. The Contractor's Technician will need to key in Telgian's ten-digit Work Order Number.
 - 25.3. If multiple trips to site are required to complete the Work Order, the Contractor's Technician is to check into and out of the Work Site on each trip and speak to an associate so they can reset the work order for the Contractor's Technician to check back into the work order.
26. **Work Site Check In.** The Contractor will report in to the Customer's Designated Official.
 - 26.1. Brief the Customer's Designated Official of the Scope of work, any required Customer actions (e.g. put alarm in test mode), and any potential disruptions to the Work Site.
27. **Additional Authorization Requests.** Due to unforeseen conditions at the Work Site beyond the Contractor's ability to predict or manage, the Work Order cannot be completed within the authorized amount. A request for additional authorization is required.
 - 27.1. The Contractor's Technician shall call 1-800-306-4122 and request Additional Authorization prior to incurring any additional cost.
 - 27.2. If approved, Telgian will provide the Contractor's Technician an Additional Authorization Number. This number is automatically recorded in Telgian's Work Order System and the Technician should note the Additional Authorization Number on the Work Completion Report (WCR).
 - 27.3. Failure to request Additional Authorization prior to exceeding the Authorized Amount in the Work Order may result in adjustment of the Contractor's invoice for any costs beyond the original authorization.
28. **Work Completed by Another Contractor.** Should the Contractor's Technician arrive at the Work Site and find work completed by another Contractor.
 - 28.1. Call 1-800-306-4122, and request instructions prior to completing any work.
29. **Additional Quotes and Proposals.** If follow up work is required or recommended, the Contractor shall submit quotes to Telgian by e-mail to inprocess@telgian.com within 24 hours of the Work Site visit unless the deficiencies result in a Red Tag or Fire Watch Issue. In Red Tag or Fire Watch situations the quote shall be submit immediately or at the beginning of the following business day including the required Photo documentation of the deficiencies.
 - 29.1. Quotes not received within 24 hours of a site visit will result in reassignment of the Contractor's current and future work, non-payment of dead run or any other incurred fees, and a re-evaluation of our partnering relationship. If additional time is needed to create the quote the Contractor must speak with a Telgian Associate so they may inform our customer.
 - 29.2. Qoutes must be reviewed and approved by our customer prior to Contractor's return trip for any completion of work.
30. **Work Site Check Out.** Prior to departing the Work Site, the Contractor's Technician will remove all trash, materials and equipment.
 - 30.1. If storage of equipment of materials is required at the Work Site, obtain approval of the Customer's Designated Official on the storage location.

- 30.2. Brief the Customer's Designated Official on the status of the location. Briefing should include:
 - 30.2.1. Scope of work is complete or incomplete (identify any open items).
 - 30.2.2. Status of the locations fire safety systems and equipment.
 - 30.2.3. Obtain the Customer's signature acknowledgement on Telgian's Work Completion Report.
- 31. **IVR Check Out.** Prior to departure from the Work Site, the Contractor's Technician is to call 1-800-306-4122, follow the voice prompt instructions, key in Telgian's ten-digit Work Order number and check out of the Work Site as complete or incomplete.
 - 31.1. IVR checkout is required for each departure from the Work Site.
 - 31.2. IVR checkout is required for any 3rd Party IVR line required by specific customers. This will listed in the Customer Directives and/or listed in the Scope of Work.
 - 31.3. If the Scope of Work is complete this automatically sets a deadline for the Contractor to deliver the invoice and Work Completion in five business days (7 calendar days).
- 32. **IVR Incomplete Check Out.** The Contractor will call in IVR Incomplete, if the Scope of work was not completed or work is required outside of the original Scope of Work.
 - 32.1. In these circumstances, the Contractor's Technician will be transferred to a Contracting Services Associate to capture the status of the location and the Work Order.
 - 32.2. If new work is required, Telgian will open a new Work Order and request an immediate quote for the additional work.
 - 32.3. Failure to use Telgian's IVR system will result in a reassignment of the Contractor's current and future work, non-payment of dead run or any other incurred fees, and a re-evaluation of our partnering relationship.
- 33. **Identification of Critical Maintenance Items (Red Tag).** To ensure immediate action, report as soon as possible but no later than IVR Check Out:
 - 33.1. Any uncorrectable discrepancies resulting in a non-functional sprinkler, alarm or suppression system.
 - 33.2. Any reportable condition to the local Authority Having Jurisdiction e.g. a failed hood inspection or a failed backflow test.
 - 33.3. Photo documentation is required for all Red Tagged items as well as any major deficiencies.
- 34. **Work Completion Report.** Telgian's Work Completion Report validates the Customer's acknowledgment of the work performed and allows Telgian to invoice the Customer and contains the following:
 - 34.1. Documentation of all incurred costs (e.g. repairs, arrival time, departure time, materials, rental equipment, inspections). Note: If the incurred cost is on the Contractor's invoice, it must be on the Work Completion Report.
 - 34.2. The Customer's signature.
 - 34.3. Store stamp, register receipt or business card.
 - 34.4. Completed Work Completion Reports are due no later than five business days (7 calendar-days) after work completion.
 - 34.5. The Contractor is responsible for correctly completing the Work Completion Report.

- 34.6. Incomplete or incorrect Work Completion Reports must be corrected to receive payment. If not corrected within 48 hours Telgian will issue a Non-Payment Notice and you will have ten calendar days to respond with the corrected paperwork. Your invoice will be short paid or not paid at all and your company may be charged an administrative fee of \$10.

Invoicing

35. **Invoice Delivery.** Contractor invoices are due no later than five business days (7 calendar days) after IVR Complete Check Out.
 - 35.1. Contractor invoices will be itemized and clearly document all incurred costs (e.g. labor, materials, rental equipment and tax, if applicable).
 - 35.2. All incurred costs on Contractor's invoice must match the Work Completion Report.
 - 35.3. Contractor invoices that do not match the Work Completion Report are considered invalid and incorrect.
 - 35.4. Discrepancies between the Work Completion Report and invoice will result in additional follow up and may result in delayed payment.
 - 35.5. Contractor invoices exceeding the agreed labor rate, authorized labor hours or materials in the Work Order may be rejected back to the Contractor or adjusted to the agreed amount by Telgian.
 - 35.6. If a rejection is received and not corrected within 48 hours Telgian will issue a Non-Payment Notice and you will have ten calendar days to respond with the corrected paperwork or your invoice will be short paid or not paid at all and your company may be charged an administrative fee of \$10..
36. **Invoicing and Work Completion Report Delivery.** Send invoice and Work Completion Report by e-mail to invoices@telgian.com or Fax to 480-753-5481. If the work order is for Scheduled Preventative Maintenance through Telgian's Mobile Application the Contractor will need to only send and Invoice the Work Completion Report is automatically generated, attached and emailed to the Contractor's designated personnel.
 - 36.1. Telgian's Contractor Mobile Application is currently under development and will be the most preferable method of delivery for Scheduled Preventative Maintenance work orders.
 - 36.2. The best practice is to e-mail invoices individually i.e. one file for each invoice and Work Completion Report.
 - 36.3. Identify the Work Order number in the subject line.
 - 36.4. Bundling invoice documents into a single e-mail, file or fax is highly discouraged for it often results in missing documentation and delays processing.
 - 36.5. Faxing invoices method of delivery sometimes provides poor quality documentation as well as no proof of receipt. If you choose to use this method of delivery, please follow up with a Telgian Associate that your documents have been received 24 hours after being sent.
37. **Pricing Exhibits.** Invoices will reflect the agreed amounts set in the Pricing Exhibit.
38. **Pricing Exhibit Changes.** Standard inventory items and authorized amounts are documented in the Pricing Exhibits.
 - 38.1. Contractors are to ensure all inventory items are documented on the Work Completion Report and invoiced in accordance with the agreed upon pricing under their Pricing Exhibit.

- 38.2. Pricing Exhibits are effective on the date agreed upon and valid for the duration of the Contract unless documented otherwise.
- 38.3. Revisions require thirty (30) days notice and must be agreed upon as an Amendment to the Telgian Master Services Agreement as a revised Pricing Exhibit.
- 38.4. Unsigned Pricing Exhibits will not be honored.
39. **Inventory Items.** Telgian has set up multiple inventory items to simplify the invoicing and the quoting process.
40. **Service and Repair Hourly Labor Rates.** The Contractor's labor hours shall include all associated costs with the performance of the Work Order.
- 40.1. Any other fees or charges (e.g. truck charges, admin fess, travel charges) are not authorized and will not be honored unless agreed upon in advance and documented on each specific work order, listed in the scope of work, properly documented on the Work Completion Report (WCR) and is signed off by the Manager on Duty (MOD)..
41. **Primary and Extended Service Areas.** To cover additional costs for travel, Telgian and the Contractor will define service areas as either Primary or Extended.
42. **Primary Service Area.** A region designated by the Contractor where the Contractor's Primary Area hourly service rate will apply.
43. **Extended Service Area.** A region designated by the Contractor where the Contractor's Extended Area hourly service rates will apply.
44. **Types of Hourly Labor Rates.** Telgian also allows three types of Hourly Labor Rates (Standard, Overtime, and Holiday/Double-time).
45. **Standard Labor Rate.** The Standard Labor rate applies during the standard service hours. This rate is defined in the Contractor's **Pricing Exhibits.**
- 45.1. Standard service hours are from **7:00 a.m. - 5:00 p.m. Monday - Friday**, Work Site time, excluding Federal Holidays and Work Site holidays.
46. **Overtime-Labor Rate.** This hourly rate applies for weekends (Saturday, Sunday) and after-hours and is defined in the Contractor's **Pricing Exhibits.**
47. **Holiday/Double-time Labor Rate.** This hourly rate applies for Federal recognized Holidays and is defined in the Contractor's **Pricing Exhibits.**
48. **Hourly Rate Selection.** Telgian will select the appropriate labor rate based on the service area (Primary or Extended), the priority of service call (e.g. Emergency), and the time labor will be performed (Standard, Overtime, or Holiday/Double-time).
- 48.1. It is the Contractor's responsibility to validate hourly rate authorized in the Work Order at the time of Work Acceptance.
- 48.2. Telgian will not honor Contractor requests to change the labor rate after the Work Order Acceptance.
49. **Return Trip Charges.** Telgian authorizes Return Trip Charges in circumstances that are beyond the Contractor's control or ability to foresee (e.g. unknown conditions). This fee requires Telgian's prior approval and is defined in the Contractor's **Pricing Exhibits.**
- 49.1. Return Trip Charges must be identified and properly documented on the Work Order and a second signature from the Manager On Duty (MOD) is required to receive compensation.

50. **Minimum Billing for Extinguisher Service Calls.** Telgian agrees to pay the Contractor a minimum payment for Extinguisher Service Calls.

- 50.1. The Minimum Billing amount is defined in the Contractor’s **Pricing Exhibits..**
- 50.2. If the sum of invoice line items is equal to or less than the minimum billing, Telgian will pay the minimum billing amount.
- 50.3. If the sum of invoice line items is greater than the minimum billing amount, Telgian will pay the Contractor the sum of the invoiced line items.
- 50.4. Example billing (under minimum). In this example, the minimum billing amount set in the Contractor’s Pricing Exhibits is \$25.00, Contractor performs 11 extinguisher annual inspections, and no other repairs were required. The invoice is as follows:

Qty	Description	Unit	EXT
11	Extinguisher Annual Inspection All/Agents/Sizes	\$2.00	\$22.00
Subtotal – Minimum Billing			\$25.00
Taxes – Telgian has Resale Certificates for many States. The Contractor should confirm if tax should be included on invoices. If tax is included and should not be the invoice will be adjusted and processed.			\$0.00
Grand Total			\$25.00

50.5. Example billing (over minimum). In this example, the minimum billing amount set in the Contractor’s Pricing Exhibits is \$25.00 and the Contractor performs 11 extinguisher annual inspections and a single recharge. The invoice is as follows:

Qty	Description	Unit	EXT
11	Extinguisher Annual Inspection All/Agents/Sizes	2.00	\$22.00
1	Extinguisher Recharge/Refill 10lb ABC	1.00	\$17.50
Sub Total			\$39.50
Taxes – Telgian has Resale Certificates for many States. The Contractor should confirm if tax should be included on invoices. If tax is included and should not be the invoice will be adjusted and processed.			\$0.00
Grand Total			\$39.50

51. **Adjusted invoices.** Telgian reserves the right to correct invoices with discrepancies e.g. incorrect hourly rate, unauthorized fees, unauthorized hours, and/or charges exceeding the authorized amount.

- 51.1. Telgian will notify the Contractor of conflicts between the Contractor’s invoice and the Work Completion Report.
- 51.2. Telgian reserves the right to impose an administrative fee of \$10 on incomplete invoices, work completion reports and incomplete IVR processes.
- 51.3. The administrative fee of \$10 will be deducted from invoice relating to the specific work order and the invoice will be short paid.
- 51.4. If the Contractor’s invoice is short paid an email will be sent to the primary contact for notification.

52. **Rejected Invoices.** Telgian will notify the Contractor of overdue invoices and Work Completion Reports.

- 52.1. Payment Terms will not be in effect until receipt of a valid invoice and Work Completion Report: unless the conflict was due to a Telgian administrative error.

- 52.2. The Customer Designated Official's (e.g. Store Manager) signature is required on any change(s) made to the original Work Completion Report.
- 52.3. If a valid invoice and Work Completion Report is not received within the allowed timeline, Telgian will issue a Nonpayment Notice via e-mail.
- 53. **Incomplete or Missing Invoice Packages.** The Work Completion Report (WCR) or Inspection Report and the Contractor's invoice constitute an invoice package.
- 54. **Notification of Incomplete or Missing Invoice Package.** Telgian will notify the Contractor of overdue or incomplete invoice packages.
- 55. **Oversight and Escalation Calls.** If a valid work completion package is not received five business days (7 calendar days) after work completion Telgian will call the Contractor and set a deadline date for resolution.
 - 55.1. If the issue(s) are not resolved after the deadline date, Telgian will notify and advise the owner, principal or equivalent of the problem.
- 56. **Nonpayment Notice.** If after the 11th business day of work, completion there is still no resolution, Telgian will send an e-mail notification of non-payment and confirm the Contractor's receipt.
 - 56.1. An administrative fee of \$10 may be deducted from invoice relating to the specific work order and the invoice will be short paid.
 - 56.2. If the Contractor's invoice is short paid an email will be sent to the primary contact for notification.
- 57. **Non-payment penalty.** Telgian will post a \$10 charge against the Contractor's account to recover administrative costs for each Non-payment Notice sent to the Contractor.
- 58. **Payment Terms.** Telgian will provide payment to the Contractor in the timeframe agreed upon in either the Master Service Agreement or Pricing Exhibits. Our standard payment term of Sixty (60) days does not start until receipt of a valid or adjusted Contractor invoice and Work Completion or Inspection Report.
- 59. **Expected Paperwork Turnaround Flowchart** (See Next Page)

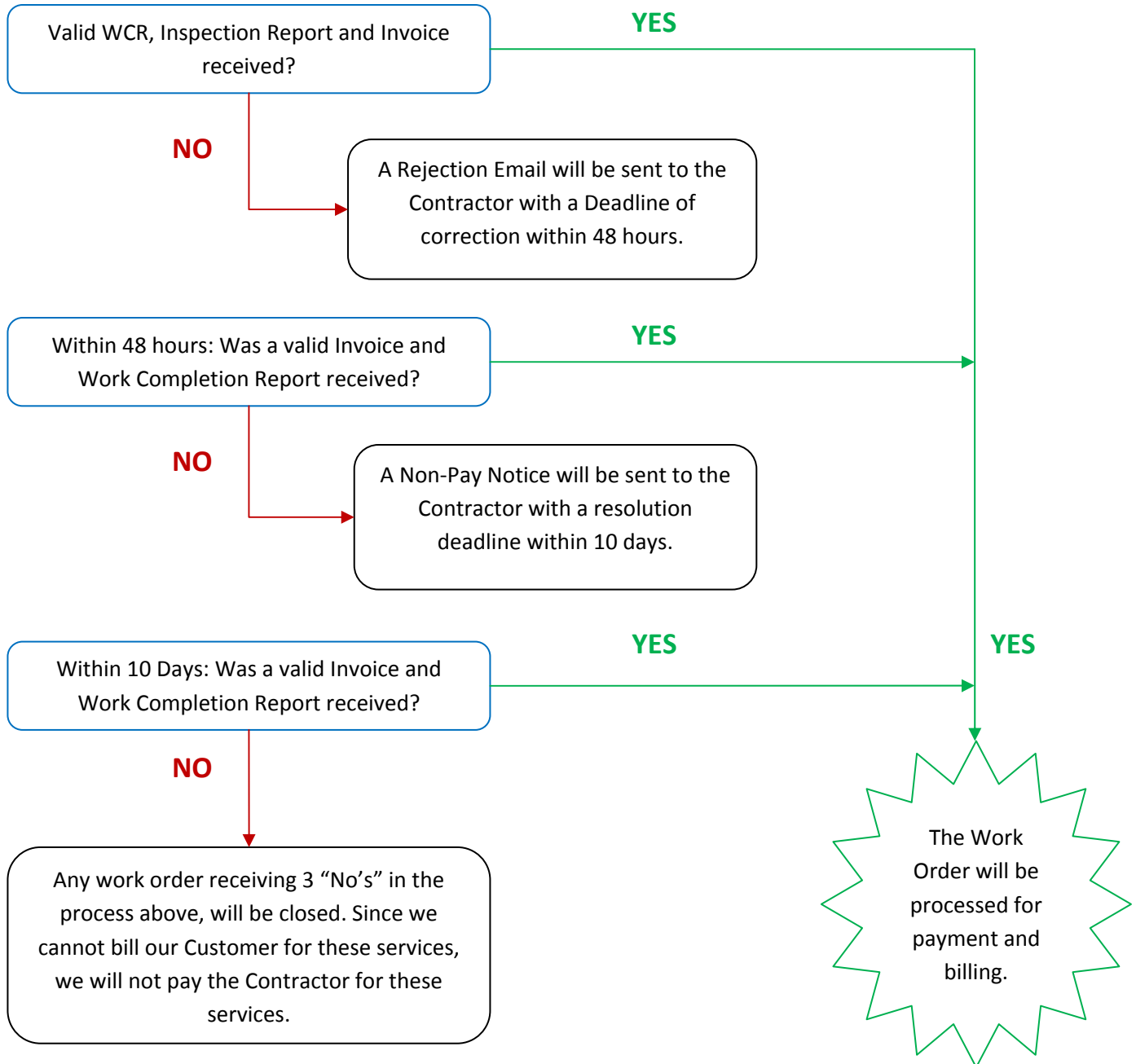
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Expected Paperwork Turnaround Flowchart

Contractor confirms the work is complete using Telgian's Toll Free IVR line. Contractor fills out the Work Completion Report (WCR)/Inspection Report and obtains the Manager's Signature and/or Store Stamp.

Within 5 Business Days (7 Calendar Days) of the work being completed, the contractor will send their WCR, Inspection Report and Invoice to Telgian by Fax at 480-753-5481, or by email at invoices@telgian.com

Telgian will review and validate the Contractor's WCR, Inspection Report and Invoice within 24 hours of receipt.



Once a Non-Pay Notice is sent an administrative fee of \$10.00 may be discounted from your payment since the WCR, Invoice and/or Inspection Report were not submitted as required by Telgian.

Scopes of Work

Standard Scopes of work are outlined below for each Telgian Call Type and are the minimum requirements, inclusions and exclusions beyond the Standard Scope will be identified in the Work Order.

60. **Alarm System Test & Inspections.**

- 60.1. Visual Inspection.
 - 60.1.1. Inspect alarm panels, annunciator panels and power supplies.
 - 60.1.2. Ensure that panels report normal.
 - 60.1.3. Inspect accessible alarm devices.
- 60.2. Functional Testing.
 - 60.2.1. Test alarm panel functions.
 - 60.2.2. Activate the "lamp test" feature and ensure lamp illumination.
 - 60.2.3. Record battery voltage.
 - 60.2.4. Test battery charger output.
 - 60.2.5. Trip breaker and ensure proper system transfer to battery power.
 - 60.2.6. Test alarm initiating devices and circuits.
 - 60.2.7. Inspect pull stations.
 - 60.2.8. Test sprinkler system water flow switches.
 - 60.2.9. Record the time lapse from inspectors test valve opening to alarm system activation.
 - 60.2.10. Test sprinkler system tamper switches
 - 60.2.11. Test smoke detector.
 - 60.2.12. Test audible and visual devices.
 - 60.2.13. Confirm central monitoring station signal receipt verification.

61. **Backflow Preventer Testing & Inspection.**

- 61.1. Functional Testing.
 - 61.1.1. Backflow Preventer Test (Annual, per jurisdiction).
 - 61.1.2. Backflow device flush.
 - 61.1.3. Verify proper function of RPZ/DDC.
 - 61.1.4. Report any failed devices immediately Telgian.
 - 61.1.5. Report any repairs needed.
 - 61.1.6. Tag with current year.
 - 61.1.7. Complete and submit any paperwork required by the local water purveyor. Including Jurisdictional Inspection Reports. Device Type must be listed clearly on the Inspection Report.
 - 61.1.8. Provide a copy of submitted documentation with the invoice and Work Completion Report. Device Type must be listed clearly on the Invoice.

62. **Emergency Lights & Panic Doors.** These following Scopes of Work apply to Emergency Lights, Exit Signs and Combo Emergency\Exit Lights and Panic Doors. Ballast Lights are not included unless specified in the Work Order. Telgian will specify the appropriate Scope requested by the customer in the Work Order.
- 62.1. **30 Second Test.**
- 62.1.1. Verify emergency lighting is in good working condition.
 - 62.1.2. Press test button for 30 seconds to ensure batteries and bulbs continue to remain operational.
 - 62.1.3. Document devices tested on the Work Completion Report.
 - 62.1.4. Replace failed bulbs and batteries per the original equipment manufacture's requirement.
- 62.2. **30 Minute Test-Canada Only.** Test IAW NFPA 101 7.9.3., local AHJ requirements and original manufacture's requirements.
- 62.2.1. Verify emergency lighting is in good working condition.
 - 62.2.2. Isolate emergency light to battery power for 30 minutes.
 - 62.2.3. Validate bulbs and batteries remain fully operational for entire test period.
 - 62.2.4. Document devices tested on the Work Completion Report.
 - 62.2.5. Replace failed bulbs and batteries per the original equipment manufacture's requirement.
- 62.3. **90 Minute Test.** Test IAW NFPA 101 7.9.3., local AHJ requirements and original manufacture's requirements.
- 62.3.1. Verify emergency lighting is in good working condition.
 - 62.3.2. Isolate emergency light to battery power for 90 minutes.
 - 62.3.3. Validate bulbs and batteries remain fully operational for entire test period.
 - 62.3.4. Document devices tested on the Work Completion Report.
 - 62.3.5. Replace failed bulbs and batteries per the original equipment manufacture's requirement.
- 62.4. **Battery Amperage Test/Load Test.**
- 62.4.1. Verify emergency lighting is in good working condition.
 - 62.4.2. Press test button for 30 seconds to ensure batteries and bulbs continue to remain fully operational.
 - 62.4.3. Apply a load equal to the factory specifications for that particular light for 30 seconds with a battery load tester.
 - 62.4.4. If the voltage of the battery drops below the factory specifications, replace the battery.
 - 62.4.5. Document devices tested on the Work Completion Report.
 - 62.4.6. Replace failed bulbs and batteries per the original equipment manufacture's requirement.
- 62.5. **Panic Door Battery Replacement and Test.**
- 62.5.1. If required, request access key from the Work Site.
 - 62.5.2. Ensure you are familiar with how to turn the Panic Door alarm on and off.

- 62.5.3. Turn the panic door alarm off.
- 62.5.4. Remove and replace 9v battery with a fresh battery.
- 62.5.5. Turn the alarm system on.
- 62.5.6. Alert the location that you are testing the panic door alarm.
- 62.5.7. Open the door to test the panic alarm to ensure alarm activates. Note: some doors have a built in 15 second delay.
- 62.5.8. Document the number of Panic Door battery replacement and tests completed on the Emergency Light Work Completion Report.

63. **Extinguishers.**

- 63.1. Complete inspection per NFPA 10.
- 63.2. Replace all extinguishers with same type and size.
- 63.3. Complete an annual inspection of all extinguishers regardless of the inspection date.
- 63.4. Ensure all extinguishers have the same annual inspection date on the service tag at the Work Site.
- 63.5. Use only metal extinguisher brackets.
- 63.6. Use only the specified bracket for the extinguisher model.
- 63.7. Annual extinguisher tags must be paper (no stickers).
- 63.8. Remove old tags.
- 63.9. Hang any extinguishers that do not have a bracket and indicate accordingly on the Work Completion Report.
- 63.10. Condemn extinguishers when the repair cost would be greater than the replacement cost.
- 63.11. Document all material used to service the extinguisher on the Work Completion Report (e.g. valve stem, o-ring).
- 63.12. When allowed by the jurisdiction, recommend replacement of Clean Agent Extinguishers (e.g. FE-36) requiring replacement or hydro testing with lower cost dry chemical extinguishers.
- 63.13. Replace all ABC extinguishers requiring hydrostatic testing with new extinguishers.
- 63.14. Do not install extinguishers with plastic heads.
- 63.15. Call in for additional authorization to replace any recalled plastic head extinguishers found on the Work Site.
- 63.16. Replace all extinguishers removed from the Customer's location for servicing (e.g. hydro testing) within two business days of removal.

64. **Fire Pump Testing & Inspection.**

64.1. **Pre-Test Visual Inspection.**

- 64.1.1. Perform visual inspection of fire pump and applicable components.
- 64.1.2. Start fire pumps, check batteries, fuel levels, and alarms for proper operation.
- 64.1.3. Inspect driver and pump alignment.
- 64.1.4. Inspect pump controller for proper electrical alignment.
- 64.1.5. Inspect internal components of the pump controller.

64.2. **Churn Test:**

- 64.2.1. Perform a test of the fire pump running at a no flow condition.
- 64.2.2. Record the start-up and shutdown pressures of the jockey pump.
- 64.2.3. Perform an automatic start-up of the fire pump using the fire pump sensing lines.
- 64.2.4. Record the start-up pressure of the fire pump.
- 64.2.5. Record suction and discharge pressures.
- 64.2.6. Record shaft rpm.
- 64.2.7. Record the amperage and voltage on lines.
- 64.2.8. 100% Rating Test.
- 64.2.9. Perform test of the driver and pump operating at its designed flow rate.
- 64.2.10. Record pump suction and discharge pressures.
- 64.2.11. Record the amperage and voltage on lines.
- 64.2.12. Record shaft rpm.

64.3. **150% Rating Test.**

- 64.3.1. Perform test of the driver and pump operating at 150% and its designed flow rate.
- 64.3.2. Record pump suction and discharge pressures.
- 64.3.3. Record the amperage and voltage on lines.
- 64.3.4. Record shaft rpm.

64.4. **Post Test Procedures.**

- 64.4.1. Perform manual start-up of the fire pump.
- 64.4.2. Determine net pressures of pump.
- 64.4.3. Verify the alarm monitoring company has received alarms associated with pump operation.

65. **Hood Suppression Systems Testing & Inspection.**

- 65.1. Inspect system to NFPA 17A and the Original Equipment Manufacturers (OEM) requirements.
- 65.2. Test remote pulls.
- 65.3. Test automatic (trip test) and manual release system.
- 65.4. Verify mechanical operation of the system.
- 65.5. Verify gas shut off.
- 65.6. Verify electrical shut off.
- 65.7. Replace fusible link(s) on each semi-annual inspection.
- 65.8. Document where new fusible links were installed with a previous years date stamp on the Work Completion Report.
- 65.9. Check system components for cleanliness.
- 65.10. Disconnect the agent tanks.

- 65.11. Inspect the agent tanks to ensure proper function.
- 65.12. Weigh the agent tank.
- 65.13. Reconnect the agent tanks.
- 65.14. Verify cylinder/cartridge pressure, weight, and hydrostatic test dates and note in the proper place on the Work Completion Report (WCR).
- 65.15. Verify piping/bracing to (OEM) requirements.
- 65.16. Inspect, adjust, and clean, as needed all nozzles to ensure they are free of blockage, properly aimed.
- 65.17. Perform a visual evaluation of the area for any changes that may impact the performance or reliability of the fire suppression system.
- 65.18. Install record tag.
- 65.19. Verify owner's manual is on site.
- 65.20. Replace 1/2N Ansul nozzles with 1N where flow points are available in the system.

66. **Hood Cleaning.**

- 66.1. Check into site using Telgian's IVR system 1-800-306-4122.
- 66.2. Verify no filters are missing, fans are operational and roof is accessible and document any discrepancies on this report.
- 66.3. Report any problems immediately to 1-800-306-4122.
- 66.4. Prior to cleaning, photograph hoods with filters taken out.
 - 66.4.1. Looking up at the cable/link over the entrance to each duct
 - 66.4.2. The underside of each fan showing the blades
 - 66.4.3. The Inside of the bell area of the fan
 - 66.4.4. With fan off the duct, looking down the duct work
 - 66.4.5. Anything that doesn't look right (i.e. broken bell on fan, frayed or cut wires to fan, appliance or hood damage).
- 66.5. Clean Hoods and ducts IAW NFPA 96 and local AHJ requirements.
- 66.6. Clean off all appliances and floors.
- 66.7. Remove equipment & trash.
- 66.8. Ignite pilot lights; plug in appliances and turn on exhaust fan(s).
- 66.9. Photograph cleaned hoods with filters taken out.
 - 66.9.1. Looking up at the cable/link over the entrance to each duct
 - 66.9.2. Underside of each fan showing the blades
 - 66.9.3. Inside the bell area of the fan
 - 66.9.4. With fan off the duct, looking down the duct work
 - 66.9.5. With filters in place, picture of entire hood
 - 66.9.6. Parking, landscape areas around roof drains
- 66.10. Ensure there is no grease on rooftop, or landscaping.

- 66.11. Ensure areas around roof drains are free of grease and dirty water.
- 66.12. Ensure hood decals are updated and visible.
- 66.13. Check out of worksite using Telgian's IVR system 1-800-306-4122.
- 66.14. Submit completed Work Completion Documents (photo documentation, this form and invoice) to Invoices@Telgian.com within five business days (seven calendar days) of work completion.
- 66.15. Photographs as specified above will be retained by the Contractor and made available to Telgian on demand. Image sets associated with Hood Cleaning service Work Orders will be replaced as new cleaning services occur or for 24 months, whichever comes first.

67. **Sprinkler System Testing & Inspection.**

67.1. **Wet System.**

- 67.1.1. Perform visual inspection of all accessible fire sprinkler system components.
- 67.1.2. Inspect fire sprinkler spare head box to ensure adequate stock.
- 67.1.3. Inspect visible sprinkler piping and all fittings for leaks, damage, and corrosion.
- 67.1.4. Inspect visible sprinkler pipe hangers.
- 67.1.5. Inspect visible sway bracing.
- 67.1.6. Inspect fire system valves for leaks, damage, and corrosion.
- 67.1.7. Inspect bells.
- 67.1.8. Inspect tamper and flow switches for damage and corrosion.
- 67.1.9. Inspect fire system back-flow prevention devices and check valves for leaks, damage, and corrosion.
- 67.1.10. Inspect Fire Department Hose Connections and caps.
- 67.1.11. Inspect in-rack sprinklers, as required, for head guards, damage and obstructions.
- 67.1.12. Inspect pressure relief valves and pressure settings. (If applicable).
- 67.1.13. Inspect accessible inspectors test valves.
- 67.1.14. Open accessible inspectors test valves and record local and remote alarm conditions and response times.
- 67.1.15. Conduct a main drain test; compare results with previous test results.
- 67.1.16. Exercise sprinkler system control valves.
- 67.1.17. Inspect priming water levels in the dry pipe valve(s).
- 67.1.18. Inspect air/water gauges on the dry system.
- 67.1.19. Inspect display racking.
- 67.1.20. Provide a written report indicating deficiencies found during inspection.
- 67.1.21. Place tags on risers tested during visit to comply with local and state codes.

68. **Dry Sprinkler.**

68.1. **Partial Trip Test (Performed Annually).**

- 68.1.1. Trip test accessible dry pipe valves, including quick-opening device if provided.
- 68.1.2. Open main drain and flush water supply until a clear water stream is visible.

- 68.1.3. Record the system air pressure and water supply pressure prior to test.
- 68.1.4. Note and record the air and water pressure when the dry pipe valve trips.
- 68.1.5. Trip test the quick opening device in accordance with original equipment manufacturer's instructions (if installed).
- 68.1.6. Open all low-point drains to completely drain the system.
- 68.1.7. Clean and inspect the clapper rubber of the dry pipe valve. Verify that all components operate properly, move freely, and are in good physical condition.
- 68.1.8. Reset the dry pipe system valve and the quick opening device (if installed) in accordance with the manufacturer's instructions and return system to service.

68.2. **Full Trip Test (Performed every three years).**

- 68.2.1. Open main drain and flush water supply until a clear water stream is seen.
- 68.2.2. Record the system air pressure and water supply pressure prior to test on the inspection form.
- 68.2.3. Perform the full trip on accessible dry pipe valves by opening test valve.
- 68.2.4. Terminate test when a clear stream of water flows from the test connection by closing the water supply control valve.
- 68.2.5. Open all low-point drains to completely drain the system. Close the low-point drains including the inspector's test connection once all water is drained.
- 68.2.6. Clean and inspect the clapper rubber of the dry pipe valve. Verify that all components operate properly, move freely, and are in good physical condition.
- 68.2.7. Reset the dry pipe valve and quick-opening device (if provided) in accordance with manufacturer's instructions and return system to service.

69. **5 Year Sprinkler.**

- 69.1. Inspect system to NFPA 25 as amended by CCR. Title 19.
 - 69.1.1. Inspect Hangers (Accessible Concealed Spaces)
 - 69.1.2. Siesmic Braces (Accessible Concealed Spaces)
 - 69.1.3. Pipes and Fittings (Accessible Concealed Spaces)
 - 69.1.4. Sprinklers (Accessible Concealed Spaces)
 - 69.1.5. Alarm Valves – Interior Inspection
 - 69.1.6. Alarm Valves – Strainers, filters, orifices
 - 69.1.7. Check Valves – Interior Inspection
 - 69.1.8. Pre-action/Deluge Valves - Interior Inspection
 - 69.1.9. Pre-action/Deluge Valves – Strainers, filters, orifices
 - 69.1.10. Dry Pipe Valves – Interior Inspection
 - 69.1.11. Dry Pipe Valves – Strainers, filters, orifices
 - 69.1.12. Gauges
 - 69.1.13. Pressure Reducing Valve
 - 69.1.14. Fire Department Connection Backflush

- 69.1.15. Sprinklers – Extra High Temperature
- 69.1.16. Sprinklers – Corrosive environment or corrosive water
- 69.1.17. Obstruction Investigation

Telgian Performance Standards

- 70. **Performance Measures.** Telgian will measure performance to ensure Work Orders do not fall below our Customer’s directed Service Levels.
 - 70.1. Telgian will utilize this information to make source selection; work loading and performance incentive decisions e.g. enrollment in Telgian’s Certified Contractor Program.
 - 70.2. Telgian will provide reports to target areas of improvement, propose, and implement corrective action if Contractor performance consistently falls below Telgian’s standards.
 - 70.3. The table below outlines Telgian’s current performance measures and designated thresholds. Telgian may adjust these performance measures and thresholds at anytime to drive continuous process improvement.
- 71. **Exception Report.** Telgian runs a daily exception report to highlight all Work Orders that are beyond the designated threshold.
- 72. **Exception Calls.** Telgian will make exception calls to Contractors in an attempt to close the open loop on all Work Orders that have gone beyond their designated threshold.
- 73. **Deadline Dates.** Contracting Associates call Contractors with open exceptions to set a deadline date in which the Contractor agrees the required action will be complete.
- 74. **Escalation Calls.** Missed deadline dates, excessive exceptions and negative performance trends will result in escalation calls to the Contractor’s principals (e.g. President, Owner) by Telgian’s leadership to expedite corrective action and resolution.

Telgian Performance Measures and Thresholds Table

Performance Measure	Definition	Threshold
On-time quote	Was the quote received from the Contractor within 24hours of deficiencies being recorded?	24 Hours from the time the deficiencies are noted and the Contractor’s Technician has left site
On-time work completion	Did the Contractor arrive at the location prior to the Anticipated Completion Date?	IVR Check In on or before the Anticipated Completion Date.
On-time invoicing	Was the Work Completion Report and invoice received within five business days (7 calendar days) of IVR Complete Check Out “Complete” date?	Five business days (7 calendar days) after IVR Check Out “Complete”
IVR use	Did the Contractor call into Telgian’s IVR Check In and IVR Check Out of the Work Site?	N/A
Invoice Acceptance	Did the invoiced amounts match what was documented on Work Completion Report and billed IAW the current Pricing Exhibits?	N/A

Glossary

In addition to capitalized words defined elsewhere in the Agreement, the following terminology or defined terms apply to this Agreement:

Acceptance of Work. The Contractor agrees to have the expertise, licensing, insurance and capacity to complete the Work by the Anticipated Completion Date.

Additional Authorization Request. A verbal or written request from the Contractor for additional funds to complete a Work Order due to unforeseen conditions at the Work Site.

Additional Authorization Request Approval Number. A reference number provided by Telgian documented in the Work Order authorizing additional time, material or cost.

After Hours Service. After hours service are the hours at the Job Site from 5:01 p.m. through 6:59 a.m. Monday through Friday, and Saturday.

Holiday/Double-time Service. Work performed during a Federal recognized Holiday.

Anticipated Completion Date. The date the Customer and Telgian expects or requires the Work to be completed. (ACD)

Authorized Amount. The maximum dollar limit for time and materials allowed by the Work Order.

Authorized Time. The amount of time authorized to the Contractor to complete the Work Order or task within a Work Order.

Deadline Date. An agreed date in which the Contractor promises an exception will be resolved.

Extended Service Area. This is territory serviced by the Contractor but outside of the Contractor's primary service area. Extended Service Rates apply for Work Orders completed in this area.

Emergency Service Calls or Work Orders. Urgent Customer service calls due to a significant mishap, system failure, degradation or activation requiring immediate Contractor response.

Emergency Service Call Response Time. Emergency response time is a minimum of two hours from Customer notification unless waived by Telgian.

Escalation Call. Call made to principal (e.g. President, Owner) by Telgian Leadership to resolve performance issues e.g. missed deadline dates.

Exception. An exception is a Work Order that has gone beyond a designated threshold e.g. the invoice and Work Completion Report were not received five business days (7 calendar days) after work completion.

Exception Report. A Daily Report ran by Telgian to determine all Work Orders outside of Telgian's designated threshold e.g. work was not called in complete prior to the Anticipated Completion Date.

Exception Call. Daily calls to determine status and set deadline dates for Work Orders on the Exception Report.

Fixed Fee Work Order. A Work Order paid at a mutually agreed upon price for a major repair or service. Fixed Fee Work Orders must be agreed upon in advance by Telgian and Contractor and documented as such in the Work Order.

Interactive Voice Response (IVR) System. Telgian's telephone based system for logging in and out of the Work Site and reporting critical system problems (e.g. Red Tag Condition, Priority-1 discrepancy) requiring immediate repair.

Owner. The owner, lessor, lessee, Customer or other party in control of the Work Site.

Primary Service Area. The normal territory designated and serviced by the Contractor. Primary Area Service Rates apply for Work performed in this area.

Performance Measures. Critical measures set by Telgian (e.g. On Time-Completion) to ensure Work Orders are effectively processed.

Red Tag Condition. A condition at a Work Site requiring immediate notification of local Authority having Jurisdiction. Telgian must be immediately notified of all Red Tag Conditions via Telgian's IVR system and Photo documentation is required.

Scheduled Preventative Maintenance Inspections. Routine recurring service calls (e.g. monthly, quarterly, semi-annual, and annual) for Alarm, Sprinkler, Emergency Lights, Hoods, Extinguishers, Fire Pump, Fire Hydrant, and Backflow tests and inspections.

Scope of Work. A detailed description of the Work to include the amount of time and materials allocated for Work completion.

Standard Service Hours. Standard service hours are from 7:00 a.m. through 5:00 p.m. Monday through Friday, Work Site time, excluding Federal Holidays and Work Site holidays.

Statement of Work. Provides a description of the defect and the corrective action(s) required to complete the Work Order.

TAPP. Mobile Telgian Application for Scheduled Preventive Maintenance Inspections.

Time and Materials Work Orders. : Contractor will be compensated for the actual time on the Work Site and materials documented on the Work Completion Report, validated by the Customer's designated representative. Labor hours are not to exceed the authorized hours in the Work Order plus any additional authorized time requests approved by Telgian.

Valid Invoice. An invoice for Work properly, timely, and completely performed by Contractor in accordance with the Work Order, Telgian Policies and Procedures (including but not limited to accurately and timely completed Work Completion Reports) and other terms of the Agreement.

Work. The services and other items to be performed and/or provided by Contractor as specified in a Work Order or other agreements between Telgian and the Contractor.

Work Order. Document containing Work Order number, Scope of work, authorized amount, Anticipated Completion Date, Customer information (e.g. store number, location, and phone number), special instructions relating to the Customer (e.g. reporting, check out procedures), and other items relating to the Work to be performed by the Contractor. (WCR)

Work Completion Report. This report validates the Customer's acknowledgement of work completion, is specifically designed to meet the Customer's unique billing requirements, and is completed on site by the Contractor. This document contains record of all incurred costs, inventory items, time on site, materials used, and the Customer's validation of work performance (e.g. signature, store stamp) and Customer comments.

Work Site or Job Site. The location where Work is (or is to be) performed under a Work Order.

Unscheduled Maintenance and Inspections. Are unscheduled service, repair and inspection calls.