



***AMENDED, RESTATED AND REVISED LEADER
REPLACEMENT SYSTEM AGREEMENT***

***Exhibit AB (Statement of Work for CalSAWS Customer
Service Center Functional Design Project)***

Schedule 2 - Contractor Assumptions

**CalSAWS Consortium,
a California Joint Powers Authority**

1.1. The following LRS Performance Requirements set forth in Subsection 3.6 (LRS Performance Requirements) of Exhibit B (Statement of Requirements) will apply to the C-IV customer service center solution once it has been ported/deployed into the production LRS System/CalSAWS System:

- Daily Prime Business Hours Availability (as set forth in Subsection 3.6.2.2)
- Monthly Helpdesk Call Back Response Time (as set forth in Subsection 3.6.2.24)
- Certain Security Management Performance Requirements (as set forth in Subsection 3.6.3)

LRS Performance Requirements other than those listed above will not apply to the C-IV customer service center solution. It is expected that Exhibit X (CalSAWS Maintenance and Operations Extension) will be revised in the future to reflect the applicability of only the above-mentioned LRS Performance Requirements to the C-IV customer service center solution.