

Hosted Voice Telephone Services

ATTACHMENT #2: SPECIFIC SERVICE REQUIREMENTS

The following are the specific services to be provided and included in the monthly recurring charge. Please make a copy of this Attachment #2 and respond with an answer to the question or indicate “understood”, “will comply” or note if in “disagreement” or “cannot comply” and explain for each item from below:

A. Two fully redundant 30 Mb private circuits between CBH and the hosted service provider’s data centers. Include all hardware (routers) needed to terminate the circuits and provide security. With (10) unique IP addresses to be used for the Mitel UCaaS connectivity for the disparate carrier 30 Mbps private line connections with automatic failover configuration and (8) unique public IP addresses for public Internet failover in the event of a private line service outage.

B. Service to support:

- Mitel 5330 phones - 803
- Mitel 5340s - 2
- Mitel 5555s - 3
- Mitel 360 conference units - 34
- MiCollab attendant consoles - 6
- Speech auto attendant licenses - 500
- Mediatrix 4124 analog wall phones - 32
- Users no phones - 37
- UCA users - 500
- Teleworkers – 350
- 66 Analog extensions (FAX machine extensions)
- Hosted FAX service for up to 767 users

Fax support #1: CBH has a (1) dedicated PRI circuit that has fax numbers routing through the PRI. There is a physical controller on-site that is used for the PRI faxing and the physical controller is networked with CBH’s overall cloud service.

Fax support#2: CBH is also using fax services via their Mitel NuPoint voicemail system. This service must be maintained.

- Conferencing ports - 40
- DID numbers -1,000
- Direct trunk overflow for all in-bound numbers

C. A list of Mitel licenses currently owned by CBH can be found in Attachment #1.

D. Enhanced ACD support for 10 contact center groups.

E. Overhead paging interface, single zone on floors 7 and 11 only.

F. Basic Record-a-call for all users.

G. Provide SQL server hosting for the call accounting/ACD reporting data base. CBH has acquired the SQL license for SQL Server 2014 Standard with 5 CALs.

- H. Provide all server hardware in a hosted environment for applications and any needed Mitel call control hardware in each of the hosting data centers.
- I. Provide any needed hardware at CBH to support analog extensions.
- J. Provide all inbound and outbound local, Long Distance, Toll Free, DID, fax, and International services. Include PSTN support for 2 toll free numbers with approximately 30,000 minutes of toll free usage per month.
- K. Provide a qualified Mitel technician on-site at 801 N. Broad St. Philadelphia, one day per week.
- L. Host a weekly conference call to address any on-going service issues or outstanding service requests.
- M. Provide a dedicated account / relationship manager.
- N. Provide a Mitel certified technician that can be called on-site to CBH 24x7x365.
- O. The current solution uses the Customers existing Mitel MCD licenses and Mitel IP phones in an Infrastructure as a Service (IaaS) solution. CBH must be able to re-use 100% of their existing Mitel licenses in a Hosted MCD environment.
- P. Provide CBH with weekly updates and programming for CBH's 911 database.
- Q. Provides assistance with CBH's IT staff with their HP data switches, VLAN programming, and other network related programming.
- R. Provide CBH with custom ACD contact center wallboard (TV monitor) display statistics.
- S. Support a custom ACD contact center console.
- T. Provide CBH with Mitel programming changes for the life of the contract.
- U. Provide CBH with unlimited training on all Mitel applications for the life of the contract.
- V. Provide CBH with troubleshooting of any phone system related issues for the life of the contract.
- W. Provide with 24x7x365 access to Level 3 Mitel support.
- X. Provide CBH with custom IVR application support.