

the "CASH PRICE SUBTOTAL" line above (the "Cash Price"). Customer will pay the Cash Price per the following milestone schedule within forty-five (45) days of receipt of invoice per Section 218, Fla. Stat.:

\$100,000.00	Deposit/Down Payment upon contract execution (will be applied toward equipment)
\$705,155.52	Equipment Payment due upon delivery to Martin County
\$46,450.00	Phase 1 labor/warranty (Due upon phase 1 installation completion and sign off of test and acceptance plan)
\$103,286.66	Phase 2 labor/warranty (Due upon phase 2 installation completion and sign off of test and acceptance plan)
\$96,633.94	Phase 3 labor/warranty (Due upon phase 3 installation completion and sign off of test and acceptance plan)

Price Installation Cutover Date occurs on the date when the System is installed at the Premises more specifically detailed in the schedule included with this Agreement as Exhibit B. This Cash Price reflects a 3.9% discount as long as payment is made with cash or a check. All installments of the Cash Price will be subject to a late payment service charge of one and one half percent (1½%) per month (or as limited by applicable law) on payments not made when due.

2. LIMITATION OF LIABILITY. IN NO EVENT SHALL ACS AND ITS SUPPLIERS OR SUBCONTRACTORS BE LIABLE FOR: (i) ANY SPECIAL, INCIDENTAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES; OR (ii) COMMERCIAL LOSS OF ANY KIND (INCLUDING LOSS OF BUSINESS OR PROFITS); OR (iii) ANY DAMAGES OF ANY KIND RESULTING FROM UNAUTHORIZED USE OF THE SYSTEM, INCLUDING, WITHOUT LIMITATION, TOLL FRAUD. THIS PROVISION APPLIES TO ALL CLAIMS WHETHER BASED UPON BREACH OF WARRANTY, BREACH OF CONTRACT, STRICT LIABILITY IN TORT OR ANY OTHER LEGAL THEORY AND WHETHER ACS OR ITS SUPPLIERS OR ITS SUBCONTRACTORS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE OR LOSS.

3. RISK OF LOSS, TITLE AND SECURITY INTEREST. Customer assumes the risk of loss to the System from the Delivery Date. Until the Cash Price is paid in full, Customer will maintain adequate insurance against fire, theft or other loss for the System's full insurable value. Title in the equipment will pass on full payment of the Cash Price. Customer will be responsible for any personal property taxes assessed on any portion of the System. ACS reserves and Customer grants ACS a security interest in the System in the amount of the Cash Price. If this Agreement specifies an Upgrade to an Existing System, title and ownership to any equipment replaced during installation of the Upgrade shall be transferred to and vest in ACS.

4. INSTALLATION AND TRAINING. ACS will install the System at the Premises in accordance with manufacturer's specifications. ACS will provide Customer with its standard end-user training for the System at no additional charge.

5. ACCEPTANCE. When the installation has been completed for each phase, ACS will test the System according to the manufacturer's diagnostic and readiness test specifications in preparation for connecting the System to the basic telephone network in accordance with the Test Plan included with this Agreement. Once the Installation Cutover Date has occurred and the System has been operational and free of defects for a period of fourteen (14) calendar days, it will be deemed accepted by Customer unless Customer has provided ACS with written notice within that time period setting forth deficiencies in operation. If Customer has provided such notice, ACS will correct the listed deficiencies at which time Customer shall promptly certify in writing its acceptance of the System. If requested by ACS, Customer, upon acceptance, will promptly execute a Certificate of Delivery and Acceptance.

6. LIMITED WARRANTY. (a) For a period of one (1) year from the Installation Cutover Date (the "Warranty Period"), ACS warrants that the System will be free from defects in materials and workmanship and will operate in accordance with manufacturer's specifications. (b) THE ABOVE WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES. THIS AGREEMENT EXCLUDES ALL IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SUITABILITY, DESIGN, CONDITION, DURABILITY, OPERATION, QUALITY OF MATERIALS OR WORKMANSHIP, OR COMPLIANCE WITH SPECIFICATIONS OR APPLICABLE LAW. ACS DISCLAIMS ANY WARRANTY TO PREVENT UNAUTHORIZED USE OF THE SYSTEM, INCLUDING TOLL FRAUD. (c) Customer's SOLE AND EXCLUSIVE REMEDY for breach of warranty is limited to ACS's performance as set forth in Section 7 below and performance of warranty service during the Warranty Period will not extend or restart the Warranty Period. If, however, it is determined that such remedy fails of its essential purpose, then ACS' entire liability for such breach is limited to payment by ACS of Customer's actual damages in an amount not to exceed the Cash Price of the System.

7. WARRANTY SERVICES. During the Warranty Period, if warranty work is necessary, ACS will, at its option, (i) repair the System in place, or (ii) accept return of components of the System for repair or replacement. Such repair or replacement, including both parts and labor, will be at ACS' expense. Repair and replacement parts may be new or reconditioned to be the functional equivalent of new.

8. WARRANTY EXCLUSIONS. Warranty service provided under this Agreement excludes repairs or replacements necessitated by: (i) damage to the System due to fire, explosion, power irregularities, power surges, Acts of God (including, without limitation, earthquakes, rains, floods or lightning), or any other cause not attributable to ACS (not including a defect in the System); (ii) Customer's failure to follow applicable operation, maintenance, or environmental requirements described in any of the manufacturer's manuals or product bulletins, ACS' manuals, and other materials provided to Customer; (iii) Customer's additions, alterations, modifications, enhancements or repairs to, or disassembly of, the System (itself or using a third party) without ACS' written consent; (iv) mishandling, abuse, misuses or damage to the System by Customer or a third party; (v) relocation of the System without ACS' written consent (other than telephone instruments relocated in accordance with the manufacturer's specifications); (vi) failures or outages required resulting from the local exchange company, interexchange carrier, the power company or other transmission providers; or (vii) any failures or damage arising from non-NEC phone system certified date dependent operations, calendar-related data and the processing of such data, or in connection with transferring any calendar-related data to and accepting calendar-related data from other systems. If any excluded cause occurs, ACS may, at its option: (a) perform repairs at Customer's request at ACS' then current charges, or (b) terminate any maintenance obligations it may then have relating to the applicable System.

9. INDEMNIFICATION. ACS shall indemnify Customer only with respect to any third party claim alleging bodily injury, including death, or damage to tangible property to the extent such injury or damage is caused by the negligence or willful misconduct of ACS, provided that such claim is reported promptly in writing to ACS. In no event shall ACS' liability under this section exceed the Cash Price of the System. This indemnify shall not apply to any claims arising out of use of affected items manufactured at Customer's request to Customer's production specifications or out of use of the affected items in a manner or for a purpose not contemplated by this Agreement. Subject to the limitations of Section 768.28, Fla. Stat., Customer shall be responsible only for third party claims alleging bodily injury, including death, or damage to tangible property to the extent such injury or damage is caused by the gross negligence or willful misconduct of Customer, provided that such claim is reported promptly in writing to Customer. Nothing herein shall be constituted as a waiver of Customer's sovereign immunity afforded by the Florida Constitution or State law, a waiver of the provisions of Section 768.28, Fla. Stat. or as consent to be sued by third parties. This responsibility shall not apply to any claims arising out of use of affected items manufactured at Customer's request to Customer's production specifications or out of use of the affected items in a manner or for a purpose not contemplated by this Agreement.

10. DEFAULT. If any breach by Customer of this Agreement continues uncorrected for more than five (5) days after written notice from ACS describing the breach, ACS shall be entitled to declare a default under this Agreement and pursue any and all remedies available at law or equity, except as specifically limited elsewhere in this Agreement. In addition, ACS may suspend performance of its obligations or may disable the Equipment, either in person or remotely, so that it will no longer function until Customer's breach is corrected. If Customer refuses to permit ACS to perform its obligations under this Agreement to complete initial installation and subsequent acceptance testing, ACS, in addition to the remedies provided above, shall be entitled to retain all monies paid by Customer and recover additional monies, if necessary, to cover all reasonable costs incurred by ACS in preparation for and any actual performance under this Agreement, including, but not limited to, its storage costs and restocking fees.

Customer may notify ACS in writing of any breach by ACS of this Agreement specifying the nature of the breach. If ACS has not cured the breach within 20 calendar days after receipt of written notice, or if the breach cannot be cured in that 20-day period, ACS has not commenced a cure and continued within that 20-day period in good-faith to

complete the cure, Customer will be entitled, in addition to any other rights it may have under this Agreement, or otherwise at law or in equity, to terminate this Agreement without penalty or obligation to pay amounts due past the date of termination.

11. FORCE MAJEURE. ACS' performance deadlines shall be adjusted or suspended by ACS to the extent timely performance is beyond ACS' reasonable control for reasons including, without limitation, the following: strikes, work stoppages, fire, water, governmental action, Acts of God (including, without limitation, earthquakes, rains or floods), or public enemy, delays of suppliers, subcontractors, power company, local exchange company, or other carrier.

12. MISCELLANEOUS.

- (a) If Customer issues a purchase order for its own internal purposes, Customer agrees that only the terms and conditions of this Agreement apply.
- (b) ACS reserves the right to subcontract any and all of the work to be performed by it under this Agreement with prior written consent of Customer.
- (c) This Agreement is not assignable by Customer without prior written consent of ACS. Any attempt to assign any of the rights, duties or obligations under this Agreement without such consent will, at ACS' option, be deemed void or a material default or accepted in ACS' sole discretion.
- (d) The waiver by either party of any default will not operate as a waiver of any subsequent default.
- (e) The parties expressly agree that each party will bear its own attorney's fees incurred in connection with this Agreement.
- (f) As a condition precedent to the filing of any legal proceedings, the parties shall endeavor to resolve claim disputes or other matters in question by mediation. Mediation shall be initiated by any party by serving a written request for same on the other party. The party shall, by mutual agreement, select a mediator within 15 (fifteen) days of the date of the request for mediation. If the parties cannot agree on the selection of a mediator then the COUNTY shall select the mediator, who, if selected solely by the COUNTY, shall be a mediator certified by the Supreme Court of Florida. The mediator's fee shall be paid in equal shares by each party to the mediator.
- (g) The parties expressly and specifically hereby waive the right to a jury trial as to any issue in any way connected with this Agreement.
- (h) The parties expressly and specifically hereby waive all tort claims and limit their remedies to breach of Agreement as to any issue in any way connected with this Agreement.
- (i) ACS' obligations under this Agreement are contingent upon receipt of a credit report regarding Customer which is satisfactory to ACS in its sole discretion. Customer hereby authorizes ACS (or its agent) to obtain credit reports, make such other credit inquiries as ACS may deem necessary, and furnish payment history information to credit reporting agencies.
- (j) This Agreement supersedes all prior or contemporaneous proposals, communications and negotiations, both oral and written and constitutes the entire agreement between ACS and Customer with respect to the purchase of the System. Any representations, warranties or statements made by an employee, salesperson or agent of ACS and not expressed in this Agreement are not binding upon ACS. Customer acknowledges that it has read this Agreement, has received and reviewed any and all documents referenced in it, understands it, and is bound by its terms.
- (k) If any court holds any portion of this Agreement unenforceable, the remaining language shall not be affected.
- (l) Any modification to this Agreement must be in writing and executed by an authorized representative of the party against whom enforcement is sought.
- (m) No action, regardless of form, arising out of this Agreement may be sought by either party more than one (1) year after the event giving rise to the cause of action has occurred, including any breach of warranty or indemnity claims.
- (n) This Agreement is deemed made and GOVERNED BY THE LAWS OF THE STATE OF FLORIDA,.
- (o) The parties agree that a facsimile copy of this Agreement and related documents with facsimile signatures may be treated as originals and will be admissible as evidence and satisfy any applicable Statute of Frauds.
- (p) In the event of any conflict between the terms and conditions of this Agreement, ACS' form attachments, and any other attachment, including Customer's request for proposal or similar document, this Agreement shall control over the form attachments, which in turn shall control over any other attachment.
- (q) This Agreement allocates the risks of the System's operation between ACS and the Customer, an allocation that is recognized by both parties and is reflected in the Cash Price set forth.
- (r) Customer agrees that neither it nor any of its affiliates will solicit any of the ACS employees providing services pursuant to this Agreement with offers of employment during the term of this Agreement and for a period of one (1) year after expiration of this Agreement.
- (s) All of Customer's written notices to ACS must be sent by certified mail or recognized overnight delivery service, postage prepaid, to ACS at its address set forth on the first page of this Agreement. All ACS' notices to Customer may be sent first class mail, postage prepaid, to Customer's Billing Address stated herein. At any time after this Agreement is signed, ACS or Customer may change an address by giving notice to the other of the change.
- (t) Public Records. ACS shall comply with the provisions of Chapter 119, Fla. Stat. (Public Records Law), in connection with this Agreement and shall provide access to public records in accordance with §119.0701, Fla. Stat. and more specifically ACS shall:
 - 1. Keep and maintain public records required by Customer to perform the Agreement.
 - 2. Upon request from Customer's custodian of public records, provide Customer with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Fla. Stat. or as otherwise provided by law.
 - 3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Agreement term and following completion of the Agreement if ACS does not transfer the records to Customer.
 - 4. Upon completion of the Agreement, transfer, at no cost, to Customer all public records in possession of ACS or keep and maintain public records required by Contractor to perform the Agreement. If ACS transfers all public records to Customer upon completion of the Agreement, ACS shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If ACS keeps and maintains public records upon completion of the Agreement, ACS shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to Customer, upon request from Customer's custodian of public records, in a format that is compatible with the information technology systems of Customer.

IF ACS HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO ACS'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (772) 419-6959, public_records@martin.fl.us, 2401 SE MONTEREY ROAD, STUART, FL 34996.

Failure to comply with the requirements of this Section 12(t) shall be deemed a default as defined under the terms of this Agreement and constitute grounds for termination.

EXHIBIT A



**Advanced Communication
Solutions, Inc. 735 Primera
Blvd. Suite 110
Lake Mary, FL 32746**

STATEMENT OF WORK

A. GENERAL INFORMATION

1. Purpose: Martin County Purchasing/Government has solicited a telephone system replacement VoIP PBX project via RFP: 2018-3019 ACS agrees to install all supplies and services outlined in the Statement of Work (SOW) listed herein for Martin County Purchasing/Government.
2. Scope of Work: ACS shall provide all resources necessary to install proposed NEC SV9500 VoIP PBX to accomplish the deliverables described in this SOW, except as may otherwise be specified. ACS will provide the turnkey installation (including but not limited to: Project Management, database collection, database documentation, database entry, configuration, testing, training, cutover and cleanup), of all items listed in the BOM (Bill of Materials). See detail of project below under SPECIFIC TASKS.

B. SPECIFIC TASKS

Project Management

- Coordinate, facilitate, and document project meetings and conference calls.
- Create, maintain and provide to all team members a master contact list.
- Develop Project Plan (if required by the customer) and establish schedule for the project.
- Create and customize a project work package and distribute to the project team as required.
- Coordinate project scope change orders as required for additional labor outside the initial SOW (Scope of Work).
- Work with customer to gather needed site specific information (Database, Network, PBX, IT, security issues, etc.).
- Provide technical documentation related to all installed products
- Provide details on all product-related technical and non-technical questions.
- Complete systems installation acceptance documentation.

NEC SV9500 pre-packaged/virtualized PBX Installation
NEC UM8700 Voice Messaging Installation
NEC UCE Application Installation
NEC UCE ACD Installation
NEC UCE IVR Installation
NEC CMM (Collaboration Meeting Manager) Installation
NEC UCE 911/OSN
NEC SR Node Installation
NEC Gateway Node Installation
Tapit Nova Call Accounting Installation
Quality Control Call Recording Installation
Terminal/Telephone Installation

Below is the Technical Overview ACS provided Martin County Purchasing as response to RFP: 2018-3019:

Phase 1:

Advanced Communication Solutions, (ACS), is proposing a NEC Univerge SV9500 virtualized pre-packaged, HA (High Availability) PBX voice server to be installed in Data Center #1 (Data Resource Center), a Virtualized NEC, HA node voice server will be installed in Data Center #2 (Public Safety). These NEC voice servers will be configured in a VMware Metro Cluster across the two data centers. The HA functionality of VMware will spin up the VM in the other data center should it stop on the active host.

ACS is proposing moving DRC and LEC to phase 1 to allow core voice servers be in place and operational since ACS is proposing survivable/redundant node for utilities which is also in phase 1.

Phase (1) IP (terminal)/UC (unified communication)/VM (voice mail) licenses for Utilities Department will be added to the core NEC voice server in data center #1 (which is replicated to NEC GEO voice server in data center #2). Total phase 1 licenses added to SV9500 voice server will consist of: (500) standard user licenses, (152) UG trunk license, (70) basic user license, and (25) ACD option licenses. Application server licenses will consist of: (2) GNAV/MIS user licenses, (40) CMM licenses, (200) UM8700 VM licenses, (25) desktop ACD licenses, (12) IVR SIP licenses and (1) E-OSN 911 notification licenses.

There will be a NEC UG50 gateway to accommodate (1) PRI (primary rate trunk) blade installed at data center #1 to connect to existing Alcatel system and a NEC UG50 gateway to accommodate (1) PRI (primary rate trunk) blade installed for Alcatel connectivity and the PRI's required for voice network trunking.

Conference bridge requirement for Utilities will be added to both NEC voice server PBX's. The proposed UNIVERGE®UM8700 delivers a unique architecture that provides scalability and unrivaled reliability and survivability. Also, unlike most competitive solutions, UM8700

provides a wide variety of options for redundancy and survivability to allow customers to choose the right approach for their needs. UM8700 is engineered to have the capability of being deployed on a single server, or across multiple co-located or geographically dispersed servers. This allows for a scalable solution that fits all customers from a couple dozen to tens of thousands of employees on a single system.

ACS is also providing a NEC Applications server for Unified Communications and system management solution. The NEC application server will also contain the high availability software to spin up backup (data center #2), if active host is lost in data center #1. A NEC IP Gateway (UG50) will be installed at Utilities and connected to the IP network to coincide with building opening requirements. The NEC IP gateway is a compact and an “all in one” gateway that uses blades to accommodate any analog station or trunk requirements. (12) analog station blade ports will be added to the Utilities UG-50 to satisfy FXS (analog station) requirements.

Required phase 1 terminal endpoints for Utilities and DRC only will be installed and tested. Finally, ACS will schedule and conduct appropriate end user and administration training before “go live”.

Phase 2:

IP/UC/VM licensing will be added to the core NEC voice server in data center #1 (which is replicated to NEC GEO node voice server in data center #2). Total phase 2 licenses added to SV9500 voice server will consist of: (811) standard user licenses, (48) UG trunk license, (500) SR node resource license, (20) ACD option licenses, (3) multi client licenses and (40) SIP trunk licenses. Application server licenses will consist of: (6) GNAV/MIS user licenses.

A NEC IP Universal Gateway survivable/redundant node will be installed at the administration building location with (2) PRI (primary rate interface) trunk blades and (42) analog station port blades to satisfy FXS (analog station) requirements. Conference requirements were added in phase 1 via conference blades installed in the NEC voice servers. E911 requirements and administration requirements will be added to the NEC application servers located at both of the data centers.

Required phase 2 terminal endpoints will be installed and tested. The terminals required for data center 2 will be included in this count. Finally, ACS will schedule and conduct appropriate end user and administration training before “go live”.

Phase 3:

The remaining required IP/UC/VM licensing will be added to the core NEC voice server in data center #1 (which is replicated to NEC GEO node voice server in data center #2). These licenses will consist of: (197) standard user licenses, (76) UG trunk license, (425) SR node resource license, (57) ACD option licenses and (180) basic user licenses. Application server licenses will consist of: (9) GNAV/MIS user licenses,

NEC IP Universal Gateway survivable/redundant nodes will be installed at the Courthouse, Fire Station 16, Fire Station 21, Fire Station 22, Fire Station 23, Fire Station 32, Hobe Sound Annex and Indian Town Annex.

The NEC IP Universal Gateway survivable/redundant node at the Courthouse will be equipped with (2) PRI (primary rate interface) trunk blades, FXS (analog) station blades and FXO (analog) trunk blades.

The IP Universal Gateway survivable/redundant nodes at Fire Stations 16,21,22 and 23, will contain FXS (analog) station blades and FXO (analog) trunk blades where required. The Conference requirements were added in phase via conference blades installed in the NEC PBX voice servers. E911 requirements and administration requirements will be added to the NEC application server located at both of the data centers.

Required phase 3 terminal endpoints will be installed and tested.

Finally, ACS will schedule and conduct appropriate end user and administration training before “go live”.

B. BILL OF MATERIALS LISTED PER PHASE

Phase 1 Bill of Material

Qty	Part No	Description
SV9500		
48	BE114272	SV95 UG50 TRK-1 LIC
104	BE114272	SV95 UG50 TRK-1 LIC
1	Q24-UW000000107866	SV95 STARTER PLATFORM LIC
1	BE115859	SV95 STARTER PACKAGE
1	Q24-FR000000126601	SV9500 CORE DVD SET
1	Q24-FR000000111659	UCE DVD SET
1	BE114234	SV95 VIRTUALIZATION OPTION
3	BE112838	UNIVERGE 1U-MPC(B)
25	BE117026	SV95 ACD 1 AGENT OPTION
3	Q24-FR000000106521	PWRC100V-JLCSA-12FT
5	BE112828	SCA-VS32VA-B
70	Q24-UW000000107998	SV95 BASIC USER-1 LIC
500	Q24-UW000000108000	SV95 STANDARD USER-1 LIC
1	Q24-FR000000110216	SV9500 PREPACKAGED SYSTEM
1	Q24-UW000000127900	SV95 V4 UC SOFTWARE VER LIC
Terminals		
50	BE115938	DT820 GIGABIT ETHERNET (LIC)
1	Q24-FR000000107280	DESI DCZ-60 DSS (25)
1	BE115923	AC-Z UNIT
2	Q24-FR000000107278	DESI ITZ/DTZ-12D-24D (25)
1	Q24-FR000000107289	ITZ-24DG-3(BK)TEL
1	BE113813	DCZ-60-2(BK)CONSOLE
50	BE115110	ITY-8LDX-1(BK)TEL
Applications 1		
4	Q24-UW000000108554	SV95 CMM SESSION ADD-10
2	Q24-DN000000108203	GNAV PRO-ENT 1 USER LIC
10	BE115277	SV95 CMM MEETING HOST-1 LIC
1	BE114337	SV95 EMG OS NOTIFICATION LIC
200	Q24-DN000000119323	SV9X UM - VM ONLY SUBSCRIBER (1)
25	Q24-DN000000108350	SV95 DESKTOP ACD AGENT -1 LIC

1	Q24-DN000000108356	SV95 IVR ANNOUNCEMENT APPS LIC
1	Q24-FR000000126206	GNAV CORE SW-ENT
1	Q24-DN000000128827	GNAV VER 11.0
1	Q24-DN000000108282	SV95 OAI/INFOLNK RUNTME INSTNC-ENT (MIG)
4	BE114323	SV95 ATT ACD-1 LIC
12	Q24-UW000000108021	SV95 IVR SIP INT-1 LIC
4	BE115451	SV95 GROUP NOTIFICATION-1 LIC
1	Q24-DN000000108278	SV95 ATT SYS LIC

Applications 2

1	Q24-DN000000119916	ENCORE 24 PORT SMALL BUS.SYS PLTFRM
1	Q24-DN000000119321	ENCORE NEC SV85/95 CT INTEGRATION LIC
1	Q24-DN000000119842	ENCORE REMOTE INSTALL (DAY)
6	Q24-DN000000119855	ENCORE VOIP REC CHNL LIC (4) SBS

IP Gateway

3	BE114413	UG50-B (19")
1	BE114414	UG50-B (9.5")-32
6	BE113024	GCD-8LCA
6	BE113025	GPZ-8LCE
2	BE113029	GCD-4COTB
6	BE113037	GCD-PRTA

12	A20-030439-001	INSTALLATION CABLE (MOD8 - 25 PAIR)
1	Q24-FR000000125433	SV9500 R120G-1M SINGLE SVR BUSINESS BDL

Express5800 Server - Fixed

2	Q24-FR000000127421	R120G-1M W2016S/PLATINUM+ ETN
1	Q24-FR000000127424	SV9500 R120G-1M SINGLE SVR W/ESXI
2	Q24-FR000000127425	SV9500 R120G-1M SVR FOR STORAGE
		/PA/VMW VSPHERE6 ESSENTIALS+
1	VS6-ESP-KIT-5	3HOST/2PROC
1	VS6-ESP-KIT-5P-SSS	5YR PLT VSPHERE6 ESSENTIALS PLUS KIT

Support Services 1

597	Q24-DN000000110320	SWA PSA CCDESIGN UNIT
2950	BE114545	SWA PSA SV95 UNIT
867	Q24-DN000000106630	SWA PSA SV9X UM UNIT

Support Services 2

794	Q24-DN000000110366	SWA PSA ENCORE OEMP UNIT
8	Q24-DN000000073434	1Y EXTSTD 1U-2U GP Server Maint
1	Q24-DN000000106299	5 YEAR WARRANTY
2	Open-E DSS V7	Open-E Data Storage Software
1	TPNVPS	Trisys Tapit Nova Plus Call Accounting Software
1	VE6023-500	Valcom Paging Server
1	VIP-201	Valcom 8 Zone IP Paging Adapter
1	FF240-IP-2.R2	MultiTech 2 Port Fax Server - IP
1	FF240-IP Upgrade-6	MultiTech 6 Port Upgrade
	Installation / 3 Year Labor	
1	Warranty	

Phase 2 Bill of Material

Qty	Part No	Description
		SV9500
48	BE114272	SV95 UG50 TRK-1 LIC
811	Q24-UW000000108000	SV95 STANDARD USER-1 LIC
2	BE114413	UG50-B (19")
1	BE112833	SR-MGC(E)-B
1	BE115917	SV95 SR NODE OPTION
500	BE115919	SV95 SR NODE RESOURCE -1
20	BE117026	SV95 ACD 1 AGENT OPTION
1	Q24-FR000000122379	GR/SR-NODE(1.5U)-B

40	BE114274	SV95 MG-SIP SW TRK-1 LIC
811	BE115110	ITY-8LDX-1(BK)TEL
811	BE115938	DT820 GIGABIT ETHERNET (LIC)
13	BE115923	AC-Z UNIT
13	Q24-FR000000107289	ITZ-24DG-3(BK)TEL
13	BE113813	DCZ-60-2(BK)CONSOLE

Applications 1

6	Q24-DN000000108203	GNAV PRO-ENT 1 USER LIC
3	Q24-DN000000120453	SV95 MLC MOBILE-1 LIC

IP Gateway

2	BE113037	GCD-PRTA
3	BE113024	GCD-8LCA
3	BE113025	GPZ-8LCE
2	A20-030439-001	INSTALLATION CABLE (MOD8 - 25 PAIR)

Support Services 1

204	Q24-DN000000110320	SWA PSA CCDESIGN UNIT
1556	BE114545	SWA PSA SV95 UNIT
614	Q24-DN000000106630	SWA PSA SV9X UM UNIT

Warranty Support

1	Q24-DN000000106299	5 YEAR WARRANTY
---	--------------------	-----------------

Miscellaneous Equipment/Software

40	PoE-2400G	Midspan PoE Injectors
1920	3' Cat 5E Patch Cords	

Installation / 3 Year Labor Warranty

1	Installation / 3 Year Labor Warranty	
---	--------------------------------------	--

Phase 3 Bill of Material

Qty	Part No	Description
		SV9500
76	BE114272	SV95 UG50 TRK-1 LIC
197	Q24-UW000000108000	SV95 STANDARD USER-1 LIC
180	Q24-UW000000107998	SV95 BASIC USER-1 LIC
57	BE117026	SV95 ACD 1 AGENT OPTION
1	BE115917	SV95 SR NODE OPTION
425	BE115919	SV95 SR NODE RESOURCE -1
589	BE115110	ITY-8LDX-1(BK)TEL
589	BE115938	DT820 GIGABIT ETHERNET (LIC)
1	Q24-FR000000107280	DESI DCZ-60 DSS (25)
10	BE115923	AC-Z UNIT
12	Q24-FR000000107289	ITZ-24DG-3(BK)TEL
10	BE113813	DCZ-60-2(BK)CONSOLE
1	Q24-FR000000107278	DESI ITZ/DTZ-12D-24D (25)
		Applications 1
9	Q24-DN000000108203	GNAV PRO-ENT 1 USER LIC
11	BE114413	UG50-B (19")
1	Q24-FR000000122379	GR/SR-NODE(1.5U)-B
7	Q24-FR000000119280	SR-NODE(S) -50
13	BE113024	GCD-8LCA
6	BE113025	GPZ-8LCE
8	BE113029	GCD-4COTB
3	BE113030	GPZ-4COTF
		Support Services 1
305	Q24-DN000000110320	SWA PSA CCDESIGN UNIT
855	BE114545	SWA PSA SV95 UNIT

149	Q24-DN000000106630	SWA PSA SV9X UM UNIT
1	Q24-DN000000106299	5 YEAR WARRANTY
30	PoE-2400G	Midspan PoE Injectors
1440	3' Cat 5E Patch Cords	
1	Installation / 3 Year Labor Warranty	

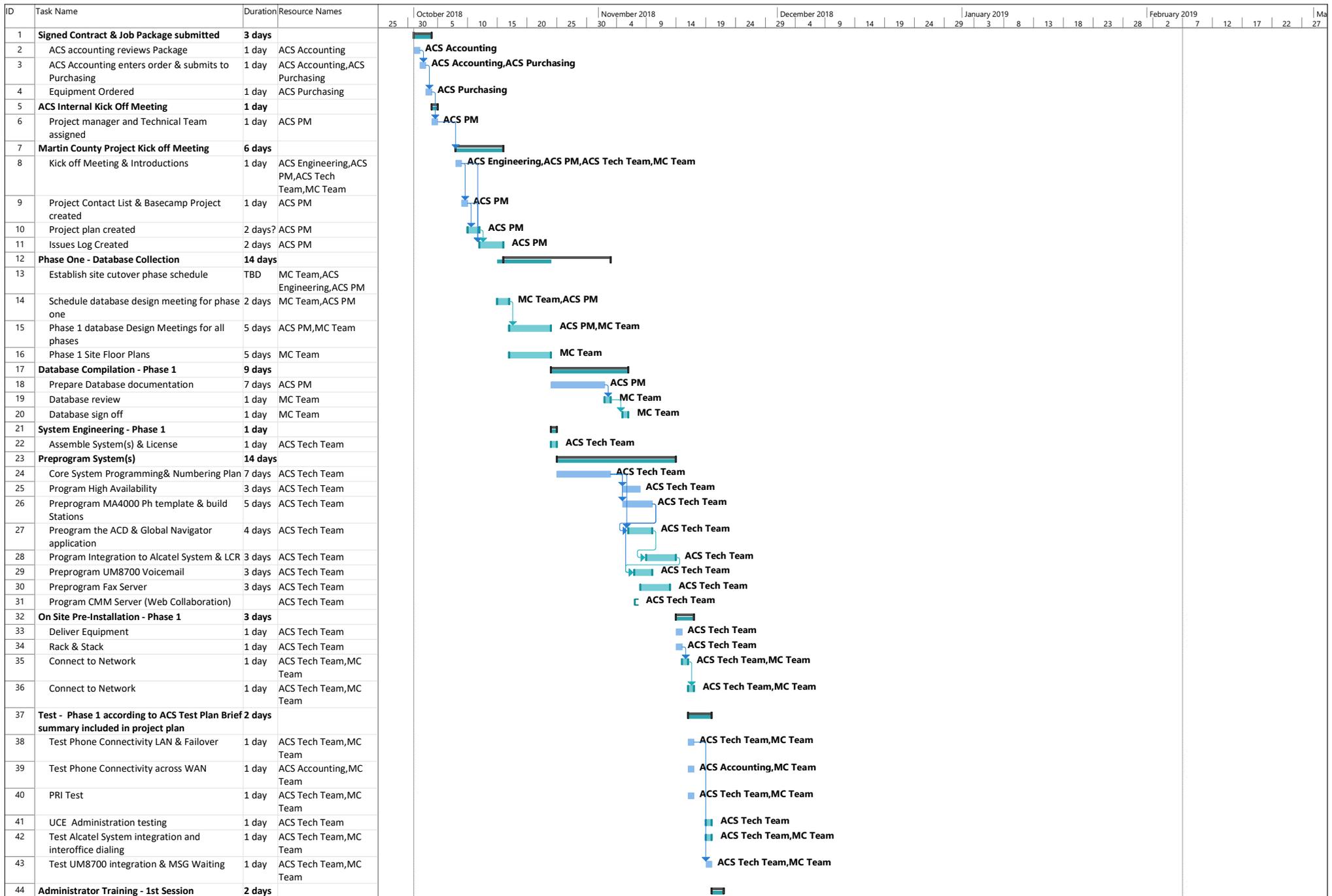
IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have caused this SOW to be duly executed.

Customer Signature: _____

Print Name: _____

Date: _____

EXHIBIT B



Project: Martin County Project Date: Fri 8/17/18	Task		Summary		Inactive Milestone		Duration-only		Start-only		External Milestone		Manual Progress	
	Split		Project Summary		Inactive Summary		Manual Summary Rollup		Finish-only		Deadline			
	Milestone		Inactive Task		Manual Task		Manual Summary		External Tasks		Progress			

Martin County, FL
Request for Proposal (RFP) 2018-3019
Phase 1 Bill of Material

Qty	Part No	Description	Cost	Extended Cost
SV9500				
48	BE114272	SV95 UG50 TRK-1 LIC	\$0.00	\$0.00
104	BE114272	SV95 UG50 TRK-1 LIC	\$60.73	\$6,316.13
1	Q24-UW000000107866	SV95 STARTER PLATFORM LIC	\$0.00	\$0.00
1	BE115859	SV95 STARTER PACKAGE	\$26,468.52	\$26,468.52
1	Q24-FR000000126601	SV9500 CORE DVD SET	\$13.20	\$13.20
1	Q24-FR000000111659	UCE DVD SET	\$13.20	\$13.20
1	BE114234	SV95 VIRTUALIZATION OPTION	\$0.00	\$0.00
3	BE112838	UNIVERGE 1U-MPC(B)	\$534.70	\$1,604.09
25	BE117026	SV95 ACD 1 AGENT OPTION	\$0.00	\$0.00
3	Q24-FR000000106521	PWRC100V-ULCSA-12FT	\$27.72	\$83.16
5	BE112828	SCA-VS32VA-B	\$1,723.69	\$8,618.46
70	Q24-UW0000000107998	SV95 BASIC USER-1 LIC	\$26.40	\$1,848.00
500	Q24-UW0000000108000	SV95 STANDARD USER-1 LIC	\$0.00	\$0.00
1	Q24-FR000000110216	SV9500 PREPACKAGED SYSTEM	\$0.00	\$0.00
1	Q24-UW000000127900	SV95 V4 UC SOFTWARE VER LIC	\$1,848.32	\$1,848.32
Terminals				
50	BE115938	DT820 GIGABIT ETHERNET (LIC)	\$15.50	\$775.20
1	Q24-FR000000107280	DESI DCZ-60 DSS (25)	\$10.94	\$10.94
1	BE115923	AC-Z UNIT	\$20.52	\$20.52
2	Q24-FR000000107278	DESI ITZ/DTZ-12D-24D (25)	\$10.94	\$21.89
1	Q24-FR000000107289	ITZ-24DG-3(BK)TEL	\$160.28	\$160.28
1	BE113813	DCZ-60-2(BK)CONSOLE	\$97.91	\$97.91
50	BE115110	ITY-8LDX-1(BK)TEL	\$112.63	\$5,631.60
Applications 1				
4	Q24-UW0000000108554	SV95 CMM SESSION ADD-10	\$1,260.00	\$5,040.00
2	Q24-DN0000000108203	GNAV PRO-ENT 1 USER LIC	\$917.28	\$1,834.56
10	BE115277	SV95 CMM MEETING HOST-1 LIC	\$19.15	\$191.52
1	BE114337	SV95 EMG OS NOTIFICATION LIC	\$0.00	\$0.00
200	Q24-DN0000000119323	SV9X UM - VM ONLY SUBSCRIBER (1)	\$14.11	\$2,822.40
25	Q24-DN0000000108350	SV95 DESKTOP ACD AGENT -1 LIC	\$0.00	\$0.00
1	Q24-DN0000000108356	SV95 IVR ANNOUNCEMENT APPS LIC	\$1,512.00	\$1,512.00
1	Q24-FR0000000126206	GNAV CORE SW-ENT	\$0.00	\$0.00
1	Q24-DN0000000128827	GNAV VER 11.0	\$0.00	\$0.00
1	Q24-DN0000000108282	SV95 OAI/INFOLNK RUNTME INSTNC-ENT (MIG)	\$504.00	\$504.00
4	BE114323	SV95 ATT ACD-1 LIC	\$0.00	\$0.00
12	Q24-UW0000000108021	SV95 IVR SIP INT-1 LIC	\$466.20	\$5,594.40
4	BE115451	SV95 GROUP NOTIFICATION-1 LIC	\$0.00	\$0.00
1	Q24-DN0000000108278	SV95 ATT SYS LIC	\$0.00	\$0.00
Applications 2				
1	Q24-DN0000000119916	ENCORE 24 PORT SMALL BUS.SYS PLTRFM	\$9,343.15	\$9,343.15
1	Q24-DN0000000119321	ENCORE NEC SV85/95 CT INTEGRATION LIC	\$2,457.00	\$2,457.00
1	Q24-DN0000000119842	ENCORE REMOTE INSTALL (DAY)	\$2,507.54	\$2,507.54
6	Q24-DN0000000119855	ENCORE VOIP REC CHNL LIC (4) SBS	\$508.25	\$3,049.49
IP Gateway				
3	BE114413	UG50-B (19")	\$1,452.25	\$4,356.76
1	BE114414	UG50-B (9.5")-32	\$950.57	\$950.57
6	BE113024	GCD-8LCA	\$264.00	\$1,584.00
6	BE113025	GPZ-8LCE	\$259.20	\$1,555.20
2	BE113029	GCD-4COTB	\$103.20	\$206.40
6	BE113037	GCD-PRTA	\$552.00	\$3,312.00

12	A20-030439-001	INSTALLATION CABLE (MOD8 - 25 PAIR)	\$28.80	\$345.60
GP Servers				
1	Q24-FR000000125433	SV9500 R120G-1M SINGLE SVR BUSINESS BDL	\$6,950.46	\$6,950.46
Express5800 Server - Fixed				
2	Q24-FR000000127421	R120G-1M W2016S/PLATINUM+ ETN	\$4,717.30	\$9,434.59
1	Q24-FR000000127424	SV9500 R120G-1M SINGLE SVR W/ESXI	\$5,332.46	\$5,332.46
2	Q24-FR000000127425	SV9500 R120G-1M SVR FOR STORAGE	\$4,114.40	\$8,228.81
VM Ware				
1	VS6-ESP-KIT-5	/PA/VMW VSPHERE6 ESSENTIALS+ 3HOST/2PROC	\$5,124.30	\$5,124.30
1	VS6-ESP-KIT-5P-SSS	5YR PLT VSPHERE6 ESSENTIALS PLUS KIT	\$6,406.80	\$6,406.80
Support Services 1				
597	Q24-DN000000110320	SWA PSA CCDESIGN UNIT	\$12.80	\$7,643.99
2950	BE114545	SWA PSA SV95 UNIT	\$12.80	\$37,771.80
867	Q24-DN000000106630	SWA PSA SV9X UM UNIT	\$12.80	\$11,101.07
Support Services 2				
794	Q24-DN000000110366	SWA PSA ENCORE OEMP UNIT	\$17.88	\$14,196.72
Warranty Support				
8	Q24-DN000000073434	1Y EXTSTD 1U-2U GP Server Maint	\$214.92	\$1,719.36
1	Q24-DN000000106299	5 YEAR WARRANTY	\$8,719.81	\$8,719.81
Miscellaneous Equipment/Software				
2	Open-E DSS V7	Open-E Data Storage Software	\$1,125.00	\$2,250.00
1	TPNVPS	Trisys Tapit Nova Plus Call Accounting Software	\$3,995.00	\$3,995.00
1	VE6023-500	Valcom Paging Server	\$19,800.00	\$19,800.00
1	VIP-201	Valcom 8 Zone IP Paging Adapter	\$583.69	\$583.69
1	FF240-IP-2.R2	MultiTech 2 Port Fax Server - IP	\$2,648.75	\$2,648.75
1	FF240-IP Upgrade-6	MultiTech 6 Port Upgrade	\$2,149.75	\$2,149.75
Installation / 3 Year Labor Warranty				
1	Installation / 3 Year Labor Warranty		\$48,633.94	\$46,450.00
QUOTE TOTAL:				\$301,205.37

Martin County, FL
Request for Proposal (RFP) 2018-3019
Phase 2 Bill of Material

Qty	Part No	Description	Cost	Extended Cost
SV9500				
48	BE114272	SV95 UG50 TRK-1 LIC	\$100.88	\$4,842.14
811	Q24-UW000000108000	SV95 STANDARD USER-1 LIC	\$83.33	\$67,583.87
2	BE114413	UG50-B (19")	\$2,412.30	\$4,824.60
1	BE112833	SR-MGC(E)-B	\$3,289.50	\$3,289.50
1	BE115917	SV95 SR NODE OPTION	\$877.20	\$877.20
500	BE115919	SV95 SR NODE RESOURCE -1	\$13.16	\$6,579.00
20	BE117026	SV95 ACD 1 AGENT OPTION	\$86.84	\$1,736.86
1	Q24-FR000000122379	GR/SR-NODE(1.5U)-B	\$3,289.50	\$3,289.50
40	BE114274	SV95 MG-SIP SW TRK-1 LIC	\$114.04	\$4,561.44
Terminals				
811	BE115110	ITY-8LDX-1(BK)TEL	\$112.32	\$91,091.52
811	BE115938	DT820 GIGABIT ETHERNET (LIC)	\$14.69	\$11,911.97
13	BE115923	AC-Z UNIT	\$19.44	\$252.72
13	Q24-FR000000107289	ITZ-24DG-3(BK)TEL	\$159.84	\$2,077.92
13	BE113813	DCZ-60-2(BK)CONSOLE	\$97.63	\$1,269.22
Applications 1				
6	Q24-DN000000108203	GNAV PRO-ENT 1 USER LIC	\$917.28	\$5,503.68
3	Q24-DN000000120453	SV95 MLC MOBILE-1 LIC	\$35.78	\$107.35
IP Gateway				
2	BE113037	GCD-PRTA	\$552.00	\$1,104.00
3	BE113024	GCD-8LCA	\$264.00	\$792.00
3	BE113025	GPZ-8LCE	\$259.20	\$777.60
2	A20-030439-001	INSTALLATION CABLE (MOD8 - 25 PAIR)	\$28.80	\$57.60
Support Services 1				
204	Q24-DN000000110320	SWA PSA CCDESIGN UNIT	\$13.22	\$2,697.70
1556	BE114545	SWA PSA SV95 UNIT	\$13.22	\$20,576.54
614	Q24-DN000000106630	SWA PSA SV9X UM UNIT	\$13.22	\$8,119.54
Warranty Support				
1	Q24-DN000000106299	5 YEAR WARRANTY	\$29,187.00	\$29,187.00
Miscellaneous Equipment/Software				
40	PoE-2400G	Midspan PoE Injectors	\$571.20	\$22,848.00
1920	3' Cat 5E Patch Cords		\$0.98	\$1,881.60
Installation / 3 Year Labor Warranty				
1	Installation / 3 Year Labor Warranty		\$103,286.66	\$103,286.66
QUOTE TOTAL:				\$401,126.73

Martin County, FL
Request for Proposal (RFP) 2018-3019
Phase 3 Bill of Material

Qty	Part No	Description	Cost	Extended Cost
SV9500				
76	BE114272	SV95 UG50 TRK-1 LIC	\$100.88	\$7,666.73
197	Q24-UW000000108000	SV95 STANDARD USER-1 LIC	\$83.33	\$16,416.80
180	Q24-UW000000107998	SV95 BASIC USER-1 LIC	\$43.86	\$7,894.80
57	BE117026	SV95 ACD 1 AGENT OPTION	\$86.84	\$4,950.04
1	BE115917	SV95 SR NODE OPTION	\$877.20	\$877.20
425	BE115919	SV95 SR NODE RESOURCE -1	\$13.16	\$5,592.15
Terminals				
589	BE115110	ITY-8LDX-1(BK)TEL	\$112.32	\$66,156.48
589	BE115938	DT820 GIGABIT ETHERNET (LIC)	\$14.69	\$8,651.23
1	Q24-FR000000107280	DESI DCZ-60 DSS (25)	\$10.37	\$10.37
10	BE115923	AC-Z UNIT	\$19.44	\$194.40
12	Q24-FR000000107289	ITZ-24DG-3(BK)TEL	\$159.84	\$1,918.08
10	BE113813	DCZ-60-2(BK)CONSOLE	\$97.63	\$976.32
1	Q24-FR000000107278	DESI ITZ/DTZ-12D-24D (25)	\$10.37	\$10.37
Applications 1				
9	Q24-DN000000108203	GNAV PRO-ENT 1 USER LIC	\$917.28	\$8,255.52
IP Gateway				
11	BE114413	UG50-B (19")	\$2,838.00	\$31,218.00
1	Q24-FR000000122379	GR/SR-NODE(1.5U)-B	\$3,870.00	\$3,870.00
7	Q24-FR000000119280	SR-NODE(S) -50	\$1,960.80	\$13,725.60
13	BE113024	GCD-8LCA	\$264.00	\$3,432.00
6	BE113025	GPZ-8LCE	\$259.20	\$1,555.20
8	BE113029	GCD-4COTB	\$103.20	\$825.60
3	BE113030	GPZ-4COTF	\$93.60	\$280.80
Support Services 1				
305	Q24-DN000000110320	SWA PSA CCDESIGN UNIT	\$13.22	\$4,033.32
855	BE114545	SWA PSA SV95 UNIT	\$13.22	\$11,306.52
149	Q24-DN000000106630	SWA PSA SV9X UM UNIT	\$13.22	\$1,970.38
Warranty Support				
1	Q24-DN000000106299	5 YEAR WARRANTY	\$32,224.98	\$32,224.98
Miscellaneous Equipment/Software				
30	PoE-2400G	Midspan PoE Injectors	\$571.20	\$17,136.00
1440	3' Cat 5E Patch Cords		\$0.98	\$1,411.20
Installation / 3 Year Labor Warranty				
1	Installation / 3 Year Labor Warranty		\$96,633.94	\$96,633.94
QUOTE TOTAL:				\$349,194.02



Martin County Test Plan

SV9500

1) Test local functionality

- *Dial Tone Connection Test*
 - 1) Station A Lifts the handset
 - 2) Confirm that Station A receives Dial Tone
 - 3) Keep listening DT for about 12 seconds on Station A
 - 4) Confirm that DT changes to Reorder Tone (ROT)
 - 5) Hang up Station A

- *Station-to-Station Connection Test*
 - 1) Station A goes off-hook
 - (a) Station A hears Dial Tone (DT)
 - (2) Station A dials the station number of Station B.
 - (a) Station A confirms that DT stops when the first digit is dialed
 - (b) Station A confirms that Ring Back Tone (RBT) is heard after completing the dialing.
 - (3) Station B hears a ringing tone on the telephoneset
 - (4) Station B lifts the handset to answer the call
 - (5) Station-to-Station connection between Station A and Station B is established.
 - (6) Both station hang up. The connection is released.

- *Line Connection Test*
 - 1) An ATTCON or Digital terminal is called from each station.
 - (a) On the Main Distribution Frame (MDF), connect an analog telephone to the line circuit to be tested.
 - (b) The test station (XXXXX) goes off-hook and hears Dial Tone (DT).
 - (c) The test station (XXXXX) calls an ATTCON or Digital terminal.
 - (d) The called ATTCON or Digital Terminal answers the call and confirms speech and the station number of the calling station.
 - (e) The call is released.
 - (2) The ATTCON or Digital terminal calls the test station
 - (a) The ATTCON or digital dials the station number of the test station.
 - (b) The called station answers and confirms speech.
 - (c) The ATTCON or Digital terminal confirms that the dialed number and the test station number is the same
 - (d) The call is released.
 - (3) The station involved is assigned as a Hot Line or HousePhone
 - (a) The test station goes off-hook and hears Ring back Tone (RBT)
 - (b) The test station checks whether the call is routed to the predetermined station/ATTCON or the call is originated to the predetermined trunk.



- (c) The called party answers the call and confirms speech.
- (d) The called is released.

- *Outgoing Trunk Connection Test*

- (1) Make busy all the outgoing trunks
 - (a) Make idle the only trunk to be tested
 - (b) Dial the access code of the testing trunk and the destination number on a station.
 - (c) The called party answers.
 - (d) The station confirms speech.
 - (e) The call is released.
 - (f) Make busy the test trunk.
- (2) Repeat steps 1a-1f for all trunks to be tested.
- (3) Make idle all the outgoing trunks.

- *Incoming Trunk Connection Test*

- 1) Station A dials Direct-In-Dial (DID) number of Station B
- 2) Station B answers the call and confirms speech.
- 3) The call is released.
- 4) Repeat steps 1-3 for all DID Numbers to be tested.

- *Three-Party Conference Trunk Function Test*

- 1) Make busy all CFTs
 - a) Make idle the only CFT to be tested.
 - b) Establish station to station call between Station A and B.
 - c) Station A performs a switch hook flash and after hearing DT, dials the station number of Station C.
 - d) Station C answers the call.
 - e) Station A, after having a talk with Station C, performs a switch-hook flash and confirms a three-way connection is established.
 - f) Make busy the CFT being tested.
- 2) Repeat steps 1a -1f for all CFT's to be tested.
- 3) Make idle all CFTs.

- *E911 Testing*

- (1) Test E911 calls from each emergency response location and document results.



UM8700

Testing the Telephone System Integration

After programming the telephone system and completing the UM8700 integration, the installation must be tested to verify that the integration functions correctly.

The following basic integration features must be tested:

- Direct subscriber logon to a mailbox
- Call forward to a personal greeting and reply to an internally forwarded caller
- Message Waiting Indicator (MWI) set and cancel.
- Transfers
- Direct call from operator
- Disconnect test.

Direct Subscriber Logon Test

- 1) From the test station, place a call to the lead number of the UM8700 system and do the following:
 - a) Monitor the Line Status screen to verify which mailbox is accessed when the Call Server answers.
 - b) When the system plays the pre-recorded prompt "Please enter your security code," enter the appropriate security code and make sure the correct mailbox has been accessed.
 - c) Log off and hang up.

Call Forward on Ring No Answer

- 1) Set a test station so that it is call forwarded on RNA and rings the lead number of the UM8700 system.
- 2) From another test station that has a subscriber mailbox in the system, place an internal call to the forwarded station. After the designated number of rings at the test station, the call should forward to the server platform.
- 3) Observe the Line Status

Call Forward on Busy Test

- 1) Make sure test station has a busy greeting set in the UM8700
- 2) Make the station busy and place an internal call to that busy station. The call should immediately forward to the Call Server.
- 3) Observe the Line Status screen to make sure the Call Server answers the forwarded call with the appropriate subscriber's mailbox. The system should play the busy personal greeting of the called station.
- 4) Log off the Call Server at the personal greeting and hangup.
- 5) Repeat Steps 2-4 but call into the UM8700 system using an outside line. Again, the call should forward to the Call Server and the busy personal greeting of the called station.

Transfer Testing

- 1) Call UM8700 and request a transfer to another extension that is known is available.
- 2) Repeat the transfer with a line that is busy.
- 3) Repeat the transfer with outside calls into the automated attendant.



Reply to a Message from an Internally Forwarded Caller Test

- 1) With the MWI set at the called test station, make a direct call to the lead number of the UM8700 system from this station.
- 2) After entering the security code, press 1 to listen to new messages.
- 3) After listening to the first message left through internal forwarding, press 8 to reply to the message.
- 4) Record a short reply and press 5 to send the message.
- 5) Log off and hang up.

Note: If 8 is pressed to reply to the second test message, single-key reply is not available for messages left through external forwarding.

Message Waiting Indicator Set and Cancel Test

- 1) Place a call to the server platform from the second test station and do the following:
 - a) Log on to the second test subscriber mailbox, record a message, and send it to the first test mailbox.
 - b) Press 5 to send the message.
 - c) Log off and hang up.

The MWI should now be set at the first test station.

- 2) From the first test station, call the server platform.
 - a) After the Call Server answers, log on to the mailbox and listen to the test message.
 - b) Save or discard the message as desired.
 - c) Log off and hang up.
 - d) After the Call Server hangs up, check the test station to confirm that the MWI has been cancelled.

Disconnect Test

- 1) Start the Line Status utility
- 2) Call the UM8700 hunt group and enter the target extension number. After several seconds, a prompted to leave a message will be heard.
- 3) Begin speaking at the tone and leave a five second message.
- 4) When finished, hang up without pressing any DTMF keys.
- 5) Watch the Line Status window. The line status should change to on hook a few seconds after the phone is hung up.

Auto Attendant

- 1) Verify all call routing and recording for each Auto Attendant.

Unified Communication for Enterprise

UC Desktop

Adding a Contact

- 1) Enter an individual's last name in the **Search** field. The **Search** Icon does not need to be clicked as **Search** is dynamic. Multiple contacts can be selected to be added to a buddy list from search. Using **Advanced Search** further refines the search criteria by adding the option to search by Title, Organization, and Skills.
- 2) Right-click the desired name to be added, then select **Add to My Contacts**.



Deleting a Contact

- 1) From **My Contacts**, right-click on the individual's name to be removed, then select **Remove from Group**

Modifying Status

To change status, choose an already defined status from the drop-down list. Statuses stay set to the status picked until manually changed them to something else, except for the following exceptions:

- They revert back based on setting on the Advanced Status Options dialog.
- Status is set to the Default Idle system status or the Default Mobility system status. When logging in to the UC700, the status changes to the Default Online System status which, by default, is set to "At Desk".
- Calendar Link integration is used to change status based off calendar events.

Making a call

The UC700 Client provides several options for making or dialing a call.

i) Contacts List Window

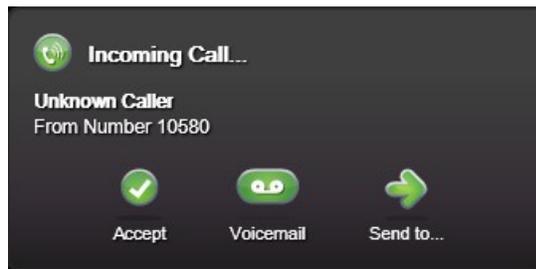
- From this window, double-click a contact. UC700 dials the contact based on their contact rules.
- Click the Primary Extension icon for the contact. UC700 dials the contact.
- Click a dialing option, if available, under the drop-down menu next to the contact name.

ii) Call Control Window

- Click on icon to display the Call Control Window
- Click on icon. The dial pad screen displays.
- Enter the number to dial and press the dial icon.
- Call is placed.

iii) Incoming Call

When an incoming call is received, the Incoming Call pop-up will display on the screen. This pop-up displays even if UC700 is closed.



- Click Accept. The phone will answer with the call
- Click Voicemail. Selecting this option sends the incoming call to the voicemail of the extension.
- Click Send to.. Selecting this option displays a pop-up menu for selecting where the call is to be redirected. If the destination is busy, the call will be lost. Exceptions to this are:
 - (a) When the destination is an extension.

iv) Conference Call

- During an active call, use the Contacts List window or Call Control Window. Select the person to be added to the call or enter the number to dial and hit the Dial icon.
- When the contact answers, UC700 establishes a private conversation during which the caller can explain the purpose of the call and that the called party is going to be added to a 3-party conference.
- Hit the conference icon to join the third party to the existing call.

Mobility

MC-550



After initial meetings, a custom test plan will be incorporated in this document according to the customer requirements for this app.

UC Manager

After initial meetings, a custom test plan will be incorporated in this document according to the customer requirements for this application along with a customized training guide.

Contact Center

ACD Incoming Call

Automatic Answer Mode

- 1) Log on the agent position or supervisory position to be tested and release the After Call Work Mode.
- 2) Use the Auto/Man key to set to the Automatic Answer Mode. (If the answering mode at login is the Automatic answer mode, this operation is not necessary because the Automatic Answer mode has already been set.)
 - a) Place a C.O. Trunk call.
- 3) Incoming at ACD Agent Position
 - i) Check that a Zip Tone is generated when the call is incoming.
 - ii) Check that the incoming route is displayed on the LCD of the ACD Agent Position
- 4) Answering by ACD Agent Position
 - i) Check that conversation can be started at the same time as the Zip Tone (without any operation)

Manual Answer Mode

- 1) Log on the agent position or supervisory position to be tested and release the After-Call Work Mode.
- 2) Use the Auto/Man key to set to the Manual Answer Mode. (If the answering mode at login is the Manual Answer Mode, this operation is not necessary because the Manual Answer mode has already been set.)
 - a) Place a C.O. Trunk call.
- 3) Incoming at ACD Agent Position
 - Check that a Zip Tone is generated when the call is incoming.
 - Check that the incoming route is displayed on the LCD of the ACD Agent Position
- 4) Answering by ACD Agent Position
 - i) Check that conversation can be started at the same time as the Zip Tone (without any operation)

Call Distribution to Agents

- 1) Log off all ACD agent/supervisory positions
- 2) Place multiple incoming trunk calls into ACD
- 3) Log on at multiple ACD Agent positions
- 4) The incoming call trunk groups are distributed in the split.
- 5) One of the agent positions in the split releases the after-call work mode
- 6) Incoming call at ACD agent position.

Priority Processing

- 1) Log off all agent and supervisory positions
- 2) Place call into ACD Split via Normal Priority Pilot Number
- 3) Place call into ACD Split via a High Priority Pilot Number.
- 4) Log agent position into ACD Split



- 5) Verify that agent received the High Priority Pilot Number call first.
- 6) Repeat Steps 1-5 for all splits with Priority Processing

Automatic Call Distribution

- 1) Log off all agent and supervisory positions
- 2) Log on agent positions in sequence
 - a) Log on agent positions in order of position C > D > E
- 3) Place incoming call into the ACD Split.
 - a) Check to see that the call is terminated at Agent Position C.

Delay Announcement

- 1) Log off all agent and supervisory positions
- 2) Place a call into the ACD Split
- 3) Listen to First Delay Announcement
- 4) Listen to Music on Hold
- 5) Listen to Second Delay Announcement
- 6) Listen to Music on Hold
- 7) Release the call
- 8) Repeat Steps 1-7 for all ACD Splits

Call Center Closed Announcement

- 1) In case the weekly schedule No. is set as the incoming path
- 2) Place a call into the ACD Split
- 3) Listen to the Call Center Closed Announcement
- 4) Release the call.
- 5) Repeat steps 1-4 for all splits.

Overflow

- 1) Log off all ACD agent and supervisory positions in the origination split
- 2) Log on ACD Agent Position in the overflow destination split.
- 3) Place an incoming call into origination split
 - a) After overflow period elapses
- 4) Call Termination at the overflow destination split
- 5) Answer call at ACD Agent position in overflow destination split.
- 6) Apply the test procedures to all splits with overflow.

After Call Work (Manual)

- 1) Log off all ACD agent and supervisory position, then log on only one position.
- 2) Place a call into the ACD Split
- 3) Incoming call at ACD Agent Position
- 4) Answer call at ACD Agent Position
- 5) After Call Work activation
 - a) Press the **WORK** key so that the WORK lamp illuminates.
- 6) Place another call into the ACD Split.
- 7) Release call by ACD Agent Position



- a) The agent position can end communication by pressing the **RELEASE** key.
- 8) Confirmation of After Call Work mode.
 - a) Check that when the agent position releases the next call is not terminated to it.
- 9) Release of After Call Work mode.
 - a) Press the **WORK** key again so that the WORK lamp goes out.
- 10) Incoming Call at ACD Agent Position
- 11) Answer call at ACD Agent Position
- 12) Release call by ACD Agent Position
- 13) Apply the test procedure to all splits.

After Call Work (Automatic)

- 1) Log off all ACD agent and supervisory position, then log on only one position.
- 2) Place a call into the ACD Split
- 3) Incoming call at ACD Agent Position
- 4) Answer call at ACD Agent Position
- 5) Place another call into the ACD Split.
- 6) Release call by ACD Agent Position
 - a) The agent position can end communication by pressing the **RELEASE** key.
- 7) Confirmation of After Call Work mode.
 - a) Check that when the agent position releases the next call is not terminated to it.
- 8) Release of After Call Work mode.
 - a) Press the **WORK** key again so that the WORK lamp goes out.
- 9) Incoming Call at ACD Agent Position
- 10) Answer call at ACD Agent Position
- 11) Release call by ACD Agent Position
- 12) Apply the test procedure to all splits.

Assistance

- 1) Place an incoming call into the ACD System
 - a) Incoming call at the ACD Agent Position
 - b) Answer call at the ACD Agent Position
- 2) Assistance Activation
 - a) Press the Assist key on the ACD Agent Position so that the ASSIST lamp illuminates.
 - b) Incoming call at the Supervisory Position
 - i) The call is terminated as a non-ACD call to the Supervisory Position
 - c) Answer call at the Supervisory Position
 - i) The communication between the ACD Agent Position and Supervisory Position starts, while the outside trunk call is held.
 - (1) Supervisor disconnects, the outside trunk call is returned to the ACD Agent
 - (2) Agent Position can press the CONF key and start a three-party Conversation with the Outside Caller, ACD Agent Position and Supervisory Position.
 - (3) Agent Position can hang up and the outside caller will be connected to the Supervisory Position.
 - d) Release



- e) Apply this test procedure to all splits.

Auxiliary Work (Break Mode)

- 1) Log off all ACD agent and supervisory position, then log on only one position.
- 2) Set the ACD Agent Position into the Break mode.
 - a) Press the **Break** key so that the lamp illuminates.
- 3) Place a call into the ACD Split
- 4) Confirmation of Break mode.
 - a) Check that the incoming call is not distributed to the agent position.
- 5) Release of Break mode
 - a) Press the **Break** key again so that the lamp goes out.
- 6) Incoming call at ACD Agent Position
- 7) Answer call at ACD Agent Position
- 8) Release call by ACD Agent Position
- 9) Apply the test procedure to all splits.

Monitoring – ACD Supervisor

- 1) Place an incoming call into the ACD System.
 - a) Incoming call at ACD Agent Position
 - b) Answering Call at ACD Agent Position.
- 2) From the Supervisory Position
 - a) Press the Mon/Barge key
 - b) Dial Agent ID Code + # or 0+ACD Agent Position Station No. for non ACD Calls + #
- 3) The supervisory position can monitor the conversation between the outside caller and the ACD Agent Position
 - The supervisory position can monitor the call but cannot join the conversation.

Supervisory Override Operation.

- 1) While performing Monitor – ACD Supervisor above press the MON/BARGE key on the supervisory position again. The screen will indicate BARGE ?
- 2) Dial 1 #.
- 3) The ACD Agent Position and the call originator will hear the warning tone.
- 4) The supervisor may now speak on the call.
- 5) Hang up the call
- 6) Apply this test procedure to all splits.

Night Service

- 1) Use one of the following three methods to change into the night mode.
 - a) Automatic changeover into the night mode based on the ACD Call Control Vector (Night Announcement setting using ACD CCV command).
 - b) Pressing the NIGHT key on the supervisory position of the split; as this display confirmation message Night Mode ?, enter 1# to change over into night mode.
 - c) Change over into the night mode by means of operation at the GNAV terminal of the supervisory position.



- 2) Place a test call into the split
- 3) Caller hears the night announcement
- 4) Repeat steps 2-3 for all splits.
- 5) Change the night service back to day service.

Global Navigator

Global Navigator Resource and Download Verification

Verify Resource is running

- 1) At the **[root@navigator root]#** prompt, type **ps -ef | grep resource | grep -v grep**, and press **Enter**
 - i) **Root 6064 0 jul08 00:00:00 ./resource**
This indicates that the Global Navigator application is running

Verify Valid Download

- 1) From the text-based interface, log in as **root**
- 2) At the root prompt, type **cd /u/acdmis/run**, and press **Enter**
- 3) At the run directory, type **tail -f swi1.dat**, and press **Enter**
 - i) If the download was successful, information similar to the following displays:

```
07:08:56< GE xxxxxxxx
```

```
07:09:02< Gc 20180705123
```

```
07:09:09<GB xxxxxxxx
```

GE indicates start of download

Gc indicates the date and time change

GB indicates download sequence complete. Indicates a successful download

Testing Sendmail

- 1) At the command prompt type **/usr/bin/nail -r GNAV_ALERT -s 'testmail'<valid email address>**
- 2) Press **Enter**
- 3) Type the test message and press **Enter**
- 4) Press **Control-D** to return to a command prompt.
- 5) Check the email account to which the test email message was sent.

Real-time screen update

- 1) Log into GNAV Pro Desktop Client
- 2) Log on an Agent Position
- 3) Verify that the Agent appears in the Agent Status section of the Real-time screen.
- 4) Change the status of the Agent Position i.e. press the **WORK** button.
- 5) Verify that the Agent status changes to WORK in the real-time Screen.

Change agent status

- 1) With the Agent position still logged on.
- 2) Right click on an agent and select **Set Agent State**



- 3) Select any state that the agent is not currently in.
- 4) Verify that the Agent status changed.

Log agent on

- 1) On the Left Pane of the GNAV Pro Client
- 2) Select **System**
- 3) Select **Nodes**
- 4) Select **Node 1**
- 5) Select **Agents**
- 6) Select an available agent that isn't logged on
- 7) Right-click on the agent and select **Log On**.
- 8) Verify that the Agent now appears in the Agent Status screen

Log agent off

- 1) With the Agent position still logged on.
- 2) Right click on an agent and select **Set Agent State**
- 3) Select **Logoff..**
- 4) Verify that the Agent no longer appears in the Agent Status window.

Change split assignment

- 1) Right-click on an agent from the Agent Entity Tree and select Change Split Assignment.
- 2) Select another split and check the assigned box.
- 3) Hit OK.
- 4) In the Split Summary Real-time screen, select the newly assigned split.
- 5) Verify the agent appears in the Agent Status Real-time screen for that split.
- 6) Right-click on the agent from the Agent Entity Tree and select Change Split Assignment.
- 7) Un-check the assign box next to the split that was changed above.
- 8) Hit OK.
- 9) In the Split Summary Real-time screen, verify that the agent is no longer in the split.

Place split into night mode

- 1) In the Split Summary Real-time screen highlight a split.
- 2) Right click on that split and select Change Split Mode, then select Night
- 3) Place a call into that split and verify that night routing was followed.

Place split into day mode

- 1) In the Split Summary Real-time screen highlight a split.
- 2) Right click on that split and select Change Split Mode, then select Day
- 3) Place a call into that split and verify that day routing was followed.

Emergency On-site Notification (E-OSN)

Emergency Call Link Failure

- 1) Navigate to **Applications > Emergency On-Site Notification**. Then select the **System Test** link.



- 2) Click on the **Link Failure** tab.
- 3) Select the event type to test from the **Event** drop-down list.
- 4) Click on the **Send Event** button. An e-mail is sent to the displayed Distribution List and a notification is sent to all E-OSN Clients.

The E-OSN Clients will display the message as a test event. The test event will continue to be displayed on the E-OSN Client until a test message is sent to turn it off. For Example, an Emergency Call Link Failure notification would need an Emergency Call Link Connected message to be sent to turn it off.

Emergency Call Link Connected

- 1) Navigate to **Applications > Emergency On-Site Notification**. Then select the **System Test** link.
- 2) Click on the **Link Failure** tab.
- 3) Select the event type to test from the **Event** drop-down list.
- 4) Click on the **Send Event** button. An e-mail is sent to the displayed Distribution List and a notification is sent to all E-OSN Clients.

Emergency Call Test

- 1) Navigate to **Applications > Emergency On-Site Notification**. Then select the **System Test** link.
- 2) Click on the **Emergency Call** tab.
- 3) Enter the applicable information into the fields on the Emergency Call tab.
- 4) Click on the **Send Event** button. An e-mail is sent to the displayed Distribution List and a notification is sent to all E-OSN Clients.

Fields marked with an asterisk are mandatory. The Emergency call test is a test of the notification system that does not use live phones or PBX trunks. This procedure tests the part of the system at the point where E-OSN has been notified by the PBX of an emergency call and the database is updated with the call information. This test system simulates the updating of the database and exercising all notifications that are executed as a result of a emergency call log entry to the database.

Collaboration Meeting Manager

After initial meetings, a custom test plan will be incorporated in this document according to the customer requirements for this application along with a customized training guide.

Encore Call Recording

After initial meetings, a custom test plan will be incorporated in this document according to the customer requirements for this application along with a customized training guide.

Trisys Tapit Nova Call Accounting Software

- 1) Open **SMDR Service Manager (Start>Tapit Nova>SMDR Service Manager)**.
- 2) Click on the **Action** menu.
- 3) Click on **Stop Service**
- 4) Click on the **Open Test Console**
 - a) **Trisys SMDR Data Processor** window is displayed.
- 5) Place a test call.
- 6) After call is completed call record should be displayed on the screen.
- 7) When done with testing, click on **Action** in **SMDR Service Manager** and click on **Close Test Console**.
 - a) **Trisys SMDR Data Processor** window closes.



- 8) To start data collection, click on **Action** and then **Start Service**.
 - a) **SMDR Data Processor Service** has started and is ready to process call data.

Redundancy/Resiliency and Survivability Testing

Core Call Control Redundancy/Resiliency Failover and Restore

- 1) Log in to the Active node vCenter Server Appliance with the vSphere Web Client and click **Configure**
- 2) Under **Settings** select **vCenter HA** and click **Initiate Failover**.
- 3) Click **Yes** to start the failover
 - a) A dialog offers the option to force a failover without synchronization. In most cases, performing synchronization first is best.
- 4) After the failover, verify that the Passive node has the role of the Active node in the vSphere Web Client.
- 5) Verify all Telephones are registered in the now Active Node and perform functionality test.
- 6) Repeat steps 1-4 to Failover back to the primary server.

Unified Messaging Redundancy/Resiliency Failover and Restore

- 1) Log in to the Active node vCenter Server Appliance with the vSphere Web Client and click **Configure**
- 2) Under **Settings** select **vCenter HA** and click **Initiate Failover**.
- 3) Click **Yes** to start the failover
 - a) A dialog offers the option to force a failover without synchronization. In most cases, performing synchronization first is best.
- 4) After the failover, verify that the Passive node has the role of the Active node in the vSphere Web Client.
- 5) Verify all Voice Mail ports in the now Active Node and perform functionality test.
- 6) Repeat steps 1-4 to Failover back to the primary server.

Gateways Failover/Resiliency Failover and Restore

Contact Center Application Failover and Restore

- 1) Log in to the Active node vCenter Server Appliance with the vSphere Web Client and click **Configure**
- 2) Under **Settings** select **vCenter HA** and click **Initiate Failover**.
- 3) Click **Yes** to start the failover
 - a) A dialog offers the option to force a failover without synchronization. In most cases, performing synchronization first is best.
- 4) After the failover, verify that the Passive node has the role of the Active node in the vSphere Web Client.
- 5) Verify all Contact Center Applications in the now Active Node and perform functionality test.
- 6) Repeat steps 1-4 to Failover back to the primary server.

UC Applications Failover and Restore



- 1) Log in to the Active node vCenter Server Appliance with the vSphere Web Client and click **Configure**
- 2) Under **Settings** select **vCenter HA** and click **Initiate Failover**.
- 3) Click **Yes** to start the failover
 - a) A dialog offers the option to force a failover without synchronization. In most cases, performing synchronization first is best.
- 4) After the failover, verify that the Passive node has the role of the Active node in the vSphere Web Client.
- 5) Verify all UC Applications in the now Active Node and perform functionality test.
- 6) Repeat steps 1-4 to Failover back to the primary server.

E911 Failover and Restore

- 1) Included in above testing for UC Applications Failover and Restore

Survivability

- 1) Verify all telephones register with local gateway and can complete outbound calls on equipped trunks.