Terrific Technologies, Inc.

Proposal and Statement of Work
For
Green Tree Industries, LLC

Prepared for:

Barb Smith, President
Green Tree Industries, LLC

Prepared by:

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Terrific Technologies

Prepared On: 12/20/2016

Agreement #
Statement of Work #
Version #

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Contact Information

END USER

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PROJECT MANAGER

Project Manager Name:	
Phone Number:	E-mail:

About Terrific Technologies

Terrific Technologies, Inc.

Terrific Technologies, Inc. provides total technology solutions focused on advancing your business and building your bottom line. TTI specializes in the following solutions…

- Business telephone systems
- Voice Over IP (VoIP) Communications solutions
- LAN and WAN technologies
- Business software applications such as CRM, database management and ERP solutions

At Terrific Technologies, we use technologies as the tools to build solutions that are specifically customized to your needs. More importantly, it's our know-how and patented discovery, design and implementation processes that enable us to provide solutions like none other.

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Executive Summary

RED section is for internal use. Delete when section is completed!!!

The smaller or basic boilerplate this section is, the lower your likelihood of winning the deal will be!

Make sure this section is focused completely toward senior executives and contains as little technical jargon as possible. This section should be focused on what you have found in your discovery sessions. It is vital that this section ties in specific customer needs to our solution.

If you have trouble making this section contain 5-10 paragraphs of customer specific detail you need to go back and review your notes.

Bullets and perhaps even a simple diagram are good in this area.

Try to include information on how our project connects to their business objectives at the senior level. A great example is if the CEO has stated objectives, this project should tie somehow into those objectives.

The Components of a good Executive Summary include:

- Background
- Journey
- Obstacles
- Solution
- Results

During the discovery process, we identified the following issues:

Acquired companies are using different technologies
The network does not support Quality of Service (QOS)
Network administration is difficult
Moving to a new location without current phone system
Unaware of status and availability of employees
Poor call accounting/reporting capabilities
System is no longer supported

We also identified the following needs and requirements:

Centralized administration of data switches
Data traffic monitoring
Coordinate / understand Telco requirements
Integration of phone system with CRM/ERP solution
'Follow me' call routing
Stronger Support from our vendor

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Proposed Solutions

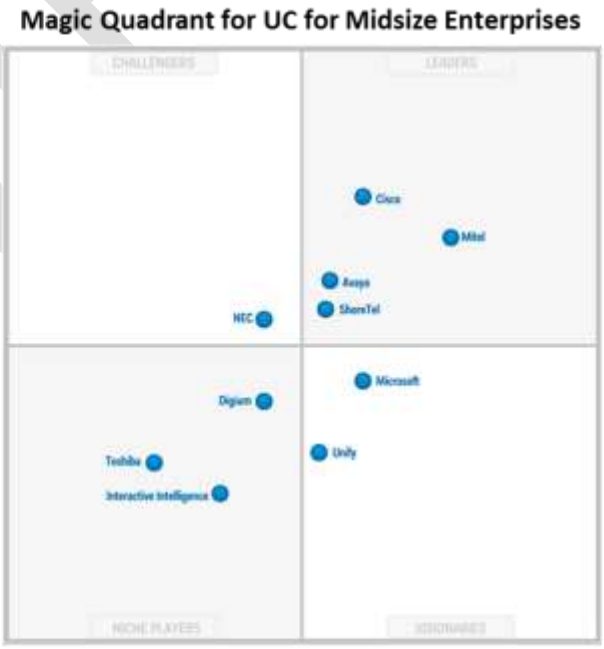
About Mitel

Mitel (Nasdaq:MITL) is a global provider of business communications and collaboration software and services. For more than 35 years, thousands of businesses worldwide have invested in and relied on Mitel's market-leading portfolio of communications solutions, managed services and network services to help them improve their business performance and service delivery. Mitel operates in over 100 countries, with a sales and service organization of over 70 offices, in conjunction with over 1,600 value-added resellers and partners around the world.

In 2014, Mitel completed its merger with Aastra Technologies Ltd., positioning the company as a global leader in business communications, with an emphasis on taking the lead as the market continues its long-term migration to cloud-based services. The current move to the cloud follows Mitel's prescient decision during the previous decade to focus on IP-based communications, in accurate anticipation of the industry's upgrading from traditional analog telephony.

Mitel is now a clear market leader, with combined annual revenue of US$1 billion, 60 million customers worldwide, and top market share in Western Europe. The combined business provides Mitel with a $100 million annual Research and Development budget used to pursue innovation and the development of a broad range of regional and global solutions. In fact, this is reflected in the 2015 Gartner's Magic Quadrant Report, Mitel is Leader for Corporate Telephony, and the only brand to appear in all five Gartner Magic Quadrants for business communications:

Source: Gartner (October, 2015)



Source: Gartner (May, 2015)

Mitel's channel partners provide unparalleled customer service and support. Mitel insists on delivering not only an exceptional communications solution tailored to each business, but the support and services that make an initial communications investment pay long-term returns.

The Mitel Freedom architecture is the foundation of what Mitel business units and efforts have to offer. Mitel Freedom will provide you with the flexibility and simplicity to support today's dynamic work environment. Through a single cloud-ready software stream, you will receive advanced communications and collaboration capabilities that liberate

businesses from single-vendor architectures and enable them to implement leading-edge solutions on any network, extend the "in-office" experience anywhere, on any device, and offer a choice of commercial options to fit business needs.

Partnerships are a crucial part of Mitel and its offering. It is Mitel's priority to build long-term relationships with other companies to create better solutions for its customers. By collaborating with industry leaders such as VMware, Vidyo, and Microsoft, Mitel and its partners continue to develop integrated and innovative solutions that work for you.

Mitel solutions are highly scalable, secure, simple to manage, and optimized to meet evolving communications needs. With unmatched reliability and scalability, they enhance employee productivity, increase customer service, reduce costs, and generate new revenue streams. Mitel sees communications as an investment in a business' ongoing performance, not a one-time equipment acquisition.

Through a conscientious IP migration strategy, Mitel enables businesses to maintain their existing infrastructure investment while taking advantage of the latest IP technologies. Leading the unified communications market with the latest in presence integration, it provides businesses with what they want: choice.

Mitel MiVoice Office Enhanced Unified Messaging

The Unified Messaging for UVM enhances its embedded messaging capabilities by providing bi-directional synchronization of deletion and read / heard messages. This synchronization can be associated with e-mail mailboxes stored on Microsoft® Exchange, Office 365, Google Apps, Lotus Notes®, or Novell® GroupWise®. The new synchronization capability allows a user to process a message only once, regardless of whether they use the voice mail telephone user interface (TUI) or their e-mail client:

- If the user deletes the message from voice mail, it will be deleted from e-mail. Likewise, if the user deletes the message using e-mail, it will be deleted from voice mail.
- If the user listens to a message using voice mail, it will be marked as "read" in e-mail. Likewise, if the user reads the e-mail containing the voice mail attachment, the corresponding voice mail message will be marked as "saved."

Besides supporting the common e-mail servers listed above, UVM also supports a specific message format designed for integrating with RIM®'s BlackBerry® Enterprise Server (BES).

The format for the voice mail attachment can be configured to be WAV, MP3, or none (envelope notification only). Note that the use of MP3 is processing intensive and may result in significantly delayed message delivery. Mitel recommends a Processing Server (PS-1) if messages, including Record-a-Call, will be longer than five minutes.

Hot Desking (Single Node)

Hot Desking is the ability for a user to "log in" to another phone and have that phone become "theirs" for the duration of the hot desk session. Hot Desking is currently limited to within a single node.

Single-node Hot Desking typically address's two common customer scenarios:

- Office workers that telecommute some of the time -- Hot Desking allows their home IP phone to become their main extension with all rights, privileges, identity, etc.
- Remote workers that are in the office some of the time -- The typical example is a real estate office in which users are out of the office most of the time, but they need to use shared office space when in the office. This scenario is sometimes referred to as "hoteling."

Hot Desking can be utilized on any Digital or IP phone.

Meet-Me & Ad Hoc Conferencing

Meet-Me Conferencing provides conference bridge numbers to which callers can dial in and be connected to an audio conference call. This feature is in addition to the "ad hoc" conferences, which can only be created by manually adding members to a call using an internal phone.

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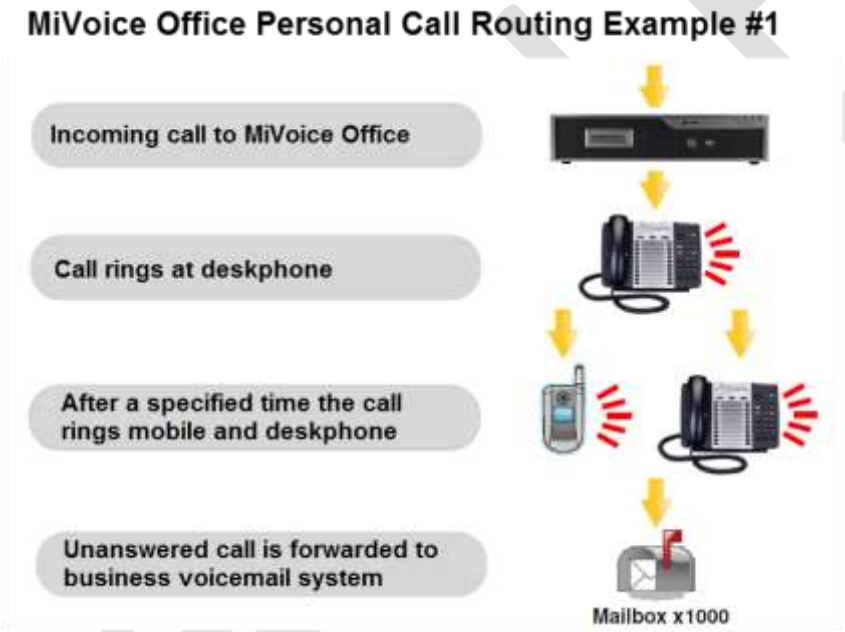
Meet-Me & ad hoc Conferences can include up to 20 parties in a conference, and up to 40 parties with expansion.

Meet-Me Conferencing is accessible thru the dial-able Conference Assistant with conference codes, and setup on demand via a User Web Portal or Telephone User Interface (TUI)

Dynamic Extension Express (Embedded Twinning)

Dynamic Extension Express enables mobile workers to increase their accessibility and reduce mobility charges through flexible call routing and embedded twinning. Through Dynamic Extension Express, they can have calls routed to their desk phone and their mobile device simultaneously. Optionally, they can avoid unnecessary mobile calls by first routing calls to their desk phone before twinning between their desk phone and up to 10 remote or mobile devices. If the call remained unanswered upon reaching any of those devices, it would then be routed to voice mail. Users can also hand off calls from a mobile device to a desk phone, saving on the expense of carrying a call on the mobile network if they receive the call while they are in the office.



Mid-Call Features (MCF) for Dynamic Extensions

Mid-Call Features (MCF) allow mobile users with Dynamic Extension Express to take advantage of such core PBX features as Hold, Transfer, Conference, etc., for quick and simple consultation with “in-office” colleagues. MCF extends the MiVoice Office capabilities to mobile devices for maximum flexibility and productivity. It is delivered through a set of voice guided menus rather than users having to remember feature codes. (Note, prompt language is automatically aligned with that of the user’s main extension.)

With MCF, once you place the original call on hold, you will be prompted to either transfer to, or conference in another party. For example, you can transfer to a colleague, to the company operator or auto-attendant or even to an outside line. Over time, as the user becomes more accustomed, they can easily type-ahead over the voice prompts.

Embedded Reporting

Embedded reporting provides basic historical (not real time) call reporting for phones, hunt groups, mailboxes, trunks, etc. The system stores up to seven days of call data. Reports are delivered through the System Administration and Diagnostics client. This feature-rich interface allows for graphical representation and quick filtering of data. Most reports allow for viewing individual days or all seven days at once. Report data can easily be exported for further analysis with external tools such as Microsoft Excel®.

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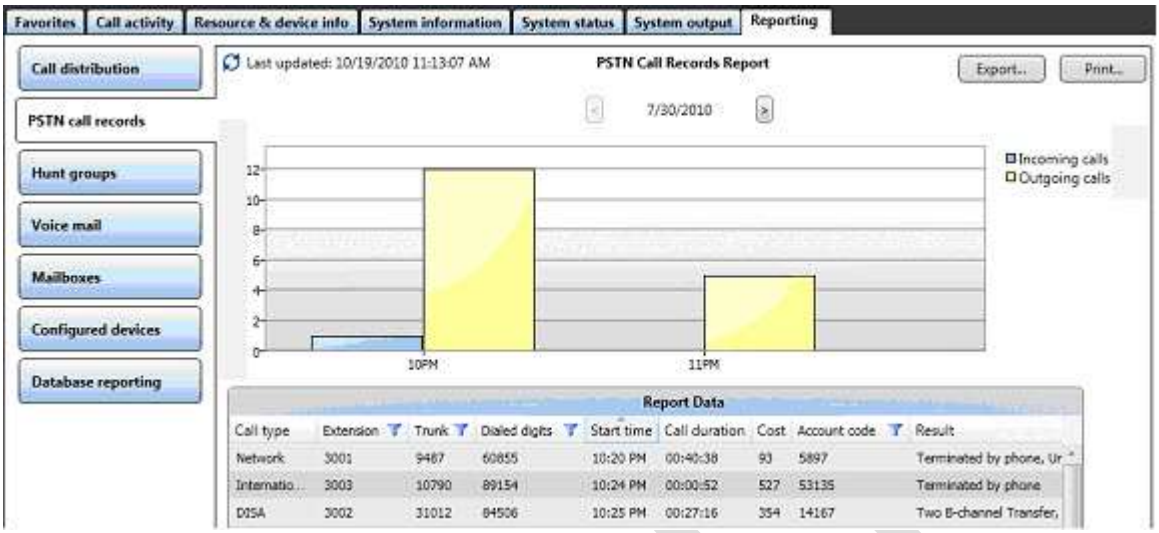

Mitel MiVoice Office 250

The MiVoice Office 250 phone system is an affordable and flexible communication platform for small to mid-size businesses.

Are your employees dispersed among offices, home offices and working from the road? The MiVoice Office 250 connects employees from every location, increasing productivity and lowering your communication costs. MiVoice Office 250 was designed and built specifically with small and medium sized businesses in mind by the communications experts at Mitel.

Right out-of-the-box, the MiVoice Office 250 offers businesses a complete suite of productivity enhancing applications. What this means is from the start, the business requires fewer servers, requires less space to deploy the solution, and can immediately benefit from applications that will greatly assist them with being more responsive to clients and allowing employees to be more productive. These applications include:

- Voice and Unified Messaging
- Automated Attendant
- Ad-Hoc and Meet-Me Conferencing
- Automatic call routing to employees or groups
- Hot Desking
- Linking / twinning of employee phones with mobile devices (Dynamic Extension Express)
- Mid-Call Features on twinned devices
- Support for remote / home-based phones for teleworkers without the need for VPN services
- Inbound call routing based upon on the time of day, day of the week or specific dates (Scheduled Time-Based Application Routing (STAR)
- System Park - Park a call for someone else to pickup
- Enhanced Group Pickup – Pickup a Hunt Group call easily with a single key press, along with a visual indication.
- Audio File (AudioTex) Importation - Upload custom audio prompt recording (format: .wav)
- MiVoice 5624 (WiFi) Phone Support - WiFi SIP phone
- Mitel Phone Manager Mobile - New Mobile Client App with a softphone
- Voicemail Synchronization with Microsoft Exchange 2016 - Support for the latest version

In addition, the MiVoice Office 250 supports a range of advanced applications designed to enhance the business, such as MiCollab, MiCollab Client, MiContact Center Office, and Mitel Phone Manager. Multi-Node Video Support, Video Integration with MiCollab (native clients)

MiVoice Office 250 offers Mitel Phone Manager Softphone as an ACD Agent. (Delivers the support for applications to work in conjunction with SIP endpoints). And also supports Windows 10.

MiVoice Office 250 uses a software and hardware platform that combines the best of data networking and TDM switching architectures. It supports MiVoice Digital and IP telephones, IP networking for up to 99 sites and is designed to be customized with add-on modules & processors, all in a form factor that is optimized for shelf-top, rack-mount and wall-mount scenarios.

The MiVoice Office 250 maximizes your communications investment with full network support and feature transparency for single or multiple locations through existing LAN and WAN infrastructures. Tightly integrated presence management, collaboration and messaging tools—such as unified communications, Web collaboration, call center software, voice processing and unified messaging—enable your business to build customer loyalty, enhance employee productivity and facilitate the mobility of your staff.
MiVoice Office 250 communications server solutions allow you to deploy full-featured IP telephones (endpoints), including IP desktop and IP wireless phones—where and when it's right for your business. To further protect your communications investment, the Mitel MiVoice Office 250 also allows you to expand your system environment through Mitel's Digital Expansion Interface (DEI) if you require digital phones and/or analog support.

The Mitel MiVoice Office 250 network communications solutions are based on open architecture interfaces and standard protocols which offer the flexibility to tailor the platform to suit your dynamic needs. Support for VoIP protocols, such as Session Initiation Protocol (SIP), provides a communications pathway—connecting diverse tools together so that they can "speak" to each other. SIP enables simple, flexible connectivity, which allow infrastructures, applications and endpoints to interact in a standard manner. IEEE supported standards, such as 802.11b and 802.3af, enable your business to provide tools that facilitate the mobility of employees. ITU-supported standards include G.711, G.729 and T.38. Mitel is focused on continued support for these standards and many other industry-standard interfaces, which will help address your unique business needs.

Improving Business Processes:

- Experience improved ROI on your network infrastructure investment
- Improve customer interactions and employee productivity with integrated Mitel software applications
- Increase efficiency and lower communications costs by seamlessly connecting remote offices and employees
- Expand and enhance your communications capabilities as your business needs dictate with a wide range of IP and applications standards that allow flexibility and enhance the core system
- Easy on-site installation, configuration and maintenance
- Multi-Node Video Support
- Video Integration with MiCollab (native clients)

Mitel MiVoice Office Digital Expansion Interface

The Digital Expansion Interface (DEI) provides businesses with flexibility in deploying digital and analog solutions, complementing the MiVoice Office controller with additional digital and analog capacity.

Each DEI offers three expansion bays that accommodate the Digital Endpoint Module (DEM-16) for digital phones or the Single Line Module (SLM-8) for analog extensions. The DEI, with a 1U form factor design, allows for the connection of up to 48 digital phones. Up to four DEI's can be added to the MiVoice Office controller, enabling up to 192 digital phones (or 240 total when used in combination with the MiVoice Office controller's Digital Desktop Module (DDM) units).

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Mitel MiVoice Conference Phone

The Mitel MiVoice Conference Phone makes conference calls clear, easy and efficient. Combining high-definition audio capabilities with 16 microphones that automatically focus towards the person talking, the Conference Phone helps to minimize side conversation pickup and increases speaker clarity.

The conference phone also has a large touch screen display with embedded collaboration services and Web browser, so participants can access, view & collaborate, and drive in-room presentations – without the need for a dedicated PC in the room.

The conference unit enables ad hoc collaboration for up to four participants through the following key features:

- Wideband Audio (22kHz) provides a larger audio dynamic range that matches human speech and hearing to provide a cleaner, crisper sound experience.
- Beamforming Technology provides smooth, seamless transition between microphones and focuses microphones on the active speaker without needing to boost microphone gain, virtually eliminating background noise / side conversations from impacting the far end audio experience.
- Array of 16 microphones embedded around the phone provides 360 sound pickup from up to 12 feet away minimizing the need for external microphones for most meeting room deployments.
- Speaker designed for enhanced playback clarity and resistance to mobile phone and wireless device interference.
- Tight integration with Mitel communications and collaboration solutions, helps maximize your ROI with your Mitel UCC investment.
- Embedded applications, such as WebEx and Join.me clients provides quick & easy access to cloud-based collaboration services – including the ability to support tablet driven presentations in the meeting room.
- Embedded web browser provides users with access to other cloud-based services, such as Gmail and Exchange Web, for personal contact dialing and chat functions directly via the MiVoice Conference Phone.
- Simply deployment to access embedded collaboration capabilities - connect the phone via a HDMI cable to a hi-definition display / projector.
- Loaded with high-end solution sound & functionality with the price point of traditional mid-range audio conference phone.

Mitel offers two models to suit your collaboration needs:

Audio and In-Room Presentation

This model will provide the following basic telephony and conference features:

- HD audio with a four-party audio bridge
- 16 beam-forming microphones
- in-room presentation display (RDP, USB flash drive, micro SD card, Picsel SmartOffice)

MiVoice Video Unit

This model supports all the features of the first model along with these additional features:

- HD audio with four-party audio and HD video bridge
- presentation display to remote participants
- point-to-point video

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Mitel 5330e IP Phone

Display Varies on Platform

Part of the next generation desktop family, the Mitel 5330e IP Phone demonstrates Mitel's commitment to ease of use and enhanced user value, while delivering innovative features and applications. A full-feature enterprise-class telephone, the 5330e IP Phone provides a large backlit graphics display with 24 programmable self-labeling keys, superior wideband audio, and a built-in HTML toolkit for desktop applications development. The 5330e IP Phone is ideal for enterprise executives, managers and employees and can be used as an ACD agent, as a supervisor phone, or as a teleworker phone.

Mitel 5330e IP Phone features include:

- Large backlit graphics display (160 x 320)
- 24 Programmable, multi-function, self-labeling keys, provided in 3 pages of 8 keys each ((for speed dialing, line appearances, feature access)
- An embedded Gigabit Ethernet switch that supports 10/100/1000 Mb mode
- IPv6 Support
- Wideband Audio Support – ships with a wideband handset (7kz) standard
- Peripherals and modules support: Line Interface Module, IP Conference Unit, Gigabit Ethernet Stand
- 12 fixed function keys: Hold, Settings, Message, Speaker, Mute, Transfer / Conference, Redial, Cancel, Volume/Ringing/Contrast Up & Down, Previous Page, Next Page
- 3 context-sensitive softkeys for intuitive feature access *
- HTML Desktop Toolkit included for Applications development *
- PC Companion Application for easy user programming and key labeling
- Dual mode phone: support for SIP and MiNET protocols
- Handsfree speakerphone operation (full duplex)
- Dual port IP phone (10/100 Mb integrated Ethernet switch)
- Language Support: English, French, German, Italian, Portuguese, Spanish, Dutch
- 802.3af power compliant (IEEE Standard)
- Supports IEEE 802.1p/q for Voice Quality of Service
- Designed for power conservation: reduces power consumption for overall energy savings

*Available only with a MiVoice Business solution

SAMPLE

Mitel 5340e IP Phone

Display Varies on Platform

Demonstrating Mitel's continued focus on the user, the Mitel 5340e IP Phone delivers easy- to-use, one-touch access to many phone features and applications in an exciting next generation desktop device. A full-feature enterprise-class telephone, the 5340e IP Phone provides a large backlit graphics display with 48 programmable self-labeling keys, six intuitive call state sensitive softkeys, superior sound quality with wideband audio, and a built-in HTML toolkit for desktop applications development. The 5340e IP Phone is ideal for any enterprise executive or manager, Hot Desk users, Teleworkers, and Contact Center agents and supervisors.

Mitel 5340e IP Phone features:

- Large backlit graphics display (160 x 320)
- 48 Programmable, multi-function, self-labeling keys, provided in three pages of 16 keys each (for one-touch access to speed calls, line appearances, features)
- An embedded Gigabit Ethernet switch that supports 10/100/1000 Mb mode
- IPv6 Support
- Wideband Audio Support – ships with a wideband handset (7kz) standard
- Peripherals and modules support: Line Interface Module, IP Conference Unit, Gigabit Ethernet Stand
- 13 fixed function keys: Hold, Settings, Message, Speaker, Mute, Transfer / Conference, Redial, Cancel, Volume/Ringing/Contrast Up & Down, Home Page, Previous Page, Next Page
- Six context-sensitive softkeys for intuitive feature access
- HTML Desktop Toolkit included for Applications development *
- PC Companion Application for easy user programming and key labeling
- Dual mode phone: support for SIP and MiNET protocols
- Handsfree speakerphone operation (full duplex)
- Dual port IP phone (10/100 Mb integrated Ethernet switch)
- Language Support: English, French, German, Italian, Portuguese, Spanish, Dutch
- 802.3af power compliant (IEEE Standard)
- Supports IEEE 802.1p/q for Voice Quality of Service
- Designed for power conservation: reduces power consumption for overall energy savings

*Available only with a MiVoice Business solution

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Mitel 5320e IP Phone (Backlit)

The Mitel 5320e IP Phone is an economical, entry level, self-labeling enterprise phone that is specifically designed for communications-intensive companies that require a converged IP infrastructure to deliver productivity and customer-enhancing applications and services to the user desktop. This includes unified communications, speech recognition, PC integration, contact center, and remote voice and data applications. The 5320 IP Phone demonstrates Mitel's commitment to ease of use and enhanced user value, while delivering innovative features and applications. It is ideal for enterprise executives, managers, and employees, and can be used as an ACD agent, as a supervisor phone, or as a teleworker phone. Administrators will appreciate the ability to easily manage users though remote programming, eliminating the need for any paper labels, and thereby reducing installation and ongoing operational costs.

Display Varies on Platform

Mitel 5320e IP Phone (Backlit) features:

- Large backlit graphics display (160 x 320)
- 8 programmable, 1-touch multi-function, self-labeling keys
- HTML Desktop Toolkit included for applications development *
- Gigabit Ethernet Stand support
- 12 fixed function keys, * 3 context-sensitive softkeys for intuitive feature access *
- Supports Mitel Unified Communicator® (UC) Advanced application
- Supports Mitel 5300 Intelligent Directory
- Desktop user tool: Browser-based desktop configuration and programming tool for easy access to telephone system features as well as key labeling
- Dual Mode: Supports Mitel IP (MiNET) and SIP protocols
- Handsfree speakerphone operation (full duplex)
- Dual port IP phone (10/100 /1000 Mb integrated Ethernet switch)
- Multiple languages support Icon buttons for global markets
- Secure voice communication enabled by encryption *
- Menu key provides 1-touch access to embedded applications - menu includes: Call History, Call Forwarding, Conference Unit Application, Settings, * Launch PC Application *, Help, Call Info
- Hearing-aid-compatible (HAC) handset (meets American Disabilities Act [ADA] requirements), and HAC compliance for magnetic coupling to approved HAC hearing aids
- Supports Mitel Teleworker Solution, Automatic Call Distribution (ACD) agent and supervisor, hot desking, * resiliency *, Mitel Mobile Extension, and Mitel Dynamic Extension
- Designed for power conservation: reduces power consumption for overall energy savings
- Multiple powering options: Accepts standards-based (IEEE 802.3af power compliant) power over the LAN via spare pair to signal pair, or supports 48 VDC Ethernet / AC power wall adapter
- Compression support: G.711, G.729a
- Supports IEEE 802.1p/q for Voice Quality of Service
- Support for Wideband Audio (G.722.1)
- IPv6 Support

* Available only with a MiVoice Business solution

Cordless Handset and Cordless Headset

Mitel's Cordless Handset and Cordless Headset are unique accessories that offer unprecedented convenience and corridor mobility for 5330 and 5340 IP Phone users. The Cordless Handset and Headset allow the user to have personal area mobility with a potential range of up to 300 feet from their desk within their office or adjacent offices, while still communicating on their desk phone. No more missed calls when you step away from your desk for a few minutes to go to the filing cabinet or fax machine or talk to a colleague a few desks away!

Features of the cordless accessories include:

- Initiate Call / End Call Key
- Volume Control Keys
- Mute Key
- Built-in ringer in the Cordless Handset
- Place outbound calls while mobile with programmable “Auto Speed Dial” upon off-hook
- Speak@Ease or “0” or Secretary speed call
- LED Indicators on the Cordless Module, Handset and Headset indicate both connectivity and charging status
- 8 hours talk time
- 43 Hours standby time
- Battery recharge time of 3 hours or less
- Operating range of up to 300 feet (100 Meters) from the 5330/5340 IP Phone
- Integrated functionality of the Cordless Headset eliminates the need for a handset lifter
- Out of communications range warning tone
- Support for two cordless devices (Cordless Handset and Cordless Headset) per Mitel Cordless Accessories Module
- Integrated Cordless Headset functionality eliminates the need for a handset lifter
- DECT-based design: Standard DECT and DECT 6.0 cordless technology provides higher quality voice transmission, density, and less interference compared to Bluetooth
- Supported now on the Mitel 3300 IP Communications Platform (ICP) and on the Mitel SX-200 Integrated Communications Platform (ICP)

The Cordless Headset provides all the benefits of hands-free mobility in a lightweight, ergonomic design. It expands your communications potential with a wireless range of up to 300 feet away from your 5330 or 5340 IP Phone.

- WiFi-friendly 1.9 Ghz frequency with DECT wireless technology
- Noise-cancelling microphone for reduced background noise – calls are crystal clear
- Digital encryption for secure conversations
- Lightweight headset design: Ear hook-type headset weighs only 0.84 ounces (24 grams)

The Cordless Accessories Module fits discretely into the back of the 5330 and 5340 IP Phones in the existing module compartment. The module provides a charging mechanism for the Cordless Headset. The 5330 / 5340 IP Phones inherently provide a mechanism that allows for the addition of a charging plate for the charging of the Cordless Handset.

Mitel Model 8568

The Model 8568 is an ergonomically designed digital display phone, perfect for anyone who requires efficient call-processing capabilities. This new model will have the same overall design of the Mitel 53xx series IP Endpoints. The 6-line by 16-character, alphanumeric liquid crystal display (LCD) leads you through system features and capabilities--serving as a built-in user guide.

In addition, the Model 8568:

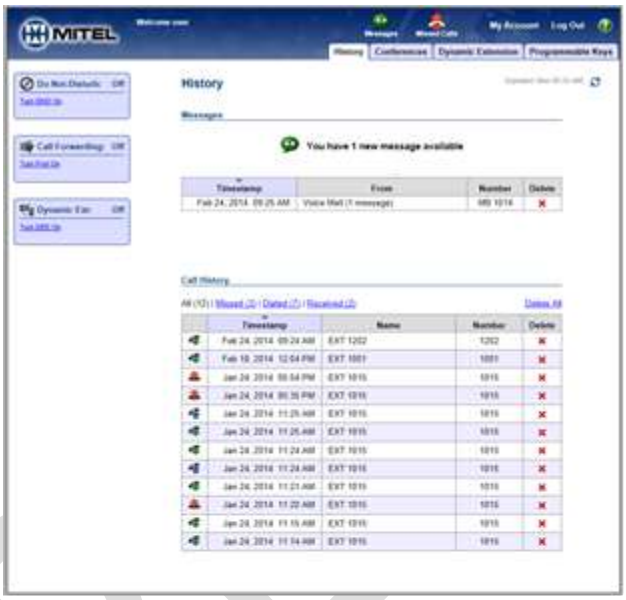
- Has eight, menu-driven soft key prompting
- Enables the programming of feature keys such as: answer call, place a conference call, transfer call, hold, redial and much more
- Allows you to answer intercom and outside calls in hands-free mode
- Stores up to 10 personal speed dial numbers and associated names
- Has easily customizable Do-Not-Disturb (DND) messages such as “In a meeting until 2:00,” “Leave a message” or “On Vacation ‘Til”
- Provides up to eight levels of volume for speaker, ringers and handset
- Performs a self-test to check all keys, lamps and LCD

SAMPLE

MiVoice Office User Web Portal

The Mitel MiVoice Office User Web Portal application allows you to view and manage the following phone and user account options:

- Do-Not-Disturb (DND)
- Manual Call Forwarding
- Dynamic Extension Express (DEE)
- Station and Voice Mail Messages
- Call History
- Meet-Me Conferences
- Account Information (user profile, passwords/passcodes, and UVM Email Synchronization settings)
- Programmable Keys



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Scope of Work Overview

Outlined in the following pages, hereafter referred to as the Scope of Work (SOW), is a clear description of the services that Terrific Tech will provide to Green Tree Industries according to the implementation guidelines set forth in this SOW.

Within this SOW, clear guidelines are also defined as to what Green Tree Industries's roles and responsibilities are to ensure a successful implementation. Terrific Tech will work closely with Green Tree Industries to resolve any implementation issues and to accommodate any changes that need to be made to this SOW.

General Implementation Guidelines

To ensure a successful implementation per the Schedule of Equipment and Services attached below, Terrific Tech has defined the following general guidelines.

Project Schedule

Once Green Tree Industries has signed this SOW, Terrific Tech will proceed with scheduling Terrific Tech resources to begin the single-phase implementation (unless otherwise specified as multi-phase). Prior to the start of the implementation, Terrific Tech will meet with representatives from Green Tree Industries to develop an Implementation Plan with key milestones for the implementation.

Product Configuration

Terrific Tech will provide Certified Engineers to perform all work under this SOW to comply with manufacturers recommended implementation procedures and will, prior to cut-over, perform standard test procedures to ensure equipment operates according to manufacturers published specifications.

Completion of Services

Cut-over will occur once Terrific Tech has completed the implementation per the Implementation Plan.

Terrific Tech is not responsible for the removal, disposal and cleanup of all existing cable, telephony and associated equipment. Green Tree Industries Corp can request that Terrific Tech provide this service prior to cut-over at an additional cost to Green Tree Industries.

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Services and Deliverables - Terrific Technologies

Outlined below is a complete description of all services that will be provided by Terrific Tech. All services are based on the Schedule of Equipment and Services attached below in this SOW.

Network Assessment

Terrific Tech will conduct a network assessment to confirm that the proposed solution will work properly within Green Tree Industries's network. This assessment will include an analysis of:

- Network architecture
- Implemented QoS standards
- Data traffic and bottlenecks
- Data packet loss
- Voice over IP traffic testing

At the end of the assessment, Terrific Tech will provide Green Tree Industries with a findings report that Green Tree Industries will sign to confirm Terrific Tech's findings.

Set Placement

- All desktop devices will be unpacked, placed, labeled and connected as per Green Tree Industries provided floor plan and tested during Green Tree Industries's regular business hours unless an "overtime" option is purchased

Telephone Training

- Prior to cut-over, provide basic training to each telephone user on the basic features and functionality of his/her desktop device (will allow two users per desktop device per class, only one device type covered per class)

- Provide user guides to each user

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Schedule of Equipment and Services

Pricing excludes taxes and is valid until 1/19/2017.

Qty	Part Number	
		Mitel MiVoice Office Voice Mail
1	50006500	CF Card 2 GB v4+ (300 Hours)
1	840.0460	MiVoice Office Unified Voice Mail (4) Port Expansion
		Mitel MiVoice Office System
1	580.2101	(SLM-8) Single Line Analog Module
1	580.2702	(T1M-2) Dual T1/E1/PRI Module
1	52002686	MiVoice Office IP Base Pack
1	580.1001	(DEI) Digital Expansion Interface
		Mitel MiVoice Office Licenses
1	54006062	MiVoice Office Lic SIP Trunk x10
1	840.0320	MiVoice Office License - System OAI Events
1	840.0321	MiVoice Office System OAI 3rd Party Control License
4	840.0417	MiVoice Office "Cat E" Digital Tel Lic
2	840.0418	MiVoice Office "Cat F" SIP Tel Lic
1	840.0819	File Based Music Source License (5 Max)
		Software Assurance
5	54005911	STD SWAS MiVoice Office Base
		Endpoints
1	50005405	Cordless (DECT) Handset w/Charging Plate
2	50005711	Cordless (DECT) Handset & Module Bundle
4	50006123	Model 8568 - 6 Line LCD Digital Tel
5	50006476	Model 5330e GB - Full LCD IP Tel (Bklit)
3	50006478	Model 5340e GB - Full LCD IP Tel (Bklit)
1	50006580	MiVoice Conference Unit (UC360, Audio + In Room Collaboration)
1	50006591	MiVoice Conference Unit (UC360, Remote Collaboration + Video)
3	50006634	5320e IP Phone (backlit version)
2	51005172	C7 Power Cord with NA Plug Type
		Miscellaneous
2	51004990	PWR CRD C7 2.5A 250V-EURO PLUG
1	51301151	Gb 802.3at Pwr Adptr Unvrsl 90-264Vdc C8
1	50006504	Wall Mount Kit (HX Controller + PSU, PS-1/DEI (2)
		Services
		Installation and Design
	Labor-Phone	Implementation & Design
		Digital set placement
	Labor-Advanced	Advanced Implementation & Design
	Labor-PM	Project Management
		Training
	Labor-Training	User training
		Phone set training for 15 users

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Qty	Part Number	
		2 classes, 1 hr/class, max 10 attendees/class
	Network Assessment	Network Assessment
		First Year Support
	PartsWarranty	1st Year Parts Warranty
	Support8X5	1st Year 8x5 Labor Support

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Key Requirements – Green Tree Industries, LLC

Terrific Tech has defined below key requirements for Green Tree Industries to ensure successful implementation per the Schedule of Equipment and Services. They are as follows:

Access to Green Tree Industries Site

Green Tree Industries will provide full access to all of Green Tree Industries's premises as needed by Terrific Tech to perform its responsibilities under this SOW. Any refusal of access shall relieve Terrific Tech of its obligations as outlined in this SOW and the implementation schedule shall be revised to reflect the delay. Green Tree Industries will also provide a suitable work area for Terrific Tech personnel.

Implementation Contact

Green Tree Industries will assign an implementation contact within Green Tree Industries for Terrific Tech to contact during the entire implementation phase. Along with the implementation contact, Green Tree Industries will also provide Terrific Tech with access any Information Technology (IT) professionals within Green Tree Industries who are able to make decisions regarding key LAN/WAN/Telephony issues.

Building Requirements

In order to ensure the building is suitable for the implementation set forth in this SOW, Terrific Tech requires the following building conditions to be met by Green Tree Industries. If these conditions are not met, Terrific Tech is not responsible for any delays in the implementation schedule and is also not responsible for any additional costs incurred to ensure the building is suitable for installation.

Cable Installation Requirements

Green Tree Industries will ensure all cabling infrastructure (including but not limited to conduits, floor ducts, overhead troughs, floor access, drilling holes, monuments, moving equipment and furniture, etc) is suitable for the installation of cable necessary for the implementation outlined in this SOW. Green Tree Industries is responsible for any additional costs that may be incurred for the supply and installation of any infrastructure that is required for the cable installation. It is assumed that any existing cable ducts, troughs and/or conduits have sufficient space remaining to install new cabling as required for this implementation.

Asbestos Removal

Green Tree Industries must identify asbestos contaminated areas prior to implementation. Terrific Tech will cease any further work in any areas that Terrific Tech discovers any unknown asbestos while working on the premises. Terrific Tech will not continue the work until the asbestos is removed and the area is considered environmentally safe to work. Terrific Tech will not be responsible for any impact to the implementation schedule as a result. Changes to the schedule will be made by Terrific Tech and communicated to Green Tree Industries.

Power and Environmental Specifications

Terrific Tech will provide Green Tree Industries with the necessary power and environmental specifications published by the equipment manufacturer. It is assumed by Terrific Tech that Green Tree Industries has adhered to these specifications as well as any local electrical code requirements. Green Tree Industries will provide power to purchased equipment through an adequate number of circuits provisioned according to the equipment manufacturer's specifications. If Green Tree Industries has not met the above, Green Tree Industries will assume responsibility for the cost to supply and install any infrastructure required to accommodate the

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published specifications. Terrific Tech recommends the installation of a UPS providing 60 minutes of standby power. Installation of power conditioning/surge suppression devices for all equipment is highly recommended.

Site Layout

If available, Green Tree Industries will provide Terrific Tech with signed, complete and accurate current floor plans that identify the placement of all desktop devices, voice mailbox users and PCs. If Green Tree Industries requests generation of required floor plans by Terrific Tech, Terrific Tech will provide Green Tree Industries with additional quote for these services.

Cable Plant and Cross Connect Records

Green Tree Industries's existing cable plant should conform to the EIA-T568B or UL/CSA standards and follow accepted wiring practices. Failure of the cable plant to meet the minimum acceptable requirements may result in a delayed cutover and/or additional expense. Green Tree Industries will provide Terrific Tech with a complete set of up-to-date cable records. Should these cable records be inaccurate or unavailable, Terrific Tech may require the purchase of cable "Tone & Testing." Current cable plant and cross connect records will be generated from the tone and testing procedure.

Network Services Verification & Liaison

All network service relating requirements will be assumed by Green Tree Industries to include the ordering and delivery acceptance of any required network services (unless otherwise requested by Green Tree Industries.) A delivery date for any new network services to be performed will be documented in the Project Plan once agreed to by all parties (Network Provider, Green Tree Industries and Terrific Tech).

Terrific Tech requires up to date Network Service Provider records to include information regarding existing network services and Green Tree Industries site and any planned services with expected delivery dates. If these records are not accurate and Terrific Tech needs to then verify and document existing network services, Terrific Tech will provide an additional quote to Green Tree Industries for these additional charges prior to proceeding with the implementation.

Receipt Of Equipment

Terrific Tech will coordinate equipment delivery with Green Tree Industries based on a mutually agreed delivery schedule for all equipment, noting that equipment may be scheduled to arrive on various dates. Once the equipment has arrived at Green Tree Industries site, Terrific Tech and Green Tree Industries will do an inspection and inventory of all delivered equipment. Any issues will be documented by Terrific Tech. To confirm receipt of all equipment, Terrific Tech will provide at time of delivery a Notice of Equipment Delivery (NED) form which will be signed by the designated contacts for Green Tree Industries and Terrific Tech provided there are no issues with the delivery.

Any special access requirements needed to accommodate the delivery are to be made by Green Tree Industries. Any costs incurred for required building alterations relating to the equipment installation outlined in this SOW are the responsibility of Green Tree Industries.

Once the equipment arrives on Green Tree Industries site, Green Tree Industries is responsible for all the equipment and for providing secure storage for the equipment.

Training

Training of endpoints will be provided by Terrific Tech as outlined in the Implementation Plan. Terrific Tech and Green Tree Industries will agree on scheduling of these training courses. Green Tree Industries is responsible for communicating the scheduled times to their employees. In order to provide adequate training, Green Tree Industries is to make available on-site training facilities which should have the proper cable installation for the

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endpoints needed for training. Terrific Tech will record attendance for each training class and provide that information to Green Tree Industries upon completion of training.

Green Tree Industries Supplied Equipment

All Green Tree Industries provided servers and client PC's must meet the hardware and software specifications required for all application software purchased. Terrific Tech will provide Green Tree Industries with these specifications prior to installation. If the equipment does not meet specifications, Terrific Tech will provide Green Tree Industries with the additional charges required to meet specifications. If Green Tree Industries intends to utilize any existing OEM equipment with the proposed equipment outlined in this SOW, Green Tree Industries will provide to Terrific Tech any required information regarding the integration between existing and proposed equipment. Terrific Tech is not responsible for any coordination needed with existing equipment vendors.

Remote System Access and Alarm Reporting

Terrific Tech recommends Remote System Monitoring for better efficiency in performing any diagnostics or database changes. If Green Tree Industries would like to take advantage of Remote System Monitoring, Green Tree Industries must provide remote system monitoring access to Terrific Tech. This service is an additional charge to Green Tree Industries.

Scope of Work Modifications

Green Tree Industries shall communicate to Terrific Tech any changes or modifications requested to this Scope of Work. If Terrific Tech accepts and agrees to the changes, Terrific Tech will modify this SOW or issue a Change Order form with the accepted changes. Terrific Tech will also make modifications to the Schedule of Equipment and Services including pricing to reflect the changes requested for this SOW as well as the Project plan to reflect any changes in the dates and milestones. Terrific Tech will work closely with Green Tree Industries to review the changes to ensure minimal impact to projected milestones and cut-over date.

Terrific Tech is not responsible for any delays in the implementation due to changes made by Green Tree Industries to this Scope of Work.

Financing

CASH PURCHASE PRICE
The price for the Equipment is ***$18,850.96*** ("Purchase Price"), excluding taxes. The Purchase Price may be adjusted to reflect any new configuration of the Equipment. Green Tree Industries shall pay under the following schedule:

25%	upon execution of this Agreement
50%	upon physical delivery of the Equipment
25%	upon Cutover

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Acceptance of SOW

By Green Tree Industries signing the below, Green Tree Industries confirms their acceptance of the Terms and Conditions set forth in this Scope of Work and gives Terrific Tech the ability to proceed with the work described in this SOW. In addition, by signing this SOW Green Tree Industries acknowledges that they will undertake site preparations and meet network specifications as detailed in the Key Requirements section of this SOW.

Terrific Technologies	**Green Tree Industries, LLC**
Authorized Representative	Authorized Representative
Carl Quotebuster	Barb Smith, President
Printed Name	Printed Name
	President
Title	Title
Date	Date

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Next Steps

Upon acceptance of this SOW, Terrific Tech will initiate the following next steps:

- Contact Green Tree Industries to schedule implementation dates and introduce Terrific Tech's Project Manager (if applicable).
- Assign trained and certified technical resources following confirmation of scheduled implementation dates. These resources will ensure successful implementation of the product(s) and solutions as detailed in this SOW.
- Schedule an initial Kick-off Meeting with Green Tree Industries. During this meeting, Terrific Tech will introduce the implementation team, work with Green Tree Industries to develop a detailed implementation schedule, set project milestones and discuss all aspects of this implementation. The Kick-off will provide an opportunity for Terrific Tech and Green Tree Industries to address any outstanding questions or areas of concern.
- Begin implementation according to this statement of work and the agreed implementation schedule.

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First Year Support Plan

Scope and Definition of Support Services

During the first twelve (12) months from Cutover, Terrific Tech will provide services for the Equipment and Applications at the Site as follows:

Day Service 8 x 5 Plan with 4 Hour Response for Major Failures

Description of Coverage: Equipment

Hours of Coverage

- 8 a.m. - 5 p.m. Monday through Friday (local time at the Site, excluding Terrific Tech's locally observed holidays) remote and onsite support for a Major Failure or Minor Failure. Support provided outside these coverage hours will be billed at Terrific Tech's then current rates.

Proactive Remote Monitoring (8x5) (If included in Schedule of Equip and Services)

- 8 a.m. - 5 p.m. Monday through Friday (local time at the Site, excluding Terrific Tech's locally observed holidays) remote monitoring of alarms from PBX and/or voice messaging system(s) that is/are covered by this Support Plan.

Proactive Remote Monitoring (24x7x365) (If included in Schedule of Equip and Services)

- 24x7x365 (24 hours per day, seven days per week, 365 days per year) remote monitoring of alarms from PBX and/or voice messaging system(s) that is/are covered by this Support Plan.

Response Objectives

Major Equipment Failure

- Response within two (2) business hours (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding Terrific Tech's locally-observed holidays) upon receipt of a trouble report of a Major Failure by attempting to clear the failure remotely and/or contacting the End-User to begin troubleshooting the system failure.
- Onsite response within four (4) business hours (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding Terrific Tech's locally-observed holidays) upon receipt of a trouble report of a Major Failure, which cannot be resolved by a remote engineer.

Minor Equipment Failure

- Response within eight (8) business hours (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding Terrific Tech's locally-observed holidays) upon receipt of a trouble report of a Minor Failure by attempting to clear the failure remotely and/or contacting the End-User to begin troubleshooting the system failure.
- Onsite response within the next business day (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding Terrific Tech's locally-observed holidays) upon receipt of a trouble report of a Minor Failure, which cannot be resolved by a remote engineer.

Parts Replacement

- Expedited replacement of defective parts and materials is included in this Support Plan during the coverage hours purchased as detailed above.

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Additional Services

- Network service provider liaison support: Terrific Tech will communicate and cooperate with the End-User's network service provider to determine the source of Equipment failure (when applicable).
- Clock will be changed remotely twice per year (when applicable) at the End-User's request.
- Periodic system back-ups to be done remotely as needed.

Description of Coverage: Application(s)

Hours of Coverage

- 8 a.m – 5 p.m Monday through Friday (local time at the Site, excluding Terrific Tech's locally observed holidays) remote or onsite support for a Major or Minor Application Failure (as defined 6(d)).

Response Objectives

Major Application Failure

- Four hour response upon receipt of a trouble report of a Major Application Failure. Four hour response includes one or more of the following: attempting to resolve the failure through remote diagnostics; contacting the Customer to begin troubleshooting the Application Failure; or on-site arrival of an engineer.

Minor Application Failure

- Next business day response (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding Terrific Tech's locally observed holidays) upon receipt of a trouble report of a Minor Application Failure. Next business day response includes one or more of the following: attempting to resolve the failure through remote diagnostics; contacting the Customer to begin troubleshooting the Application Failure; or on-site arrival of an engineer.

Software Updates

- Provision of software updates, containing maintenance fixes, will be provided as needed to resolve a Major or Minor Application Failure as long as the appropriate manufacturer software assurance is current and in effect with that manufacturer.

Defective Media Replacement

- Replacement of defective software media is included in this Support Plan.

Additional Services

- Liaison support: When applicable, Terrific Tech will communicate and cooperate with the OEM network equipment and/or application software supplier to determine the source of the software application failure.

Requirements

Equipment must be properly connected (when applicable) to a Proactive Remote Monitoring Unit. Please initial your agreement to provide necessary circuit connectivity and grant access to Equipment by providing required access codes or passwords. _____

_____

End-User Signature Date

Note: Any peripheral or ancillary products not listed above may be serviced, at Terrific Tech's option, at the End-User's request on a time and materials basis at then current support services rate.

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