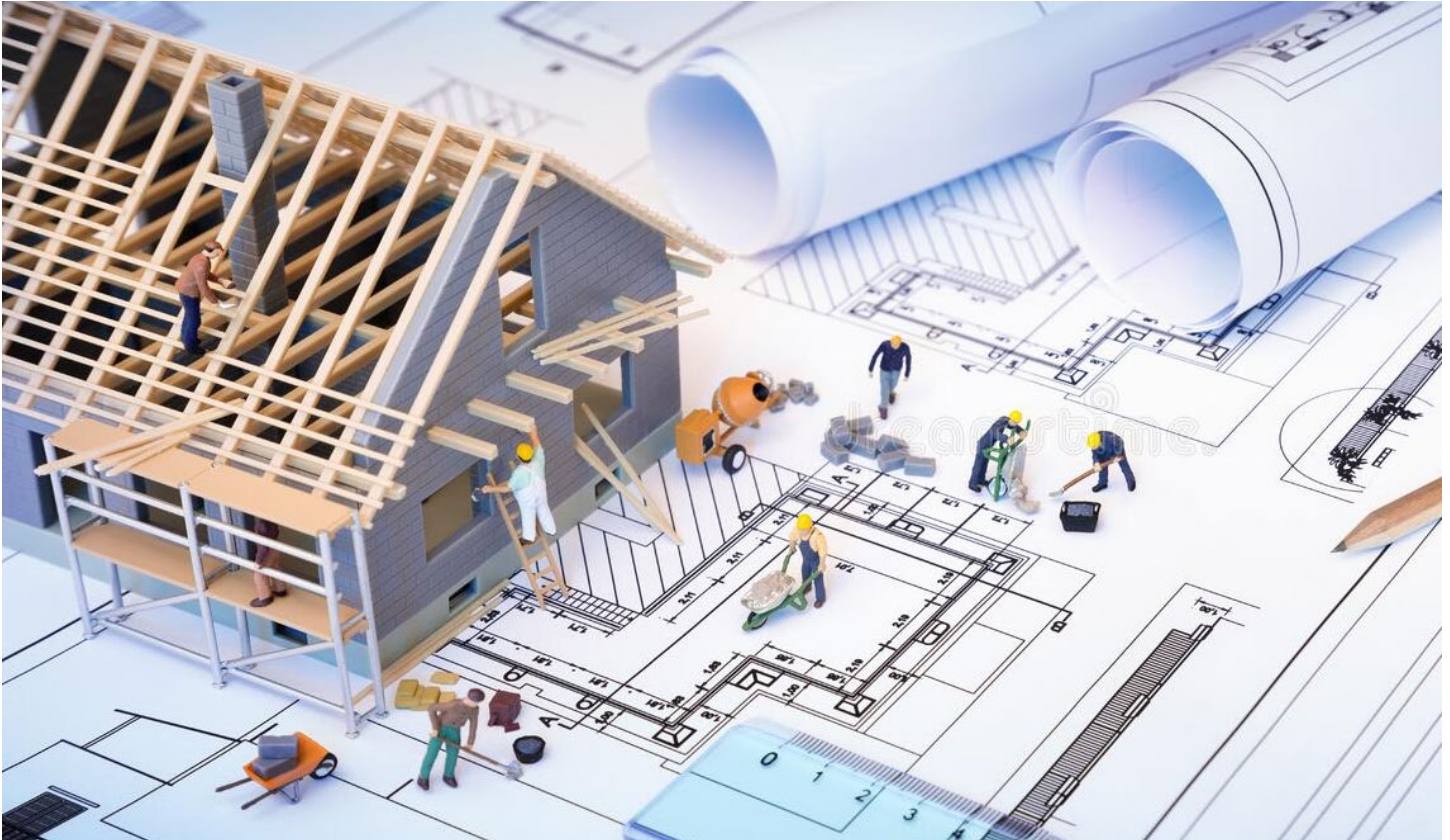


***Building a structure takes knowledge, experience,
planning, preparation, and execution.***

Project name



***PacStates has the knowledge and experience to take you
successfully through the UCaaS journey***

Our Mission

“Provide the best combination of Telecommunications and IT solutions based on our client’s definition of success”

Therefore, empowering companies to achieve their highest potential through integrated business technologies, fostering your client’s experience, and your bottom line so that our local community can grow and thrive.

HOW WE DELIVER YOUR UCaaS SOLUTION

PacStates represents leading VoIP providers with a history of excellent implementations. **Remember UCaaS (unified Communications as a Service) - this is a phone system.** We have found that our management through the implementation process provides you another level of service. Many of our clients also engage us for ongoing customer support above and beyond that from the providers. Our goal is to exceed your expectations and verify you are 100% satisfied with the products, services, and value that PacStates has delivered as your business partner.

| | |
|--|--|
| System/ Business Evaluation | <p>PacStates will conduct a thorough evaluation to determine how to best meet your business processes, call handling flows, and short- and long-term business objectives. This generally includes but is not limited to:</p> <ul style="list-style-type: none"> ▼ existing telco and internet services / charges (we require copies of current bills and contracts to make sure there are not any surprises), ▼ incoming call handling flow, ▼ internal / external communications, mobility, etc. <p>We will understand your business, business processes, and definition of success.</p> |
| Your Specific Demo & Proposal | <p>PacStates represents several major VoIP providers. Based upon our evaluation, we will provide a demonstration to show how our recommendation will deliver the stated benefits. Many times, during the demo, additional money savings and productivity enhancements are identified.</p> |
| <p>PacStates is your local technology partner, with over 200 years of cumulative call handling evaluation, design, and implementation experience – we have established the following process is required for a successful implementation.</p> | |
| Site Survey | <p>The success of your VoIP implementation is largely dependent on your site readiness:</p> <ul style="list-style-type: none"> ▼ Internet quality ▼ Local Area Network (LAN) <ul style="list-style-type: none"> ▼ Cabling ▼ Network switches (10/100, 10/100/1000, Power Over Ethernet (POE)) ▼ Existing Firewall |
| Project Management | <p>Our carriers services support team will review all project details, including any telco or internet changes, and will reach out to you to make sure that all documentation is correct and in place. We work with you and the providers to coordinate all necessary steps for a smooth cutover.</p> |
| Introductory Call | <p>PacStates will work with you and the provider to confirm design, quantities of phones and licenses, introduce call flow documents, and set timeline for install.</p> |
| Call Flow and Programming Call | <p>PacStates will work with you and the provider to review user data, call flow, auto attendant, etc. and ensure confirmation of design.</p> |
| Telco Porting | <p>Your PacStates Telcom Therapist will review the provided CSRs and provide the correct documents required for a successful port request and completion.</p> <ul style="list-style-type: none"> ▼ To improve the probability of a successful transition and minimize the opportunity for down time, we recommend overlapping existing and new services. ▼ Plan and expect billing overlap for services to minimize down time. |
| Pre-cut Hardware Install | <p>In advance of cutover, PacStates tech can install cabling (if required), switches (if required), phones, and any additional hardware. We work with customer, IT, and providers to make sure all network configurations are in place to allow phones to register and VoIP traffic to pass.</p> |
| Customer Training | <p>PacStates can train users on features and functions and administrator(s) on system programming.</p> |
| First Day Live | <p>PacStates can be on site for first day live for system fine tuning and individual end-user support.</p> |
| Post-cut | <p>PacStates will confirm customer satisfaction with configuration and implementation and provide a first bill review to ensure it is correct per contract. Provide information to ensure old telco services are properly disconnected and no longer billed.</p> |
| First Bill Review | <p>Our UCaaS Partners and Service Providers follow the industry standard of billing one month in advance.</p> <ul style="list-style-type: none"> ▼ The first bill typically includes pro-rated charges for the past billing cycle which covers the days since the services went live as well as charges for the month ahead. |

UCaaS (*Unified Communications as a Service*) may be in the cloud, **but remember it is still a phone system** that requires multiple layers of details, planning, monitoring, implementation, programming, and trouble shooting. Like a building structure, a successful UCaaS consists of multiple detailed segments.

Pre-Planning

Like you would plan for any structural project:

- ▼ What is the goal of the project?
- ▼ What is your definition of “success”?
- ▼ What is your target completion date?
- ▼ Coordination and communication is very important, as an example:
Your UCaaS billing will start once you sign their Agreement. Based on your timeframe, PacStates can request a 30 – 60 day Bill Push if needed.

Building Basics

What are the basics, the foundational requirements that are required to understand and propose the best overall solution, and build a successful project?

- ▼ Copies of existing “Phone Services”
 - Phone lines, SIP service, PRI, T-1, etc.
 - Number of Existing phone lines See Telco Worksheet: published numbers, hunt, fire, toll free
- ▼ Copies of existing internet services
 - DSL, Coax, Fiber, wireless, etc.
- ▼ Existing phone system support agreements, costs, etc.
- ▼ Existing Extensions, Departments See Standard Key Sheet: Name, extension, phone type, email

Architectural Design

What design is required to support stated goals and desired client experience?

- ▼ “Call Flow” is required to support:
 - Clients
 - Suppliers
 - Internal
- ▼ Departments:
 -
 -
 -

Automated Attendant

Direct Inward Dial (DID)

DID number range (s)

Applications?

| | <u>Yes</u> | <u>No</u> |
|---|--------------------------|--------------------------|
| <input type="radio"/> Voice Mail to Email notification | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Operator Position | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Desktop App | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Mobile App | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Softphone | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Hunt Groups, ring group | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Work from Home / Remote workers | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="text"/> | | |
| <input type="radio"/> Call Queuing | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Basic | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Advanced | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Voice, Skills based | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Multiple groups | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Email | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Chat | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Call back | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Audio Conferencing | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Web Conferencing | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Video Collaboration | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Present platform | | |
| <input type="text"/> | | |
| <input type="radio"/> Instant Messaging | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Presence | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Outlook Integration | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Web Dialer | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Scribe | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Call Recording | | |
| <input type="checkbox"/> On Demand | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Full Time | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Fax Application – email to fax | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="radio"/> Analog connections | | |
| <input type="checkbox"/> External Paging | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> Fax Machine | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> HIPPA requirements | <input type="checkbox"/> | <input type="checkbox"/> |

- Alarm Line (s)
 - Analog
 - Cellular
- Conference Room requirements
 - Conference Phone
 - Audio / Visual cabling
 - Screens

Infrastructure

Infrastructure is the foundation that supports all your applications and communication structure. As with a building structure, if the foundation is not designed and implemented to support the intended use – it will fail.

| | | <u>Yes</u> | <u>No</u> |
|---|---|--------------------------|--------------------------|
| ▼ | Equipment Room in Client Suite | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | Wall <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | Rack <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ▼ | LAN / WAN for onsite VoIP | | |
| ○ | Firewall <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | Router <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | Network Switch – POE <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | Network Switch - POE <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | DHCP Server <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | Network Readiness <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ▼ | Cable Infrastructure | | |
| ○ | Cat 5E to each desktop <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | Cat 6 to each desktop <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ▼ | Existing Desktops | | |
| ○ | PCs <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | Laptop <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | W Docking Sta <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ○ | Apple <input type="text"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Existing IT Support

- In-House
- Outsourced
-

Network Readiness

The VoIP network is tested with industry leading analytics tools, identifying areas of congestion or weakness. A full review of the VoIP Network topology is conducted encompassing routing configurations, firmware versions and over all connectivity to confirm the network meets or exceeds Mitel's Best Practices. Packet captures and routing equipment logs are analyzed to help identify root cause for VoIP calls or Mitel application issues found

- Validation both LAN and WAN meeting or exceeding standards
- Assurance of clear call services
- Peace of mind your foundation is VoIP ready
-

Porting and Cancelation Processes

The process of moving your retained phone number from your existing provider and the new carrier / UCaaS provider. This is a tedious, extremely detailed process that requires hours of reviewing Customer Service Records (CSRs) for applicable numbers.

- ◆ Review current carrier bills and create Telco Worksheet
- ◆ Execute carrier Letters of Authorization (LOA) to request Customer Service Records (CSRs) from current carriers
- ◆ Analyze current carrier contracts and CSRs, make note of expiration dates, auto-renewal clauses
- ◆ Document which local and toll-free numbers will port to new service, remain as-is, or be disconnected
- ◆ Submit applicable LOAs to initiate port process
- ◆ Communicate with carriers on port status, issues, rejections
- ◆ Once numbers port to new carrier, provide instructions to disconnect old services no longer in use

Phone System programming information

As with any design project, specific information is required in advance to foster a successful implementation. For your phone system the following information is required:

- ◆ Key Sheet:
 - Name
 - Extension, DID
 - Department
 - Email
 - Phone type
 -

◆ Call Flow

- How can the system be programmed to efficiently get your caller to the desired party without disrupting the whole office?

System Programming Calls

Based on the information provided and reviewed, your system is ready to program:

◆ First Call

- 1-1.5 hours, depending on carrier. May include the following:
 - Review of project scope and introduce carrier and PacStates team
 - Call Flow, phone feature setup, the porting process, review of your phone numbers and invoices from previous providers
 - Scheduling of implementation of the phone system and training for phones, admin portal, and features
 - After call is completed, carrier will email additional required forms and information in preparation for second call (user list, number transfer request, network readiness assessment)

◆ Second Call

- Up to 2 hours, depending on carrier. May include the following:
 - Network check (IT consultant or PacStates to be on-site)
 - Programming/Call Flow with carrier system engineer

◆ Third Call *(if required)*

- Up to 1.5 hours, depending on carrier. May include the following:
 - On-site phone and network testing
 - Auto-attendant greetings created and uploaded
 - Confirm Target Go Live date and time prior to submitting port requests

Physical implementation

◆ Installing required infrastructure

- Cabling
- Network devices
-

◆ Receiving phones, equipment

- Deliver on-site
- Unbox, initiate

◆ Coordinate porting

- Transfer of numbers
- Spoofing
- Call Forwarding/backup plans

◆ Test system parameters

End User Training

Good end-user Training is essential to ensuring you gain the efficiencies that were designed with your system, and minimize staff frustration, therefore increasing staff adoption.

PacStates can customize an efficient training program to meet your specific user needs. We have found end user training prior to cutover helps minimize the initial fear of a “new” system. We generally set up training as:

- ▼ Small groups onsite
- ▼ Individual sessions
- ▼ Combination of both

Cutover and first day live

PacStates can be onsite to enhance your initial “Go-Live” experience:

- ▼ Assist with answering calls and call handling. Especially with the main answering position(s)
- ▼ Make adjustments found during live calls.

Based on the discovery input, we have developed the following timeline that includes your customized Project Checklist and acceptance expectations:

PacStates UCaaS Scope of Work / Acceptance

SOW TASK LIST **Target Date** **Client** **PSC**

▼ Target Go Live Date Click date

▼ UCaaS Provider

IMPORTANT NOTICE:

▼ *Your UCaaS billing will start once you sign their Agreement. Based on your timeframe, PacStates can request a 30 – 60 day Bill Push if needed* Initial: _____

Pre-Configuration Information:

- ▼ Existing Bill Copy & Term Date - Telco (within last 30 days) Click date..... ✓
- ▼ Existing Bill Copy & Term Date - Internet (within last 30 days) Click date..... ✓
 - ▼ Develop Existing Telco line detail - worksheet Click date..... ✓
 - ▼ Review Telco line detail – worksheet /keep, port, remove Click date..... ✓
 - ▼ Confirm Internet & Telco Expiration Dates Click date..... ✓
- ▼ Extension list with usernames and email (key sheet) Click date.....
- ▼ Identify Fax (s) Click date.....
- ▼ Identify Alarm Line (s) Click date.....
 - ▼ Analog, Cellular
- ▼ Conference Room Phone requirements Click date.....
- ▼ Identify Internal & External Paging Click date.....
- ▼ Any Answering Service Requirements Click date.....
- ▼ Phone Type per Profile, (no phone i.e. softphone on desktop) Click date.....
- ▼ Identify call flow requirements (i.e., Call Center, ATA) Click date..... ✓
- ▼ Identify cable requirements Click date..... ✓
- ▼ Identify Network requirements Click date..... ✓
- ▼ IT Support Contact Info Click date..... ✓

Demo and Presentation Based on your Specific Input:

- ▼ Demo Click date..... ✓
- ▼ Agreements
 - ▼ PacStates UCaaS implementation Click date.....
 - ▼ Internet & Telco Agreements Click date.....
 - ▼ Develop, file, and manage required Letter of Agency(s) (LOA) Click date.....
 - ▼ UCaaS Provider Solution Click date.....
 - ▼ Execute Agreements Click date..... ✓
 - ▼ Execute Applicable Deposits Click date..... ✓

Implementation:

| | | | |
|--|-----------------|--------------------------|--------------------------|
| ▼ Submit, Manage and Track Orders | Click date..... | <input type="checkbox"/> | ✓ |
| ▼ Review and confirm CSRs, Port, keep, and disconnect | Click date..... | <input type="checkbox"/> | ✓ |
| ▼ Manage, confirm and track FOCs Dates (firm Order Commitment)..... | Click date..... | <input type="checkbox"/> | ✓ |
| ▼ Schedule, coordinate and manage 1 st Call - Typically 1 – 1.5 Hours | Click date..... | ✓ | ✓ |
| ▼ Review Order details with Provider | | | |
| ▼ Prepare for Call 2 | | | |
| ▼ Submit Port | | | |
| ▼ Confirm & Ship Phones | | | |
| ▼ Prepare LAN / WAN as identified in pre-field | Click date..... | <input type="checkbox"/> | <input type="checkbox"/> |
| ▼ Cable infrastructure | Click date..... | <input type="checkbox"/> | <input type="checkbox"/> |
| ▼ Network infrastructure | Click date..... | <input type="checkbox"/> | <input type="checkbox"/> |
| ▼ Provide UPS (uninterruptible power supply) | Click date..... | ✓ | <input type="checkbox"/> |
| ▼ Schedule, coordinate and manage 2 nd Call - Typically 1 – 2 Hours | Click date..... | ✓ | ✓ |
| ▼ Go over station profile and call flow details | | | |
| ▼ Prepare for Call 3 | | | |
| ▼ Schedule, coordinate and manage 3 rd Call - Typically 1 Hour | Click date..... | ✓ | ✓ |
| ▼ Review and test call set up / flow | | | |
| ▼ Place, unbox, plug in, and initialize phones | Click date..... | <input type="checkbox"/> | ✓ |
| ▼ Test system / Phone setup / Voice mail. etc | Click date..... | <input type="checkbox"/> | ✓ |
| ▼ Install Desktop & Cell Phone Software | Click date..... | <input type="checkbox"/> | <input type="checkbox"/> |
| ▼ Training | | | |
| ▼ Train the trainer | Click date..... | <input type="checkbox"/> | <input type="checkbox"/> |
| ▼ Training Classes, typically 3 – 7 per class, 1 hour | Click date..... | <input type="checkbox"/> | <input type="checkbox"/> |
| ▼ UCaaS Provided training Videos | Click date..... | <input type="checkbox"/> | <input type="checkbox"/> |
| ▼ System Administrative (1 Hour) | Click date..... | <input type="checkbox"/> | <input type="checkbox"/> |
| ▼ Adding / removing seats from hunt groups | | | |
| ▼ Managing extensions (renaming, re-setting PW) | | | |
| ▼ Call Flow (Auto Attendant, hunt groups, Schedules, etc) | | | |
| ▼ Post Cut-over Support, typically 1 – 3 hours onsite assisting | Click date..... | <input type="checkbox"/> | ✓ |
| ▼ Confirm Call Flow, adjustments if required | | | |
| ▼ Assist with Call answering, voice mail, call handling | | | |
| ▼ Confirm Disconnect Orders Placed | Click date..... | <input type="checkbox"/> | ✓ |
| ▼ First Bill Review | Click date..... | <input type="checkbox"/> | ✓ |
| ▼ Post Cut Survey | Click date..... | <input type="checkbox"/> | ✓ |



Thorough identification and documentation are crucial when migrating to a new phone system platform. Your **PacStates** team will assist in identifying and managing your existing Telco phone numbers / services for a successful transition

| PacStates Telco Workbook | | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-------|
| Existing | | | Proposed | | | | |
| Phone Number | Hunt | Dedicated | Keep | Port to Analog | Port to UCaaS | Disconnect | Notes |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
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