



Solution proposal for:

## City of Bisbee

Prepared by:

Ben Winnie

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### > Superior Solutions

YipTel has the ability to deliver all of your Voice, Video and Data needs securely and reliably from the power of the cloud. This allows you to communicate on a desk phone, mobile device, laptop, or softphone with voice and video calling virtually anytime and anywhere.

### > The YipTel Experience

Our powerful solutions will revolutionize how your company communicates. *Our focus is simple – to exceed your expectations.* We take the time to tailor how our services will best impact the needs of your company's communication both internally and externally. Our training specialists are dedicated to helping educate your staff on how our solutions can streamline their job activities. Our training options are designed to accommodate multiple learning styles. Users have the flexibility to join webinars, view training videos on demand, or in most cases have personalized onsite training.

### > Our History

Our roots trace back to 1970 when we created one of the first interconnect companies in the country. Initially we focused on delivering premise based telephone systems to our clients. With thousands of implementations over the past 40+ years, we have perfected the art of listening to our clients' needs and then designing innovative solutions to exceed their expectations.

Fast | Simple | Powerful

 [yiptel.com](http://yiptel.com)  800-752-6110

**Discover** a new kind of communications carrier



# TAKE YOUR BUSINESS EVERYWHERE

**YipTel** is a new kind of Communications Carrier. We deliver all of your Voice, Video, and Data needs safely and reliably from the power of the cloud.

This allows your employees to communicate on desk phones, mobile devices, laptops, and softphones with Voice and Video calling virtually anytime and anywhere.



## KEY BENEFITS

**AFFORDABLE** | You can purchase or use your existing VoIP Phones on our platform\*, but the majority of our clients simply have YipTel provide the phones and equipment they need as part of their low monthly costs. This way the equipment is fully managed and warranted as well as it gives our clients the ability to change equipment at any time according to their needs.

**RELIABLE** | Experience peace of mind knowing that your services with YipTel are on a fully redundant network with five nines reliability and backed up by our YipTel Service Level Agreement.

**SECURE** | YipTel delivers optional TLS encryption to provide safe and secure communication across our network.

**INVESTMENT PROTECTION** | Technologies within the communications industry change on a daily basis. By choosing a YipTel Cloud solution you will protect yourself from technology obsolescence. YipTel is continually developing and implementing new technologies to assure you will have the most advanced solutions available. Our phone rental program even allows you to change the physical devices at any time that you choose.

## EASY AS 1, 2, 3

**FIRST** | As a Carrier, YipTel can deliver a connection to your office that will provide Internet, Voice and Video communications to your business.

Already have Internet? No problem. We can likely use what you already have in place - our technicians will perform a simple test to verify the quality of the connection.

**SECOND** | We will install your phones and software on site or ship them to you and assist remotely if you prefer.

**THIRD** | We provide personal user training and support as requested.

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## TOP FEATURES

**YipTel Cloud** provides many features which most small business can't afford and large business with traditional PBX systems simply don't have. The **YipTel Cloud** provides services that help drive your business forward.

**SMS FEATURES** | Easily send and receive text messages from your YipTel Desktop or mobile applications.

**MOBILITY SOLUTIONS** | **YipTel Mobile** allows your employees to connect from virtually any device in any location. Applications are available for your iPhone, iPad, Droid, Tablet, and Laptop - all delivering the power of VoIP.

**VIDE CALLING & CONFERENCING** | Holding remote meetings with Video Conferencing will significantly increase your rapport and professionalism. Our integrated video capabilities deliver unprecedented video calling with video voicemail from your desktop, laptop, or mobile device.

**UNIFIED MESSAGING** | Implementation of unified messaging provides text to speech transcriptions of voice mail, voice mail to email, video voice mail, electronic fax, and internal chat.

**DESKTOP APPLICATIONS** | **YipTel Desktop** is a client application that delivers presence, instant messaging, video calling, softphone, video voicemail, simultaneous ring, and much more. YipTel Desktop, combined with YipTel Mobile, will save significant time per day, per employee and improve productivity.

**YIPTEL ENGAGE** | YipTel Engage is an omni channel contact center solution that allows you to engage with your clients from a phone call, SMS Text, Email, or Social Media platform. This powerful new tool is a game changer as it allows you to engage your clients in their preferred method. YipTel Engage is set to release Q1 2018.

**WEB ADMINISTRATION** | YipTel provides unlimited free support on our products but we also provide our clients with powerful web administration tools so that you can modify and make changes to your system from anywhere. You can easily make name changes, call routing, upload music on hold, modify your auto attendants, and much more.

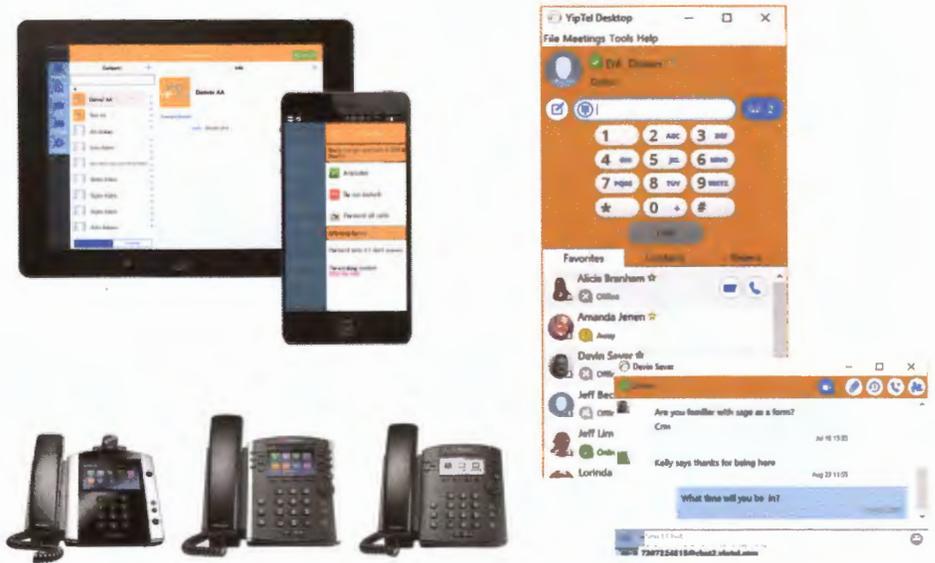
\*Refer to YipTel approved phones and devices for compatibility

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**MULTI-SITE & REMOTE WORKER** | Cloud-fueled applications are a must. Having readily available tools such as these will connect you to your multi-site organization via remote workers over dedicated or open internet connections.

**HD AUDIO CONFERENCING** | YipTel delivers full HD Audio Conferencing and allows the moderator to add participants manually or provide passcodes to join. The Moderator can also mute, adjust individual volumes, roll call, record the conference, and much more. Mobile users can use the **YipTel Conference Mobile app** to generate conference calls easily from their mobile devices.





# CLOUD FEATURE SET

## STANDARD USER FEATURES

- **DID, Extension, and Voicemail Box** – Standard users include a direct phone number, an extension and a personalized voicemail inbox.
- **User Web Portal** – A dedicated web portal provides access from anywhere to personalize call handling and user settings.
- **Click To Dial** – Initiate your calls directly out of your contact list through the user portal.
- **Find Me / Follow Me** – System searches from number to number to connect you to the call.
- **1 Auto Attendant** – Gives callers the ability to direct their call or provides a backup to the receptionist. This includes day, night and holiday greetings.
- **Music on Hold** – Play custom music to callers while on hold.
- **Simultaneous Ring** – Ring both desk phone and cell phone. Never miss a call again.
- **Admin Portal** – Adjust auto attendant hours, manage users, reset passwords, change names, modify call routing, administer devices, call logs and voicemails.
- **Visual Voicemail** – Visually manage your voicemails via user portal.
- **Standard Call Handling Features Included** – Place calls on hold, view call logs, park calls, call screening, call forwarding.
- **Caller ID** – View name and number caller ID.

## CALL CENTER USER FEATURES

Call Center Features can be added to Standard, Premium and Web Edition

- **Call Center Agents** – Agents can log in and out of queues, wrap up and use call dispositions.
- **Supervisors** – Enjoy powerful live agent views and wallboards. Silently monitor, coach and barge into live agent calls.
- **Custom Reporting** – Access reports on demand and schedule them for automated email delivery.

## PREMIUM USER FEATURES

Includes Desktop & Mobile Application Premium Users Receive all the Standard Features *PLUS*

- **User Desktop Applications** – Visually manage your contact list with integrated presence.
- **Outlook Integration** – See presence and click to dial from Outlook.
- **Mobile Applications** – Have your office extension on your mobile device.
- **User Presence** – View live presence status of all users.
- **Video Calling** – Personalize your communication with video calling. Access video calls from the video phone, YipTel Desktop or the YipTel mobile application.
- **Call Record on Demand** – Record calls on demand with our desktop application.
- **Soft Phone** – Built into desktop application.
- **Interoffice Chat** – Provides secure chat to individuals and groups
- **Business SMS** – Send and receive SMS messages from your business phone number

## WEB EDITION USER FEATURES - Receive all Premium Features *PLUS*

- **4/100/200/500** – Select the size that meets your needs and host web meetings with audio and video from any device. Easily schedule from Outlook or invite via email with a single click.
- **Screen Sharing** – Each participant can take turns screen sharing and administering the meeting.
- **Video Conferencing** – View HD video of all participants during the meeting.
- **Call In or Web Audio** – Dial in from the telephone or use the built in web audio conferencing.
- **Secure SSL Encryption** – The highest levels of encryption, allowing you to communicate in a safe and secured environment.

## ADD ON FEATURES

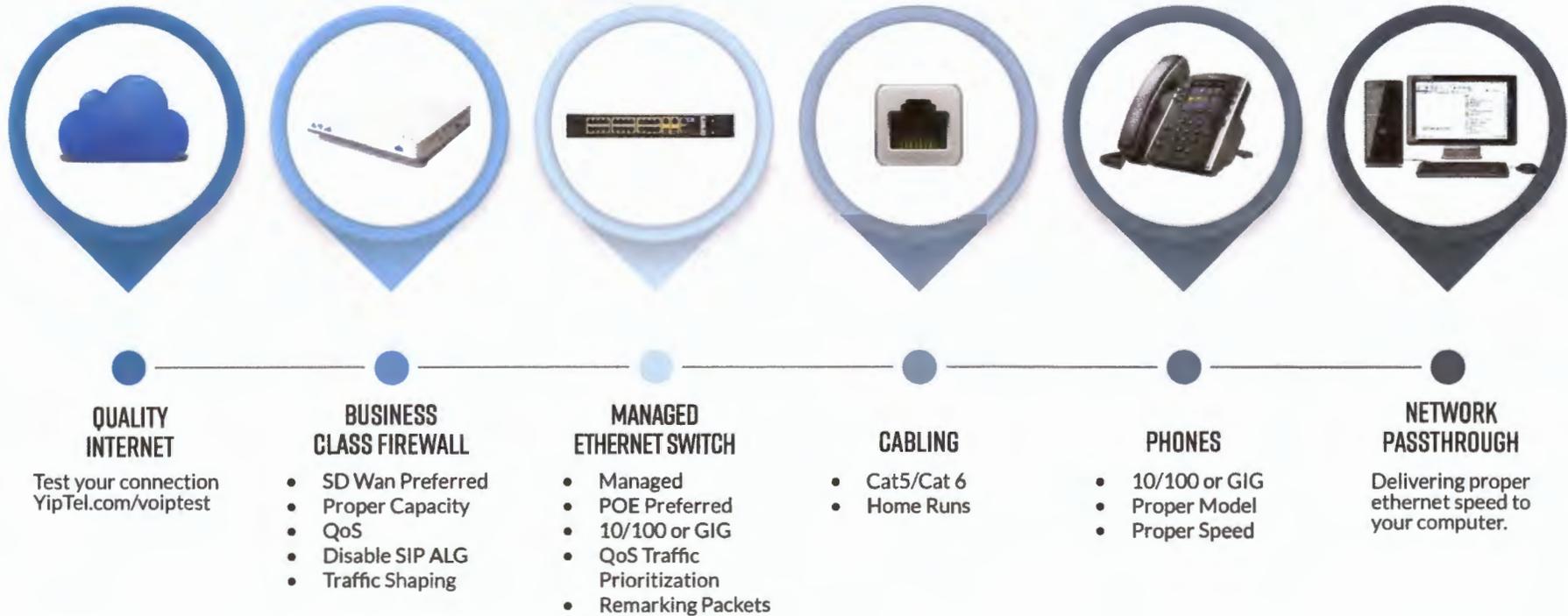
- **Full Call Recording** – View and monitor calls as they are being recorded. Also available - Agent scoring and reporting.
- **Voice Transcription** – Voicemail messages are converted to text and sent via email and the YipTel mobile and desktop apps.
- **Conferencing** – Audio conference with desktop and mobile controls.
- **eFaxing** – Discover the convenience of faxing to and from your email.





# ARE YOU VOIP READY

Quality VoIP requires more than just a good internet connection. Each piece of your network must support the requirements for VoIP. The graphic below illustrates the requirements for a successful VoIP implementation.





Company: City of Bisbee  
 Contact: Robert Smith  
 Address: 915 Tovreaville Rd.  
 Bisbee Arizona, 85603  
 Email: rsmith@bisbeeaz.gov  
 Phone #: 520-432-6012  
 Date: 01/15/2019

Users	#	Cost	Total
Cloud Premium Phone Bundle VVX 301	14	\$ 30.99	\$ 433.86
Total		14	\$ 433.86

Features	#	Cost	Total
Discount	14	\$ -3.00	\$ -42.00
Total			\$ -42.00

Service	#	Cost	Total
Cloud VoIP Call Path		Included	
Physical Fax (includes ATA device)	1	\$ 19.99	\$ 19.99
Total			\$ 19.99

**Note:** Executech will be on site to do the installation and Broadvoice/YipTel will do the training remotely for \$0.00 or we can be onsite for \$199.99 plus airfare.

DocuSigned by:  
 YipTel Acceptance Robert E. Smith Date 1/15/2019  
 Customer Acceptance Robert E. Smith Date 1/15/2019

**By Signing I Accept Terms and conditions listed at <https://yiptel.com/msa/>  
 Taxes and Fees Not Included - Proposal is valid for 30 Days**

Additional Equipment(s)	#	Rental	Purchase
Total		\$ 0.00	\$ 0.00

One Time Charges(s)	#	Cost	Total
One Time Programming Charges	1	\$ 175.00	\$ 175.00
Premier Remote Training	1	\$ 0.00	\$ 0.00
Premier Remote Installation	1	\$ 0.00	\$ 0.00
Total			\$ 175.00

**One Time Charges**  
 \$175.00

**Monthly Service Cost**  
 \$411.85

Additional LD Rates USA LD: \$ 0 | Toll Free: \$ 0.0199 | Additional Fax Rates USA Fax: \$ 0  
 | Additional SMS Rates USA SMS: \$ 0.0099 | Additional MMS Rates USA MMS: \$ 0.0149 |  
 Term: 36 Months

Bundles included unlimited contiguous USA calling – fair use policy applies



Company: City of Bisbee  
 Contact: Ashlee Coronado  
 Address: 915 Tovreaville Rd.  
 Bisbee Arizona, 85603  
 Email: acoronado@bisbeeaz.gov  
 Phone #: 520-432-6012  
 Date: 01/11/2019

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<b>Total</b>		14	\$ 433.86

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 Customer Acceptance  Date 2-6-19

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 Term: 36 Months  
 Bundles included unlimited contiguous USA calling – fair use policy applies

## Polycom VVX 101 with Power Supply

Rent: \$4 per phone, per month | Purchase: \$120 per phone



The *Polycom VVX 101* business media phone is a one-line SIP phone for a home office or shared/common areas delivering enterprise grade sound quality.

- 1 Line Phone
- Single 10/100 Ethernet Port
- Power Over Ethernet
- Headset Port RJ-9
- Basic LCD Display
- Full Duplex Speakerphone
- Optional: Up to 1 Dect Handset

## Polycom VVX 201

Rent: \$5 per phone, per month | Purchase: \$145 per phone



The *Polycom VVX 201* business media phone is a two-line SIP phone designed for small businesses and medium-sized organizations delivering HD Voice technology and a wide range of business telephony features.

- 2 Line Phone
- Dual 10/100 Ethernet Ports
- HD Voice
- Power Over Ethernet
- Headset Port RJ-9
- Backlit LCD Display
- Full Duplex Speakerphone
- Optional: Up to 1 Dect Handset

## Polycom VVX 301 & 311

VVX 301 Rent: \$6 per phone, per month | Purchase: \$165 per phone  
 VVX 311 Rent: \$7 per phone, per month | Purchase: \$195 per phone



The *Polycom VVX 301 & 311* delivers breakthrough Polycom® HD Voice™ quality for life-like conversations while minimizing fatigue making calls more efficient and productive.

- 6 Line Phone
- (301) Dual 10/100 Ethernet Ports
- (311) Dual Gigabit Ethernet Ports
- HD Voice
- Power Over Ethernet
- Headset Port RJ-9
- EHS Wireless Headset Port
- Backlit LCD Display
- Full Duplex Speakerphone
- Optional: Up to 5 Dect Handsets

## Polycom VVX 401 & 411

VVX401 Rent: \$9 per phone, per month | Purchase: \$225 per phone  
 VVX411: Rent: \$10 per phone, per month | Purchase: \$265 per phone



The *Polycom VVX 401 & 411* phone brings high-quality, cost effective solutions to frontline staff handling a moderate volume of calls through advanced UC telephony features. The intuitive color user interface of the VVX 400 makes navigation easy and requires minimal training.

- 12 Line Phone
- Backlit Color LCD Display
- (401) Dual 10/100 Ethernet Ports
- (411) Dual Gigabit Ethernet Ports
- HD Voice
- Power Over Ethernet
- Headset Port RJ-9
- EHS Wireless Headset Port
- Full Duplex Speakerphone
- Opt: Up to 5 Dect Handsets

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## Polycom VVX 501\*

Rent: \$12 per phone, per month | Purchase: \$325 per phone



The **Polycom VVX 500** performance business media phone unifies superior voice capabilities and applications into a simple-to-use, yet high performance unified communications (UC) solution. It is the ideal, all-in-one knowledge worker productivity tool, built to integrate seamlessly into a wide range of UC environments.

- 12 Line Phone
- Touch Screen Backlit Color LCD Display
- Dual Gigabit Ethernet Ports
- HD Voice
- Power Over Ethernet
- Headset Port RJ-9
- EHS Wireless Headset Port
- Full Duplex Speakerphone
- Opt: Up to 5 Dect Handsets

## Polycom VVX 601\*

Rent: \$16 per phone, per month | Purchase: \$475 per phone



The **Polycom VVX 600** phone is built for executives and managers who need a powerful, intuitive, expandable office phone that helps them stay connected to lead the organization. Founded on the behavior common to smartphones and tablets, the intuitive gesture-based, multi-touch user interface makes navigation easy and requires minimal training.

- 12 Line Phone
- Bluetooth Headset Integration
- Large Touch Screen Backlit Color LCD Display
- Dual Gigabit Ethernet Ports
- HD Voice
- Power Over Ethernet
- Headset Port RJ-9
- EHS Wireless Headset Port
- Full Duplex Speakerphone
- Opt: Up to 5 Dect Handsets

## Panasonic KX TGP600 Wireless Handset

Purchase: \$199.99 per phone



The entry Panasonic model features a base unit that can be wall mounted and a cordless handset.

- Support for up to 8 DECT handsets / up to 8 SIP registration
- Up to 8 simultaneous network conversations
- Registerable up to 6 repeater
- Easy setup and maintenance
- 1.8-inch, 65,000-color TFT display on cordless handset
- High-quality wideband voice
- Noise reduction
- Up to 500 phonebook
- 200 hours standby time / 11 hours talk time
- Compatible with various optional handset type

## Polycom VVX Color Expansion Module

Rent: \$15.50 per device, per month | Purchase: \$325 per phone



The **Polycom VVX Color Expansion Module** is perfect for operator or high traffic environments. It connects to the VVX 301, 311, 401, 411, 500 and 600 models.

- Color Display
- Paperless Labeling
- 28 x 3 programmable keys
- Expandable to 3 modules

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\***Polycom VVX Camera:** Rent: \$7 per device, per month | Purchase: \$150 per device

With a **Polycom VVX Camera**, your existing VVX 500 or 600 device becomes an immediate, desktop resource for true HD video conferencing without the costly external equipment or installation costs of traditional video conferencing solutions.



# YipTel Fax Solutions

Fax continues to be an important means of communication. YipTel uniquely offers secure Fax solutions one of two ways: electronically via email or through traditional fax machines using local ATA Devices.

## *YipTel Physical Fax Provides HIPAA Compliant & Encrypted FAX using Internet connectivity*

Traditional Fax machines will use network connectivity with a YipTel provided ATA (analog telephone adapter) to send and receive faxes to a fax machine.

### FAX MACHINES: How it Works

Outgoing Faxes are sent as usual:

- The ATA collects the fax page from the fax machine entirely.
- Fax page is then fully encrypted.
- Transmission is sent using HTTPS protocol via network and internet connections to our fax servers.

- Fax Server then transmits fax over Traditional Telephone Network where it is received by the other fax machine like any other fax document.

Incoming Faxes are received by the YipTel Fax server and then sent in an encrypted communication to the local ATA device. They are then transmitted to the standard fax machine where they arrive as a paper document.



### ELECTRONIC FAX\*

Designed to unify fax and email communications into a single user interface. Fax to email allows your organization to move into a paperless environment. Inbound Faxes are received and converted into a PDF file before being auto-forwarded to an email recipient inbox. To send a Fax, simply compose an email message with the recipient Fax number, attach any documents, and send the email.

\*Electronic Fax is a business application only. Does not comply with HIPAA regulations.



# INSTALLATION & TRAINING

## INSTALLATION (Choose 1)

### PREMIER ONSITE INSTALLATION

Premier Onsite Installation is our most popular installation method. This is where YipTel's 5-Star experience can truly be felt as we provide a fast, friendly, and professional installation by our certified technicians. YipTel will physically install your phones, paging equipment, firewalls, ethernet switches and any other equipment that you have acquired from us. Sit back, relax, and let us create a worry-free experience for you.

### PREMIER SELF INSTALLATION

Premier Self Installation is for those technically savvy organizations that have the skillset to configure their firewalls and network equipment themselves, or have a 3rd party technical resource to help them. Our technical team will work with yours to gather the details of your network and communicate the programming and configuration requirements needed to assure your network is VoIP Ready. Your equipment will arrive on-site a few days before your "go live" date, which allows our technical team to "pre-test" your new phones and equipment so we can fine tune the network and your phone system before its live. On "go live" day we will schedule a time to activate your system.

**Selection is per customer physical location.**

## TRAINING (Choose 1)

### PREMIER ONSITE TRAINING

Premier Onsite Training ensures a worry-free experience for your company. Our team is physically onsite to train your staff, answer questions and to help them make an easy transition to their new technology. We provide group trainings in multiple sessions on phones, desktop and mobile software. You may also choose to have us spend individual time with employees who need additional training, or with the person who will be the "phone expert" for your company moving forward. Training is sold on an hourly basis and can be customized to the number of classes needed.

### PREMIER REMOTE TRAINING

Premier Remote Training is conducted via web conference and is a perfect option for those organizations that would like to reduce costs. We will provide you with online videos, user guides for your phones and associated software. Organizations that can ensure their staff will take the proper steps to train themselves through attending the scheduled live webinars and using the resources available on our website will find this training option quick, easy, and cost effective.

**Selection is per customer physical location.**

Regardless of which installation and training option you choose, YipTel will deliver personalized user guides, online training videos, and customized webinars. Feel like you need a refresh training? Training & support are on-going and included with your service.



# CLOUD SCOPE OF WORK

## A. Project Scope of Work

1. The scope of work includes configuration of the equipment set forth in the signed YipTel Service Agreement, except the work to be undertaken by "Customer" pursuant hereto. 2. Outside of the equipment listed on the YipTel Service Agreement, the Customer, either itself or through its subcontractors, is solely responsible for Customer's network, including the supply, installation and programming of firewalls, routers, ethernet switches or other network hardware or software required to make the network VoIP ready. 3. Should YipTel be required to assist in the programming or installation of customer provided equipment, the Customer will be separately billed at \$ 149.00 per hour. If requested, Customer shall provide YipTel access to customer's provided equipment (login, passwords) for programming. 4. Cabling is not included unless listed on YipTel Service Agreement. 5. One 7' patch cord is supplied with each phone, longer lengths and additional patch cords may be purchased if requested.

## B. Requirements of the parties working together

1. The environment must be maintained for all YipTel equipment to temperature range 40-80 degrees F. 2. Existing cabling shall be Cat 5e or better. Cabling should all be home runs to a managed switch port. If cabling does not exist, needs repair, or the Dmarc needs to be extended then a billable service order will be created. 3. Customer will provide a location to mount equipment, provide power, and a UPS for YipTel equipment. Dedicated 120V circuits are strongly recommended. 4. Customer shall provide access to the building, switch room, network room all areas where work is to be performed. The Customer is responsible for the Customers after hour's staff billing. 5. Employees should be notified of the installation and be encouraged to participate in training. 6. Customer shall appoint a representative to act as a single point of contact to expedite the efforts of YipTel to complete Customer's project in a timely and professional manner to provide all programming information. 7. Customer understands that installations are not placed in to the installation queue until this information is completed. Delays in completing this information will delay the installation. 8. No changes may be made to database programming for the period commencing 48 business hours prior to installation. 9. All equipment is covered under warranty for normal wear and tear for 1 year from contract date. Willfully abused equipment will be billed to the customer. 10. Customer will assist in placing the phones in the proper locations. 11. Customer is responsible for loading all software on the customer's computers and devices.

## C. LAN Requirements

1. Under normal circumstances, we expect that you have a DHCP server to generate the IP addresses needed for the phones. 2. Each YipTel device will require a Managed Ethernet port on a Managed Ethernet switch provided by the Customer (unless contained in the Service Agreement). Power Over Ethernet is preferred. Hubs are not permitted. VLAN's are supported. If the Ethernet switch is not a POE switch (Power Over Ethernet), phones will require local AC power at additional costs per month.

3. Customer provided firewall, NAT or a VPN device must be of sufficient quality and adequately sized for all internet connections. This may be in terms of Packets Per Second, CPU, RAM etc. Customer must replace these devices if they are determined to be the cause of poor call quality. 4. YipTel recommends the YipTel Edge SD Wan device for all VoIP implementations. 5. Insure that you have sufficient bandwidth. 80Kbit/s for uncompressed voice per phone call. Additional overhead for data and software applications are also required. 6. Customer is responsible to ensure that the network is configured for QoS, & prioritization. YipTel will provide the details on the parameters required to be programmed by the Customer. The customer will also insure that the Network is in good condition, free of Viruses, Trojans, or any other malware or ANY other issue that can possibly affect the performance of the LAN or WAN. 7. Multicast paging is supported on specific phone models and in certain environments.

## D. Internet

1. YipTel guarantees our network, services and the uptime that we provide to the Customer as stated in the YipTel SLA. 2. Only direct YipTel internet connections support QoS and Prioritization. YipTel guarantees these services as stated in the YipTel SLA (Service Level Agreement) 3. YipTel recommends our YipTel Edge SD WAN device for ALL open internet connections. It provides intelligence to correct call quality issues that firewalls do not provide as it looks at each call and will adjust buffers and routes intelligently. If you build the connectivity 4. Customer understands that quality VoIP phone calls come from Quality internet connections. Customer understands that VoIP services are provided as best effort over other carrier's internet connections and that YipTel cannot guarantee service or reliability over other carrier's networks. Quality VoIP requires less than 100 millisecond responses from YipTel Servers and no packet loss in order to deliver Quality phone calls. If these standards are not met then the Customer must repair or replace the internet connection until the connection is determined to be within these specifications. 5. Customer understands that poor quality 3rd party internet service is not a justification for termination of YipTel services and that in the event that they experience issues related to poor internet service that the customer must repair or replace the internet connection to be within specifications.

## E. Support

1. Technical and Customer Support is provided from 8 am Eastern - 5 pm Pacific, Monday -Friday and after hours' emergency support 24 x7 x 365.

## F. Auto Attendants Call Routing

1. It is expected that the customer will have a Day and Night 2 Auto Attendant or call routings that will need to be configured. Call Routing and Auto Attendant scripts that extend beyond these numbers will be billed for separately. Customer is to record the greetings or may pay YipTel an additional \$25.00 to record greetings.



# Installation Timeline

YipTel is a nationwide leader in business communication solutions. We assist all of our clients in deploying the most secure and reliable technologies that dramatically impact your internal and external relationships. YipTel is uniquely qualified to design and implement our technologies. As a YipTel client, you are introduced to a 5 phase process of project implementation. A Project Manager is assigned and from start to finish you are guided through each phase of our process. Dependent upon your unique business environment and size, system design, number of phone lines porting, and many other variables, each phase of the process requires different amounts of time to complete.



This is the most critical of all the phases. As a customer, this is the time to identify your internal Project Manager; this individual should be deeply familiar with your business operations and your current phone system and network environment; he or she will work closely with YipTel's PM and Install Team.

- Introduction to your Project Manager
- Engineering Meeting\*
- System Design Meeting\*\*

- Phone numbers are submitted for porting
- Equipment is ordered (if applicable)
- Tentative timelines for installation are established
- Programming is scheduled
- Tentative Hardware install is scheduled
- Tentative Training is scheduled
- Tentative "Go Live" date is scheduled

Dates are confirmed for the following phases.

- Number Ports
- Hardware Installation
- Training
- "Go Live"

- Training Date(s)
- Location
- Number of Classes

Training is conducted on site or remotely. All clients receive links to training videos. It is recommended that you and require your employees to watch the videos ahead of your Training and Go Live dates.

Congratulations!

We made it! Your project is complete.

- Client accounts are entered into billing.
- Account is transitioned to our Account Management Team.

Customers are provided with Email addresses, Phone Numbers and an Escalation list, for critical issues.

FURTHER PHASE 1 INFORMATION

**\*Engineering Meeting:** YipTel's Install Team will meet with your IT Team to learn about the health of your network, discuss requirements based on your purchase, internet connectivity and speed.

**\*\*System Design Meeting:** How do you want your calls to flow? In this meeting we will discuss and gather: User Information, Inbound and Outbound Call Flow, Call Queue's, Hunt Groups, Faxing, Analog Devices, etc.

FURTHER PHASE 2 INFORMATION

**A few things to know about porting:** Porting 100 numbers or less takes 5-10 business days (Excluding Holidays), and can take longer. If you have more than 100 numbers that are porting, the time frame is 3-weeks minimum. (No Exceptions).

**If you are installing on a tight timeline, always take these into consideration. Talk to your project manager for more details.**

