# MiCloud Connect

## Services Overview

# Your Complete Business Communications Solution in the Cloud

## Talk. Chat. Collaborate. Interact.

MiCloud Connect is a full-featured communications and collaboration solution that empowers users to work more efficiently and productively no matter their location. Our focus on ease-of-use and the mobile workstyle delivers streamlined features and intuitive interfaces so users can easily interact with each other and not have to focus on making the software work.

MiCloud Connect solutions are easy to deploy and deliver simple pricing as well as flexible licensing so you're never overpaying for features you don't use and can easily evolve your solution as business needs change.

### The MiCloud Connect Difference

MiCloud Connect combines telephony, conferencing, IM, video, collaboration and contact center to deliver a complete businesses communications solution. It is designed to address the needs of every department in your organization so you don't need multiple vendors. Users can select from our flexible phone options such as IP desk phones, soft and web clients, mobile apps as well as telephony integrations with leading providers. Our clean and intuitive UI lets users interact and multi-task in ways that they prefer without having to install plug-ins or deal with multiple windows and pop-ups. Plus, it's so easy to provision that it's practically plug-and-play. To ensure business continuity and security, MiCloud Connect has built-in operational redundancies and Secure Real-time Transport Protocol (SRTP) so your system is always running at top performance.

### Simple User Experience, Robust Features

MiCloud Connect blends traditional phone system features such as call transferring, extension dialing and more with instant messaging, conferencing, video and screen sharing, allowing you to save time, reduce travel and efficiently collaborate with others.

### Benefits

- Fully hosted, end-to-end solution

- Consistent and intuitive user experience across all devices

- Easy switchover & provisioning

- Reliable & secure

- Business continuity

- Robust system features

- Premium customer service

By consolidating these features into a single client, you can get more done faster and with less hassle. Communicate how you want with ease—interacting with others can be done directly from the MiCloud Connect client with a few simple clicks. You never need to launch a new app, new window or waste time configuring it to make things work. Plus, with the ability to make changes in real time, you can change your call routing or presence on the fly. MiCloud Connect also offers the same collaborative web conferencing experience to external participants via their web browser so they can benefit from tools such as screen sharing and instant messaging.

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## Client Event Features

- **Action Icons**: Trigger calls, video, web sharing, call recording, raise hand, mute self, mute all, and add a participant
- **Contact Timeline**: Revisit past communications with individual co-workers and filter by calls and messages
- **Favorites**: Quickly access the people and groups you interact with the most
- **Event Wizard**: Schedule calls and conferences and add presenters, agendas, invitations and more
- **Add Participant**: Easily conference others into a meeting to eliminate the need for follow ups and duplicate meetings
- **Agenda Timer**: Monitor agendas in real time to help participants keep conferences on track
- **Raise Hand**: Eliminate talking over one another and easily manage conversations with large groups
- **Visual Audio Monitoring**: Mute participants who have distracting background noise
- **Integration**: Outlook, G Suite and ICS calendars for presence, scheduling, meeting invitations and conferences
- **No VPN**: Join instantly without the need for VPN

## Client Dashboard Experience

The MiCloud Connect client is there when you need it, and stays out of the way when you don't. The slim control panel can be compressed to fit your needs making it easy to interact and collaborate with others without taking up your entire screen.

Dashboard Features:

- **Directory**: Quickly locate contacts by name, number or extension and place a call
- **Personal Preferences**: Set presence (availability status) and personal call handling
- **People**: View co-workers' presence and organize contacts into favourites and groups
- **Recent**: See previous and missed communications with co-workers and quickily call them back
- **Events**: Create and schedule meetings, view upcoming events and quickly join meetings
- **Voicemails**: View, delete and listen to voicemails directly from the client
- **Messages**: Chat with individual users or create group chats
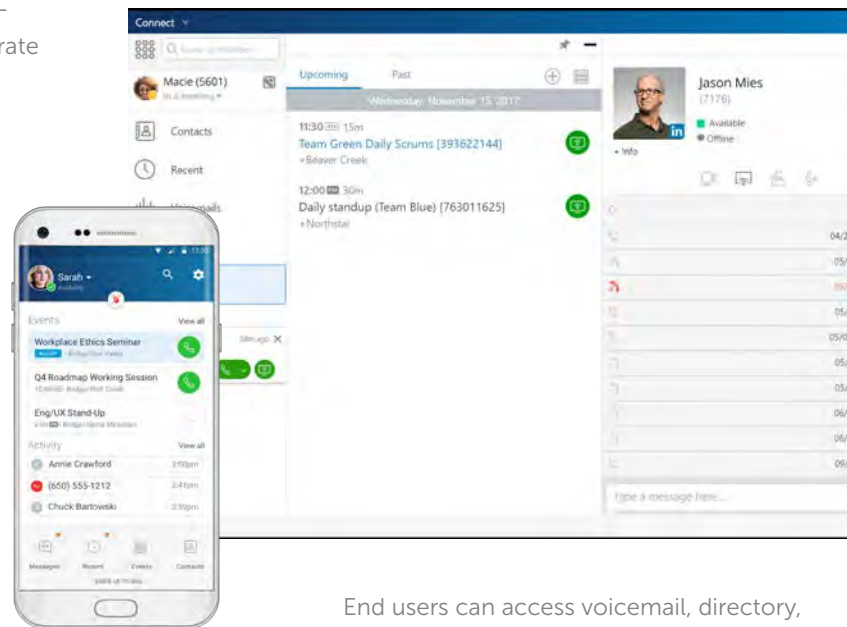


End users can access voicemail, directory, conference calling, park, transfer and other features from the MiCloud Connect client or mobile app.

## Phone Solutions Built In-House

MiCloud Connect is an end-to-end solution. We design and develop our own phones, voice switch technology, solution software and advanced applications to ensure all components are optimised for peak performance so you never need to worry that a system upgrade or new feature might cause an unexpected issue. Our complete suite of business phone system features deliver traditional telephony solutions, plus seamless integrations and mobile solutions.

## Robust Tools That Make Team Collaboration Simple

❯ **Mitel Teamwork:** Increase productivity and enable your users to collaborate in real time with workspaces that serve as virtual rooms for teams to share files, message and create tasks via their smartphone or web browser

❯ **Multi-Point Video Conferencing:** Improve collaboration, increase communication accuracy and enhance customer experiences with real-time, face-to-face video interactions

## Easy to Provision, Easy to Manage

MiCloud Connect makes business phone systems easy to deploy with plug-and-play functionality. We serve as a part of your team by managing your move to the cloud, providing the circuits and porting your phone numbers from your current carrier. Ongoing account management is easy via the MiCloud Connect Portal, our browser-based administrative interface that manages billing, account levels and user permissions. Scale up or scale down as needed to accommodate new locations or seasonal staffing fluctuations.

Business Phone Features:

❯ **IP PBX Telephony Services:** Call control, call routing, voicemail, music on hold and automated attendant

❯ **Mitel Desk Phones:** System directory, intercom, conference calling, transfer, redial, hold and other options; soft keys for presence status, pick up, park and more

❯ **Mitel Connect Mobile App:** Bring MiCloud Connect with you wherever you go with our iOS and Android mobile app that extends full call handling and UC capabilities to your smartphone

❯ **Third-Party Integrations:** Increase efficiencies with seamless, native integrations with leading providers such as Salesforce®, NetSuite®, Google® and Microsoft®, plus most popular CRMs

❯ **Productivity Apps:** Streamline workflows with web dialers, our Chrome™ browser extension and other app dialers

❯ **Operator:** Make it easy for supervisors to monitor calls and contact status with hover and drag-and-drop functionality, plus detailed caller information

❯ **Softphone:** Turn your computer into a phone by simply plugging in a headset

Additional Services:

- **Mitel Connect Fax:** Send and receive faxes over the Internet from your computer and mobile device
- **Mitel Connect Scribe:** Have voicemails sent via email so you don't have to waste time dialing in and can easily review voicemails at a later date
- **MiCloud Connect Contact Center:** Multi-channel solution for sales and customer service operations
- **MiCloud Connect Connectivity:** Ensure uptime with our scalable "private network" offerings including E1, Multiprotocol and DSL

## Continuity, Security & Scalability You Can Depend On

Your business deserves the highest level of service availability. As an enterprise-class, managed hosted solution, Mitel understands that businesses demand enterprise-class data integrity, application reliability and physical safeguards. That's why we invest in several levels of redundancy and load balanced system hardware to ensure business continuity and maximum uptime for your business. Mitel also offers a service level agreement (SLA) guarantee with our private cloud circuit connection, E1 or MPLS prioritized for voice carriage.

MiCloud Connect is built with a secure access layer to protect our phones, carriers and Mitel Connect apps against security risks. Our secure voice and app transport is built-in right "out of the box" with secure remote transport protocol (SRTP) for secure voice and secure app access.

MiCloud Connect Utilizes:

- ILBC codec for landline call quality
- A range of Tier 1 voice and data providers to deliver significant redundancy, enhanced call completion and data connectivity capabilities
- Connectivity with individual telephone and data carriers that spans multiple locations so calls can be rerouted if issues arise
- Multi-tenant data center that scales network capabilities while independent, modular hardware isolates any issues to a population subset
- A shared customer information database that is replicated to additional data centers and is backed up daily off site

## Premium Customer Service

MiCloud Connect is a premium, managed service. Our mission is to deliver a communications experience that our customers love. By owning our own software, we can easily streamline the support experience and provide users with immediate access to our support department. With a simple click of a button from their desk phone, users can be connected to a live operator from our team of experts. Our team can answer technical questions, resolve problems and even help you develop a strategy for maximizing the impact of our business phone system. For additional support, a variety of Mitel Expert Start, Jump Start and Network Services programs are offered to deliver rack and stack or physical connections of equipment, set up of data monitoring tools, post-installation networking maintenance support, and the purchase and/or resale of non-Mitel equipment.

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# MiCloud Connect
# Service Plans

# Flexible Plans that Make Cloud Services Easy

## Choose the Right Combination of Unified Communications & Collaboration Tools for Your Business Needs

### Convenient & Cost Effective

Every business has unique communications needs. MiCloud Connect's UC features are packaged into three different profiles so you can subscribe to the features right for your business. Mitel gives you the flexibility to mix and match service levels, allowing you to easily adapt to changing business demands as they arise. Pricing plans are outlined below:

**Essentials** includes all business telephony call handling features, plus key UC features like instant messaging, presence, video calling, conferencing, screen sharing, mobile apps and Mitel Teamwork.

**Premier** offers additional features for supervisors, managers, and sales and service teams including expanded conferencing capacity, voicemail-to-text transcription and third-party integrations.

**Elite** increases conferencing and web sharing capacities and adds recording, archiving and operator features such as consultative transfers and conferences for advanced call handling capability.

### Service Plan Benefits

- Self-provision service levels through the MiCloud Connect Portal

- Mix and match levels, buying just the services you need

- Change service levels to adapt to business demand as they arise

- All levels include all business telephony features and great customer service

- All service levels integrate with a la carte applications like MiCloud Connect Fax and MiCloud Connect Contact Center

Add and upgrade service plans as your business requires. The MiCloud Connect Portal management dashboard makes it easy to self-provision and add users as your organization grows. Profiles can be mixed and matched to align users with functionality that is required for their individual role.

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| FEATURE | ESSENTIALS | PREMIER | ELITE |
|---|---|---|---|
| Minutes Per Month[1] | Unlimited | Unlimited | Unlimited |
| Direct Dial | ✔ | ✔ | ✔ |
| PBX Features | ✔ | ✔ | ✔ |
| MiCloud Connect Portal | ✔ | ✔ | ✔ |
| MiCloud Connect Client | ✔ | ✔ | ✔ |
| Voicemail | ✔ | ✔ | ✔ |
| Audio Conferencing | 8-Party | 25-Party | 100-Party |
| Desktop Sharing | 4-Party | 25-Party | 100-Party |
| Instant Messaging | ✔ | ✔ | ✔ |
| Presence | ✔ | ✔ | ✔ |
| Video Calling | ✔ | ✔ | ✔ |
| Softphone | ✔ | ✔ | ✔ |
| Outlook® / G Suite® Integration | ✔ | ✔ | ✔ |
| Web & App Dialers | ✔ | ✔ | ✔ |
| Find Me, Follow Me | ✔ | ✔ | ✔ |
| Mobile App | ✔ | ✔ | ✔ |
| Connect Telephony for Microsoft | ✔ | ✔ | ✔ |
| Voicemail Transcription | $ | ✔ | ✔ |
| Salesforce® Integration | $ | ✔ | ✔ |
| Call Recording | $ | $ | ✔ |
| Archiving | $ | $ | ✔ |
| Operator | $ | $ | ✔ |
| Contact Center | $ | $ | $ |
| Internet Fax | $ | $ | $ |

[1] Domestic outbound calls

$ Additional cost

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# Mitel 6900 IP Phone Family

**IP6940**

**IP6930**

**IP6920**

**IP6910**

**ROBUST FEATURES**

**RICH ACCESSORIES**

**MODERN STYLE**

# 6920 Standard IP Phone

Handset "Ribs" for Enhanced Shouldering

Optional Brandable Metal logo plate (covers Mitel Logo)

3.5" 320x240 Color Display

6 Programmable Feature Keys with LED

HD Speakerphone with sealed acoustic chamber for exceptional performance

Programmable context-sensitive Soft Keys

Accessory Port (side)
Supports PKM

Media Ports (Rear)
Dual GigE Ethernet
RJ9 Analog Headset
DHSG/EHS Headset
USB 2.0 (100mA)
AC power

One Button Feature Access Keys (Hold, Mute, Redial, Call History, Contacts, Voicemail, etc)

# 6930 Premium IP Phone



Handset "Ribs" for Enhanced Shouldering

Optional Bluetooth Cordless Handset (Phone ships with charging contacts)

MobileLink Features (Mobile Integration Features Supported as Standard

HD Speakerphone with sealed acoustic chamber for exceptional performance

Optional Brandable Metal logo plate (covers Mitel Logo)

Built-in Bluetooth 4.1

4.3" 480x272 Color Display

12 Programmable Feature Keys with LED

Programmable Context-sensitive Soft Keys

Accessory Expansion Port Supports PKM

Media Ports (Rear)
Dual GigE Ethernet
RJ9 Analog Headset
DHSG/EHS Headset
USB 2.0 (500mA)
AC power

One Button Feature Access Keys (Hold, Mute, Redial, Call History, Contacts, Voicemail, etc)

# 6940 Executive IP Phone



Handset "Ribs" for Enhanced Shouldering

Bluetooth Cordless Handset Standard

MobileLink Features (Mobile Integration Features Supported as Standard

HD Speakerphone with sealed acoustic chamber for exceptional performance

Optional Brandable Metal logo plate (covers Mitel Logo)

Built-in Bluetooth 4.1

7" 800x480 Touchscreen Display

12 Programmable Context-sensitive Soft Keys

Programmable Feature Keys

Accessory Expansion Port Supports PKM

Media Ports (Rear)
Dual GigE Ethernet
USB 2.0 (500mA)
AC power

One Button Feature Access Keys (Hold, Mute, Redial, Call History, Contacts, Voicemail, etc)

# *Jump*Start Service Description

The following is a detailed summary of the MiCloud Connect *Jump*Start Installation Package and existing services that may be affected due to changing your office network environment. Please reference tables at the end of this document to determine the Responsible Party for each step.  When referencing "customer" in this document, it should be understood that this means a representative from the customer organization. Several different representatives from the customer may be required to assist.  When referencing "Mitel" in this document, it should be understood that this pertains to a Mitel representative from the MiCloud Connect team.

# Phase 1: Discover

The Discover Phase of the Implementation Lifecycle is designed to set the expectations of the MiCloud Connect implementation and ensure all parties are aware of the responsibilities they will own through this process.  As part of this the MiCloud Connect team will work to gather the information needed to successfully deliver service to the customer locations.

## Order Review

The signed order is reviewed by the MiCloud Connect Project Manager to identify primary customer account stakeholders and to ensure all information to complete the order has been transferred from Mitel sales.

## Project Initiation

**Kick-Off Meeting:** The MiCloud Connect Project Manager will schedule a project introduction call with all customer stakeholders. The primary objective is to communicate the roles, responsibilities, and requirements of the implementation process and review the project timeline along with any dependencies.

## Requirements

**Phone Bills:** Customer must provide telephone bills containing the account details of the current provider that is within 30 days of the current date for all numbers requested to port to MiCloud Connect.

**Letter of Authorization:** (LOA): Customer must supply a signed letter of authorization for existing non-toll free numbers that will be moving to MiCloud Connect service.

**Responsible Organization:** (RespOrg): Customer must supply a signed RespOrg for existing toll free number that will be moving to MiCloud Connect service.

**New Numbers:** Mitel will provide new phone numbers for the purchased profiles with 10% additional for future growth. MiCloud Connect can ONLY request area code or rate center and quantity of numbers when activating new numbers for a customer account. Blocks of numbers are available in most rate centers however cannot be guaranteed. MiCloud Connect has an additional charge for numbers that are considered premium.

**Toll Free Numbers:** Mitel will supply the quantity of new random toll free numbers, if any, indicated on the customer signed order form.

**POTS Service:** Mitel does not supply POTs line (Copper Line) service. The customer is responsible for fax, modems, alarms and other POTs line services.

**Number Services:**

- Directory Assistance Listing: MiCloud Connect includes one complimentary directory assistance listing per location. Additional directory assistance listings may be included at an additional charge.

- CNAM: MiCloud Connect includes one complimentary CNAM ID per location. Additional CNAM IDs can be included at an additional charge.

**User List:** Mitel will supply a blank user list form for the customer to document all numbers, users, and user information that will be used on MiCloud Connect service. The user list form is the required format for the delivery of user information to MiCloud Connect.

**Gather Information:** The MiCloud Connect Project Manager will provide specifics on the required information needed to customize the MiCloud Connect solution for your business.

**Installation Guides:** The MiCloud Connect Project Manager will provide standard supported network topography and Network Best Practice Documents to provide more information on supported LAN designs required to support VoIP service.

**Offnet Backup:** Customer MUST supply an Offnet Backup form for all locations receiving Mitel Managed Connectivity. If this is not supplied, Mitel is not liable for any downtime experienced in the future should the Mitel Managed Connectivity experience a service disruption.

**Address Verification:** Customer MUST supply the Address Verification form to validate the delivery location for Mitel Managed Connectivity.

## Phase 2: Design

In the Design Phase of the Implementation Lifecycle the MiCloud Connect project manager coordinates supporting resources to process information provided as part of the MiCloud Connect requirements paperwork. Carrier services are engaged and scheduled, system design requirements are gathered and configured, hardware is shipped, and customer Network design and transition plan is created.

_Carrier Provisioning_

**Connectivity:**

- Mitel Managed Connectivity: A customer representative must complete and sign MiCloud Connect [Address Verification form](#) for each location. Once the MiCloud Connect Address Verification form is received for a location the MiCloud Connect Carrier Provisioning Team will place order with the Partner Carrier.  Mitel will provide delivery updates via email during the process.

- Independent ISPs: The customer is responsible for managing the ordering, installation, configuration and delivery of non-Mitel ISPs.

- 3rd Party MPLS Cross Connect:
  o The customer is responsible for managing the ordering, installation, configuration of the MPLS tail into the MiCloud Connect data center.
  o The MiCloud Connect Project Manager will coordinate with the customer to have their MPLS peering router (if applicable) installed in the MiCloud Connect data center and connected to the MiCloud Connect core network.
  o MiCloud Connect data engineer is responsible for setting up routes to allow peering to the customer network on the MiCloud Connect peering router.
  o MiCloud Connect Data Engineer is responsible for providing the following to the customer:
    - MiCloud Connect Voice IP block for use with customer voice traffic.
    - A private /30 network (BGP Peering) optional
    - A private ASN (BGP Peering) optional
    - Configuration of peering router (if applicable)
    - Distribution of MiCloud Connect IPs for voice traffic in the customer MPLS environment
    - Work with customer Vendor Carrier to troubleshooting the MPLS network should a configuration issue arise during implementation
  o The customer is responsible for the following:
    - Ordering and installation of the MPLS tail for connectivity
    - Coordinating the Vendor carrier for MPLS network setup
    - Coordinating the Vendor Carrier for any meetings Mitel requires
    - Shipping the customer provided router (if applicable)
  o Offnet Backup: The customer is responsible for coordinating the ordering, installation, and testing of the secondary circuit, no less than 768K upstream and 768K downstream, to be utilized as your off-net backup.  A dedicated static public IP address from the Internet Service Provider is required via the Offnet Backup Form prior to the Mitel Managed Connectivity Firm Order Commit date. MiCloud Connect Data Engineer is responsible for configuring the router to support failover that is supplied via a GRE Tunnel ONLY.

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**Porting:** MiCloud Connect Carrier Team works with MiCloud Connect Partner carriers to schedule the transfer of numbers from the customer's existing provider to MiCloud Connect for use with service. This requires the customer to complete the necessary MiCloud Connect forms to authorize the release of the numbers.

- **Research:** MiCloud Connect Carrier Team will complete research on the numbers which will include obtaining a Customer Service Record (CSR) for the numbers requested in the port documentation. The completion of this step requires the cooperation of the customer existing provider (losing carrier) and if not responding, Mitel may require additional assistance from the customer contact.

- **Approval of Port:** When the number research is complete, the MiCloud Connect Project Manager will submit a formal 'request to port' email to the customer including target port date and the numbers on the port request. Customer approval in writing is required in order to formally submit the port request.

- **Port Submission:** MiCloud Connect Carrier Team submits official request to port numbers. The customer is responsible for ensuring there are no orders pending on their losing carrier account from the port submission date until the port has completed successfully. Any pending orders can jeopardize the port date. The MiCloud Connect Project Manager will provide updates on the status of the port request via email. Once the Partner Carrier confirms the 'Firm Order Commit' date (FOC), this will be the official release date of the numbers from the losing carrier to MiCloud Connect for service.

## System Design/QA

**System Design Meeting:** The MiCloud Connect Project Manager will engage a MiCloud Connect Client Programmer to coordinate the meeting to review the call routing details. Supplying the MiCloud Connect User List is a prerequisite to the engagement of a Client Programmer. The below are items that are documented in this meeting. The MiCloud Connect Client Programmer will send an outline of the system design to the customer for approval prior to starting the system design configuration. Once the customer approval has been provided, changes to the system design are unable to be submitted until the System Design Configuration has been completed.

- Verification of User Information
- Verification of Phone Numbers
- Profile Type
- Profile Settings
- Main Line Routing
- Ring Groups
- Auto-Attendants
- Group Features
- Profile Add on Features
- Contact Center Routing

**System Design Configuration:** The MiCloud Connect Client Programmer will complete the

configuration of services per the confirmed system design document on the MiCloud Connect platform. The timeline varies based on complexity however an SLA will be provided. In the event that all required information is not received from the customer within the requested timeframe, assumptions will be made on the customer's behalf in order to proceed with configuration. At the completion of a system configuration the MiCloud Connect Client Programmer will provide an email confirmation of completion, steps on how to test the configuration as well as an updated System Design Document.

**System Design QA**: As a built in certification of the system design configuration the MiCloud Connect Client Programmer will complete an audit of the call structure. This includes navigating the menus, verifying options, and completing live calls to the system.

**Pre-Go Live System Change Requests:** Customer requested changes to call routing or associated configurations after the initial provisioning and before Go Live will be submitted to the MiCloud Connect Project Manager. All changes will be compiled and sent to the MiCloud Connect Client Programmer. All provisioning change requests will be completed within a timeframe communicated by the MiCloud Connect Project Manager and no later than one business day before Go Live. Provisioning requests will not be completed on the customer's account the day before Go Live.

## Network Readiness

**LAN Readiness Review Meeting:** The MiCloud Connect Project Manager will coordinate a LAN Readiness Review Meeting to discuss the Roles and Responsibilities of the Mitel Managed Connectivity, if applicable, and LAN installation. MiCloud Connect will review any customer questions on the Network Best Practice Document that describes the basic LAN requirements the customer will be responsible for setting up. The hardware in use at the customer site will also be documented along with discussion on transition strategy options. A MiCloud Connect Data Engineer may be included in this meeting based on the complexity of the network. At the conclusion of the LAN Readiness Review a document will be provided that includes the details of LAN hardware (if supplied by customer), owner of tasks, and transition strategy and contingency strategy for the deployment for the Local Area Network.

**Wiring/ Network Drops:** The quantity of Wiring/Network Drops required is dependent upon the Network Topology you have chosen. At minimum each MiCloud Connect phone requires a dedicated Cat5 cable. If customer site does not meet the cabling requirements, the customer is responsible for coordinating the upgrade of the wiring to Cat5 approved cable from network closet to each phone/pc or separate depending on network topology.

## Hardware Procurement

**Mitel Provided Router:** For all Mitel Managed Connectivity Services, Mitel will supply a router. The MiCloud Connect Data Engineer will configure and manage the shipment of the Mitel provided router to the customer location to arrive +/- two business days of the Mitel Managed Connectivity Service FOC date.

- Voice Services: MiCloud Connect Data Engineer will supply a voice IP block for each location on MiCloud Connect Broadband service. The block will include at least 20% additional IPs than on the contract to allow for growth.
- Data Services: Mitel Managed Connectivity does not supply data IPs on Voice circuits unless the customer specifies they would like to use the connection for data failover in the event that their primary data ISP fails. A /30 is provided by default in this instance. If additional data IPs are requested, Mitel requires the completion of the MiCloud Connect IP Justification Form.

**Phones:** MiCloud Connect Project Manager is responsible for coordinating the shipment of all rental and purchase phones included on the MiCloud Connect Order Form. Mitel will only ship to locations that are included on the order form. Should alternate shipping be needed, the customer is responsible for coordinating the shipment once the product arrives to a location on the order form. If the customer is sourcing the hardware units from a 3rd party vendor, the customer is responsible for the following:

- Shipment of phones to location
- Phones onsite and available for required testing no later than two weeks prior to scheduled transition date.
- Ordering phones documented here: MiCloud Connect supported devices
- Phones MUST be updated per: MiCloud Connect supported firmware version

**Switches:** MiCloud Connect Project Manager is responsible for coordinating the shipment of all rental switches included on the MiCloud Connect Order Form. Mitel will only ship to locations that are included on the order form. Should alternate shipping be needed the customer is responsible for coordinating the shipment once the product arrives to a location on the order form. The configuration of Mitel provided switches is NOT included in the rental and is the responsibility of the customer unless included in their installation package. If configuration assistance is required, the customer MUST purchase a Network Service Package.

**ATAs**: MiCloud Connect Project Manager is responsible for coordinating the shipment of all purchased ATAs included on the MiCloud Connect Order Form. Mitel will only ship to locations that are included on the order form. Should alternate shipping be needed the customer is responsible for coordinating the shipment once the product arrives to a location on the order form. If the customer is sourcing the hardware units from a 3rd party vendor, the customer is responsible for the following:

- Shipment of ATAs to location

- ATAs onsite and available for required testing no later than two weeks prior to scheduled transition date.
- Ordering ATAs documented here: MiCloud Connect supported ATA devices
- ATAs configuration. Mitel can configure these devices for the customer at an additional cost.

### Miscellaneous:

- **Headsets:** Mitel is not responsible for providing headsets to customer sites, setup instructions or verifying existing headsets compatibility. It is the customer's responsibility to research compatibility and setup instructions with a hardware vendor directly.
- **Over Head Paging:** Most systems that have an RJ11 hand off can successfully work with MiCloud Connect with the use of a MiCloud Connect supported ATA device. Mitel does not provide overhead paging units and is not responsible for the configuration or connection of these systems.
- **Door Buzzers:** Most systems that have an RJ11 hand off can successfully work with MiCloud Connect with the use of a MiCloud Connect supported ATA device. Mitel does not provide door buzzer units and is not responsible for the configuration, connection, or troubleshooting of these systems.

# Phase 3: Deliver

In the Deliver Phase of the Implementation Lifecycle the MiCloud Connect project manager works with the customer to execute the installation and configuration of Mitel Managed Connectivity, handsets, and network equipment to support voice service.

**Deploy**

**Connectivity:** Mitel Managed Connectivity Service: On or before the Firm Order Commit (FOC) date the Partner Carrier will install the Mitel Managed Connectivity service. If testing from the partner carrier to the Installation Carrier (LEC) is successful, this connection is released to MiCloud Connect for activation within 3 business days. MiCloud Connect Partner Carrier will install to the customer location MPOE. If facilities are available Mitel can work with LEC to ensure the connection is extended via available house pairs to the Carrier Telco Closet on the floor that supports the customer suite. Please note that additional time and/or dispatches may be required to complete this extension. It is the customer responsibility to ensure there is inside wiring available to connect the customer suite to the Carrier hand off point. The MiCloud Connect Project Manager will schedule a Circuit Activation call with a MiCloud Connect Data Engineer and the customer onsite technical representative to complete the turn up of the Mitel Managed Connectivity Service. The customer is responsible for coordinating access to the required network closets to complete the Circuit Activation. Once completed, a WAN Certification will be provided to the customer to confirm the setup.

**Hardware:**

- **Mitel Provided Router (ONLY for Mitel Managed Connectivity Services):** The customer onsite technical representative is responsible for the installation of the Mitel Provided Router and the connection of this to the installed circuit. This should be completed during the Circuit Activation meeting scheduled by the MiCloud Connect Project Manager. If any issues arise during the Activation process the onsite technical representative will be responsible for basic troubleshooting with the MiCloud Connect Data Engineer. The customer is responsible for housing the router from the date of shipment arrival to the Circuit Activation and to provide this to the onsite technical representative. This customer resource is also responsible for coordinating access to the required network closets to complete the installation.

- **LAN Equipment:** The customer is responsible for coordinating all installation and configuration of LAN equipment. Troubleshooting of the network to ensure proper LAN setup or to complete a root cause analysis on any issues is the customer's responsibility. Should MiCloud Connect LAN assistance be requested a Network Service Package can be added to the Scope of Work at an additional cost to provide assistance.

- **LAN Devices:**
  - **Phones**: The customer is responsible for the installation of the phone per the Phone Installation Guide (400 Series).
  - **ATAs:** The customer is responsible for coordinating the installation of ATAs. The installation consists of connecting the ATA device to an Ethernet connection on the voice network and ensuring dial tone to the device via an analog phone. Once dial tone is confirmed by the customer connection to other RJ11 devices can be made. MiCloud Connect is NOT responsible for the function or troubleshooting of analog devices connected to the ATA.
  - **Miscellaneous:** The customer is responsible for the setup of additional LAN devices such as headsets, overhead paging, door buzzers, fax machines, etc.

**Test**

**Phone Connection Confirmation:** Mitel will complete an endpoint scan on the customer's phones once they have been installed and logged in. A report will be provided to the customer. This test is to confirm the following:

- If connecting via MiCloud Connect managed connectivity, phones are receiving a MiCloud Connect provided IP address.
- Phones are running on a supported firmware version
- Phones are logged in and available for use

**Live System Design Routing Test**: Mitel encourages ALL customers to complete a test of the main line routing once the phones are installed and logged in. This is the responsibility of the customer.

**Train**

### Collateral:

Mitel will provide the following documents to the customer project manager to distribute to the end users:

- Basic Phone User Guide
- Quick Reference Guide
- Welcome Sheet

### End User Training:

- Mitel will provide remote end user training through weekly scheduled webinars. Webinars are scheduled at various times during the week. For details including registration instructions, refer to the MiCloud Connect End User Training information on the Mitel support website.
- The training will be led by a MiCloud Connect Certified Trainer.
- The training sections cover Mitel Phone features and navigation, the MiCloud Connect Client application and Mitel Management Portal features. Users can attend all three sections or just the ones they need.
- Training does not include additional applications, integrated solutions, MiCloud Connect Contact Center or any other topics.
- Just-In-Time training videos are also available online from a variety of streaming sources:
    - Mitel Interactive Tutorial – End User
    - Mitel Interactive Tutorial - Operator
    - Mitel LEARN NOW
    - YouTube
    - iTunes
    - Vimeo

### Administrator Training:

- Mitel will provide remote administrator training through weekly scheduled webinars. Webinars are scheduled at various times during the week. For details including registration instructions, refer to the MiCloud Connect Administrator Training Webinar and if required, the MiCloud Connect Visual Call Flow Editor Training Webinar on the Mitel support website.
- The training will be led by a MiCloud Connect Certified Trainer.
- The training webinar provides coverage of the features that are available to Authorized Contacts in the Mitel Management Portal. This training is available only to the Decision Maker and Phone Managers for the customer account.
- Training does not include additional applications, integrated solutions, MiCloud Connect Contact Center or any other topics.

- Just-In-Time training is also available online from a variety of streaming sources:
  - [Mitel Interactive Tutorial for Administrator](#)
  - [Mitel Interactive Tutorial for Visual Call Flow Editor](#)
  - [Mitel LEARN NOW](#)
  - [YouTube](#)
  - [iTunes](#)
  - [Vimeo](#)

**Go Live**

### Inbound Call Completion:

- Mitel defines the Day of Go Live as the first day the customer can take inbound calls on the MiCloud Connect system.
- New Numbers: If the customer's system is designed with all new numbers for service the go live day would be the day that System Design has been QA'd and Mitel provided hardware has been delivered onsite.
- Remote Call Forward: If as part of the transition strategy the customer will be forwarding their numbers from their existing provider to MiCloud Connect in order to receive inbound service, this would be set for the go live day.
  - Please note that the customer is responsible for coordinating the application of a remote call forward with their provider or through their current phone system.
- Port:  The MiCloud Connect project manager will monitor the status of the port and provide updates to the customer on the scheduled FOC date.  The customer is responsible for cancelling all services for numbers ported away from their previous provider.

### Day 1 Support:

- MiCloud Connect Project Manager will be available remotely on the day of go live to provide two hours of go live, day one support.  This would include completing test calls to the main line number to confirm successful port, if applicable, and correct system routing.
- MiCloud Connect Project Manager will gather any system design changes requested and submit this to the Client Programming department to complete the changes.  Standard changes are completed within two business days.  Mitel reserves the right to adjust the standard time for change requests based on complexity of the change.

## Conclusion

**Introduction to Support:** Once services requested on the sales order form have been delivered, the MiCloud Connect Project Manager will complete a post go live review of services delivered to the customer.  This signifies the end of the implementation process and engagement with the MiCloud Connect Implementation Team.

If the customer implementation includes more than one location the Introduction to Support will occur after the

first location go live.  Subsequent locations will receive an email from the MiCloud Connect Project Manager providing the review of services delivered.  Future adds, moves, changes, requests, questions or concerns would go through the MiCloud Connect Partner or MiCloud Connect support.

| Task | Responsible | Remote/Onsite |
|---|---|---|
| **1- Discover** | | |
| Perform Site Survey | Not Included | Not Included |
| Project Kickoff Meeting | Mitel/Customer | Remote |
| Phone Bill- if porting | Customer | Remote |
| Letter of Authorization- if applicable | Customer | Remote |
| Toll Free Responsible Organization Form- if applicable | Customer | Remote |
| New Direct Dial Numbers | Mitel | Remote |
| New Toll Free Numbers | Mitel | Remote |
| POTs Service | Customer | NA |
| Directory Assistance Listing | Mitel | Remote |
| Caller Name (CNAM) | Mitel | Remote |
| Mitel User List Form | Customer | Remote |
| Installation Guides | Mitel | Remote |
| Offnet Backup Form | Customer | Remote |
| Address Verification | Customer | Remote |
| **2- Design** | | |
| Order Mitel managed connectivity | Mitel | Remote |
| Mitel managed connectivity F.O.C. notice | Mitel | Remote |
| Order Alternate ISP managed connectivity | Customer | Remote |
| Order 3rd Party MPLS Tail (Interconnect to Mitel) | Customer | Remote |
| Order   Backup Connection (for Mitel managed connectivity) | Customer | Remote |
| Provide Voice IP Address for use with Mitel managed connectivity/3rd Party MPLS interconnect | Mitel | Remote |
| Router Configuration: Mitel managed connectivity | Mitel | Remote |
| Router Shipment: Mitel managed connectivity | Mitel | Remote |
| Data IP Justification Form (if applicable) Mitel managed connectivity | Customer | Remote |
| LNP Services (Local) – Number Research | Mitel | Remote |
| LNP Service (Local) – Number/Date Submission Approval | Customer | Remote |
| LNP Service (Local) – Port Submission | Mitel | Remote |
| LNP Service (Local) – Port Date Confirmation (FOC Date) | Mitel | Remote |
| LNP Services (Toll Free) – if applicable | Mitel | Remote |
| LNP Service (Toll Free) – Number Submission Approval | Customer | Remote |
| LNP Service (Toll Free) – Port Submission | Mitel | Remote |
| LNP Service (Toll Free) – Port Date Confirmation (FOC Date) | Mitel | Remote |
| Mitel Rental/Purchase Phones/ATAs/Switches Shipment (if included on Mitel order form) *Note: Shipping charges are the responsibility of the customer and billed separately. | Mitel | Remote |
| Other Phones/ATAs/Switches Shipment (Mitel does not configure non Mitel sourced hardware) | Customer | NA |
| Analog Devices: Overhead Paging/Door Buzzers/Analog phones | Customer | NA |

| | | |
|---|---|---|
| System Design Meeting | Mitel/Customer | Remote |
| System Design Routing Approval | Customer | Remote |
| System Design Configuration | Mitel | Remote |
| System Design QA | Mitel | Remote |
| System Design Hand off to Customer | Mitel | Remote |
| System Design Customer Test | Customer | NA |
| LAN Readiness Review | Mitel/Customer | Remote |
| LAN Readiness Review Recap Document | Mitel | Remote |
| Wiring/Network Drops | Customer | NA |
| **3- Deliver** | | |
| Mitel managed Connectivity: Installation | Mitel/Customer | Remote |
| Mitel managed Connectivity: Extension (If applicable) | Customer | NA |
| Mitel managed Connectivity: Mitel Router Installation | Customer | Remote |
| Mitel managed Connectivity: Circuit Activation | Mitel/Customer | Remote |
| Mitel WAN Certification of managed Connectivity | Mitel | Remote |
| LAN Equipment Installation for Voice Service | Customer | NA |
| LAN Equipment Configuration: Voice VLAN Tagging/Trunking | Customer | NA |
| LAN Equipment Configuration: LLDP/DHCP Helper IP | Customer | NA |
| LAN Equipment Configuration: POE/QoS/Speed/Duplex Settings | Customer | NA |
| LAN Equipment Configuration Certification | Mitel | Remote |
| LAN Devices: Phone Installation | Customer | NA |
| LAN Devices: ATA Installation (Does NOT include testing analog devices connected connected to the ATA) | Customer | Onsite |
| LAN Devices: Headsets, overhead paging, door buzzer, fax | Customer | NA |
| Confirmation of Supported Phone Firmware | Mitel | Remote |
| Confirmation of Phone Log In | Mitel | Remote |
| Confirmation of Mitel IP (Mitel managed connectivity ONLY) | Mitel | Remote |
| Standard Training Guides | Mitel | Remote |
| End User Training | Mitel | Remote |
| Administrator Training | Mitel | Remote |
| LNP Service (Local) – Port Completion confirmation | Mitel | Remote |
| LNP Services (Toll Free) – Port Completion confirmation | Mitel | Remote |
| Remote Call Forward | Customer | NA |
| Day 1 Go Live Support | Mitel | Remote |
| Day 1 Go Live Change Requests | Mitel/Customer | Remote |
| Introduction to Support | Mitel/Customer | Remote |

# Service Order

## Prepared for Fort Scott Community College

August 26, 2020

Prepared by:
Matthew McKool
512-256-8858
matthew.mckool@mitel.com

Quote# 01332366

**Mitel**
Powering connections
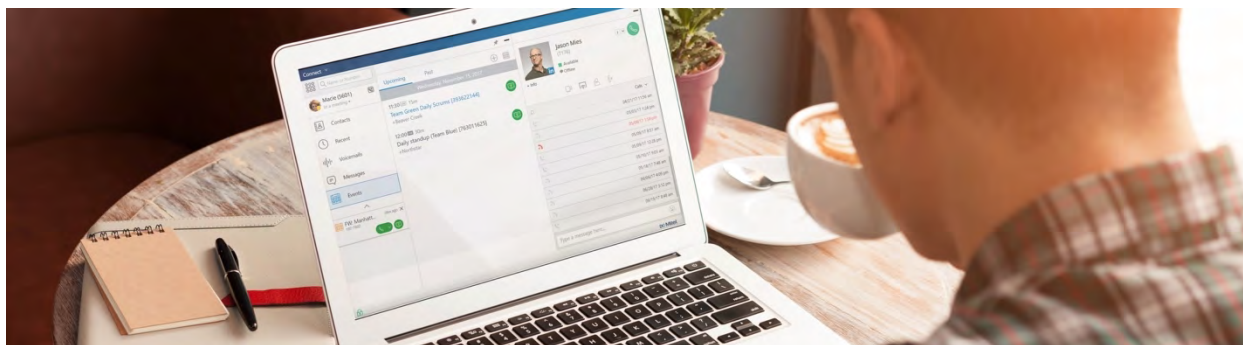
For more than 45 years, Mitel has been trusted by businesses around the world to help them navigate the communications and technology challenges they face in a rapidly evolving marketplace. Our broad, built-in-house portfolio gives you the power to choose the solution right for you and the flexibility to consume it at a pace that fits your unique business needs.

# MiCloud Connect Benefits

### All-in-one, seamless communications
MiCloud Connect delivers a complete communications and collaboration solution with Mitel-built telephony, collaboration, contact center and IP phones so you can communicate seamlessly from a single provider.

### Intuitive user experience
Spend less time figuring out how to make the software work and more time being productive. MiCloud Connect's easy-to-use interface streamlines the user experience with integrated features such as cross-launching, single click-to-join buttons and consolidated views.

### Robust management portal
Manage your communications in house or have a partner do it for you. The MiCloud Connect Portal gives you real-time tools to manage users, permissions, billing and insights – no telecom experience needed! Plug-and-play provisioning makes it easy to get new locations and users up and running fast.

### Reliability you can count on
Deployed out of highly secure, Tier 4 data centers with several layers of redundancy and encryption, so you don't have to worry about a thing. We back our reliability with 99.995% uptime and SLAs with financial penalties if we don't deliver. MiCloud Connect also supports HIPAA and SOC2 compliance for businesses who need to protect sensitive data.

### Simple, flexible pricing
What you buy today isn't what you're stuck with tomorrow. MiCloud Connect's flexible service plans give you the power to add functionality, mix and match profiles and upgrade permissions as business needs change.

### Help within arm's reach
With Mitel, you can always rest assured knowing you have access to help 24/7. Use our online knowledge base, chat with us or leverage the help button within our service to get your questions answered fast. With years of cloud migration expertise, we'll make your transition effortless and minimize disruption to your business.

# Additional Services & Products

### IP phones
Our modern, built-in-house IP phones provide a purpose-built, integrated experience and give us full control over functionality and user experience. With the 6900 series phones, you'll get cordless and

Bluetooth options, plus our MobileLink functionality so you can talk in ways that you prefer, from anywhere, easily. Choose from three expansive models and a large assortment of accessories to increase mobility, streamline workflows and enhance productivity.

## Native integrations and advanced apps

MiCloud Connect offers a wide-variety of native integrations so users can work in the systems they prefer, stay proactive and deliver positive customer experiences. Our native solutions with leading third-party providers minimize professional services and get you up and running fast. Choose the right one for your specific users so they can work from the systems they already do such as CRMs, ERPs, calendars, web dialers and more.

## Enhance your customer experience

Engage with your customers when and how they want to communicate with phone, email, chat, SMS and social media capabilities. Whether you're looking for an integrated contact center or the flexibility of an over-the-top solution, we have you covered.

## Trusted by Leading Companies & Analysts

# MiCloud Connect Service Plans

| Features | Essentials | Premier | Elite |
|---|---|---|---|
| Direct Dial (DID) Phone Number | ✔ | ✔ | ✔ |
| Minutes Per Month (domestic outbound) | Unlimited | Unlimited | Unlimited |
| PBX Features (different for each plan) | ✔ | ✔ | ✔ |
| Admin Portal | ✔ | ✔ | ✔ |
| Desktop Client *features provided by this app | ✔ | ✔ | ✔ |
| Voicemail / Voicemail-to-Email* | ✔ | ✔ | ✔ |
| Audio Conferencing* | 8 Party | 25 Party | 100 Party |
| Web Conferencing / Desktop Sharing* | 4 Party | 25 Party | 100 Party |
| Video Conferencing*†‡ | 8 Party | 50 Party | 100 Party |
| Instant Messaging (IM)* | ✔ | ✔ | ✔ |
| Presence / Availability State* | ✔ | ✔ | ✔ |
| Peer-to-Peer Video Calling* | ✔ | ✔ | ✔ |
| Softphone* | ✔ | ✔ | ✔ |
| Outlook®* & G Suite Integration | ✔ | ✔ | ✔ |
| Find Me Call Routing / Mobile Extension* | ✔ | ✔ | ✔ |
| Mitel Teamwork / Business SMS | ✔ | ✔ | ✔ |
| Web Dialer | ✔ | ✔ | ✔ |
| Connect for Mobile (Android & iOS) | ✔ | ✔ | ✔ |
| Voicemail-to-Email Transcription | $ | ✔ | ✔ |
| Salesforce® & Other CRM Integrations | $ | ✔ | ✔ |
| [1]On-Demand Call Recording | n/a | ✔ | ✔ |
| Operator* | n/a | n/a | ✔ |
| [1]Always-On Call Recording | $ | $ | ✔ |
| [2]Archiving (7 years for IMs, audio/web conferences & call recordings) | $ | $ | ✔ |
| [3]Email-to-Fax | $ | $ | $ |
| [3]MiCloud Connect Contact Center | $ | $ | $ |

† Designates total number of participants on MiTeam Meetings, maximum number of on-screen video participants is 16
‡ During the Coronavirus pandemic Mitel has waived restrictions on participants in a video meeting. Mitel will send a notification before these restrictions are reapplied.
1 On-Demand and Always-On Call Recording cannot co-exist for the same user (must select one)
2 For users without Archiving feature, Mitel provides access to instant messages for 18 moths, audio and web conference recordings for 3 months and call recordings for 1 year
3 MiCloud Connect Contact Center is purchased separately. MiCloud Connect Fax is also purchased separately per fax number and is not dependent on any type of profile

# Service Order

Customer: Fort Scott Community College

Install Sites
1. 2108 HORTON ST, FORT SCOTT, KS, 66701-3141, USA

Date: August 26, 2020

Initial Service Term
(or Service Renewal
Term, as applicable): 36 months

Total Profiles
(Entitlements): 167
Total Agents:

## 2108 HORTON ST, FORT SCOTT, KS, 66701-3141, USA

### Service Monthly Commitment

| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
|---|---|---|---|---|---|---|
| **Mitel Services** | | | | | | |
| Profiles | | | | | | |
| MiCloud Connect Essentials Profile | $29.99 | 167 | $5,008.33 | $17.99 | $2,003.33 | $3,004.33 |
| MiCloud Connect Premier Profile | $37.99 | 0 | $0.00 | $22.79 | | $0.00 |
| MiCloud Connect Elite Profile | $54.99 | 0 | $0.00 | $32.99 | | $0.00 |
| Options | | | | | | |
| MiCloud Connect Email-Fax Box (includes 500 pages) | $10.00 | 8 | $80.00 | $10.00 | | $80.00 |
| Hardware | | | | | | |
| 6920 IP Phone Rental Promo | $0.00 | 161 | $0.00 | $0.00 | | $0.00 |
| 6940 IP Phone Rental | $11.00 | 4 | $44.00 | $5.00 | $24.00 | $20.00 |
| 6930 IP Phone Rental | $8.00 | 0 | $0.00 | $2.00 | | $0.00 |
| 6920 IP Phone Rental | $6.00 | 0 | $0.00 | $2.00 | | $0.00 |
| M695 PKM Rental | $4.00 | 4 | $16.00 | $4.00 | | $16.00 |
| Integrated DECT Headset (NA) Rental | $6.00 | 4 | $24.00 | $6.00 | | $24.00 |
| AC Adapter L6 48V NA Rental | $0.75 | 165 | $123.75 | $0.75 | | $123.75 |
| Implementation Services | | | | | | |
| JumpStart | $0.00 | 167 | $0.00 | $0.00 | | $0.00 |
| **Service Monthly Commitment Total:** | | | | | | **$3,268.08** |

| One-Time Charges | | | | | | |
|---|---|---|---|---|---|---|
| | Regular Price | Qty | Extended Regular Price | Discounted Price Per Unit | Discount | Total |
| **Mitel Services** | | | | | | |
| Profiles | | | | | | |
| Options | | | | | | |
| MiCloud Connect Email-Fax Box (includes 500 pages) | $3.00 | 8 | $24.00 | $3.00 | | $24.00 |
| Hardware | | | | | | |
| Implementation Services | | | | | | |
| JumpStart | $50.00 | 167 | $8,350.00 | $0.00 | $8,350.00 | $0.00 |
| **One-Time Total:** | | | | | | **$24.00** |

**Business Terms and Conditions ("Business Terms"):**

1. This Service Order is Mitel Confidential Information and is valid for acceptance by Customer for thirty (30) days from the date issued.
2. All products and services described in this Service Order are subject to the Global Terms of Service ("GTOS") detailed at   https://www.mitel.com/legal/mitel-cloud-services-terms-and-conditions,   and   incorporated   herein   by   reference. Execution of this Service Order by Customer shall constitute Customer's acceptance of such GTOS and notice to Mitel to proceed as described in this Service Order.

**Activation and Customer Responsibilities**

3. The Service Activation Date is expected to be within [60 Days] of your execution of this Service Order and Customer agrees to promptly assist Mitel, as detailed in this Service Order, to meet this timeframe. If Customer fails to provide prompt assistance, Mitel will make Entitlements available to Customer for use relying upon, (i) industry knowledge, (ii) any business requirements document prepared for or by Customer, and (iii) any other available information. Once an Entitlement has been made available to Customer for use, Mitel will commence billing for that Entitlement.

**Initial Order for Cloud Services and Entitlements**

4. If this is Customer's initial order for Cloud Services or Entitlements, this Service Order determines the minimum Cloud Services and Entitlements for which Customer is contracting during the Service Term. During the Service Term, Customer shall not decrease Cloud Services or Entitlements below the quantity contracted in this Service Order. In the event Customer decreases Cloud Services or Entitlements during the Service Term below the minimum set by this Service Order, Customer shall be subject to Early Termination Fees as described in Section 7.7 of the GTOS.

**Increases, Decreases and Changes to Cloud Services and Entitlements Following Initial Order**

5. As per section 7.3 of the GTOS, Customer shall be entitled to increase the Cloud Services and Entitlements at Mitel's list price, or as otherwise accepted by Customer in the online self-provisioning portal at the time such Cloud Services and Entitlements are added. A one-time implementation fee of $50.00 will be assessed per Entitlement added.
6. If Customer adds Cloud Services or Entitlements through any means other than self-provisioning, such as through a new service order or a change order, then those additions shall be added to Customer's total number of Cloud Services and Entitlements to set the new minimum Cloud Services and Entitlements for which Customer is contracting during the Service Term. However, in the event Customer uses self-provisioning to increase Entitlements and Cloud Services, Customer may decrease those services that Customer self-provisioned, provided they are not decreased below the minimum set in this Service Order. Any Cloud Services and Entitlements in effect at the time of renewal will become the new minimum for which Customer is contracting.
7. If this Service Order adds or changes Customers existing Cloud Services or Entitlements then those added or changed Cloud Services or Entitlements shall be coterminous with the end of Customers then current service term, notwithstanding the Service Term identified on this Service Order.

**Charges and Fees**

8. Implementation Packages include Local Number Porting (LNP) for the first two (2) invoices for each Site.  LNP for each additional invoice is $250 USD per Site.
9. Customer acknowledges that the Service Fees described in this Service Order do not include, and Customer is responsible for:
    a. Taxes, Fees, and Surcharges. Any and all applicable taxes, fees and surcharges including, without limitation, those described at: https://oneview.mitel.com/s/article/Taxes-Fees-and-Surcharges.
    b. Shipping.  Shipping costs for Hardware, which shall be invoiced separately.
    c. Usage. Calls outside contiguous United States and Canada, premium-rate telephone numbers (e.g., Directory assistance calls, 900 numbers, etc.) and toll-free inbound calls are billed on a usage basis.
10. Customer will be invoiced in advanced for non-usage-based Service Fees and in arrears at the end of each month for usage-based Service Fees.

**General Terms**

11. Any capitalized terms not defined herein have the meaning ascribed to them in the GTOS.
12. Provided that Customer executes this Service Order prior to expiration of the offer as described in Section 1 of these Business Terms, Customer shall be entitled to the promotional discount on the 6920 Hardware rentals as described in this Service Order during the Initial Service Term ("Promotional Pricing").  Customer acknowledges that the Promotional Pricing will not apply to Add-Ons or Renewal Service Terms.  During Renewal Service Terms, or for Add-Ons pursuant to this Service Order, Customer shall be entitled to a discount equal to  40% off Mitel list price for 6920 Hardware rentals.

**Implementation**
For a full description of the Implementation Services included in JumpStart, please reference the JumpStart Service Description.

**Agreed and Accepted**

**Customer**


_____          _____
Authorized Signature*                                                    Date


_____
Name and Title


*I confirm I am authorized to sign on behalf of Customer.

## EMERGENCY SERVICES NOTICE

**Definitions**. Terms not otherwise defined in this notice are as defined in the Global Terms of Service located at: https://www.mitel.com/legal/mitel-cloud-services-terms-and-conditions.

**Limitations Relative to Enhanced Emergency Services**; **Cost.** Because of the unique nature of VoIP telephone calls, Emergency Services through your Cloud Services will be handled differently than traditional phone service. You acknowledge and agree that the Emergency Services provided hereunder have limitations relative to the enhanced (or similar) emergency services that are available on most traditional telephone services. Subject to the limitations set out herein, Emergency Services can be accessed, free of charge.

**Emergency Services Devices and Initiation:** Emergency services will only function if your User(s) are using an approved device, equipment or software and after your Service Order has been processed and you have received an emergency service confirmation. If your Users use non-approved equipment or software or attempt to call Emergency Services prior to confirmation, the Emergency Services may fail or may be forwarded to a non-public, backup emergency answering service.

**Emergency Services Registration.** You acknowledge and agree that it may not be possible for emergency operators and authorities to identify the actual location of a User(s) who dials Emergency Services through the Cloud Services. Where you purchase Entitlements that include our SIP Services, we will register the following as the addresses where your Users will use Cloud Services and to which Emergency Services should be dispatched by default: (i) the address(es) listed on your Service Order, and (ii) if an online portal is made available with the Cloud Services, the address(es) entered in the online portal. It is your responsibility to ensure that such default address(es) are accurate and, if changed, that you notify us of such changes either through our online portal, where available, or by contacting our support organization at least ten (10) days in advance. If emergency addresses registered are not accurate, emergency personnel (e.g. police, fire, ambulance) may be sent to the wrong address. In certain cases, an Emergency Services call may be routed to a telephone emergency dispatch center that may not normally receive Emergency Services calls from the User's registered location instead of a "traditional" wireline Emergency Services dispatch center. In this case, emergency personnel may not have the User's registered location and/or phone number on file. Regardless of whether an emergency address has been registered, Users dialing Emergency Services should always be prepared to state their location and phone number promptly and clearly to ensure that emergency operators have complete and accurate information. This is particularly important as in certain circumstances technical limitation may prevent this information from being made available to the dispatch center. If the User's registered address is different than the User's actual location, delays in handling of Customer's emergency call may be introduced and, consequently, result in fire, police or emergency personnel either not being able to find a User(s) location or significantly delay response time. Finally, you may incur additional costs, fines or other penalties, including service provider charges, resulting from improper dispatch of Emergency Services or calls to emergency service dispatchers where you and/or your Users have failed to update us with the User's correct address.

**Emergency service limitations**: Emergency Services will not function if (a) a VoIP device fails or is not configured properly, (b) the Cloud Services are not working for any reason including without limitation a power outage, broadband service outage, network congestion, suspension or disconnection of your Cloud Services, broadband connection failure, use of a non-native telephone number, electrical power loss, or your failure to meet our minimum technical service requirements, if applicable, or (c) where your Entitlements do not include our SIP Services, failure or disconnection of third party SIP Services. Following a power outage, you or your Users may need to reset or reconfigure your equipment prior to being able to use the Cloud Services, including dialing Emergency Services. Emergency operators and/or authorities may be unable to identify a User's phone number in order to call them back if (a) their call is unable to be completed, is dropped or is disconnected, (b) the User is unable to communicate their phone number, or (c) the Cloud Services are not operational for any reason. In such circumstances, and provided the Cloud Services are available, the User should redial Emergency Services. For technical reasons, including network congestion, it is possible that Emergency calls will produce a busy signal or will take longer to connect when compared with traditional emergency calls. When calling Emergency Services Users should not hang up until told to do so by emergency operators as emergency operators and authorities may also be unable to hold the line open in the event the User hangs up. You further acknowledge and agree (and you will cause your Users to do same) that we do not have any control over whether, or the manner in which, emergency calls using the Cloud Services are answered or addressed by any local emergency response center and we rely on third parties to assist us in routing emergency calls to local emergency response centers. Emergency services are available only within the jurisdiction in which the User is registered and the Cloud Services cannot be used to make emergency calls outside of same.

**Inform other users:** You are responsible for notifying, and you agree to notify, any User or potential Users of your Cloud Services of the nature and limitations of Emergency Services on the Cloud Services as described herein.

**Acceptance of Limitations.** You acknowledge that you have received the information regarding the limitations of our Emergency Services, understand them, and assume the risks associated with such limitations. Where your Entitlements do not include our SIP Services, you should consult your SIP Services provider to further understand Emergency Service limitations.

**Agreed and Accepted**
**Customer**

_____          _____
Authorized Signature*                                                                        Date

_____
Name and Title

*I confirm I am authorized to sign on behalf of Customer.

## Authorized Contacts for Fort Scott Community College:

Good communication is the foundation of a great relationship. We ask that you tell us about your team so that we may begin our relationship communicating with the correct individuals. Your team may include people inside and outside your organization.  Mitel partners often fill these roles for their clients.

There are five roles that must be assigned to one or many individuals on your Mitel account. Each role conveys a specific set of permissions and responsibilities for installing and managing your Mitel service. For more information on the specific roles and the permissions conveyed please visit:

Roles:
https://oneview.mitel.com/s/article/Account-AuthorizedContacts

| Full Name | Email Address | Role<br>Please enter either DM/Super User, PM, Billing, Technical or Emergency |
|---|---|---|
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**For Role:** Please enter one of DM Super user, PM, Billing, Technical or Emergency (we can make this a drop down in DocuSign) Confirm with Canidium if this is possible in CPQ.

By signing below, I authorize the listed individuals to perform the assigned roles for the indicated locations both current and future and authorize Mitel to contact the listed individuals. I understand as the default Decision Maker I can change or rescind role assignments at any time within my Mitel portal or by contacting Mitel.

Further, I understand that depending on the specific role designed I am granting the assignee access to data within our corporate phone system including, but not limited to, billing data, call detail records, call recordings, as well as authorization to make changes to call routing, configurations and contracted services.

**<u>Agreed and Accepted</u>**
**<u>Customer</u>**


_____          _____
Authorized Signature*                                                              Date


_____
Name and Title


 *I confirm I am authorized to sign on behalf of Customer.

Fort Scott Community College
August 26, 2020
Initial Service Term
(or Service Renewal
Term, as applicable): 36 months
Quote#:          01332366

| Summary by Services | Monthly | One-time |
|---|---|---|
| Circuits | $ | $ |
| Profiles | $3,004.33 | $ |
| Options | $80.00 | $24.00 |
| MiCloud Connect CX | $ | $ |
| Implementation Services | $0.00 | $0.00 |
| Hardware | $183.75 | $0.00 |
| Third Party Applications | $ | $ |
| | **$3,268.08**<br>Monthly Charges | **$24.00**<br>One-Time Charges |

| Summary by Location | Monthly | One-time |
|---|---|---|
| 2108 HORTON ST, FORT SCOTT, KS, 66701-3141, USA | $3,268.08 | $24.00 |
| | **$3,268.08**<br>Monthly Charges | **$24.00**<br>One-Time Charges |

**Agreed and Accepted**
**Customer**

_____          _____
Authorized Signature*                                                      Date

_____
Name and Title

*I confirm I am authorized to sign on behalf of Customer.

**Customer Responsibilities:**

| No. | Project Activity | Customer Responsibility |
|---|---|---|
| 1 | Project Staffing & Resourcing | Staff the following roles / resources to support the activation of Mitel services: Executive Sponsor, Project Manager, IT Support |
| 2 | Project Kick-Off | Attend the *project kick-off* meeting hosted by Mitel |
| 3 | Business Requirements Document (BRD) | 1. Confirm core requirements as described in BRD<br>2. Identify any material gaps otherwise requirements are deemed confirmed |
| 4 | Network Reliability Assessment | Ensure LAN meets / exceeds the minimum standards required to work effectively with Mitel products as defined in the Mitel Network Best Practices Guidance for Mitel MiCloud Connect at the following URL: https://oneview.mitel.com/s/article/Network-Best-Practices-for-Mitel-MiCloud-Connect |
| 5 | User Acceptance Testing (UAT) | 1. Identify business use cases for UAT<br>2. Perform testing against use cases to confirm functional map<br>3. Complete UAT at least 1 week prior to *go-live* in accordance with the Mitel project plan |
| 6 | Phone Number Porting | 1. Identify numbers to port and ensure *active* status with current provider<br>2. Provide documentation to complete Transfer Request<br>3. Assist and engage to resolve port delays that require customer involvement with current provider |
| 7 | Transition to Support | Complete all relevant Mitel training at least 1 week prior to *go-live* |