

## OVERVIEW

### Telesystem Responsibilities

- Product Terms and Deliverables
- General
- Project Management
- Activation, Ongoing Service and Support

### Customer Responsibilities

**All responsibilities and deliverables are applicable only when specified on signed order form. Please note that Telesystem is referred to as Telesystem or Telesystem in this document.**

## Telesystem RESPONSIBILITIES | Product Terms and Deliverables

### HPBX Office User

- (1) DID and extension per seat
- Usage as outlined on sales agreement
- User Portal
- Feature set based on chosen package

### T1/Ethernet/FTTP

- Included Dynamic Internet Access

### Customer Premise Equipment (Telesystem Provided, only if applicable, see Terms and Conditions)

- Router/IAD
- Voice Gateway
- POE Switch
- Phones
- Paging Equipment
- Firewall

### Auto Attendant

#### Main Number call routing and outbound line ID per location

- Main number(s) may route to one of the following:
  - Hosted PBX Office user
  - Hosted PBX Call Center queue
  - Ring Group (MADN/time of day ICM)
  - Auto Attendant
  - Alternative location
- Outbound caller ID may be identified as the main number or individual DID

### Additional Usage Based Services

- International Termination
- Toll free (8xx) usage
- Audio Conferencing Services
- Directory Assistance
- Calls terminating to Alaska, Hawaii & US Virgin Islands (not included in bundle)
- Calls originating from the following license types and terminating to a number outside of the Telesystem network
  - Auto attendants
    - MADN
    - ICM
    - Call Center ACD

## Receptionist Console

- (1) DID and extension assigned to receptionist console
- Includes instructions for software installation on reception PC (see customer responsibilities section) and guides
- Includes monitor of up to 200 internal extensions, external directories, drag and drop call capability, and click to dial capabilities from the PC console **Call Center**
- Queue implementation: professional consultation, preparation and initial configuration for each queue
- Administrator access to system, software downloads (see customer responsibilities section), monitoring, and

## Virtual Extensions

- (1) DID and extension
- Inclusion in auto attendant directory
- Usage as outlined on sales agreement
- User Portal Access **Efaxing**
- **Inbound IPFax:** package includes inbound efax only. Fax is distributed to up to five email addresses as a pdf
- **IPFax:** package includes outbound efax from company domain(s) and inbound efaxing to designated telephone number. Fax is distributed to up to five email addresses as a pdf.

## POTS (Fax, alarm, modem, etc.) lines WAN Redundancy Services (Failover)

- Voice
- Data - public internet
- Data - MPLS
- Voice and Data

## Managed Firewall Overhead Paging, Horns, Door Buzzer

• In most cases, Telesystem will provide equipment to interface with or replace the existing paging system (will require additional equipment on order form) based on the site survey. Telesystem will provide this equipment to interface with paging, however the existing customer paging equipment is solely the responsibility of the customer [Telesystem RESPONSIBILITIES](#)

## | General

### T1 Access Installation

- Order and coordinate access circuit(s) to demarcation point, utilizing available facilities. If customer has requested specific facility type and special construction is required, charges will be billable to the end user
  - Notify customer of any carrier EUCR (end user contingency requirements) needed. See customer responsibilities section
  - Provide extension of T1 circuit(s) to customer demarcation point. Should the necessary work exceed an hour of labor, a rate of \$125/hour will be billed to the customer
  - Verify and Test circuit
  - Verify internet connectivity and voice service functionality when applicable
  - Coordinate with required interconnect and client to complete service transition
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- Any additional visits to the customer premises as a result of customer or customer's vendor's delays, or reconfiguration of service when access services have been installed, will be billable at standard hourly rates.

### Ethernet Access Installation

- Order and coordinate access circuit(s) to demarcation point utilizing available facilities - Includes extension of circuit to customer Demarcation point. In the event that the necessary extension work exceeds an hour of labor, a rate of \$125/hour will be billed to the customer.
- Notify customer of any carrier EUCR (end user contingency requirements) needed. See customer responsibilities section
- Verify and test circuit
- Verify Internet connectivity and Voice service functionality when applicable.
- Supply network elements required for service activation: TN/IP/CPE/LNP
- Coordinate with required interconnect and client to complete service transition.

- Any additional visits to the customer premises as a result of customer or customer's vendor's delays, or reconfiguration of service when access services have been installed, will be billable at standard hourly rates.

**Site Survey (per location if selected on sales order) includes:**

- Visual inspection of Telco/Network closet to ensure proper conditions to house Telesystem provided equipment
- Visual inspection of cabling in Telco/Network closet to ensure VoIP compatibility
- Visual inspection of existing paging equipment **Onsite installation of Telesystem equipment**
- CPE must be installed by an Telesystem approved technician. Customer may not install equipment
- Installation and testing of applicable CPE in customer provided space
- Configure and test CPE for failover (if selected on order)
- Install Handsets (unboxing, assembling, staging). For customers reusing existing VoIP phones, phones must be reconfigured at the time of cutover

**Telesystem RESPONSIBILITIES | Project Management Team**

- Order and coordinate installation of access circuit(s) to customer demarcation point. In the case of a T1, please note that the delivery method may be via copper or fiber (depending on availability)
- Coordinate any necessary technician dispatches for site surveys, equipment installation, testing
- Port customer phone numbers or assign new numbers as applicable. Porting may be completed during normal business hours Monday-Friday 8AM-4PM EST at no additional charge. Please refer to Terms and Conditions for information regarding porting outside of this window
- Register line number(s) with CNAM (caller ID) when available and appropriate
- Register line number(s) and location(s) with the appropriate 911 authority
- Register line number(s) with directory assistance when service is available
- Coordinate training if applicable
- Provide Telesystem' customer portal access and login information at close of order

**Telesystem RESPONSIBILITIES | Activation, Ongoing Service and Support**

- Provision service according to signed contract and Executive Summary
- Configure Telesystem provided DNS services
- 24x7 network monitoring by Telesystem' repair team for Telesystem managed routers
- Notify customer (within reasonable time frame) to schedule a site visit in the event that the hardware needs to be tested and/or replaced
- Ongoing Telesystem customer service is available 24x7x365

**Telesystem RESPONSIBILITIES | Training and Support**

- All documentation and user guides for Telesystem-provided phones, user portals, and administration portals
- Telesystem support provides complimentary service for 30 days after the initial port
- Ongoing Telesystem customer service is available 24x7x365 for all customers
- Personalized training may be provided if specified on order form. If training is selected:
  - **On-site Training:** Includes 1 on-site training, 1 administrator webinar training, and up to 3 user portal webinar trainings. Availability may vary based on user location
  - **Webinar Training:** Includes 1 webinar phone training, 1 webinar administrator training, and up to 3 webinar user portal trainings
  - All training must be completed within 4 weeks of porting

**CUSTOMER RESPONSIBILITIES:**

- Provide all information requested by Telesystem Project Management team in a complete and timely fashion. This may include, but is not limited to, line list, E911 policy, letter of agency, LAN & 3rd party internet access documentation, IP address justifications (above 4 addresses or /30 block), credit application, POTS line inventory, etc.

- Provide complete and correct address information. Please note that if incorrect address information is given, charges may apply for the correction of the order
  - Provide contact information for primary and emergency contacts with phone and email addresses for each location
  - Provide personnel to record all auto attendant, directory, ACD, and Music on-hold messages. Telesystem provides professional recording services at the additional cost of \$85 per location for the initial recording. Re-recording auto attendants will require a new MACD order
  - Install and allow access for any associated software for receptionist console and Call Center on local PC(s)
  - Configure new IP address assignments on any hardware and/or software not managed by Telesystem • Supply cable path/conduit for which the underlying carrier can place facilities (T1/ Copper/Ethernet delivery)
  - Supply sufficient grounded and conditioned AC power for Telesystem provided equipment as well as the necessary space, backboard (4' x 4' x 3/4"), and any other special equipment for the location. Complete any carrier-provided EUCRs (end user contingency requirements) for installation
  - Customer is responsible for damaged equipment from power surges. Equipment and support for damaged equipment will be billed back to the customer at the original cost of the equipment
  - Safely store Telesystem provided equipment under appropriate climatic/physical conditions (recommended 65-80 degrees Fahrenheit with 30%-55% relative humidity). Customer is liable for any misplaced or damaged equipment that has been shipped to and/or installed at the customer site
  - Permit complete access to Telesystem service personnel in the event that a visit is scheduled and be present during the scheduled time frame. If reschedule is necessary, customer must give 48 business hours' notice to reschedule any carrier or technician appointments. If customer does not allow access to stated location during scheduled visit, associated dispatch charges are applicable
  - Provide a clean, safe environment for Telesystem technicians to install service
  - Customers are responsible for the installation of phones where desks exceed 200 lbs. and are obstructing access to LAN ports.
  - Client is responsible to install phones where no desk currently resides; phones will be left in client s care or a secondary
  - installation appointment may be required
  - Customer is expected to perform a majority of changes for the hosted users and call center services via the user or administration portals after the initial setup. If Telesystem is consulted to perform a change that is the responsibility of the customer, a change fee may be assessed
  - Customer is responsible for the full term of their contract and to adhere to conditions outlined in Telesystem Terms and Conditions document. Should the customer change physical locations before the end of the agreement, termination charges related to the original T-1 or Ethernet access may apply •
- If Managed Firewall is selected on sales order, customer must provide Telesystem with LAN and WAN IP information and internal network requirements. If Telesystem's firewall is replacing a current firewall, it is strongly suggested that the customer provide the former firewall configuration for Telesystem engineering review at the onset of the order
- Public internet failover is a firewall function, thus customers that manage their own firewall must control failover at that level using the public IP information supplied by Telesystem
  - Maintain / Configure Wiring and LAN/WAN equipment to the following VoIP standards:
    - All internal cabling is CAT 5, CAT 5E, CAT 6, or is otherwise capable of delivering at least 100mbps to the end device
    - All jacks at the workstation and on the patch panel are labeled and discernible. Telesystem will not be responsible for issues associated with poor representation or record keeping
    - No in-line network hubs between switch and Telesystem handset
    - Customer must disclose any and all network hubs and/or switches to Telesystem. In the event that these devices are not known or are not disclosed, telephone system call quality may be affected or unavailable and customer s network will need to be assessed and reconfigured during or after the implementation for additional fees
  - For customers with self-managed switches, routers and equipment, the equipment must be tailored to the following VoIP standards (if applicable, see Customer Owned Equipment form):
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- The customer is responsible for employing or obtaining the necessary, trained personnel to operate, maintain, and test their equipment. Telesystem will not configure or maintain customer-owned equipment
- As part of the design process, the customer must provide the exact proposed equipment and configuration to be approved by Telesystem
  - In the event of post-installation quality of service issues, Telesystem will attempt to recreate the problem on a phone directly connected to the Edgewater or dispatch a technician to the customer's location with a Telesystem approved switch. If the issue is not present while directly connected to or using the Telesystem switch, applicable dispatch and support charges will be billed to the customer
  - Maintenance, testing, or replacement of customer-owned equipment requiring Telesystem personnel for maintenance may be accommodated with adequate notice. Additional charges will apply for requests outside normal business hours
  - If these standards are not met, telephone call quality may be affected. In the event that the customer is unwilling / unable to support or manage the LAN/WAN to these specific requirements, Telesystem can provide options for LAN assessment and management, but this must be discussed at point of sale. Additional charges will apply
- When voice and data failover are selected on sales order, customer must provide Telesystem with at least 2 dedicated, usable static IP addresses •
- If Telesystem is not providing internet access for SIP trunking, it is the customer's sole responsibility to provide access with at least 1 usable static IP address to be dedicated to Telesystem equipment, though more may be needed. Customer must also provide Telesystem with the Internet Service Provider's subnet mask, gateway, and DNS servers. It is the customer's responsibility to manage the relationship with the associated Internet Service Provider:
- Engage Internet Service Provider for support in the event of a service outage and/or voice quality degradation or at the request of Telesystem
  - Telesystem assumes no responsibility or accountability for customer internet access, its supplier relationship, and relative performance. Any resulting degradation or loss of the broadband service in question is the sole responsibility of the client to resolve
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- Customer acknowledges that the services will not function if there is an interruption of the customer's Internet Service Provider. Should the customer engage Telesystem service to troubleshoot and the issue is found to be on the customer's service provider, charges may apply for any associated dispatches to the site
- All Telesystem equipment put into place by Telesystem technicians should not be altered by customer unless instructed by an Telesystem representative. If customer interferes with Telesystem equipment and Telesystem intervention or dispatch is needed to restore service, associated charges may apply
  - Telesystem reserves the right to bill customer for service changes or reconfigurations requested by customer that exceed the scope of the managed service or for service changes that Telesystem must undertake due to changes initiated by the customer
  - Should equipment or services not included on the original contract be required throughout the implementation process, standard rates will apply
  - Customer is responsible for the full term of their contract and to adhere to conditions outlined in Telesystem Terms and Conditions document. Should the customer change physical locations before the end of the agreement, termination charges related to the original T-1 or Ethernet access may apply

Telesystem technical personnel are responsible for the deliverables as indicated above, and not for customer responsibilities. In the event customer fails to meet these responsibilities and requires Telesystem's involvement to do so, customer acknowledges that they will be billed Telesystem's standard rates. For additional information, please see the Terms and Conditions contained in the Service Agreement.

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Customer name

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Telesystem, Inc. Representative name

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Signature

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Signature

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Date

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Date