



Terrific Technologies, Inc.

Proposal For Green Tree Industries, LLC

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About Terrific Technologies



Terrific Technologies, Inc.

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

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

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

Executive Summary

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

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

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

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

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

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

The Components of a good Executive Summary include:

- Background
- Journey
- Obstacles
- Solution
- Results

During the discovery process, we identified the following issues:

- The network does not support Quality of Service (QOS)
- Network administration is difficult
- Moving to a new location without current phone system
- Unaware of status and availability of employees
- Cannot process calls across multiple locations seamlessly
- No call center functionality
- Phone system is not integrated with CRM/ERP system
- Current System no longer supported

We also identified the following needs and requirements:

- Centralized administration of data switches
 - Coordinate / understand Telco requirements
 - Department call center
-

-
- Call center reporting
 - Needs stronger Salesforce integration

Proposed Solutions

Top 10 Reasons to Buy Toshiba Office Phone Systems

There are dozens and dozens of reasons that you should consider Toshiba products, but here's a quick "Fingertip Guide" to help you remember some of them easily.



10. Warranty - Toshiba offers the first and only manufacturer direct warranty extension plan with up to 7 years of coverage on Strata CIX products!

9. Migration - Toshiba's leadership role in migration and expansion strategy further enhances our commitment to protecting customer investments. Customers may keep much of their original equipment as their business grows. No other manufacturer offers this level of investment protection!

8. Certification - Toshiba has strict requirements for Toshiba IP Phone Systems Dealers to become authorized to sell Toshiba products. Dealers must not only be knowledgeable and capable, but also have a strong reputation for integrity in their local marketplace.

7. National Accounts Program -Single point of contact, standardized pricing, and nationwide coverage are just a few of the reasons that customers with multiple locations choose the Toshiba National Accounts Program over any other.

6. Ongoing Education - Customers enjoy peace-of-mind in knowing that Toshiba Customer Service and Dealer Sales personnel receive ongoing training to keep them current on the latest products and evolving customer service issues.

5. Remote User Applications - Strata Net networking for multiple customer locations, remote expansion cabinet capability for distributed configurations, remote Toshiba IP telephones, and VoIP trunk gateway access between branch offices, and mobility applications provide everything your customers need and more!

4. Vision & Future Direction - Toshiba is committed to the evolution of our products to meet the changing needs of our customers. We continue to develop offerings that feature emerging technologies such as IP and Voice/Data Mobility.

3. Flexibility - Toshiba Strata CIX systems work the way that your customers need them to work. The high content of system and station features, flexible configuration, and a variety of endpoint devices satisfies a wide range of customer applications. Telephone buttons can be programmed for each user according to job function to provide a totally customized system.

2. Quality & Reliability - Toshiba's leading edge features, including digital architecture, memory protection, CO line gas tube power surge protection, full system battery back-up, and quality components assure customer efficiency, protection and satisfaction at all times.

1. Commitment - Toshiba is committed to IP Systems, quality products and service, ongoing research and development, unsurpassed Dealer support, and total customer satisfaction. When your customers choose Toshiba, they are choosing a name that they can trust now and for the life of their business telephone system.

IPedge: The Right Call For Your Business

One of your most important business assets is your IP communication system. The right system gives you the power to attract customers, increase productivity, save money, enhance your image and improve customer satisfaction. That's why so many leading companies go with Toshiba.

Toshiba's IPedge offers performance-driven IP architecture, integrated unified communication applications, centralized management, mobility, and more. IPedge communication solutions are designed to integrate business processes and communications to create value, efficiency, maximize your return on investment and minimize total cost of ownership.

Whether your business is just getting started, expanding, or adding new locations, communication is key to keeping your customers, employees, and vendors connected. Toshiba's networking technology lets you network multiple systems together. You can improve integration between decentralized locations and dramatically expand capacity.

To meet your business needs, Toshiba's IPedge offers three models:



IPedge EM

Supports up to 1,000 users per server



IPedge EC

Supports up to 200 users per server



IPedge EP

Supports up to 40 users per server

The IPedge Advantage

Single Server Simplicity

Running multiple applications on one unified server, instead of requiring an individual server for each application, delivers significant savings on equipment and ongoing maintenance costs.

Standard applications include:

- Call processing
- Voicemail and unified messaging
- Centralized system administration

Optional applications include:

- Meet-me audio conferencing and web collaboration
- Call Manager—unified communications client application



Designed For Performance

With its IP technology and open standards, the Toshiba IPedge solution offers many important advantages:

- The Linux operating system provides a higher level of security than in other operating systems.
- Survivability within or across the network ensures business continuity.
- The use of SIP trunks works natively with the IPedge and doesn't require any gateway equipment.
- A single IP address provides cost-effective deployment.
- Open standards platform means that future endpoint devices and applications will be compatible with the system, protecting your investment.
- The sleek 1U low-profile server chassis occupies minimum rack space.

Endpoints To Meet Every Need

IPedge helps you stay connected to your customers no matter where you are located. Users can choose from a complete line of Toshiba IP desk and wall-mountable telephones, soft phone, wireless IP telephones, add-on modules, attendant consoles, as well as SIP telephones and analog telephones. Additionally, Toshiba's IPMobility Application allows a smart phone to act as an extension of the office desk telephone, offering the following features:



- Find-Me Follow-Me: Receive calls made to their desk phone, on your mobile phone
- Outbound Calling: Make business calls from your mobile device while keeping your cell phone number private to the caller
- Visual Voice Mail: Manage your voice mail messages on screen using your smart phone

Unified Communications

Toshiba's powerful Call Manager application lets you combine the capabilities of your computer and Toshiba telephone into one powerful communication tool. Use your mouse to dial, answer, transfer calls, and more—without ever picking up the phone's handset.

CRM integration provides screen pops with programs such as Salesforce.com, Act!,® Microsoft® Outlook™ and more. Use your PC for Chat instant messaging, broadcasting messages to multiple users, and simultaneous Chat sessions.

Presence capabilities let users see the current status of co-workers, quickly transmit important information, and best serve customers through an easy and intuitive unified communications interface.

Management Tools Made Easy

Management tools built into the IPedge server platform means there's no software installation necessary. Administration is accessed via web browser. Centralized management of all your locations is more efficient, consistent and eliminates database errors between network nodes.

- Browser-based system administration is provided by the Enterprise Manager application, enabling centralized installation and maintenance of all IPedge systems via your LAN/WAN and from any location.
- Browser-based personal administration is provided by the Enterprise Manager application, enabling users to program buttons, personalize telephone functions, and free the system administrator to perform other tasks.

Call Accounting - Included with IPedge

The Call Accounting application uses the IPedge System SMDR output to record the call detail information and generate reports. The SMDR data includes information such as the direction of the call (incoming or outgoing), the calling number (DN or Caller ID), the called number (DN or Caller ID), the trunk and trunk group, hold and transfer, time and duration and account codes. The SMDR information does not include station to station dialing.

The Following environments are supported:

- Single Node IPedge
- Single Node CIX
- Single Node VPedge CP Containers
- Multi Node IPedge, CIX network, and VPedge CP Containers

Multiple Node SMDR assumes that the SMDR output of each node is pointed to a single, centralized node.

Call accounting reports can be run manually or setup to run automatically. Report Templates can be defined for reports that you want to run often or automatically.

Voicemail Flexibility

Voice processing applications help you improve customer service by providing callers with instant attention and access to information. Voicemail is built right into the IPedge, with no additional equipment necessary. And it's flexible, enabling you to tailor your voice processing as needed.

Comprehensive capabilities (some features require license activation):

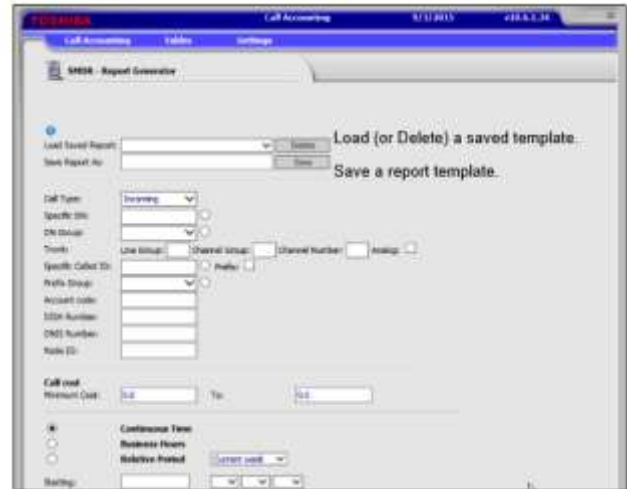
- Unified Messaging options manage voice, and e-mail messages from your PC or telephone.
- Interactive Voice Response applications enable you to add advanced options as needed.
- Follow-me call routing helps important calls reach you wherever you are working.
- Visual Voice Mail on your mobile phones, allows you to read messages instead of calling into the voice mail.
- Simplify voice mailbox operation through a Toshiba IP telephone with LCD display and soft keys.
- Record calls directly into your voice mailbox with a single button on your telephone.
- Call Screening asks the caller to state their name and announces the recorded name to the user who can accept or re-route the call.
- Powerful scripting language lets you customize your voicemail capabilities; perform IVR functions; add or enhance features like recording and playback, audio files, or use entries by callers to provide data response or special call routing.

Power of Mobility

IPedge integrates a variety of voice communication features over your IP network, allowing you to extend full telephone mobile functionality to local and remote users.

On-site Mobility

IP User Mobility - Allows the user to log-off and log into any Toshiba IP phone without having to make any configuration changes. The user can log into another IP phone with his or her extension even if his or her extension is already in use.



Wireless and Soft Phones - Toshiba wireless IP telephones enable you to answer calls, access voicemail, and utilize virtually all the system's advanced calling features anywhere your Wireless Local Area Network (WLAN) provides coverage. The SoftIPT soft phone client operates on your laptop or tablet PC via your WLAN and anywhere via the Internet. Toshiba's Wireless SIP DECT telephones are ideal solutions for the workplace and Toshiba on-premise systems.



Off-site Mobility

IPMobility - (IPedge Systems Only) compatible with Toshiba's IPedge® and Strata® CIX™ telephone systems, allows the mobile device to act as an extension of the office desk phone by providing a single-number reach to the user. With single-number reach, the mobile device can be used interchangeably with the office phone to make and receive calls. Presence status such as 'busy,' 'out of office,' can also be set, allowing the user to designate handling of incoming calls. The user can also easily access key voice messaging functionality and manage administration of the voice mailbox without dialing into the voice mail system and navigating key presses or voice commands.

- Toshiba's IPMobility Application enables a smartphone to act as an extension of the office desk phone, and offers the following features:
- Support for Find-Me and Follow-Me feature, which allows you to receive calls made from your desk phone, on your mobile phone.
- Outbound calling through the host IPedge System, allows you to make business calls while keeping your cell phone number private to the caller.
- Visual Voice Mail, allows you to manage your voice mail messages on screen via your smart phone.



Follow Me (Twinning) - IPedge Messaging's Follow Me (Twinning) feature enables a single phone number to reach a user's chosen devices, e.g., desk phone, mobile phone, or both (simultaneous ring). Once answered, IPMobility offers call management which provides users with the ability to transfer a call another extension or directly to voice mail. IPMobility also gives users the ability to designate incoming calls if busy or out of the office for an extended absence.

Fixed Mobile Convergence - uMobility™ Fixed Mobile Convergence solution empowers mobile workers to make and answer their IP-PBX calls from virtually anywhere. Your smart cell phone (smartphone) functions as your IP-PBX extension phone, both while in the office via the wireless LAN and while out of the office via a cellular network.

Meeting the Challenge of Collaboration – “IPedge Meeting”

Through just simple licensing, the embedded “IPedge Meeting” application provides dial-in audio conferencing and web collaboration. Integration with MS Outlook calendar makes scheduling a collaboration session simple. “IPedge Meeting” supports desktop sharing, conference recording, usage reporting, and more. It's web-based, so users can attend a collaboration session from anywhere via an internet connection, and dial-in to an audio conference from anywhere via the PSTN. Plus, users' PCs do not require installation of client software—all they need is Internet access

Contact Center - Option

Tailored Efficiency

Every business large and small needs to efficiently manage incoming calls to departments and other groups. Toshiba's contact center solutions serve customers quickly, efficiently, and cost-effectively, providing a competitive advantage, no matter what the size of your company.

Contact Center Efficiency

Toshiba's Contact Center Suite ensures calls are handled efficiently and directs calls to suit your customers. Running as an application on the Toshiba Media Application Server connected to the IPedge, it offers sophisticated capabilities, including skills-based routing, balanced call counts, time and depth in queue announcements, priority queuing and more. It is power and simplicity at its finest.

Multi-site Savvy

Toshiba ACD applications enable multi-site contact centers to work as one integrated system.

- Look-ahead routing checks agent status in other nodes before routing to those agents.
- The functionality of the Call Manager application is extended over the network to features such as Presence status and Chat between users in multiple nodes.

Multimedia Design

Web Callback lets customers request a "call-me-back" on a company's website. When a representative becomes available, the ACD application automatically calls the customer. Web Chat enables customers to initiate an instant messaging chat session with a contact center agent. These technologies increase customer access to the contact center, provide better service, and reduce hold times and operation costs.

The Scoop on Reporting

Call statistics and management reports on everything from agent performance to forecasting tools and scheduled reports are conveniently accessible from anywhere via browser-based interface.

The Tools of Productivity

Call agents provide better service using the Call Manager unified communications application. Generate screen-pops with incoming calls through integration with most popular customer relationship management (CRM) applications and databases.

Record. Store. Relax.

Call recording and logging systems can help improve your operations, from training and quality control to customer service. Record, store, organize, and play back calls to avoid communication disputes that can result in business liabilities.

IPedge EC Bundle Package

What is included in the IPedge Bundle Package??

- 1 System Platform License
- Linux OS and MySQL database
- 24 User Licenses
- 12 Trunk Licenses
- 13 Media Server License Pool
- 24 Unified Messaging Licenses
- 6 Messaging License Pool
- 1 Department or Auto Attendant
- 24 Call Manager Standard

IPedge EP Server

The IPedge EP system delivers big-company features at an affordable price for small businesses and branch locations with up to 40 users. It projects a positive image, sending a message about the organization's efficiency, productivity and professionalism. With the IPedge EP communication system, every location, every branch office – no matter how small – can present an enterprise-class face to the world.

The IPedge EP system puts the advantages of IP Communications to work for small business, retail, and branch locations, to minimize total cost of ownership and maximize return on investment.

Like the other IPedge systems, the IPedge EP system performs call processing, voice mail, unified messaging, meeting and media processing which includes conferencing and paging, centralized management, Call Manager unified communications, and more. IPedge EP system uses Red Hat® Enterprise Linux® 5.4 operating system that provides a high level of scalability and security.



The **IPedge EP** system:

- Is Easy To Install
- Supports applications up to 40 users
- Can be set on a shelf or table horizontally or vertically using an optional base
- Can be installed on a standard 19" rack using the optional rack-mount kit
- Can connect to MAS or MicroMAS to run ACD or and Call Center Reporting (TASKE or Insight)
- Can connect to uMobility and other external applications
- Network multiple IPedge systems together to unify separate locations into one system

Networking between IPedge servers and/or Strata® CIX™ systems is enabled via IPedge Net using one IP address.

On a single server, IPedge provides the following:

- Call Processing – IPedge provides the basic and advanced call processing features with a single IP interface.
- Voice Mail / Unified Messaging – Voicemail is built in and can be configured as either a single centralized voicemail system for the entire enterprise or as a distributed voicemail system for each site.
- Unified Communications - Unified Communications is built in. IPedge includes Call Manager Standard for every user which provides call control features from a PC. The optional Call Manager Advanced upgrade includes Chat, Presence, Contacts and more.
- Existing users of the powerful Call Manager (CM) will continue to enjoy all the features of the CM in the new IPedge Call Manager. The smart installation procedure will install CM or SCM based on which system the client connects to.
- Centralized Management for Multiple Sites – The Enterprise Manager resides on the IPedge Server and enables an administrator to manage all trunks and stations in all the servers of the enterprise, using one consolidated view. From one central location, the administrator can backup and restore configurations of all sites, and update the firmware on any or all phones in the enterprise. The centralized access to an enterprise system is through the IPedge enterprise system primary node. The EP server can be a member node of an enterprise system where an EC or EM server is the primary.



IPedge Virtual Server

The IPedge Virtual Server has been designed to run in a VMware® virtual server environment. This product includes three new servers:

- EP Class
- EC Class

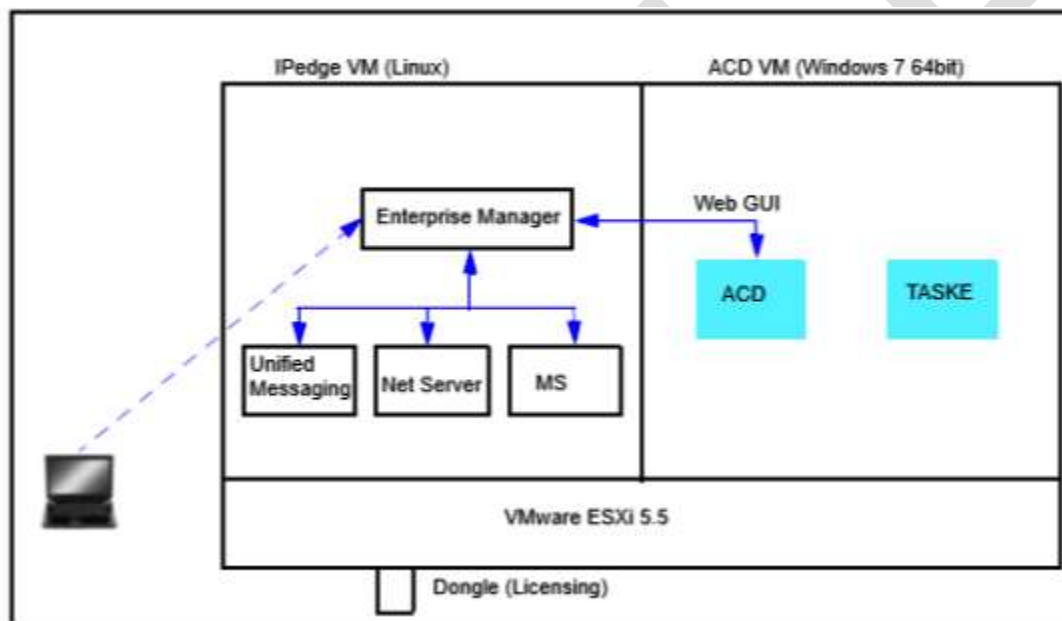
- EM Class

These servers are supplied by Dell, and ship pre-installed with VMware and IPedge. In addition to the IPedge software, Contact Center software and TASKE can run simultaneously on one physical server. The software has been redesigned to allow for fully integrated IPedge and ACD administration from Enterprise Manager. There are three IPedge Application Servers to complement the Strata CIX product line for customers that do not require call processing.

The IPedge Virtual Server EC, EM, and EP IPedge Virtual Application Server will be offered in three versions:

- IPedge Virtual Server with ACD activated - ACD software is integrated into the IPedge system.
- IPedge Virtual Server with ACD ready - ACD software is pre-installed and ready for future activation.
- IPedge Virtual Server with IPedge only - This version while initially more cost effective will cost significantly more to upgrade to ACD in the future.

In addition, Toshiba offers: IPedge Virtual Server EP - IPedge Virtual Server with ACD activated.



On a single server, IPedge Virtual Server Turn Key Solution provides everything supported on the native IPedge server versions plus new UCedge support and includes the following:

- **Call Processing** – Provides basic and advanced call processing features with a single IP interface.
- **Voice Mail/Unified Messaging** – Voicemail is built in and can be configured as either a single centralized voicemail system for the entire enterprise or as a distributed voicemail system for each site.
- **Unified Communications** – Net Server UCedge XMPP standards based servers are built-in and provide call control, instant messaging and presence for UCedge Clients running on Android and iOS smartphones and tablet devices. Existing users of the powerful Call Manager are upgraded to XMPP support and will continue to enjoy the features in the new IPedge Virtual Server. Call Manager Advanced will support the ACD application on the IPedge Virtual Server.
- **Meet-Me Conference and Web Collaboration** - Having a built-in audio and video conferencing and web collaboration eliminates costly monthly subscription fees. The integrated conferencing and web

collaboration tool boasts an extensive list of features including the following all on a simple and easy-to-use GUI

- On Demand Conferencing
- Scheduling One-time Calls
- Scheduling Recurring Calls
- Web-based Reporting
- Telephony User Interface (TUI) for Moderator and Participants
- **Centralized Management for Multiple Sites** – Enterprise Manager resides on the IPedge Virtual Server and enables an administrator to manage all trunks and stations in all the servers of the enterprise, using one consolidated view. From one central location, the administrator can backup and restore configurations of all sites, and update the firmware on any or all the phones in the enterprise ACD, Network ACD (ACD + Unifier), and Contact Reporting (TASKE) are built in.

IPMobility

IPMobility, compatible with Toshiba's IPedge® and Strata® CIX™ telephone systems, allows the mobile device to act as an extension of the office desk phone by providing a single-number reach to the user. With single-number reach, the mobile device can be used interchangeably with the office phone to make and receive calls. Presence status such as 'busy,' 'out of office,' can also be set, allowing the user to designate handling of incoming calls. The user can also easily access key voice messaging functionality and manage administration of the voice mailbox without dialing into the voice mail system and navigating key presses or voice commands.



While using IPMobility, users can still make and receive phone calls and access the voice mail of their mobile device.

IPedge EP Bundle Package

What is included in the IPedge Bundle Package??

- 1 System Platform License
 - Linux OS and MySQL database
- 6 User Licenses
- 3 Trunk Licenses
- 4 Media Server License Pool
- 6 Unified Messaging Licenses
- 4 Messaging License Pool
- 1 Department or Auto Attendant
- 6 Call Manager Standard



Toshiba IP5000-series Phone Set Overview

The Toshiba IP5000-series telephones include a speakerphone and are 802.3af standard compliant for Power-Over-Ethernet (PoE). The IP Telephony product family also includes matching Add-On Module and a DSS Console.

Step up the efficiency and functionality of your IP communications system with the IP5000 Series telephones from Toshiba. Sleek good looks combine with sophisticated features and call-handling enhancements for increased productivity in any office setting.

Equally suited to a single location or large, distributed enterprises with branch or virtual and remote sites, the IP5000 Series is your best choice in a full-featured IP telephone system.

Features:

- Integrated Gigabit Ethernet switch for fastest access to high speed network connections*
- Large, backlit display for superior readability in variable light environments*
- Sleek low profile design and unique tilt-base for versatile phone placement
- Off Hook Call Announce through speaker or handset
- Full duplex speakers for superior sound
- Onscreen prompts that help you complete common tasks
- Programmable one-touch buttons for fast access to calling functions
- Full-duplex speakerphone
- Integrated Headset Interface

* Feature not available on all IP 5000-series models.



Toshiba IP5132-SD Phone

The Toshiba IP 5132-SD digital telephone with Back-Lit LCD display has an easy to read screen, one-touch programmable buttons, and an ergonomic design for comfort and easy-to-read feature buttons. The IP5132-SD also includes a unique tilting base that adjusts to eight different angles.

Features:

- Integrated Gigabit Ethernet switch for fastest access to high speed network connections
- Large, backlit display for superior readability in variable light environments
- Sleek low profile design and unique tilt-base for versatile phone placement
- Onscreen prompts that help you complete common tasks
- Programmable one-touch buttons for fast access to calling functions
- Full-duplex speakerphone
- HTML and Java support with customizable applications
- Integrated Headset Interface
- Off Hook Call Announce through speaker or handset
- 4-line Backlit LCD
- 20 programmable buttons



Toshiba IP5531-SDL Phone

The Toshiba IP5531-SDL telephone includes 20 programmable buttons, full-duplex speakerphone, a 9-line x 24 character LCD back-lit display, and is GigE capable.

Key Features:

- 9 lines (150 x 168 pixels) LCD display without backlight
- 10/100Mbps Ethernet and full duplex speakerphone
- Does not support ADM, DSS, BESC and carbon handset/headset

Toshiba KM5020 Add-On Module Overview

The Toshiba CIX KM5020 Add-On Module works with all Toshiba DP5000 digital telephones. It adds 20 more programmable buttons to your Toshiba DP5000 desk phone.

This add-on module is an efficient way to add more buttons to your phone. Sometimes you need more features and more buttons on your phone, but don't necessarily want to buy a whole new phone.

Features:

- Backlit LCD Add-on Module
- Allows an additional 20 programmable buttons
- Connects to the DP5000 digital telephones
- Shares station port of the host telephone



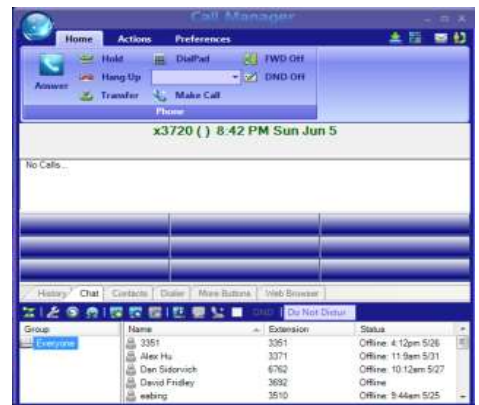
Call Manager Advanced

Full-featured call control from your PC, with customized call handling, application integration, presence, Web and IM chat

Flexible, effective call control from your PC

Tech-savvy professionals carry smartphones in their pockets, smartbooks in their briefcases, and expect seamless convergence of visual and verbal communications, telephony and PC and custom applications—"apps"—all on one device. Why not empower your office PC to be smart in the same way?

With Call Manager Advanced on your IPedge system, your Windows laptop or desktop PC becomes a powerful tool for managing telephone calls, voice mail, Web, email and more all from a single screen, using your mouse, without ever picking up the telephone.



IPedge servers are pre-installed with Call Manager Standard but by upgrading to Call Manager Advanced you get many added features and functionality.

Call Manager Advanced	Call Manager Standard
LCD/Main window	√
Main 9 buttons	√ (no ACD/action)
Action/personal handler/CRM integration screen pop	x

VoIP voice plug-in option	x
Call History	x
Contacts	x
Presence and Chat	x
More programmable buttons	x
Launch Web page and run program	x
ACD viewer	x
Personal Power Dialer	x
TAPI integration (example: dialing from Outlook)	√
Settings carried forward upon upgrade to Advanced	x

Features of Call Manager Advanced

Program your own buttons for one-click convenience.

You can define more than 500 custom buttons for fast, one-click access to the computer or telephony features you use most—without help from a system administrator. The main screen has nine buttons, the Personal Call Manager screen has 25, and you can define up to eight more banks of 64 buttons apiece.

Any button can perform any of these types of actions:

- Activate a feature code such as Park, Page, Do Not Disturb, etc
- Speed dial a frequently called internal extension or external phone number.
- Initiate a System PBX Command such as Conference, Dial, HangUp Hold, etc.
- Trigger a user-defined action, such as, "Screen-Pop from popular CRM software such as Act, Goldmine, Lotus Organizer and Outlook or just play a .WAV file"
- View or manage the status of ACD calls and agents, log on or off an ACD queue, perform supervisor functions and more.
- Launch a Web page, such as an intranet page with HTML forms for order taking or technical support.
- Run a program, either a commercial application (such as Microsoft® Outlook® or Excel®) or any other executable file or command.

To define or change any button, simply right-click over the button and fill in the blanks in a pop-up dialog box. To simplify this process, you can import information from Outlook, copy a button definition to a new button, or drag-and-drop to swap buttons.

Easily manage and use your directory of contacts.

Look up and dial extensions with the click of the mouse (the system-generated directory is always up-to-date). Sort by name or number. Drag and drop to organize contacts into logical groups. See the status of any user's phone, and right-click to call, chat or broadcast an instant message.

Launch a Web page from within Call Manager Advanced.

An integrated Web browser provides access to Internet or Intranet pages or local HTML files. For example, calls coming into the call center could automatically open a custom Web application with information about the caller, an agent script, online caller survey and HTML form to enter the caller's responses.

View and work with a history of incoming and outgoing calls.

Review an auto-generated log of calls dialed, received and missed on the local telephone extension. You can search for specific calls by date, telephone number, name or account code. Sort by column name or create a group. Double-click any entry to automatically dial the number. Print or export the history to a file for analysis or reference.

Integrate with call center services. *

Click the ACD Viewer tab to view the status of all ACD groups to which you belong. Expand any group view to see the number of calls and the status of each agent and supervisor. Right-click the icon representing yourself to change your status in the group—logged in, logged out, busy, in wrap-up, etc.

Collaborate with the immediacy of IM chat.

Confer with colleagues using real-time, back-and-forth text chat. Interact with one user or broadcast a text message to an individual or group. Enrich the communication with whiteboarding. Reduce keystrokes by using canned messages for repetitive text, such as greetings and signature lines.

Schedule and auto-dial multiple outgoing calls.

This feature is a boon for customer service agents, telemarketers and case management workers—anyone who manages a high volume of outgoing calls. Simply drag and drop contacts from Outlook or another contact management system; Call Manager Advanced automatically dials the calls at the designated time. You get a pop-up reminder of the call, and later a follow-up screen where you can record the outcome of the call and future action.

* Additional server may be required for some ACD capabilities

IPedge Messaging

- Full integration voicemail, unified messaging application built into IPedge architecture and now standard
- IPedge manages all voicemail resources
- Administered through Enterprise Manager
- Mailboxes automatically created with new extensions
- New user interface



Functionality to Meet Customer Needs

- Find-Me / Follow-Me call routing
- Record calls to mailbox with a one touch button
- Mailboxes activated by User Licenses
- Now Standard Features:
 - Unified Messaging
 - Fax
 - Scripts to customize voicemail, IVR functions, enhance features, e.g., recording and playback, audio files, caller entries for special call routing

IPMobility

IPMobility, compatible with Toshiba's IPedge® and Strata® CIX™ telephone systems, allows the mobile device to act as an extension of the office desk phone by providing a single-number reach to the user. With single-number reach, the mobile device can be used interchangeably with the office phone to make and receive calls. Presence status such as 'busy,' 'out of office,' can also be set, allowing the user to designate handling of incoming calls. The user can also easily access key voice messaging functionality and manage administration of the voice mailbox without dialing into the voice mail system and navigating key presses or voice commands.



While using IPMobility, users can still make and receive phone calls and access the voice mail of their mobile device.

Extended Warranty Plan - 3-Year IPedge Server

Toshiba's 3-Year Extended Warranty plan for your IPedge server provides our valued customers with the industry's first extended warranty plan, offering **three** years of investment protection and peace of mind.

The Telecommunication Systems Division (TSD) of Toshiba America Information Systems, Inc. offers products that are known for their best in class migration, quality and reliability. TSD has a proven track record of providing many of the industry's best products and solutions.

The Extended Warranty Plan enables you to protect your Toshiba business communication system's investment. The Extended Warranty Plan also makes budgeting and long-term planning simple and easy, by locking in fixed costs for hardware component replacement and extended coverage.



What's Covered

The 3-Year Extended Warranty Plan gives you the added benefit of manufacturer's direct extended hardware warranty for a **3 year period (36 months)**. The Extended Warranty Plans assure full-coverage of all your system's hardware components registered under the plan.

You can also increase your coverage, choosing the plan that is best suited for your business.

Flexible Solutions

Toshiba's Extended Warranty Plan is competitively priced, providing convenient, flexible solutions to fit your specific needs and budget. The 3 – Year Extended Warranty Plan ensures consistent, high-quality coverage year after year. You won't have to worry about rate increases because there are no additional costs later on. Plus, you'll be assured of a manufacturer-direct warranty on your system hardware, as well as support from an Authorized Toshiba Dealer.

Consolidate Your Plans

By signing up for the Extended Warranty Plan, you'll have the added convenience of a long-term plan. And with Extended Warranty Plans, there are no "per occurrence" charges, no deductibles, and no hidden costs.

Relax — You're Protected

Toshiba's 3 –year Extended Warranty Plan offers various options to accommodate your needs. Get the additional peace of mind that comes with long-term protection for your investment.

Extended Warranty Plan – 5 Year + 1 Month Phone

Toshiba's Extended Warranty plan for your phone sets provides our valued customers with the industry's first extended warranty plan, offering **61 months** of investment protection and peace of mind.

The Telecommunication Systems Division (TSD) of Toshiba America Information Systems, Inc. offers products that are known for their best in class migration, quality and reliability. TSD has a proven track record of providing many of the industry's best products and solutions.

The Extended Warranty Plan enables you to protect your Toshiba business communication system's investment. The Extended Warranty Plan also makes budgeting and long-term planning simple and easy, by locking in fixed costs for hardware component replacement and extended coverage.

What's Covered

The Extended Warranty Plan gives you the added benefit of manufacturer's direct extended hardware warranty for your phone sets for a **5 Year + 1 Month period (61 months)** period. The Extended Warranty Plan assures full-coverage of all your system's hardware components registered under the plan.

You can also increase your coverage, choosing the plan that is best suited for your business.

Flexible Solutions

Toshiba's Extended Warranty Plan is competitively priced, providing convenient, flexible solutions to fit your specific needs and budget. The Extended Warranty Plan ensures consistent, high-quality coverage year after year. You won't have to worry about rate increases because there are no additional costs later on. Plus, you'll be assured of a manufacturer-direct warranty on your phone sets, as well as support from an Authorized Toshiba Dealer.

Consolidate Your Plans

By signing up for the Extended Warranty Plan, you'll have the added convenience of a long-term plan. And with Extended Warranty Plans, there are no "per occurrence" charges, no deductibles, and no hidden costs.

Relax — You're Protected

Toshiba's Extended Warranty Plan offers various options to accommodate your needs. Get the additional peace of mind that comes with long-term protection for your investment.

Toshiba's Software Support and Upgrade Service (SUS)

With the IPedge system, users can now take advantage of Toshiba's Software Support and Upgrade Service (SUS) to ensure your IPedge system software continues to stay up to date with the latest features and enhancements.

First Year Free at Time of Purchase!

The first year of SUS is included with the purchase of a new IPedge system. At time of purchase or during the entire active plan term, SUS can be extended for up to 5 years with a discount given for multiple years purchased.

Benefits to End-user:

- 1) **Software updates**
 - a. Enhancements
 - b. New features (may require license to activate)



2) Technical Support

- a. Systems SUS covered have full technical support
- b. Systems not SUS covered billed per incident rate

3) Licenses Transfers

- a. Systems SUS covered are eligible for license transfer to upgrade to larger IPedge system

*Expired SUS can be reinstated at 125% of annual rate over lapsed period

** SUS is available to original owner of IPedge system and is not transferable

SAMPLE

Schedule of Equipment and Services

Projected Cutover Date:

Mar 15, 2017

Pricing excludes taxes and is valid until 1/18/2017.

Qty	Part Number	Description
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Toshiba Solutions

1	2200-15600-001	SoundStation IP6000 (SIP) conference phone.
5	I-CM-1	IPedge Call Manager Advanced License - per user
11	I-CP-TRUNK	Trunk License - per channel of SIP, PRI or Analog Gateway
1	I-EP-1A	IPedge IP Server with AC Adaptor
12	I-MS-1	IPedge Media Server Resource License.
9	IP5132-SD	20-button IP Speakerphone 4-line Backlit LCD
1	IP5531-SDL	20-button IP Speakerphone 9-line, 100Mbps
1	I-SYS-EP-DSCNT	IPedge EP Base System License Bundle
4	I-USR-ADV-EP	IPedge EP Advanced UC User Bundle Ipedge
1	I-USR-DSKVM-EP	IPedge EP User Bundle with Call Manager and basic voicemail
1	KM5020	20-button Key Expansion Module with Paper Keystrips
2	LADP2000-3A	IP5000 Series AC Adapter
1	SUS - 5 yrs	5 years Toshiba Software Support & Upgrade Service
1	Ext Warranty (Server) - 3 yrs	3 Yrs Toshiba Server Extended Warranty
1	Ext Warranty (Phone) - 5 yrs	5 Yrs Toshiba Phone Extended Warranty

Services

IN-20-DADM	Install & Program Add-on Module
IN-I-CM-1	IPedge Install Call Mgr and/or VoIP option
IN-I-CM-STD1	Setup Call Manager Standard & s/w installation on one PC
IN-I-CP-TRUNK	IPedge Install Trunk
IN-I-CP-USR	Setup of one user or station
IN-I-MSG-ADV	IPedge Install Adv. Mbox
IN-I-SYS-EP	Installation and setup of IPedge EP base configuration

Training

Labor-Training	User training
	Phone set training for 10 users
	1 classes, 1 hr/class, max 10 attendees/class
Network Assessment	Network Assessment

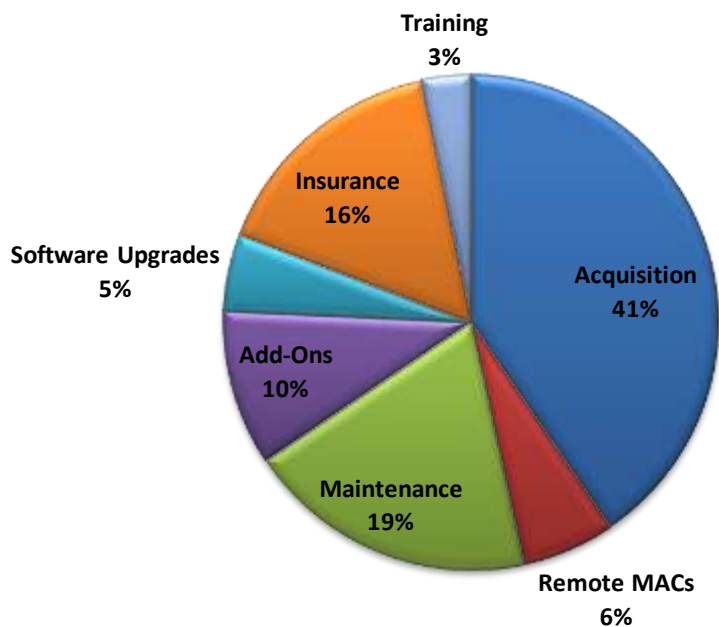
First Year Support

PartsWarranty	1st Year Parts Warranty
Support8X5	1st Year 8x5 Labor Support

Managed Services Program

The goal of our Managed Services Program is to provide full support of your company's communications needs in the future as well as today. We offer you access to a comprehensive service and support program called the Managed Services Program.

When you purchase or lease communications equipment, you assume the risks and responsibilities associated with ownership and operation of that system. The Managed Services Program considers all the costs associated with the operation of your communications system and protects you from the risks and uncertainties associated with ownership and management of advanced technology. Outsource your telecommunications to us and focus your attention on your business, secure in the knowledge your requirements for an effective telecommunications system are being met, both now and in the future.



If you purchase or lease a system, it is important for you to also consider all the costs to operate your system, not just the purchase price. In many cases these costs can ultimately equal or exceed the original acquisition cost, as the above chart illustrates for the proposed solution. With our Managed Services Program, you will know exactly what it will cost you to maintain, operate and expand your system. These costs remain fixed for up to eight years, regardless of fluctuations in the cost of equipment and labor, effectively ensuring your investment protection!

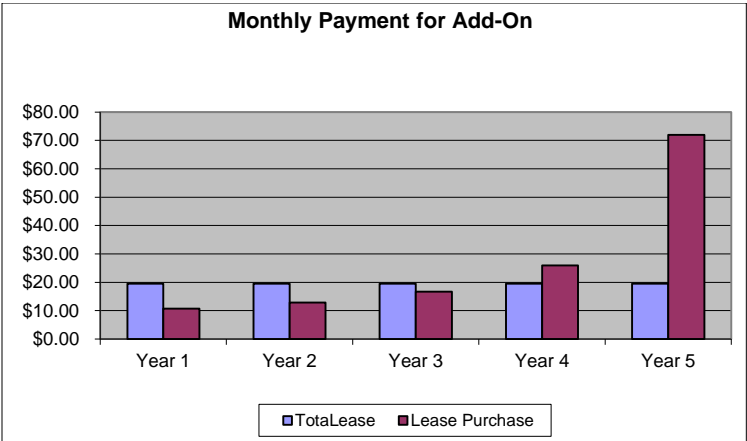
Managed Services Program Benefits

Full Service and Warranty

Your fixed monthly payment includes full service, parts and labor for the full term of your lease — and the renewal term. When you sign your Managed Services Program contract you know exactly what service will cost, without escalation, for up to eight years.

Guaranteed Rates for Expansion

You are provided with a list of common expansion equipment that can be added to your contract, at any time, at a fixed monthly rate. The monthly rate, which includes all installation charges, maintenance and other Managed Services Program provisions, remains regardless of the cost of equipment, labor, interest or even the number of months remaining on your contract, for up to eight years. When you add conventional lease contract, the lease company will calculate the monthly rate based on the current interest rate and the term remaining on your contract.



This chart above shows the effect of adding a phone midyear in each year of your contract. For this example, the purchase price is \$413. In a traditional lease purchase, as the remaining term decreases, the payment added to your lease payment increases from \$10.77 to more than \$70 per month. The Managed Services Program fixed monthly rate is \$19.52. The Managed Services Program rate does not change even as the end of the term gets closer.

Upgrade & Recast Flexibility

The day you purchase or lease a system, you lock yourself into that system's capacity and technology. The Managed Services Program protects you from obsolescence and the risk involved with potentially upgrading the system in the future as your company grows and market conditions or technology change. At any time after the first two years of the contract, should you need a new system due to growth or technological advances, you can upgrade to a new system with no payoff or penalty relating to the first contract. The first contract is forgiven in its entirety.

Should you wish to upgrade in the first two years, you will only be responsible for the difference between the payments you have made and 24 payments. This difference will be included in your new upgrade contract so there will not be any out-of-pocket expenses. In addition, should you elect to add a substantial amount of our equipment to your system; we offer the ability to recast your Managed Services Program to minimize the impact on your monthly payment.

System Software Upgrades

Any time during the term of the Managed Services Program, you can request to upgrade to the latest production level of our advanced communications platform software at no additional charge. There is no limit to the number of times you can upgrade during the term or renewal period. This includes the communications platform software and the labor to install the software in the then current configuration.

Risk of Loss Coverage

On average an insurance policy charges over \$70 per month to insure a \$50,000 system. Additionally, all commercial insurance policies have deductibles. So, in many cases, you have no insurance at all. With the Managed Services Program, we assume risk of loss for the equipment and the software for the full term of your agreement. No additional insurance is required. You pay no deductibles in the event of a loss. This includes software viruses which no commercial insurance policy will cover. You will not invest your valuable time or money filling out insurance forms or dealing with adjusters. Your equipment, system or software is replaced immediately at our expense.

Disaster Recovery Provision

A current copy of your system database will be maintained off-site. Should you have a catastrophic loss, the system and software are immediately replaced under Risk of Loss and, with the current database maintained off-site, your system can be re-installed, reprogrammed and back in operation as quickly as your environmental conditions permit.

System Training

What good is advanced technology if no one knows how to use it? With the Managed Services Program, we provide training on the use of your system to all of your employees throughout the entire term of your agreement. Any time you add new employees; or should someone just need a refresher course, simply pick up the phone and call us.

Discounted Adds/Moves/Changes

Additional discounts will also extend to changes you may want to make to your system that do not appear on the list provided on the Guaranteed Rates for Expansion provision.

Guaranteed Renewal Options

Upon completion of the Managed Services Program contract, you will be given the option to renew for an additional 36 months at 50 percent of the rate you had been paying. All the benefits from your original contract are locked-in for up to eight years!

Investment Option

MONTHLY TOTAL INVESTMENT **\$529.00**

Cash Purchase vs. Managed Services Comparison

	Cash Purchase	Managed
Purchase Price	\$17,139	
Monthly Fee		\$529
Agreement Period Months		60
Total Managed Services Payments		\$31,740
On-Site Maintenance/Support (24x7x365)	\$6,855	✓
TOTAL AFTER 60 months	\$23,994	\$31,740
ADDITIONAL BENEFITS		
Risk of Loss Insurance (at \$1.50 per \$1000/mo.)	\$1,542	✓
Insurance deductibles paid over 60 months	\$5,000	✓
Remote MAC Labor	\$2,571	✓
Software Upgrade Labor (assuming 1 upgrade/year)	\$2,160	✓
Unlimited Training (assuming 2 hrs training/year)	\$1,350	✓
Add-Ons (incl. maintenance & insurance)	\$5,716	\$4,760
Fixed Add-On Pricing	-	✓
No Penalty Upgrade to New Technology	-	✓
30% Move Discount	-	✓

	<u>Cash Purchase</u>	<u>Managed</u>
50% Renewal Rate	-	✓
Flexible Recast of Finance Options	-	✓
Return on Available Cash (at 8%)	-	-\$6,855
Cost of Ownership After 60 months	\$42,333	\$29,645

Pricing and Assumptions

Pricing is based on details provided during meeting(s), telephone calls, and correspondence with Holiday Products representatives.

Implementation pricing is based on one (1) continuous phased installation

Upon award of contract, a Statement of Work (SOW) will be required. The Statement of Work describes and defines Seller's requirements, Seller's responsibilities, Prerequisites and Conditions and Terrific Tech deliverables

Pricing is exclusive of all applicable taxes unless noted and is valid for ninety (90) days from the date of quotation.

Implementation activities/training will be performed during regular business hours (8 a.m. to 5 p.m. local time). The final cutover will be performed at a mutually determined time to minimize interruption and possible down time to the customer's operations. All work can be performed after-hours if required, but pricing may be affected.

All information provided by customer is assumed to be accurate and complete. Incorrect and/or incomplete information may cause changes in scope and costs to be required.

All configurations and specific applications as determined with End User are technically sound and are reviewed and approved by qualified, certified engineering staff.

If applicable, Terrific Tech will work with customer's IT group to design the data network to support V-LANs and QOS to deliver a functional Voice over IP (VOIP) solution. If Customer is providing the data switches, then Layer 3, commercial grade POE switches are required with CAT 5 or 6 cabling (installed to BICSI Standards) at the location for each IP Phone.

End User has been provided with all power and environmental specifications, server and client PC hardware & software specifications, LAN requirements and other pertinent information regarding the implementation of the equipment sold.

Project Management will be handled by Terrific Tech.

Comprehensive Ongoing Support - Terrific Tech Support Plan

Terrific Tech supports Customers the way they want to be supported, with the products they have! Using Terrific Tech as your single point of contact for multi-vendor maintenance services increases your communication network functionality and reliability. The Advanced technical resources of Terrific Tech deliver fast, consistent support 24 hours a day, seven days a week, 365 days a year to help keep your operations running at peak efficiency. Terrific Tech supports customers the way they want to be supported, with the products they have.

Advantages of Terrific Tech Services

- A single point of contact for efficient maintenance of multi-vendor environment
- Options that fit the parameters of your current staffing, operations, and expertise
- Expertise to maintain your communication system and vital business functions.
- Cost effective service / MAC rates.

All Communication Service Offerings from Terrific Tech are backed by:

- The Communication Service Center (24/7)
- Field-deployed technicians
- In-House Inventory of Spares with National parts availability
- Implementation and Service labs backed by our Manufacturers Technical Support Centers.

Terrific Tech Comprehensive Support Plan Plans include:

- 7x24x365 Service
- Priority Queue for Service and MAC Requests
- Priority Emergency Response - 2 hour or less Target
- Priority On-site Non-Emergency Response -16 business hour Target
- Out of Hours Support
- 10% discount on Billable services such as Move, Add, and Changes
- Unlimited Service Calls and Help Line Support
- **Repair or Replacement for Lightning Damage/Power Surge**
- Line Fault Isolation Coverage
- Operator or End-User Training
- Routine Remote Programming (Onsite work to complete anything started remotely is billable)
- Labor for Software updates (*with software assurance if applicable. Does not include any additional hardware that may be required.*)
- Remote telephone support to facilitate trouble reporting, problem diagnosis, and resolution and to answer your questions about product features and functions

Implementation Plan

Upon receipt of approval for funding of the desired solution, Terrific Technologies, Inc. will assign an internal Design Specialist, DS, to manage the project. The DS will be responsible to work on behalf of Terrific Technologies to be the customer facing contact for Terrific Tech and interact between the customer and the Terrific Tech Implementation Team. The Terrific Tech DS will also assist in the process of gathering final programming information from the customer in order to facilitate a successful implementation for any solution.

The following are implementation steps that will be included in this project. A sample Project Timeline has been included in this proposal for your review as well:

- **Documentation & Data Review** - After contracts are signed we would immediately compile a job package with specific data regarding each phase of the operation. We then would have an internal briefing with the designated project team. This information, including: data network diagrams, specific client request, time-lines, working conditions, etc., would be disseminated to the entire team and tracked throughout the project.
- **Initial Client Meeting** – After our internal briefing, a client meeting would be held to review the entire scope of the project and clearly identify specific time-lines and work criteria.
- **Customer Programming & Data Switch programming Assessment** – Time-line's for this (these) meetings stem from the initial client meeting and may need to occur with multiple departments to gather specific call programming information. This is also a very good time to present features/options to specific groups or users to fully utilize the robust features of the purchased solution.
- **Update / Assessment Meeting(s)** – Throughout the project it may be useful to have updates on project activities, time-lines and upcoming phases.
- **Training Sessions** – Training is customized to your specific needs and can be done by classroom, small group settings or individually depending upon each department's needs. Additional training is also offered within a few weeks of the final implementation to insure acceptance and understanding of the new system as well as bring any new employees up to speed. Optional Training for System Administrators is also specialized for you. Additional user training is always available.
- **Cut-over** – The exact time your new solution is officially brought on line.
- **Follow-up Training and Assistance** – The Implementation team will be on your site the next business day following the cut-over to insure a smooth transition and to assist any users with additional training and minor changes.
- **Further Review and Assessment of clients' needs** - Terrific Tech recommends a follow up assessment and possible training time for you. This insures that features purchased with the original investment, are being utilized to their fullest extent. It also allows your staff to have time to identify any changes that may further improve the Implementation.
- **Final Post Cut-over Meeting** - At this time we will have a final sign-off of the project/phase as contracted and move into the system warranty phase.

Project Timeline

Customer Name: Green Tree Industries				
Requested Installation Date (Cut Date): 12/21/2016				
Task	T - (Cut Date)	Responsible Party(s)	Due Date	Comments
Telco Orders Placed (If Customer Ordered, Supply Copies)	-30	End Customer	11/9/2016	
Current Network Diagram	-15	End Customer	11/30/2016	
Current Network Info	-15	End Customer	11/30/2016	
Equipment Order Date	-15	Terrific Tech	11/30/2016	
POE Switch Deployment	-13	Terrific Tech	12/2/2016	
Telco Confirm Router Configuration	-12	Terrific Tech	12/5/2016	
Telco Confirm Router Configuration	-12	Terrific Tech	12/5/2016	
System Data Gathering Customer Meeting	-10	Customer & Terrific Tech	12/7/2016	
Customer Floor Plan Received	-10	End Customer	12/7/2016	
Pre-Install Network Assessment Date	-10	Terrific Tech	12/7/2016	
Import Spreadsheets Complete	-10	End Customer	12/7/2016	
Network Assessment Passing Score	-7	Terrific Tech	12/12/2016	
Network Configuration Complete	-7	End Customer	12/12/2016	
Power Requirements Met	-7	End Customer	12/12/2016	
Environmental Conditions for Customer Site Met	-7	End Customer	12/12/2016	
Environmental Conditions for Customer Site Met	-7	End Customer	12/12/2016	
Equipment Delivered to Customer Site	-5	Terrific Tech	12/14/2016	
Network Configuration Verified	-5	Terrific Tech	12/14/2016	
Telco Delivery Date	-5	End Customer	12/14/2016	
Cabling Complete	-5	End Customer	12/14/2016	
Change Order Freeze (5 working days prior to cut)	-5	End Customer	12/14/2016	
Software/Programming Freeze (5 working days prior to cut)	-5	End Customer	12/14/2016	
Go/No Go Decision Date	-5	Customer & Terrific Tech	12/14/2016	
System Installation & Programming	-3	Terrific Tech	12/16/2016	
Remote Access	-2	End Customer	12/19/2016	
Designated User Training	-2	Customer & Terrific Tech	12/19/2016	
System Performance Test	-1	Terrific Tech	12/20/2016	
Operator Training	-1	Customer & Terrific Tech	12/20/2016	
System Cut Over	0	Terrific Tech	12/21/2016	
Post Cut Over Support	1	Terrific Tech	12/22/2016	
Delivery & Acceptance	1	Terrific Tech	12/22/2016	
Turnover to Service Department	2	Terrific Tech	12/23/2016	
Post Install Network Assessment	10	Terrific Tech	1/5/2017	
Customer		Date		