Terrific Technologies, Inc.

Proposal and Statement of Work
For
Green Tree Industries, LLC

Prepared for:

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Green Tree Industries, LLC

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Agreement #
Statement of Work #1
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About Terrific Technologies

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

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:

IP*edge* EM
Supports up to 1,000 users per server

IP*edge* EC
Supports up to 200 users per server

IP*edge* 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 IP*edge* 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 IP*edge* 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

IP*edge* 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 asSalesForce.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 IP*edge* 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 IP*edge* 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.
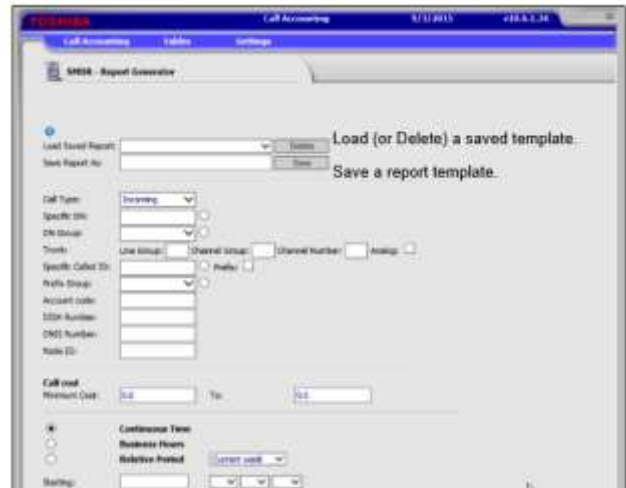
Voicemail Flexibility

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 mal
- 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

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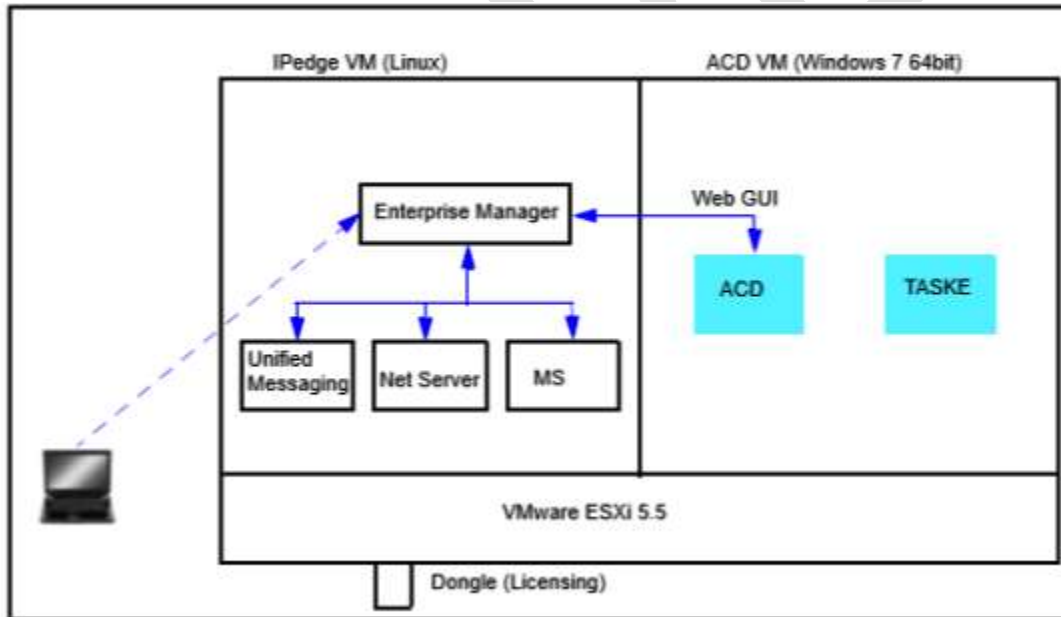
On a single server, IPedge Virtual Server Turn Key Solution provides everything supported on the native IPedge server versions plus new UCedge support and includes the following:

- **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 and 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, BESCB 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	x

Advanced	

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* IP*edge Server*

Toshiba's 3-Year Extended Warranty plan for your IP*edge* 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 IP*edge* system, users can now take advantage of Toshiba's Software Support and Upgrade Service (SUS) to ensure your IP*edge* 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 IP*edge* 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 IP*edge* system

*Expired SUS can be reinstated at 125% of annual rate over lapsed period
** SUS is available to original owner of IP*edge* system and is not transferable

Scope of Work Overview

Outlined in the following pages, hereafter referred to as the Scope of Work (SOW), is a clear description of the services that Terrific Tech will provide to Green Tree Industries according to the implementation guidelines set forth in this SOW.

Within this SOW, clear guidelines are also defined as to what Green Tree Industries's roles and responsibilities are to ensure a successful implementation. Terrific Tech will work closely with Green Tree Industries to resolve any implementation issues and to accommodate any changes that need to be made to this SOW.

General Implementation Guidelines

To ensure a successful implementation per the Schedule of Equipment and Services attached below, Terrific Tech has defined the following general guidelines.

Project Schedule

Once Green Tree Industries has signed this SOW, Terrific Tech will proceed with scheduling Terrific Tech resources to begin the single-phase implementation (unless otherwise specified as multi-phase). Prior to the start of the implementation, Terrific Tech will meet with representatives from Green Tree Industries to develop an Implementation Plan with key milestones for the implementation.

Product Configuration

Terrific Tech will provide Certified Engineers to perform all work under this SOW to comply with manufacturers recommended implementation procedures and will, prior to cut-over, perform standard test procedures to ensure equipment operates according to manufacturers published specifications.

Completion of Services

Cut-over will occur once Terrific Tech has completed the implementation per the Implementation Plan.

Terrific Tech is not responsible for the removal, disposal and cleanup of all existing cable, telephony and associated equipment. Green Tree Industries Corp can request that Terrific Tech provide this service prior to cut-over at an additional cost to Green Tree Industries.

Services and Deliverables - Terrific Technologies

Outlined below is a complete description of all services that will be provided by Terrific Tech. All services are based on the Schedule of Equipment and Services attached below in this SOW.

Network Assessment

Terrific Tech will conduct a network assessment to confirm that the proposed solution will work properly within Green Tree Industries's network. This assessment will include an analysis of:

- Network architecture
- Implemented QoS standards
- Data traffic and bottlenecks
- Data packet loss
- Voice over IP traffic testing

At the end of the assessment, Terrific Tech will provide Green Tree Industries with a findings report that Green Tree Industries will sign to confirm Terrific Tech's findings.

Telephone Training

- Prior to cut-over, provide basic training to each telephone user on the basic features and functionality of his/her desktop device (will allow two users per desktop device per class, only one device type covered per class)

- Provide user guides to each user

Schedule of Equipment and Services

Projected Cutover Date: Mar 15, 2017
Pricing excludes taxes and is valid until 1/19/2017.

Qty	Part Number	

Toshiba Solutions

Qty	Part Number	Description
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

	Part Number	Description
	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

	Part Number	Description
	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

	Part Number	Description
	PartsWarranty	1st Year Parts Warranty
	Support8X5	1st Year 8x5 Labor Support

Key Requirements – Green Tree Industries, LLC

Terrific Tech has defined below key requirements for Green Tree Industries to ensure successful implementation per the Schedule of Equipment and Services. They are as follows:

Access to Green Tree Industries Site

Green Tree Industries will provide full access to all of Green Tree Industries's premises as needed by Terrific Tech to perform its responsibilities under this SOW. Any refusal of access shall relieve Terrific Tech of its obligations as outlined in this SOW and the implementation schedule shall be revised to reflect the delay. Green Tree Industries will also provide a suitable work area for Terrific Tech personnel.

Implementation Contact

Green Tree Industries will assign an implementation contact within Green Tree Industries for Terrific Tech to contact during the entire implementation phase.   Along with the implementation contact, Green Tree Industries will also provide Terrific Tech with access any Information Technology (IT) professionals within Green Tree Industries who are able to make decisions regarding key LAN/WAN/Telephony issues.

Building Requirements

In order to ensure the building is suitable for the implementation set forth in this SOW, Terrific Tech requires the following building conditions to be met by Green Tree Industries. If these conditions are not met, Terrific Tech is not responsible for any delays in the implementation schedule and is also not responsible for any additional costs incurred to ensure the building is suitable for installation.

Cable Installation Requirements

Green Tree Industries will ensure all cabling infrastructure (including but not limited to conduits, floor ducts, overhead troughs, floor access, drilling holes, monuments, moving equipment and furniture, etc) is suitable for the installation of cable necessary for the implementation outlined in this SOW. Green Tree Industries is responsible for any additional costs that may be incurred for the supply and installation of any infrastructure that is required for the cable installation. It is assumed that any existing cable ducts, troughs and/or conduits have sufficient space remaining to install new cabling as required for this implementation.

Asbestos Removal

Green Tree Industries must identify asbestos contaminated areas prior to implementation. Terrific Tech will cease any further work in any areas that Terrific Tech discovers any unknown asbestos while working on the premises. Terrific Tech will not continue the work until the asbestos is removed and the area is considered environmentally safe to work. Terrific Tech will not be responsible for any impact to the implementation schedule as a result. Changes to the schedule will be made by Terrific Tech and communicated to Green Tree Industries.

Power and Environmental Specifications

Terrific Tech will provide Green Tree Industries with the necessary power and environmental specifications published by the equipment manufacturer. It is assumed by Terrific Tech that Green Tree Industries has adhered to these specifications as well as any local electrical code requirements. Green Tree Industries will provide power to purchased equipment through an adequate number of circuits provisioned according to the equipment manufacturer's specifications.   If Green Tree Industries has not met the above, Green Tree Industries will assume responsibility for the cost to supply and install any infrastructure required to accommodate the

published specifications. Terrific Tech recommends the installation of a UPS providing 60 minutes of standby power. Installation of power conditioning/surge suppression devices for all equipment is highly recommended.

Site Layout

If available, Green Tree Industries will provide Terrific Tech with signed, complete and accurate current floor plans that identify the placement of all desktop devices, voice mailbox users and PCs. If Green Tree Industries requests generation of required floor plans by Terrific Tech, Terrific Tech will provide Green Tree Industries with additional quote for these services.

Cable Plant and Cross Connect Records

Green Tree Industries's existing cable plant should conform to the EIA-T568B or UL/CSA standards and follow accepted wiring practices. Failure of the cable plant to meet the minimum acceptable requirements may result in a delayed cutover and/or additional expense. Green Tree Industries will provide Terrific Tech with a complete set of up-to-date cable records. Should these cable records be inaccurate or unavailable, Terrific Tech may require the purchase of cable "Tone & Testing." Current cable plant and cross connect records will be generated from the tone and testing procedure.

Network Services Verification & Liaison

All network service relating requirements will be assumed by Green Tree Industries to include the ordering and delivery acceptance of any required network services (unless otherwise requested by Green Tree Industries.) A delivery date for any new network services to be performed will be documented in the Project Plan once agreed to by all parties (Network Provider, Green Tree Industries and Terrific Tech).

Terrific Tech requires up to date Network Service Provider records to include information regarding existing network services and Green Tree Industries site and any planned services with expected delivery dates. If these records are not accurate and Terrific Tech needs to then verify and document existing network services, Terrific Tech will provide an additional quote to Green Tree Industries for these additional charges prior to proceeding with the implementation.

Receipt Of Equipment

Terrific Tech will coordinate equipment delivery with Green Tree Industries based on a mutually agreed delivery schedule for all equipment, noting that equipment may be scheduled to arrive on various dates. Once the equipment has arrived at Green Tree Industries site, Terrific Tech and Green Tree Industries will do an inspection and inventory of all delivered equipment. Any issues will be documented by Terrific Tech. To confirm receipt of all equipment, Terrific Tech will provide at time of delivery a Notice of Equipment Delivery (NED) form which will be signed by the designated contacts for Green Tree Industries and Terrific Tech provided there are no issues with the delivery.

Any special access requirements needed to accommodate the delivery are to be made by Green Tree Industries. Any costs incurred for required building alterations relating to the equipment installation outlined in this SOW are the responsibility of Green Tree Industries.

Once the equipment arrives on Green Tree Industries site, Green Tree Industries is responsible for all the equipment and for providing secure storage for the equipment.

Training

Training of endpoints will be provided by Terrific Tech as outlined in the Implementation Plan. Terrific Tech and Green Tree Industries will agree on scheduling of these training courses. Green Tree Industries is responsible for communicating the scheduled times to their employees. In order to provide adequate training, Green Tree Industries is to make available on-site training facilities which should have the proper cable installation for the

endpoints needed for training. Terrific Tech will record attendance for each training class and provide that information to Green Tree Industries upon completion of training.

Green Tree Industries Supplied Equipment

All Green Tree Industries provided servers and client PC's must meet the hardware and software specifications required for all application software purchased. Terrific Tech will provide Green Tree Industries with these specifications prior to installation. If the equipment does not meet specifications, Terrific Tech will provide Green Tree Industries with the additional charges required to meet specifications. If Green Tree Industries intends to utilize any existing OEM equipment with the proposed equipment outlined in this SOW, Green Tree Industries will provide to Terrific Tech any required information regarding the integration between existing and proposed equipment. Terrific Tech is not responsible for any coordination needed with existing equipment vendors.

Remote System Access and Alarm Reporting

Terrific Tech recommends Remote System Monitoring for better efficiency in performing any diagnostics or database changes. If Green Tree Industries would like to take advantage of Remote System Monitoring, Green Tree Industries must provide remote system monitoring access to Terrific Tech. This service is an additional charge to Green Tree Industries.

Scope of Work Modifications

Green Tree Industries shall communicate to Terrific Tech any changes or modifications requested to this Scope of Work. If Terrific Tech accepts and agrees to the changes, Terrific Tech will modify this SOW or issue a Change Order form with the accepted changes. Terrific Tech will also make modifications to the Schedule of Equipment and Services including pricing to reflect the changes requested for this SOW as well as the Project plan to reflect any changes in the dates and milestones. Terrific Tech will work closely with Green Tree Industries to review the changes to ensure minimal impact to projected milestones and cut-over date.

Terrific Tech is not responsible for any delays in the implementation due to changes made by Green Tree Industries to this Scope of Work.

Financing

CASH PURCHASE PRICE
The price for the Equipment is *$17,138.60* ("Purchase Price"), excluding taxes. The Purchase Price may be adjusted to reflect any new configuration of the Equipment. Green Tree Industries shall pay under the following schedule:

25%	upon execution of this Agreement
50%	upon physical delivery of the Equipment
25%	upon Cutover

Acceptance of SOW

By Green Tree Industries signing the below, Green Tree Industries confirms their acceptance of the Terms and Conditions set forth in this Scope of Work and gives Terrific Tech the ability to proceed with the work described in this SOW. In addition, by signing this SOW Green Tree Industries acknowledges that they will undertake site preparations and meet network specifications as detailed in the Key Requirements section of this SOW.

Terrific Technologies   **Green Tree Industries, LLC**

_____   _____
Authorized Representative   Authorized Representative

Carl Quotebuster   Barb Smith, President
_____   _____
Printed Name   Printed Name

                                                     President
_____   _____
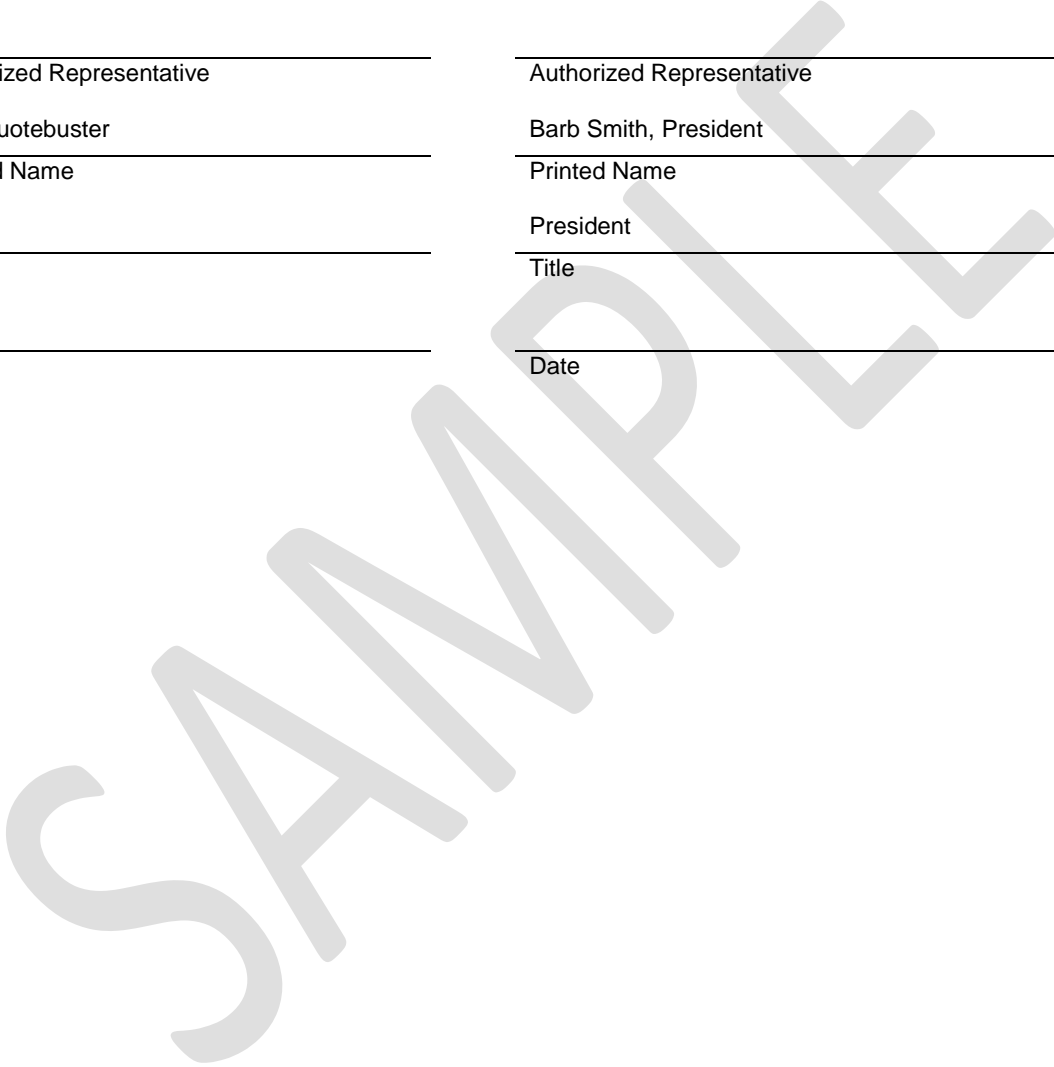Title   Title

_____   _____
Date   Date

Next Steps

Upon acceptance of this SOW, Terrific Tech will initiate the following next steps:

- Contact Green Tree Industries to schedule implementation dates and introduce Terrific Tech's Project Manager (if applicable).

- Assign trained and certified technical resources following confirmation of scheduled implementation dates. These resources will ensure successful implementation of the product(s) and solutions as detailed in this SOW.

- Schedule an initial Kick-off Meeting with Green Tree Industries. During this meeting, Terrific Tech will introduce the implementation team, work with Green Tree Industries to develop a detailed implementation schedule, set project milestones and discuss all aspects of this implementation. The Kick-off will provide an opportunity for Terrific Tech and Green Tree Industries to address any outstanding questions or areas of concern.

- Begin implementation according to this statement of work and the agreed implementation schedule.

First Year Support Plan

Scope and Definition of Support Services

During the first twelve (12) months from Cutover, Terrific Tech will provide services for the Equipment and Applications at the Site as follows:

Day Service 8 x 5 Plan with 4 Hour Response for Major Failures

Description of Coverage: Equipment

Hours of Coverage

- 8 a.m. - 5 p.m. Monday through Friday (local time at the Site, excluding Terrific Tech's locally observed holidays) remote and onsite support for a Major Failure or Minor Failure. Support provided outside these coverage hours will be billed at Terrific Tech's then current rates.

Proactive Remote Monitoring (8x5) (If included in Schedule of Equip and Services)

- 8 a.m. - 5 p.m. Monday through Friday (local time at the Site, excluding Terrific Tech's locally observed holidays) remote monitoring of alarms from PBX and/or voice messaging system(s) that is/are covered by this Support Plan.

Proactive Remote Monitoring (24x7x365) (If included in Schedule of Equip and Services)

- 24x7x365 (24 hours per day, seven days per week, 365 days per year) remote monitoring of alarms from PBX and/or voice messaging system(s) that is/are covered by this Support Plan.

Response Objectives

Major Equipment Failure
- Response within two (2) business hours (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding Terrific Tech's locally-observed holidays) upon receipt of a trouble report of a Major Failure by attempting to clear the failure remotely and/or contacting the End-User to begin troubleshooting the system failure.
- Onsite response within four (4) business hours (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding Terrific Tech's locally-observed holidays) upon receipt of a trouble report of a Major Failure, which cannot be resolved by a remote engineer.

Minor Equipment Failure
- Response within eight (8) business hours (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding Terrific Tech's locally-observed holidays) upon receipt of a trouble report of a Minor Failure by attempting to clear the failure remotely and/or contacting the End-User to begin troubleshooting the system failure.
- Onsite response within the next business day (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding Terrific Tech's locally-observed holidays) upon receipt of a trouble report of a Minor Failure, which cannot be resolved by a remote engineer.

Parts Replacement

- Expedited replacement of defective parts and materials is included in this Support Plan during the coverage hours purchased as detailed above.

Additional Services

- Network service provider liaison support: Terrific Tech will communicate and cooperate with the End-User's network service provider to determine the source of Equipment failure (when applicable).

- Clock will be changed remotely twice per year (when applicable) at the End-User's request.

- Periodic system back-ups to be done remotely as needed.

Description of Coverage: Application(s)

Hours of Coverage

- 8 a.m – 5 p.m Monday through Friday (local time at the Site, excluding Terrific Tech's locally observed holidays) remote or onsite support for a Major or Minor Application Failure (as defined 6(d)).

Response Objectives

Major Application Failure

- Four hour response upon receipt of a trouble report of a Major Application Failure. Four hour response includes one or more of the following: attempting to resolve the failure through remote diagnostics; contacting the Customer to begin troubleshooting the Application Failure; or on-site arrival of an engineer.

Minor Application Failure

- Next business day response (Monday through Friday 8 a.m. - 5 p.m. at the local time at the Site, excluding Terrific Tech's locally observed holidays) upon receipt of a trouble report of a Minor Application Failure. Next business day response includes one or more of the following: attempting to resolve the failure through remote diagnostics; contacting the Customer to begin troubleshooting the Application Failure; or on-site arrival of an engineer.

Software Updates

- Provision of software updates, containing maintenance fixes, will be provided as needed to resolve a Major or Minor Application Failure as long as the appropriate manufacturer software assurance is current and in effect with that manufacturer.

Defective Media Replacement

- Replacement of defective software media is included in this Support Plan.

Additional Services

- Liaison support: When applicable, Terrific Tech will communicate and cooperate with the OEM network equipment and/or application software supplier to determine the source of the software application failure.

Requirements

Equipment must be properly connected (when applicable) to a Proactive Remote Monitoring Unit. Please initial your agreement to provide necessary circuit connectivity and grant access to Equipment by providing required access codes or passwords. _____

_____
End-User Signature   Date

Note: Any peripheral or ancillary products not listed above may be serviced, at Terrific Tech's option, at the End-User's request on a time and materials basis at then current support services rate.