

Proposal

For

Green Tree Industries, LLC

Prepared for:

Barb Smith, President
Green Tree Industries, LLC

Prepared by:

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Terrific Technologies, Inc., a **CorsPro** company

Prepared On: 1/25/2018

Agreement #
Statement of Work #
Version #



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Project Manager Name:			
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About Terrific Technologies, Inc.

Terrific Technologies, Inc. (TTI) provides total technology solutions focused on advancing your business and building your bottom line. We specialize 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 TTI, 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 more detailed and robust this section is, the higher your likelihood of winning the deal will be!

Make sure this section is focused towards 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 the client's business objectives at the senior level. A great example is if the CEO has stated objectives, this project should tie 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:

- Acquired companies are using different technologies
- 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
- Poor call accounting/reporting capabilities
- System is no longer supported

We also identified the following needs and requirements:

- Centralized administration of data switches
- Data traffic monitoring
- Coordinate / understand Telco requirements
- Integration of phone system with CRM/ERP solution
- 'Follow me' call routing
- Stronger Support from our vendor

About Mitel

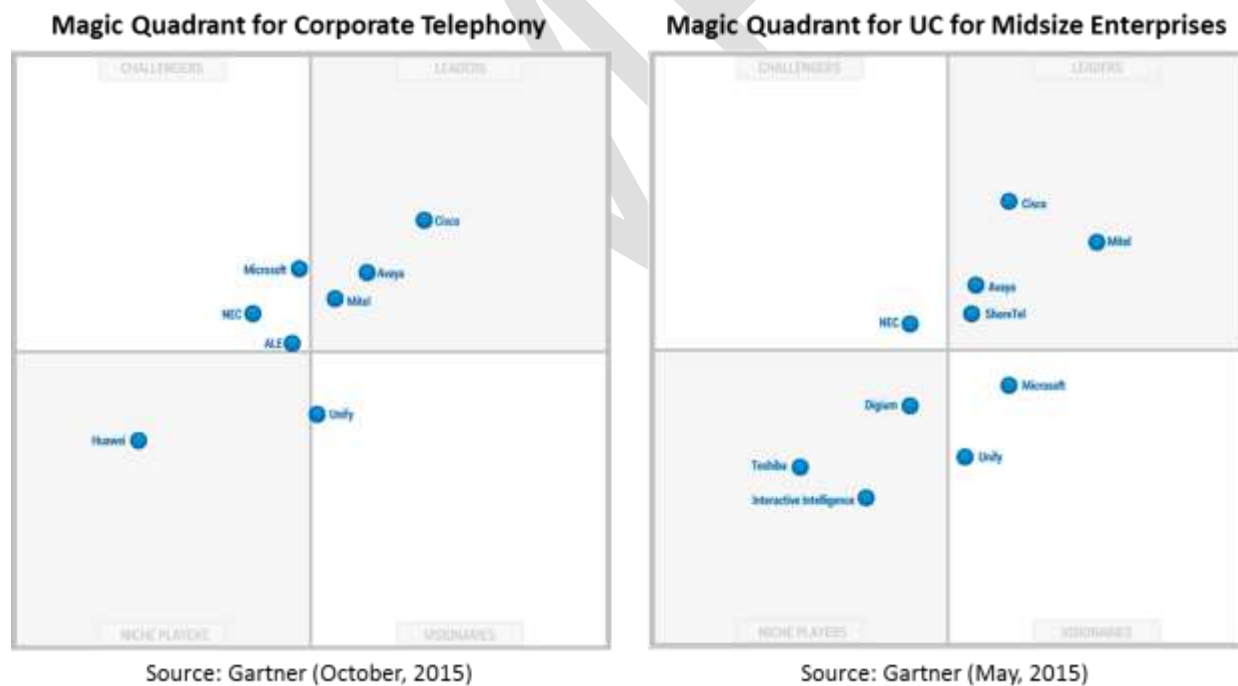


Mitel (Nasdaq:MITL) is a global provider of business communications and collaboration software and services. For more than 35 years, thousands of businesses worldwide have invested in and relied on Mitel's market-leading portfolio of communications solutions, managed services and network services to help them improve their business performance and service delivery. Mitel

operates in over 100 countries, with a sales and service organization of over 70 offices, in conjunction with over 1,600 value-added resellers and partners around the world.

In 2014, Mitel completed its merger with Aastra Technologies Ltd., positioning the company as a global leader in business communications, with an emphasis on taking the lead as the market continues its long-term migration to cloud-based services. The current move to the cloud follows Mitel's prescient decision during the previous decade to focus on IP-based communications, in accurate anticipation of the industry's upgrading from traditional analog telephony.

Mitel is now a clear market leader, with combined annual revenue of US\$1 billion, 60 million customers worldwide, and top market share in Western Europe. The combined business provides Mitel with a \$100 million annual Research and Development budget used to pursue innovation and the development of a broad range of regional and global solutions. In fact, this is reflected in the 2015 Gartner's Magic Quadrant Report, Mitel is Leader for Corporate Telephony, and the only brand to appear in all five Gartner Magic Quadrants for business communications:



Mitel's channel partners provide unparalleled customer service and support. Mitel insists on delivering not only an exceptional communications solution tailored to each business, but the support and services that make an initial communications investment pay long-term returns.

The Mitel Freedom architecture is the foundation of what Mitel business units and efforts have to offer. Mitel Freedom will provide you with the flexibility and simplicity to support today's dynamic work environment. Through a single cloud-ready software stream, you will receive advanced communications

and collaboration capabilities that liberate businesses from single-vendor architectures and enable them to implement leading-edge solutions on any network, extend the "in-office" experience anywhere, on any device, and offer a choice of commercial options to fit business needs.

Partnerships are a crucial part of Mitel and its offering. It is Mitel's priority to build long-term relationships with other companies to create better solutions for its customers. By collaborating with industry leaders such as VMware, Vido, and Microsoft, Mitel and its partners continue to develop integrated and innovative solutions that work for you.

Mitel solutions are highly scalable, secure, simple to manage, and optimized to meet evolving communications needs. With unmatched reliability and scalability, they enhance employee productivity, increase customer service, reduce costs, and generate new revenue streams. Mitel sees communications as an investment in a business' ongoing performance, not a one-time equipment acquisition.

Through a conscientious IP migration strategy, Mitel enables businesses to maintain their existing infrastructure investment while taking advantage of the latest IP technologies. Leading the unified communications market with the latest in presence integration, it provides businesses with what they want: choice.

Mitel MiVoice Office Enhanced Unified Messaging

The Unified Messaging for UVM enhances its embedded messaging capabilities by providing bi-directional synchronization of deletion and read / heard messages. This synchronization can be associated with e-mail mailboxes stored on Microsoft® Exchange, Office 365, Google Apps, Lotus Notes®, or Novell® GroupWise®. The new synchronization capability allows a user to process a message only once, regardless of whether they use the voice mail telephone user interface (TUI) or their e-mail client:

- If the user deletes the message from voice mail, it will be deleted from e-mail. Likewise, if the user deletes the message using e-mail, it will be deleted from voice mail.
- If the user listens to a message using voice mail, it will be marked as "read" in e-mail. Likewise, if the user reads the e-mail containing the voice mail attachment, the corresponding voice mail message will be marked as "saved."

Besides supporting the common e-mail servers listed above, UVM also supports a specific message format designed for integrating with RIM®'s BlackBerry® Enterprise Server (BES).

The format for the voice mail attachment can be configured to be WAV, MP3, or none (envelope notification only). Note that the use of MP3 is processing intensive and may result in significantly delayed message delivery. Mitel recommends a Processing Server (PS-1) if messages, including Record-a-Call, will be longer than five minutes.

Hot Desking (Single Node)

Hot Desking is the ability for a user to "log in" to another phone and have that phone become "theirs" for the duration of the hot desk session. Hot Desking is currently limited to within a single node.

Single-node Hot Desking typically address's two common customer scenarios:

- Office workers that telecommute some of the time -- Hot Desking allows their home IP phone to become their main extension with all rights, privileges, identity, etc.

- Remote workers that are in the office some of the time -- The typical example is a real estate office in which users are out of the office most of the time, but they need to use shared office space when in the office. This scenario is sometimes referred to as “hoteling.”

Hot Desking can be utilized on any Digital or IP phone.

Meet-Me & Ad Hoc Conferencing

Meet-Me Conferencing provides conference bridge numbers to which callers can dial in and be connected to an audio conference call. This feature is in addition to the “ad hoc” conferences, which can only be created by manually adding members to a call using an internal phone.

Meet-Me & ad hoc Conferences can include up to 20 parties in a conference, and up to 40 parties with expansion.

Meet-Me Conferencing is accessible thru the dial-able Conference Assistant with conference codes, and setup on demand via a User Web Portal or Telephone User Interface (TUI)

Dynamic Extension Express (Embedded Twinning)

Dynamic Extension Express enables mobile workers to increase their accessibility and reduce mobility charges through flexible call routing and embedded twinning. Through Dynamic Extension Express, they can have calls routed to their desk phone and their mobile device simultaneously. Optionally, they can avoid unnecessary mobile calls by first routing calls to their desk phone before twinning between their desk phone and up to 10 remote or mobile devices. If the call remained unanswered upon reaching any of those devices, it would then be routed to voice mail. Users can also hand off calls from a mobile device to a desk phone, saving on the expense of carrying a call on the mobile network if they receive the call while they are in the office.

MiVoice Office Personal Call Routing Example #1



MiVoice Office Personal Call Routing Example #2



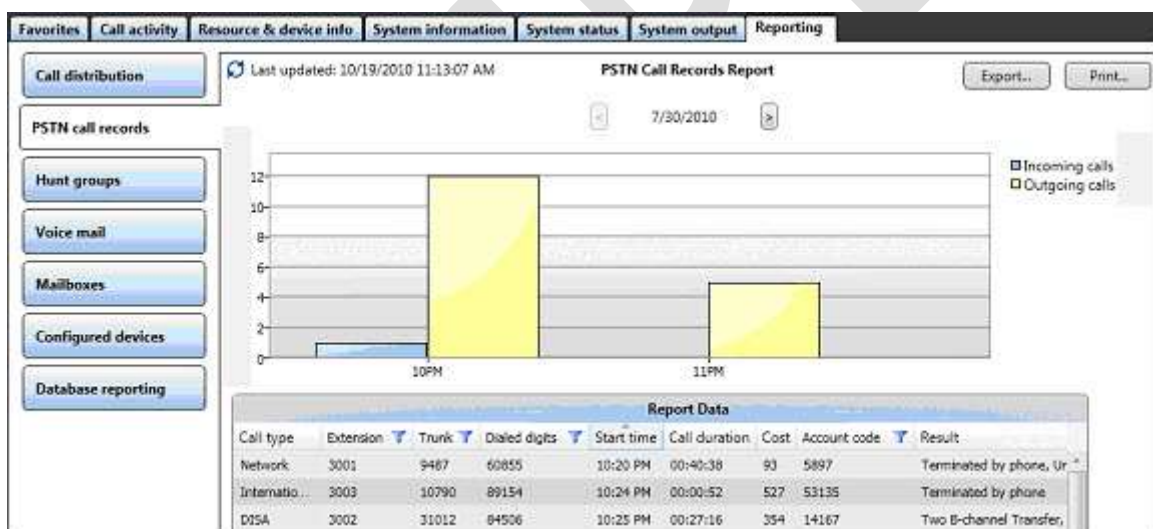
Mid-Call Features (MCF) for Dynamic Extensions

Mid-Call Features (MCF) allow mobile users with Dynamic Extension Express to take advantage of such core PBX features as Hold, Transfer, Conference, etc., for quick and simple consultation with “in-office” colleagues. MCF extends the MiVoice Office capabilities to mobile devices for maximum flexibility and productivity. It is delivered through a set of voice guided menus rather than users having to remember feature codes. (Note, prompt language is automatically aligned with that of the user’s main extension.)

With MCF, once you place the original call on hold, you will be prompted to either transfer to, or conference in another party. For example, you can transfer to a colleague, to the company operator or auto-attendant or even to an outside line. Over time, as the user becomes more accustomed, they can easily type-ahead over the voice prompts.

Embedded Reporting

Embedded reporting provides basic historical (not real time) call reporting for phones, hunt groups, mailboxes, trunks, etc. The system stores up to seven days of call data. Reports are delivered through the System Administration and Diagnostics client. This feature-rich interface allows for graphical representation and quick filtering of data. Most reports allow for viewing individual days or all seven days at once. Report data can easily be exported for further analysis with external tools such as Microsoft Excel®.



Mitel MiVoice Office 250

The MiVoice Office 250 phone system is an affordable and flexible communication platform for small to mid-size businesses.

Are your employees dispersed among offices, home offices and working from the road? The MiVoice Office 250 connects employees from every location, increasing productivity and lowering your communication costs. MiVoice Office 250 was designed and built specifically with small and medium sized businesses in mind by the communications experts at Mitel.



Right out-of-the-box, the MiVoice Office 250 offers businesses a complete suite of productivity enhancing applications. What this means is from the start, the business requires fewer servers, requires less space to deploy the solution, and can immediately benefit from applications that will greatly assist them with being more responsive to clients and allowing employees to be more productive. These applications include:

- Voice and Unified Messaging
- Automated Attendant
- Ad-Hoc and Meet-Me Conferencing
- Automatic call routing to employees or groups
- Hot Desking
- Linking / twinning of employee phones with mobile devices (Dynamic Extension Express)
- Mid-Call Features on twinned devices
- Support for remote / home-based phones for teleworkers without the need for VPN services
- Inbound call routing based upon on the time of day, day of the week or specific dates (Scheduled Time-Based Application Routing (STAR))
- System Park - Park a call for someone else to pickup
- Enhanced Group Pickup – Pickup a Hunt Group call easily with a single key press, along with a visual indication.
- Audio File (AudioTex) Importation - Upload custom audio prompt recording (format: .wav)
- MiVoice 5624 (WiFi) Phone Support - WiFi SIP phone
- Mitel Phone Manager Mobile - New Mobile Client App with a softphone
- Voicemail Synchronization with Microsoft Exchange 2016 - Support for the latest version

In addition, the MiVoice Office 250 supports a range of advanced applications designed to enhance the business, such as MiCollab, MiCollab Client, MiContact Center Office, and Mitel Phone Manager. Multi-Node Video Support, Video Integration with MiCollab (native clients)

MiVoice Office 250 offers Mitel Phone Manager Softphone as an ACD Agent. (Delivers the support for applications to work in conjunction with SIP endpoints). And also supports Windows 10.

MiVoice Office 250 uses a software and hardware platform that combines the best of data networking and TDM switching architectures. It supports MiVoice Digital and IP telephones, IP networking for up to 99 sites and is designed to be customized with add-on modules & processors, all in a form factor that is optimized for shelf-top, rack-mount and wall-mount scenarios.

The MiVoice Office 250 maximizes your communications investment with full network support and feature transparency for single or multiple locations through existing LAN and WAN infrastructures. Tightly integrated presence management, collaboration and messaging tools—such as unified communications, Web collaboration, call center software, voice processing and unified messaging—enable your business to build customer loyalty, enhance employee productivity and facilitate the mobility of your staff. MiVoice Office 250 communications server solutions allow you to deploy full-featured IP telephones (endpoints), including IP desktop and IP wireless phones—where and when it's right for your business. To further protect your communications investment, the Mitel MiVoice Office 250 also allows you to expand your system environment through Mitel's Digital Expansion Interface (DEI) if you require digital phones and/or analog support.

The Mitel MiVoice Office 250 network communications solutions are based on open architecture interfaces and standard protocols which offer the flexibility to tailor the platform to suit your dynamic needs. Support for VoIP protocols, such as Session Initiation Protocol (SIP), provides a communications pathway—connecting diverse tools together so that they can “speak” to each other. SIP enables simple, flexible connectivity, which allow infrastructures, applications and endpoints to interact in a standard manner. IEEE supported standards, such as 802.11b and 802.3af, enable your business to provide tools that facilitate the mobility of employees. ITU-supported standards include G.711, G.729 and T.38. Mitel is

focused on continued support for these standards and many other industry-standard interfaces, which will help address your unique business needs.

Improving Business Processes:

- Experience improved ROI on your network infrastructure investment
- Improve customer interactions and employee productivity with integrated Mitel software applications
- Increase efficiency and lower communications costs by seamlessly connecting remote offices and employees
- Expand and enhance your communications capabilities as your business needs dictate with a wide range of IP and applications standards that allow flexibility and enhance the core system
- Easy on-site installation, configuration and maintenance
- Multi-Node Video Support
- Video Integration with MiCollab (native clients)

Mitel MiVoice Office Digital Expansion Interface

The Digital Expansion Interface (DEI) provides businesses with flexibility in deploying digital and analog solutions, complementing the MiVoice Office controller with additional digital and analog capacity.



Each DEI offers three expansion bays that accommodate the Digital Endpoint Module (DEM-16) for digital phones or the Single Line Module (SLM-8) for analog extensions. The DEI, with a 1U form factor design, allows for the connection of up to 48 digital phones. Up to four DEI's can be added to the MiVoice Office controller, enabling up to 192 digital phones (or 240 total when used in combination with the MiVoice Office controller's Digital Desktop Module (DDM) units).

Mitel MiVoice Conference Phone

The Mitel MiVoice Conference Phone makes conference calls clear, easy and efficient. Combining high-definition audio capabilities with 16 microphones that automatically focus towards the person talking, the Conference Phone helps to minimize side conversation pickup and increases speaker clarity.

The conference phone also has a large touch screen display with embedded collaboration services and Web browser, so participants can access, view & collaborate, and drive in-room presentations – without the need for a dedicated PC in the room.



The conference unit enables ad hoc collaboration for up to four participants through the following key features:

- Wideband Audio (22kHz) provides a larger audio dynamic range that matches human speech and hearing to provide a cleaner, crisper sound experience.
- Beamforming Technology provides smooth, seamless transition between microphones and focuses microphones on the active speaker without needing to boost microphone gain, virtually eliminating background noise / side conversations from impacting the far end audio experience.
- Array of 16 microphones embedded around the phone provides 360 sound pickup from up to 12 feet away minimizing the need for external microphones for most meeting room deployments.
- Speaker designed for enhanced playback clarity and resistance to mobile phone and wireless device interference.
- Tight integration with Mitel communications and collaboration solutions, helps maximize your ROI with your Mitel UCC investment.
- Embedded applications, such as WebEx and Join.me clients provides quick & easy access to cloud-based collaboration services – including the ability to support tablet driven presentations in the meeting room.
- Embedded web browser provides users with access to other cloud-based services, such as Gmail and Exchange Web, for personal contact dialing and chat functions directly via the MiVoice Conference Phone.
- Simply deployment to access embedded collaboration capabilities - connect the phone via a HDMI cable to a hi-definition display / projector.
- Loaded with high-end solution sound & functionality with the price point of traditional mid-range audio conference phone.

Mitel offers two models to suit your collaboration needs:

Audio and In-Room Presentation

This model will provide the following basic telephony and conference features:

- HD audio with a four-party audio bridge
- 16 beam-forming microphones
- in-room presentation display (RDP, USB flash drive, micro SD card, Picsel SmartOffice)

MiVoice Video Unit

This model supports all the features of the first model along with these additional features:

- HD audio with four-party audio and HD video bridge
- presentation display to remote participants
- point-to-point video



Mitel 5330e IP Phone

Part of the next generation desktop family, the Mitel 5330e IP Phone demonstrates Mitel's commitment to ease of use and enhanced user value, while delivering innovative features and applications. A full-feature enterprise-class telephone, the 5330e IP Phone provides a large backlit graphics display with 24 programmable self-labeling keys, superior wideband audio, and a built-in HTML toolkit for desktop applications development. The 5330e IP Phone is ideal for enterprise executives, managers and employees and can be used as an ACD agent, as a supervisor phone, or as a teleworker phone.



Mitel 5330e IP Phone features include:

- Large backlit graphics display (160 x 320)
- 24 Programmable, multi-function, self-labeling keys, provided in 3 pages of 8 keys each ((for speed dialing, line appearances, feature access)
- An embedded Gigabit Ethernet switch that supports 10/100/1000 Mb mode
- IPv6 Support
- Wideband Audio Support – ships with a wideband handset (7KHz) standard
- Peripherals and modules support: Line Interface Module, IP Conference Unit, Gigabit Ethernet Stand
- 12 fixed function keys: Hold, Settings, Message, Speaker, Mute, Transfer / Conference, Redial, Cancel, Volume/Ringing/Contrast Up & Down, Previous Page, Next Page
- 3 context-sensitive softkeys for intuitive feature access *

Display Varies on Platform

- HTML Desktop Toolkit included for Applications development *
- PC Companion Application for easy user programming and key labeling
- Dual mode phone: support for SIP and MiNET protocols
- Handsfree speakerphone operation (full duplex)
- Dual port IP phone (10/100 Mb integrated Ethernet switch)
- Language Support: English, French, German, Italian, Portuguese, Spanish, Dutch
- 802.3af power compliant (IEEE Standard)
- Supports IEEE 802.1p/q for Voice Quality of Service
- Designed for power conservation: reduces power consumption for overall energy savings

*Available only with a MiVoice Business solution

Mitel 5340e IP Phone

Demonstrating Mitel's continued focus on the user, the Mitel 5340e IP Phone delivers easy- to-use, one-touch access to many phone features and applications in an exciting next generation desktop device. A full-feature enterprise-class telephone, the 5340e IP Phone provides a large backlit graphics display with 48 programmable self-labeling keys, six intuitive call state sensitive softkeys, superior sound quality with wideband audio, and a built-in HTML toolkit for desktop applications development. The 5340e IP Phone is ideal for any enterprise executive or manager, Hot Desk users, Teleworkers, and Contact Center agents and supervisors.



Display Varies on Platform

Mitel 5340e IP Phone features:

- Large backlit graphics display (160 x 320)
- 48 Programmable, multi-function, self-labeling keys, provided in three pages of 16 keys each (for one-touch access to speed calls, line appearances, features)
- An embedded Gigabit Ethernet switch that supports 10/100/1000 Mb mode
- IPv6 Support
- Wideband Audio Support – ships with a wideband handset (7Kz) standard
- Peripherals and modules support: Line Interface Module, IP Conference Unit, Gigabit Ethernet Stand
- 13 fixed function keys: Hold, Settings, Message, Speaker, Mute, Transfer / Conference, Redial, Cancel, Volume/Ringing/Contrast Up & Down, Home Page, Previous Page, Next Page
- Six context-sensitive softkeys for intuitive feature access
- HTML Desktop Toolkit included for Applications development *
- PC Companion Application for easy user programming and key labeling
- Dual mode phone: support for SIP and MiNET protocols
- Handsfree speakerphone operation (full duplex)
- Dual port IP phone (10/100 Mb integrated Ethernet switch)
- Language Support: English, French, German, Italian, Portuguese, Spanish, Dutch
- 802.3af power compliant (IEEE Standard)
- Supports IEEE 802.1p/q for Voice Quality of Service
- Designed for power conservation: reduces power consumption for overall energy savings

*Available only with a MiVoice Business solution

Mitel 5320e IP Phone (Backlit)

The Mitel 5320e IP Phone is an economical, entry level, self-labeling enterprise phone that is specifically designed for communications-intensive companies that require a converged IP infrastructure to deliver productivity and customer-enhancing applications and services to the user desktop. This includes unified communications, speech recognition, PC integration, contact center, and remote voice and data applications. The 5320 IP Phone demonstrates Mitel's commitment to ease of use and enhanced user value, while delivering innovative features and applications. It is ideal for enterprise executives, managers, and employees, and can be used as an ACD agent, as a supervisor phone, or as a teleworker phone. Administrators will appreciate the ability to easily manage users through remote programming, eliminating the need for any paper labels, and thereby reducing installation and ongoing operational costs.



Display Varies on Platform

Mitel 5320e IP Phone (Backlit) features:

- Large backlit graphics display (160 x 320)
- 8 programmable, 1-touch multi-function, self-labeling keys
- HTML Desktop Toolkit included for applications development *
- Gigabit Ethernet Stand support
- 12 fixed function keys, * 3 context-sensitive softkeys for intuitive feature access *
- Supports Mitel Unified Communicator® (UC) Advanced application
- Supports Mitel 5300 Intelligent Directory
- Desktop user tool: Browser-based desktop configuration and programming tool for easy access to telephone system features as well as key labeling
- Dual Mode: Supports Mitel IP (MiNET) and SIP protocols
- Handsfree speakerphone operation (full duplex)
- Dual port IP phone (10/100 /1000 Mb integrated Ethernet switch)
- Multiple languages support Icon buttons for global markets
- Secure voice communication enabled by encryption *
- Menu key provides 1-touch access to embedded applications - menu includes: Call History, Call Forwarding, Conference Unit Application, Settings, * Launch PC Application *, Help, Call Info
- Hearing-aid-compatible (HAC) handset (meets American Disabilities Act [ADA] requirements), and HAC compliance for magnetic coupling to approved HAC hearing aids
- Supports Mitel Teleworker Solution, Automatic Call Distribution (ACD) agent and supervisor, hot desking, * resiliency *, Mitel Mobile Extension, and Mitel Dynamic Extension
- Designed for power conservation: reduces power consumption for overall energy savings
- Multiple powering options: Accepts standards-based (IEEE 802.3af power compliant) power over the LAN via spare pair to signal pair, or supports 48 VDC Ethernet / AC power wall adapter
- Compression support: G.711, G.729a
- Supports IEEE 802.1p/q for Voice Quality of Service
- Support for Wideband Audio (G.722.1)
- IPv6 Support

* Available only with a MiVoice Business solution

Cordless Handset and Cordless Headset

Mitel's Cordless Handset and Cordless Headset are unique accessories that offer unprecedented convenience and corridor mobility for 5330 and 5340 IP Phone users. The Cordless Handset and Headset allow the user to have personal area mobility with a potential range of up to 300 feet from their desk within their office or adjacent offices, while still communicating on their desk phone. No more missed calls when you step away from your desk for a few minutes to go to the filing cabinet or fax machine or talk to a colleague a few desks away!



Features of the cordless accessories include:

- Initiate Call / End Call Key
- Volume Control Keys
- Mute Key
- Built-in ringer in the Cordless Handset
- Place outbound calls while mobile with programmable "Auto Speed Dial" upon off-hook
- Speak@Ease or "0" or Secretary speed call
- LED Indicators on the Cordless Module, Handset and Headset indicate both connectivity and charging status
- 8 hours talk time
- 43 Hours standby time
- Battery recharge time of 3 hours or less
- Operating range of up to 300 feet (100 Meters) from the 5330/5340 IP Phone
- Integrated functionality of the Cordless Headset eliminates the need for a handset lifter
- Out of communications range warning tone
- Support for two cordless devices (Cordless Handset and Cordless Headset) per Mitel Cordless Accessories Module
- Integrated Cordless Headset functionality eliminates the need for a handset lifter

- DECT-based design: Standard DECT and DECT 6.0 cordless technology provides higher quality voice transmission, density, and less interference compared to Bluetooth
- Supported now on the Mitel 3300 IP Communications Platform (ICP) and on the Mitel SX-200 Integrated Communications Platform (ICP)

The Cordless Headset provides all the benefits of hands-free mobility in a lightweight, ergonomic design. It expands your communications potential with a wireless range of up to 300 feet away from your 5330 or 5340 IP Phone.

- WiFi-friendly 1.9 Ghz frequency with DECT wireless technology
- Noise-cancelling microphone for reduced background noise – calls are crystal clear
- Digital encryption for secure conversations
- Lightweight headset design: Ear hook-type headset weighs only 0.84 ounces (24 grams)

The Cordless Accessories Module fits discretely into the back of the 5330 and 5340 IP Phones in the existing module compartment. The module provides a charging mechanism for the Cordless Headset. The 5330 / 5340 IP Phones inherently provide a mechanism that allows for the addition of a charging plate for the charging of the Cordless Handset.

Mitel Model 8568

The Model 8568 is an ergonomically designed digital display phone, perfect for anyone who requires efficient call-processing capabilities. This new model will have the same overall design of the Mitel 53xx series IP Endpoints. The 6-line by 16-character, alphanumeric liquid crystal display (LCD) leads you through system features and capabilities--serving as a built-in user guide.

In addition, the Model 8568:

- Has eight, menu-driven soft key prompting
- Enables the programming of feature keys such as: answer call, place a conference call, transfer call, hold, redial and much more
- Allows you to answer intercom and outside calls in hands-free mode
- Stores up to 10 personal speed dial numbers and associated names
- Has easily customizable Do-Not-Disturb (DND) messages such as "In a meeting until 2:00," "Leave a message" or "On Vacation 'Til"
- Provides up to eight levels of volume for speaker, ringers and handset
- Performs a self-test to check all keys, lamps and LCD



MiVoice Office User Web Portal

The Mitel MiVoice Office User Web Portal application allows you to view and manage the following phone and user account options:

- Do-Not-Disturb (DND)
- Manual Call Forwarding
- Dynamic Extension Express (DEE)
- Station and Voice Mail Messages
- Call History
- Meet-Me Conferences
- Account Information (user profile, passwords/passcodes, and UVM Email Synchronization settings)
- Programmable Keys



Schedule of Equipment and Services

Qty Description

Mitel MiVoice Office Voice Mail

- 1 CF Card 2 GB v4+ (300 Hours)
- 1 MiVoice Office Unified Voice Mail (4) Port Expansion

Mitel MiVoice Office System

- 1 (SLM-8) Single Line Analog Module
- 1 (T1M-2) Dual T1/E1/PRI Module
- 1 MiVoice Office IP Base Pack
- 1 (DEI) Digital Expansion Interface

Mitel MiVoice Office Licenses

- 1 MiVoice Office Lic SIP Trunk x10
- 1 MiVoice Office License - System OAI Events
- 1 MiVoice Office System OAI 3rd Party Control License
- 4 MiVoice Office "Cat E" Digital Tel Lic
- 2 MiVoice Office "Cat F" SIP Tel Lic
- 1 File Based Music Source License (5 Max)

Software Assurance

- 5 STD SWAS MiVoice Office Base

Endpoints

- 1 Cordless (DECT) Handset w/Charging Plate
- 2 Cordless (DECT) Handset & Module Bundle
- 4 Model 8568 - 6 Line LCD Digital Tel
- 5 Model 5330e GB - Full LCD IP Tel (Bklit)
- 3 Model 5340e GB - Full LCD IP Tel (Bklit)
- 1 MiVoice Conference Unit (UC360, Audio + In Room Collaboration)
- 1 MiVoice Conference Unit (UC360, Remote Collaboration + Video)
- 3 5320e IP Phone (backlit version)
- 2 C7 Power Cord with NA Plug Type

Miscellaneous

- 2 PWR CRD C7 2.5A 250V-EURO PLUG
- 1 Gb 802.3at Pwr Adptr Unvrsl 90-264Vdc C8
- 1 Wall Mount Kit (HX Controller + PSU, PS-1/DEI (2)

Services

Installation and Design

- Implementation & Design
- Digital set placement
- Advanced Implementation & Design
- Project Management

Training

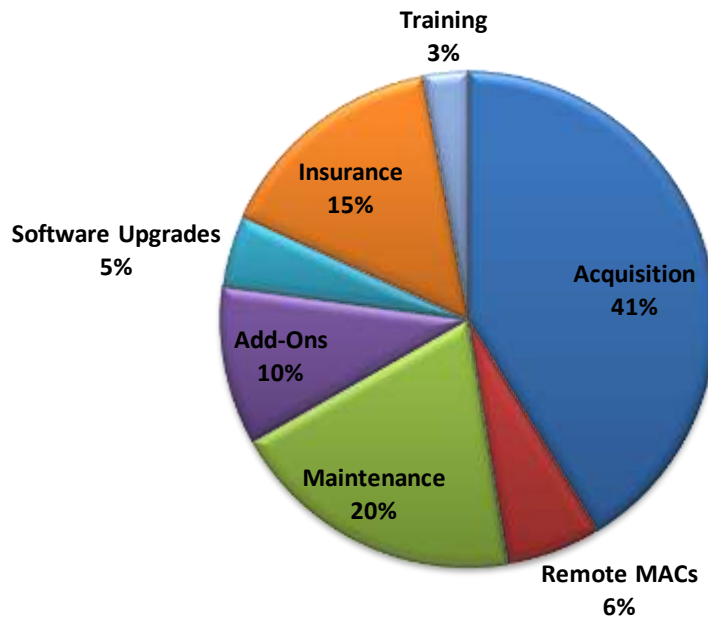
- User training

<u>Qty</u>	<u>Description</u>
	Phone set training for 15 users
	2 classes, 1 hr/class, max 10 attendees/class
	Network Assessment
	First Year Support
	1st Year Parts Warranty
	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



TOTAL COST OF OWNERSHIP

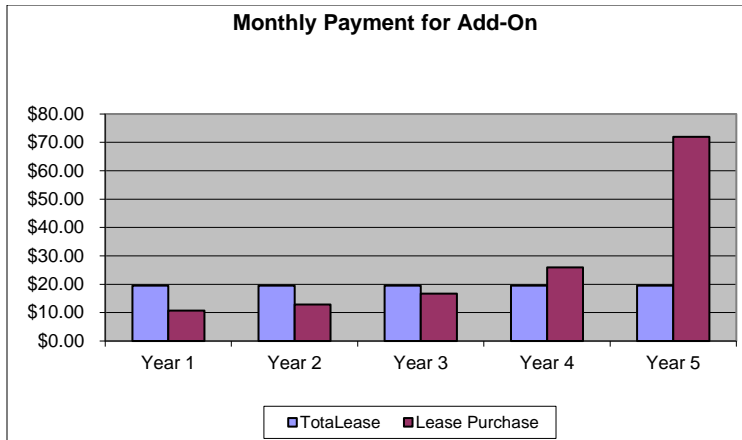


Full Service and Warranty

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 **\$582.00**

Cash Purchase vs. Managed Services Comparison

	Cash Purchase	Managed
Purchase Price	\$18,851	
Monthly Fee		\$582
Agreement Period Months		60
Total Managed Services Payments		\$34,920
On-Site Maintenance/Support (24x7x365)	\$7,540	✓
TOTAL AFTER 60 months	\$26,391	\$34,920
ADDITIONAL BENEFITS		
Risk of Loss Insurance (at \$1.50 per \$1000/mo.)	\$1,697	✓
Insurance deductibles paid over 60 months	\$5,000	✓
Remote MAC Labor	\$2,828	✓
Software Upgrade Labor (assuming 1 upgrade/year)	\$2,160	✓
Unlimited Training (assuming 2 hrs training/year)	\$1,350	✓
Add-Ons (incl. maintenance & insurance)	\$6,287	\$5,235
Fixed Add-On Pricing	-	✓
No Penalty Upgrade to New Technology	-	✓
30% Move Discount	-	✓
50% Renewal Rate	-	✓
Flexible Recast of Finance Options	-	✓
Return on Available Cash (at 8%)	-	-\$7,540
Cost of Ownership After 60 months	\$45,712	\$32,615

Benefits of Financing



WHY FINANCE?



#1 Keeps You Up To-Speed with Technology That's Evolving at an Accelerated Rate.

In the next 10 YEARS, we will see a 20-TIME increase in home networking speeds. (Cisco IBSG, 2009)



#2 Protects Your Company from Aging Equipment.

Consumer Reports say 1 in 3 laptops and desktops break by their fourth year, with most warranties lasting only one year.



#3 Controls Your Technology Costs.

Understand your future technology costs and budget accordingly.



#4 Frees Up Your Cash.

Use your capital for revenue-generating activity rather than big spends on IT equipment.

Benefits of Leasing for Your Business

"Buy that which appreciates and lease that which depreciates."

J. Paul Getty

No Need for Compromise

You don't have to postpone or delay putting the latest and best equipment to work for you. Enjoy productivity improvement with the right tool for the job - without compromise.

100% Financing

Leasing offers you the productivity of the technology you require while meeting cash flow needs. Additionally, "soft" costs such as installation, set up and service contracts can be included in the monthly payment.

Provides a Hedge Against Inflation

Lease payments are fixed and allow you to pay for today's equipment with tomorrow's dollars as you earn them.

Preserves Cash and Credit Lines

Leasing is a proven way to conserve capital while acquiring needed equipment. Leasing does not tie up existing credit lines. It allows you to keep capital available for critical areas such as personnel, inventory, or advertising.

Low Monthly Payments

We can customize a lease plan that will fit in to your budget needs. Payments can be lower than conventional financing.

No Down Payment

This preserves and protects your cash flow, making your money available to work for you rather than sinking it into a depreciating asset.

Flexible Lease Terms

Choose from a variety of lease terms to suit your individual needs. We will quote all options to you so that you make an informed decision.

Option to Buy

If you decide that you want to own the equipment at the end of the lease, you may do so by simply paying the amount specified in the terms of the lease. As an added value, all Customers for Life® leases cap the end of lease price at 15%.

Easier Budget Forecasting

Fixed monthly payments allow you to accurately forecast budgets.



TRUTH IN LEASING STATEMENT

Dear Customer:

As you may know, the equipment leasing industry is largely unregulated. This limited government involvement in the industry encourages a free flow of entrepreneurial energy, making equipment leasing an attractive financing vehicle. In fact, according to the U.S. Department of Commerce, equipment leasing is used by more than 80% of all businesses in the United States.

To protect you in this unregulated environment, your vendor has chosen a finance company that not only has a track record of integrity and excellence, but also is willing to put its promises to you *in writing*. We recommend you always request this same protection, in writing, from others when you lease.

When you enter into a standard GreatAmerica lease agreement with us, you can expect the following:

- You will have an opportunity to benefit from insurance we maintain on your leased equipment by paying a monthly charge or you may provide your own insurance.
- Your monthly invoice will be processed at least 25 days in advance of the due date.
- You will be charged a one-time documentation fee.
- You will not be charged interim rent.
- You will not be charged a fee for processing property taxes.
- At the end of the lease term, our Customers For Life® program ensures you will never pay more than 15% of our initial cost of the leased equipment to exercise a Fair Market Value purchase option (except with respect to some short term healthcare equipment leases).
- You will not be billed for renewal payments if your lease contains a \$1.00 purchase option.
- You will be notified that your lease is coming to an end on the last invoice of the initial term.
- If you use the equipment following the end of the initial lease term without exercising your purchase option (if applicable), you will not be automatically committed to a 12-month contract renewal. Instead, your contract will renew month-to-month.

Lastly, you will always receive prompt, courteous, professional and fair treatment from us. This is the GreatAmerica way of doing business—you have my word on this. If at anytime you feel you were treated otherwise, please call me. My personal direct phone number is 319-261-4139.

Sincerely,

Tony Golobic
Chairman & Chief Executive Officer

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