

**Lee County Board Of County Commissioners  
Agenda Item Summary**

**Blue Sheet No. 20020914**

**1. REQUESTED MOTION:**

**ACTION REQUESTED:** Approve for the purchase, installation, training, and maintenance of PC Based Call Center Telephone System for the Department of Transportation, LeeWay Service Center from Sprint. Project # EX020681 will cover all items and services on State of Florida Contract #730-650-99-1 which has gone through their competitive bidding process, from the awarded vendor Sprint at a cost of \$178,028.60. Approximately \$187,343.42 will be covered by Waiver # W-020680 which consists of items or services which are not on State Contract. The items not covered by State Contract are dependent parts or services that are required for the functionality of the system. Total cost of system \$365,372.02. Also, approve transfer from reserves in the amount of \$365,373 from Transportation Facilities Funds.

**WHY ACTION IS NECESSARY:** Section 11.0.3.1 of the Lee County Purchasing and Payment Procedures Manual exempts "the purchase of equipment that has gone through the Administrative Code Procedure, such as State Contracts or Federal General Services Administration Schedules, providing the purchase rental or lease amount does not exceed \$50,000". As this expenditure will exceed \$50,000.00, Board approval is required. For items and services not covered by State Contract, Section 9.4.1 of the Lee County Purchasing and Payment Manual, approved by the Board on 3/21/00, states purchases over \$50,000.00 must be approved by the Board

**WHAT ACTION ACCOMPLISHES:** Allows the Department of Transportation-Toll Facilities to obtain PC Based Call Center Telephone System.

**2. DEPARTMENTAL CATEGORY:** 9  
**COMMISSION DISTRICT #**

*A9A*

**3. MEETING DATE:**

*09-03-2002*

**4. AGENDA:**

CONSENT  
 ADMINISTRATIVE  
 APPEALS  
  
 PUBLIC  
 WALK ON  
 TIME REQUIRED:

**5. REQUIREMENT/PURPOSE:**  
*(Specify)*

STATUTE  
 ORDINANCE  
 ADMIN. AC-4-1  
 CODE  
 OTHER

**6. REQUESTOR OF INFORMATION:**

A. COMMISSIONER \_\_\_\_\_  
B. DEPARTMENT DOT  
C. DIVISION LeeWay Service Center  
  
BY: Scott Gilbertson

**7. BACKGROUND:** On July 23, 2002 the Division of Purchasing received a request from the Department of Transportation, LeeWay Service Center to do a Blue Sheet for the purchase of a PC Based Call Center Telephone System from Sprint.

(Background continued on next page)

**8. MANAGEMENT RECOMMENDATIONS:**

**9. RECOMMENDED APPROVAL:**

A Department Director	B Purchasing or Contracts	C Human Resources	D Other	E County Attorney	F Budget Services	G County Manager
<i>8/15/02</i> <i>[Signature]</i>	<i>[Signature]</i>	<i>NA</i>		<i>Andrea</i> <i>[Signature]</i>	<i>8/21</i> <i>[Signature]</i>	<i>[Signature]</i> <i>8-16-02</i>

**10. COMMISSION ACTION:**

APPROVED  
 DENIED  
 DEFERRED  
 OTHER

Rec. by CoAtty  
Date: *8/19/02*  
Time: *3:20pm*  
Forwarded To: *8/19/02*

RECEIVED BY  
COUNTY ADMIN.  
*8-20-02*  
*9:30 (21)*  
COUNTY ADMIN.  
FORWARDED TO:  
*8/16/02*

(Background Continued)

As stated in the Action Requested portion of this Blue Sheet the Systems functionality is dependent on the purchase of Non-State Contract items and services in conjunction with the items and services on State Contract

The actual cost breakdown of is as follows: \$115,021 for CIC software and licenses, \$104,200 for professional services, \$52,596 for phone system hardware, \$16,452.22 for Meridian Option 11C upgrade, \$5,000 for training, \$11,384 for 1<sup>st</sup> year maintenance, and \$60,718.80 for 2 additional years of maintenance, for a total purchase of \$365,372.02.

Funds will be available upon transfer from reserves.

Account String: PE-54147-42104-506410

- Attachments:
- (1) Department Letter of Justification
  - (2) Approval Letter from ITG (Bill O'Kelly and Jeff Grammar)
  - (3) Sprint Quotation and Summary

# REQUEST FOR TRANSFER OF FUNDS

FUND NAME: Transportation Facilities - LeeWay      DATE: 08/13/02      BATCH NO. \_\_\_\_\_

FISCAL YEAR: 2002      FUND #: 42104      DOC TYPE: YB      LEDGER TYPE: BA

TO: Operations - Toll Facilities      LeeWay Service Center  
(DIVISION NAME)      (PROGRAM NAME)

NOTE: PLEASE LIST THE ACCOUNT NUMBER BELOW IN THE FOLLOWING ORDER:  
FUND #-DEPT/DIV #-PROGRAM #-OBJECT CODE #-SUBFUND #-PROJECT#-COST CENTER #.  
(EXAMPLE: BB5120100100.503450)

ACCOUNT NUMBER	OBJECT NAME	DEBIT
PE5414742104.506410	Furniture & Equipment	\$ 365,373

TOTAL TO:      \$      365,373

FROM: Non-Departmental      Reserves  
(DIVISION NAME)      (PROGRAM NAME)

ACCOUNT NUMBER	OBJECT NAME	CREDIT
GC5890142104.509918	Reserves for Fund Balance	\$365,373

TOTAL FROM:      \$      365,373

EXPLANATION Budget appropriation needed to purchase new telephone system for LeeWay Service Center

DIVISION DIRECTOR SIGNATURE	DATE	<u>[Signature]</u> <u>8/14/02</u> and
DBS: APPROVAL <input checked="" type="checkbox"/> DENIAL <input type="checkbox"/>	<u>[Signature]</u> <u>8/20/02</u>	DEPARTMENT DIRECTOR SIGNATURE      DATE
APPROVAL <input checked="" type="checkbox"/> DENIAL <input type="checkbox"/>	<u>[Signature]</u> <u>8/21/02</u>	OPERATIONS ANALYST SIGNATURE      DATE
CO. ADMIN.: APPROVAL _____      DENIAL _____	BUDGET OPERATIONS MANAGER SIGNATURE      DATE	
BCC APPROVAL DATE _____	CO. ADMIN. SIGNATURE      DATE	
BCC CHAIRMAN SIGNATURE		

BA NO: \_\_\_\_\_ AUTH CODE: \_\_\_\_\_ TRANS DATE: \_\_\_\_\_

REV. 05/93

**DEPARTMENT OF  
TRANSPORTATION  
Toll Facilities**

**Memo**

**TO: Christopher Jeffcoat, Purchasing**

**FROM: Scott Gilbertson PE, Director DOT**



**DATE: 7/22/2002**

**SUBJECT: – LeeWay Service Center Phone System Justification**

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As part of the Variable Pricing Project, a Meridian Option 11C phone system was purchased for the LeeWay Service Center in 1997. We are now looking to enhance the current phone system for improved customer service by purchasing a PC- based call center phone system to integrate with the Meridian Option 11C phone system. Some of the features we need for improved customer interaction are:

- **An IVR component** allows customers to automatically interact with their LeeWay account information stored within the Toll Facilities Advanced Revenue Collection System (ARCS)
- **Fax on demand** gives customers the ability to request a new application, a discount program renewal form, or an itemized monthly statement to be faxed automatically to the number provided.
- **Call Monitoring** allows LeeWay management to monitor and record customer phone calls with CSR's for quality assurance and training.
- **Screen Pops** shave 20 to 30 seconds off each call by letting the telephone system and the ARCS computer system work together. Callers are automatically identified and the customer's account information is delivered to the CSR's computer screen when the call is answered. This eliminates time previously spent manually looking up the customer's account in ARCS.
- **Call Center Reporting** provides an in-depth look at LeeWay Service Center, including queues, agent group and individual agent statistics with a comprehensive set of management tools.
- **Web Services** provide customers with a venue to ask questions and converse with a CSR while visiting the LeeWay website.

The request was brought to Jeff Grammer, ITG Telecommunications Site Manager and together with Sprint, the I3 Phone system was recommended to meet the needs of the LeeWay Service Center.

The proposed I3 phone system will include: I3 9000 CI server with software licenses and alliance hardware to support the following (35) call center agents, (4) supervisors, (10) with voice and web access (29) with voice only, provide web services, fax services, IVR, screen pops, and data access tools. The majority of the software, professional services and hardware are on State Contract No. 730-650-99-1. Items identified as not being on state contract are essential to the system for complete functionality.

Cc:



## Lee County ITG



Affiliated Computer Services  
1615 Heitman Street  
Fort Myers, FL 33901  
941-335-2900

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To: Janet Sheehan  
Scott Gilbertson  
Paul Wingard

From: Bill O'Kelly  
Date: August 6, 2002  
Subject: I3 Phone System Blue Sheet

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DOT-Tolls staff and ITG have completed a cost and features/functionality comparison between the proposed I3 phone system and two alternative products from Cisco Systems, (IPCC and ICD). The results of that comparison indicate:

- The I3 system is a stable "tier 1" system and has all the features required by DOT-Tolls.
- The IPCC Cisco system had all the features/functionality but was more expensive.
- The ICD Cisco system was actually less expensive but did *not* have all the required features/functionality.

Some of the required features/functionality are listed below:

1. Interactive IVR Component
2. Two way fax on demand
3. At will call monitoring
4. Automate Access w/screen "pops"
5. Interactive Web Services
6. Call Center Reporting
7. Text Chat
8. Reflection interface

With these facts in hand ITG supports the purchase of the I3 phone system.



July 25, 2002

Department of Purchasing,  
Chris Jeffcoat  
3434 Hancock Parkway  
Ft. Myers, FL 33903

Dear Sir:

This is in reference to a purchase of a new Call Center hardware and software solution being made by LeeWay/Lee County Tolls.

As you know while approximate 70% of this purchase is provided on State Contract, 30% of the items necessary to complete the overall Call Center solution, are not. Because Lee County is unable to purchase the approximate 70% of items from any other vendor this solution can not be put out bid.

Sincerely,

Jeff Grammer  
ITG/Telecommunications Site Manager

# ATTACHMENT #3



## SCOPE OF WORK DATA APPLICATIONS

Company Name: Lee County DOT Tolls

Date: 07/18/200

2

### Project/Product Application:

Check all that apply:

- Structured Wiring     Teknet/Video     Local Area Network     Frame Relay  
 ATM     VPN     Link Services     Internet

### Project Description: (Turn key pricing to include):

Install I3 9000 CI server with software licences & Alliance hardware to support the following: (35) agents, (4) Supervisors (10) with voice and web access (29) with voice only, Provide Web Services, Fax Services, IVR, Screen Pops, and Data Access Tools. Install (2) PRI's to public network, connect (1) T-1 from I3 server to existing Option 11 PBX . Upgrade existing Option 11 PBX software to RIs 25.40 and install TMDI cards required to provide T-1 connection. Install & program (40) M9316CW telephones

Drop Shipment of equipment to the customer site(s). No

### Project Contact Information:

#### Main Customer Contact:

Name: Susan Hopwood Telephone No.: (239) 931-0100  
Address: 1366 Colonial Boulevard Hrs. Avail.: \_\_\_\_\_  
Fort Myers, FL 33907

#### Sprint Contact:

Name: Phil Pedley Telephone No.: 239-336-2250  
Address: \_\_\_\_\_

### Definition of Data Transport Services:

What types of circuits are involved:

- 56Kb     T-1     ISDN-BRI     OC-3  
 Fractional T-1     DS-3     ISDN-PRI

Will Sprint order Telco services? Yes

Sprint will make every effort to provide circuits on the due date. Circuits provided by other carriers are not guaranteed.

Provide name and contact of circuit provider:

Name: Luz Perez Contact: 407-889-1415

## Equipment Software Maintenance and Training Price Summary

Discription	State Contract Pricing
CIC Software:	\$115,021.00
Professional Services:	\$104,200.00
Alliance Hardware:	\$52,596.00
<b>System Subtotal:</b>	<b>\$271,817.00</b>
<b>1st Year Warranty Maintenance Upgrade</b>	<b>\$11,384.00</b>
<b>Required Training:</b> <i>(1) staff member must attend one week Advanced System Admin Class in Indianapolis 13 headquarters</i>	<b>\$3,000.00</b>
<b>System Total with 1st Year Maintenance &amp; Training:</b>	<b>\$286,201.00</b>
CIC Software & Alliance Hardware Centurion Maintenance (Per Year)	\$30,359.40
<b>2 Years additional Centurion Maintenance (1st year already included in total above):</b>	<b>\$60,718.80</b>
<b>(1) Day of On Site Training Basic System Administration (during implementation only):</b>	<b>\$2,000.00</b>
<b>Option 11 Upgrade:</b>	<b>\$16,452.22</b>
<b>TOTAL PROJECT INVESTMENT</b>	<b>\$385,372.02</b>



## CIC Software Summary

Blance of Lines State Contract No: 730-650-99-1

Enter Quantity	Item	Manufacture List Price	Manufacture Extended Price	State Contract Unit Price	State Contract Extended Price
<b>Server Licenses</b>					
1	CIC Server Fee	\$12,500	\$12,500	\$4,667	\$4,667
1	Web Services	\$5,000	\$5,000	\$4,667	\$4,667
1	Fax Services	\$5,000	\$5,000	\$4,667	\$4,667
1	Data Access Tools	\$2,500	\$2,500	\$4,667	\$4,667
1	Interaction Aheadant	No Charge	\$0	\$0	\$0
1	COM Library Server License	\$5,000	\$5,000	\$4,667	\$4,667

<b>Client Workstation Licenses</b>					
29	Call Center 1 Workstation License	\$2,500	\$72,500	\$1,233	\$35,757
10	Call Center 2 Workstation License	\$2,750	\$27,500	\$1,973	\$19,730

*Client Workstation Add-Ons (Requires a workstation, in the case of Dialer, requires at least a business user level workstation)*

4	Supervisor ADD-ON (In cases: Queues, Workgroups, Lines, Line Detail, Stations, Lists, and Reports Pages on Client)	\$450	\$1,800	\$520	\$2,080
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*Port Licenses (minimum order of 4)*

<b>Lines Already Licensed with Workstations for user calls with Dialogic/Acrilab systems:</b>					
33	Application Port License (Dialogic/Acrilab Systems Only)	\$1,000	\$33,000	\$933	\$30,789
10	Connection Port License (Dialogic/Acrilab Systems Only)	\$250	\$2,500	\$333	\$3,330

System will support (35) agents and (4) supervisors,  
 (10) with voice & web access  
 (29) with voice only

Sub-Total CIC System Software : \$157,800      \$115,021

## Alliance Hardware Summary

Balance of Lines, State Contract No. 730-650-99-1

Qty	Item Number	Alliance Hardware Description	State Contract Unit Price	State Contract Extended Price
1	9000ci	(15 PCI) - (3 - 400W) - (2 - 1 Ghz) - (2GB) (4 - 18 4GB SCSI)	\$ 16,294	\$ 16,294
2	DIA0564	D/480 JCT-2T1 (3x) serial server T1 card	\$ 7,595	\$ 15,190
1	DIA1199	MSI/80PCI-GBL (8 port station card-for Compaq)	\$ 2,137	\$ 2,137
1	MSI2000	MSI Power Supply (one required for each MS/SC card)	\$ 345	\$ 345
1	DIA1105	HSD/480 (48-port High Density Station Interface)	\$ 9,769	\$ 9,769
1	DIA0630	D/320PCI (32 port voice resource card)	\$ 3,995	\$ 3,995
1	DIA1270	VFX/PCI (4 port fax dialogic fax card)	\$ 2,195	\$ 2,195
3	ROC0100	1200 T1 CSU	\$ 495	\$ 1,485
1	PCRAC0050	70" Industrial Rack Enclosure (w/ cays, fan, power strip)	\$ 907	\$ 907
1	PCRAC0074	70" Plexiglass Front Door	\$ 279	\$ 279
1	PCRAC0010	Rackmount Keyboard Drawer	\$ 308	\$ 308
1	PCRAC0006	17" Monitor Enclosure	\$ 385	\$ 385
1		Upgrade to (5) 36.7 GB SCSI	\$ 1,135	\$ 1,135
2	Shipping	Shipping	\$ 500	\$ 1,000
		Sub Total Alliance Hardware:		\$ 52,596

# Professional Services Summary

Blanca of Lines State Contract No. 730-650-99-1

Qty  
Hours

Professional Services  
Description

State Contract  
Hourly Rate      State Contract  
Extended Price

72	System Design, Planning & Installation	O/S INST SVC	\$250.00	\$18,000.00
8	End User Training	O/S TRNG SVC	\$250.00	\$2,000.00
158	Application Development, Web Interaction Screen Ppg	APP/DEV SVC	\$250.00	\$42,000.00
32	Travel	Not On State Contract	\$250.00	\$8,000.00
60	Project Engineering	PROJMGMT SVC	\$250.00	\$15,000.00
48	Operations Assistance, System Testing	Not On State Contract	\$400.00	\$19,200.00

**388 Sub Total Professional Services:**

**\$104,200.00**

## Nortel PBX Upgrade Equipment Summary

Not Purchased off of State Contract



Description			Qty	Unit Price	Extended Price
TMDL PKG (1.5MB DT/PRI)	Not on State Contract (NOSC)		1	\$2,144.11	\$2,144.11
RL2540 N.A. PROGRAMMED PCMCIA CAR	NOSC		1	\$804.78	\$804.78
OPTION 110 48MB SOFTWARE D-BOARD	NOSC		1	\$740.16	\$740.16
OPTION 110 SW UPG FEE TO CURRENT	NOSC		1	\$536.03	\$536.03
OPT 110 FEATURE UPGR. ENH TO ENT	NOSC		1	\$1,808.09	\$1,808.09
SSC UPGRADE KIT	NOSC		1	\$428.82	\$428.82
Miscellaneous Material	NOSC		1	\$146.86	\$146.86
AASTRA M9316CW Telephone, Black	NOSC		40	\$169.64	\$6,785.60
Labor Hrs			52	\$3,163.41	\$3,163.41
Shipping			1	\$134.36	\$134.36

**Option 11 Upgrade: \$16,452.22**



# Service & Equipment Agreement

CONTRACT#  
02AGZK5C6R3X

**CUSTOMER ADDRESS:**

Name Lee County DOT Tolls		
Street Address 1366 Colonial Boulevard		
City Fort Myers	State FL	ZIP 33907
Site Contact Susan Hopwood	Site Contact Phone (239) 931-0100	

**BILLING ADDRESS:**

Name Lee County DOT Tolls		
Street Address 1366 Colonial Boulevard		
City Fort Myers	State FL	ZIP 33907
Billing Contact Susan Hopwood	Billing Telephone No. (941) 931-0100	

This Service & Equipment Agreement ("Agreement") dated July 18, 2002 between Sprint - Florida Incorporated hereinafter "Sprint" and Lee County DOT Tolls ("Customer"). This Agreement sets forth the terms and conditions for the provision of certain telecommunications services and/or equipment by Sprint to Customer.

The contract price will be paid as follows:

Purchase Price*	
Total Equipment and Installation	\$304,653.22
Total Monthly Recurring Service	\$1,170.00
Total Non-Recurring Service	\$300.90

Payment Terms (for Equipment only)	
Down Payment Due	\$0.00
Amount Due Upon Delivery of Equipment	\$0.00
Amount Due Upon Customer Acceptance	\$304,653.22

\* The Purchase Price does NOT include any sales, use, excise, property, or other taxes. Applicable taxes will be added to the Purchase Price and appear on the invoice when it is issued.

This provision of services and/or equipment by Sprint is subject to the terms and conditions set forth in the Attachments attached hereto and incorporated herein. Customer acknowledges by his signature, that he has read and understands all terms and conditions set forth herein above and in the Attachments and Schedules as applicable. IN WITNESS HEREOF, SPRINT and Customer have executed this Agreement or each has caused it to be executed on their behalf, on the dates indicated below their signatures. This Agreement is binding upon contract confirmation.

**AGREED:**

Sprint - Florida Incorporated  
Company

By: W M Powell  
 Printed: W M Powell  
 Title: General Manager  
 Date: 7/25/02

Lee County DOT Tolls  
Customer Name

By: [Signature]  
 Printed: S M GILBERTSON  
 Title: DIRECTOR  
 Date: 8/8/02

Address for Notices:  
Sales Administration  
14111 Capital Blvd  
Wake Forest, NC 27587

Address for Notices:  
\_\_\_\_\_

Sales rep: Paul L. Boynton  
Sales rep phone: (352) 368-8805  
Sales rep fax: (352) 351-1745



ATTACHMENT A

CONTRACT#  
02AGZK5C6R3X

INSTALLATION ADDRESS:

Name Lee County DOT Tolls		
Street Address 1366 Colonial Boulevard		
City Fort Myers	State FL	ZIP 33907
Installation Contact Susan Hopwood	Telephone No. (239) 931-0100	Customer PO #

Equipment List

Quantity	Item Description
1	See CIC Software Summary Item listing
1	See Alliance Hardware Summary Item Listing
1	See Professional Services Summary Item Listing
1	See Nortel Upgrade Equipment Summary Item Listing

The provision of equipment by Sprint is subject to the terms and conditions set forth in the Schedule A attached hereto and incorporated herein.



ATTACHMENT B

CONTRACT#  
02AGZK5C6R3X

**SERVICE ADDRESS:**

Name Lee County DOT Tolls		
Street Address 1366 Colonial Boulevard		
City Fort Myers	State FL	ZIP 33907
Billing Contact Susan Hopwood	Telephone No. (941) 931-0100	

SERVICE: Sprint will provide to Customer those Service(s) identified below at the service address listed above. See Attachment C for additional Service Addresses as applicable.

	Type of Service	Term	Contract Period	Recurring Monthly Rate*	Non-Recurring Charge*
1.	ISDN - PRI	60	09/02/2002 - 09/01/2007	1,170.00	300.90
2.			-		
3.			-		
4.			-		
5.			-		

\*Rates now in effect are subject to change in accordance with Tariff changes.

1. Sprint will provide to Customer ISDN - PRI service pursuant to the terms and conditions set forth in Sprint's Sprint-Florida; Incorporated General Exchange; Sprint-Florida, Incorporated General Exchange Tariff.

TARIFFS. Tariff refers to Company's Tariffs filed with, and approved by, respective federal and/or state regulatory commissions. Tariffs applicable to the Service(s) may be modified from time-to-time. In the event of any inconsistencies or conflicts between this Agreement and the applicable Tariff, the Company's applicable Tariff provision shall apply and take precedence.  
TERMINATION. In the event Customer gives notice of cancellation or termination, disconnects any portion of Service(s) provided or otherwise breaches this Agreement resulting in the termination of said Service(s) prior to the end of the Service term or any subsequent renewal thereof, termination liability will apply as calculated and set forth in the Company Tariff governing the Service(s) offered.



## SERVICE & EQUIPMENT AGREEMENT TERMS AND CONDITIONS

## SCHEDULE A

1. **EQUIPMENT** Sprint hereby provides and Buyer hereby purchases the Equipment, services and associated materials listed on Attachment A (hereinafter Equipment) under the terms and conditions set forth herein. Buyer assumes the risk of loss and/or damage to the Equipment, or any part thereof, from the date of its delivery to the Buyer's premises set forth on the face of this Agreement.

2. **PRICE AND PAYMENT TERMS** Buyer agrees to pay the total price according to the payment terms set out on the face hereof. All payments are due upon receipt of invoice and are subject to late payment charge of 1-12% per month, or the maximum amount permitted by law, whichever is greater, on the balance in arrears for more than thirty (30) days from the date of the invoice. Buyer shall pay all sales, use, privilege and/or excise taxes and shall reimburse Sprint for such payments if made by Sprint. Telephone number listings, access lines or other services are not included in the price, unless specifically so stated, and are the responsibility of Buyer. In the event Buyer repudiate, gives notice of cancellation, or otherwise breaches this Agreement, prior to delivery of the Equipment to the installation site, Buyer will pay Sprint as fixed, settled and liquidated damages, and not as a penalty, its down payment or 25% of the Purchase Price, whichever is greater. Buyer's payment is without right of set-off and shall not be withheld or delayed due to dispute of any nature with any other legal entity including affiliates of Seller.

3. **DELIVERY AND INSTALLATION OF EQUIPMENT**

A. Sprint shall use commercially reasonable efforts to provide Buyer with timely delivery and installation, however, it is expressly understood between the parties hereto that all stated delivery and/or installation dates are for approximation purposes only. Under no circumstances shall Sprint be liable for damages, consequential or otherwise, for delays in delivery or installation. If Buyer fails to reject the equipment, in writing, as unserviceable or not in accordance with the contract, within seven days after the date of the system cutover, Buyer shall be conclusively presumed to have accepted the installed equipment. If Buyer timely rejects the installed Equipment as unserviceable or not in accordance with this Agreement, Sprint shall have the right to cure any defects in performance, within a reasonable time, taking into account the necessity of procuring replacement Equipment or parts, and correcting or modifying the installation of the Equipment. Upon completion of installation, Sprint (or Sprint's subcontractor, agent, or assignee) will perform Sprint's standard testing procedures on the Equipment. Upon successful completion of such tests, Sprint will notify Buyer that the Equipment has been installed and is operating in accordance with applicable test and performance specifications and Buyer shall promptly execute Sprint's acceptance document.

B. Buyer shall, at its expense on the date of delivery of the Equipment to Buyer's premises, and at all times thereafter during the period of installation:

- 1) Unless otherwise noted on the face hereof, allow employees or agents of Sprint reasonable access to premises and facilities where the equipment is located or is to be installed, at Buyer's regular business hours, to allow Sprint to fulfill its obligations with regard to the Equipment's installation or warranty.
- 2) Provide necessary openings and ducts for cable and conductors in floors and walls, and floor plans and/or prints showing the location of such openings and ducts. The floor plan and/or prints will also show the locations and types of Equipment to be installed.
- 3) It is understood that any change in Equipment type or location may change the quoted price. Such additional charges will be based on time and material costs incurred by Sprint.
- 4) Buyer will be responsible for and provide or arrange for separate electric source, circuits and power with suitable outlets, at its own expense, suitable space meeting operating environment requirements, heat, air conditioning, light, and security and other operating environmental requirements for the Equipment. The premises will be dry and free from dust and in such condition as to not be injurious to the Equipment or the employees, agents, subcontractors or assignees of Sprint.
- 5) Buyer acknowledges that foreign voltages and lightning effects on telephone equipment can be significant during electrical storms. Accordingly, Buyer will be responsible for all ground wire connections to Buyer's premises.
- 6) Unless otherwise agreed, Buyer shall obtain any necessary consents, approvals, licenses, and permits for installation of the Equipment on the Premises where the Equipment is to be installed during all hours consistent with the requirements of installation. Buyer shall defend, indemnify and hold harmless Sprint, together with its officers, agents and employees, against all damages, claims, liabilities or expenses (including reasonable attorneys' fees, court costs, and allocated in-house counsel legal expenses) arising out of or resulting in any way from Buyer's failure to obtain such permits, licenses, consents, or the like.

4. **LIMITED WARRANTY, DISCLAIMERS AND REMEDIES**

A. Sprint warrants that all Equipment, including software residing thereon, sold and installed under this Agreement will be free from defects in design, material and workmanship and will function substantially in accordance with the manufacturer's published specifications provided it is not damaged by external causes and is used according to manufacturer's standard operating instructions, for a period of one (1) year from the Acceptance Date. The obligation of Sprint under this warranty is limited to the repair or replacement of Equipment found to be defective and the provision of software bug fixes made available by the manufacturer at no additional cost to Sprint. Under no circumstance will Sprint be required to provide software upgrades, updates or the like at no additional charge. The warranty contained herein is in lieu of any other warranty obligation or liability, express or implied, including but not limited to, warranties of merchantability or fitness for a particular purpose or warranties of non-infringement.

B. Sprint shall provide warranty service at the Buyer's installed Equipment address set forth on the face hereof, including parts and labor required to service the Equipment. The warranty service does not include the replacement of parts lost, stolen or damaged by negligence, acts of God, or causes other than ordinary use, nor does it include additions to, rearranges, relocation or removal of the Equipment. Any maintenance or service performed by the Buyer or anyone not approved in writing by Sprint shall cause this warranty to become null and void.

C. **BUYER WILL BE SOLELY RESPONSIBLE FOR ENSURING THE COMPATIBILITY OF ANY EQUIPMENT NOT ACQUIRED FROM SPRINT WHICH IS ADDED TO, OR WHICH IS OTHERWISE USED IN CONJUNCTION WITH THE EQUIPMENT PROVIDED BY SPRINT. USE OF NON-COMPATIBLE EQUIPMENT WILL, AT THE OPTION OF SPRINT, VOID ANY REMAINING WARRANTY AS TO ANY ITEM OF SPRINT-PROVIDED EQUIPMENT WHICH IS AFFECTED BY THE NON-COMPATIBLE EQUIPMENT.**

D. Sprint hereby disclaims any liability whatsoever for loss or damage to Buyer or any other entity resulting from the fraudulent or unauthorized use of the equipment purchased hereunder by parties known or unknown, including employees, agents or associates of Buyer. Buyer hereby expressly assumes the risk of loss associated with such unauthorized use and acknowledges that it is Buyer's obligation to take all reasonable and necessary steps to protect against such loss. Buyer assumes such obligation whether or not Sprint has advised Buyer of the possibility of such loss, how such loss might occur or how to prevent against such loss.

5. **INDEMNIFICATION** Each party shall indemnify and hold the other party, its officers, agents and employees, harmless from and against any claims or causes of action for personal injury or death to persons, or loss or damage to property (including but not limited to personal injury or property damage suffered by either Party's own employees or agents), which is the result, directly or indirectly, from the indemnifying party's negligence or intentional misconduct.

6. **FAILURE TO PERFORM** In the event that Buyer shall be in default under this Agreement, Sprint may exercise, in addition to any other remedies available to Sprint in law or in equity, either of the following options: a) declare all unpaid sums immediately due and payable, and retain all sums theretofore paid as a setoff against expenses incurred; or b) terminate this Agreement, retake possession of the Equipment, and retain all sums theretofore paid as a setoff against expenses incurred.

7. **SECURITY INTEREST** Buyer hereby grants Sprint a purchase money security interest in the Equipment, together with all replacements, parts, additions, repairs and accessories incorporated therein or affixed thereto, and all proceeds thereof, until all charges set forth in this Agreement (including interest, if any) are paid in full. Buyer agrees to execute and deliver any documents reasonably requested by Sprint for the purposes of filing or recording, as may be necessary to perfect the security interest created by this Agreement. The parties agree that the Equipment shall remain personal property, not a part of the land or building, regardless of the manner of affixation.

8. **ASSIGNMENT** The rights and obligations of either party shall neither be assigned nor delegated without the prior written consent of the other party, which consent shall not be unreasonably withheld or delayed. However, either party may assign its rights and obligations, in whole or in part, to any parent, subsidiary, affiliate, or successor in interest, provided it gives the other party advance written notice thereof and the assignee agrees in writing to be bound by and assume all obligations and liability under the terms of the Agreement.

Third Party Financing (if applicable). Should you elect to finance your purchase through a third party financing company, you must properly complete the required financing documentation and be accepted by the third party financing company before the Equipment you are purchasing will be installed. After you have accepted the Equipment pursuant to the terms of Section 3, this sales agreement will be assigned to the selected third party financing company as long as it is an approved Sprint third party financing company.

9. **WAIVER OF BREACH** No waivers, whether expressed or implied, by either of the parties hereto of any breach by the other party of any of the covenants, agreements, conditions or duties of this Agreement shall operate as a waiver of any subsequent breach of the same covenants, agreements, conditions or duties.

10. **ENTIRE AGREEMENT** This Agreement supersedes all prior or contemporaneous proposals and negotiations and constitutes the entire agreement between Sprint and Buyer with respect to the purchase of the Equipment. No representations or statement not expressed herein is binding upon Sprint. Any modification must be in writing and executed by an authorized representative of the party against whom enforcement is sought. Any provision of this Agreement which is in conflict with any applicable statute or regulation shall be deemed null and void only to the extent that it may conflict, and all other provisions of this Agreement shall remain in full force and effect. This Agreement is deemed made and governed by the laws of the state of where the Equipment is located.

11. **MISCELLANEOUS**

A. **Purchase Orders** Any purchase order or terms contained therein issued by Buyer shall be deemed to have been issued for its own purchasing, accounting, and other record keeping purposes only and shall not be deemed to be part of this Agreement.

B. **Force Majeure** Sprint shall not be liable for any failure to perform any part of this Agreement due to federal, state, or local government action, statute, ordinance or regulation, strike or other labor trouble, riot or other civil disturbance, sabotage, fire, flood, lightning or electrical storm, environmental hazard, or acts of God, inability to secure the Equipment or necessary ancillary material or supplies, or, without limiting the foregoing, by any other cause, contingency, or circumstance within or without the United States not subject to its control which prevents or hinders Sprint's performance of this Agreement.

C. **Notices** Any notice required or permitted to be given under any of the provisions of this Agreement or governing law shall be given in writing and either hand delivered or sent by first-class mail, postage prepaid, to the other party at its address on the face of this Agreement.

D. **Attorney's Fees** In the event either party must pursue legal action to compel compliance with the terms of this Agreement, the prevailing party shall be entitled to recover from the other party reasonable attorney's fees and costs and allocated in-house counsel legal expenses, as well as any collection costs incurred.

E. **Credit Check** Buyer consents to a search by Sprint of its credit history and financial stability with any credit or reporting company or agency. In the event Sprint determines, in its sole discretion, that Buyer fails to meet Sprint credit guidelines, Sprint may require that adequate payment assurances be provided or may terminate the Agreement.

F. **Risk of Loss** Risk of loss of the Equipment shall pass from Sprint to Buyer upon delivery to the installation site designated on page 1 hereof.

G. **Title** Title to the Equipment shall pass from Sprint to Buyer upon Buyer's payment of the Total Equipment Purchase Price and any applicable taxes of such Equipment.

H. **Third Party Beneficiary** This Agreement shall not be construed or interpreted to create any direct, indirect or third party rights or benefits whatsoever in favor of any person or entity of any kind between any persons or entities other than the Sprint and Buyer.

I. **Property of Sprint** Buyer acknowledges that Sprint shall install a data collection device and other Sprint Equipment at Buyer's location to be used in performing services hereunder. All such property and Equipment shall remain the property of Sprint. Buyer is purchasing only that Equipment specifically described on Attachment A hereof. At the expiration or termination of this Agreement or any service plan hereunder, Sprint shall be entitled to enter Buyer's premises to remove all Sprint property.

12. **LIMITATION OF LIABILITY** NOTWITHSTANDING ANY OTHER PROVISIONS OF THE AGREEMENT, IN NO EVENT SHALL SPRINT BE LIABLE FOR INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES (INCLUDING LOST PROFITS) SUSTAINED OR INCURRED IN CONNECTION WITH SERVICES OR EQUIPMENT PROVIDED OR TO BE PROVIDED UNDER THIS AGREEMENT, REGARDLESS OF THE FORM OF ACTION, WHETHER OR NOT SUCH DAMAGES WERE FORESEEN OR UNFORESEEN. IN NO EVENT SHALL SPRINT BE LIABLE FOR DAMAGES, LOSS OR EXPENSES OF ANY NATURE WHATSOEVER THAT MAY RESULT FROM THE FRAUDULENT OR UNAUTHORIZED USE OF EQUIPMENT, SERVICES, OR FACILITIES PURCHASED OR ACQUIRED HEREUNDER.



## Equipment Software Maintenance and Training Price Summary

Discription	State Contract Pricing
CIC Software:	\$115,021.00
Professional Services:	\$104,200.00
Alliance Hardware:	\$52,596.00
<b>System Subtotal:</b>	<b>\$271,817.00</b>
1st Year Warranty Maintenance Upgrade	\$11,384.00
Required Training: <i>(1) staff member must attend one week Advanced System Admin Class in Indianapolis I3 headquarters</i>	\$3,000.00
<b>System Total with 1st Year Maintenance &amp; Training:</b>	<b>\$286,201.00</b>
CIC Software & Alliance Hardware Centurion Maintenance (Per Year)	\$30,359.40
<b>2 Years additional Centurion Maintenance (1st year already included in total above):</b>	<b>\$60,718.80</b>
<i>(1) Day of On Site Training Basic System Administration (during implementation only)</i>	<i>\$2,000.00</i>
Option 11 Upgrade:	\$16,452.22
<b>TOTAL PROJECT INVESTMENT</b>	<b>\$365,372.02</b>

## CIC Software Summary

Blance of Lines State Contract No. 730-650-99-1

Enter Quantity	Item	Manufacture List Price	Manufacture Extended Price	State Contract Unit Price	State Contract Extended Price
<b>Server Licenses</b>					
1	CIC Server Fee	I3 CICSL \$12,500	\$12,500	\$4,667	\$4,667
1	Web Services	W SER SL \$5,000	\$5,000	\$4,667	\$4,667
1	Fax Services	Not on State Contract \$5,000	\$5,000	\$4,667	\$4,667
1	Data Access Tools	ODBC SL \$7,500	\$7,500	\$4,667	\$4,667
1	Interaction Attendant	N/A No Charge	\$0	\$0	\$0
1	COM Library Server License	COM LIB SL \$5,000	\$5,000	\$4,667	\$4,667

<b>Client/Workstation Licenses</b>					
29	Call Center 1 Workstation License	CCI WS LIC \$2,000	\$58,000	\$1,233	\$35,757
10	Call Center 2 Workstation License	CC2 WS LIC \$2,750	\$27,500	\$1,973	\$19,730

*Client Workstation Add-Ons (Requires a workstation, in the case of Dialer, requires at least a business user level workstation)*

4	Supervisor ADD-ON (licenses Queues, Workgroups, Lines, Line Detail, Stations, Users, and Reports Pages on Client)	WL-AO WS LIC \$450	\$1,800	\$520	\$2,080
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**Port Licenses (minimum order of 4)**

# Lines Already Licensed with Workstations for user calls with Dialogic/Aculab systems: **0**

33	Application Port License (Dialogic/Aculab Systems Only)	APPL PT LIC \$1,000	\$33,000	\$933	\$30,789
10	Connection Port License (Dialogic/Aculab Systems Only)	CON PT LIC \$250	\$2,500	\$333	\$3,330

**System will support (35) agents and (4) supervisors,  
 (10) with voice & web access  
 (29) with voice only**

Sub-Total CIC System Software :

\$157,800

\$115,021

## Alliance Hardware Summary

		Balance of Lines State Contract No. 730-650-99-1	
		Alliance Hardware Description	
QTY	Item Number	State Contract Unit Price	State Contract Extended Price
1	9000ci	(15 PCI) - (3 - 400W) - (2 - 1 Ghz) - (2GB) (4 - 18.4GB SCSI)	Not On State Contract
2	DIA0564	D/480 JCT-2T1 (dual span T1 card)	D/480SC-2T1-BD
1	DIA1199	MSI/80PCI-GBL (8 port station card--for conferencing)	MSI-GBL P/S
1	MSI2000	MSI Power Supply (one required for each MSI/SC card)	MSI/80 GBL CD
1	DIA1105	HSDI/480 (48-port High Density Station Interface)	Not on State Contract
1	DIA0630	D/320PCI (32 port voice resource card)	D/320SC V/R
1	DIA1270	VFX/PCI (4 port fax dialogic fax card)	VFS/40ESC BD
3	ROC0100	1200 T1 CSU	Not on State Contract
1	PCRAC0050	70" Industrial Rack Enclosure (w/ casters, fan, power strip)	Not On State Contract
1	PCRAC0074	70" Plexiglass Front Door	Not On State Contract
1	PCRAC0010	Rackmount Keyboard Drawer	Not On State Contract
1	PCRAC0006	17" Monitor Enclosure	Not On State Contract
1		Upgrade to (5) 36.7 GB SCSI	Not On State Contract
2	Shipping	Shipping	Not On State Contract
		<b>Sub Total Alliance Hardware:</b>	<b>\$ 52,596</b>

# Professional Services Summary

Blance of Lines, State Contract No. 730-650-99-1

<b>Qty</b>	<b>Professional Services</b>	<b>State Contract</b>	<b>State Contract</b>
<b>Hours</b>	<b>Description</b>	<b>Hourly Rate</b>	<b>Extended Price</b>

72	System Design, Planning & Installation	O/S INST SVC	\$250.00	\$18,000.00
8	End User Training	O/S TRNG SVC	\$250.00	\$2,000.00
168	Application Development, Web Interaction, Screen Pop	APP/DEV SVC	\$250.00	\$42,000.00
32	Travel	Not On State Contract	\$250.00	\$8,000.00
60	Project Engineering	PROJ/MGMT SVC	\$250.00	\$15,000.00
48	Operations Assistance, System Testing	Not On State Contract	\$400.00	\$19,200.00

**388 Sub Total Professional Services: \$104,200.00**

## Nortel PBX Upgrade Equipment Summary

Not Purchased off of State Contract

Description	Qty	Unit Price	Extended Price
TMDI PKG (1.5MB DTI/PRI) Not on State Contract (NOSC)	1	\$2,144.11	\$2,144.11
RL25.40 N.A. PROGRAMMED PCMCIA CAR NOSC	1	\$804.78	\$804.78
OPTION 11C 48MB SOFTWARE D-BOARD NOSC	1	\$740.16	\$740.16
OPTION 11C SW UPG FEE TO CURRENT NOSC	1	\$536.03	\$536.03
OPT 11C FEATURE UPGR. ENH TO ENT NOSC	1	\$1,608.09	\$1,608.09
SSC UPGRADE KIT NOSC	1	\$428.82	\$428.82
Miscellaneous Material NOSC	1	\$146.86	\$146.86
AASTRA M9316CV Telephone, Black NOSC	40	\$168.64	\$6,745.60
Labor Hrs	52	\$3,163.41	\$3,163.41
Shipping	1	\$134.36	\$134.36

**Option 11 Upgrade \$16,452.22**



## SCOPE OF WORK DATA APPLICATIONS

Company Name: Lee County DOT Tolls

Date: 07/18/200

2

### Project/Product Application:

Check all that apply:

<input type="checkbox"/> Structured Wiring	<input type="checkbox"/> Teknet/Video	<input type="checkbox"/> Local Area Network	<input type="checkbox"/> Frame Relay
<input type="checkbox"/> ATM	<input type="checkbox"/> VPN	<input checked="" type="checkbox"/> Link Services	<input type="checkbox"/> Internet

### Project Description: (Turn key pricing to include):

Install 13 9000 CI server with software licences & Alliance hardware to support the following: (35) agents, (4) Supervisors (10) with voice and web access (29) with voice only, Provide Web Services, Fax Services, IVR, Screen Pops, and Data Access Tools. Install (2) PRI's to public network, connect (1) T-1 from I3 server to existing Option 11 PBX . Upgrade existing Option 11 PBX software to RIs 25.40 and install TMDI cards required to provide T-1 connection. Install & program (40) M9316CW telephones

Drop Shipment of equipment to the customer site(s). No

### Project Contact Information:

#### Main Customer Contact:

Name: Susan Hopwood	Telephone No.: (239) 931-0100
Address: 1366 Colonial Boulevard	Hrs. Avail.: _____
Fort Myers, FL 33907	

#### Sprint Contact:

Name: Phil Pedley	Telephone No.: 239-336-2250
Address: _____	

### Definition of Data Transport Services:

What types of circuits are involved:

<input type="checkbox"/> 56Kb	<input type="checkbox"/> T-1	<input type="checkbox"/> ISDN-BRI	<input type="checkbox"/> OC-3
<input type="checkbox"/> Fractional T-1	<input type="checkbox"/> DS-3	<input checked="" type="checkbox"/> ISDN-PRI	

Will Sprint order Telco services? Yes

Sprint will make every effort to provide circuits on the due date. Circuits provided by other carriers are not guaranteed.

Provide name and contact of circuit provider:

Name: Luz Perez	Contact: 407-889-1415
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Sprint installation will include: (check all items that apply)

- Presales engineering site visits
- Protocol identification
- Structured wiring cable/jacks
- Number of cable to outlet runs
- Certify - tag and label wiring/outlets
- Verification/certification of current wiring infrastructure
- TCPIP Address Layout
- Cable & Equipment Racks
- Equipment and Wiring documentation

Is removal of existing systems/wiring required? No

Attach a list of equipment to be installed at each site.

Sprint on-site personnel will have all Job Change Orders approved by the customer in writing before performing additional work.

Sprint representatives will inspect final installation to insure all Scope of Work Terms and Conditions are met (equipment room, power and grounding to Manufactures specifications)

Site Access and Work Schedule: ASAP

Scheduled In-Service date of: 09/30/2002

Site Access: Contact Name: Susan Hopwood  
 Contact Location: 1366 Colonial Boulevard  
 Fort Myers, FL 33907  
 Contact Phone: (239) 931-0100

Installation activity is to occur during regular working hours: yes \_\_\_\_\_  
 Nights: \_\_\_\_\_  
 Weekends: \_\_\_\_\_

Will in-service activity take place during regular working hours: \_\_\_\_\_  
 Nights: \_\_\_\_\_  
 Weekends: \_\_\_\_\_

Hours available at each remote site (if applicable): \_\_\_\_\_

Sprint on-site installation representatives may be required to participate in an in-service/cut-over planning meeting or conference call as specified by the project manager.

Upon completion of the installation project and substantial completion, Sprint will provide a Certification of Customer Acceptance (CCA) to Susan Hopwood for signature indicating acceptance/completion of this project.

**Customer Responsibility**

- A. Provide an adequate environment (room, power, light & temperature) for equipment.
- B. Provide a secure area for storage of equipment.
- C. Assure accurate cable and equipment records exist (MDF verification). Existing defective, non-standard or improperly installed wire will not be used. Corrective work (by Sprint) required to make the solution work will be billed to the customer.

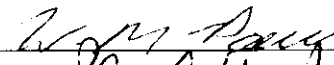
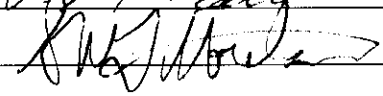
- D. Provide a safe working environment.
- E. Provide working hour access to customer owned facilities.
- F. Provide current TCP/IP addressing scheme and current network diagram if applicable.
- G. Provide current facility blueprints with communication outlets and equipment clearly marked on the prints.
- H. Provide computer equipment that meets Sprint vendor requirements for operability proposed third party software.
- I. Relocate telco demarcation points, if applicable.
- J. Suspend customer moves adds and changes (5) working days prior to any conversion date.
- K. Provide a contact name for approval of all Job Change Notices.

Additional Comments:

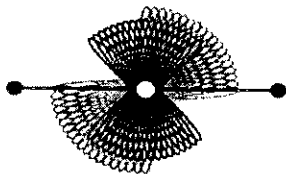
**Maintenance Information:**

Response time for Maintenance: Service levels are found in the Centurion Maintenance Agreement.

I hereby accept the terms outlined in this Scope of Work in reference and compliance with the Sprint Contract of Sale with Lee County DOT Tolls(Customer) dated 07/18/2002 in the amount of \$304,653.22. The intent of this Scope of Work is not to supersede the Contract of Sale, but to provide clarification of its intent.

Sprint Technical Review:		Date	7/25/02
Customer Acceptance:		Date	8/8/02





INTERACTIVE INTELLIGENCE

# **Sprint - Lee Way Corporation Implementation Services Proposal**

*Prepared by:*

*Hans Heltzel*

*Practice Leader, Professional Services*

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**Interaction Management Business Solutions**  
Contact Centers, Enterprises, e-Businesses, and Service Providers

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## Revision Control

<i>Version/Release</i>	<i>Date</i>	<i>Author</i>	<i>Description of Revision</i>
Version 1	July 11, 2002	Hans Heltzel	Original Quote

### Statement of Confidentiality

The information in this document shall not be disclosed outside the Sprint - Lee Way Corporation ("Sprint - Lee Way") organization and shall not be duplicated, used or disclosed in whole or part for any purpose other than for the purposes described herein. This restriction does not prohibit use or disclosure of information contained in this document if it is lawfully obtained from another source without restriction. The information provided to Sprint - Lee Way in this document was designed and developed from existing know-how and experience of Interactive Intelligence, Inc. Interactive Intelligence shall have the right to disclose and use such information with other customers at its sole discretion. Interactive Intelligence shall also have the right to use or disclose information or know-how developed or learned in the course of performance of services pursuant to this document, provided that such use or disclosure does not infringe on any existing patent or copyright of Sprint - Lee Way.

### Purpose

This Implementation Proposal defines the scope of professional services to be performed by Interactive Intelligence Professional Services and Interactive Intelligence Professional Services methodology for deploying and integrating the Interaction Center platform into the Sprint - Lee Way Call Center.



## Scope of Services

Based on the Customer Requirements, Interactive Intelligence proposes the following set of Implementation Services:

- Project Kick-Off / Requirements gathering meeting(s) with Project Engineer.
- Detailed Project Plan prepared and managed.
- Statement of Requirements document created.
- Installation and Configuration of a single CIC Server.
- Assistance/Training on the installation process for installing the Interaction Client Software onto workstations.
- Administration set up of lines, stations, workgroups and dial plan.
- Administrative set up of the Interaction Client Users, including Supervisors.
- Handler development for base system modifications and basic Auto Attendant functionality.
- ACD routing development.
- Web Chat Queuing Implemented.
- Screen Pop Integration of the Reflections Terminal Emulation Software using DDE. Embedded call controls is not part of the integration.
- IVR application development. See Requirements below:
  - IVR -Customers have the ability to:
    - Without the use of a PIN number
      - Hours of Operation
      - Find out Website Address
      - Speak with a Customer Service Representative
      - Speak with a Toll Enforcement Representative
    - With the use of a PIN number
      - Find out prepaid account balance
      - Change Credit Card Number (System needs to reset decline flags to N if not already done)



- Change Expiration Date on Credit Card (System needs to reset decline flags to N if not already done)
- Sign up for automatic replenishment (System automatically sets replenishment flag to Y, the replenishment amount to \$30.00, number of replenishment to 8, and low balance to \$10.00). If the customer wants to increase replenishment amount above \$30.00, they can increase the amount in increments of \$10.00. If a credit card is not on file, the customer would be asked to enter in their credit card number and the credit card expiration date.
- Sign up for Continuous Renewal (System automatically sets the continuous renewal flag to Y.) The customer would need to be asked the frequency of renewal and select from 4 options. (From the 4 options, the system would need to change the field on the AVI screen) If a credit card not on file, the customer would be asked to enter in their credit card number and the credit card expiration date.
  - Four Frequency Options
    - Annual Discount Program -- Renewed in October only
    - Semi -Annual Discount Program (Nov - Apr) - Renewed in October only
    - Semi -Annual Discount Program (May - Oct) - Renewed in April only
    - Semi -Annual Discount Program (Nov - Apr) & (May - Oct) -- Renewed in October & April
- Make a credit card payment to the prepaid account (checking how this will work)
- Discontinue Continuous Renewal -- (System would need to change the continuous renewal flag to N and change all AVI flags to N. The system would need to check if customer is signed up for auto replenishment. If the replenishment flag is set to N, then the credit card information should be deleted.)
- Discontinue Auto Replenishment -- (System would need to change the auto replenishment flag to N, delete the replenishment amount & number of replenishments, and set the low balance to \$20.00. The system would need to check if customer is signed up for Continuous Renewal. If the continuous renewal is flag set to N, then the credit card information should be deleted.)

➤ Fax Back Application development. See Requirements below:

Fax Back Feature -- Customers Can request the following to be faxed to the entered fax number (must be in TRN, DOC, or PDF format)

- Without the use of a PIN number
  - Request a new application
  - Request a blank discount renewal form
  - Request a Credit card change form
  - Closed Account Form
  - Other Form
  - Other Form
- With the use of a PIN number
  - Request an Itemized Monthly Statement. After choosing this option, the customer would need to specify the number of months they want. (Need to specific number of months or automatically give customer 3



months worth?? Maybe have customer enter start date in numerical format instead of number of months.)

- Request a Account Payment History for the last 12 months (Journal History)
- Other Form
- Other Form

Example of IVR Opening Message Options

- Access/Change Account Information with the use of (???) PIN number
- Use Auto Fax Feature
- Hours of Operation
- Website Address
- Speak to Customer Service Representative for LeeWay
- Speak to Toll Enforcement Representative

- Conduct a Train the Trainer Session. “Train the Trainer” prepares the customer to conduct their own End User Training.
- System testing.
- Operations Assistance at Production Cutover.
- Project management of project.

## **Scope of Implementation**

This Implementation Proposal supports the implementation of the base Interaction Center platform as described above. This Implementation Proposal does not include:

- Implementation of other products
- Implementation of infrastructure components
- This proposal does not include development of any custom software.
- This proposal does not include development of any custom reports.
- This proposal assumes the base product will meet all of the client needs in all areas unless otherwise specified.

## **Implementation Strategy, Deliverables and Approvals**

- ***Project Engineering***



Interactive Intelligence will provide Project Engineering expertise to ensure that the project is planned and executed in a manner that is consistent with the client's functional requirements (contained herein) and agreed upon timeline. The Project Engineer will also provide expertise in helping the client achieve the highest possible value from the product in their business environment in the shortest time possible using the Interactive Intelligence structured implementation methodology.

The Interactive Intelligence Project Engineers are kept up to speed on the future direction of the product and will utilize this knowledge to minimize the ongoing cost of ownership to the customer.

➤ ***Project Kick-Off and Team Orientation***

The Interactive Intelligence Project Engineer will arrange a kick-off event that will include project team orientation and discussion of key project structure issues, including:

- ✓ Project Objectives
- ✓ Project Timeline
- ✓ Project Team Members and Roles
- ✓ Site Preparation Prerequisites
- ✓ Project Schedule
- ✓ Product Orientation

The Executive Buyer, the I3 Strategic Account Manager, the client Project Manager and the I3 Project Engineer should attend this project kick-off event. This meeting is critical in transitioning the project from the purchasing cycle to the implementation cycle.

**Deliverables:** Project Kick-off Event, Detail Implementation Project Plan.

**Approvals:** Customer Approves Detail Project Plan

➤ ***Requirements Definition and Documentation***

The I3 Project Engineer will work with the client to establish a series of detail implementation requirements discussions. The sessions will provide the I3 Project Engineer with the detail information required for the team to develop a *Statement of Requirements*. This document will provide a point-by-point functional description of the system.

**Note:** Should there be a material change in the scope of the project from the time it was proposed, Interactive Intelligence would present the client with appropriate Project Change Requests for approval.

**Deliverables:** Statement of Requirements

**Approvals:** Client Approves the *Statement of Requirements*. Technical work on the design and implementation will not begin until this approval step has been completed.



➤ **Design, Implementation and Test**

Once the *Statement of Requirements* is approved, the assigned I3 Systems Engineer will begin the technical development. Including:

- ✓ Detail Design Documentation
- ✓ Product installation
- ✓ Product configuration
- ✓ “Handlers” development and integration
- ✓ Systems Assurance Testing

**Deliverables:** Detail design documentation. Functional system implemented as designed. Completed Systems Assurance Test.

**Approvals:** Client approves the Detail Design Document and Systems Assurance Test.

➤ **System Cut-over and Acceptance**

Following implementation and systems assurance testing, and completion of all items in the cutover checklist, the system is ready for production usage. The actual deliverables in this phase will be somewhat unique to each client dependent upon their training needs, the geography of the users, the complexity of the implementation, availability of certified administration resources and the desire of the client to have on-site assistance in the days following system cut-over. The following services are recommended:

- ✓ End-user training prior to system cutover.
- ✓ On-site presence of Interactive Intelligence during the cutover period.
- ✓ On-site presence of Interactive Intelligence Training Consultant during system adoption period to assist key operators and users with any usage questions.

**Deliverables:** End-User Training, cutover monitoring, key operator and user assistance.

**Approvals:** Final Project Acceptance



## Resources

An initial identification of the resources required to execute the deliverables contained in this SOW includes the following roles.

Sprint - Lee Way Role	Responsibilities	Resource Requirement
Management Sponsor	<ul style="list-style-type: none"> <li>Articulate the vision of the Interaction Center Platform implementation and provide support for project resource requirements</li> <li>Responsible for aiding the Team in driving the behavior change required for adoption of the product by the user community</li> <li>Provide the resources and funding needed for the implementation, and removing organizational roadblocks</li> <li>Participation is heaviest during the early stages of implementation, specifically the planning stage</li> </ul>	10% During Implementation
Project Manager	<ul style="list-style-type: none"> <li>Act as a point of contact to own the implementation for the client and provide/arrange access to other resources in the client environment</li> <li>Responsible for project management, direction setting, resource scheduling, project acceptance, sign-off on work completed by the Interactive Intelligence implementation team, and sign-off on the Acceptance Document as the various project activities are completed.</li> </ul>	100% During Implementation
Telecom Administrator	<ul style="list-style-type: none"> <li>Act as point of contact for acquiring any telecommunication resources needed for the project.</li> </ul>	25% During Implementation
System Administrator	<ul style="list-style-type: none"> <li>"Power User" responsible for daily operation, user and group administration, configuration changes, usage policies, and other ongoing activities.</li> </ul>	80% During Implementation 40% Ongoing
IT/IM Project Liaison	<ul style="list-style-type: none"> <li>Act as a point of contact to facilitate access to Systems Administrators for Windows infrastructure components such as Exchange Servers, MSMQ, SQL Server and Domain Controllers.</li> <li>Responsibilities include data integration, security integration, and LAN / Intranet integration and administration.</li> </ul>	25% During Implementation 5% Ongoing
End User Trainer	<ul style="list-style-type: none"> <li>Should the client elect to provide a trainer, Interactive Intelligence will provide a "train the trainer" offering. Please consult with your Project Engineer on the necessity of this resource.</li> </ul>	
Core User Team	<ul style="list-style-type: none"> <li>The User Team will be involved in the testing of the I3 product to definitively determine the requirements necessary to proceed with full deployment.</li> </ul>	5% During Implementation





<b>I3 Role</b>	<b>Responsibilities</b>	<b>Resource Requirement</b>
I3 Practice Leader	<ul style="list-style-type: none"> <li>• Implementation Proposal Development</li> <li>• Engagement Management</li> <li>• Financial and scheduling conflict resolution.</li> </ul>	
I3 Project Engineer	<ul style="list-style-type: none"> <li>• The I3 Project Engineer will provide overall project management and functional consulting.</li> </ul>	40% During Implementation
I3 Systems Engineer	<ul style="list-style-type: none"> <li>• The I3 Systems Engineer will provide subject matter expertise in infrastructure requirements, product configuration, handler development and product training.</li> </ul>	100% During Implementation
I3 Training Consultant(s)	<ul style="list-style-type: none"> <li>• The I3 Training Consultant will deliver training.</li> </ul>	As Required

### **Assumptions, Risks and Project Control**

The Assumptions and Risks Statement is meant to weigh the factors that could affect the successful completion of the implementation of the Interaction Center Platform supported by these Implementation Services. The Assumptions section outlines the starting point and the factors that Interactive Intelligence assumes will remain stable throughout the project. These Assumptions are inextricably related to the estimate we have made for these services. Should these assumptions change, the timeline and cost of the project will be affected.

The Risks section lists factors, which Interactive Intelligence feels could impact project completion or deliverables. These items need to be reviewed carefully at the onset of work and monitored as the work progresses.

#### **Assumptions**

1. Sprint - Lee Way will provide a workspace for the Interactive Intelligence consultants to use while on-site, including a computer with network access.
2. The resources assigned to this project will, within reason, be available on a timely basis and be able to commit the amount of time to the project outlined in the resources section.
3. Sprint - Lee Way will provide the technical infrastructure necessary to implement and utilize the product.
4. A detailed project plan will be developed and agreed upon by Sprint - Lee Way and Interactive Intelligence Project Managers prior to the project launch. The project plan identifies specific deliverables, timeframe for delivery, and roles / responsibilities of Sprint - Lee Way employees and Interactive Intelligence consultants.
5. A detailed *Design Specification* will be written and approved by the client prior to any implementation. The estimates provided in this Proposal will be reviewed and adjusted appropriately to reflect any change in cost due to change in scope or design change.
6. Sprint - Lee Way will provide a training environment, providing Interactive Intelligence consultants full access to the data and tools necessary to plan and implement training in the training environment on-site at Sprint - Lee Way.
7. Sprint - Lee Way will provide Interactive Intelligence consultants with access to the project technical environment, including the database, workstations, and applicable operating system and hardware platforms.



8. A System Administrator will be identified by Sprint - Lee Way, and will be available to work with Interactive Intelligence consultants, as necessary, on an ongoing basis.

### **Risks**

1. The failure to identify and assign the Sprint - Lee Way resources outlined in this Proposal will constitute a risk to the timely completion of the deployment of the system.
2. If Sprint - Lee Way resources are not allotted the necessary time to complete stages of the project on time, it will lead to delays in the project. Interactive Intelligence has provided an outline of the expected time commitment for each resource before project onset, to allow resource scheduling.
3. Any mitigating factors, which could impede progress on the implementation (e.g., availability of Resources, training environment) should be identified as soon as possible, and communicated to the Sprint - Lee Way and Interactive Intelligence Project Managers.

### **Change Control Process**

To ensure the project stays on time and on budget, Interactive Intelligence will utilize the following process to manage any potential changes in project scope that arise as part of the implementation and discovery process. Change is a natural part of the discovery and innovation that occurs during the execution of a complex automation project. However, this change must be managed and controlled. An effective Change Control Process is required to ensure the integrity of the outcome for both parties in the partnership.

If the Interactive Intelligence Project Engineer identifies a material change of scope, a Project Change Request Form will be prepared and presented to the client for approval. Interactive Intelligence will maintain each Project Change Request form, as part of the master project repository.

### **Project Control**

Project Control will be maintained as follows:

1. Within the Interactive Intelligence Implementation Methodology, there are several incremental approval steps. The Project Engineer and the Client Project Manager should take each one of these approval steps as an opportunity to review progress and expectations. Any adjustments should be implemented immediately.
2. The Interactive Intelligence Project Engineer will identify and manage any changes in project scope immediately upon identification. The Project Change Control Process identified above will be used to manage these changes.
3. Weekly project status reports will be prepared and discussed with the Client Project Manager.





### Centurion Service Agreement

Account Manager Paul L. Boynton

### Signature Page

This Centurion Service Agreement (the "Agreement") is made and entered into July 17, 2002, by and between Sprint - Florida Incorporated -14111 Capital Blvd, MS: NCWKFR0225, Wake Forest, NC, 27587 ("Sprint"), and Lee County Health Department ("CUSTOMER") located at 3691 Evans Avenue, Ft. Myers, FL 33901.

	Standard Plan	Extended Plan
	8am-5pm, local time Monday through Friday excluding Sprint holidays	24 hours a day 365 days a year
12 Months Limited Warranty	\$ 0	\$ 0
Annual Centurion Price	\$0.00	\$0.00

Plan selection	<u>Standard Plan</u>	<input checked="" type="checkbox"/> Extended Plan
Total Centurion contract price (excludes taxes)	\$0.00	
Number of years of Centurion	2.00	
Billing option	Annually	
Effective Date	10/01/2003	
Expiration Date	09/30/2005	
Custom/Optional services	No	

This Agreement consists of this signature page and the following attachments that are incorporated into this Agreement by this reference: Exhibit A - Covered Equipment List and Exhibit B - Terms and Conditions.

This Agreement is the complete agreement between the parties hereto concerning the subject matter of service and maintenance and replaces any prior or contemporaneous oral or written communications between the parties. In the event of conflict between the terms of this Agreement and the terms of an Exhibit, the terms of the Exhibit shall govern. There are no conditions, understandings, agreements, representations, or warranties, expressed or implied, which are not specified herein. This Agreement may only be modified by a written document executed by the parties hereto.

This Agreement is binding upon contract confirmation.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be duly executed. Each party warrants and represents that its respective signatories whose signatures appear below have been and are on the date of signature duly authorized to execute this Agreement.

Authorized signature: *W. M. Powell*  
 Printed name: W. M. Powell  
 Title: General Manager  
 Date: 7/25/02  
 Company name: Lee County Health Department

~~Sprint~~ *LEE OPT*  
*[Signature]*  
SIMON BERTSON  
DIRECTOR  
8/8/02  
~~Sprint~~

\* The "Best Value" Plan may only be purchased concurrent with the sale of new equipment.



## Centurion Service Agreement

### Covered Equipment List

#### Exhibit A

SITE ADDRESS		BILLING ADDRESS	
Business Name	Lee County DOT Tolls	Business Name	Lee County DOT Tolls
Site Contact	Susan Hopwood	Billing Contact	Susan Hopwood
Street Address	1366 Colonial Boulevard	Street Address	1366 Colonial Boulevard
City	Fort Myers	City	Fort Myers
State	FL	State	FL
ZIP	33907	ZIP	33907
Phone	(239) 931-0100	Phone	(941) 931-0100

	Description	Quantity	
	<b>Category "V" Products</b>		
1			
	Number of ports (Key=Active, PBX= Equipped)	0	
	Number of "switch only" ports	0	
	Number of T1's	0	
	Number of PBX VM Ports	0	
	Number of Key VM Ports	0	
	Number of Attendant Consoles	0	
	Number of Centrex Stations	0	
	Number of Centrex Add-on Modules	0	
	Number of Paging speakers	0	
	Number of Printers & Terminals	0	
	<b>Additional Products</b>	<b>Quantity</b>	
1	Alliance Systems Hardware	1	
2	I3 (Interactive Intelligence Inc) software	1	
3			
4			
5			
6			
7			
8			
	<b>Flat Rate Centurion Pricing</b>	<b>Quantity</b>	
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Description of optional services



## Centurion Service Agreement

### Terms and Conditions

#### Exhibit B

IN CONSIDERATION of the payments made to Sprint by Customer in accordance with Section 3, Sprint shall provide Service, as defined below, for the specified equipment listed in Exhibit A per the terms and conditions contained herein.

#### 1 DEFINITIONS

- 1.1 Business Hours - means 8:00 a.m. to 5:00 p.m., local time, Monday through Friday, excluding Sprint observed holidays.
- 1.2 Covered Hours -
  - a) For the Standard Plan covered hours means 8:00 a.m. to 5:00 p.m., local time, Monday through Friday, excluding Sprint observed holidays
  - b) For the Extended Plan and "Best Value" Plan, covered hours means 24 hours a day, 365 days a year. The "Best Value" Plan can only be purchased at the time of sale of the equipment
- 1.3 Equipment - refers to the hardware and software to be covered by this Agreement as listed in Exhibit A.
- 1.4 Maintenance Release - means an incremental release of Software that provides maintenance fixes and may provide additional Software features.
- 1.5 Major Release - means a release of Software that provides additional Software features and/or functions.
- 1.6 Major Outage - a malfunction consisting of one or more of the following conditions:
  - a) Complete failure of the system. No incoming or outgoing communications to or from the Customer's premise;
  - b) No internal communications within the system;
  - c) Inoperative attendant console;
  - d) Inoperative message accounting system;
  - e) 20% of all telephones out of service;
  - f) 20% of all trunk circuits out of service; or
  - g) Severe loss of network operation or severely impaired network performance for a sustained period of time.
- 1.7 Minor Outage - a "non-emergency", defined as any malfunction other than that of a Major Outage.
- 1.8 Remote Work - activities performed without a Sprint employee or Sprint contractor on Customer's site.
- 1.9 Response time - means the time interval between when a trouble call is made to Sprint's National Business Operations Center (by the appropriate Customer personnel or by an automatic notification system) and the time Sprint service personnel begin analyzing the system in search of the cause of the trouble (remotely or on site).
- 1.10 Service - means the services provided by Sprint to Customer under this Agreement.
- 1.11 Software - means the machine-readable object code software programs licensed to Customer.

#### 2 TERM

This Agreement shall remain in effect from the "Effective Date" to the "Expiration Date" indicated on the signature page. Thereafter, the Agreement shall renew automatically for twelve (12) month terms at Sprint's then current rates unless either party terminates this Agreement by giving written notice to the other party in accordance with Section 18 at least thirty (30) days before the end of the initial term or any renewal term.

#### 3 PAYMENT

- 3.1 Payments will be due in advance. Failure to make timely payment may result in immediate termination of the Agreement at the option of Sprint.
- 3.2 Payments will be made by mail to Sprint and the invoice number will be noted on the payment checks. Charges which are not paid when due will be subject to interest at 1.5% monthly or at the maximum rate permitted by law, whichever is greater, from the first day after the date due.

#### 4 SCOPE OF SERVICE

- 4.1 Service responsibilities of Sprint:
  - a) Sprint will use commercially reasonable efforts to provide two (2) hour response time, remote or on-site, for Major Outage requests during Covered Hours.
  - b) Sprint will use commercially reasonable efforts to provide next-business-day response time, remote or on-site, for Minor Outages, provided both the call and determination that service is required has been made before 4:00 p.m. local time the prior day.
  - c) Sprint will provide parts, labor, and material required to maintain Equipment in compliance with manufacturer's service specifications. Replacement parts will be, at Sprint's sole discretion, either new or of like-new quality.
  - d) Sprint will ensure that all labor and services will be performed in a workmanlike manner, and in accordance with recognized industry standards.
  - e) Sprint will install all manufacturer supplied mandatory engineering change notices.
  - f) Sprint will provide assistance by telephone, facsimile, or electronic mail for information related to Equipment configuration and troubleshooting.
  - g) Sprint will generate work-around solutions to reported Software problems using reasonable commercial efforts.
  - h) Sprint will provide one (1) PBX preventive maintenance service call annually upon Customer request.
  - i) Sprint will provide two (2) hours of PBX end-user training annually upon Customer request.
  - j) Sprint will provide other optional services as agreed to on the Exhibit A.
- 4.2 Service responsibilities of Customer:
  - a) Customer will provide reasonable access to the Equipment through the Internet or via modem such that problems may be diagnosed and corrected remotely. This includes providing a dedicated local telephone line.
  - b) Customer will purchase and use the then-most-current or the immediately-prior (if supported by the manufacturer) Major Release of Software for the Equipment.
  - c) Customer will purchase and use the latest release of Software if necessary to correct a reported Software problem.
  - d) Customer will identify each problem report as either a Major or Minor Outage using the definitions described above.
  - e) Customer agrees to back up Software images and configurations on a regularly scheduled basis and to provide such images and configurations to Sprint personnel in connection with Service activities.

#### 4.3 Services not covered by this Agreement:

- a) Services to resolve software or hardware problems resulting from products provided by parties other than Sprint or causes beyond the control of Sprint.
- b) Service of attached, related, collateral or ancillary equipment or software not covered by this Agreement or not listed in Exhibit A.
- c) Making Customer specified software changes such as scripting or other customized application development.
- d) Making Customer specified hardware changes, adding or removing accessories, attachments or other devices, or moving or relocating the Equipment.
- e) Any hardware and/or software upgrades, including any hardware upgrade required to run new or updated software.
- f) Repair or replacement of lost or stolen parts or materials.
- g) Repair or replacement of parts, materials, or software damaged through accident, negligence, abuse, misuse, failure of electrical power, air conditioning or humidity control, riot or other civil disturbance, strike or other labor trouble, sabotage, fire, flood, lightning or electrical storms, or other acts of God.
- h) Repairing damage caused by service of Equipment by persons other than Sprint, or its authorized contractors.
- i) Work on any Equipment that is not located at the site address provided on Exhibit A.

#### 5 MOVES, ADDS, CHANGES AND BILLABLE SERVICE CALLS

All moves, adds and changes ("MAC") plus any services beyond those listed in Section 4.1 are Billable Service Calls. Sprint shall have the option to accept or decline requests for performance of such Billable Service Calls. Should Sprint accept a request to perform such a Billable Service Call, the services will be billed at the then-current Centurion Labor Rates.

**Overtime Rate:** All Billable Service Calls performed outside of Business Hours will be billed at then-current Centurion Overtime Labor Rates.

**Service Charge:** A service charge to cover Sprint's travel time will be applied to each billable site visit. The charge will be at the then-current Centurion Service Charge Rates.

**Expedite Fees:** An expedite fee will be applied whenever the Customer requests that Sprint expedite Services beyond normal response times. The charge will be at the then-current Centurion Expedite Fee Rates.

Rules with respect to Billing Increments, Billing Minimums, MAC Response Times, Centurion Labor Rates and others will be applied and may be adjusted from time to time.

#### 6 ADDITIONAL EQUIPMENT

Customer may, for an additional fee, add equipment for coverage under this Agreement, provided, however, Sprint has the right to inspect such equipment to determine whether it is in acceptable condition. Sprint, in its sole discretion, may exclude any such equipment which it believes cannot be properly and/or economically maintained. All repairs, adjustments or upgrades necessary to bring Customer's equipment to a condition acceptable to Sprint shall be made at the Customer's cost and expense prior to adding it to this Agreement. For any accepted additional equipment, Sprint shall update the Customer record detailing all added equipment and the additional fee.

#### 7 GENERAL TERMS AND CONDITIONS

- 7.1 Customer site must be located within 125 miles of a Sprint service center.
- 7.2 Customer will maintain environmental conditions at the site in accordance with specifications established by the manufacturer of the Equipment.
- 7.3 Customer will maintain a clean, dust-free, ventilated environment with a temperature range of 55 degrees - 90 degrees Fahrenheit and 30% - 50% relative humidity.
- 7.4 Customer agrees to provide electric current and outlets, and local telephone extension (or toll free domestic and international access to Sprint) for the use of service personnel in the Equipment's physical location.
- 7.5 Customer will furnish Sprint employees and subcontractors full and free access to the Equipment to make inspections, tests or repairs, subject to Customer's reasonable internal security requirements.
- 7.6 Customer will provide necessary openings and ducts for cable and conductors in floors and walls, and floor plans and/or prints showing the location of such openings and ducts. The floor plan and/or prints will also show the locations and types of Equipment installed.
- 7.7 Services under this Agreement performed by Sprint employees and subcontractors will be accomplished only in a safe working environment which complies with state and federal regulations and law. Sprint has not included any charges or any expenses associated with handling, dealing with, removing or disposing of any hazardous materials at the site. In the event that hazardous materials are encountered in the performance of this Agreement, Sprint shall cease performance of Services that would necessitate exposure to such hazardous materials until the hazardous materials are removed and immediately notify Customer of the existence of such hazardous materials. Sprint shall be excused from the performance of this Agreement until such time as the hazardous material situation is resolved.
- 7.8 Customer will provide all electrical work external to the Equipment plus installation of communication facilities or connections.
- 7.9 Customer will be responsible for all ground wire connections to Customer's premises and electrical outlets.
- 7.10 Unless otherwise agreed to in writing, Customer shall obtain any necessary consents, approvals, licenses, and permits for Service of the Equipment on the premises where the Equipment is installed. Customer shall defend, indemnify and hold harmless Sprint, together with its officers, agents and employees, against all damages, claims, liabilities or expenses (including reasonable attorneys' fees, court costs, and allocated in-house counsel legal expenses) arising out of or resulting in any way from Customer's failure to obtain such permits, licenses, consents, or the like.

#### 8 PROPERTY OF SPRINT

Customer acknowledges that Sprint may install a data collection device and other Sprint equipment at Customer's location to be used in performing services hereunder. All such property and equipment shall remain the property of Sprint. At the expiration or termination of this Agreement, Sprint shall be entitled to enter Customer's premises to remove all Sprint property or equipment.

#### 9 ABORTED SERVICE CALL

In the event Sprint dispatches a representative to Customer's site but is unable to perform Service through no fault caused by Sprint, the Customer will be charged a Service Charge plus one (1) hour labor at Sprint's then current Centurion Labor Rates.

#### 10 SUBCONTRACTING

Sprint may, at its option, subcontract services provided to Customer. Such subcontract will not release Sprint from any of its obligations. Non-union employees may be utilized by Sprint.

#### 11 DISASTER RECOVERY

Customer recognizes that the use of computer products entails a substantial risk of loss of magnetically stored data, and that industry standards dictate

the systematic use of products which provide comprehensive backup of data so as to prevent such loss. Accordingly, Sprint does not assume any risk of loss of Customer's magnetically stored data in any way related to or resulting from the services, product, equipment, or systems provided by Sprint or any handling of magnetically stored data by Sprint. Customer hereby releases Sprint from any liability for loss of magnetically stored data from any and all causes.

Customer recognizes that industry standards dictate the development of a Disaster Recovery Plan for all mission critical business operations. In the telecommunications industry this includes, but is not limited to, data backup, power backup, power/surge protection, spare system parts, system redundancy, site redundancy, escalation procedures, emergency support agreements with hardware and software vendors, public network based call forwarding to alternate locations, and documented recovery policies and procedures. Customer understands that developing and testing a Disaster Recovery Plan is Customer's responsibility and is not a service provided by Sprint.

The disclaimer of liability for damages will not be affected if any remedy provided shall fail of its essential purpose. Customer accepts this disclaimer of liability for damages as part of the bargain for Services and understands the price of the Services would be higher if Sprint were requested to bear additional liability for such damages.

## **12 INTELLECTUAL PROPERTY OWNERSHIP**

Customer understands that all software programs and software components provided by Sprint and Sprint vendors are licensed and not sold. No license is granted by this Agreement. Licenses, if any, will be granted under a separate agreement.

## **13 LIMITED WARRANTY**

ANY AND ALL SERVICE AND DELIVERABLES PROVIDED HEREUNDER SHALL BE PERFORMED IN A WORKMANLIKE MANNER, AND IN ACCORDANCE WITH RECOGNIZED INDUSTRY STANDARDS.

IN THE EVENT OF A BREACH BY SPRINT OF THE FOREGOING WARRANTY OF WHICH CUSTOMER NOTIFIES SPRINT IN WRITING DURING THE WARRANTY PERIOD, SPRINT'S SOLE OBLIGATION AND CUSTOMER'S EXCLUSIVE REMEDY SHALL BE FOR SPRINT TO CORRECT THE PORTION OF THE WORK THAT DOES NOT CONFORM TO SUCH WARRANTY. IF SPRINT IS UNABLE TO MAKE SUCH CORRECTIONS TO THE SERVICES OR DELIVERABLES, CUSTOMER'S EXCLUSIVE REMEDY AND SPRINT'S SOLE OBLIGATION SHALL BE FOR CUSTOMER TO RECOVER THE COMPENSATION PAID TO SPRINT FOR THE SERVICES GIVING RISE TO SUCH WARRANTY FAILURE.

THIS WARRANTY DOES NOT APPLY IF: I) CUSTOMER BREACHES THE TERMS OF THIS AGREEMENT, II) THE NON-CONFORMITY WAS CAUSED BY CUSTOMER (INCLUDING CUSTOMER'S EMPLOYEES, AGENTS OR CONTRACTORS), SUCH AS ABUSE, MISUSE, DAMAGE, MISOPERATION OR USE IN A MANNER OTHER THAN INTENDED, OR III) DAMAGE BY ANY CAUSE NOT ATTRIBUTABLE TO SPRINT INCLUDING WITHOUT LIMITATION, POWER IRREGULARITIES, FIRE, EARTHQUAKES OR ACTS OF GOD OR NATURE. SPRINT MAKES NO WARRANTY FOR ANY EQUIPMENT OR SOFTWARE THAT IS PROVIDED BY THIRD PARTIES.

THIS LIMITED WARRANTY AND THE REMEDIES FOR A FAILURE OR BREACH OF SUCH LIMITED WARRANTY ARE EXCLUSIVE. THEY ARE GIVEN TO CUSTOMER IN LIEU OF ALL OTHER WARRANTIES, WRITTEN OR ORAL, STATUTORY, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE, WHICH SPRINT SPECIFICALLY DISCLAIMS.

## **14 LIMITATION OF LIABILITY**

SPRINT'S LIABILITY TO CUSTOMER FOR ANY CLAIM FOR DAMAGES CAUSED BY SPRINT'S PERFORMANCE OR NONPERFORMANCE UNDER THIS AGREEMENT SHALL BE LIMITED TO THE AMOUNT OF ACTUAL DAMAGES ACTUALLY PROVEN NOT, HOWEVER, TO EXCEED THE AMOUNT BILLED TO CUSTOMER DURING THE PREVIOUS TWELVE (12) MONTHS PRIOR TO THE DAMAGES OR INJURY WHICH IS THE BASIS OF THE CLAIM. IN NO EVENT SHALL SPRINT OR ITS AGENTS BE LIABLE FOR LOSS OF PROFITS OR BUSINESS, INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES OF ANY KIND CONNECTED IN ANY WAY TO FURNISHING, PERFORMANCE, MAINTENANCE OR USE OF ANY ITEM, EQUIPMENT OR SERVICE UNDER THIS AGREEMENT. IN NO EVENT WILL SPRINT OR ITS AGENTS BE LIABLE FOR DAMAGES, LOSS OR EXPENSES OF ANY KIND WHATSOEVER THAT MAY RESULT FROM THE FRAUDULENT OR UNAUTHORIZED USE OF EQUIPMENT, SERVICES OR FACILITIES PROVIDED UNDER THIS AGREEMENT, INCLUDING BUT NOT LIMITED TO FRAUDULENT OR UNAUTHORIZED LONG DISTANCE TELEPHONE CALLS. CUSTOMER SHALL HOLD SPRINT HARMLESS FROM ALL CLAIMS, SUITS OR ACTIONS BY ANY PERSON, ENTITY, GOVERNMENT OR GOVERNMENT AGENCY, INCLUDING REMOVAL OR REMEDIATION COSTS ARISING FROM THE PRESENCE OF HAZARDOUS MATERIALS, ABOUT, BENEATH OR MIGRATING FROM CUSTOMER'S PROPERTY OR PREMISES.

## **15 INDEMNIFICATION**

Each party shall indemnify and hold the other party, its officers, agents and employees, harmless from and against any claims or causes of action for personal injury or death to persons, or loss or damage to property (including but not limited to personal injury or property damage suffered by either party's own employees or agents), to the extent the result, directly or indirectly, is from the indemnifying party's negligence or intentional misconduct.

Customer shall indemnify, defend and hold Sprint, its officers, agents and employees, harmless from and against all claims or causes of action brought by third parties which arise out of or is related to Sprint's performance under this Agreement.

## **16 FORCE MAJEURE**

Except for the obligation to pay monies due and owing, neither party shall be liable for any delay or failure in performance due to events outside the defaulting party's reasonable control, including without limitation acts of God, earthquake, labor disputes, shortages of supplies, riots, war, fire, epidemics, or delays of common carriers or other circumstances beyond its reasonable control. The obligations and rights of the excused party shall be extended on a day to day basis for the time period equal to the period of the excusable delay.

## **17 DISPUTE RESOLUTION**

In the event of any dispute between the parties relating to or arising out of any provision of this Agreement, the representatives of the parties shall meet promptly in a good faith effort to resolve the dispute extrajudicially. The representatives shall be senior level executives who have authority to resolve the dispute. The disputing party shall arrange for the meeting at a time and place mutually acceptable to both parties. Prior to the meeting, the disputing party shall deliver to the other party a written summary of the dispute and evidence and arguments substantiating its dispute. If it proves impossible to arrive at a mutually satisfactory solution as a result of such meeting, the parties shall be free to pursue other legal remedies. In the event of legal action, the prevailing party of such legal action shall be entitled to recover from the other party reasonable attorneys' fees and costs, any allocated in-house counsel legal expenses, as well as any collection costs incurred.

## **18 NOTICES**

Communications relating to this Agreement must be communicated by certified mail, return receipt requested, telex, facsimile or overnight mail to the

addresses designated on the signature page.

#### **19 TERMINATION**

Either party may terminate this Agreement "for cause" if the defaulting party fails to cure such "cause" within thirty (30) days after receipt of written notice of same. The term "for cause" includes, but, is not limited to:

- a) Failure to carry out any of the obligations created by this Agreement, or
- b) If either party should be adjudicated bankrupt, or make a general assignment for the benefit of creditors, or if a receiver should be appointed on account of its insolvency; or
- c) Sprint reasonably determines that Customer is misusing or abusing services under this Agreement, or is using such services for an unlawful or unsafe purpose; or
- d) Customer provides Sprint with false or misleading information in connection with the Services covered by this Agreement, or
- e) Customer's improper wiring, failure to maintain proper environmental conditions for the Equipment, or repair or maintenance service on

Equipment by anyone other than an authorized Sprint representative

Sprint may terminate this Agreement immediately by providing written notice to Customer if Customer fails to pay any invoiced and undisputed charge (including charges not incurred under this Agreement) within ten (10) days after receipt of written notice from Sprint identifying the default.

#### **20 SPRINT AS AN INDEPENDENT CONTRACTOR**

Sprint is an independent contractor for all purposes and at all times. Sprint has the responsibility for, and control over, the means and details of performing the Services. Sprint will supervise its employees and set the hours of work, policies and procedures for its personnel. As an independent contractor, neither Sprint nor Sprint's staff is, or shall be deemed, Customer's employees. In its capacity as an independent contractor, Sprint agrees and represents, and Customer agrees, that Sprint has the right to perform Services for others during the term of this Agreement. Nothing contained herein will be construed as creating any agency, partnership, joint venture or other form of joint enterprise between the parties.

#### **21 NO WAIVER**

Failure by either party to enforce any of its rights under this Agreement shall not be deemed a waiver of any right which that party has under this Agreement.

#### **22 SEVERABILITY**

Should any provisions of this Agreement be declared unenforceable or invalid, that provision shall be construed, limited, modified or if necessary, severed, to the extent necessary, to eliminate its invalidity or unenforceability. All remaining provisions shall remain in full force and effect.

#### **23 ASSIGNMENT**

This Agreement may be assigned by Sprint, in whole or in part. Customer may not transfer or assign this agreement or its rights under this Agreement without written consent of Sprint, which will not unreasonably be withheld. This Agreement shall be binding upon and shall inure to the benefit of the parties hereto and their respective successors and assigns.

#### **24 GOVERNING LAW**

This Agreement shall be governed by the laws of the state where the Services are provided.

#### **25 TITLES**

Titles, headings and table of contents of articles and sections of this Agreement have been inserted for convenience of reference only. They shall not define, modify or restrict the meaning of interpretation of the terms of provisions of this Agreement.



# SOFTWARE LICENSE

## NORTEL NETWORKS PRODUCTS - UNITED STATES AND CANADA ONLY

**THIS SOFTWARE LICENSE ("LICENSE") IS AN AGREEMENT BETWEEN YOU, THE END-USER ("CUSTOMER") AND NORTEL NETWORKS GOVERNING YOUR RIGHTS TO USE THE LICENSED SOFTWARE. "LICENSED SOFTWARE" MEANS NORTEL NETWORKS SOFTWARE PRODUCTS, SOFTWARE INCLUDED IN OR WITH NORTEL NETWORKS PRODUCTS, AND SOFTWARE UPGRADES ACQUIRED BY YOU FROM A NORTEL NETWORKS AUTHORIZED DISTRIBUTOR (AN "AUTHORIZED DISTRIBUTOR").**

Sprint is not the manufacturer of the Nortel Networks software licensed to you under this Software License, but is an authorized distributor of that software. A requirement of Sprint's distribution relationship with Nortel Networks is that you must sign the following software license with Nortel Networks.

Subject to the terms of this License, Nortel Networks grants to Customer a personal, non-exclusive license (i) to Use (as defined below) the Licensed Software in accordance with the Usage Level (as defined below); and (ii) to use the associated documentation solely in support of authorized Use of the Licensed Software. "Use" is limited to storing, loading, installing or executing copies of the Licensed Software by authorized employees, agents or representatives of Customer in accordance with the associated documentation for Customer's internal business purposes and does not include the rental, lease, sublicensing, or lending of the Licensed Software. The "Usage Level" of the Licensed Software, based on number of lines, ports, terminal numbers, servers or other hardware devices, users, site licenses or other specified measure, is as authorized and specified in the separate associated agreement for the supply of Nortel Networks products between Customer and its Authorized Distributor or, if no other Usage Level is so specified, then the Usage Level is restricted to one individual user and one hardware device.

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PRINTED NAME: SMITH, BERTSON DATE: 8/8/07

CUSTOMER (COMPANY NAME): LEE CD DOT PHONE: 479-8580

DISTRIBUTOR NAME: \_\_\_\_\_

NORTEL NETWORKS  
Distribution Management M/S 38D/04/C50  
2375A Glenville Drive  
Richardson, TX 75082  
(972) 684-8543

# 9316 CW

## Call Waiting Display Telephone

*The 9316 CW combines the convenience of Call Waiting with the control of Call Display, making it the ideal telephone for people who want to better manage their phone calls and their time.*



### Key Features:

- **Caller ID and Call Waiting Display**—show you who's calling, even when you're on another call\*
- **Intelligent Viewing System with SuperFlash**—lets you see and access waiting calls from any extension\*
- **Speakerphone with Mute**
- **50-name and number Call Log\***
- **Three-line backlit display**—for easy viewing, day or night
- **Secure Numbers**—for privacy in entering personal codes
- **50-name and number Directory**
- **Eight programmable memory keys**
- **Five-number redial**

**ASTRA**  
Telecom

The 9316 CW takes the mystery out of who's calling. Equipped for Caller ID and Call Waiting Display, the 9316 CW shows you who's calling, even when you're on another call\*.

The 9316 CW takes call control a step further, with SuperFlash and the Intelligent Viewing System. Even if another extension is off the hook, you'll be able to see who's waiting on the line. And, you'll be able to access the waiting call from any extension. The LINK key lets you switch between calls without worry of accidentally disconnecting a caller.

Outgoing calls are easy, too, with the 9316 CW. On-hook dialing and a high quality speakerphone mean you can make calls without ever picking up the receiver. Program the memory keys with frequently called numbers or feature codes, like your Voice Mail access number. The Secure Numbers feature protects your privacy by letting you enter passwords or personal codes without revealing them on the display.

You can even create your own Directory, so the numbers of business contacts and family members stay right at your fingertips, for fast and easy dialing.

The 9316 CW offers a host of convenient features that meet the needs of today's busy families and businesses. When it comes to saving time, it's no mystery that the 9316 CW is the right phone for the job.

#### 9316 FEATURE HIGHLIGHTS

- Caller ID and Call Waiting Display\*
- Intelligent Viewing System with SuperFlash\*
- 50-name and number Call Log\*
- Speakerphone with Mute
- Eight programmable memory keys
- 50-name and number Directory
- Alphanumeric entry of name into memory keys or Directory
- Preferred Name Match\*
- Adjustable three-line backlit display
- Secure Numbers feature
- CLASS/Voltage Message Waiting indicator\*
- Five-number redial
- LINK/Release/Hold keys
- Four ringing cadences
- Adjustable receiver volume
- Parallel line jack for extension, fax, or modem
- Visual ringing/extension-in-use indicator
- On-hook dialing
- English/Spanish language prompts option
- Desk or wall mount
- Hearing aid compatible
- ADA compliant
- One-year warranty

#### SPECIFICATIONS

- Dial: Tone
- Power: 16 Vac transformer
- FCC: Complies with FCC Part 15 and Part 68
- Weight: 2.3 lbs.
- Dimensions: 7.5" L x 7.5" W x 3.5" H
- Colors: Black, Ash, Grey, or Almond
- Ordering Codes
  - Black: AO659641
  - Ash: AO674338
  - Grey: AO674339
  - Almond: AO675959

\* Functionality of some features assumes availability and customer subscription to service provider offerings.

The 9316 CW telephone is Year 2000 compliant.

For more information, contact your Aastra Telecom representative, call (905) 760-4200 or email [sales@aastra.com](mailto:sales@aastra.com).

#### In Canada:

Aastra Telecom  
155 Snow Blvd.,  
Concord, Ontario  
Canada L4K 4N9

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58007.38/04-99

**AASTRA**  
Telecom

## CIC License Definitions

### Server Licenses

Component	Description
CIC Server Fee	Base CIC server fee. Licenses base Interaction Center platform components on one server such as the Interaction Processor, ACD server, telephony services, queue manager, report logging, etc. Allows CIC to interface to an e-mail server in order to automate the processing of e-mail-based interactions. Enables an organization to offer Unified Messaging and e-mail-based handlers. Also licenses the customer with the Interaction Designer graphical application generator which can be used to customize nearly every aspect of CIC. Includes one (1) developer's toolkit license to test and develop custom applications. Also includes basic Text-to-Speech (TTS) processing for the server using the L&H TTS 3000 engine (1 named language).
Add On CIC Server	Required for each additional CIC server at a specific customer location that already has a CIC Server license. Allows CIC to interface to an e-mail server in order to automate the processing of e-mail-based interactions. Enables an organization to offer Unified Messaging and e-mail-based handlers. Also includes basic Text-to-Speech (TTS) processing for the server using the L&H TTS 3000 engine (1 named language).
e-FAQ Engine	Comprehensive e-mail management and web self-service engine. The e-FAQ Engine server license includes 500 entries. Entries can be associated with an unlimited number of FAQs and up to 64 mailboxes per e-FAQ Engine server.
e-FAQ 500 Additional Entries	License required to add 500 entries to a base e-FAQ Engine server license. Multiple entry licenses can be added to a base e-FAQ Engine.
e-FAQ COM Library License	License required to make use of e-FAQ's COM interface for customized client applications.
Web Services	Allows CIC to interface to a Web server in order to automate the processing of Web-based interactions. Enables an organization to offer text chat, Voice over Net, and Web call-back services via a Web site.
FAX Services	Required for any FAX functionality, including receiving incoming faxes, desktop faxing, fax-blasting, and fax-on-demand applications. Includes Optical Character Recognition (OCR) tools and FAX rendering tools. OCR tools are used to recognize characters on a fax image for use by CIC applications. FAX Rendering tools are used to create faxes containing dynamic information from databases and other sources.
Interaction Recorder	Complete recorded call management application that functions as an add-on to CIC. Provides a server object for automatic indexing and compression of recordings. Note: All workstations that will be tracked with Interaction Recorder require an Interaction Recorder Client License.
Interaction Attendant	Menu-driven application to configure automated attendant menus. Supports extension dialing, DNIS-based menu's, time of day and day of week routing, audio text, and routing to workgroups and hunt groups.
Interaction Dialer	Complete outbound interaction management including an outbound server, campaign management, and standard Predictive Interaction Handlers. Requires CIC server. For multiple locations, license required per server.
Interaction Director Pre-call License (per site)	Complete pre-call routing using selected carrier signaling and post-call routing using customer's preferred network. Currently supports AT&T, MCI/Sprint carrier networks. Supports time of day, skills-based pre-call routing, and other parameters in Director Interaction Handlers to pre-route calls. License is required for each site participating in pre-call routing. At least one Interaction Director Network Interface License is required per routing network established.

## Server Licenses (Continued)

Component	Description
Interaction Director AT&T Network Interface License	Licenses a network interface to the AT&T SS7 network for pre-call routing. Only one license is needed per routing network. Requires at least one Interaction Director Pre-Call License.
Interaction Director MCI/Sprint Network Interface License	Licenses a network interface to the MCI network for pre-call routing. Only one license is needed per routing network. Requires at least one Interaction Director Pre-Call License.
Interaction Director Post-call License (per site)	Complete post-call routing using customer's preferred network (public or private). Supports time-of-day, skills-based post-call routing and other options used post-call to route call to alternate call centers. License is required for each site using Interaction Server and participating in post-call routing decisions.
Data Access Tools	Required for the use of ODBC database tools, TCP/IP tools and MQ Series tools. ODBC tools allow access to any ODBC-compliant database (Oracle, Sybase, Microsoft, etc.) from within IVR scripts or other CIC server applications. TCP/IP tools use the TCP/IP socket interface tools on the CIC server. TCP/IP socket interface tools may be used to create customized applications that communicate between two CIC servers or between a CIC server and a third-party application. MQ Series tools allow CIC to access IBM MQ Series middleware. Used to integrate to host mainframes via IBM MQ Series rather than terminal emulation.
Text Processing Tools	Required for the use of XML tools, SOAP tools, and Text Classification tools to be used in Interaction Designer. XML tools allow processing of XML-compliant documents from within handlers. Text Classification tools are used to determine language and other classifications of textual information received via e-mail, web, or externally registered sources. SOAP tools are used to interface with other services using the Simple Object Access Protocol.
Host Database Tools 10 Sessions	Tools in the Interaction Designer to allow CIC to access host mainframe data via a 3270 or 5250 terminal session. Supports up to 10 simultaneous sessions of one type.
Host Database Tools 24 Sessions	Tools in the Interaction Designer to allow CIC to access host mainframe data via a 3270 or 5250 terminal session. Supports up to 24 simultaneous sessions of one type.
Host Database Tools 50 Sessions	Tools in the Interaction Designer to allow CIC to access host mainframe data via a 3270 or 5250 terminal session. Supports up to 50 simultaneous sessions of one type.
CIC Automatic Switchover System	Allows a back-up CIC server to switchover processing if there is a server failure on the main CIC server. Requires back-up server hardware, Dialogic hardware, and a Dataprobe A/B switch for trunks and stations.
Text-to-Speech Add-On License	Required for any CIC server application to provide L&H TrueSpeak Text-To-Speech services such as reading e-mails in unified messaging or reading text strings in IVR for languages other than the language included as part of the CIC Server License. One license required for each additional language being installed on a CIC server.
COM Library Server License	License required to make use of CIC's COM interface for customized client applications. Note: When using the COM interface, all client workstations must still be licensed for the functionality written in the interface such as Business User, Call Center 1, Call Center 2, etc.
e-FAQ Tools	Required for the e-FAQ Tools to be used in Interaction Designer. The e-FAQ tools support performing e-FAQ queries, returning query results, and rendering HTML documents into plain text from within handlers. Requires e-FAQ Server and Text Processing Tools to be licensed.
Speech Recognition Tools	Tools used in the Interaction Handlers to use the Nuance Speech Recognition software with CIC. Requires Antares cards in the server and Nuance software preferably running on a separate server. Please involve your District Sales Manager to price the required Nuance software.

<b>Server Licenses (Continued)</b>	
<b>Component</b>	<b>Description</b>
CIC Developer's Toolkit	Includes CIC Server and 2 Call Center Workstation Licenses. For use in prototyping and/or developing custom applications, testing and debugging applications. Limited to a single server environment. Not licensed for production use. Software only, hardware not included.
CIC Wireless Services	Allows the CIC server to connect Wireless Interaction Clients for wireless client services.
CIC Interaction Multi-Site (IMS) Services	Adds the ability for a CIC server to provide multi-site presence management, roving user log-in, and licenses the IMS tools in the Interaction Designer. Licensed per server participating in multi-site services.
CIC Locality Look-up	Adds the ability for a CIC server to provide automatic look-up of the locality (city and state pair) in the North America from callerID or automatic number identification (ANI).
<b>Workstation Licenses</b>	
Unified Messaging Mailbox Only	Licenses an e-mail account for storage and retrieval of voice mail and faxes. Includes one workstation client license for the voice form (where applicable), fax viewer and fax print driver. No workstation provided.
Unified Messaging Workstation	Licenses an e-mail account for storage and retrieval of voice mail and faxes. Includes one workstation client license for the voice form (where applicable), fax viewer and fax print driver. Provides workstation license for phone features. For Dialogic/Aculab systems, includes .25 Application Port.
Business User Workstation	Licenses workstation to run Interaction Client software phone which provides complete call handling, presence management, conference calling, on-screen directory management, and simple recording functions. This level is not licensed to "pull calls" out of an ACD queue. A Business User may, however, participate in a hunt group. Includes Unified Messaging Mailbox Only and phone features from CIC. For Dialogic/Aculab systems includes .5 Application Port.
ACD Phone Only Workstation	Licenses workstation to participate in ACD queues for telephone calls only without the Interaction Client workstation software. ACD Phone Only workstations are not licensed for screen pops, faxing, the ability to initiate recording or real-time monitoring. Includes 1 Unified Messaging Mailbox license and provides phone station features from CIC. NOTE: ACD Phone Only positions may be recorded automatically by the CIC server (handlers) or on-demand by a supervisor using the Call Center Workstation License. For Dialogic/Aculab systems includes 1 Application Port.
Call Center 1 Workstation	The Call Center 1 Workstation License includes the Interaction Client and the ability to participate in ACD queues that have been configured to accept 1 type of media. Includes participation in skill-based routing. Includes Unified Messaging License only and phone features from CIC. For Dialogic/Aculab systems includes 1 Application Port.
Call Center 2 Workstation	The Call Center 2 Workstation License includes the Interaction Client and the ability to participate in ACD queues that have been configured to accept 2 types of media in the queue. Includes participation in skill-based routing. Includes Unified Messaging License only and phone features from CIC. For Dialogic/Aculab systems includes 1 Application Port.
Call Center 3+ Workstation	The Call Center 3+ Workstation License includes the Interaction Client and the ability to participate in ACD queues that have been configured to address 3 or more types of interactions. Includes participation in skill-based routing. Includes Unified Messaging License only and phone features from CIC. For Dialogic/Aculab systems includes 1 Application Port.

<b>Add-On Workstation Licenses (requires a workstation above, does not increment lines)</b>	
Interaction Recorder Workstation License (licensed per workstation, not per named user)	Application which can be used to categorize, search for, and listen to call recordings. One license is required for each supervisor as well as each agent able to be recorded.
Wireless Client Add-On	Adds the Wireless Client to any of the above Interaction Client workstation licenses.
Call Center Supervisor ADD-ON License (licenses Queues, Workgroups, Lines, Line Detail, Stations, Users, and Reports Pages on Client)	Allows Any Interaction Client Workstation License to display and modify Summary pages in the Interaction Client application and also view and run reports in the Interaction Client application.
Interaction Scripter ADD-ON License	Provides a HTML-based script creation environment to lead a user/agent (inbound, outbound, or blended) through a call script. Required to screen pop call data, pop another third party application, branch and tree based on customer responses in HTML, accept new data input, and update call lists with required result codes when automatically dialing outbound calls. Also may be licensed when inbound ACD call scripting is needed. Included with Interaction Dialer ADD-ON licenses until 3/31/02.
Interaction Dialer ADD-ON License	Allows a workstation to process outbound interactions initiated by the Interaction Dialer component of CIC. Includes a basic dialer client to display data from campaign call lists when scripting is not needed. When only automated outbound dialing will be performed, the Interaction Dialer ADD-ON license must be combined with a Business User Workstation license. For blended inbound ACD/automated outbound dialing support, the Interaction Dialer ADD-ON license must be combined with a Call Center 1, 2 or 3+ Workstation License. Also includes the full Interaction Scripter at no charge until 3/31/02. At least one Interaction Dialer ADD-ON is required when licensing Interaction Dialer on the CIC server.
<b>CIC Port Fees (Dialogic/Aculab-based Systems)</b>	
Application Port	Required for each incoming or outgoing telephone line or channel (24 per T1 or ISDN PRI, 30 per E1) above the number included with workstation licenses. CIC's application ports may function for PBX call handling, ACD, IVR, voice mail, fax processing, or custom call processing and provide tremendous value to customers with one or many applications. This license is enabled for customized interaction handler processing.
Connection Port	Connection Ports are licensed for ports that need access to devices above the number of lines included with workstation licenses. Typically this port type is used for dedicated TIE lines to pass calls to an alternate device such as a PBX station phone. Not licensed for customized call processing of trunk calls, unified messaging, automated attendant, queuing of customer ACD calls, or interactive voice response services
<b>CIC Voice Media Sessions (IP-based Systems)</b>	
CIC Voice Media Sessions	Required for every simultaneous voice media session using CIC's automated attendant, interactive voice response, voicemail call processing, unified messaging telephone user interface, ACD audio prompts and music on hold, outgoing call analysis for automated dialing applications or any custom call processing application built using interaction handlers. Applied to SIP, TAPI or other Voice over IP connections as they become available.
<b>Non-Voice Automated Media Sessions</b>	
Non-Voice Media Sessions	Licensed for non-telephony applications of CIC. Required for every simultaneous database connection through use of the ODBC database tools, TCP/IP tools, Host Mainframe sessions, XML, SOAP, or fax tools. Please note that refers to server connections for automated processes occurring through handlers.



<b>Basic Voice Recognition Port Licensing</b>	
CIC Voice Reco Basic I - one language	Must be licensed for every voice recognition channel using basic name recognition of <b>less</b> than 500 names and less than 40 unique words. This is the voice reco license used with the PSO package for voice-enabled automated attendant. *Note: Requires a separate server to run voice recognition engine software.
CIC Voice Reco Basic II - one language	Must be licensed for every voice recognition channel using basic name recognition of <b>more</b> than 500 names and less than 40 unique words. This is the voice reco license used with the PSO package for voice-enabled automated attendant. *Note: Requires a separate server to run voice recognition engine software.
CIC Voice Verification	Provides voice verification capabilities on a per port basis. Requires handler customization.
<b>Advanced Voice Recognition Port Licensing</b>	
CIC Voice Reco Custom I - one language	Application having grammars recognizing only simple digit strings of 0 through 9 but not natural numbers. Also supports "yes" and "no" and synonyms thereof. Note this level does NOT support natural language or alphanumeric strings.
CIC Voice Reco Custom II - one language	Application having grammars recognizing only simple digit strings and "yes" and "no" and synonyms thereof, natural numbers, alphanumeric strings, date, time, and currency. May not have more than 40 total unique items in all grammars in application; and no grammar contains more than one unique item in any single utterance. Does not support natural language.
CIC Voice Reco Custom III - one language	Application having grammars recognizing only simple digit strings and "yes" and "no" and synonyms thereof, natural numbers, alphanumeric strings, date, time, and currency and has more than 40 total unique items in all grammars in application; or recognizes spelling; and in which no grammar contains more than one unique item in any single utterance. Does not support natural language.
CIC Voice Reco Custom IV - one language	Advanced custom IVR scripting for voice recognition including grammars for natural language recognition with more than one recognized command per audible utterance. This level also includes simple digit strings, yes, no, and synonyms thereof, natural numbers, alphanumeric strings, date, time and currency, and has more than 40 total commands in all grammars in the application. Supports natural language.
Vocalizer Text-To-Speech Ports - one language	Licenses a single active port of text-to-speech using the Nuance Vocalizer Text-to-Speech interface. Each port of concurrent TTS used on the server must be licensed. Allows the use of one named language per port licensed
<b>Voice Recognition Software Language and Maintenance Notes</b>	
<i>Second language of any voice recognition port level.</i>	The list price is uplifted by 20% (multiply list price by 1.2).
<i>Three or more languages of any voice recognition port level.</i>	The list price is uplifted by 40% (multiply list price by 1.4).
<i>Voice Reco, Vocalizer, and Verifier software maintenance</i>	Software maintenance fees begin immediately on all voice reco port types. Pricing is 15% of list for 8-5 support. Pricing is 20% for 24X7 support.