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Mitel AnyWare Proposal

Prepared by: Brian Roser
Cloud Communications Specialist
Phone: 480-598-2590
Email: brian_roser@mitel.com
Date: 1/9/2014

Robert Pepper
robertpepper@gmail.com
914-472-4351



MITEL ANYWARE PROPOSAL

MITEL ANYWARE

Mitel AnyWare is a cloud-based communications service that delivers everything a business requires to empower its office-based and mobile tele-workers with a competitive communications solution that is flexible, robust, and reliable.

COST EFFECTIVE

All inclusive, per-user subscription pricing means you get everything you need for one low, per-user price with no hidden fees. Mitel AnyWare eliminates the need to buy and maintain a phone system on your premises and gives you everything you need from industry-leading phones, productivity-enhancing unified communications applications like basic conferencing and voice mail, unlimited local and outbound long distance to the U.S. and Canada and other useful features, all at an affordable fixed monthly recurring charge. What does this all mean for you? The ability to source all of your communications needs at a reasonable and reliable per-user fee.

FEATURE RICH, RELIABLE

Designed and delivered by Mitel, a leader in solving the communications challenges of small businesses for over 30 years, Mitel AnyWare gives you the enterprise-class features and reliability you need to portray a professional, image and drive satisfaction. In fact, Mitel AnyWare is based on the same software stream that powers our traditional premise-based systems and industry-leading virtualized solutions through our partnership with VMware. While Mitel AnyWare is targeted to businesses with 10 to 500 users, our single software stream powers Unified Communications Solutions used by companies with tens of thousands of users.

SIMPLE AND FLEXIBLE

As your business changes and grows, you don't need to worry about how much capacity your communications system has—you have complete flexibility to add and change users as your business requires it. Intuitive, customizable and easy-to-use web-based features mean your users will be able to take advantage of all of the productivity-enhancing features Mitel AnyWare has to offer now and in the future. You can rest assured that you will have access to the latest technology innovations that will drive the productivity of your business.

FREEDOM

AnyWare is an invaluable part of Mitel's Freedom Architecture and was derived from the Mitel Multi-Instance Communications Director (VMware and vSphere 4.0 is the foundation of the Multi-Instance Communications Director). Mitel AnyWare leverages the same proven software and Unified Communications found in many leading global enterprises using subscription-based delivery models.

CHOOSE A SEAT FLAVOR

IGNITION

Ideal for small companies with 1 to 10 employees that need an easy-to-use phone system. You receive Mitel AnyWare's most popular features such as mobile twinning, hot desking, intuitive web-based administration and more. Its quick, convenient and priced perfectly for small businesses.

ADVANCED

Advanced users receive the full benefits of the Mitel AnyWare Cloud Communications system including a local number, unlimited local and U.S. & Canada long distance calling and other key Unified Communications features including Unified Communicator Express, Mobile Twinning, Voice Mail to E-mail, Contact Dialing, Corporate Auto Attendant and other valuable features.

LITE – CAN BE UPGRADED TO ADVANCED USER STATUS

Lite users receive a more limited set of features including a local telephone number and up to 200 minutes per month of local & long distance usage, corporate auto attendant, voice mail with e-mail forwarding & other valuable features. Additional minutes in excess of the bundled amount are billed at a flat rate per minute.

EXTENSION ONLY WITH VOICE MAIL

Extension Only with Voice Mail provides a four digit extension off of the main company telephone number that is routed to a voice mail box. Voice mails can be picked up through the system or through voice mail to e-mail.

EXTENSION ONLY

Extension Only is perfect for lobby and common area phones and comes with an included extension number off of the main Mitel AnyWare system. Any outbound calls initiated from this extension are billed at an affordable per minute rate.

CONTACT CENTERS

SUPERVISOR. Supervisors have access to all the features available to Advanced and Agent users with the added benefits of silent monitoring, real-time queue monitoring and historical reporting, enabling them to monitor, manage and optimize your call center performance.

AGENT. A robust suite of ACD and contact center functionality that will empower your customer service representatives to focus on improving response times and delivering excellent customer service. When not logged in as an ACD agent, these users have access to all Advanced user features.

MITEL ANYWARE PROPOSAL

MATCH IT WITH A MITEL IP PHONE



MITEL 5304 IP PHONE

Mitel 5304 IP Phone is a cost-effective, entry-level display phone that provides access to the features and applications enabled by Mitel's IP-based communications platforms. It is a dual-mode, dual-port, two-line phone with a 40-character backlit display.



MITEL 5320e IP PHONE

The Mitel 5320e IP Phone is an economical, entry-level enterprise phone that features a large easy-to-use interface and eight multi-function, programmable, self-labeling keys. This phone is ideal for communication-intensive companies and can be used by ACD agents and teleworkers.



MITEL 5330e IP PHONE

The Mitel 5330e IP Phone is a next-generation, full-feature, enterprise-class phone that provides users with a large graphics display, 24 multi-function, programmable, self-labeling keys, built-in HTML Applications Toolkit and much more. This phone is an excellent fit for all employees, ACD agents and teleworkers.



MITEL 5340e IP PHONE

The Mitel 5340e delivers one-touch access to most phone features, superior sound quality with wideband audio, 48 multi-function, programmable, self-labeling keys, built-in HTML Applications Toolkit and much more. The 5340e IP Phone is ideal for managers, Hot Desk users, teleworkers, contact center agents and supervisors.

MITEL ANYWARE PROPOSAL

MATCH IT WITH A MITEL IP PHONE



MITEL 5360 IP PHONE

The Mitel 5360 IP Phone is an exciting, next-generation desktop device that provides a color touch display to graphically deliver rich applications to general business or across multiple vertical market sectors. Demonstrating Mitel's continued focus on the user, the 5360 IP Phone delivers easy-to-use, one-touch access to many phone features and applications.



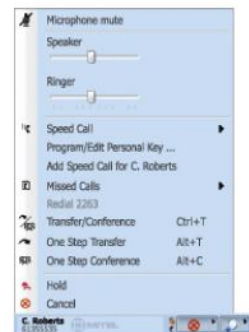
MITEL 5610 DECT HANDSET AND IP DECT STAND

Mitel's newest peripheral for the desktop portfolio of 5300 Series IP Phones offers unprecedented convenience and limited mobility for IP Phone users. The 5610 DECT Handset and IP DECT Stand is the ideal mobility solution in hospitality, education, health care and retail, as well as small and mid-sized businesses and enterprise markets.



MITEL WIRELESS HANDSET & HEADSET

Mitel Wireless Headset & Handset are unique accessories that offer unprecedented convenience and corridor mobility for Mitel 5330, 5340, and 5360 IP Phone users. The Bluetooth Handset and/or third-party Bluetooth headset allow the user to have personal area mobility with a potential range of up to 10 meters (30 feet) from their desk within their office while still using the desk station.



MITEL UNIFIED COMMUNICATOR (UC) EXPRESS SOFTPHONE

The UC Express Softphone for Mitel Communications Director (MCD) improves the effectiveness and productivity of mobile and remote workers, enabling them to become more accessible to customers, management and their co-workers regardless of location.

MITEL ANYWARE PROPOSAL



MITEL UC360 COLLABORATION POINT

Mitel UC360 Collaboration Point is a first-of-its-kind device for the personal office meeting space. Created in response to customer requests for an easier, more cost-effective way to foster collaboration, it is a single device that combines in-room presentation display and multi-party audio and visual collaboration for remote participants. Compact, easy to deploy and simple to use, the touchscreen UC360 gives you what you need to turn collaboration from a special event into a natural part of every work day.

MITEL ANYWARE CLOUD VIDYO

Mitel AnyWare Cloud Vidyo delivers low latency, high definition video conferencing over general data networks and the Internet, using off-the-shelf devices, desktops, mobile devices and video rooms, including legacy video systems. Vidyo's architecture dynamically optimizes the video quality based on the network and the capabilities of individual endpoint devices to deliver telepresence-quality experiences for each participant.

VIDYODESKTOP™

Deliver telepresence-quality video conferencing direct to your desktop. The VidyoDesktop software client delivers low latency, HD-quality video for natural communications, and single-click simplicity with an intuitive graphical user interface or mouse control.

VIDYOMOBILE™

Transform your smartphone or tablet into a virtual meeting place and collaborate from anywhere in the world. You can join or host video conferences over everyday wireless networks as easily as making a phone call or sending email. The Mitel AnyWare Hosted Vidyo system consistently delivers a telepresence-quality experience to your mobile device. Familiar gesture and layout controls provide an intuitive and productive experience.

VIDYOPANORAMA™

An affordable, high-quality video conferencing solution that delivers truly immersive interactions on up to nine screens of 1080p at 60fps resolution at 10% the cost of other comparable systems. Companies can empower their employees to work from anywhere there is an Internet connection, improving productivity and collaboration with high-quality video conferencing.





| Proposed Mitel Solution | | | |
|--|--|------------|-----------------|
| Qty | Product | Unit Price | Total |
| Mitel AnyWare Service | | | |
| 10 | Advanced User Seat Package | \$20.00 | \$200.00 |
| | Ignition User Seat Package | \$17.50 | \$0.00 |
| | Lite User Seat Package | \$17.50 | \$0.00 |
| | Extension Only with Voicemail | \$15.00 | \$0.00 |
| | Extension Only | \$12.50 | \$0.00 |
| | Contact Center Supervisor | \$65.00 | \$0.00 |
| | Contact Center Agent | \$50.00 | \$0.00 |
| | Call Accounting (Up to 25 Users) | \$10.00 | \$0.00 |
| | Included DID Number | Included | Included |
| | Additional DID Numbers | \$2.00 | \$0.00 |
| 1 | Web Fax | \$4.95 | \$4.95 |
| | Caller ID Name Deliver | \$4.95 | \$0.00 |
| | Toll Free Number | \$3.95 | \$0.00 |
| 1 | E-911 (per locations) | \$5.00 | \$5.00 |
| Total Monthly Service Cost (taxes not included) | | | \$209.95 |
| IP Phones and Optional Features/Accessories | | | |
| | Mitel 5304 IP Phone | \$5.00 | \$0.00 |
| 10 | Mitel 5320e IP Phone | \$9.00 | \$90.00 |
| | Mitel 5330e IP Phone | \$12.50 | \$0.00 |
| | Mitel 5340e IP Phone | \$15.00 | \$0.00 |
| | Mitel 5360 IP Phone | \$17.50 | \$0.00 |
| | Mitel 5610 Wireless Handset | \$13.00 | \$0.00 |
| | UC Express Softphone | \$2.00 | \$0.00 |
| 10 | Mitel IP Phone Power Brick and Cord | \$1.00 | \$10.00 |
| | Mitel UC360 Conference Unit (Audio Only) | \$40.00 | \$0.00 |
| | Mitel UC360 Conference Unit Power Brick and Cord | \$2.50 | \$0.00 |
| | Linksys SPA Analog Phone Adaptor | \$3.00 | \$0.00 |
| | Station Level Paging Adaptor | \$10.00 | \$0.00 |
| | Programable Key Module (12) | \$7.00 | \$0.00 |
| | Programable Key Module (48) | \$12.50 | \$0.00 |
| | Wireless Handset with Module | \$10.00 | \$0.00 |
| | Wireless Headset with Module | \$12.50 | \$0.00 |
| Total Monthly Equipment Cost (36 months) | | | \$100.00 |

Initial Monthly Cost (36 month term) \$309.95

Total Monthly Cost After 36 Months \$209.95

Price does not include taxes, regulatory, and other surcharges.

Offer valid for 30 days.

MITEL ANYWARE PROPOSAL

MITEL ANYWARE FEATURE LIST

| Product/Service | Small Business | Business | | | | Contact Center | |
|--------------------------------------|----------------|----------------|--------------------------------|------|----------------|----------------|----------------|
| | IGNITION | EXTENSION ONLY | EXTENSION ONLY WITH VOICE MAIL | LITE | ADVANCED | AGENT | SUPERVISOR |
| Local Phone Number | ✓ | – | – | ✓ | ✓ | ✓ | ✓ |
| Unlimited Local Calling | ✓ | – | – | – | ✓ | ✓ | ✓ |
| Unlimited 1+ US Long Distance | ✓ | – | – | – | ✓ | ✓ | ✓ |
| Unlimited 1+ Canada Long Distance | ✓ | – | – | – | ✓ | ✓ | ✓ |
| 250 Included US/Canada Usage Minutes | Not Applicable | – | – | ✓ | Not Applicable | Not Applicable | Not Applicable |
| Mobile Twinning | ✓ | – | – | – | ✓ | ✓* | ✓* |
| Hot Desking | ✓ | – | – | ✓ | ✓ | ✓ | ✓ |
| Corporate Auto Attendant | – | ✓ | ✓ | ✓ | ✓ | ✓* | ✓* |
| Voice Mail with Email Forwarding | ✓ | – | ✓ | ✓ | ✓ | ✓ | ✓ |
| Hunt/Ring Groups | ✓ | ✓ | ✓ | ✓ | ✓ | ✓* | ✓* |
| Contact Dialing | ✓ | – | – | ✓ | ✓ | ✓ | ✓ |
| Audio Conferencing | – | – | – | ✓ | ✓ | ✓ | ✓ |
| Interoffice 4 Digit Dialing | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Localized E911 | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Call Transfer | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Call Forwarding | ✓ | ✓ | ✓ | ✓ | ✓ | ✓* | ✓* |
| Call Park | ✓ | ✓ | ✓ | ✓ | ✓ | ✓* | ✓* |
| Call Pick-Up | ✓ | ✓ | ✓ | ✓ | ✓ | ✓* | ✓* |
| Call Hold | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| System Speed Dial | – | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| User Speed Dial | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Direct Page | – | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Individual Record A Call | ✓ | – | ✓ | ✓ | ✓ | ✓ | ✓ |
| Do Not Disturb | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Call History | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Outbound Caller ID Number | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Outbound Caller ID Company Name | – | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |

*These features are not available while logged in as an ACD agent, but are available when logged in as an Advanced User.

MITEL ANYWARE PROPOSAL

MITEL ANYWARE FEATURE LIST (cont'd)

| Product/Service | Small Business | Business | | | | Contact Center | |
|--|----------------|----------------|--------------------------------|------|----------|----------------|----------------|
| | IGNITION | EXTENSION ONLY | EXTENSION ONLY WITH VOICE MAIL | LITE | ADVANCED | AGENT | SUPERVISOR |
| Local Number Portability | ✓ | – | – | ✓ | ✓ | Not Applicable | Not Applicable |
| Access to Administrator Portal | – | ✓ | ✓ | ✓ | ✓ | ✓* | ✓* |
| Access to End User Portal | ✓ | ✓ | ✓ | ✓ | ✓ | ✓* | ✓* |
| Softphone Compatible | – | ✓ | ✓ | ✓ | ✓ | – | – |
| Unified Communicator Express PC Client | ✓ | – | – | ✓ | ✓ | ✓ | ✓ |
| ACD Group Presence | – | – | – | – | – | ✓ | ✓ |
| ACD Agent Hot Desking | – | – | – | – | – | ✓ | ✓ |
| Queue Prioritization | – | – | – | – | – | ✓ | ✓ |
| Predictive Routing | – | – | – | – | – | ✓ | ✓ |
| Skill Proficiency Routing | – | – | – | – | – | ✓ | ✓ |
| Remote Agents | – | – | – | – | – | ✓ | ✓ |
| Queue and Individual Agent Reporting | – | – | – | – | – | ✓ | ✓ |
| Broadcast Messaging | – | – | – | – | – | ✓ | ✓ |
| Overflow | – | – | – | – | – | ✓ | ✓ |
| Predictive Overflow | – | – | – | – | – | ✓ | ✓ |
| Interflow | – | – | – | – | – | ✓ | ✓ |
| Unavailable Agent Skill Group Routing | – | – | – | – | – | ✓ | ✓ |
| Dial Out of Queue | – | – | – | – | – | ✓ | ✓ |
| Auto Answer | – | – | – | – | – | ✓ | ✓ |
| Make Busy with Reason Codes | – | – | – | – | – | ✓ | ✓ |
| Work Timer | – | – | – | – | – | ✓ | ✓ |
| Queue Status on Phone Display | – | – | – | – | – | ✓ | ✓ |
| Real-time Queue Monitoring | – | – | – | – | – | – | ✓ |
| Silent Monitoring | – | – | – | – | – | – | ✓ |
| Historical Reporting | – | – | – | – | – | – | ✓ |

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