

Peace of Mind – Access Plan Includes:

- ✓ Router/Firewall Maintenance – Includes ensuring Router/Firewall is configured properly to support ITS Services.
- ✓ Proactive Circuit Monitoring – Includes proactive monitoring to identify bandwidth failures in a timely manner; should monitoring indicate loss of bandwidth; we will attempt to notify your key contact to confirm bandwidth loss is valid.
- ✓ Automatic Trouble Ticket Generation – If contact person is unavailable to confirm bandwidth loss is valid or can't be reached, ticket will automatically be generated with underlying carrier.
- ✓ Emergency Replacement – Covered equipment will be replaced with four (4) business hours to locations within a 100 mile radius of Simi Valley, California. Clients with locations outside of the 100 mile radius will have replacement equipment delivered to them next business day.

Requirements:

1. A static IP address
2. Standard internet bandwidth (MPLS not included at this time) provided by ITS.
3. Customer must allow ITS to configure Router/Firewall for Peace of Mind Access Plan
4. Preference is for Client to provide a contact to be notified in the event of bandwidth loss. Identified contact should have access to voicemail or email for status and updates from ITS.

Covered Equipment:

Router's

- EdgeWater Edgemarc 4552 Routers
- Non T1 Router: EdgeWater Edgemarc 4550

Firewall's

- Sonicwall Firewall TZ100
- Sonicwall Firewall TZ100 with wireless

Peace of Mind – PBX Plan Includes:

- ✓ Changes to existing IP PBX, Phones, and other PBX related devices
- ✓ Extensions- - Unlimited changes to such features as changes to extension names, moving direct numbers to different devices, activating or disabling Attendant Console and more!
- ✓ Call Groups - Unlimited changes including adding and removing members, renaming groups and ring order, changes to Call Group Voicemail and more!
- ✓ Intercom Groups - Unlimited adding or removing of members.
- ✓ Auto Attendant - Unlimited changes to the options, uploading new recordings, changing the scheduling of actions or the name.
- ✓ ACD Queues- Unlimited changes with adding and removing members, changing the ACD queue name and option changes such as time before calls go to voicemail or another queue.
- ✓ Programming Changes - Unlimited changes to equipment such as changing the display name or adding or removing an extension to the phone.
- ✓ Priority Order Routing- Prioritized order routing ensures that your add, change or removal order to existing services will be expedited and will be completed within four (4) business hours of receipt. Submit requests, with all details via email to exclusive Peace of Mind email box: order@itstelecom.com

- ✓ Emergency Replacement – Covered* equipment will be replaced with four (4) business hours to locations within a 100 mile radius of Simi Valley, California. Clients with locations outside of the 100 mile radius will have replacement equipment shipped to them by the next business day.
- ✓ Equipment Replacement – In warranty covered* equipment no additional charge. Out of warranty covered* equipment replacement, charges will apply.

Example of items **not** included:

- ✓ Adding a new feature
- ✓ Adding a new device
- ✓ Adding a new number
- ✓ Adding a new group
- ✓ Etc.

Peace of Mind – PBX plans have tiered pricing levels, ensuring that every client can afford peace of mind.

Requirements:

1. Must be ITS provided equipment and purchased for all devices for the term of agreement.

Covered Equipment:

Phone's

- Cisco SPA 504
- Cisco SPA 508
- Cisco 303 IP Phone
- Cisco SPA 525
- Cisco 509 – 12 Line IP Phone
- Polycom SoundPoint IP 335
- Polycom SoundPoint IP 450
- Polycom SoundPoint IP 550
- Polycom SoundPoint 560 4 line phone
- Polycom SoundPoint 560 with power supply
- Polycom SoundPoint 650 6 line phone
- Polycom SoundPoint 650 with expansion module
- Uniden WX13077 Rugged Cordless Phone w base station
- Uniden DWX337 1.9 GHz DECT 6.0 Digital Waterproof Accessory Handset

Gateway's

- Grandstream Gateway GXW4004
- Grandstream Gateway GXW4008
- Grandstream Gateway GXW4024

ATA's

- Linksys SPA 2102 ATA