

## Mitel Statement of Work for Village of Wellington

Upon Agreement authorization and lease acceptance Mitel will perform the below tasks to Upgrade the Mitel/Inter-Tel Axxess system to the Mitel/Inter-Tel MiVoice Office system. We strive to provide a turnkey installation between these two systems and the Mitel/Inter-Tel equipment. The steps provided below are tasks we require, to give us more in-depth understanding of the system usage and functionality. A more in-depth evaluation may be necessary within some of these tasks;

- Mitel Professional Service's will require a current database save and review. A Remote pull or an On-site visit will complete this task.
- Mitel will request changes that the client would like to see or ask what change is needed to achieve desired end results. Mitel will also offer new enhancements and features of the MVO – (Mitel MiVoice Office system) to enhance the workplace and office efficiency where appropriate. Mitel will review the current database and system setup, taking in to account the changes requested and develop a new Data Base. This task will be an overall Data Base and Programming evaluation. Administration tasks and techniques may also be discussed at this time for the MVO system and differences.
- Where productive, Mitel may use Internal Migration techniques to copy and/or upgrade existing database's, this is based upon resources Mitel has developed over seven years of migrating between these two platforms. This new database will be loaded into the new MVO and the Axxess will retain the current programming as a fall back.
- Mitel will review the new programming/database on the MVO with the client's staff, with the MVO On-Site and prior to cut-over. This will provide the client a view for questioning and fine-tuning as well as the ability to do side-by-side comparisons prior to the cut-over.
- Mitel and the client will schedule a tentative Cut-Over Date and time. Typically M-T, weekdays at after hours as close to 5pm EST as possible. Close to 5PM provides additional remote support if needed. And Monday thru Thursday, provides for a full remote support if required on First-Day of business.
- Cut-over will be done and tested during after-hours on Cut-Day, typically during the evening hours with any physical changes during this time. The achievement here is to have a fully functioning MVO system in place this evening, if not, problems can be determined and resolutions attempted. If not successful, and agreed on by the client, then the fall back to the current system can be made. Process will restart upon agreed timeframe. If Cut-Over is positive, then Technical resources and End User Support is scheduled on site for the First Day of Business Support.
- For First Day of Business Support, a technical resource will be on-site to make sure system is running as planned, to make adjustments were needed and answer questions. A Trainer will also be on site to help with any End User problems. This is typically the best time to review Administration activities, that the client's Administration should have been briefed on during the Database review.
- Mitel's work in regards to this SOW is based upon the Schedule 1 Equipment Itemization list dated \_\_\_\_\_ included in the TSP Lease Recast documentation.

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