State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER	PAGE
DNRB12095	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

FRANK WHITTAKER
304-558-2316

VENDOR	RFQ COPY
	TYPE NAME/ADDRESS HERE

FRONTIER West Virginia Inc.
1500 MacCorkle Ave.
Chls, WV 25396

SHIP TO

DIVISION OF NATURAL RESOURCES
PARKS & RECREATION SECTION

324 4TH AVENUE
SOUTH CHARLESTON, WV
25303-1228   304-558-3397

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
12/13/2011				

BID OPENING DATE:	01/26/2012	BID OPENING TIME	01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		968-42		

GENERAL CONSTRUCTION

BIDDING ONLY SECTION 27-3001

THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY,
THE WEST VIRGINIA DIVISION OF NATURAL RESOURCES IS
SOLICITING BIDS FOR LODGE RENOVATION AND GUEST ROOM
CONSTRUCTION AT CANAAN VALLEY RESORT STATE PARK.

THIS IS AN EAST BOND FUNDED CAPITAL IMPROVEMENT
PROJECT. PAYMENTS TO VENDORS WILL BE MADE BY THE
BANK OF NEW YORK MELLON.

MANDATORY PRE-BID
A MANDATORY PRE-BID WILL BE HELD ON 12/28/2011 AT
1:30 PM AT THE THE CANAAN VALLEY RESORT AND CONFERENCE
CENTER, DAVIS, WEST VIRGINIA. ALL INTERESTED
PARTIES ARE REQUIRED TO ATTEND THIS MEETING.
FAILURE TO ATTEND THE MANDATORY PRE-BID SHALL RESULT IN
DISQUALIFICATION OF THE BID. NO ONE PERSON MAY
REPRESENT MORE THAN ONE BIDDER.

AN ATTENDANCE SHEET WILL BE MADE AVAILABLE FOR ALL
POTENTIAL BIDDERS TO COMPLETE. THIS WILL SERVE AS THE
OFFICIAL DOCUMENT VERIFYING ATTENDANCE AT THE MANDATORY
PRE-BID. FAILURE TO PROVIDE YOUR COMPANY AND
REPRESENTATIVE NAME ON THE ATTENDANCE SHEET WILL RESUL
IN DISQUALIFICATION OF THE BID. THE STATE WILL NOT
ACCEPT ANY OTHER DOCUMENTATION TO VERIFY ATTENDANCE.
THE BIDDER IS RESPONSIBLE FOR ENSURING THEY HAVE
COMPLETED THE INFORMATION REQUIRED ON THE ATTENDANCE
SHEET. THE PURCHASING DIVISION AND THE STATE AGENCY
WILL NOT ASSUME ANY RESPONSIBILITY FOR A BIDDER-S

RECEIVED
2012 FEB 16 PM 1:19
WV PURCHASING
DIVISION

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: Michael G. Schumacher

TITLE: SRA/CPE/W

TELEPHONE: 304-415-1734

DATE: 02/16/12

FEIN: 55-0142020

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS
PURCHASE ORDER/CONTRACT

1. **ACCEPTANCE:** Seller shall be bound by this order and its terms and conditions upon receipt of this order.

2. **APPLICABLE LAW:** The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern all rights .and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.

3. **NON-FUNDING:** All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the terms of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.

4. **COMPLIANCE:** Seller shall comply with all federal, state and local laws, regulations and ordinances including, but not limited to, the prevailing wage rates of the WV Division of Labor.

5. **MODIFICATIONS:** This writing is the parties' final expression of intent. No modification of this order shall be binding unless agreed to in writing by the Buyer.

6. **ASSIGNMENT:** Neither this Order nor any monies due, or to become due hereunder may be assigned by the Seller without the Buyer's consent.

7. **WARRANTY:** The Seller expressly warrants that the goods and/or services covered by this order will: (a) conform to the specifications, drawings, samples or other description furnished or specified by the Buyer; (b) be merchantable and fit for the purpose intended; and/or (c) be free from defect in material and workmanship.

8. **CANCELLATION:** The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.

9. **SHIPPING, BILLING & PRICES:** Prices are those stated in this order. No price increase will be accepted without written authority from the Buyer. All goods or services shall be shipped on or before the date specified in this Order.

10. **LATE PAYMENTS:** Payments may only be made after the delivery of goods or services. Interest may be paid on late payments in accordance with the *West Virginia Code.*

11. **TAXES:** The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

12. **RENEWAL:** Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.

13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.

14. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at **www.state.wv.us/admin/purchase/vrc/hipaa.htm** and is hereby made part of the agreement provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

15. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf.

16. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

17. **ANTITRUST:** In accepting this purchase order or signing this contract with any agency for the State of West Virginia, the vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to vendor. Vendor certifies that this purchase order or contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law. Vendor further certifies that this purchase order or contract is in all respects fair and without collusion or fraud.

Rev. 8/09/10

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER	PAGE
DNRB12095	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

FRANK WHITTAKER
304-558-2316

RFQ COPY
TYPE NAME/ADDRESS HERE

VENDOR
FRONTIER WEST VIRGINIA Inc.
1500 MacCorkle Ave
CHAS, WV 25396

SHIP TO
DIVISION OF NATURAL RESOURCES
PARKS & RECREATION SECTION

324 4TH AVENUE
SOUTH CHARLESTON, WV
25303-1228   304-558-3397

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
01/19/2012				

BID OPENING DATE:	02/09/2012	BID OPENING TIME	01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

ADDENDUM NO. 1

THIS ADDENDUM IS ISSUED TO:

1.) PROVIDE ADDITIONS TO THE BIDDING DOCUMENTS,

2.) PROVIDE A COPY OF THE MANDATORY PRE-BID ATTENDEE LIST,

3.) PROVIDE ANSWERS TO TECHNICAL QUESTIONS

4.) PROVIDE REVISED DRAWINGS
**REVISED DRAWINGS ARE AVAILABLE BY VISITING
HTTP://WWW.FILESANYWHERE.COM/FS/V.ASPX?V=8A6E67895E6474
A970A0. THEY ARE NOT CONTAINED IN HARD COPY FORMAT
IN THIS DOCUMENT.

5.) EXTEND THE DEADLINE FOR TECHNICAL QUESTIONS TO
01/26/2012 AT THE CLOSE OF BUSINESS. TECHNICAL
QUESTION SUBMISSION MUST BE IN ACCORDANCE WITH THE
PROVISIONS FOR TECHNICAL QUESTIONS IN THE ORIGINAL
REQUEST FOR QUOTATION (DNRB12095),

6.) EXTEND THE BID OPENING DATE

BID OPENING DATE IS EXTENDED TO: 02/09/2012
BID OPENING TIME REMAINS: 1:30 PM

***************** END ADDENDUM NO. 1 ****************

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE 304-415-1734	DATE 02/16/12
TITLE SR. AE-CPE/W	FEIN 55-0142020	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER	PAGE
DNRB12095	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

FRANK WHITTAKER
304-558-2316

RFQ COPY
TYPE NAME/ADDRESS HERE

VENDOR: Frontier West Virginia Inc.
1500 MacCorkle Ave.
Chas, WV 25396

SHIP TO:
DIVISION OF NATURAL RESOURCES
PARKS & RECREATION SECTION

324 4TH AVENUE
SOUTH CHARLESTON, WV
25303-1228   304-558-3397

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
01/26/2012				

BID OPENING DATE:	02/14/2012	BID OPENING TIME	01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

```
*************** ADDENDUM NO. 2 ***************

THIS ADDENDUM IS ISSUED TO:

1.) PROVIDE ADDITIONS TO THE BIDDING DOCUMENTS,

2.) PROVIDE ANSWERS TO TECHNICAL QUESTIONS

3.) PROVIDE REVISED DRAWINGS
**REVISED DRAWINGS ARE AVAILABLE BY VISITING
HTTP://WWW.FILESANYWHERE.COM/FS/V.ASPX?V=8A6E67895E647
A970A0.  THEY ARE NOT CONTAINED IN HARD COPY FORMAT
IN THIS DOCUMENT.

4.)  EXTEND THE BID OPENING DATE

BID OPENING DATE IS EXTENDED TO: 02/14/2012
BID OPENING TIME REMAINS:          1:30 PM

***************** END ADDENDUM NO. 2 ***************
```

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE

TELEPHONE 304-415-1734   DATE 02/16/12

TITLE SR-AE-CPE/WV   FEIN 55-0142020   ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER	PAGE
DNRB12095	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

FRANK WHITTAKER
304-558-2316

RFQ COPY
TYPE NAME/ADDRESS, HERE

VENDOR

FRONTIER WEST VIRGINIA INC.
1500 MacCorkle Ave.
CHAS, WV 25396

DIVISION OF NATURAL RESOURCES
PARKS & RECREATION SECTION

SHIP TO

324 4TH AVENUE
SOUTH CHARLESTON, WV
25303-1228   304-558-3397

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
01/31/2012				

BID OPENING DATE:	02/14/2012	BID OPENING TIME	01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

```
*********************** ADDENDUM NO 3 *****************

THIS ADDENDUM IS ISSUED TO PROVIDE THE ATTACHED
ITEMS, TECHNICAL QUESTIONS & ANSWERS AND SPECICICATION
SECTION 26 3213 ENGINE GENERATORS-NATURAL GAS.


THE BID OPENING DATE AND TIME HAVE NOT CHANGED.


******************* END ADDENDUM NO. 3 ***************
```

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE 304-415-1734	DATE 02/16/12
TITLE SR. VICE-CPE WV	FEIN 55-0142020	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER	PAGE
DNRB12095	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

FRANK WHITTAKER
304-558-2316

RFQ COPY
TYPE NAME/ADDRESS, HERE
Frontier West Virginia Inc.
1500 MacCorkle Ave.
CHAS, WV 25396

DIVISION OF NATURAL RESOURCES
PARKS & RECREATION SECTION

324 4TH AVENUE
SOUTH CHARLESTON, WV
  25303-1228   304-558-3397

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/10/2012				

BID OPENING DATE:	02/16/2012	BID OPENING TIME	01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

```
***************** ADDENDUM NO. 4 ****************

THIS ADDENDUM IS ISSUED TO:

1)  CHANGE THE BID OPENING DATE AND TIME TO:
    02/16/2012 AT 1:30 PM

2)  PROVIDE THE ATTACED SUBSTITUTION REQUEST WHICH WAS
    OMITTED FROM THE PRIVIOUS ADDENDUM IN ERROR.


****************** END ADDENDUM NO. 4 ***************
```

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE 304-415-1734	DATE 02/16/12
TITLE SR. AE CPE WV	FEIN 55-0142020	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

frontier® Communications

Allen Corporation OF AMERICA

Response to: RFQ DNRB 12095 Voice-Over Telephone System Section 27 3001 For Canaan Valley Resort and Conference Center

Presented by:

Michael Schumacher

Anthony Rome

Chris Demetrius

CPE Account Executive
304-415-1734

Account Executive
304-622-4884

Allen Corporation
804-285-6904

michael.schumacher@ftr.com

anthony.rome@ftr.com

cdemetrius@allencorporation.com

February 13, 2012

Division of Natural Resources, Parks & Recreation Section
324 4th Avenue
South Charleston, WV 25303

RE: Canaan Valley Lodge RFQ DNRB 12095 – Section 27-3001

Dear Division of Natural Resources,

The request for proposal gives the State the flexibility to consider alternative proposals. The following is the alternative proposal submitted by Citizens Telecommunications Company of West Virginia d/b/a Frontier Communications of West Virginia.

On behalf of Frontier Communications, thank you for giving us the opportunity to propose a **Mitel Communications Director** for Canaan Valley Resort. Frontier commits to being the conscientious and dedicated partner that can deliver the solutions and changes Canaan Valley Resort requires to go forward, ensuring you a secure and profitable future. With Frontier, you can consolidate your communications with one provider, giving you advantages such as:

- **One Company** for any issues impacting your network services. This will prevent Canaan Valley Resort from having to deal with multiple vendors for upgrading or troubleshooting.

- **Direct Access** to dedicated account management, engineering, and billing resources. This means dealing with people who know Canaan Valley Resort, your network, and you.

- **Leading Edge, Reliable Services** backed by Frontier technicians and around-the-clock network monitoring.

Additionally, Frontier believes that you should choose our proposal because we have:

- **Partnered with Allen Corporation** for the installation and maintenance of your new phone system. Allen Corporation has been the company responsible for the maintenance of Canaan Valley Resort's existing Hitachi system as well as being a "Mitel Hospitality specialistPARTNER". Owing to Allen Corporation's existing relationship with the State of West Virginia's chosen management company for this property; Allen Corporation's on-going maintenance of the existing phone system; the uniquely designed hospitality features of the Mitel product proposed; and Frontier of

West Virginia's status as your historic provider of network services, we believe NO ONE else will be able to offer the level of service, support and transitional integrity through the construction process that our solution provides.

- **Mitel manufactures the industry leading solution for the hospitality sector** of the telecommunications industry, in some sectors of this industry possessing as much as 90% market share.

- **The product, pricing and performance of our solution** – based upon the unique needs of this construction process and Canaan Valley Resort – are second to none.

The reliability of and satisfaction with Canaan Valley Resort's communication infrastructure is Frontier and Allen Corporation's first priority. Your account team includes experienced engineers and technicians, and we are available to serve you before, during and after installation. Should you have any questions or would like additional information, please do not hesitate to contact us.
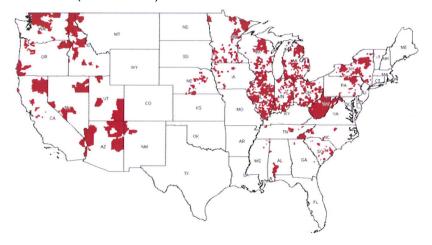
Sincerely,

Michael Schumacher
CPE Account Executive
michael.schumacher@ftr.com

Anthony Rome
Account Executive
Anthony.rome@ftr.com

Chris Demetrius
Allen Corporation of America
cdemetrius@allencorporation.com

ABOUT FRONTIER COMMUNICATIONS

Frontier Communications Corporation was founded in 1935 and is based in Delaware. Our Corporate Headquarters are in Stamford Connecticut. Frontier is a Fortune 500 company included in the S&P 500 index (NYSE:FTR).

Frontier is the nation's largest provider of communications services focused on rural America, offering Broadband, Phone, Satellite television, wireless Internet data access, PC security solutions and technical support, Internet-based television, carrier services, specialized bundles for small businesses and home offices, and advanced business communications for medium, large and commercial businesses in 27 states. Frontier's 15,400 employees are 100 percent U.S.-based. Pro Forma revenue for 2010 was $5.7 billion.

Frontier is uniquely qualified to be the communications provider for your company, with decades of experience delivering a comprehensive range of services -- from traditional phone lines to high-performance voice, data, IP network, wireless and equipment solutions -- Frontier has the experience and capabilities to meet and exceed your expectations.

Frontier wants to be your first and only choice. We already make it possible for you to obtain reliable local, long distance, Internet and data services. Frontier is a start-of-the-art organization focused on excellence by offering you the added convenience of working with a **dedicated Frontier Account Team** who understands your business and focuses on the cost-effective handling of your communications needs – **and** your total satisfaction with Frontier products and services.

Our strong understanding of your organization and its requirements has been enhanced by many years of hands-on engineering support, account management and technical service. We will work with you, one-on-one, to understand your specific communications needs. Your success is our utmost priority. Together, we will determine the best solution for your business.

We make it our priority to be there when you need us, from first installation to the ongoing support of your specialized telecommunications solution. Our team of experienced engineers and highly trained technicians are available to assist you in taking full advantage of Frontier products and services. With the experience of the Frontier team behind you, you will be able to focus on other key areas vital to your core business.

Why Frontier Should Be Your Choice
Frontier Communications is committed to helping you succeed. We believe that our proposal demonstrates this commitment by recommending solutions utilizing technologies that are available today and that have the ability to harness future technologies and network enhancements.

We have the network, the technology, the expertise, and the tenured people to help you operate at peak communications efficiency. We deliver services that empower people around the world to communicate easily and exchange information quickly. With a Frontier Communications solution, you will benefit from outstanding service quality, product flexibility, and competitive pricing. Your Frontier Communications Account Team looks forward to consulting with you about how the proposed services can help you achieve your business objectives.

Allen Corporation of America:

Allen Corporation of America is a Virginia based professional services firm, specializing in all functional aspects of Automated Information Systems (AIS) support. Allen is proud to be a Platinum Level Exclusive Business Partner with Mitel, and has been selling, installing, and supporting the full portfolio of Mitel communications solutions since 1982.

Allen's mission is to provide professional services and best-in-class products and unified communications solutions to our clients. Our goal is to extend these services to Canaan Valley Resort & the State of West Virginia. We specialize in major technology areas, including: Unified Communications, Logistics, Training, Network/Cyber Security, and Technology Services. Attention to detail and superior contract performance have earned Allen a reputation as an industry leader among our diverse customer base, a customer base that includes education, government, healthcare and hospitality. Some of our satisfied clients include: are: Frontier Communications, Verizon, 360 Hospitality Clients of diverse Brands & Chains including Canaan Valley Resort, Department of Defense, Federal Aviation Administration, and Department of Veteran's Affairs.

Our corporate headquarters are located in Fairfax, VA, with most of our operations centered in our Colonial Heights, VA offices. We also have regional offices in Ithaca, NY, Atlanta, GA, and the Netherlands. With operations in 22 states and worldwide, we employ more than 260 people. Our offices are secure facilities, and we maintain Secret Clearances for appropriate personnel.

Allen meets the conditions for qualifying as a small business. We are ISO 9001:2008 certified for Quality Management Services. The key to our success lies in our professionalism, our consistency, and our ability to satisfy the customer. Allen personnel have expertise in Telecommunications, Voice over IP, Unified communications, automated logistics systems, information technology, and legacy X.25 and TPX support services. In 2008, Allen Corporation deployed a year-long $4M campus wide IT infrastructure refresh including Core Switching, Edge Switching, Campus-Wide WI-FI, Network Security, and network routing and design services at a college in the northeast.

In addition to providing a staff of highly qualified functional, technical, and administrative personnel, Allen provides its customers with a management philosophy that embraces the use and application of sound project management principles to the Life Cycle Management (LCM) process.

Our superb product assurance program allows personnel to monitor, review, and modify processes throughout a system's life cycle. This product assurance is an integral part of Allen's underlying management methodology. As such, it is a primary reason for Allen's excellent history of providing quality products and services on schedule since 1980.

The following pages present our offering in more detail. Ultimately, we propose to you a solution delivered with the highest level of insight, innovation and integrity. We thank you for considering Mitel in the RFP for providing voice, data and video communications, and we look forward to working with Canaan Valley Resort & State of West Virginia on this exciting project.

Mitel Announces Hospitality specialistPARTNER Designation

Allen Corporation of America

Mitel PARTNERprogram addresses specific needs of hospitality industry

Leveraging over 30 years as a proven provider of hospitality-specific communications solutions, Mitel® has created the Hospitality specialistPARTNER designation.

A supplier of innovative unified communications solutions to many of North America's leading hotel companies, Mitel is now combining its leadership position in the hospitality market with the focus and experience of select Mitel Hospitality specialistPARTNERs.

The Hospitality specialistPARTNER is also the next step in developing Mitel's newly introduced PARTNERprogram that enables channel partners to build mutually successful business opportunities in the rapidly growing IP communications solutions market.

"Seamless communications at reception, in guest rooms and throughout the facility is a critical part of the guest experience," said Doug Michaelides, vice-president, global marketing for Mitel.

"The Hospitality specialistPARTNER combines Mitel's tailored communications solutions and vertical expertise to help properties in their efforts to enhance the guest experience, improve business processes and drive new revenue streams.

Property owners that select a member of this program can be assured they are obtaining an innovative communications solution from a Hospitality specialistPARTNER with proven experience and expertise, and focus on the hospitality market."

To gain membership in the program potential Hospitality specialistPARTNERs follow rigorous requirements and must demonstrate technical expertise and sales success, and a commitment to deploying Mitel unified communications solutions.

Members of this program have privileged access to the Mitel hospitality sales team and benefit from ongoing training, product development and marketing support that enable them to deliver hospitality solutions that meet the needs of each individual customer.

Mitel's complete line of innovative applications, feature-rich IP phones, and scalable platforms lower operating costs, drive revenue streams and enhance the guest experience while making it easy for hotel staff to provide a professional level of customer service.

Mitel's migration strategy enables hoteliers to implement IP solutions at their own pace to meet their customers' needs.

Mitel and logo are registered trademarks of Mitel Networks Corporation.
All other trademarks are the property of their respective owners.

EXECUTIVE SUMMARY

Canaan Valley Resort & Conference Center is situated in one of the most scenic and tranquil settings in the Mid-Atlantic, with unlimited recreation and family-focused activities; Canaan Valley Resort is a four-season destination providing the perfect escape from the pressures of daily life. Fifteen miles long by three miles wide, Canaan Valley is the highest mountain Valley East of the Rocky Mountains, with a base elevation of 3,100 feet. Canaan Valley Resort is nestled on a plateau overlooking the valley, offering sweeping views of the surrounding peaks.

Canaan Valley Resort & Conference Center has defined a need to need to replace their current Legacy Hitachi phone system to meet the "new" resorts overall telephony requirements. Achievement of this update will stream line your communications and increase productivity across the Resort & Conference Center. To accomplish, Frontier Communications and Allen Corporation are prepared to offer a complete, personalized solution that meets both your present and future telephony requirements and that align to Canaan Valley Resort's Hospitality/business model. The proposed technologies will offer a significant ROI while proving accelerated Guest IP Phone Features and communications while enhancing the Guest Experience for those staying at Canaan Valley Resort. In addition, these technologies can be extended to all future growth of the resort facilities or lodge buildings, under the proposed IP telephony technology solution.

Hospitality resorts such as Canaan Valley Resort bear unique challenges, not the least of which is the need for well defined and managed communications. The needs of the staff whether working at the Resort's buildings, ski lifts, golf course or anywhere within the confines of the park to stay connected across the institutional landscape are vital to maintaining a high degree of service and attention to your most important client - your guest.

Canaan Valley Resort and Frontier Communications recognize the significance of an automated solution that encompasses both personalized service and automated flows. The solution, made possible by the breadth of products offered under the Mitel product line, is critical to establishing a competitive differentiator. Canaan Valley Resort needs to enhance the guest experience in response to the ever changing face of the "four-season resort" as well as seek out new means of operational efficiency despite financial limitations. Based upon these needs, Frontier Communications & Allen Corporation have combined their resources in order to deliver flexibility and simplicity in a cost effective, smart unified communications solution with applications for Hospitality properties of all sizes.

Phone System / Telephony Scope:

The Mitel product will ensure rapid communications under a VoIP platform that will enable Canaan Valley Resort to deploy a variety of technologies at the same time with centralized voicemail and the ability to both transfer voicemails and live calls from one location to another. This system flexibility will give you both receptionist capability and direct inward dial, while maintaining personalized Guest/Client approach.

This proposal will address options that are suitable for the Canaan Valley Resort business model. And each of these options has unique strengths that will allow for future growth within your enterprise. The main offering has been customized to the Canaan Valley Resort RFP for telecommunications and includes VoIP Telephones. We will provide a Voice-mail system, MCD Enterprise Controller and Hospitality Management Software.

Core Philosophy

Frontier Communication and Allen Corporation are Exclusive Mitel Platinum level authorized dealer. Mitel designs and manufactures Digital and IP Telephone system platforms and provides applications to empower our customers to customize their solutions to improve their revenue, processes, and return on investment. Allen Corporation understands the value of long-term customer relationships. Development strategies of the past, present, and future revolve around technology migration and investment protection. Allen Corporation's ongoing commitment to new technology ensures that its customers' communication platform will scale to meet their future needs. Combining solutions-oriented technology with a nationwide service and support network, Frontier and Allen Corporation are dedicated to continuing the tradition of quality products and a commitment to excellence.

Consultative Approach

As telecommunications technology continues to advance at an unprecedented rate, today's businesses are faced with a myriad of increasingly complex and confusing options. Frontier and Allen Corporation, strive to make telecommunications simple by providing a full-range of innovative products and services through a consultative approach designed to make your voice and data communications choices easy.

We are committed to establishing long-term relationships and to working together with you and your staff, getting to know your business, your customers and your overall telecommunications needs. As your telecommunications consultants, we will help resolve problems, plan upgrades, and do everything it takes to offer you the best solution to your communication needs; allowing you to do what you do best – run your business.

Complete Range of Communication Solutions

Frontier and Allen Corporation offer the most complete product portfolio in the industry, including Digital & IP Platform, Voicemail, Unified Messaging; Interactive Voice Response, Wireless Mobility, Video, and Audio Conferencing, and Call Accounting. We are a single source to satisfy all of your communication needs, whether they are voice/data hardware, software, or network application. Our product and service lines include a full-range of time-tested, proven communication solutions and applications, as well as network services through NetSolutions providing long-distance and other network services.

The Best Service – 24 hours a day, 7 days a week

Your communications system is **vital to your business!** When you experience a major failure, you are virtually "out of business." At Allen Corporation we recognize this and have developed the most responsive support organization in the industry. Our Regional Support Center located in Colonial Heights, VA is staffed with certified technicians, 24 hours a day, and seven days a week on an on-call basis. Detailed customer account records in our state-of-the-art system enable us to diagnose and resolve problems quickly. In many cases, we can resolve your problems remotely without even dispatching a technician to your site. However, in cases where there is a need for an on-site visit, you can rest assured that an expert Allen Corporation technician will be dispatched and at your doorstep promptly.

MARKET LEADERSHIP / STABILITY

Financial stability is important while choosing a partner in telephony Frontier and Allen Corporation offer consistent stability and value-driven communications products. Allen Corporation of America, Inc. is a professional services company offering industry-leading information technology and training solutions to the private and public sectors.

Frontier is the nation's largest provider of communications services focused on rural America, offering Broadband, Phone, Satellite television, wireless Internet data access, PC security solutions and technical support, Internet-based television, carrier services, specialized bundles for small businesses and home offices, and advanced business communications for medium, large and commercial businesses in 27 states. Frontier's 15,400 employees are 100 percent U.S.-based. Pro Forma revenue for 2010 was $5.7 billion.

Allen Corporation also acquired Property Technologies, Ltd., a telephone interconnect company founded in 1982 with a strong presence in the hospitality industry and a platinum Mitel VAR with over 2600 clients in 42 states. Allen Corporation has grown from providing simple business telephone systems and offering value-driven communications products to; applications utilizing networks and server-based communications software; and a wide range of managed services that include voice and data network design, traffic provisioning, custom application development, financial solutions and has become an industry-leading provider focused on the communication needs of business enterprises.

OUR PROPOSAL

Frontier Communication and Allen Corporation are pleased to have the opportunity of making a quotation to Canaan Valley Resort located in Davis, West Virginia for the use of our telephony products. Our proposal is outlined is as follows:

The product offering will be made to ensure maximum use efficiency of Canaan Valley Resort staff. It is our understanding that Canaan Valley Resort prefers a personalized approach and would like to deploy a receptionist to engage Guest & Clients.

The following design will give you both stand alone capabilities as well enterprise features. Canaan Valley Resort will have 911 service along with on site voice mail and night service. In addition the enterprise will enjoy the one centralized voicemail with enterprise messaging and DID numbers distributed across the enterprise. We will preserve the numbers that you are beholden to so that there are no business interruptions going forward. You will have a network solution that will enable you to do call transferring, extension dialing, voicemail transferring and outbound call expansion through 3300 controller.

Mitel Communications Director (MCD)

Mitel Communications Director (MCD) can be deployed in just about any environment, working with (rather than replacing) existing processes and systems to enhance them with the latest IP solutions and features. This attribute protects Canaan Valley Resort and Conference Center's legacy investment, and also prepares existing systems for future growth.

Mitel® Communications Director (MCD) software allows end users to operate their communications system with flexibility, ease, and reliability. This powerful software runs on a choice of platforms, such as the proprietary Mitel 3300 ICP or industry standard Oracle, HP, and IBM® servers, widening the scope of businesses and enterprises that will benefit from Mitel's call control software. It can be deployed in a centralized, distributed, or hosted configuration to meet specific business needs, and provides the reliability expected by the most stringent business requirements. Mitel Communications Director integrates with Mitel's desktop portfolio and suite of unified communications applications to drive productivity, enhance customer service and reduce costs.

Virtual Mitel® Communications Director offers the same MCD functions and capabilities, while being treated like any other virtualized application in the data center.   Mitel and VMware® have partnered to allow voice and business applications to run together in a virtualized environment.

Mitel Multi-Instance Communications Director (MICD) leverages virtualization techniques to allow multiple instances of Mitel Communications Director (MCD) to run on an industry-standard server. MiCD provides a dense, scalable, and energy efficient communication services platform, while maintaining the flexibility of completely distinct PBX instances.

Whether a company has 30 users or 65,000, MCD brings powerful call handling, a profusion of features, simple management and flexible deployment options.

Among MCD's embedded features are leading-edge mobility capabilities and standard unified messaging. Mitel Dynamic Extension establishes a single identity for users communicating internally or externally. Dynamic Extension works with any device (desk phone, cellular, remote office, home phone) and extends the corporate system to any location on any network. This improves the accessibility of the user, and also reduces costs and ensures first-call resolution.

MCD also includes inherent auto attendant, automatic call distribution, Wi-Fi, and an IP DECT wireless gateway. These combined with over 500 telephony features such as hot desking and audio conferencing enrich the user experience and invigorate existing processes. In distributed environments, MCD works over IP or traditional telephony networks to provide a virtual single system. MCD also provides support for networking standards such as SIP, QSIG and DPNSS, which facilitate interconnection with third-party PBXs and applications.

Administrators sign on only once to manage all the capabilities of up to 19 other MCD platforms. Through the same Web-based interface, they can also reach through to various applications to view and change administration forms on any MCD platform in the system.

MCD has no dedicated server hardware, but instead runs on either Mitel proprietary 3300 Controllers or industry-standard Sun, HP or IBM servers. It operates across virtually any LAN or WAN infrastructure, regardless of manufacturer. It can also be implemented in a distributed model where call control is managed at local sites or in a hosted model where call control servers are collocated with gateways to deliver resilience and business continuity.

MCD can be configured to provide different services running on separate hardware platforms within a single solution. For example, it can be configured to run as a call controller on one hardware platform, a

media gateway on another, and an applications and services gateway on a third controller, all combining to form a single system.

MCD consistently delivers efficient, seamless call handling. It provides native call setup, tear down, and signaling between Ethernet IP-connected telephones. For traditional telephony, such as POTS and PSTN trunks, call handling is also conducted natively by MCD through a conventional TDM circuit-switched subsystem. Using two different switching techniques simultaneously means

- all traffic is switched with minimum conversion between packet and traditional telephony to provide optimum voice quality in all call scenarios
- embedded gateway functionality is only required between the IP and non-IP networks, optimizing the use of system resources
- migration from traditional PBX to IP telephony is seamless and efficient

MCD's high level of flexibility revives legacy systems and saves Canaan Valley Resort and Conference Center money and time. MCD is designed to IP-enable the legacy PBX, which protects existing investments while delivering all the advantages of a unified communications infrastructure. In addition, features available on Mitel IP phones can be ported to legacy phones (desktop, wireless, cellular, remote), eliminating the need to buy new phones.

MCD's flexible design immediately enhances the user experience, and extends high-level benefits over the long term.

Architecture

Using Mitel 3300 Controllers and gateways, MCD can be configured and integrated into any corporate LAN or WAN infrastructure that supports Quality of Service, regardless of manufacturer.

The IP network connects IP telephony devices, and simultaneously provides a Time Division Multiplexer (TDM) subsystem (for digital and analog phones and trunks). This capability means that MCD

- supports a complete IP implementation, a TDM implementation, or a combination of IP and TDM

- can provide optimum voice quality in all call scenarios due to minimization of conversions between IP and TDM

- offers seamless and efficient migration from traditional PBX to IP telephony

- provides native support for SIP interoperability with multiple service providers and for a variety of traditional PSTN interfaces and networking protocols

- delivers consistent features and functionality between the TDM and IP domains

The MCD software architecture supports

- multiple services and capabilities, e.g., as a media gateway, a user gateway, or an applications and services gateway on a variety of purpose-built controllers and gateways and industry-standard platforms

- scaling from individual sites of 10 users or less up to thousands of users on a single controller/site and hundreds of controllers in a large network

- resiliency and redundancy in MCD, ensuring there is no single point of failure in the voice network.

- For example, should connectivity to a primary 3300 MXe Controller become temporarily lost, MCD system features and capabilities are preserved in a second 3300 MXe Controller. IP phones and applications are redirected to the secondary controller until connectivity returns to the primary controller.
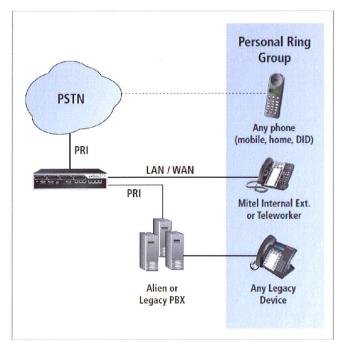

Selected Features

MCD has more than 500 features. Below is just a sample.

Dynamic Extension

Mitel Dynamic Extension is an embedded feature of the MCD platform. It provides seamless converged mobility across the entire organization. Users can work anywhere in the world without limits on device, network or location.

Without the need for client software or additional server hardware, Dynamic Extension will enable your mobile workforce to do the following tasks:

- set any number as a hot desk contact point
- use any device on any network and still be recognized as part of the internal MCD system
- access all the attributes and features of a desk phone
- make long-distance calls over the corporate network
- make and receive calls on up to eight numbers/devices (including SIP Wi-Fi clients) each as part of a Personal Ring Group (PRG) while still presenting a single identity to callers
- maintain real-time presence and availability
- push or pull calls between devices in a PRG without interrupting the conversation

Dynamic Extension works with any device that has a phone number, including personal phones. Employees can use a mobile or fixed device.

You no longer need to standardize devices or purchase and maintain mobile phones; business calls from mobile devices can be routed through the business PBX and billed to the company. It does not require complicated SMDR records, and leaves personal calls as the responsibility of the user, not the company.

Dynamic Extension also provides users with one centralized mailbox to store all voice messages. This not only simplifies message management, but also eliminates the expense of multiple voice mail services.

For users with multiple devices, such as a mobile phone, desk phone and softphone, Mitel offers a single-license option (including Dynamic Extension) for the user's entire group of internal and external phones.

ACD

MCD provides fully integrated Automatic Call Distribution (ACD) functionality that includes call distribution, agent mobility, feature configuration, administration and recorded announcements. The integrated ACD functionality of MCD is enhanced by the Mitel Customer Service Manager suite of applications, which optimizes contact center efficiency.

Hot Desking

Hot desking lets users share IP phones. Users can log onto any hot desk-enabled Mitel IP phone within a defined cluster of MCD platforms, regardless of location. For example, a user with a New York home office can travel to a Chicago office and log in to a hot desk-enabled phone, and use that phone to conduct business from Chicago as though the user was still in New York. Personal settings and the voice mailbox become available when the user logs in. Hot desking includes password protection for personal security.

Call Reporting & Cost Management

MCD includes a highly flexible Station Message Detail Reporting (SMDR) data collection capability. It gathers data for outgoing and incoming trunk calls and internal station-to-station calls. It also allows extensive SMDR record format changes to accommodate items such as international ANI digit strings, attendant line appearances, or incomplete internal calls.

When used with an external call accounting system, such as the optional Mitel Call Accounting software package, users can effectively manage telephone activities and expenses as well as track telephone system costs and summarize them in reports.

Location-Based Accounting

Location-Based Accounting gives MCD administrators the ability to attribute devices, and subsequently calls, to specific locations. This will allow you to bill those locations when a hot desk user has logged into different devices and worked at different locations. The device location information is provided in MCD's SMDR records which contain identifier fields for the calling party and the called party.

Account Codes

MCD offers from 11,000 (default) to 40,000 account codes.

Night Service Indication

The feature access key informs users which mode the system is in. The phone's key appearance is lit if the system is in Night Service, and off if it is in Day Service. If the key is lit, the telephone display informs the user whether the system is in Night Service 1 or Night Service 2.

Record-a-Call

Using voice mail as a recorder, this feature allows subscribers to discreetly record a live conversation between themselves and another party, and save the message in voice mail. Recorded calls can be replayed to ensure accurate information was derived from the conversation or to monitor harassment.

Maintenance Logs

The MCD system supports a robust set of remote diagnostic commands through an HTTPS-based system administration interface, a Telnet CLI interface, or locally through the console port. MCD also maintains error and event maintenance logs that can be viewed remotely or retrieved to assist in problem diagnosis.

Traffic Measurement

The Mitel Traffic Analyzer generates reports on the health of a network. The trunk report covers busy hours and traffic by period.

These reports will also help you fine-tune routing to take advantage of the lowest rates provided by your carrier. As part of the Traffic Analyzer, Mitel route reports ascertain whether callers were able to access the appropriate route, route list, and route plan.

Security

MCD delivers rich telephony features, call handling, and networking to users across an organization. Security has been incorporated into its very design, ensuring everything from the system and each transmission to user access and administration functions are safeguarded. Several of MCD's included security features are described below:

Protected Transmissions

MCD safeguards transmissions through encrypted media and signaling paths for all Mitel IP phones. This is accomplished with secure real-time protocol (SRTP) using 128-bit advanced encryption standard.

Mitel encrypts the media path between multiple MCDs using secure socket layer (SSL) protocol, enabling IP phones to send and receive voice traffic only when instructed by MCD through commands sent in the encrypted call control stream.

Secure Management Interfaces

MCD's set of management tools use SSL security for data encryption and require login credentials for access. Multiple levels of access control are provided to allow users to divide responsibilities. The Mitel MiXML API is also SSL-encrypted and uses a certificate-based mechanism to achieve a secure level of access for applications connecting into the system. The management access point provides secure remote administration for VPN or dial-up access.

Security for Remote IP Telephony Calls

Deploying the Mitel Border Gateway (MBG) teleworker solution within the DMZ (demilitarized zone) of the LAN provides SRTP encryption to protect the confidentiality of Internet-based teleworker calls. It also provides SSL-based security for protecting the call control signaling to prevent eavesdropping on Mitel teleworker calls over the Internet, and protects call control signaling from being monitored or modified.
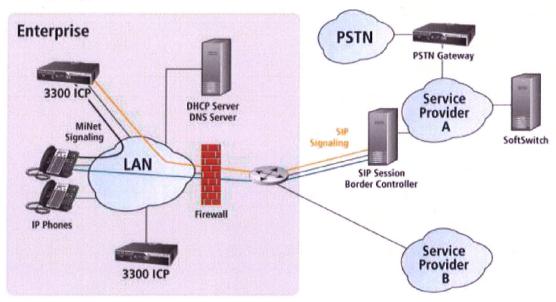
Digital Certificates

Mitel offers public-key encryption through a trusted third party for strong authentication based on digital certificates. User certificates are encrypted with the private key of the certificate authority and can only be decrypted by those with the key. The transmission cannot be altered or forged by anyone without the decryption key.

Prevention of Toll Abuse

Comprehensive toll control is an integral part of MCD call control. It enables the restriction of user access to trunk routes and specific external directory numbers. It also provides Class of Restriction (COR) and Class of Service (COS) features that substantially reduce the risk of toll abuse.

SIP Trunking Support

Session initiation protocol (SIP) is an integral part of MCD. A peer-to-peer protocol, SIP enables communication with MCD through several avenues:

- Voice access to the public network: This is accomplished through trunking services from service providers. This approach allows voice traffic to aggregate onto a common packet-based interface with multimedia capabilities. SIP trunks feature greater flexibility and competitive pricing.
- Integration with a broad range of SIP phones: MCD can enhance the base functionality of SIP phones, offering various system services and group-based functionality. Softphone support is also included.
- Interaction with SIP border controllers, gateways and terminal adapters: Allows a better fit into the network. This secures and enables IP access to remote equipment.
- Access to SIP-enabled applications including voice mail, conference and video servers.
- Integration with Microsoft Live Communication Server 2005, Microsoft Office Communications Server 2007 and Microsoft Exchange Server 2003/2007.

SIP-based trunks allow MCD to connect to the service provider through the IP network using the SIP protocol (see the diagram above). Our SIP Trunking Solution provides basic feature functionality as well as billing capability, emergency services support, fax support, and more.

MCD can also operate as a gateway between a TDM-connected PBX and a SIP service provider.

SIP Trunking Interoperability

MCD SIP trunking is compliant to IETF standards and supports a broad range of interoperability. Mitel and our partners have conducted extensive interoperability testing with SIP soft switches, carrier SIP services, SIP PBXs, SIP gateways and SIP firewalls.

SIP End Point Support

The MCD gateway provides a standards-compliant SIP registrar as well as SIP back-to-back user agent functionality embedded in the common control. No additional hardware is required for SIP end point support; however, SIP user licenses are required.

LAN Requirements

For optimum voice quality when running IP networks, we recommend separating voice and data traffic as much as possible by following these guidelines:

- Run voice and data on separate VLAN.
- Use a separate subnetwork for voice traffic.
- Use Ethernet switches instead of hubs (voice and data should not share the same Ethernet hub).
- Use full-duplex fast Ethernet for the Mitel 3300 ICP controller ports.
- Use full-duplex fast Ethernet and Ethernet trunks between switches.
- To enable Quality of Service (QoS) across a network, use the 3300 ICP system to support Type of Service (ToS) as well as DiffServ and IEEE 802.1 priority queuing for maintaining LAN/WAN QoS.

Our IP systems work with every major LAN/WAN communications equipment vendor in the industry. This is because of our dedicated use of industry standards in operations and functions integrated with LAN and WAN communications equipment.

As we do not manufacture LAN and WAN equipment, we do not use proprietary protocols in the data networking subsystem. Instead, our solutions allow voice and signaling to be carried over a multitude of LAN and WAN transport mechanisms that support IP. This allows our solution to operate independently from the LAN and WAN connections.

Listed below are the industry standards required for high-integrity operation of the Mitel IP solution.

Network equipment should, at minimum, provide connectivity according to

- IEEE 802.3 (Ethernet)
- IEEE 802.3i 10Base-T (subset of 802.3, 2006)

Improvements in operation and installation can be obtained through the application of

- IEEE 802.3u - 100Base-T (subset of 802.3, 2006)
- IEEE 802.3z - 1000Base-T (subset of 802.3, 2006)
- IEEE 802.1d (2006) – MAC Bridges
- IEEE 802.1Q (now included in IEEE 802.1d) - Layer 2 VLAN
- IEEE 802.1p - Layer 2 Priority
- RFC 2474 - DSCP (Differentiated Services Code Point)
- IEEE 802.1x - Access Authentication
- IEEE 802.1w – Rapid Spanning Tree, now included as part of IEEE 802.1d (2006)
- IEEE 802.3af - Power over Ethernet
- IEEE 802.1ab - LLDP (Link Layer Discovery Protocol)
- TIA 1057 - LLDP - MED (Media Endpoint Discovery)

Voice devices do not connect directly to the WAN, but rather through the LAN.

Devices may connect to a LAN network and then via a WAN link to the PSTN and Internet. You must also deploy MBG (Teleworker Solution) at the public network connection point.

To ensure QoS information is carried through the network, the routers should also support these abilities:

- handle multiple VLANs on a single connection to the LAN, or one connection per subnet/VLAN
- map DSCP values to the WAN priority mechanism and the reverse (e.g., DSCP to MPLS experimental bits)

Station Connectivity

MCD supports a range of station connections:

- 10/100/1000Base-T Ethernet connection: for IP phones to connect to the system through an Ethernet LAN 1000Base-T (supported with the optional Mitel Gigabit Ethernet Stand)
- on-premises analog station port (24 V per port) for industry-standard Dual Tone Multi-Frequency (DTMF) analog phones (External loop resistance on these stations is 600 Ohms or less, and the loop length is 5,000 feet (approximately 1,500 meters) on 26-gauge wire.)
- digital interface ports for system digital phones and consoles
- wireless connection with Wi-Fi/802.11 to permit the easy addition of wireless IP phones to existing 3300 Controllers (This will add full wireless IP functionality to an existing PBX in an incremental fashion, avoiding expensive PBX upgrades.)
- IP-DECT solution deployment that can deliver from one to 512 phones per installation through a maximum of 256 IP LAN-connected indoor, outdoor, or combination radio base stations

Network Connectivity

MCD controllers connect to your data network using a 10/100/1000 LAN port. Both the MXe III and CX II/CXi II Controllers are provided with dual LAN ports and support Rapid Spanning Tree Protocol (RSTP) for data network-level resilience.

Embedded interoperability is a key principle in Mitel's IP-focused development efforts. MCD delivers a system that supports IP, wireless; analog or digital technologies and can easily grow and add technologies as needed. 3300 Controllers typically have the following network connectivity capabilities.

Supported Analog Trunks

- Loop Start trunks
- Direct Inward Dial (DID)
- Loop/Tie trunks

Each 3300 Controller also supports analog devices such as phones, fax machines, and modems, and offers resources for system fail transfer, paging, and Music on Hold.

Supported Digital Trunks

- T1/D4, E1
- Primary Rate Interface (PRI)

Digital network connectivity is provided through embedded digital trunk modules housed directly in the 3300 Controller. These services can be either full links (T1/E1/PRI) or channeled to where those services are provided by the carrier.

ISDN Connectivity

3300 Controllers use multiple ISDN protocols for PRI and BRI connectivity. It provides ISDN-specific support to enable capture and control of costs, analysis of peak periods, and fine-tuning of network resources for both voice and data calls. MCD supports

- Automatic Route Selection/Least Cost Routing (ARS/LCR)
- ISDN SMDR
- minimum/maximum traffic control
- per-call service selection
- limited toll restriction
- trunk diagnostics
- Non-Facility-Associated Signaling (NFAS)
- remote LAN access
- networking feature transparency on switched ISDN calls

Mitel 3300 MXe Controller

The Mitel 3300 MXe Controller accommodates from 40 to 1,500 users. Its unique design enables a smaller system to be expanded to increase capacity rather than requiring a platform upgrade.

The MXe Controller ships with: one RTC/E2T computer card equipped with a 533 MHz MPC8360 RISC processor and 512 MB of DDR2 memory, a 160 GB Serial ATA (SATA), and an optional SATA RAID controller.

The RAID hard drives are hot swappable, but the optional RAID controller is not.

To increase capacity to 1,500 users, the MXe III Expansion Kit includes a second processor and a 128-channel echo canceller expansion module.

In its base configuration (one PQII 8280), the MXe Controller is suitable for up to 350 stations per controller, providing a BHCC rate of 28,800.
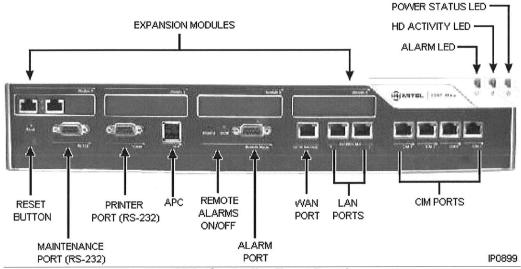
With two PQII 8280s installed, it is suitable for up to 1,500 stations per controller, providing a BHCC rate of 40,400.

Stratum 3 clocking is included as well as an embedded analog module, which provides Foreign Exchange Station/Foreign Exchange Office (FXS/FXO), Music on Hold, paging, relays and door/gate entry interface circuits.

Redundancy is available with the addition of an optional SATA RAID controller, two hard disks, and a second AC PSU (purchased separately).

The redundant MXe Controller uses dual 160 GB SATA hard drives in a RAID 1 configuration.

It supports redundant hot swappable power supplies, hot swappable RAID, and a COMexpress site for Linux-based applications or higher scaling call control.
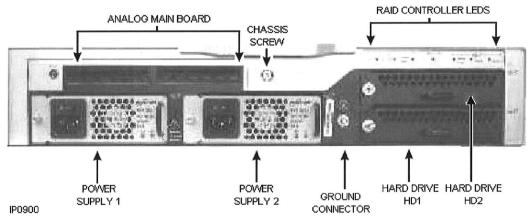

MXe Controller Front Panel

The 3300 MXe Controller's front panel copper interface module (CIM) ports are used to connect analog service units (ASU), providing additional analog telephone support.

The controller front panel also consists of the following components:

- six expansion modules (four for external connectivity, two for DSP modules)
- alarm port
- two DB-9 ports, connected to the RTC, for maintenance and printer purposes
- two 10/100/1GBase-T Ethernet LAN ports (RJ-45 connector)
- one 10/100 Base-T Ethernet WAN port (RJ-45 connector)
- four CIM ports
- remote alarms on/off
- system LEDs: alarm, hard drive, power/status
- status LEDs: Ethernet, CIM, and alarm
- reset pin

MXe Controller Rear Panel

Standard Configuration

- six expansion modules (four for external connectivity, two for internal)
- one 450 MHz processor (shared by the real-time control and Ethernet-to-TDM modules)
- 512 MB of RAM
- one Quad DSP
- 64-channel echo canceller
- one 160 GB SATA hard drive
- power supply
- AMB (six LS trunks, four ONS ports)

Redundancy

In comparison to resiliency, **redundancy** helps prevent 3300 ICP controller hardware failure by incorporating redundant (back up) hardware elements so that, if a primary hardware element fails, the back up hardware element can take over.

To support power supply redundancy, a second power supply module has been supplied with Canaan Valley Resort and Conference Center's 3300 ICP MXe controllers.

Hospitality

In the hospitality business, we understand that the guest experience is the key to establishing and maintaining a loyal customer.

Coupled with the need to look for ways to increase staff efficiency and revenue generating opportunities, these are the pillars to a successful and profitable hotel operation.

As a long-established and proven provider of communications solutions and an approved vendor with many of the major hotel companies in North America, it is clear why the Mitel line of PBX and IP communications systems has earned a leadership position supplying the hospitality industry.

A scaleable, hospitality-feature-rich communications system, the 3300 ICP enhances guest service while helping to smooth operations, increase productivity, and capture revenue.

Guest Experience

The 3300 ICP's hospitality-specific feature sets and an open architecture enable major third-party applications, such as call accounting, property management systems, and guest room phones to easily connect to the Mitel solution.

This means you can enable guestroom communication services upon check-in, streamlining the check-in process.

It also means you can better manage staffing levels to save costs and enable more customer-facing services during peak periods.

As well, you can place the guest room phone in restricted mode after check-out, providing guests with prompt, efficient service and reducing the chance of phone fraud in unoccupied rooms.

Mitel 3300 ICP's embedded hospitality messaging solution ensures your guests have access to messages on and off the property and puts them in control when they want to set up wake-up calls.

The Results

- Opportunity to create a positive guest experience through increased service levels, improve staff efficiency while mobile on the property, and increase safety and security.

- Enable hotels to generate revenue with guest room IP desktop technology and provide key meeting manager tools for access to on property services.

- Opportunity to improve key staff efficiency and save on costs through the use of the internet.

Mitel's open architecture will enable you to make a sound decision for today and for the future.

The 3300 ICP is a solution for both your immediate and long-term needs, evolving along with your business.

MCD Release 5.0 delivers on highly sought after hospitality enhancements and has been developed through close integration with the Mitel Hospitality team.

1. DND Setting – Allow the PMS to configure the DND setting
2. VIP Status – Display VIP Status of the caller
3. Personal Wake-Ups – Automatically designate personal wake-up for the guest
4. Increased Languages – Support more active languages (15)
5. Language Selection – Select language settings for the guest
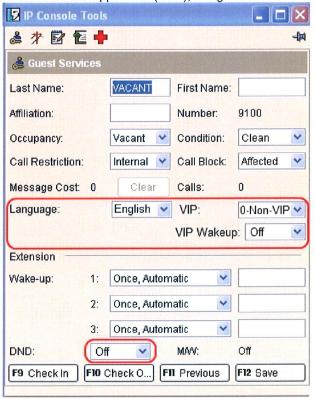6. Maid ID Codes – Mandatory maid identification for all room status updates

As part of the full service strategy, these features are supported by the MCD Call Control Property Management System (PMS) interface to fully integrate with the hotel's business systems.

Note: The MCD Call Control PMS link continues to be distinct from the voice mail PMS link.

Enhanced DND Setting

Today, the Mitel 5550 and 5540 IP Console manages the guestroom DND setting. Hotels require the ability to set / cancel the guest's DND setting via the PMS interface. Beyond providing a tighter PMS integration for high-end hospitality customers, it overcomes the Mitel 5540 IP Console shortcomings (of only managing sets on the same local switch).

Subsequently, in order to provide a more logical placement, the DND setting is also available within the 5550 IP Console and 5540 IP Console Guest Services Application (GSA), along with the rest of the hospitality features.

Note: There is no notification to the PMS application whenever the guest changes the DND setting from the room.
Note: Even though DND is set against a room, any expiring wake-up calls will still ring the room. (i.e., wake-ups take precedence over DND.)
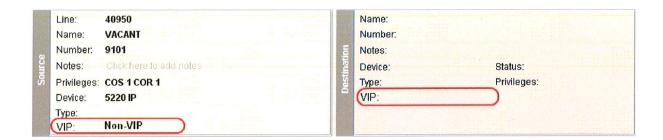
VIP Status

High-end hotels provide an enhanced level of service, starting with answering a guest call by name. Delivering the Caller ID with the guest's VIP Status enables all hotel employees to properly answer the call, along with providing insight as to the purpose of their stay.
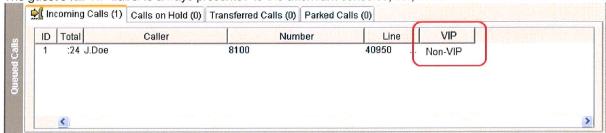
Previously, whenever a VIP guest calls requesting a wake-up, the attendant is unaware of the special guest or that a personal wake-up is appropriate.

MCD Release 5.0 offers nine (9) VIP levels, each having their own label of up to 10 characters. As an example, a hotel can associate the guestroom with Honeymoon guests, Conference attendees, or even NRG (non-registered guest). The VIP labels can even be used to specify nationalities, so that calls can be answered in the guest's own language.

The guestroom's VIP level can be managed through the GSA applications of the 5550 IP Console and 5540 IP Console, as well as through the PMS interface. A new field is introduced into the Guest Services window that will manage the VIP level / label of the room.

<table>
<tr><td>Line:</td><td>40950</td><td></td><td>Name:</td><td></td></tr>
<tr><td>Name:</td><td>VACANT</td><td></td><td>Number:</td><td></td></tr>
<tr><td>Number:</td><td>9101</td><td></td><td>Notes:</td><td></td></tr>
<tr><td>Notes:</td><td>Click here to add notes</td><td></td><td>Device:</td><td>Status:</td></tr>
<tr><td>Privileges:</td><td>COS 1 COR 1</td><td></td><td>Type:</td><td>Privileges:</td></tr>
<tr><td>Device:</td><td>5220 IP</td><td></td><td>VIP:</td><td></td></tr>
<tr><td>Type:</td><td></td><td></td><td></td><td></td></tr>
<tr><td>VIP:</td><td>Non-VIP</td><td></td><td></td><td></td></tr>
</table>

The guest's full VIP Label is always presented to the attendant consoles, i.e., 5550 IP Console and 5540 IP Console.

Incoming Calls (1) | Calls on Hold (0) | Transferred Calls (0) | Parked Calls (0)

ID	Total	Caller	Number	Line	VIP
1	:24	J.Doe	8100	40950	Non-VIP

Note: The VIP label being displayed on the 5540 IP Console will be limited to 6 characters. Any VIP labels longer than 6 characters will be truncated.

Normal display phones (including wireless phones) will display the first character of the VIP Status, based on a Class of Service option (excluding analog and EHDU end points).

The COS will control the display, so that only hotel staff will see the VIP status. Calls between guestrooms would not display the VIP label, nor on outgoing PSTN calls, or any publicly accessible lobby phones. Having the tag at the beginning ensures no truncation, no matter the type of display.

Note: Name and Number suppression takes precedence over VIP Level / Label Display. If a device has name and number suppression enabled, the VIP level / label will not be displayed on the other end of the call unless the other end has the OVERRIDE name and number suppression COS option enabled. Name and Number Suppression does not apply to attendants. Thus, the VIP Status will always be displayed at an attendant console.

Automatic Personal Wake-Up
MCD Release 5.0 introduces a new guestroom option on whether a wake-up will automatically be converted to a Personal Wake-Up. A Personal Wake-Up is when an attendant or hotel employee personally delivers the wake-up call to the guest. When enabled, all wake-ups for the specific guest are automatically set as Personal Wake-Ups.

Although it's logical to associate Personal Wake-Ups with VIP guests, this GSA option is a separate feature, independent of the VIP Status setting.

Maid Identification
In order to deliver enhanced quality in hotels and enforce accountability, maids can be required to identify themselves whenever there are changes to a guestroom status. For example, once a room is cleaned, the maid can call in the change but it will only be accepted if a valid identification code is entered.

This identification code can be their ID code. The ID code is verified and, if found to be invalid, a reorder tone is returned and an invalid message is displayed. If the ID code is deemed to be valid, a confirmation tone is returned and the Maid ID information is transmitted to the PMS system as part of a new Room Status PMS update.
A new Hospitality Option "Room Status – Maid ID Required" will force entry of the Maid ID code.
An attendant can also update the Room Status and the PMS will be notified of the new Occupancy / Condition via a PMS notification message. In this case, the Maid ID will be the Attendant DN.

Note: The Mitel PMS Protocol has been revised to support all the new MCD Release 5.0 enhancements. Correspondingly, PMS application vendors must support these changes, as well.

Analog Service Unit
(Attached to MXE Media Controller)

The Mitel Analog Services Unit II (ASU II) provides additional analog trunk and extension capacity for the Communications Platform
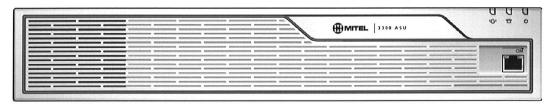
Unlike the current Analog Services Units, the ASU II provides a two slot chassis that can house any combination of the following cards

        24 extension (ONS) Analog Line card
        Combo card supporting 4 analog trunks (LS CLASS) and 12 Analog extension ports

This means that a single ASU II can support up to 48 Analog Ports to a maximum on the MX or MXe of 288 ports (excluding the embedded ports).

Additionally, the line cards are designed to be "hot insertable" and "hot swappable", which means cards can be added or changed while the unit is operational.

Front view:

Rear view:

MCD Embedded Voicemail

MCD includes a full-featured, cost-effective integrated voice mail system that supports 750 user mailboxes, up to 30 ports for voice mail calls, 450 hours of storage time, and a multi-level auto attendant.

Users continue to be provided with voice mail if they are moved to a secondary Mitel 3300 ICP Controller during resiliency (failover state). MCD also supports integration to external voice mail solutions.

MCD embedded voice mail system includes:

- **Standard Unified Messaging:** Users can forward voice messages (including Record-a-Call messages) to e-mail. Users can forward individual voice messages manually or all voice messages to e-mail automatically.

- **Automated Attendant:** Canaan Valley Resort and Conference Center can play different greetings during open and closed business hours. Also provides callers with a company directory that uses extension numbers or names as the dialing method, as well as single-digit multi-level option selection. Multi-level auto attendant (MLAA) creates a hierarchical menu for users to navigate through the organization's services and departments, and to perform tasks such as prerecord information.

- **Personal Contacts:** Allows users to create a customized voice menu tree, providing callers with the ability to reach them by other means such as cellular phone, teleworker phone or fax.

- **Record-a-Call:** User can record conversations and save it in their voice mailbox.

- **User Mailboxes**: Supports multiple mailbox types such as Extension, Message-Only, Transfer-Only, Information-Only, Guess and Administrator, a tutorial that assists new subscribers with mailbox setup and password creation, message retrieval using mnemonic prompts (P to play, K to keep, D to discard, etc.), easy-to-use menus that allow users to send urgent, private or certified messages.

- **Notification of Waiting Messages (MWI):** Provides a message-waiting indicator (MWI) light on the user's phone. For analog phones or phones without a message-waiting light, message-waiting notification can also be obtained when the user has the system call the Directory Number (DN) associated with the mailbox, an outside number, and a message, tone-only, or digital pager.

- **Integration to Hotel Property Management System (PMS):** Provided by an IP interface to the hotel's PMS system. This connection allows the hospitality system to notify the voice mail system when a user is checked in or checked out (the voice mail system either creates or deletes a mailbox for the guest based upon this information).

Mitel 5550 IP Console

The Mitel® 5550 IP Console is a PC-based attendant console and administration application for the Mitel 3300 IP Communications Platform (ICP). It combines an intuitive PC interface and a specialized telephony keypad for easy dialing and quick access to call processing and ICP features. Presence capabilities keep attendants informed at a glance.

Ideal for Busy Department Attendants and Enterprise Attendants
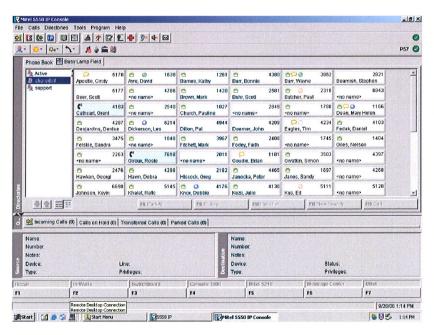
The 5550 IP Console supports simple point-and-click call handling with on-screen prompts for processing calls and intuitive call and Busy Lamp Field (BLF) status. Its sophisticated call handling features make it ideal for busy office environments where attendants need to manage calls rather than simply answer phones.

Presence and Instant Messaging Support

Presence is becoming a standard requirement for enterprises. An employee needs to have a seamless way of informing the attendant when they will not be at their desk. Presence and Instant Messaging (IM) support allows the console operator to see if someone is away from their desk, busy or do not want to be disturbed. Instant Messaging support allows operators to quickly send messages to a user to let them know they have a call, or to ask a quick question on behalf of the caller, thereby avoiding the "voice mail jail" trap.*

Features

- BLF capability allows attendants to monitor up to 5,000 extensions or lines on a single 3300 ICP or across a cluster or network of 3300 ICPs
- Multiple BLF lists and ability to customize BLF views with tile-based BLF
- Incoming Calls list provides visual indication of all incoming calls, allowing attendants to prioritize calls and customize their greeting based on the calling line information
- Direct Station Select (DSS) feature enable operators to pick up ringing extensions and process callers more efficiently
- Calls on Hold enhancements provide attendants with additional information that allows them to handle calls more efficiently
- Specialized telephony keypad for dialing, call
- processing, and access to features and applications
- Highly intuitive Graphical User Interface (GUI) that includes screen-based call status and call handling prompts, making operations as simple as pointand- click
- One-button access to programmable key functions
- Twelve programmable keys for one-button access to the most commonly used attendant features and services
- Six call processing keys for intuitive management
- On-screen Scratch Pad window for notes and message taking, and storing speed-dial numbers
- On-screen Bulletin Board for displaying messages to all attendants using the 5550 IP Console on the system
- Retrieve key for retrieving calls forwarded to the wrong extension
- Single key transfer to voice mail
- Call Answering Priority allows attendant to connect calls based on longest time waiting or origin
- Call Waiting Threshold capability allows incoming calls to be routed to other consoles to reduce wait times
- Comprehensive Hospitality Console feature set
- Language Support for English, French (North American and European), Spanish (European), German, Dutch, Italian, and Portuguese (European)
- Dual handset / headset jacks for monitoring or training new attendants
- Adaptable telephony keypad and handset cradle for right- or left-handed console operators

Mitel 5550 IP Console Tile-Based BLF Screen

Mitel 5330 IP Phone

The Mitel 5330 IP phone provides a large backlit graphics display with 24 programmable self-labeling keys, superior wideband audio.

It is ideal for enterprise executives, managers and employees and can be used as an ACD agent, a supervisor phone, or as a teleworker phone.

The 5330 IP phone supports hot desking and clustered hot desking as well as resiliency.

Features:

- large backlit graphics display (160 x 320) with auto dimming
- 24 programmable, multi-function, self-labeling keys, provided in three pages of eight keys each (for speed dialing, line appearances, feature access)
- hands-free speakerphone operation (full duplex)
- peripherals and modules support: line interface module, IP conference unit, wireless LAN stand, gigabit Ethernet stand
- 12 fixed function keys: Hold, Settings, Message, Speaker, Mute, Transfer/Conference, Redial, Cancel, Volume/Ringing/Contrast Up & Down, Previous Page, Next Page
- three context-sensitive softkeys for intuitive feature access
- wideband audio including wideband phone (7 kz) standard
- PC Companion Application for easy user programming and key labeling
- dedicated headset interface
- HTML Desktop Toolkit *(Option)* for simplified applications development using Adobe Dreamweaver or other standard Web publishing applications. LDAP or active directory access is supported by an HTML application.
- teleworker functionality
- dual-mode phone: support for SIP and MiNET protocols
- 802.3af power compliant (IEEE standard)
- supports IEEE 802.1p/q for voice quality of service
- designed for power conservation: 3.2 watts typical (idle) power consumption

Mitel 5340 IP Phone

The Mitel 5340 IP phone delivers one-touch access to many phone features and applications.

It offers a large backlit graphics display, 48 programmable self-labeling keys, six intuitive call state sensitive softkeys, and superior sound quality with wideband audio.

It is ideal for any enterprise executive or manager, hot-desk users, teleworkers, and contact center agents and supervisors.

Features

- large backlit graphics display (160 x 320) with auto dimming
- 48 programmable, multi-function, self-labeling keys, provided in three pages of 16 keys each wideband audio support — ships with a wideband phone (7 kz) standard
- peripherals and modules support: line interface module, IP conference unit, wireless LAN stand, gigabit Ethernet stand
- HTML Desktop Toolkit *(Optional)* for applications development
- 13 fixed function keys: Hold, Settings, Message, Speaker, Mute, Transfer/Conference, Redial, Cancel, Volume/Ringing/Contrast Up & Down, Home Page, Previous Page, Next Page
- six context-sensitive softkeys for intuitive feature access
- hands-free speakerphone operation (full duplex)
- icon button labeling for global markets
- language support: English, French, German, Italian, Portuguese, Spanish, and Dutch
- hearing-aid-compatible (HAC) handset (meets American Disabilities Act (ADA) requirements) and HAC compliance for magnetic coupling to approved HAC hearing aids
- secure voice communication enabled by encryption
- PC Companion application for easy user programming and key labeling Supports Teleworker, ACD and hot desking
- dual-mode ready: supports Mitel IP (MiNET) and SIP protocols
- 802.3af power compliant (IEEE standard)
- teleworker functionality
- designed for power conservation: 3.2 watts typical (idle) power consumption

Mitel 5360 IP Phone

The 5360 IP phone combines a rich color display with superior acoustic sound to offer an attractive user interface, a clear voice experience, and a future-proof platform with embedded Gigabit Ethernet. Its seven-inch, touch-screen, graphic color display grants easy access to communications information, timesaving applications, and extensive features. The device also features wideband audio, and a built-in HTML toolkit for applications development. And, whether deployed on premises or remotely as a teleworker, the 5360 IP phone delivers the full set of Mitel Communications Director (MCD) features directly to the desktop.

The embedded Gigabit Ethernet enables the 5360 IP Phone to operate in a 10/100/1000 Mb/s Ethernet (GigE) LAN environment and allows unconstrained Gigabit Ethernet bandwidth from the network to desktops. The Gadget Sidebar provides the user with a quick launch tool for embedded and HTML applications. A vertical bar that runs down the right side of the 5360 IP phone's display, it provides the user with the ability to quickly navigate to any application.

Gadget Sidebar

Features

- seven-inch backlit high-resolution (800 x 480) color touch-screen display with brightness controls
- touch screen access to features and applications
- colorized display content and applications for optimum visibility and usability
- dual embedded Gigabit Ethernet ports (LAN and PC)
- 48 programmable, multi-function self-labeling keys, provided in three pages of 16 keys each (for one-touch access to speed calls, line appearances, features, and applications)
- six context-sensitive softkeys for intuitive access to features and functionality
- gadget sidebar provides one-touch access to embedded applications such as Call History, Visual Voice Mail, People, Call Forwarding, Conference Unit Controller, Settings, Cordless Controller, brightness options, HTML applications, and the main phone application
- wideband audio ready – hardware ships with a wideband headset (7 kHz) standard
- peripherals and modules support: Mitel Cordless Handset/Headset, Mitel Line Interface Module, Mitel 5310 IP Conference Unit, Mitel Wireless LAN Stand
- 10 fixed function hard keys: Hold, Menu, Message, Speaker, Mute, Transfer/Conference, Redial, Cancel, Volume/Ringing/Contrast Up and Down
- backlit display with variable brightness control including a backlighting-off mode
- HTML Desktop Toolkit support for applications development
- built-in multiple language support: English, French, Spanish, German, Italian, Dutch, Portuguese, and simplified Chinese
- hands-free speakerphone operation (full duplex)
- designed for power conservation; reduces power consumption for overall energy saving (4.2 W idle)
- supports IEEE 802.1p/q for voice quality of service
- message/ringing indicator
- mute and Message keys with LED illumination for status indication
- 7 kHz wideband handset standard
- off-hook voice announce and hands-free answerback
- on-hook dialing
- dedicated headset jack
- supports handset, headset, and hands-free mute
- Call Hold (place/retrieve)
- Call Transfer
- Do Not Disturb
- Call Forward settings (multiple)
- user-adjustable ringing warble and pitch
- conference call setup
- voice mail access with large message-waiting lamp
- direct page/group/set-to-set paging
- last number redial
- desk- and wall-mountable
- two-position, 35-degree tilting stand for better viewing angle
- compression support: G.711, G.729a
- Intel VxWorks operating system
- multiple powering options: accepts standards-based (IEEE 802.3af power compliant) power over the LAN via spare pair or supports 48 VDC Ethernet/AC power wall adapter

Mitel Gigabit Ethernet Stand
(Used on Administrative Set's (5330 and 5340)

Ideal for users with high bandwidth requirements, the Mitel Gigabit Ethernet Stand delivers the latest technology and advancements in Gigabit Ethernet connectivity for Mitel IP phones.

This unique peripheral device gives all compatible Mitel IP phones the ability to migrate as the customer's network evolves, thereby providing capital investment protection.

There's no longer any need to change out the phones for more expensive models in order to get gigabit connectivity at the desktop!

Features:

- Gigabit Ethernet Stand addresses the requirements of customers with higher bandwidth needs at the desktop

- Enables Mitel IP phones to operate in a GbE LAN (10/100/1000 Mb) environment

- Dual Port 100/1000baseT built into a phone base that attaches easily to existing Mitel IP phones provides capital investment protection

- Stand format easily attaches to Mitel IP phones, leaving the module slot free for use with Programmable Key Modules, the Line Interface Module, or the IP Conference Module

- Provides three ports: a Gigabit Ethernet LAN port to connect to the Gigabit Switch, a Gigabit Ethernet PC port and a 10/100 MB Ethernet connection to the IP phone

- Supported across a range of IP desktop devices for greater choice

- Currently compatible with Mitel 5340, 5330, 5224 and 5212 IP Endpoints

Mitel 5505 Guest IP Phone

The Mitel 5505 Guest IP Phone meets the needs of Hospitality customers who are looking to deploy IP to the Guest Room.

The 5505 Guest IP Phone base provides the physical features hotel guests have come to expect, such as high quality full-duplex speakerphone, programmable speed dial keys, large area for custom branding and dialing instructions, cordless handset locator, and physical ringer volume switch.

The 5505 Cordless Handset provides industry-leading features by virtue of its built-in, two-line backlit display. Hotel guests will love the built-in alarm clock that can be easily set with the intuitive user interface.

With an operating range of up to 50 meters (150 feet) from the phone base, the 5505 Cordless Handset is ideal as a second phone for a guest room or a suite of rooms.

Mitel 5505 Guest IP Phone base features:

- Built-in DECT / DECT 6.0 interface with support for one base cordless handset, plus up to three extension handsets (appears as one extension to the PBX)
- Supports single line SIP VoIP protocol features
- Provides a High Speed Internet / PC Port side mounted for easy guest access (10/100)
- Supports powering via Power over Ethernet (802.3af)
- Full duplex speakerphone with On-Hook Dialing support
- 12-button dial pad
- Six fixed feature keys: Volume up / down rocker, speakerphone, microphone mute, messages, end call, handset locator
- Five programmable speed dial keys
- Support for joining of a handset call with a base unit speakerphone call

5505 Cordless Handset features:

- Two-line illuminated display with automatic dimming
- 12-button dial pad
- Nine fixed keys: Talk, Hang-up / Power, Messages, Volume up / down, Speakerphone, Soft Key 1 and 2, Mute, Flash
- Message waiting indication (MWI) via phone display
- Built-in Speakerphone
- Many guest programmable options: alarm clock, phonebook, customizable ringer volume, choice of ringer melodies, and language selection

7100 Management Access Point
Data Tracker

Overview

The Mitel MAP provides remote support engineers with secure dial-up network access to selected equipment on a customer's network.

Remote Access

Mitel offers the 7100 Management Access Point for secure access, alarm/ performance monitoring, as well as reliable alarm delivery to remote management centers.

The Management Access Point is an optional external access device installed on your LAN/WAN network. It provides significant cost benefits in that many service calls can be resolved quickly without the need of a service engineer visiting the customer site.

Only the Management Access Point is exposed to the Internet via a DMZ address.

The Enterprise Manager and managed systems reside and operate securely behind both the Management Access Point and customer firewall protection.

Remote Monitoring

Mitel's alarm notification application allows administrators to remotely monitor 3300 ICP alarms so they can resolve customer problems with faster response times, sometimes before the user is even aware of a system alarm.

For remote off-net monitoring applications, a Management Access Point installed on your network can actively monitor multiple systems and forward alarms through PSTN dialup or via Internet connections.

In addition, the 3300 ICP has built in alarm monitoring capabilities to generate an SNMP trap based on any change in alarm status condition.

These traps can be forwarded to any SNMP management system, local or remote.

The Mitel MAP administrator designates:

- the devices to be managed by the engineer,
- the access password for the engineer, and optionally,
- the telephone number from which the engineer can connect to the Mitel MAP,
- IP addresses from which a VPN connection to the Mitel MAP can be established.

Qty	Part #	Description	Unit Price	Extended
1	50005084	MXe AC POWER SUPPLY	$353.85	$353.85
1	50005751	DSP II MMC	$849.23	$849.23
1	50006269	3300 MXe III Controller	$2,123.08	$2,123.08
2	50006271	PWR CRD C13 10A 125V - NA PLUG	$10.62	$21.23
1	50006431	MXe III Raid Sub-System	$1,415.38	$1,415.38
1	50006489	3300 160G SATA HDD 2 pack(Cntr-Se	$307.69	$307.69
1	51300183	3300 AMB/AOB Connection Unit-Amer	$138.46	$138.46
1	52002581	3300 Mxe III Expansion Kit	$1,592.31	$1,592.31
1	54004973	MCD Enterprise PBX Software	$2,769.23	$2,769.23
9	54005328	MCD Enterprise Multi-device User Lice	$272.31	$2,450.77
280	54000297	MCD Mailbox license	$46.15	$12,923.08
1	54000650	MCD G729 license (8 channels)	$507.69	$507.69
1	54000861	MCD VOICEMAIL HOSPITALITY PMS	$1,615.38	$1,615.38
215	54004975	MCD Enterprise User License	$166.15	$35,723.08
1	50006490	5550 Console (Global)	$1,769.23	$1,769.23
3	50005991	5360 IP Phone	$421.08	$1,263.23
18	50006361	5340 IP PHONE W/GIGABIT STAND E	$389.23	$7,006.15
24	50006363	5330 IP PHONE W/GIGABIT STAND E	$318.46	$7,643.08
185	50006517	5505 Guest IP Phone Cordless NA	$184.62	$34,153.85
1	51005172	PWR CRD C7 2.5A 125V-NA PLUG	$3.54	$3.54
1	51016170	LIVE CONTENT SUITE (5320/30/40/6(	$0.00	$0.00
1	54005195	STD SWAS MCD BASE (INCL 16 USE	$115.38	$115.38
224	54005197	STD SWAS MCD USER	$8.31	$1,860.92
1	51202835	DELL OPTIPLEX 380 E7500 W7P/XPI	$1,215.38	$1,215.38
1	51205672	DELL E2010H 20" LCD DSP BLK	$246.15	$246.15
1		**Gateway**		
1	50005084	MXe AC POWER SUPPLY	$353.85	$353.85
3	50005104	4 PLUS 12 PORT COMBO	$707.69	$2,123.08
2	50005105	ASU II	$495.38	$990.77
4	50006271	PWR CRD C13 10A 125V - NA PLUG	$10.62	$42.46
1	50006431	MXe III Raid Sub-System	$1,415.38	$1,415.38
1	50006489	3300 160G SATA HDD 2 pack(Cntr-Se	$307.69	$307.69
1	51300183	3300 AMB/AOB Connection Unit-Amer	$138.46	$138.46
1	52002545	3300 MXe Media Gateway	$7,699.69	$7,699.69
36	54002701	MCD ONS license	$69.23	$2,492.31
8	54000297	MCD Mailbox license	$46.15	$369.23
1	54005195	STD SWAS MCD BASE (INCL 16 USE	$115.38	$115.38
36	54005196	STD SWAS MCD ONS (ANALOG)	$3.69	$132.92
3	51003344	3300 ICP PATCH PANEL	$141.54	$424.62

Material Summary	$135,734.77
Labor, Warranty, Maintenance	$85,266.32
Customer Loyalty Rebate	-$22,000.00
Project Total Investment	*$199,001.09*