



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Quotation
 35 - Telecomm

Proc Folder: 212432

Doc Description: Session Initiated Protocol (SIP) Trunking and Transport

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2016-05-05	2016-05-31 13:30:00	CRFQ 0212 SWC1600000010	1

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

Masergy Cloud Communications, Inc.
 Michael Bacich
 5757 W. Century Blvd Suite 575
 Los Angeles CA 90045

05/27/16 14:38:09
 WV Purchasing Division
 Bid Opening Del

FOR INFORMATION CONTACT THE BUYER

Stephanie L. Gale
 (304) 558-8801
 stephanie.l.gale@wv.gov

Michael Bacich
 Signature X

FEIN # 383730252

DATE 5/25/2016

All offers subject to all terms and conditions contained in this solicitation

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

Term Contract

Initial Contract Term: This Contract becomes effective on _____ upon award _____ and extends for a period of One _____ year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of this Contract is limited to Three successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed Thirty-six months in total. Automatic renewal of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases. Attorney General approval may be required for vendor terms and conditions.

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

Fixed Period Contract: This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

Fixed Period Contract with Renewals: This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days.

Upon completion, the vendor agrees that maintenance, monitoring, or warranty services will be provided for one year thereafter with an additional _____ successive one year renewal periods or multiple renewal periods of less than one year provided that the multiple renewal periods do not exceed _____ months in total. Automatic renewal of this Contract is prohibited.

One Time Purchase: The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

Other: See attached.

4. NOTICE TO PROCEED: Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

Open End Contract: Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

Service: The scope of the service to be provided will be more clearly defined in the specifications included herewith.

Combined Service and Goods: The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

One Time Purchase: This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute of breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

BID BOND (Construction Only): Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

PERFORMANCE BOND: The apparent successful Vendor shall provide a performance bond in the amount of _____. The performance bond must be received by the Purchasing Division prior to Contract award. On construction contracts, the performance bond must be 100% of the Contract value.

LABOR/MATERIAL PAYMENT BOND: The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award. In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable.

MAINTENANCE BOND: The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

INSURANCE: The apparent successful Vendor shall furnish proof of the following insurance prior to Contract award and shall list the state as a certificate holder:

Commercial General Liability Insurance: In the amount of \$1,000,000 or more.

Builders Risk Insurance: In an amount equal to 100% of the amount of the Contract.

The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed above.

LICENSE(S) / CERTIFICATIONS / PERMITS: In addition to anything required under the Section entitled Licensing, of the General Terms and Conditions, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.

Business license # 99 ZAD

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award regardless of whether or not that requirement is listed above.

8. WORKERS' COMPENSATION INSURANCE: The apparent successful Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

9. LITIGATION BOND: The Director reserves the right to require any Vendor that files a protest of an award to submit a litigation bond in the amount equal to one percent of the lowest bid submitted or \$5,000, whichever is greater. The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to, the purpose of harassing, causing unnecessary delay, or needless expense for the Agency. All litigation bonds shall be made payable to the Purchasing Division. In lieu of a bond, the protester may submit a cashier's check or certified check payable to the Purchasing Division. Cashier's or certified checks will be deposited with and held by the State Treasurer's office. If it is determined that the protest has not been filed for frivolous or improper purpose, the bond or deposit shall be returned in its entirety.

10. LIQUIDATED DAMAGES: Vendor shall pay liquidated damages in the amount of

for _____

This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy.

11. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

12. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification.

13. PAYMENT: Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears.

14. PURCHASING CARD ACCEPTANCE: The State of West Virginia currently utilizes a Purchasing Card program, administered under contract by a banking institution, to process payment for goods and services. The Vendor must accept the State of West Virginia's Purchasing Card for payment of all orders under this Contract unless the box below is checked.

Vendor is not required to accept the State of West Virginia's Purchasing Card as payment for all goods and services.

15. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

16. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

17. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

18. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-6.1.e.

19. TIME: Time is of the essence with regard to all matters of time and performance in this Contract.

20. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.

21. COMPLIANCE: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

22. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

23. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

24. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

25. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

26. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments. Notwithstanding the foregoing, Purchasing Division approval may or may not be required on certain agency delegated or exempt purchases.

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

28. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

29. BANKRUPTCY: In the event the Vendor files for bankruptcy protection, the State of West Virginia may deem this Contract null and void, and terminate this Contract without notice.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it 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/default.html>.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor 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. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of 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.

34. VENDOR CERTIFICATIONS: By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this 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; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. PURCHASING AFFIDAVIT: In accordance with West Virginia Code § 5A-3-10a, all Vendors are required to sign, notarize, and submit the Purchasing Affidavit stating that neither the Vendor nor a related party owe a debt to the State in excess of \$1,000. The affidavit must be submitted prior to award, but should be submitted with the Vendor's bid. A copy of the Purchasing Affidavit is included herewith.

38. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE: This Contract may be utilized by other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"). Any extension of this Contract to the aforementioned Other Government Entities must be on the same prices, terms, and conditions as those offered and agreed to in this Contract, provided that such extension is in compliance with the applicable laws, rules, and ordinances of the Other Government Entity. If the Vendor does not wish to extend the prices, terms, and conditions of its bid and subsequent contract to the Other Government Entities, the Vendor must clearly indicate such refusal in its bid. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

39. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

40. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.requisitions@wv.gov.

41. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

42. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
- c. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
- d. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

43. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Michael Bacich, VP Cloud Communications Sales

(Name, Title)

(Printed Name and Title)

5757 W. Century Blvd Suite 575 Los Angeles CA 90045

(Address)

(800) 942 - 4700 Ext 3602 , Fax (310) 360 2022

(Phone Number) / (Fax Number)

michael.bacich@masergy.com

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Masergy Cloud Communications, Inc.

(Company)

Michael Bacich

(Authorized Signature) (Representative Name, Title)

VP Communications Sales

(Printed Name and Title of Authorized Representative)

5/25/2016

(Date)

(800) 942 - 4700 Ext 3602 , Fax (310) 360 2022

(Phone Number) (Fax Number)

REQUEST FOR QUOTATION
Session Internet Protocol (SIP) Trunks with Transport

8. MISCELLANEOUS

- 8.1 No Substitutions:** Vendor shall supply only Contract Items submitted in response to the Solicitation unless a contract modification is approved in accordance with the provisions contained in this Contract.
- 8.2 Vendor Supply:** Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.
- 8.3 Reports:** Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.
- 8.4 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Michael Bacich
Telephone Number: (800) 942 - 4700 Ext 3602
Fax Number: (310) 360-2022

Email Address: michael.bacich@masergy.com Exhibit A - Current Inventory

Exhibit B - TCR sample

Exhibit C - Billing sampl

N / A

EXHIBIT B - STATE OF WEST VIRGINIA TELECOMMUNICATIONS CHANGE REQUEST (TCR)

AGENCY TCR INFORMATION:

AGENCY DEPARTMENT:		TCR #:	REQ. DUE DATE:
AGENCY NAME:		DIVISION:	DIRECT BILL: <input type="checkbox"/> YES <input type="checkbox"/> NO
AGENCY PRIMARY CONTACT:		PHONE:	EMAIL:
AGENCY ON-SITE CONTACT:		PHONE:	EMAIL:
AGENCY ON-SITE ADDRESS (E911):		HOURS OF OPERATION:	
COUNTY:		OFFICE MOVE: <input type="checkbox"/> YES <input type="checkbox"/> NO	
WVOT FIELD TECH(S):		OLD ADDRESS (IF APPLICABLE):	
PHONE:		EMAIL:	

REQUESTED VOICE SERVICE(S):

LOCAL ACCOUNT NUMBER (BTN/BAC):		PHONE BOOK LISTING: <input type="checkbox"/> YES <input type="checkbox"/> NO	
LONG-DISTANCE ACCOUNT NUMBER (GROUP ID):		SPECIFY HOW LISTING(S) SHOULD APPEAR (<i>CONTINUATION SHEET</i> <input type="checkbox"/>):	
ADD	MOVE	DISCONNECT	POTS/CENTREX:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
EXTEND DEMARC: <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A		INSIDE WIRING: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A	<input type="checkbox"/> PIC <input type="checkbox"/> LPIC <input type="checkbox"/> PIC FREEZE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	LD ACCT. #: 0333
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	LONG-DISTANCE #: <input type="checkbox"/> INTERNATIONAL
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	TOLL-FREE #: MAIN #:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	CALLING CARD #: EMPLOYEE NAME:

ADDITIONAL SERVICES OR COMMENTS (*CONTINUATION SHEET IS ATTACHED*)

(*ADDITIONAL FORM(S) ARE REQUIRED AND ATTACHED FOR PRI , PIC FREEZE , & HUNT GROUPS*):

REQUESTED DATA SERVICE(S):

ACCOUNT NUMBER (UBI/SV):			
ADD	MOVE	DISCONNECT	T1-PIP (w/ GOLD CAR): <input type="checkbox"/> 10 MEG SES: <input type="checkbox"/> 100 MEG SES: <input type="checkbox"/> OTHER: <input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
EXTEND DEMARC: <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> N/A			
<i>DEMARC EXTENDS TO NETWORK WIRING CLOSET. THE STATE OF WV PREFERS FIBER CIRCUIT WITH COPPER HANDOFF ON RJ-45 PORT.</i>			
<input type="checkbox"/> VLAN ____ / MAIN CIRCUIT		<input type="checkbox"/> OTHER	

ADDITIONAL SERVICES OR COMMENTS (*CONTINUATION SHEET IS ATTACHED*):

AGENCY AUTHORIZATION:

AGENCY AUTHORIZATION (PRINTED)	AGENCY AUTHORIZATION (SIGNATURE)
COMPLETED BY (PRINTED)	COMPLETED BY (SIGNATURE)

PLEASE SIGN ABOVE AND RETURN TO TCR@WV.GOV. TCR MAY BE REJECTED IF REQUIRED FIELDS ARE INCOMPLETE.

WVOT AUTHORIZATION (COMPLETED BY WVOT)	RECEIVED BY / DATE (COMPLETED BY WVOT)

N/A

**EXHIBIT B - STATE OF WEST VIRGINIA
TELECOMMUNICATIONS CHANGE REQUEST (TCR)**

CONTINUATION SHEET

AGENCY DEPARTMENT:	TCR #:	DUE DATE:
AGENCY NAME:	DIVISION:	DIRECT BILL: <input type="checkbox"/> YES <input type="checkbox"/> NO
AGENCY PRIMARY CONTACT:	PHONE:	EMAIL:
AGENCY ON-SITE CONTACT:	PHONE:	EMAIL:
AGENCY ON-SITE ADDRESS (E911):	HOURS OF OPERATION:	
COUNTY:	OLD ADDRESS (IF APPLICABLE):	



SAMPLE INVOICE

5757 W Century Blvd. Suite 575
 Los Angeles, CA 90045 USA
 Tel: (800) 942-4700
 www.masergy.com

Michael B.

Name of School
 District and Address

Invoice Information

Account #	433563
Invoice #	43980
Invoice Date	12/15/2015
Billing Period	December 2015
Due Date	On Receipt
Total Current Charges	\$xx,xxx.xx
E-Rate Discount Percentage	30.00%
Total Billed USAC	\$xx,xxx.xx
Total Due to School/Library	\$xx,xxx.xx

For Inquiries Please call 1-800-942-4700 or email
 UCBILLING@MASERGY.COM

Summary of Account History

Prior Balance	\$xx,xxx.xx
Payments	\$xx,xxx.xx
Adjustments	\$0.00
Balance Due Immediately	\$xx,xxx.xx
Current Charges Due By On Receipt	\$xx,xxx.xx
Account Balance	\$xx,xxx.xx

Important Messages

PLEASE NOTE OUR NEW REMIT ADDRESS BELOW:

Masergy Cloud Communications, Inc.
 PO Box 671122
 Dallas, TX 75267-1122

ONLINE BILL PAY IS AVAILABLE AT [HTTP://WWW.MASERGY.COM/EPAY](http://www.masergy.com/epay).

Please return this portion with your payment. Do not enclose correspondence.



Remittance Section

Account #	433563
Invoice #	43980
Invoice Date	12/15/2015
Billing Period	December 2015
Due Date	On Receipt
Total Due to School/Library	\$xx,xxx.xx)
Total Due - USAC	\$xxx,xxx.xx

Amount Enclosed \$ _____

Make checks payable to

Masergy Cloud Communications, Inc.
 PO Box 671122
 Dallas, TX 75267-1122

- Check here for change of address (see reverse for details)
- Check here if payment by credit card (see reverse for details)

Name of School
 District and Address



INVOICE # 43980
INVOICE DATE 12/15/2015

PAYMENTS AND ADJUSTMENTS

DATE	DESCRIPTION	CHECK #	AMOUNT
12/08/2015		60094	\$XX,XXX.XX
TOTAL:			\$XX,XXX.XX

SUMMARY OF CHARGES

REMOVED SERVICES

ITEM ID	DESCRIPTION	QTY	AMOUNT
HSUA-711	HOSTED STANDARD USER ACCOUNT		
HULA-711	HOSTED UTILITY LINE ACCOUNT	2.00	
	VM TRANSCRIPTION - MACHINE	1.00	
E911	HOSTED E911 ACCOUNT	15.00	
HVA-711	HOSTED VOICEMAIL ACCOUNT	3.00	
HAA-711	HOSTED AUTOMATED ATTENDANT ACCOUNT	15.00	
HHGA-711	HOSTED HUNT GROUP ACCOUNT	1.00	
TOTAL FOR REMOVED SERVICES			1.00

\$XX.XX

ADDED THEN REMOVED SERVICES WITHIN THE SAME BILLING PERIOD

ITEM ID	DESCRIPTION	QTY	AMOUNT
HVA-711	HOSTED VOICEMAIL ACCOUNT	3.00	
	VM TRANSCRIPTION - MACHINE	4.00	
TOTAL FOR ADDED THEN REMOVED SERVICES WITHIN THE SAME BILLING PERIOD			

\$X.XX

ADDED SERVICES

ITEM ID	DESCRIPTION	QTY	AMOUNT
HVA-711	HOSTED VOICEMAIL ACCOUNT		
HAA-711	HOSTED AUTOMATED ATTENDANT ACCOUNT	12.00	
	VM TRANSCRIPTION - MACHINE	1.00	
HHGA-711	HOSTED HUNT GROUP ACCOUNT	15.00	
		1.00	
TOTAL FOR ADDED SERVICES			

\$XX.XX

MONTHLY SERVICES

ITEM ID	DESCRIPTION	QTY	AMOUNT
CCEO-711	HOSTED CALL CENTER ENHANCED OVERLAY		
E911	HOSTED E911 ACCOUNT	1.00	
	BUSINESS COMMUNICATOR 3 VOICE/VIDEO	3,289.00	
CCAS-711	HOSTED CALL CENTER AGENT - STANDARD	4.00	
HPUA-711	HOSTED PREMIUM USER ACCOUNT	24.00	
HSUA-711	HOSTED STANDARD USER ACCOUNT	45.00	
HULA-711	HOSTED UTILITY LINE ACCOUNT	2,535.00	
.BST-711	BUSINESS SIP TRUNK	199.00	
	VM TRANSCRIPTION - MACHINE	6.00	
HHGA-711	HOSTED HUNT GROUP ACCOUNT	2,416.00	
HMUA-711	HOSTED MOBILE USER ACCOUNT	136.00	
HRUA-711	HOSTED POWER USER ACCOUNT	70.00	
HCBP-711	HOSTED VOICE CONFERENCE BRIDGE PORT	435.00	
HAA-711	HOSTED AUTOMATED ATTENDANT ACCOUNT	39.00	
HCCQ-711	HOSTED CALL CENTER QUEUE	66.00	
CCSC-711	HOSTED CALL CENTER SUPERVISOR ACCOUNT	3.00	
HIMP-711	HOSTED INSTANT MESSAGING & PRESENCE ACCOUNT	3.00	
HVA-711	HOSTED VOICEMAIL ACCOUNT	32.00	
	VM TRANSCRIPTION - HUMAN ASSISTED	2,788.00	
		1.00	
TOTAL FOR MONTHLY SERVICES			

\$XX,XXX.XX

USAGE CHARGES

DESCRIPTION	CALLS	MINUTES	
NATIONAL CALLING			
INCOMING CALLS	67400	113,531.20	\$0.00
OUTBOUND TOLL FREE CALLS	92528	123,015.56	\$0.00
EMERGENCY CALLS	2858	12,012.72	\$0.00
	7	17.57	\$0.00



INVOICE # 43980
INVOICE DATE 12/15/2015

SUMMARY OF CHARGES

TOTAL FOR USAGE CHARGES **\$0.00**

TAXES, SURCHARGES AND FEES

DESCRIPTION	AMOUNT
REGULATORY ASSESSMENT SURCHARGE	
UT STATE E-911 SURCHARGE	
CITY SALES TAX	
SANDY 911 SURCHARGE	
STATE SALES TAX	
COUNTY SALES TAX	
UNIVERSAL SERVICE FUND	
UT EMERGENCY SVC (PCC) CHARGE	
COTTONWOOD HEIGHTS 911 SURCHAR	
DRAPER 911 SURCHARGE	
FEDERAL COST RECOVERY CHARGE	
MIDVALE 911 SURCHARGE	
MURRAY 911 SURCHARGE	
MUNI TELECOM LICENSE TAX	

TOTAL FOR TAXES, SURCHARGES AND FEES **\$x,xxx.xx**

TOTAL CURRENT CHARGES **\$xx,xxx.xx**



INVOICE # 43980
INVOICE DATE 12/15/2015

OUTBOUND TOLL FREE CALLS	UNLIMITED	123	679.51	\$0.00
TOTAL:			8,757.85	\$0.00
SUB ACCOUNT: 433563-16				
CALL PACKAGE "UNLIMITED"				
INCOMING CALLS	UNLIMITED	5546	6913.09	\$0.00
OUTBOUND TOLL FREE CALLS	UNLIMITED	95	551.66	\$0.00
TOTAL:			7,464.75	\$0.00
SUB ACCOUNT: 433563-17				
CALL PACKAGE "UNLIMITED"				
INCOMING CALLS	UNLIMITED	1488	1610.65	\$0.00
OUTBOUND TOLL FREE CALLS	UNLIMITED	48	272.86	\$0.00
TOTAL:			1,883.51	\$0.00
SUB ACCOUNT: 433563-18				
CALL PACKAGE "UNLIMITED"				
INCOMING CALLS	UNLIMITED	6737	10000.41	\$0.00
OUTBOUND TOLL FREE CALLS	UNLIMITED	153	802.57	\$0.00
TOTAL:			10,802.98	\$0.00
SUB ACCOUNT: 433563-19				
CALL PACKAGE "UNLIMITED"				
INCOMING CALLS	UNLIMITED	1897	2417.72	\$0.00
OUTBOUND TOLL FREE CALLS	UNLIMITED	28	340.91	\$0.00
TOTAL:			2,758.63	\$0.00
SUB ACCOUNT: 433563-2				
CALL PACKAGE "UNLIMITED"				
EMERGENCY CALLS	UNLIMITED	1	7.12	\$0.00
INCOMING CALLS	UNLIMITED	1805	2126.44	\$0.00
OUTBOUND TOLL FREE CALLS	UNLIMITED	27	208.42	\$0.00
TOTAL:			2,341.98	\$0.00
SUB ACCOUNT: 433563-20				
CALL PACKAGE "UNLIMITED"				
INCOMING CALLS	UNLIMITED	1488	1945.05	\$0.00
OUTBOUND TOLL FREE CALLS	UNLIMITED	24	112.30	\$0.00
TOTAL:			2,057.35	\$0.00
SUB ACCOUNT: 433563-21				
CALL PACKAGE "UNLIMITED"				
INCOMING CALLS	UNLIMITED	815	895.57	\$0.00
OUTBOUND TOLL FREE CALLS	UNLIMITED	10	80.37	\$0.00
TOTAL:			975.94	\$0.00
SUB ACCOUNT: 433563-22				
CALL PACKAGE "UNLIMITED"				
INCOMING CALLS	UNLIMITED	660	637.31	\$0.00
OUTBOUND TOLL FREE CALLS	UNLIMITED	6	60.37	\$0.00
TOTAL:			697.68	\$0.00

Pricing Sheet - Attachment A

CRFQ SWC* _____

A	B	C	D	E	F	G
Description of Service	Estimated Quantity	Monthly Recurring Cost (MRC) - Vendor Response	Annual Cost -- Calculated (12 * B * C)	Non-Recurring Cost (NRC) - Vendor Response	Total NRC -- Calculated (B * E)	Total Cost ---- Calculated (D + F)
Access/ Transport						
T1 - 1.536 Mbps	10		\$ -		\$ -	\$ -
Bonded T1s - quantity two (2)	10	No Bid	\$ -		\$ -	\$ -
10 Mbps Ethernet	10		\$ -		\$ -	\$ -
20 Mbps Ethernet	4		\$ -		\$ -	\$ -
50 Mbps Ethernet	4		\$ -		\$ -	\$ -
100 Mbps Ethernet	4		\$ -		\$ -	\$ -
1 Gbps Ethernet	2		\$ -		\$ -	\$ -
Class of Service - Real Time						
1.3 Mbps	10		\$ -		\$ -	\$ -
2.0 Mbps	10		\$ -		\$ -	\$ -
10 Mbps	10	No Bid	\$ -		\$ -	\$ -
20 Mbps	4		\$ -		\$ -	\$ -
50 Mbps	4		\$ -		\$ -	\$ -
90 Mbps	4		\$ -		\$ -	\$ -
100 Mbps	4		\$ -		\$ -	\$ -
200 Mbps	4		\$ -		\$ -	\$ -
300 Mbps	2		\$ -		\$ -	\$ -
400 Mbps	2		\$ -		\$ -	\$ -
500 Mbps	2		\$ -		\$ -	\$ -
Simultaneous Calls						
Per Simultaneous Call - Including Local and Long Distance calling	2000	\$10 per + \$0.019 /min	\$ \$240,000	\$0.00	\$ \$0.00	\$ \$240,000
Telephone numbers						
Block of 20 Telephone numbers	500	\$0.40 / DID	\$ \$4,000.00	\$0.00	\$ \$0.00	\$ \$4,000.00
Cost Summary						
Total Monthly and Non-recurring						\$ \$244,000
Service Provider Identification Number (SPIN) for E-rate purposes:			143033715			

STATE OF WEST VIRGINIA
Purchasing Division
PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Masergy Cloud Communications, Inc.
Authorized Signature: *Richard Borel* Date: 5/25/2016

State of California

County of Los Angeles, to-wit:

Taken, subscribed, and sworn to before me this 5th day of May, 2016

My Commission expires Mar 12-16, 2017.
ja

AFFIX SEAL HERE

NOTARY PUBLIC

Jim Arroyave
Purchasing Affidavit (Revised 07/01/2012)



State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Vendor Preference, if applicable.

1. **Application is made for 2.5% vendor preference for the reason checked:**
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. **Application is made for 2.5% vendor preference for the reason checked:**
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. **Application is made for 2.5% vendor preference for the reason checked:**
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. **Application is made for 5% vendor preference for the reason checked:**
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. **Application is made for 3.5% vendor preference who is a veteran for the reason checked:**
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
7. **Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-58 and *West Virginia Code of State Rules*.**
 Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Masergy Cloud Communications, Inc.

Signed: 

Date: 5/25/2016

Title: VP Cloud Communications Sales

SIP Trunking Cloud Communications State of West Virginia



Performance Beyond Expectations.

Our visionary technology and unmatched passion for customer care are why a growing number of the world's smartest companies rely on Masergy to deliver performance beyond expectations.

Masergy offers business and public sector clients a cloud-based unified communications platform for voice (VoIP), data, video, and mobility communications.

Through our all-in-one services and comprehensive customer support, we enable organizations to increase staff productivity, accelerate processes, and improve customer care through tight integration of dispersed communications endpoints for office, mobile, or call center employees.

Medy Shahoveissi

Cloud Communications Sales-Public Sector

medy.shahoveissi@masergy.com



MASERGY
Performance Beyond Expectations



May 25, 2016

Thank you for the opportunity to respond to your RFP request and present the Masergy solution. We are fully prepared to deliver an All-In-One Business Class Hosted VoIP and/or SIP Trunking that meet or exceed all USAC requirements for **E-Rate Category One eligible services**.

Our proven solution is “cost effective” even without the Category One eligibility. Our unique Value Propositions are as follow:

1. Guaranteed Desired Business Outcome- Upfront
2. Only Guaranteed Service Levels (SLA) to the desktop in the industry
3. Offer Proof of Concept at no charge
4. Promise to adjust rates if our pricing goes down during the term
5. Highest Net Promoter Score of 66 in the Telecom Industry (for customer loyalty and satisfaction)
6. 24/7/365 Live Support at no charge

Additionally, Masergy incorporates free local/long distance U.S. and Canada calling, true Disaster Recovery provisions, full-term hardware Warranty, support, number porting, Project Management and training at no extra charge.

Capabilities are demonstrated in the successful projects for mission-critical organizations, including the State of New Mexico, Canyons School District, American Red Cross, Louisiana Community College System, RealD, and many other enterprises and public sector institutions.

Masergy looks forward to providing our efficient solutions and world-class customer service to you as well.

Sincerely,

Medy Shahoveissi
Cloud Communications Sales-Public Sector
(800) 942-4700 Ext.282

Table of Contents

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1. Why Masergy?

- More cost effective than current solution
- Painless Migration - Guaranteed
- Redundant Infrastructure
- Future Proof your Technology
- Technology plans will always be satisfied
- No maintenance contracts – Ever!
- Lifetime training: Unlimited, online training sessions at no extra charge
- Unlimited Customer Support 24/7- Speak to a support analyst anytime for as long as needed at no extra charge
- Lifetime warranty on equipment purchased from us as long as you are a customer
- Local & Long Distance included (*international rates are separate*)
- Web Portal Interface included
- Online Call Analytics System included
- Direct Inward Dial (DID)-Private Numbers included
- Hosted 6-Party Conference Bridge Account included
- References with detailed information and numbers to call for more information
- Experienced and established and proven since 2004
- BroadSoft-Our Core Technology

2. Cloud Communications

Combining Experience and Technology to Provide Customized Cloud UC Solutions

Your organization is unique and requires a consultative approach to evolve your communications systems to its next level.

Masergy Unified Communications as a Service (UCaaS) and SIP Trunking enables you to use advanced UC features even if you have legacy infrastructure. We help you strategically migrate your voice systems into the cloud on your terms and on your timetable.

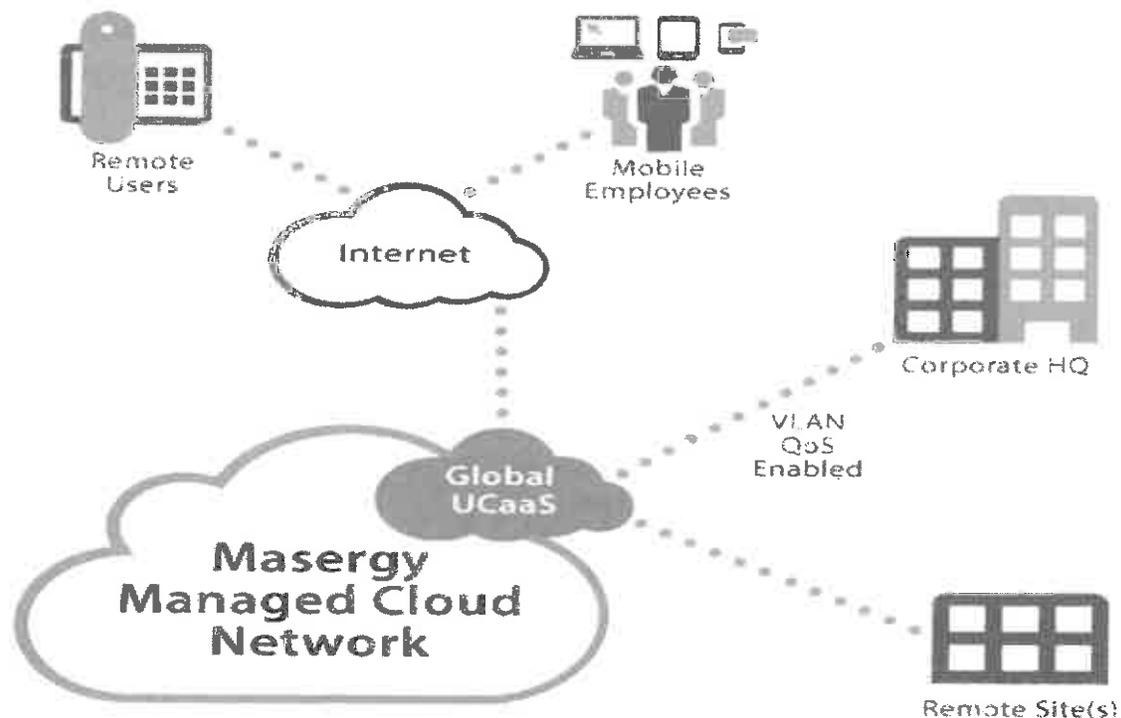
“Cost effectively-Guaranteed.”

Every Masergy solution includes the availability of these overlay advanced UCaaS features:

- Mobility/BYOD with single number availability
- Seamless communication across locations, devices and applications
- Access to over 120 voice, call management and other productivity applications
- Automatic failover capabilities
- and voicemail transcription - included

Intelligent Connectivity Integrated with Cloud Communications

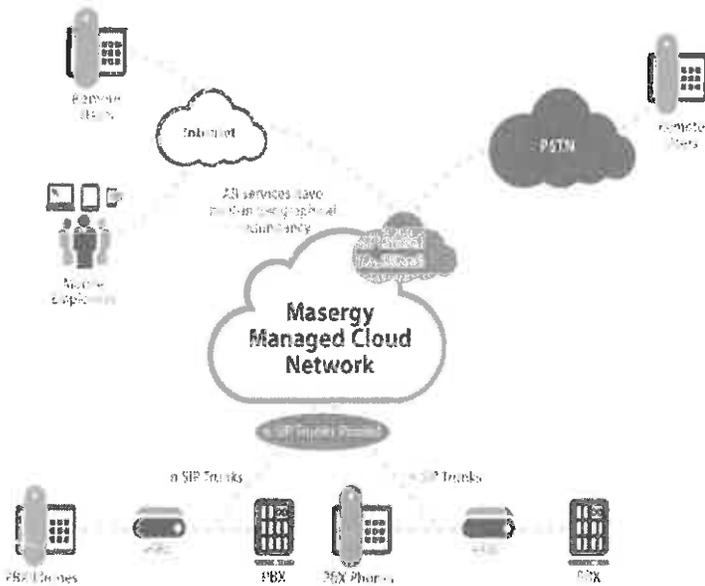
Enjoy guaranteed QoS with 100% packet delivery and industry-leading SLAs with our UCaaS solution integrated into our high-performance global network platform.



3. Intelligent SIP Trunking

Easily Elevate Your Voice Systems to a Higher Level

Masergy's Intelligent Session Initiation Protocol (SIP) Trunking service gives organizations the ability to easily transform their voice systems into unified communications (UC) platforms, without eliminating legacy PBX equipment.



Key Features

- Built-in disaster recovery with advanced automatic failover allowing fail-over to the cloud in case of your PBX failure
- Migration path in case you decide to migrate to a fully cloud-based solution in the future
- Hybrid solution allowing you to quickly and cost-effectively launch new locations or remote users on a fully Hosted solution and retain extension dialing between those sites/users and your existing PBX
- Customizable options with metered or bundled service
- Native SIP or PRI hand off
- Free Number portability
- Single number mobility/BYOD
- Conferencing with bridges for planned and ad hoc calls
- Guaranteed on-net QoS with 100% in-sequence packet delivery
- Advanced overlay features, such as:
 - Seamless video and instant messaging
 - One inbox for voicemail, email and fax
 - Global private dialing with no long-distance charges
 - Call recording, usage statistics, automated attendants, hunt groups

With Intelligent SIP Trunking, cloud-based 'trunks' connect your traditional voice hardware to Masergy's UC as a Service (UCaaS). You will also experience multiple bottom-line benefits, including elimination of dedicated voice circuits and increased productivity.

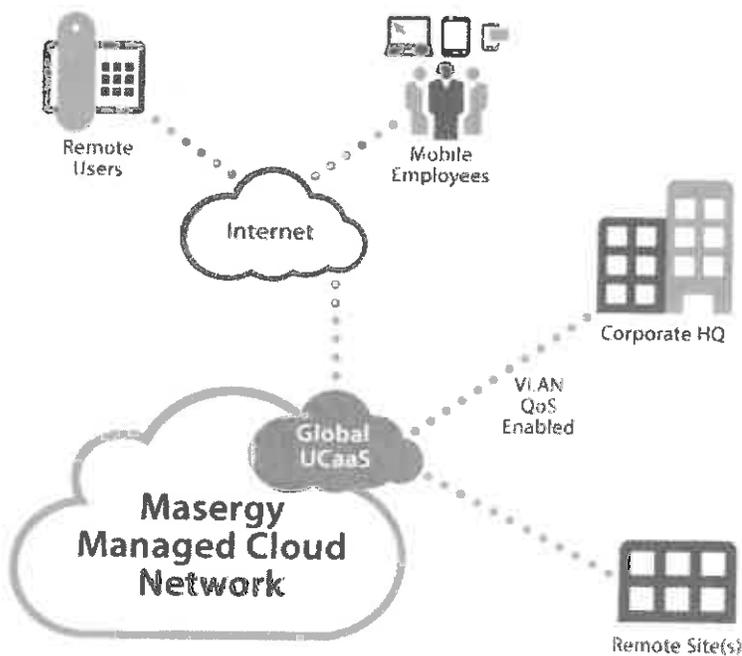
4. Hosted Unified Communication

Strategically Migrate to the Cloud

Masergy Unified Communications as a Service (UCaaS) offers a cloud communications solution that helps improve your bottom line by eliminating costly maintenance issues associated with legacy on-premise systems.

Advanced and Highly Customizable

Our inherently scalable UCaaS delivers a wide range of enterprise-class User Features and Group Features customizable to meet your unique needs. Some of the key UC features available with Masergy UCaaS include:



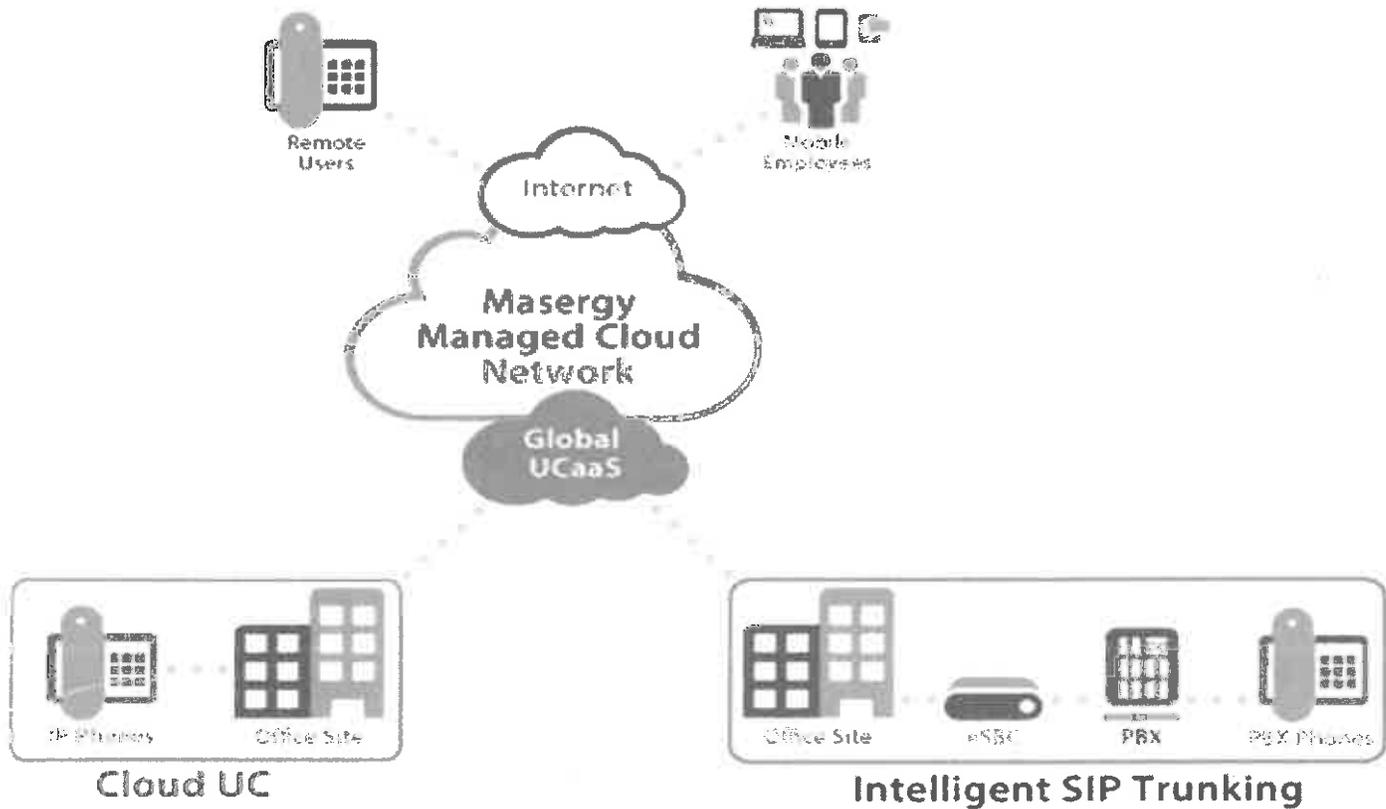
Key Features

- Single number mobility/BYOD
- Guaranteed QoS with 100% in-sequence packet delivery
- Seamless voice, video and instant messaging communications
- One inbox for voicemail, email and fax
- Built-in disaster recovery with advanced automatic failover
- Global private dialing with no long-distance charges
- Conferencing with bridges for planned and ad hoc calls
- Call recording, usage statistics, automated attendants, hunt groups and call center

Our experienced UC deployment teams have streamlined our activation process through well-defined workflows, tight integration of existing and new technologies, and seamless project plans—resulting in successful implementations with minimal interruptions.

5. Hybrid Solutions

The real power comes in a hybrid strategy, both for migration and for Total Cost of Ownership



Customizable Options

Customizable Options are ideal for organizations with existing PBXs that want to keep the same infrastructure while slowly migrating towards a fully hosted solution. Masergy's hybrid delivery model eases your enterprise into the cloud on your terms and your timetable.

Strategic Evaluation

Our engineering experts develop a custom migration strategy for your organization with Masergy's cloud-based UCaaS, our exclusive Intelligent SIP Trunking service or a combination of both. We apply years of experience to assess a number of factors including current voice contracts and configurations, number and locations of office sites and dialing plans and threshold for change.

Guaranteed Outcome

When you partner with us for a hybrid solution, the result is seamless implementation of UC for your global workforce. Get true mobility with 100% confidence.

6. System Architecture

VoIP and BroadSoft

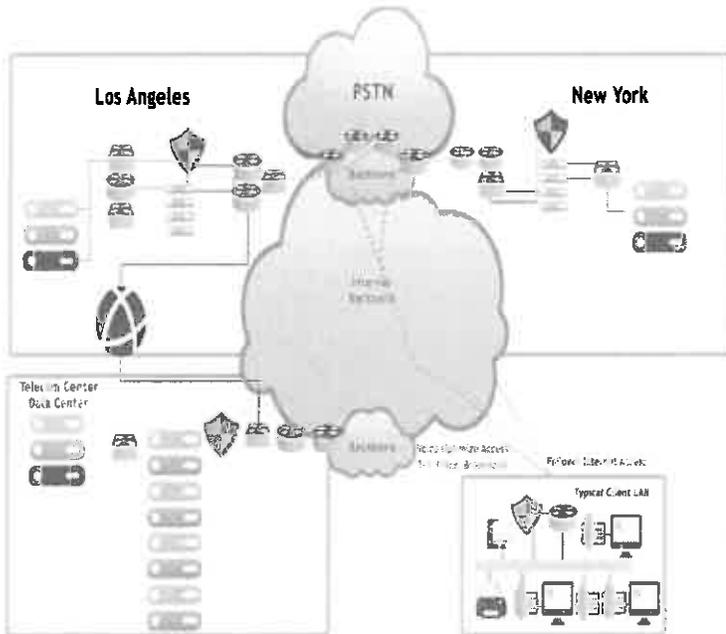
Masergy's Enterprise Grade SIP-based, Voice over Internet Protocol (VoIP) communications service utilizes standards based Session Initiation Protocol (SIP) technology and is delivered from the "Cloud." Masergy is unsurpassed in delivering VoIP telephony service by partnering with best-of-breed technology providers to design and deploy the most robust and reliable platform available in the market.

At the core of our network, we deploy and maintain VoIP applications software by BroadSoft – the preeminent leader in the carrier-grade IP communications space and the leading, worldwide innovator of business VoIP applications.

For over 16 years, BroadSoft has been providing software to the telecommunications industry that delivers innovative IP-communications services. Today, BroadSoft's software is deployed in more than 450 telecommunications service providers' networks and empowers them to deliver enhanced, personalized communications and entertainment services to their clients. As the industry's leading IP technology provider, BroadSoft has led the convergence of voice, video and data communications.

Configuration and Capacity

<p>West Coast: <u>Coresite – 900 N. Alameda</u> Los Angeles, California 90012</p>	<p>East Coast: <u>McLean Gateway -1755 Old Meadow Rd</u> McLean, VA 22102</p>
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Servers are installed in an N+1 configuration with load-balanced, redundant session control for added reliability and virtually limitless capacity. Capacity is increased by interconnection of multiple servers in a stack, through an IP backplane. The stack of servers appears as one larger server within Masergy infrastructure. This flexible, multi-stack architecture enables our company to scale capacity to millions of users.

Masergy peers with multiple tier-one Internet Service Providers as well as multiple Public Switched Telephone Network (PSTN) carriers to prevent and mitigate any single point of failure.

We also utilize "Hardened" data centers on both the West and East Coasts. These data centers are located in the Telecom Centers for all major domestic and international voice and data carriers. These "hardened" sites are certified as SAS 70 Telecom Data Centers, which have been audited and adhere to high-level standards and processes.

Masergy's service relieves IT staff of burdens associated with proprietary premises-based equipment and also empowers them by providing full control over the phone system via easily moveable SIP phones and standard web portal administrative access. Moving is extremely simple and only involves unplugging and moving phones to new location.

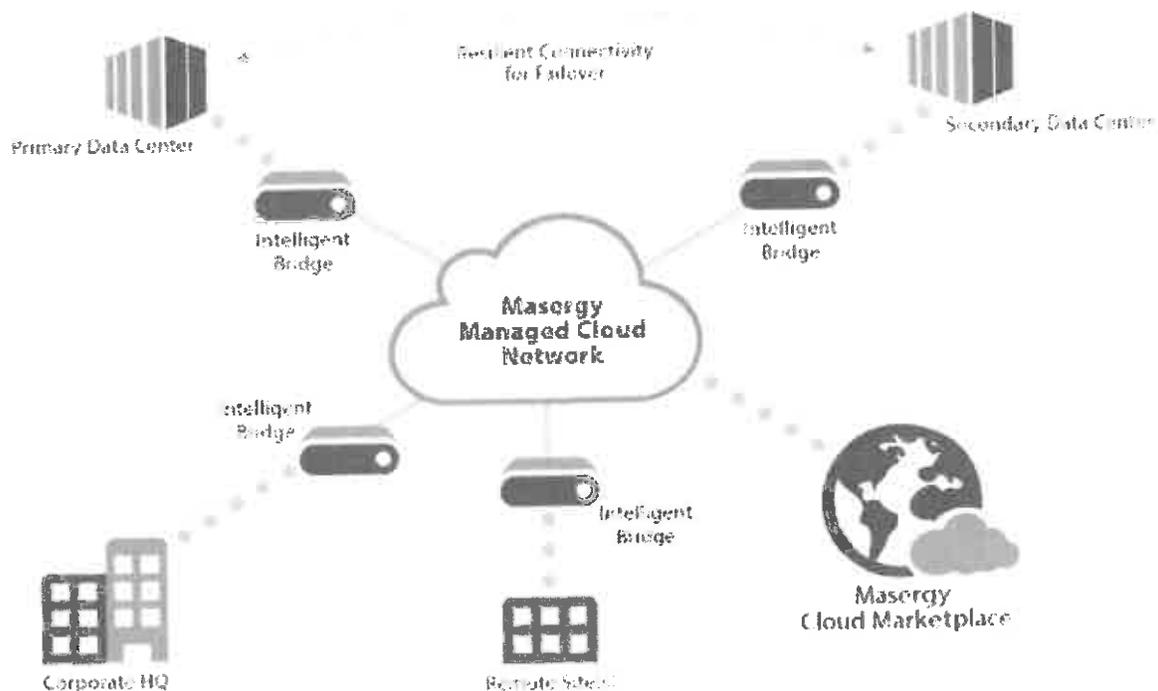
Wide Area Network (WAN)

Masergy's robust infrastructure design allows for its services to be used over any IP connection. Masergy guarantees high quality audio over a Quality of Service (QoS) enabled network connectivity with at least the following parameters:

- Bandwidth
 - With G.729a codec: 30 kbps per call
 - With G.711 codec: 82 kbps per call
 - With G.722 codec: 82 kbps per call
- Latency and jitter for toll-quality
 - <100 ms total
 - < 20 ms jitter
- Packet loss
 - < 1 % for voice calls

Clients may use existing broadband access to converge voice and data connectivity as long as it has sufficient bandwidth and meets the latency, jitter and packet loss requirements. We also offer a wide range of QoS enabled broadband access products to fit a client's needs and requirements.

Masergy's highly skilled engineers are well equipped to provide customized solution designs for business clients of any size to simplify, secure and scale their converged voice and data networks.



7. Security

Masergy has architected its VoIP service and network with strong security measures to meet the challenges of modern IP networking environments, and in particular to provide protection to its clients. Masergy protects its VoIP services using its managed network architecture, specialized equipment, and secure equipment configurations. The resulting architecture helps keep service availability high.

Masergy's fault management system and network performance monitoring system, meanwhile, keeps track of the network's health and enable proactive and reactive remedies when attacks are detected. Keeping the Masergy network secure enables clients to rest assured in regard to their communications systems and to remain focused on other core functions.

Masergy recommends a series of best practices to help improve security for VOIP traffic within a client's LAN as well as outside the customer's premises (WAN).

Internally (LAN), voice traffic is logically segmented to a dedicated VLAN to allow voice to have its own dedicated LAN segment so administrators can prioritize the voice (VOIP) traffic for quality of service and also further implement security measures to protect voice traffic. As voice traffic exits the LAN towards the Masergy network, the voice and data traffic are further prioritized (COS) and sent to Masergy via converged network access (dedicated T-1). All users are authenticated before they are granted access to Masergy's network and call admission control.

Outlined below is what Masergy believes to be today's primary security concerns for VoIP and the measures Masergy has put in place to counteract and prevent these problems from affecting clients.

Endpoint Provisioning – Today's IP telephones are essentially computers that connect to a data network similar to the way your desktop PC connects to network resources such as email and web services. When a phone is taken out of the box, it must pull its configuration information over a public data network. If this information were to be intercepted, an attacker could conceivably intercept incoming calls and make unauthorized calls as if from the victim's phone (see the Anti-spoofing section below). To prevent against this, we have implemented a secure, multi-stage provisioning process.

Authenticating Users to Prevent Attacks and Fraud – The most sensitive of the provisioning data referenced above are the logon credential's Masergy uses to authenticate all VoIP calls. Unauthorized VoIP endpoints cannot register with the voice service to place and receive calls. This prevents unauthorized users from gaining access to the voice network and deluging the voice infrastructure with unauthorized traffic. This also mitigates toll fraud. To prevent toll fraud, Masergy tracks international call patterns. In the event that a customer's international calling begins to fall outside of their normal call patterns, Masergy will follow up with the customer to verify that these are valid phone calls.

Security for the Masergy portal, a web-based user interface, includes SSL encryption and additional user authentication.

Integrated Voice Security Policies – Masergy creates virtual boundaries between its voice and data traffic within the integrated network to enhance security and improve VoIP performance. Masergy provides logical

segmentation at the core network, which allows for prioritization of the voice traffic and enables implementation of security policies specific to voice traffic. Furthermore, having virtualized boundaries between voice and data networks helps prevent attacks on data services from degrading voice services.

Anti-Spoofing – Attackers may try to spoof IP addresses to trick a network element into believing that an intruding IP packet originated from a trusted host. Masergy has built-in features to help prevent two types of fraud that are possible with smart SIP endpoints.

Termination Hijacking occurs when a SIP endpoint pretends to be the current endpoint for a user in the system. When successful, all incoming calls for that user are routed to the offending SIP device. This can be achieved with a simple SIP registration. Masergy’s network prevents this type of fraud through “registration authentication” – requesting a user id and password whenever a SIP register is received. The user id and password must correspond to a valid user in the system before Masergy’s network will accept the registration.

Origination Spoofing occurs when a SIP endpoint pretends to be a user in the system while making an outgoing call. We filter spoofing by using automatic access control lists. Moreover, Masergy’s network is configured to challenge SIP invitations for user id and password. If the credentials do not match, then the packet is dropped.

Protecting Passwords on Customer Premises Equipment – Masergy has full control of the customer’s CPE and randomly generated passwords are assigned to the routers during the install process. We also maintain usernames and passwords in a controlled database that only authorized support personnel can access.

Redundant Infrastructure – Masergy deploys redundant infrastructure equipment and hardened network elements to help protect the network against attacks launched on the VoIP infrastructure. Redundant deployment ensures that any hardware failure or attack that disables a network element triggers a backup system to take over automatically.

Security Verification – Monitoring and Managing Performance – Masergy monitors its VoIP service to verify that all systems are running properly. Masergy’s fault management system automatically tracks any reports of anomalous behavior on the network via traps sent by each network element. The Masergy Network Operations Center (NOC) determines the severity of each report and acts to diagnose and deal with any problems. Masergy constantly monitors the performance of its voice and data networks and compares the performance against a baseline for robust performance management. Any significant deviation from this baseline is reported to the fault management system for action by Network Operations. This ensures that any attack that slows down service can be dealt with promptly.

Session Border Controllers – Masergy uses several partners for origination and termination of calls on the PSTN.

Masergy addresses these security concerns using access control lists at the gateway routers. Although access control lists should be sufficiently secure to protect the voice service, VoIP Session Border Controllers between Masergy’s network and the carriers’ networks reduce the complexity of the access control lists, while providing greater security controls and making further quality-of-service verifications.

All inter-network VoIP traffic must register with and pass through these gateways, which are the only entities visible from other networks. This protects Masergy's voice infrastructure and its customers' VoIP networks from attacks originating on these networks. Additionally, all "unmanaged" endpoints (endpoints not on Masergy's managed access network) have to go through a Session Border Controller.



Additional ONE SHEETS are available upon request:

Business Continuity	Liability
Features and Functions	Phones and Hardware
Implementation	References
Key Personnel	Support

8. Implementation/Training/Support, Maintenance Upgrades

Implementation: General Methodology for Deployment

Our implementation team simplifies the activation process by developing project plans and provisioning services. Painless implementations start with proper initial planning. No matter how beneficial a client's new network services will be, implementation problems can erode the financial and operational benefits of the new services. *(A detailed Implementation document can be provided upon request)*

Training: Training for End-Users, Administrators, and Others

Masergy will provide Full Term online training for End Users, Information Services Network staff, and Operations staff as well as administration staff for each location at no additional charge. Each training session is live and led by qualified instructors. Participants are encouraged to interact with the instructor and ask questions. Onsite training can be provided upon each deployment and is subsequently available per request. *(A detailed Training document can be provided upon request)*

Support, Maintenance, & Upgrades CPNI (Customer Proprietary Network Information)

CPNI is information about the quantity, technical configuration, type, destination, location, and amount of use of the telecommunications services that Masergy or any Masergy affiliates may provide to a client, including phone numbers and call records. Under federal regulations, telecommunications providers such as Masergy have an obligation to protect the confidentiality of CPNI by putting procedures and policies in place to:

- Verify the identity of anyone requesting access to such information
- Determine what information can be released upon customer request
- Set what account modifications may be made by the customer upon request
- Determine when Masergy employees may use CPNI for marketing purposes
- Set guidelines for handling requests for CPNI from law enforcement or any person other than the customer
- Set guidelines for handling breaches of a customer's CPNI

Full-Term Warranty

Phone system equipment shall be warranted by Masergy to be free of defects for the entire length of contract beginning at the date of the cutover to the hosted VoIP solution. During this warranty period and any subsequent maintenance agreement and defective components shall be repaired or replaced at no cost to the client.

Time to Repair/Restore Service

Masergy will supply no more than a 4-hour response to any "Service Outage," 24 hours a day, 7 days a week. A "Service Outage" is defined in the Service Level Agreement appearing later in this section



Maintenance

Masergy utilizes a Business Class Hosted Technology model and its primary services emanate and terminate within a “cloud” architecture, where there is no central operating system, appliance, server, or data center that can cause the service to fail. Our servers are housed in highly secure, geographically redundant data centers. The servers at each geographically redundant data center are fault-tolerant and load-balanced (N+1) for high availability.

Upgrades

Our software is upgraded within the switch approximately two times annually. All software configuration changes or firmware upgrades are done with strict Change Management Controls and are conducted afterhours with advance notification of the client.

Upgrades are designed to add new features and functions as well as enhance service reliability without any disruption or cost to the client.

Phones are configured to automatically look for updates at each reboot event. Regular upgrades to the phones are accomplished afterhours with advance notification of the client. The system is not required to be shut down – any phone reboots can be done remotely afterhours.

Testing is accomplished in a lab setting and done in stages to eliminate issues prior to any upgrades. Clients are notified in advance and there is NO COST associated with these upgrades.

Support Contact Information

Client support analysts are available during the hours of 6am to 6pm PST, Monday thru Friday, while Network Operation Center (NOC) engineers respond to emergencies around-the-clock, every day (24/7/365).

Clients may reach support from a Masergy phone by dialing 611, from any phone by calling (800) 942-4700 – Option 1, or by sending an email to support@Masergy.com.

Client Support

Masergy support is completely free. Clients may call support as many times as they want for as long as they want. Masergy provides free Full Term support, training, warranty on hardware, and upgrades.

Masergy's support organization is entirely managed and operated internally to ensure the highest level of care and to better serve customers. Masergy support personnel are trained to provide informed, efficient, and fast yet attentive and courteous customer service.

Once the customer request is handled, a detail report with resolution information is automatically emailed to customer administrator(s) for their records.

Onsite Support

We employ a geographically diverse and redundant support solution. In the unlikely event that resources at one location are not available, services are accounted for and available for re-termination to another device or location.

There is only one instance where a Masergy technician would have to be dispatched – if a router or switch malfunctions onsite. Masergy guarantees an onsite technician response time of 4 Hours in this instance.

If there is an issue in the access circuit and all failover circuits have also failed and there is no Internet access, the access circuit is always governed by the local LEC and they guarantee a response time of 4 hours. Masergy will oversee the dispatch of the local LEC technician and act as the single point of responsibility.

Service Level Agreements – Service Level Credits – Should SLAs not be achieved, client receives a percentage of compensation based on the Monthly Recurring Charge (MRC). The percentage shall not exceed 100% of the MRC for the specific building location impacted. Service Level Credit:

1 hour =< outage/month < 4 hours.....	5% MRC compensation
4 hours =< outage/month < 8 hours.....	10% MRC compensation
8 hours =< outage/month < 16 hours.....	20% MRC compensation
16 hours =< outage/month < 32 hours.....	50% MRC compensation
32 hours =< outage/month.....	100% MRC compensation

Insurance—Masergy shall, at Masergy’s expense, procure and maintain satisfactory public liability and casualty insurance to adequately protect Masergy’s personnel against damages for bodily injury, including death, which may arise from operations under this contract, whether such operations are by the vendor or by the vendor’s subcontractor, or anyone directly or indirectly employed by the vendor.

Financials – Masergy is a global provider of managed, secure virtualized network services to enterprises that have complex needs across multiple locations. Both organizations are profitable and with over 30,000 hosted VoIP endpoints deployed in over 30 countries, and continues to grow year over year.

Financial information will be provided upon request. This information is not for distribution.

9. References- *A complete list of references is available upon request*

District Name: Canyons School District

Contact Name and Title: Dean Glanville, Director of Technology Architecture

Address: 9361 South 300 East, Sandy, UT 84107

Phone Number: (801) 826-5397

Size of District: The District, covers roughly 192 square miles, serves approximately 33,000 students in 29 elementary schools, eight middle schools, four high organizations and four special programs.

Brief Description of Services provided: 4,000 Users, 52 locations/E Rate Guaranteed Voice and Video Services (VOIP)/Multi Party Conferencing Bridges/Voice to Text/Presence and IM/Term New Employee Training. (July 2011 E-Rate) Over 3400 phones are being deployed across 54 schools and facilities. Over 1200 phones have already been deployed at the Administration offices as well as several high schools and Intermediate schools. We stayed on schedule to complete deployment of 2200 phones including all High schools and Intermediate schools by December 17, 2011

District Name: San Joaquin County Office of Education

Contact Name and Title: Keith Jackson, Director of IT

Address: 2901 Arch Airport Road, Stockton CA 95206

Phone Number: (209) 468-4964

Size of District: San Joaquin is home to 14 organization districts housing more than 200 organization sites

Brief Description of Services provided: 750 Users/Multiple locations/E Rate Guaranteed Voice and Video Services (VOIP)/Multi Party Conferencing Bridges/Presence and IM/Voice to Text/Term New Employee Training. 750 phones deployed across 5 campuses plus over 10 satellite offices with several organization districts under consideration

Client Name: State of New Mexico

Contact Name and Title: Steve Cimelli

Phone Number: (505) 690-8669

Address: New Mexico

Brief Description of Services provided: Servicing entire state of New Mexico for Voice Service. Statewide contract with the State of New Mexico for SIP Trunks, Call Center applications, Hosted Voice and Hybrid solutions. Solution is delivering an annual cost reduction to the State of New Mexico of over 40%.



District Name: Camino Nuevo Charter Academy (LAUSD)

Contact Name and Title: Javier Benitez

Phone Number: (213) 417-3403

Address: 3435 West Temple Street, Los Angeles, CA 90026

Brief Description of Services provided: 400 users Multiple locations/E-Rate Guaranteed Voice and Video (VoIP)/Multi Party Conferencing Bridges/Presence and IM/Voice to Text/Term New Employee Training. Over 250 phones deployed at 6 schools.

District Name: Educational Service District 113

Contact Name and Title: Don Laurance, Director of Network Services

Phone Number: (360) 464-6793

Address: 5700 Littlerock Road SW, Tumwater, WA 98512

Brief Description of Services provided: E-Rate Guaranteed Voice and Video (VoIP)/Multi Party Conferencing Bridges/Presence and IM/Voice to Text/Term New Employee Training 225 users deployed at 1 Facility. School districts served by ESD-113 are planned for future deployment project.

10. Cost Proposal

Masergy is a global provider of all-in-one Cloud-based business communications services with comprehensive client support. Through an extensible, highly scalable and redundant carrier-grade platform for voice, video, and mobility communications for a wide range of multi-location organizations, our innovative products and industry leading customer service enable solutions that work across your enterprise.

Beyond reducing your Total Cost of Ownership and enhancing your staff's efficiency, Masergy wants you to be absolutely confident in our capabilities and availability. With our world-class service, you do not have to worry about your communications systems – we have it covered. Instead, you can focus your resources on your core functions and providing higher quality education.

Our unique Value Propositions are as follow:

1. Guaranteed Desired Business Outcome- Upfront
2. Only Guaranteed Service Levels (SLA) to the desktop in the industry
3. Offer Proof of Concept at no charge
4. Promise to adjust rates if our pricing goes down during the term
5. Highest Net Promoter Score of 66 in the Telecom Industry (for customer loyalty and satisfaction)
6. 24/7/365 Live Support at no charge

We provide you with a comprehensive business-grade service and take full responsibility for the activation, provisioning, and assisting in onsite installation. We also provide the following services at no additional charge:

- Available bundled usage for local, long distance, and Canada
- 6-party conference bridge
- Full-Term warranty on SIP gateways
- Comprehensive system maintenance and support
- End user and administrator training
- Built-in disaster recovery, multi-switch geographical redundancy
- Free porting of your existing main, DID block and Toll Free phone numbers

Scope of Work:

Masergy will provide SIP Trunking services for 800 SIP Trunks (based on quantities on tables on pages 33-35 of the RFP) and 5320 DIDs for dial-tone, incoming/outgoing calls, and local and long distance services across 14 sites delivered to existing local PBX phone system(s) via Native SIP or PRI hand-off, utilizing existing reliable QoS-enabled broadband circuits and existing reliable inter-site WAN connections capable of QoS.

The following tables outline the monthly service and one time installation labor costs.

Term 36 Months

Quantity	Product or Service Description	Unit Cost	Extended Cost	
			Recurring	Non-Recurring
98	Intelligent SIP Trunk – Measured	\$ 9.95	\$ 975.10	Waived
0	Intelligent SIP Trunk 500	\$ 14.95	\$ -	Waived
0	Intelligent SIP Trunk 1000	\$ 19.95	\$ -	Waived
0	Intelligent SIP Trunk 1500	\$ 22.95	\$ -	Waived
145	Direct Inward Dial (DID) - Private Numbers	\$ 0.45	\$ 65.25	Waived
0	Hosted Toll Free Numbers (plus 3.9 cents/Min)	\$ 1.00	\$ -	Waived
2	Hosted E911 Account	\$ 0.90	\$ 1.80	Waived
1	ESBC-25 sessions Router	\$ 36.00	\$ 36.00	Waived
1	ESBC-50 sessions Router	\$ 41.00	\$ 41.00	Waived
0	Converged, QoS T1 Access	\$ 395.00	\$ -	Waived
Included	Hosted 6-Party Conference Bridge Account	NO CHARGE	NO CHARGE	Waived
Included	Local, Long Distance, and Canada Usage	0, 1000 or 2000 M	NO CHARGE	Waived
Included	Web Portal Interface	NO CHARGE	NO CHARGE	Waived
Included	Call Analytics - Online Call Accounting System	NO CHARGE	NO CHARGE	Waived
Included	24/7 Support and Maintenance-Live	NO CHARGE	NO CHARGE	Waived
Included	Unlimited Online Support	NO CHARGE	NO CHARGE	Waived
Total Cost*:			\$ 1,119.15	Waived

*Plus applicable taxes and regulatory fees

Pricing: Non-Recurring Charges (NRC):

Quantity	Product or Service Description	Unit Cost	Extended	Total
14	IP Gateway Configuration	\$ 275.00	\$ 3,850.00	Waived
800	One-Time SIP Trunk Activation	\$ 25.00	\$ 20,000.00	Waived
Total Non-Recurring Charges:				Waived

11. Signature Page

The undersigned agree to the terms and conditions and deliverables and the subsequent Masergy response as outlined in our proposal.

- Terms and conditions and deliverables as described in the above documents may be superseded only by the written consent of all parties.
- The Terms and Conditions are set forth in the Master Service Agreement US Version #20150625 available at www.Masergy.com/msa.
- Term: 36 months

Masergy Cloud Communications, Inc.

State of West Virginia

By:

By:

Print
Name:

Print
Name:

Title:

Title:

Date:

Date:

Phones and Hardware

Masergy is committed to continued research and interoperability qualification programs to deliver proven business class hardware solutions. With years of industry experience and strong alliances with leading hardware manufacturers, Masergy is well positioned to offer a comprehensive set of options to fit a client's application and budget.

Polycom IP Phones

Masergy's service is configurable on most reputable and reliable SIP-based end-point devices (desk-top phones and soft phones). We recommend Polycom, however, as the preferred phone partner primarily due to its unmatched reliability and integration capabilities in the 'Hosted' industry. Moreover, Polycom is the first IP phone vendor to use revolutionary HD Voice technology to bring life-like richness and clarity to voice communications. Polycom HD Voice incorporates wideband audio for over twice the voice clarity.

Masergy offers Full Term warranty on all Polycom telephone sets. The following sections outline the specifications of the Polycom phones the client may deploy.

Polycom SoundPoint IP 335

The Polycom IP 335 is an entry-level IP phone with enterprise-grade features and High Definition (HD) Voice.

Features and Benefits:

- Polycom HD Voice technology, including support of G.722 wideband codec, Polycom Acoustic Clarity™ Technology 2, and systems design optimized for Polycom HD Voice technology.
- Advanced functionality, including shared lines, busy lamp field, three-way conferencing, and XML micro-browser.
- Backlit 102 x 33-pixel, grayscale graphical LCD.
- Integrated IEEE 802.3af Power over Ethernet (PoE) support (Class 2).
- Two port 10/100 Ethernet Switch.
- Dedicated RJ-9 headset port.



Polycom VVX 300 Business Media Phone

The Polycom VVX 300/310 phones bring high-quality, cost effective solutions to any environment through advanced UC features. Using the intuitive user interface of the VVX 300/310 makes usability and navigation easy and requires minimal training

Features and Benefits:

- 6 lines or speed dials
- 208 x 104 pixel resolution
- Polycom HD Voice up to 7 kHz on all audio paths (speaker, handset, headset)
- Model 300 2 x Ethernet 10/100 or Model 310 2 x Ethernet 10/100/1000
- Asian character support
- Hard Keys: 12-key dial-pad, home, speaker, mute, headset, volume, messages, hold, transfer
- 4-way navigation cluster with center "select" key
- Supports Polycom VVX Expansion Module and Polycom VVX Color Expansion Module (expandability up to 3 modules)
- Does not support VVX Camera or Bluetooth Headset



Polycom VVX 400 Business Media Phone

The Polycom VVX 400/410 telephones brings high-quality, cost effective solution to front line staff handling moderate volume of calls through advanced UC telephony features. Building on its intuitive color user interface of the VVX 400/410 makes navigation easy and requires minimal training

Features and Benefits:

- 12 lines or speed dials
- 3.5" color TFT with 320 x 240 pixel resolution
- Polycom HD Voice up to 7 KHz on all audio paths (speaker, handset, headset)
- Model 400 2 x Ethernet 10/100 or Model 410 2 x Ethernet 10/100/1000
- Asian character support
- Hard Keys: 12-key dial-pad, home, speaker, mute, headset, volume, messages, hold, transfer
- 4-way navigation cluster with center "select" key
- Supports Polycom VVX Expansion Module and Polycom VVX Color Expansion Module (Expandability up to 3 modules)
- Does not support VVX Camera or Bluetooth Headset



Polycom VVX Business Media Expansion Module

The Polycom® VVX® expansion modules turns your VVX business media phone into a high-performance attendant console. Compatible with Polycom VVX 300, 400, 500 and 600 using the Firmware 5.1.1.x or newer.

Features and Benefits:

Color LCD-Base

- 4.3" TFT 480 x 72 pixel resolution LCD screen
- 84 (3 x 24) illuminated soft keys configurable as a line appearance or speed dial with busy lamp field (BLF)
- Hot Swappable – can be added to or removed from an idle host phone at any time
- No extra cables or power supplies are required
- Plug and Play – requires no set-up as power and signaling are provided by the host phone

Paper-Base

- 40 illuminated bi-color LED keys programmable line keys; GUI configurable
- 2 x AUX ports (SPI) for connectivity and power propagation from the host; expandable up to 3 modules
- Up to 1 module powered by host phone (VVX 500 and VVX 600) when VVX Camera is used
- Adjustable desk stand angle to match host phone (60/50/40°)
- Instant setup through Web configuration utility or traditional provisioning methods (FTP/TFTP) through host phone



Polycom VVX 500 Business Media Phone

A performance business media phone with the world's best high definition audio, video playback, and business application integration, the Polycom VVX phone delivers best-in-class desktop productivity and unified communications (UC) for the knowledge worker and busy professional.

Features and Benefits:

- Intuitive, gesture-based color, multi-touch interface for voice calls and applications
- Flexible twelve line appearances, on this feature-rich phone with Polycom HD Voice™ technology—crystal clear voice quality and advanced audio processing
- Simple, flexible, secure provisioning options
- API for integration with business applications
- Productivity suite with Polycom Desktop Connector to PCs; keyboard and mouse sharing
- Microsoft® Exchange® calendar and contacts integration
- Visual conference management with local voice call recording & corporate directory access
- Personalized information at a glance - Polycom My Info Portal
- Expandable to Video capability with the optional Polycom VVX Camera.



Polycom VVX 600 Executive Business Media Phone

A performance business media phone with the world's best high definition audio and business application integration, the Polycom® VVX® phone delivers best-in-class desktop productivity and unified communications (UC) for the knowledge worker and busy professional.

Features and Benefits:

- Improve knowledge-worker productivity and gain access to business information at a glance.
- Reduce training time through superior calling features in a sleek design and simple-to-use phone.
- Reduce costs through simple deployment and easy administration, upgrades and maintenance.
- Provides expandability and investment protection with USB ports for optional accessories and hardware upgrades.
- Offers easy integration with PDC Polycom Desktop Connector.
- Expandable to Video capability with the optional Polycom VVX Camera.
- Integrated Bluetooth capability.



Optional VVX Camera Module works with VVX 500 and VVX 600 only.

Polycom VVX 1500 Executive Business Media Phone

The VVX 1500 is the first business media phone that combines advanced telephony, one-touch video, and integrated business applications into a seamless, lifelike experience. The Polycom VVX 1500 unifies voice, video and applications capabilities into a simple-to-use business media phone. With its unique touch screen interface, the VVX 1500 makes video calls as simple as using a phone.

Features and Benefits:

- Intuitive, color touch-screen interface for voice, video and applications.
- Six-line, feature-rich phone with Polycom HD Voice.
- Instant, one-touch business-grade video conferencing right from the desktop.
- Adjustable camera, base, and display to accommodate any environment.
- Highly customizable applications platform with open Polycom API.
- Integrated Gigabit Ethernet (GigE) switch for bandwidth-intensive applications.
- IEEE 802.3af powered at under 11W maximum for a "green" world.
- Smart motion detection to enable the screen to go to power-save mode when no one is in the office.



Soft-Phone Solutions

Key features of the Hosted Model are user-friendly soft-phones and the ability to employ a soft-phone which mirrors a desk handset. Here are two choices which are supported on the Masergy Hosted UCaaS.

Masergy Communicator Soft-Phone

Masergy Communicator provides end-users with a unified communications (UC) experience across mainstream mobile (tablets & mobile phones) and computer platforms (PCs and laptops) including Windows, Mac, iOS and Android. Masergy Communicator provides the overall UC solution by allowing your telecommunications to be easily deployed on a single application to access voice, video, instant messaging and presence applications. Users will enjoy the freedom to access their Hosted UC services from almost any device.

Masergy Communicator has a number of features you will find valuable:

- **One Identity** - You have one identify across all services, voice, video, and Instant Messaging & Presence
- **Access from any device** - Access all of your communications services from any device, including your desk phone, desktop, laptop, mobile, or tablet
- **Synchronized call logs, buddy lists and service settings** - All communications preferences are stored in the cloud and synchronized with the software on your device when you log in
- **High definition voice and video** - Voice and video calls are enhanced with the highest quality voice
- **Move from device to device without interrupting calls** - You can start a call on your desk phone - and seamlessly move to your mobile device



CounterPath Soft-Phones

CounterPath Bria and eyeBeam soft-phones employ an open standards based architecture that integrates with third-party platforms to make customer implementations smooth and seamless.

Simplified Integration

Simplified integration with SIP and other VoIP applications allows for a customized deployment of multimedia capabilities or integration with an existing solution suite.

User Interface (UI)

Bria's and eyeBeam's intuitive user interfaces are centered on the dialpad, enabling both novice and power users to easily make and receive calls and initiate one-on-one video conferencing.



Headsets

The Polycom SoundPoint IP phones are headset ready and equipped with a dedicated RJ-9 headset port. We recommend any Plantronics Polaris headset (a headset amplifier is not required). The headset plugs directly into the RJ-9 utilizing a Polaris cable with quick-disconnect coupler.

The Hosted Unified Communications Service supports many brands of Wired and Wireless Headset products. We have warranted the ones below as exceeding the technical requirements required in a Business Class environment.

- Plantronics CS55 Wireless Headset W/Plantronics APP-5 Polycom electronic Hook-switch Control
- Plantronics CS70 Wireless Noise-Canceling Headset W/Plantronics APP-5 Polycom electronic Hook-switch Control
- Plantronics Polaris P251 or P261 Headset
- Plantronics Polaris P81 Headset



Adtran NetVanta 6310 Modular Business Gateway

The NetVanta 6310 Modular IP Business Gateway serves as the VoIP egress/ingress point of demarcation in a converged voice and data network. It is designed for use in integrated IP voice and data service offering with the high-packet throughput required for IP Telephony, corporate connectivity, and Internet access. This powerful solution combines the robust routing and voice features of ADTRAN's industry-leading Total Access 900e Series of IP Business Gateways into a modular, multi-function chassis.

- Combines IP Business Gateway and Ethernet access device into one chassis.
- Module dual-slot chassis.
- Integral SIP gateway, router, and security.
- Supports a variety of network and voice interfaces.
- Dual 10/100Base-T interfaces for routing, DMZ, or Ethernet-fed WAN.
- Integral PRI/PRA T1/E1 for PBX connectivity.
- Stateful inspection firewall for network security.
- IPSec Virtual Private Network (VPN).
- Up to 16 analog POTS interfaces with remote survivability.
- Supports IP, analog, and digital phones/phone systems; fax machines, modems, and Wireless Access Points (WAPs).
- Dynamic bandwidth allocation enables more efficient utilization.
- Voice Quality Monitoring (VQM) and Mean Opinion Score (MOS) prediction.



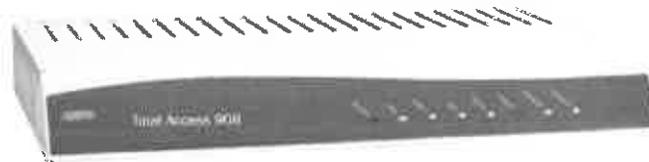
In combination with the QoS features, a specialized SIP ALG allows SIP traffic to traverse NAT-enabled firewalls. For enterprise networks, this interoperability allows IP phones, and other SIP-based devices to set up, tear down, and pass voice and call control messages seamlessly through the integral NAT-enabled firewall. The NetVanta 6310 also

deploys VQM to capture MOS, jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN. This powerful, yet graphically intuitive, diagnostic tool allows for quick isolation of network issues to ensure superior call quality.

Adtran Total Access 908e Business Gateway

The Total Access 908e IP Business Gateway provides SIP-gateway functionality, a robust IP router, firewall and VPN functionality, and support for a number of analog and digital interfaces for existing phone equipment, or for the combination of an IP PBX and an analog fax, phones, or modem.

- Seamless voice and data integration over VoIP-based network architectures.
- Four T1 WAN interfaces/two Ethernet interfaces/ 8 FXS interfaces.
- Integral DSX-1 PRI/CAS for PBX connectivity.
- Integral full-featured IP router for data support and Internet access.
- Stateful inspection firewall for network security.
- Quality of Service (QoS) for delay sensitive traffic like VoIP.
- Supports 802.1q Virtual LAN (VLAN) Trunking.
- Voice Quality Monitoring (VQM).
- Command Line Interface (CLI) mimics industry de facto standard.
- Network Address Translation (NAT) for IP address concealment.
- Optional battery backup.



In combination with the QoS features, a specialized SIP ALG allows SIP traffic to traverse NAT-enabled firewalls. For enterprise networks, this interoperability allows IP PBXs, phones, and other SIP-based devices to set up, tear down, and pass voice and call control messages seamlessly through the integral NAT-enabled firewall. The NetVanta 3430 also deploys VQM to capture MOS, jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN. This powerful, yet graphically intuitive, diagnostic tool allows for quick isolation of network issues to ensure superior call quality.

Project Management

Masergy has designed, developed, and implemented a provisioning solution that streamlines the activation process with a well-defined workflow, leading to a successful implementation. This centralized provisioning system is flexible and designed to help clients realize efficiencies by empowering the implementation team to select and customize features and services with the client's requirements in mind.

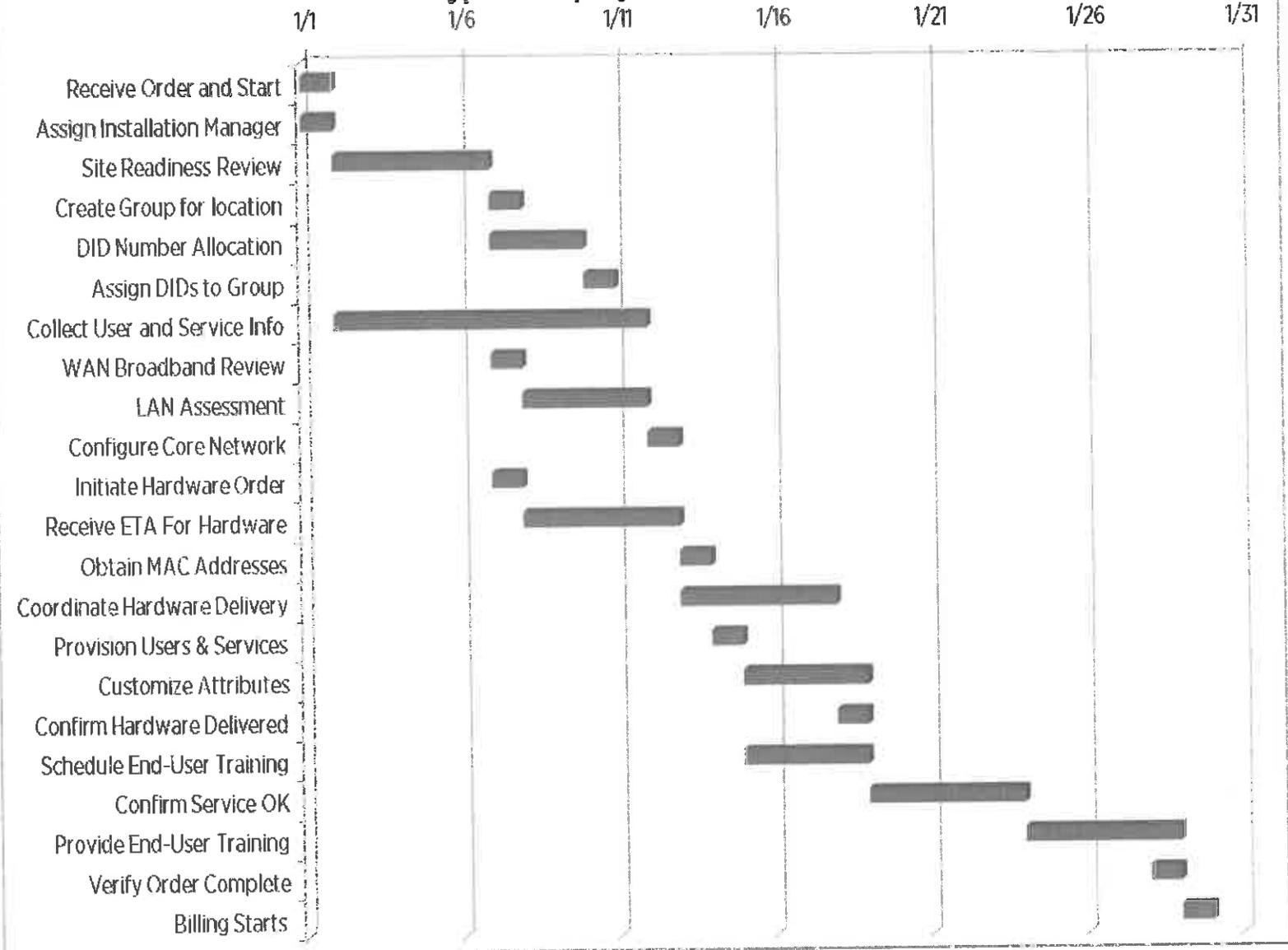
Each deployment is accompanied by a robust workflow to minimize any interruption to operations and activities. As shown in Gantt chart presented later in this section, we estimate conservatively that each deployment will take 30 days. At the outset of each project, we work to educate the client and use our professional judgment to move through the workflow effectively and efficiently. The workflow is based on the following action items:

- **Review the Project with a Client Representative – We discuss the details of the project, ask questions, and investigate any challenging areas. We ascertain as much as we can, make a list of unknown areas, and develop answers as quickly as possible.**
- **Listen to Requirements and Agree on Desired Outcomes – We evaluate the client's expectations and discuss and document relevant decisions.**
- **Define All Steps in the Project and Establish Dates for Each Milestone – We outline each installation's specific details and keep the process moving by sending updates when changes occur to the schedule.**
- **Collect Site Specific Data from Client – We obtain all phone numbers, IP address requirements, user names, emails, and other critical items in the kickoff meeting and typically finish the process over email or conference Bridge.**
- **Provision All Users and Custom Settings – This is done with our highly sophisticated custom software. Afterwards, we customize the client's account and include documentation that we provide for administrators.**
- **Procure and Configure All Phones and Related Hardware – We also test all phones and site hardware.**
- **Deliver All Phones and Hardware – We typically ship equipment to each location as required.**
- **Place Phones and Ensure Every Phone is Registered and In Service – We make this step easy because of our extensive planning.**
- **Train Users and Administrators – We find online training works best, but onsite training can be arranged as well. Admin training is done separately and often requires a few days due to the large amount of information. Special training is also given to receptionists and other users who have special requirements.**
- **Porting the Numbers – Porting all numbers can be scheduled and rescheduled as needed. We will have an exact date and time that the numbers will switch from your existing carrier to us. Once the Masergy phones are functional, the old phones can be recycled.**
- **Continue to Train and Proactively Monitor Devices and Users – We offer ongoing training as new features become available. Periodic emails will be sent to administrators with relevant training information.**

Masergy also can deploy a "rolling" implementation, which provides for step-by-step deployment. Several deployments may occur simultaneously based on the client's preference and approval. Any deployment will be done in conjunction with the client's IT staff. This deployment occurs with minimal disruption to staff and operations and can include after-hour or weekend deployment processes as required.

The project manager and the deployment team address all support and training issues before the project is deemed complete. The final step is "Verify Order Complete," which includes a signoff by the client.

Typical Deployment Schedule





Training

Training for End-Users, Power-Users, Administrators, and Others

Masergy will provide Full Term online training for End Users, Information Services Network staff, and Operations staff as well as administration staff for each location at no additional charge. Each training session is live and led by qualified instructors. Participants are encouraged to interact with the instructor and ask questions. The trainings are conducted utilizing voice Conference Bridge and Web-Collaboration tools.

Onsite training can be provided upon each deployment and is subsequently available per request.

Full Term Training

Information Services Network and Operations staff or administration staff at each location may choose to administer the system. Masergy will provide Full Term system administration training for all staff.

"Prompt, reliable, and convenient telecommunications services are a mission-critical component of every minute of my life. Only Masergy has been able to provide a communications service that is flexible enough to handle my many obligations and at a price that fits the limited budget of non-profit organizations."

Hoorl Sadler
CEO, Sadler Medical Group

User Features and Functions

Masergy user features are the most complete and comprehensive in the industry.

User features are conveniently bundled in service packs for simple assignment and administration as listed below. To learn more about each individual feature, please click on each feature to be directed to the corresponding page on the Masergy website. If you are reading this document on a printed hard copy, please visit www.masergy.com and search for the desired feature by entering the feature name in the "Search" field located on the upper corner of the web page.

Hosted Utility Line Account Features

Call Waiting	Extension dialing	Personal Web Portal
Calling Line ID Delivery (Outgoing)	External Calling Line ID Delivery	Polycom Phone Services
Client Call Control	Internal Calling Line ID Delivery	Voice Portal
Direct inward-outward dialing	Music on hold (user)	

Hosted Business User Account Features

Anonymous Call Rejection	Call Transfer	Last Number Recall
Automatic Call Back	Call Waiting	Music on hold (user)
Automatic Hold/Retrieval	Calling Line ID Blocking (Outgoing)	Personal Web Portal
Call Accounting	Calling Line ID Delivery (Outgoing)	Phone Status Monitoring
Call Forwarding Always	Client Call Control	Polycom Phone Services
Call Forwarding Busy	Direct inward-outward dialing	Speed Dial 100
Call Forwarding No Answer	Do Not Disturb	Speed Dial 8
Call Forwarding Not Reachable	Extension dialing	Third-Party Voice Mail Support (user)
Call Park	External Calling Line ID Delivery	Three-Way Call
Call Pickup	Hotline Guest	Video Calling
Call Return	Internal Calling Line ID Delivery	Voice Portal

Hosted Power User Account Features

All Hosted Business User Account features plus the following:

Alternate Numbers	Directed Call Pickup	Push to Talk
Barred-in Extern	Directed Call Pickup with Barred-in	Selective Call Appearance
Busy Lamp Field	Hotline Host	Selective Call Rejection
Call Forwarding Selective	Priority Alert	Shared Call Appearance
Call Notify	Privacy	Six-Way Calling

Hosted Mobile User Account Features

All Hosted Business User Account features plus the following:

Masergy Anywhere	Sequential Ringing	Two-Stage Dialing
Outlook Integration	Shared Call Appearance with MCA	
Remote Office	Simultaneous Ring	

Hosted Executive User Account Features

All Hosted Business User Account features plus the following:

Alternate Numbers	Hotline Host	Sequential Ringing
Barred-in Extern	Outlook Integration	Shared Call Appearance with MCA
Masergy Anywhere	Priority Alert	Sequential Ringing
Busy Lamp Field	Privacy	Six-Way Calling
Call Forwarding Selective	Push to Talk	Telephony Toolbar
Call Notify	Remote Office	Two-Stage Dialing
Directed Call Pickup	Selective Call Appearance	
Directed Call Pickup with Barred-in	Selective Call Rejection	

Group Features and Functions

Account Codes (Included)

The Account Codes service allows users to assign certain calls to specified accounts while on a call or prior to making a call, for tracking purposes. This service can be very useful for management by generating reports to measure call campaigns or call types.

Authorization Codes (Included)

The Authorization Codes service allows the group administrator to select specific users who must enter a valid authorization code when making a call to an outside party.

Automated Attendant (Optional)

The Masergy Automated Attendant provides clients with a powerful and flexible tool to field inbound calls and deliver them to the intended destination through interactions with the caller. The Automated Attendant is an integral part of the Masergy product offering and does not require an external third-party system.

The Automated Attendant is reached by dialing an associated phone number or an extension. Once connected to the Automated Attendant, the caller is played a greeting that provides a menu of options to complete call routing. Callers are able to dial extension numbers or to select an option to dial by name.

The Automated Attendant uses the multi-location enterprise capabilities of the Masergy platform to transparently support geographically distributed groups. Therefore, the client has the option to allow extension or dial-by-name calling from any Automated Attendant at any school or office. In fact, the client may choose to consolidate certain Automated Attendants among schools or offices.

Similar to all Masergy services and settings that are configurable by administrators, the AA one-digit dialing menu is also configured by a client administrator.

Masergy Automated Attendant engines are designed to suit any call routing application by cascading a limitless number of layers and trees.

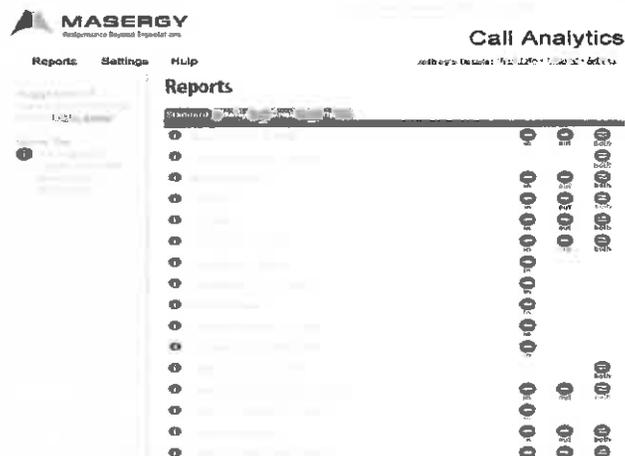
Interactive dialog will be based upon Dual Tone Multi Frequency (DTMF), with errors (incorrect entries) sent to an informational message and returned to the earlier point in the menu.

Call Analytics (Included)

Masergy Call Analytics is an on-demand web based call accounting application that is fully integrated with our hosted VoIP service. It captures inbound, outbound, and intra-office calls activities and generates a variety of reports.

Our fully hosted model uses one centralized call accounting system to track calls out of all locations on the network. The system can distinguish which telephone originated the call, no matter where the telephone exists on the network. The system can track an outside call through its destination, including any internal transfers.

The various reports may be exported in PDF or CSV file formats for integration with external application for analysis. We can employ custom grouping down to a single DID level. The system has the ability to report by existing DID or group as created by the administrator.



The screenshot shows the Masergy Call Analytics interface. At the top, there is a navigation bar with 'Reports', 'Settings', and 'Help'. The main content area is titled 'Reports' and displays a table with the following columns: 'Reports', 'Calls', 'Duration', 'Cost', and 'Revenue'. The table contains several rows of data, with the first row showing 0 calls, 0 duration, 0 cost, and 0 revenue. The interface also includes a sidebar with a search bar and a list of reports.

Reports	Calls	Duration	Cost	Revenue
1	0	0:00	\$0.00	\$0.00
2	0	0:00	\$0.00	\$0.00
3	0	0:00	\$0.00	\$0.00
4	0	0:00	\$0.00	\$0.00
5	0	0:00	\$0.00	\$0.00
6	0	0:00	\$0.00	\$0.00
7	0	0:00	\$0.00	\$0.00
8	0	0:00	\$0.00	\$0.00
9	0	0:00	\$0.00	\$0.00
10	0	0:00	\$0.00	\$0.00
11	0	0:00	\$0.00	\$0.00
12	0	0:00	\$0.00	\$0.00
13	0	0:00	\$0.00	\$0.00
14	0	0:00	\$0.00	\$0.00
15	0	0:00	\$0.00	\$0.00
16	0	0:00	\$0.00	\$0.00
17	0	0:00	\$0.00	\$0.00
18	0	0:00	\$0.00	\$0.00
19	0	0:00	\$0.00	\$0.00
20	0	0:00	\$0.00	\$0.00



Calling Group ID Delivery (Included)

The Calling Group ID Delivery service allows the group administrator to assign an outgoing Calling Line Identity (name and number) to all phones of an entire group.

Calling Plan (Included)

The Calling Plan service allows the administrator to restrict the type of calls users can make and receive. A useful application of this service is blocking international calls from stations that do not need this feature.

Call Recording (Optional)

Masergy provides a cloud-based and ubiquitous Call Recording service for ad-hoc, on-demand recording on individual phones or a comprehensive full-time call recording of all the calls, if required for compliance, management or training purposes.

Conference Bridge (6-Port Bridge Included)

The Conference Bridge service allows group administrators to create multi-port conference bridges that can be used by members of the group and external parties to hold scheduled conferences. Groups who subscribe to the Conferencing service are allocated a maximum number of conference ports (6 ports are included for each group) that may be used simultaneously. Each call can accept as many participants as there are ports available for that group.

Masergy provides, at no charge, an expandable 6-party conferencing bridge with web-based access and can support any number of pre-arranged simultaneous Conferences. Because the system is hosted, external calls do not utilize bandwidth on the customer's network as the conferencing point is hosted by the provider. PSTN connectivity is aggregated at the provider's level, saving bandwidth that would have been required by a premises-based solution.

Enhanced 911 (Included)

Masergy's fully hosted model allows users to call either 911 to reach emergency services. All subscribers have access to Enhanced 911 (E911) service. With E911 service, when registered users dial 911, they reach the Public Service Answering Point (PSAP) associated with their registered address. Emergency operators have access to the phone number and may call back if necessary. Masergy will present the appropriate geographical location of each user to the PSAP.

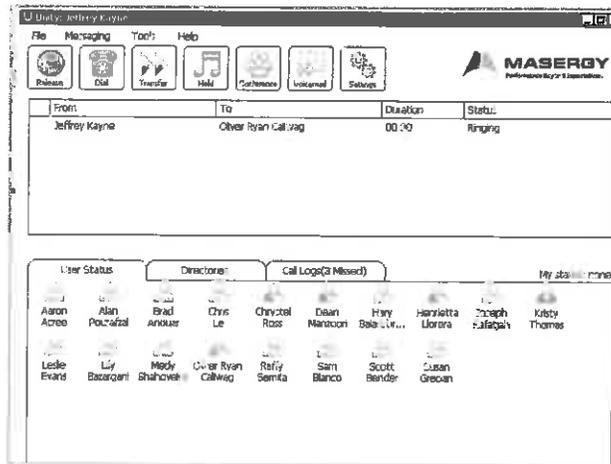
We register the initial address of each phone extension at the time of deployment. Moreover, we've implemented a way for each user to be able to update their address securely through a web-portal at any time. All calling activities including E911 calls are captured in the Call Detail Records (CDRs) and may be viewed later through the Call Analytics web portal.

"Masergy's Unified Communications service has many great features that allow us to be in touch with our clients from anywhere. As a financial planning firm, it is essential that our clients are able to reach us immediately."

Mary Mohammad
Executive Vice President, NWF Advisory Group

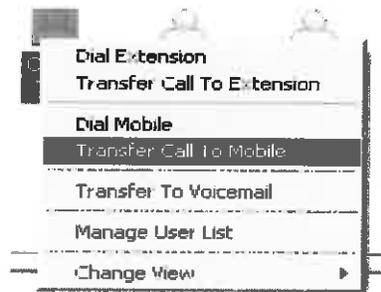
Instant Messaging and Presence with Masergy Unity (Optional)

Masergy Unity is an application that simplifies making and receiving calls for Masergy users. Featuring an intuitive icon based interface, Masergy Unity provides point and click call control within the familiar desktop environment. Masergy Unity is fully integrated with Outlook contacts and allows users to click-to-dial their contacts without ever touching a phone.

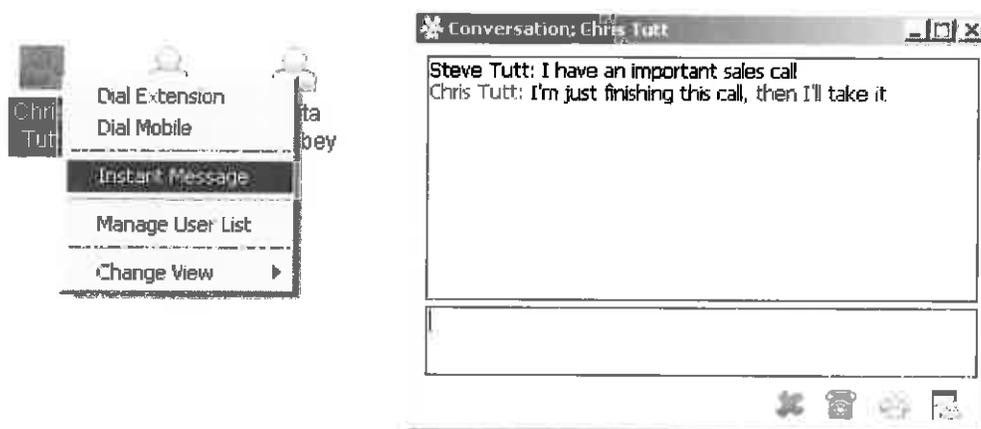


Additionally, Masergy Unity provides Instant Messaging within the organization and enables users to see the real-time status of coworkers. Masergy Unity improves workgroup collaboration by bringing users closer to each other and simplifying internal and external communication. A similar product that is integrated with the MAC operating system will be available Q4/2013.

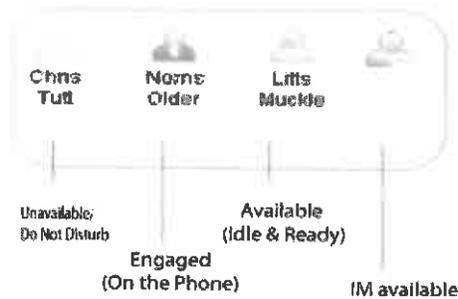
Call Control – Manage multiple calls through call control buttons or from the menu by right-clicking on the User Status Icon.



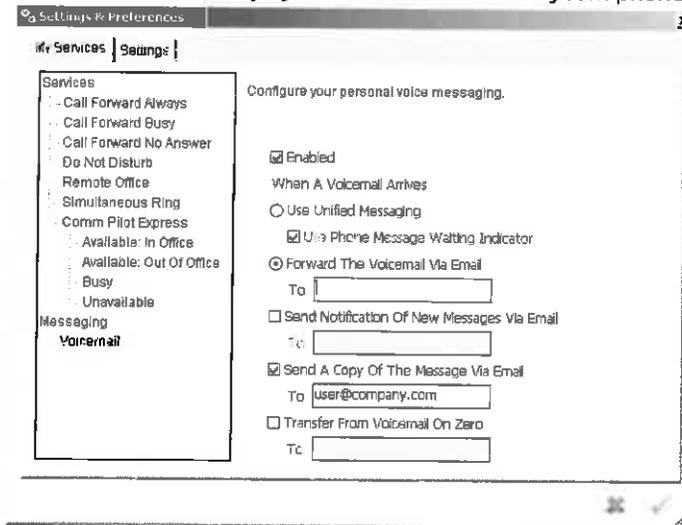
Instant Messaging – Company wide Instant Messaging to colleagues from within User Status and the Group Directory. No separate login required. To receive a message, the recipient must have Masergy Unity open.



Presence – Presence is the ability to receive a visual indication of the far-end user’s real-time status. Masergy Unity displays selected colleagues (configurable by the user) and visually reflects their telephone status (ringing/engaged/unavailable/available).



Quick Access to User settings – Allows users to change user settings quickly from within the client. Settings including Call Forwarding and Do Not Disturb are fully synchronized with the Polycom phone sets

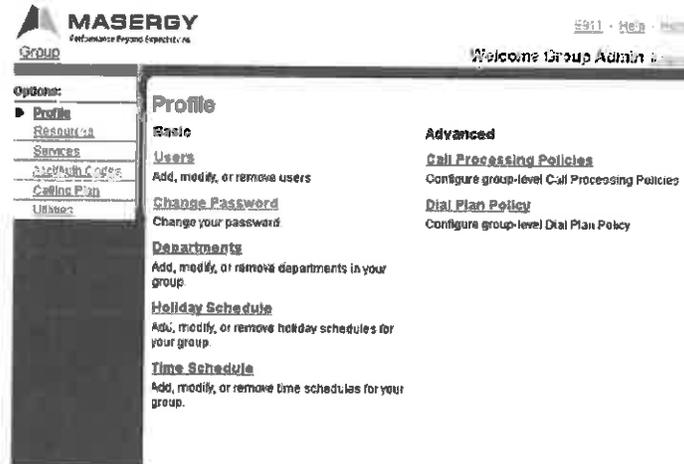


Group Web Portal (Included)

Masergy utilizes a Business Class Hosted Technology model and its primary services emanate and terminate within “cloud” architecture. The hosted architecture makes it possible to provide a single centralized administrative web-portal to simplify management of user profiles and group resources.

The Group Web Portal provides the group administrator with a secure web interface that allows for viewing, provisioning, and configuring the resources of a group. The group web portal enables administrators to easily perform system administrative and management functions on-demand from anywhere. The always-on web portal also gives administrators complete control over all system settings and enables them to add, delete, or modify user profiles anywhere, anytime. No additional equipment or software is needed for the system programming and operation.

Additionally, the web portal allows for multiple levels of administrators with each having different capabilities of system access and a unique password. Masergy provides free Full Term web-based training for users and administrators.



Hunt Group (Optional)

The **Hunt Group** service allows processing of a high volume of calls to a single phone number by distributing the incoming calls to multiple users according to a hunting policy. Based on the chosen policy, an incoming call hunts for an idle user in the group to terminate the call to that user. Unlike the Call Center service the hunt group does not have a queue to hold unanswered calls. A voicemail box or Automated Attendant can handle the call overflow.

When a hunt group is created, the users are provisioned in an ordered list. The hunting process essentially determines how to process that list to find an idle user where the call can be terminated. Supported hunting policies are Linear, Circular, Uniform, Simultaneous, and Weighted.

Music on Hold (Included)

Music on hold allows calls on hold or parked to hear music. The music that plays can be customized or disabled altogether. A group administrator can change the music on hold as often as desired by logging into the group web-portal and uploading a new piece of music in .WAV format to the system. No onsite hardware is necessary for this service. The Music is stored and played in the "cloud." Professional recording with voice over and blended music also is available as an option.

Receptionist Client (Optional)

Masergy supports robust receptionist integration. Masergy's Receptionist PC client software works in conjunction with a desktop phone. The Receptionist client replaces multiple side-modules connected to an operator's phone. The operator would have the ability to view the real-time status of 100+ extensions simultaneously, with the ability to easily process calls accurately and efficiently. Our Implementation team has the experience to assist the client to deploy the flexible system according to their needs and requirements.

The system architecture allows for any number of operators at any location to process calls for one or all locations. The client may choose to consolidate the operator duties to one location or deploy them in an "overflow" configuration where calls not answered at one location overflow to other locations.

In the top portion (Switchboard), you can clearly see the extension and name of an internal call. In the middle section, the status of stations in view is monitored. In the bottom section, the call processing takes place. The operator may transfer callers to the user's extension or send them directly to a voicemail box. If the user has selected to include his or her mobile number in their profile, then the operator may transfer calls to the user's mobile phone.



SIP Trunking (Optional)

In addition to providing an end-to-end, fully hosted VoIP telephony service, Masergy also provides a world-class, carrier grade Session Initiation Protocol (SIP) Trunking service. This service is ideal for clients who have already invested in premises-based legacy or IP phone systems.

Masergy's SIP trunking provides a cost effective solution for organizations to connect their premises-based business phone systems by utilizing new or existing broadband connections, replacing traditional telephone company circuits. Masergy's solutions enable organizations to realize the efficiencies of converging voice and data networks.

Masergy's SIP trunking service has successfully passed interoperability tests and is fully compatible with major SIP-enabled phone systems including Asterisks, Cisco, Adtran, Toshiba, Allworx, Vodavi, NEC, Avaya, and Shoretel.

Masergy SIP Trunking provides a multitude of benefits to businesses including:

- Managed connection with Quality of Service (QoS) guarantee.
- Virtual Direct Inward Dialing (DID) numbers anywhere in the USA and across the globe.
- Seamless connectivity of new or existing branch locations to the headquarters or other branches without incurring long distance charges.
- Remote office and telecommuter connectivity to existing office extensions.
- Establishment of a migration path to a complete hosted Unified Communications solution for existing or new locations as old phone systems are phased out.
- Improved business continuity through fault-tolerant, geographically redundant SIP infrastructure.
- Expanded functionality with Caller ID, Call Forward Unreachable, and Call Forward-Busy with Variable Destination.
- Additional functionality such as Hunt Groups, External Call Transfer, and off-site emergency voicemail box.

SIP Trunk Features

[Call Accounting](#)

[Call Forwarding Always](#)

[Call Forwarding Not Reachable](#)

[Call Waiting](#)

[Calling Line ID Blocking \(Outgoing\)](#)

[Calling Line ID Delivery \(Outgoing\)](#)

[Client Call Control](#)

[Direct Inward-Outward Dialing](#)

[Extension Dialing](#)

[External Calling Line ID Delivery](#)

[Internal Calling Line ID Delivery](#)

[Three-Way Call](#)

Telephone Numbers Directory (Included)

Our hosted service allows users to access a directory of telephone numbers via the Polycom telephone or PC or MAC Toolbars for click-to-dial without touching a phone or punching numbers on a keypad.



Unified Messaging - Voicemail and Fax in Your Email Inbox (Optional)

Masergy's Hosted VoIP solution includes a centralized and fully integrated voicemail service. Voicemails are securely accessible from any internal or external telephone using authenticated passwords. A message light on the phone indicates a new message. Users may easily and at no added expense specify an email address, via the user web portal, to receive either a notification of the new message or the voice message itself as an email attachment.

Furthermore, Masergy provides machine-based voicemail to email transcription services to allow users to read their voicemail. Optional human assisted voicemail transcription service is available upon request. Transcribed voicemails are sent to a predefined email address along with an attached audio file of the message.

Masergy also offers electronic fax service so users may receive all interactions – email, voicemail, and fax – in a single inbox with a consistent user experience and interface across multiple devices. Masergy's intuitive user interface puts the user in control of how they prefer to be notified of a new message in their inbox and how they wish to retrieve those messages.

Video Conferencing Bridge Service (Optional)

Masergy's Unified Communications Solution includes a new video usage model that is mainstream, user-oriented, ad hoc, on demand, and integrated into daily workflow. Masergy utilizes advanced SIP technology to power desktop video phones with the same call control functionality usually found in voice telephony solutions (call transfer, call hold, call forward, mute, and conference).

Masergy's Video Calling Solution integrates video into the voice telephony infrastructure and the network by extending the same user experience that callers have come to expect from voice to video. Placing a call with video is as easy and reliable as making a phone call. Video calling capability is included with our Hosted Unified Communications model and users will have video calling capability.

In addition, Masergy also offers optional Video Conferencing Bridge services through a Polycom VVX-1500 and other SIP enabled video endpoints. A video bridge enables video conferencing participants to connect to multiple endpoints at the same time. The conferencing bridge service enables endpoints to connect to other endpoints using SIP. Connecting multiple endpoints can be achieved by scheduling a multi-point conference, and administrators can schedule a reservation-less video conference bridge anytime.

Voicemail with Exchange Integration (Optional)

Masergy's telephony platform is certified to interoperate with Microsoft's Exchange 2007/2010 Server in a Unified Messaging (UM) role. When utilizing the customer's existing Microsoft messaging platform, unanswered calls intended for a user on Masergy's system "roll" directly to the Exchange UM platform and missed call notifications are delivered directly to a user's mailbox. Exchange UM enables the playback of messages – and reading of emails – using an interactive voice response system known as Outlook Voice Access (OVA). OVA also exposes access to the Exchange calendar for meeting manipulation as well as providing directory and contacts access for dialing out using voice commands. Additionally, PC speaker or play-on-phone playback methods can be initiated via the Outlook email client or Outlook Web Access (OWA). This functionality is added to the existing Outlook and OWA interfaces already familiar to users.

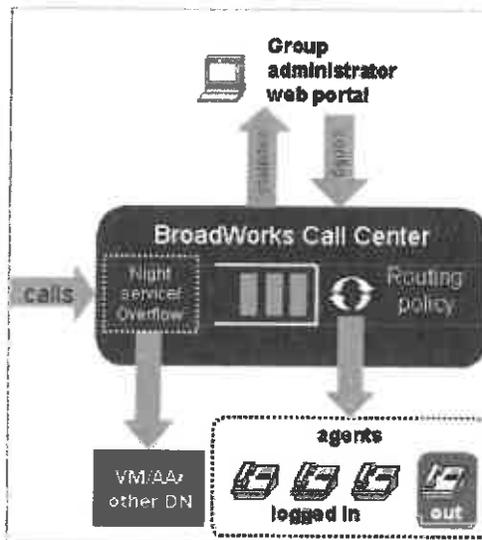
Though there is no anticipated impact to general Exchange functionality in UM-enabling users, it must be noted that since the voicemail system is fully integrated into the Exchange infrastructure, availability of this service is dependent on continued operation of Exchange. Masergy is able to provide backup voicemail mailboxes with reduced functionality in the event of a prolonged Exchange outage.

To determine the architecture and licensing of Microsoft's Exchange Server infrastructure to support the UM role and to UM-enable the desired number of users, the customer should engage their Microsoft account team. Furthermore, Masergy is able to perform all protocol interworking and SIP header manipulation at its edge, thereby eliminating the need for an additional mediation server component.

Call Center (Optional)

Masergy offers a single platform that supports any customer environment, from individuals and small groups who may only need simple call distribution and queuing features, to large enterprise call centers that need complex call distribution, Auto Attendants, desktop clients and advanced reporting on queues and agents.

This fully integrated **Call Center** application enables the rapid delivery of full-featured hosted call centers, meeting the needs of the most sophisticated enterprise customers. Core call center functions include intelligent routing and distribution; web-based agent and supervisor clients; and comprehensive reporting capabilities.



The open, standards-based architecture provides application programming interfaces (APIs), allowing enterprises to take advantage of call the platform for the core call center functionality and use technology partners of their choice to complement and extend the solution. The solution provides a carrier class platform, enabling clients of any size to build a comprehensive, and feature-rich call center anywhere in the world.

Automatic Call Distribution

Integrated ACD functionality is at the core of the Masergy Call Center solution. Call Center administrators can easily and quickly configure sophisticated distribution and routing logic from the web portal, and deliver calls to any user regardless of their location or device. Agent availability, historical reporting, silent monitoring and other functions work with agents at remote sites, home-based agents, or agents on mobile devices just as though they are located at the main call center office.

Masergy Call Center fully supports users in demanding environments, where they can manage their availability using their phone device and use daily or weekly reports to monitor agent and queue activity.

Masergy ACD feature set includes hunt groups, call queuing when all users are busy, and no-answer or overflow treatments, as well as an integrated Auto Attendant to route calls to the correct group of agents. Masergy can expand the capabilities of legacy call centers by allowing call center agents to be geographically distributed. Agents can handle calls from anywhere, including their home, a satellite office or from mobile handsets.

Call Center Agent

Masergy Call Center agents can handle calls using any device associated with their Masergy user profile, including analog phones, IP phones, soft phones, mobile phones, and video phones, providing maximum flexibility for the agents. In addition, agents can use their phones, the Masergy web portal, or specially-designed call center clients to manage their availability.

Agents supporting high-volume call centers can use a sophisticated Call Center Agent client application that provides intuitive call control, Click To Dial, availability management, supervisor escalation options, and activity reporting capability.

Call Center Supervisor

A supervisor using the Masergy Call Center Supervisor client is able to track the real time status and activity of agents and queues, monitor agent calls, manipulate calls in queues, and generate real time and historical reports on agents and queues.



Virtually every business can benefit from Call Center services, whether it is a small business queuing calls for a receptionist, a wholesale call center handling calls for multiple companies, or more specialized environments such as video call centers or call centers with mobile agents.

Reporting and Monitoring

BroadWorks supports the reporting needs of any size environment, ranging from basic agent and queue performance statistics via the BroadWorks web portal and daily e-mailed reports, to advanced on-demand reports and real-time monitoring of call center agent and queues using the desktop clients.

Customers who previously had no access to incoming call information and agent metrics can now forecast staffing requirements to meet anticipated call volumes, and formal call centers can maximize customer satisfaction using reports that allow them to effectively manage their agents and monitor key performance indicators (KPIs) for their agents and queues.

Partner Ecosystem

Masergy works with a broad range of Technology Partners to provide additional services associated with the Call Center and deliver a customized solution.

Call Center Key Attributes

Automatic Call Distribution (ACD) – Quickly route callers to the appropriate agent with the correct skills and in the right priority, using a flexible set of routing policies

Queueing – Ensure that incoming callers never receive a busy signal or no answer, and are greeted with appropriate announcements and hold media (audio or video)

Virtual Queues – Queues can include agents and supervisors that span multiple locations, allowing employees to work from anywhere • **Web-based Agent & Supervisor Desk Clients** – Provide a next-generation look and feel for call center management and options for when, where and how users manage their customers, agents and queues

Powerful Reporting Engine – Supervisors and Managers can monitor real-time queue and agent activity, as well as generate in-depth historical data and trends on queues and agents, allowing them to improve performance and ensure that calls are handled efficiently

Unified Communications – Users can leverage the full suite of BroadWorks Unified Communications capabilities, including on-demand conferencing and collaboration

Group Chat & Presence – Enhanced communications within a call center using group chat and presence tools.

IVR/Auto Attendant – Guide callers through with self service applications, using voice or video prompts to identify the appropriate queue or agent

Open API – Integrate third-party applications using the standards-based open BroadWorks APIs and interfaces

Call Center Key Features

Breetings & Announcements

- Entrance Greeting
- Estimated Wait Time/Location
- Configurable Comfort Message
- Customize Music/Video on Hold

Multiple Call Distribution Policies

- Ordered, Circular, Uniform, Weighted and Simultaneous

Inbound & Outbound ACD Calls

Routing Options

- Priority Queuing
- Overflow – time/size based
- Bounced call handling
- Stranded call handling



Alternate Routing Policies

- Night Service, Holiday Service
- Forced Forwarding

Mobile & Remote Agents

Agent Tools

- Whisper message
- Automatic state transitions
- Configurable Unavailable Codes
- Disposition Codes
- One-Click Call Escalation

Supervisor Tools

- Silent Monitoring/Barge-In
- Real-Time Agent and Queue monitoring
- Queued call management

Call Center Caller Features

Entrance Announcement

The queue entrance message is played to the caller when they initially enter the queue. Example: "You have reached the Sales Department. If an agent is available, the entrance message will not be played, unless it is configured to be mandatory (see below)

Mandatory Entrance Announcement

The entrance message can be flagged as *mandatory*, which forces the entrance message to be played to completion, even if an agent is available to receive the call.

Play Estimated Wait Time / Location in Queue

After the entrance announcement is played, an optional message announces to callers their position in the queue or an estimated waiting time. Estimated Wait time/location can be announced while the caller is in the queue.

Music on Hold / Video on Hold

Configure music or video hold media to be played to the caller while they are in the queue.

MoH/VoH can be configured to run from a file, which always starts at the beginning and loops, or from an external source, where the media source plays a continuous stream of music.

Comfort Greeting

Configure a periodic comfort message to be played to the caller while they are in the queue.

Option: An alternate comfort greeting policy (Comfort Message Bypass) can be configured that permits callers with a short estimated wait time to hear an alternate comfort messages or ringing instead of the standard comfort/Music-On-Hold treatments.

Call Center Operational Features – General

Play Ringing when offering call

Configure whether to play ringing to the caller when a call is being offered to an agent. When disabled, the caller hears MoH until the agent is connected with the caller.

Escape from Queue

Enable the 'Escape from Queue' option, and configure the digit that callers can use to escape from the queue.

When triggered, the escape function routes the caller to the busy destination configured for the Call Center, which may be a configured destination or Voice Messaging.

Call Center Creation Wizard

The Call Center Creation Wizard assists in the creation of call centers. It includes the common steps of configuring the Call Center Profile settings, configuring DNIS parameters, assigning agents, assigning supervisors, and assigning agents to supervisors.

Other settings (routing policies, custom announcements, etc) are accomplished outside of the Wizard screens.

Call Center DNIS Addressing

Call Centers can be assigned full directory numbers allowing them to be accessed directly by customers; or extensions, where they are accessed via an IVR/AA.

Multiple DNIS numbers (up to 64) can be associated with a single Call Center, such that a single pool of agents can handle calls to all of the assigned DNIS numbers. The DNIS numbers can be assigned to priority buckets (4 levels)



such that higher priority calls are distributed before lower priority calls, and calls can move into higher priority buckets when they exceed configured wait times.

Assign Agents

Any user in the Enterprise with the appropriate Call Center user license can be assigned to a Call Center. Users can be assigned to multiple Call Centers.

Up to 1000 agents can be assigned to each Call Center/queue.

At least 12,000 agents can be assigned to Call Centers in an Enterprise.

Assign Supervisors

Any user in the Enterprise can be assigned as a Supervisor of a Call Center. Supervisors can be assigned to multiple Call Centers, and can supervise all or a portion of the agents within a Call Center.

Up to 200 Supervisors can be assigned to each Call Center.

Supervisors must have the Call Center Supervisor client to request reports and real time monitoring of agents and queues.

Bandwidth and QoS settings

Configure different codecs for internal (intra-group or intra-enterprise) calls and external calls.

This setting allows the Administrator to better manage the quality of service (QoS) and bandwidth used to provide Music On Hold to internal and external users.

Call Center Announcements and Greetings

Customizable Announcements and Greetings

All announcement and greetings associated with the Call Center, and each DNIS number associated with the Call Centers, can be customized

Video Support

All announcements and greetings associated with the Call Center will support Video. The playback of video files is determined based on the capability of the calling party's endpoint.

Retrieve media files via URL/server

All announcement and greetings associated with the Call Center can be retrieved from an external server by configuring a URL in the settings

Chaining of up to 4 media files

Each announcement and greeting associated with the Call Center can be configured to use up to 4 chained messages/files.

This is typically used in two scenarios:

- Reuse 'common' message fragments to create a message. For example, combine 'Thank you for calling ABC Corporation' with 'You have reached the Sales Department' and 'Your call may be recorded'. The first and last fragment can be reused in other announcements.
- Add temporary messages to the existing message without having to alter the 'standard' message. For example, add 'We are currently experiencing a network outage in the Smith County area. For the latest update, please go to our website at ...'

Call Center Routing Policies

(Group) Policy - Call Distribution

Policy to select and distribute calls to the agents assigned to the Call Center. There are 5 distribution options available that can be applied to each Call Center.

- Circular - Sends calls to agents using the order listed for the Call Center. Incoming calls go to the first available agent on the list, beginning where the last call left off
- Regular - Sends calls to agents in the order listed for the Call Center. Incoming calls go to the first available person on the list, always starting with the first person on the list
- Simultaneous - Rings all of the agents in the Call Center simultaneously; the first user to pick up the ringing phone is connected
- Uniform - Sends calls to the agent that has been idle the longest.

- **Weighted Call Distribution** – Calls are distributed to agents according to a pre-defined weighting. Each agent is assigned a weight corresponding to the percentage of incoming calls they should receive. When selected, a Weighted Call Distribution option is enabled on the main Call Center Profile screen.

Directory Number Hunting – Call Distribution

The Directory Number Hunting service allows a caller to reach the call center by calling the number of an agent in the call center. When the service is enabled, the call center directs the call to the called user first, and if they are unavailable/busy, the call is distributed to the other agents using the specified Group policy.

Queue Priority Settings

A policy that determines which call in the queue, based on priority, should be delivered to an agent when the agent becomes idle.

The Routing Priority policy offers two settings:

- **Longest Wait** – When this setting is selected, the wait times of the next call in line from each queue where the agent is staffing are compared. The longest waiting call is selected and delivered to the agent.
- **Fixed Queue Priority** – When this setting is selected, a list of precedence is configured among the queue of the group/enterprise. The call from the highest precedence queue that the agent is staffing is selected and delivered to the agent.

Example: An agent is assigned to 5 queues, and each has a call in queue. When the agent becomes available, the call is delivered using the Routing Priority Setting, so either the longest waiting call or the call in the highest priority queue is delivered to the agent.

For either setting, bounced calls always have priority over non-bounced calls. If there is more than one candidate-bounced call, then they are prioritized based on the original time at which the call was offered to an agent.

This policy is configured at the group/enterprise level.

Queued Call Prioritization

In general, calls within a queue are prioritized based on their wait time in the queue. A bounced call (one that has been delivered to an agent but was returned to the queue because it was not answered) will be placed at the top of the queue.

Calls entering a queue can either start with 00:00 wait time (go to bottom of queue), or can retain their accumulated wait time from previous queues and get prioritized based on their total wait time. This option is configured by the Administrator for each Call Center.

Overflow routing policy

An **Overflow call** is defined as a call that will exceed the Queue Length setting on the Call Center Profile settings (Overflow-Size) or has exceeded the wait time configured in the Overflow settings (Overflow-Time).

Overflow actions include the following options:

- Perform busy treatment – CFB or Voice Messaging
- Transfer call
- Play ringing until caller hangs up

In addition, an announcement can be played before the overflow processing.

Bounced call routing policy

A **bounced call** is defined as a call that is routed to the agent but is not answered within the specified number of rings.

Bounced call actions include the following options:

- Default action – Move to next agent based on 'Group' policy
- Transfer call

Stranded call routing policy

A **stranded call** is defined as a call that is in the queue when there are no longer any agents 'Signed-In' to the queue.

Stranded call actions include the following options:

- Leave in queue
- Perform busy treatment – CFB or Voice Messaging
- Transfer call
- Follow Night Service policy (Premium)



- Play ringing until caller hangs up (Premium)
- Play announcement until caller hangs up (Premium)

Stranded-Unavailable call routing policy

The Stranded-Unavailable policy applies when all agents assigned to a call center are unavailable and a specified number of agents are unavailable because they are unreachable, meaning calls cannot be delivered to their device because of a network issue.

Stranded-Unavailable call actions are the same as Stranded call actions.

This policy is different from the Stranded call policy in that it is triggered when agents are Unavailable instead of Signed-Out, so it presumes the agents will not become Available for an extended period of time since a significant portion of them are Unavailable because they are not reachable.

An example would be if the agents are located at two different sites, and one site loses network connectivity. Calls in queue can be transferred to an alternate queue to avoid excessive wait times since the staffing has significantly decreased.

Night Service

Night Service provides a policy to perform different routing during hours that the queue is not in service (generally after business hours). The service is invoked via a schedule that defines the business hours of the queue.

Basic and Standard Call Centers can use Selective Call Forwarding for this service.

Holiday Service

Holiday Service provides a policy that permits calls to be processed differently during holiday periods. The holiday schedule is defined at the group level. The Queue policy allows the configuration of a specific routing action when a call is received during a holiday period. If no holiday schedule is defined for the queue, then all incoming calls to the queue are processed as if they were received during a non-holiday period.

Basic and Standard Call Centers can use Selective Call Forwarding for this service

Forced Forwarding

Forced Forwarding provides a policy to temporarily divert new incoming calls to a new destination.

Forced forwarding of calls does not affect calls already in the queue. These calls are routed to and presented to the agents in the usual way.

This feature is typically invoked when a change in business conditions dictates calls be redirected to another queue other than Night service or overflow destinations.

Call Center Types

Call Center Types – Basic, Standard, Premium

There are three different Call Center types that are licensed on BroadWorks, designed to meet the needs of different environments.

- Basic Call Center – designed to provide simple call distribution and queuing. It is generally targeted at non-Call Center environments such as a pool of Receptionists or a small workgroup
- Standard Call Center – designed to support less complex call center environments. It is generally targeted at lower volume call centers without complex call handling requirements
- Premium Call Center – designed to support complex high-volume call center environments.

When creating a new Call Center group, Administrators select which type they want to create, and the applicable features are enabled based on the type of Call Center.

Inbound Call Center

Inbound voice calls are distributed to the agents assigned to the Call Center.

Inbound Click-to-Call Call Center

Callers click an HTTP object on a website to initiate a call to the Call Center. They input a callback number, Masergy initiates an outbound call to the number, and the call is then placed to the Call Center.



This capability utilizes the 'Call Me Now' service on Masergy, which allows the company to enforce callback rules on the outbound call

Outbound Call Center

Any Call Center can be designated as an 'Outbound Call Center', such that outgoing calls from an agent can be associated with a Call Center, such that the called party sees the Calling Line ID (CLID) of the call center or DNIS instead of the agent's CLID.

Agent's can be configured such that all their outgoing calls are made using a designated call center, or can select a call center on a call-by-call basis.

Video Call Center

Any Call Center can be configured to support Video, with enables loading video announcements and greetings.

Call Center Agent Features

Guard Timer

An Agent Default Setting is that, when enabled, delays the delivery of a new ACD call until the timer expires. This design is to prevent a new ACD call from being presented to the agent immediately after they end the previous call.

Note: This is not designed to support 'post call work' (see Wrap-up timer)

'Join' Call Centers

Agents assigned to Call Centers must 'Join' the Call Center to be considered in the call distribution process. If they are not 'Joined' they are not considered active in the Call Center. If they are 'Joined' their ACD state and Line State are used to determine if/when they receive a call. Agents can 'Join' any number of Call Centers, using either the Web Portal or the Call Center client.

Agents may be allowed to set their 'Join' status, or an Administrator can configure and lock their 'Join' status.

This is generally used when an agent needs to temporarily 'Join' a queue when call volumes are higher than normal.

Set ACD states

Agents can configure the following ACD states

- Sign-In
- Available
- Unavailable
- Wrap-up
- Sign-Out

An Agent is considered 'idle' and available to receive an ACD call if they are in the 'Available' state and their line state is 'on-hook' (assuming they do not have Call Waiting enabled and have not enabled calls during 'Wrap-up' state).

Their ACD state applies to all Call Centers to which they are 'Joined'

Unavailable Codes

The 'Unavailable' ACD state can be extended to include codes showing the reason the Agent is Unavailable. For example: 'Unavailable-Lunch'

Unavailable codes are completely customizable. Administrators create or enable a set of Unavailable codes for use within an enterprise. Up to 1000 Unavailable Codes can be defined in an enterprise.

Note: Agents can be forced to select an unavailable code, with a default Unavailable code applied when one is not selected.



Forced Unavailability Codes

An Agent Default Setting policy is that, when enabled, forces transition of a Call Center agent from Available/Wrap-up to Unavailable status.

The following 3 conditions can be individually enabled to force the Agent to change ACD state to 'Unavailable':

- The agent is making or receiving a personal call (Premium Only)
- The agent is enabling the Do Not Disturb (DND) service
- The agent has not answered a specified number of incoming ACD calls (bounced calls)

Note: Unique Unavailable Codes can be created and applied to each condition when this feature is triggered.

Example: Unavailable-DND

Wrap-up ACD state

Agents use the 'Wrap-Up' ACD state for post ACD call work.

They may transition to this state automatically at the completion of an ACD call, or manually via the Call Center client.

Configurable options exist for the following:

- Allow agents to receive a new ACD call when they are in wrap-up state. Note: This is generally disabled in formal call centers.
- Set automatic wrap-up duration time (Agent setting)
- Set a maximum Wrap-Up duration time for agents in a Call Center (Administrator setting)
- Set automatic transition to Wrap-up after ACD call completion (Administrator and Agent setting; Admin setting has precedence)

Disposition Codes

Disposition codes can be applied to call center calls during the call and at wrap-up. This allows calls to be tagged in reports to track the result of promotions, the result of calls, the purpose of calls, or other items.

Disposition Codes are completely customizable. Administrators create or enable a set of Disposition codes for use within an Enterprise or a Call Center. Up to 1000 Disposition Codes can be defined in an enterprise

Automatically answer call

A Queue policy configuration option that, when enabled, allows ACD calls to agents to be automatically answered and rendered over the device's speaker and microphone.

Note: The agent's device must support the Remote Control Talk Event package for this feature.

Agent Whisper Message

When enabled, allows a custom message to be played to the agent when a call comes from a call center. Example: 'Call from Sales Queue'

A separate customized message can be loaded for each Call Center, and for each configured DNS within a Call Center.

Distinctive Ringing

When enabled, a distinctive ring pattern is played to the phone device when an ACD call is delivered or when an ACD call is 'force delivered' (Auto Answer enabled) to the agent. There are 4 different ring patterns that can be assigned.

Note: This feature is generally used in an informal call center environment and allows the agent to distinguish between direct inbound calls and ACD calls from a few different queues.

Call Escalation to Supervisor

Agents can quickly escalate calls to their assigned Supervisors via a button in the Call Center client.

The following call escalation types are supported:

- 'Normal' Escalation - this is a consultative escalation in which the calling party is placed on hold, the agent connects with a Supervisor, and the parties are joined together
- Emergency Escalation - this is an escalation in which the calling party is NOT placed on hold, the agent alerts a Supervisor and they are immediately joined into the call.

Using the Call Center client, agents can see the line state of their assigned Supervisor(s) and select a Supervisor based on their line state, or a Supervisor can be automatically selected by BroadWorks, based on the Supervisor's availability



Any user can be assigned as a Supervisor for a call center, including Team Leads. They need not have a Call Center Supervisor client.

Remote Office

Allows any user (Agent or Supervisor) to access and use their BroadWorks service from any end point, on-net, or off-net (for example, home office, and mobile phone). This service is typically used by home-based workers, as it enables them to use all of their Call Center client features while working remotely (for example, extension dialing, transfers, conference calls, Outlook integration, directories, and so on).

Example: When a call is distributed to an agent, their home phone (running on a different carrier's network) is alerted and they see on their Call Center client that the call is from a Call Center. When they answer the call, BroadWorks continues to track their call state for availability and reporting.

Masergy Anywhere

Allows any user (Agent or Supervisor) to provision an alternate phone that will be alerted when calls are delivered to them. Call state is maintained on BroadWorks throughout the call.

In most cases, this feature is applied to a mobile phone.

Example: When a call is distributed to an agent, their mobile phone (running on a different carrier's network) is alerted and they see that the call is from a Call Center. When they answer the call, BroadWorks continues to track their call state for availability and reporting.

Customer Originated Trace

Agents can trigger a COT action on any active call or the last call they received, using either the Call Center client or a FAC

Call Hold/Retrieval Handling

Configure to prevent agents from putting a Call Center call on hold indefinitely. Includes configurable timers that alert the agent of the held call, or returns the call to the queue.

Phone/Device Features

Note: Features are dependent on device implementation

Display inbound call information

The phone will display the following information when a call is presented

- Call Center or DNIS name and number
- Number of calls still in queue
- Wait time of current call
- Wait time of longest waiting call

Set ACD state

Set ACD state using softkeys on phone, including Unavailable Codes

Assign Disposition Code

Assign a Disposition code using softkeys on the phone

Services enabled via Feature Access Codes (FAC)

The following services can be enabled using FACs

- Silent Monitor Agent (Supervisor)
- Silent Monitor next call (Supervisor)
- Night Service activation/deactivation (Supervisor)
- Forced Forwarding activation/deactivation (Supervisor)
- Place Outbound ACD call
- Place Outbound Personal call
- Escalate call to Supervisor (Standard and Premium)
- Initiate COT (Standard and Premium)



Call Center Supervisor Features

All Agent features

Supervisors can also be assigned as Agents in any Call Center, and can utilize all supported agent features.

Monitor/manage agents

Supervisors can monitor the real time activity of agents, including viewing and changing agent ACD states, viewing active call information, and barging in on active calls

Silent Monitoring

Supervisors can silently monitor the following calls

- Active call with agent
- Next call to agent
- Next call to Call Center

Monitor/manage queued calls

Supervisors can monitor the real time activity of queues using the Call Center Supervisor client, including viewing individual queued calls, retrieving calls from queue, changing the position of calls in queue, and transferring calls out of the queue.

Real time Dashboard

Supervisors can monitor a real time dashboard of key performance indicators for queues and agents using the Call Center Supervisor client

Call Center Reporting Features

Agent Reports

- Call Detail Report
- Call Report
- Duration Report
- Activity Report
- Summary Report
- Unavailability Report
- Disposition Code Report
- Sign-In/Out Report
- Agent Activity Detail Report (17sp4)
- Queue Reports - Call Detail Report
- Incoming Calls Report
- Call Center Report
- Abandoned Calls Report
- Summary Report
- Service Level Report
- Disposition Code Report
- Overflow Report

Scheduled Reports

Reports can be scheduled such that they are automatically run and delivered to specified users based on a configured schedule.

For example, a Call Center Summary Report can be run every Friday, including data from the previous week, and be delivered to a list of email addresses.

Custom Reports

Custom reports can be created using existing data templates for agents or queues.

Report Filters

Filters can be applied to reports to screen out undesired data/results

Export Reports as XLS and PDF

Reports can be delivered in HTML, or exported in XLS or PDF format



Report Branding

Reports can be branded by the Service Provider or Company

Call Center Assignable Services

These services can be assigned to a Call Center and affect all calls that are received by the queue.

Alternate Numbers

Enables Call Centers to have up to ten additional phone numbers and/or extensions assigned to them. 'Normal' ringing is provided for incoming calls to the primary phone number and optional distinctive ring tones can be configured for calls to the alternate phone numbers.

Call Forwarding Always

Enables a Call Center to redirect all incoming calls to another phone number.

Alternative to Forced Forwarding (Premium CCs)

Call Forward Selective

Enables a Call Center to define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user-specified criteria, the call is redirected to the specified destination.

A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

Alternative to Night Service or Holiday Service (Premium CCs).

Call Waiting

Allows an Agent to receive new inbound calls when they are on an active call.

For Call Center agents, this setting is controlled in the Call Center configuration settings. An option exists to 'Allow call waiting on agents'.

This setting is typically DISABLED in a formal call center environment.

Call Notify

Enables a Call Center to define criteria that cause certain incoming calls to trigger an e-mail notification. If an incoming call meets user-specified criteria, an e-mail (or short message to a cell phone) is sent to the notify address informing the recipient of the details of the incoming call attempt.

A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.

Calling Name Retrieval

Allows the Call Center to do a single retrieval of the Calling Name from the database when a call is delivered to the call center. The Name is subsequently delivered to the agents that receive the call.

When not assigned, Calling Name Retrieval can be assigned to the individual agents, but they will each query the database for the Calling Name after the call is delivered.

Do Not Disturb

Allows Call Center to be set as 'unavailable' so that incoming calls are given a busy treatment.

Can be used for After Hours service in an informal call center.

Hoteling

Call Centers often use 'shared workstations' such that agents work at the same phone/PC on rotating shifts.

'Hoteling' enables agents to associate the phone device at the work station with their BroadWorks account/profile, so calls distributed to them are routed to the device.

Agents can enable Hoteling using either the Call Center client, the web portal, the phone device (device dependent), or the Voice portal.

Pre-Alerting Announcement

A Pre-Alerting Announcement allows users to provide a customizable announcement to be played to the calling party before alerting the user's device. The announcement can be configured to be interruptible by the calling party via a configurable dual-tone multi-frequency (DTMF) sequence.

Privacy

Privacy can be assigned to the Call Center to exclude the Call Center from the Directory, or Auto Attendant extension or name dialing.



Voice Messaging

When callers escape from the queue, they can be directed to a voice mailbox assigned to the Call Center and leave a message.

Message Waiting Indicator

Message waiting notification for a new message left in a Call Center voice mailbox is sent to the Call Center Supervisor client.

Feature	Executive	Mobility	Power	Business	Utility	User Optional	Intelligent Trunking	Enhanced Trunking
Call Accounting	X	X	X	X	X		X	X
Control Call Control	X	X	X	X	X	X	X	X
Call Park	X	X	X	X	X			X
Call Pickup (#98)	X	X	X	X	X			X
Call Waiting	X	X	X	X	X		X	X
Change Line ID Blocking (Outgoing)	X	X	X	X	X			X
Change Line ID Delivery (Outgoing)	X	X	X	X	X			X
Direct Inward-Switched Station	X	X	X	X	X	X	X	X
Call Transfer	X	X	X	X	X		X	X
Emergency Calling	X	X	X	X	X	X	X	X
Emergency Calling Line ID Delivery	X	X	X	X	X		X	X
Emergency Calling Line ID Delivery	X	X	X	X	X		X	X
Monitor on Hold (user)	X	X	X	X	X		X	X
Personal Web Portal	X	X	X	X	X			X
Personal Service Monitoring	X	X	X	X	X		X	X
Personal Service Services	X	X	X	X	X			
Personal	X	X	X	X	X			X
Third-Party Voice Mail Support (user)	X	X	X	X	X			X
Voice Portal (user)	X	X	X	X	X		X	X
Call Options or Automatic Hold/Retrieve					X			
Anonymous Call Rejection	X	X	X	X				X
Anonymous Call Block	X	X	X	X				X
Call Forward	X	X	X	X				X
Call Forwarding Always	X	X	X	X				X
Call Forwarding Busy	X	X	X	X				X
Call Forwarding No Answer	X	X	X	X				X
Call Forwarding Not Reachable	X	X	X	X			per trunk	X
Call Transfer	X	X	X	X				X
Call Transfer	X	X	X	X				X
Do Not Disturb	X	X	X	X				X
Forwarding Queue	X	X	X	X				X
Call Number Redial	X	X	X	X				X
Direct Dial 101	X	X	X	X				X
Direct Dial 1	X	X	X	X				X
Direct Man. Call	X	X	X	X				X
Directed Call Appearance (Simple)	X	X	X					X
Masergy Appearance	X	X						X
Multiple Calls	X	X						X
Multiple Ringing	X	X						X
Directed Call Appearance (MOA)	X	X						X
Simultaneous Ring	X	X						X
Mail Stop Ringing	X	X						X
Busy Lamp Field	X		X					
Handing Ring	X		X					
Push to Talk	X		X					
Two-Way Calling	X		X					
Alternate Numbers	X		X					
Call Forwarding Selective	X		X					
Call Notify	X		X					
Directed Call Pickup	X		X					
Directed Call Pickup with Barge-In	X		X					
Priority Alert	X		X					
Selective Call Acceptance	X		X					
Selective Call Rejection	X		X					
Telephony Toolbars						X		
Masergy Receptionist Client						X		

Feature	Executive	Mobility	Power	Business	Utility	User Optional	Intelligent Trunking	Enhanced Trunking
Masergy Unity Client						X		
Masergy Communicator						X		
Masergy Collaborator						X		
Call Center Agent						X		
Call Center Supervisor Client						X		
Call Recording						X		
Pay to Email						X		
Third-Party Voice Mail Support						X		
Voice Portal (Admin)						X		
Workmail to Email						X		
Workmail Transcription (Machine Only)						X		
Workmail Transcription (Human Assisted)						X		
Group Features								
Account Codes								
Alternate Codes								
Auto Attendant								
Business Messaging								
Call Center Queue								
Call Queue (N-Delivery)								
Callers Menu								
Call Forwarding								
Default Service Administrative Layer								
Direct Transfer								
Group Wide Forward								
Group Forward								
Mobile On Hold (Group)								
Outbound Inventory Reporting								
Service Rings								