



Request for Quote # 820
TELEPHONE MAINTENANCE AGREEMENT

Q & A

Q. Can you briefly discuss the types of problems you have had and if known the resolutions?

A. **To date we are experiencing an 'invalid' extension error message from the call attendant whenever callers try to reach a 'known' extension from the outside. Our research leads us to believe that the amount of available 'memory' has been exceeded.**

Q. Do you have any existing problems in the system now?

A. **The above is the 'major' issue. Additionally we have 2 conference call-in numbers. Outside callers cannot 'access' the conference phone. When outside callers dial the number and try to reach the conference phone (star phone) they are left in phone space, able to speak to each other but not the parties meeting in front of the physical phone.**

Q. What are some your typical requests for service? For example; what we call MACs or moves, adds, and changes or are they primarily troubles with the system extensions, voicemail, and/or telephone line issues?

A. **We may have 1 to 4 MACs a month on average. During the stormy season, we have requests to 'alter' the out-going messages etc.**

Q. Do you know how the telephone system is connected to the telephone company lines? IE; a T1, individual telephone lines?

A. **T-1 provided by Nuvox**

Q. How many telephone lines are connected to the system?

A. **There is 1 T-1 line. There are 4 analog fax lines.**

Q. Can you document the model numbers of the receptionist phone and one of each of the other phone types and approx how many of each you have?

The phone model can be found on the bottom of the set. It would start with a NTxxxxxx number.

A. **Receptionist phone is model number: Nortel t7316e, NT8b27jaa this phone has several quick call boxes attached...there are 22 of the larger Nortel phones: T7316E... And there are 43 of the smaller phones: Nortel T7208**

