



New Implementation Services Packages Offer Sheet

Modular Messaging – New & Migration* Installations

Part of the Avaya Global Services organization, Consulting & Systems Integration (CSI) offers three comprehensive services packages to cover the level of service required to fully implement or upgrade an IP Telephony solution.

The **Industry Standard Package** includes project management support and a site survey based on the specified deliverables. Avaya will perform software programming, including system parameters. Avaya will install hardware including the Message Application Server (MAS), Message Storage Server (MSS), Supplemental Servers (as applicable) and provide cutover support during business hours. Messaging Application implementation is **NOT** available with this package

The **Full Service Package** includes all of the activities listed in the Industry Standard Package plus Mailbox Creation and/or Mailbox Migration, End-User Training, System Handoff Review and Help Desk support. In addition, after-hours cutover support is provided. Messaging Application implementation is available with this package.

The **Premium Service Package** includes all of the activities listed in the Full Service Package plus any necessary Data Gathering and Third-Party Vendor Engagement. Messaging Application implementation is available with this package.

See grid under Package Comparison for a complete list of deliverables.

AVAYA DELIVERABLES

Project Management

MAS/MSS Implementation

Avaya will designate an individual responsible for overseeing the project. Once the contract is signed, this individual will be the SPOC for all issues related to system implementation. The SPOC will direct implementation to support installation and the scheduled in-service date.

Project management activities may include, but are not limited to, the following:

- Project plan and milestone schedule
- Environmental specifications provided to Customer
- Hardware delivery and inventory coordination
- Change request management
- Routine project status meetings
- Project closure meeting

Third-Party Vendor Engagement

Avaya will notify Customer's vendors of the requirements, specifications and installation schedules for items including but not limited to wiring, electrical, heat, ventilation and air conditioning (HVAC) and network facilities. Avaya will communicate relevant installation requirements to a defined number of third-party vendor(s).

*Migration from legacy Avaya Messaging System only.

Solution Preparation

MAS/MSS Implementation

Avaya will work with Customer's SPOC to complete a site survey prior to hardware delivery.

Site survey activities may include, but are not limited to, the following:

- Inspecting equipment room
- Verifying power requirements
- Checking other environmental specifications
- Validating wiring / terminations / demarcations

Customer will receive an Avaya site-readiness decision (go/no go) which is dependent on the outcome of the site survey.

Modular Messaging Applications

All messaging applications are optional add-ons and available with Full and Premium packages only.

Avaya will remotely conduct a pre-implementation design conference call to:

- Review Customer's technical environment and confirm its compatibility with the associated application.
- Review implementation schedule.
- Verify that MM machine is registered.



- Verify that all other implementation prerequisites have been met.

Solution Design and Development MAS/MSS Implementation

Messaging System Parameters

Avaya will remotely:

- Consult with Customer to define messaging requirements.
- Design and program system parameters, feature sets and Class of Service (COS) options.
- Create, test and deploy these basic caller applications:
 - Dial-by-name
 - Direct transfer to voicemail
 - Bulletin mailbox
- Customize system default Automated Attendant **OR** replace with caller application to include one-level menu with business and after-hours greetings
- **Note:** This development and programming may require up to two hours of effort. Additional menu levels are considered separate caller applications and require additional charges.
- Create, test and deploy zero-out to operator system setting, as needed.
- Administer enhanced list parameters, including:
 - Create Broadcast (shadow) mailbox.
 - Create and test Broadcast List mailbox.
 - Create ELA (shadow) mailbox.
 - Create and test one sample ELA (one or two members only). NOTE: Additional ELAs are optional and billable separately
 - Edit Subscriber Management form.
 - Edit Sending Restriction table, if necessary.

Data Gathering and Input

For Premium Offer

Avaya will remotely:

- Interview and consult with Customer's end-user coordinator.
- Collect all end-user data.
- Input data into Avaya provisioning tools.

Mailbox Creation

Not Included in Industry Standard

Avaya will remotely create a defined number of mailboxes for Customer.

Mailbox Migration

Not Included in Industry Standard

Avaya will remotely migrate a defined number of mailboxes, including user names and extensions, from a legacy Avaya voice mail system to Customer's MM system.

This service does **not** include the migration of system parameters, Automated Attendants (Caller Applications), Class of Service (COS), audio files, recorded messages/greeting, custom announcements or subscriber options.

Modular Messaging Applications (Optional add-ons)

Caller Apps Avaya will remotely design and create a defined number of Caller Apps to meet specific Customer needs.

Client Add-Ins Avaya will remotely:

- Administer Client Add-Ins application on Customer's MM Message Storage Server (MSS).
- Work with Customer's system administrator to install and properly configure Client Add-Ins application on as many as five Customer PC clients.
- Test client access from Customer-provided mail client.
- Administer Restricted Outlook Client on as many as five Customer PC clients (as applicable)
- Administer Fax Messaging function on Customer's MM system.

Subscriber Options Avaya will remotely:

- Administer Subscriber Options application on Customer's MM Message Storage Server (MSS).
- Work with Customer's system administrator to install and properly configure Subscriber Options application on as many as five Customer PC clients.
- Administer Fax Messaging function on Customer's MM system.
- Work with Customer's system administrator to test SO application.



Client Access for Microsoft Outlook or IBM Lotus Notes (IMAP4 or POP3): Avaya will remotely:

- Administer Client Access (IMAP4 or POP3) application on Customer's MM Message Storage Server (MSS).
- Work with Customer's system administrator to install and properly configure client access application on as many as five Customer PC clients.
- Test client access application with Customer's system administrator to verify that DNS records are properly configured.
- Test client access from Customer-provided mail client.
- Administer Fax Messaging functionality on Customer's MM system.

<<<<OR>>>>

Client Access for standards-based email clients (IMAP4 or POP3) Avaya will remotely:

- Administer Client Access (IMAP4 or POP3) application on Customer's MM Message Storage Server (MSS).
- Administer Fax Messaging functionality on Customer's MM system

Fax Integration Avaya will remotely administer Fax Messaging function on Customer's MM system.

Web Client Avaya will remotely:

- Install Web Client application on Customer-provided Microsoft Windows 2000 server.
Note: Do not install on Win 2000 Advanced Server.
- Configure Web Client application to connect to one MM Message Storage Server (MSS).
- Work with Customer's system administrator to test Web Client software.
- Work with Customer's system administrator to test user access on as many as five Customer PC clients.

WSO Avaya will remotely:

- Install Web Subscriber Options (WSO) software on Web Client server or stand-alone WSO server.
Note: Do not install on Microsoft Windows 2000 Advanced Server.
- Administer WSO application on Customer's MSS.
- Configure WSO application to connect to one MSS.

- Work with Customer's system administrator to test WSO software.
- Work with Customer's system administrator to test user access on up to five Customer PC clients.

Enhanced List Administration (ELA) Avaya will remotely:

- Create two 30-member lists.
- Test Enhanced List Administration (ELA) application.

CAMRI Avaya will remotely:

- Provide deliverables required for implementation of Call-Answer Message Response Improvements (CAMRI), including implementation of Call Sender and Reply to Sender capabilities within Customer's MM system.
- Consult with Customer to determine correct telephone number (TN) mapping for each scenario being implemented.
- Consult with Customer regarding implications for trunk-to-trunk transfer and switch security.
- Create dial plan mapping in MM Message Storage Server (MSS) to transform system's PBX extensions into telephone numbers that can be associated with Calling Party Numbers when those subscribers call in to MM subscribers.
- Create dialing rules in MM Message Application Server (MAS) to specify how telephone numbers will be used when calling senders who have TUI (telephone user interface) reply options.
- Work with Customer to create and execute test plan
- Work with Customer to resolve testing-related issues, if any.

Note: The CAMRI feature will only work on messages delivered to Customer's MM system if CAMRI has been activated and implemented.

- **MN Voice Mail Network:** Activate and implement CAMRI feature across a defined number of endpoints.

Note: The CAMRI feature must be activated in other networked MM and MN servers before Call Sender and Reply to Sender capabilities work backward over the MN voice mail network.

Point-to-Point Network Avaya will remotely administer endpoint messaging platform to enable message transmission.

Point-to-Point Network activities may include, but are not limited to, the following:

- Provide technical design support for Customer's network.
- Verify that networking equipment components are correct and in place.
- Verify integrity of dial plan within point-to-point network.
- Provide Customer with complete design package, including:
 - Written recommendations, including engineering notes
 - Technical verification of design application
 - Validation of hardware and software
 - Technical specification for connectivity
- Establish system and network parameters.
- Administer remote machine profile(s), including address ranges and update types.
- Administer networking parameters for endpoint machines.
- Coordinate remote connectivity testing to every endpoint.
- Verify that systems can exchange messages in both directions.

Note: Testing for AMIS-connected endpoints will use message delivery to verify network connectivity. Testing for digital protocols will use *test connects* or *demand remote updates* to verify network connectivity.

Avaya will remotely:

- Implement Point to Point Addition in a **single** phase.
- All customer end users from this MM system will be added to every MM point to point in a single phase

NOTE: Multiple phases are available at an additional charge. Custom pricing is required. If a customer decides in the midst of an implementation that multiple phases are required, the Avaya Project Manager will submit a Change Request Management Authorization (CRMA) with additional charges to the customer.

Hub & Spoke Network Endpoint Addition

Solution Design

- Avaya will remotely design, translate and test the new endpoint to be added to Customer's existing Message Networking and/or Interchange network:

Note: This activity will include administration of the hub as well as the Avaya endpoint messaging platforms. Avaya will work with Customer's system administrator to coordinate testing of the non-Avaya messaging systems.

Avaya will:

- Confirm that existing hub(s) have capacity to support proposed endpoint additions.
- Confirm that existing hub(s) have correct hardware, connectivity types and sufficient RTU software to support proposed endpoint additions.
- Confirm configured equipment list and attributes.
- Confirm that proposed endpoints' hardware and software releases are compatible with network.
- Verify that the technical solution will function according to design specifications.
- Provide complete design package to Customer, including:
 - Written recommendations, including engineering notes
 - Technical verification of design application
 - Validation of hardware and software
 - Technical specification for connectivity
- Explain Octel analog and AMIS end-user self-registration to Customer's system administrator.

Solution Development

- Administer local and remote machines and digital endpoints.
- Designate local machine name.
- Set up TCP/IP administration, if required.
- Set up networking channel administration.
- Administer connection type.
- Administer dial plan and dial strings.
- Administer networking machine passwords.
- Administer Octel serial number for ARIA and Serenade, if applicable.
- Administer remote machine profile.
- Administer address ranges and update types.
- Administer dial-plan mapping for each remote machine.
- Establish correct system limits.
- Perform *demand remote updates* command to update subscriber database.
- Verify successful completion of subscriber updates from each digital endpoint for valid subscriber mailboxes within address

ranges specified on Remote Machine Parameters screen.

- Verify integrity of enterprise directory for Avaya network and new endpoint.

Network Testing

- Test remote connectivity from each endpoint to Message Networking and/or Interchange system.
- Verify that systems can exchange messages in both directions.
- **AMIS and Octel analog endpoints:** Send test messages to confirm analog connectivity.
- **TCP/IP and VPIM endpoints:** Test digital connectivity using *test connects*, *demand remote updates*, or *NameSend* functionality.

Avaya will remotely:

- Implement Hub & Spoke Addition in a **single** phase.
- All customer end users from this MM system will be added to every MM point to point in a single phase

NOTE: Multiple phases are available at an additional charge. Custom pricing is required. If a customer decides in the midst of an implementation that multiple phases are required, the Avaya Project Manager will submit a Change Request Management Authorization (CRMA) with additional charges to the customer.

VM Point-to-Point Node Profile Removal

Remove existing node profile from a defined number of Point-to-Point end nodes after legacy voicemail system migration to Modular Messaging.

VM Hub & Spoke Node Profile Removal

Remove existing node profile from Interchange / Message Networking Hub & Spoke and sync a defined number of Modular Messaging end nodes after legacy voicemail system migration to Modular Messaging.

Windows Corporate Domain

Avaya will Integrate MM R3.1 or MM R4.0 into the customer's Windows Corporate Domain

MM R3.1 Security Features

Authentication, Authorization, and Accounting (AAA) and Role-Based Access Control (RBAC) for MSS

Administer the MSS with customer provided AAA Server parameters, to enable remote customer authentication administrative logins on the MSS. It is the customer's responsibility to program the AAA server.

- The following AAA servers are supported:
 - LDAP
 - RADIUS
 - Local authentication on the MSS

Implement RBAC for MSS which safeguards resources from unauthenticated users or authenticated users in unprivileged roles

- Create up to 10 RBAC roles responsibilities

Solution Deployment

MAS/MSS Implementation

Hardware Installation

Avaya will complete the following services for the hardware installation

- Unpack, inspect and inventory hardware.
- Physically install hardware, to include connecting all adjuncts to the communication server, if applicable.
- Verify and apply any applicable firmware and software upgrades available to the newly installed hardware.
- Verify successful power-up diagnostics. Units will be observed upon power-up to determine successful completion of self-test diagnostics.

Return Avaya Legacy Equipment

If MM migration from Avaya Legacy

Equipment; Customer is responsible to work with the Avaya Project Manager to return Avaya legacy equipment via Avaya appointed carrier.

Note: Any Avaya hardware removed and replaced by Avaya during the upgrade or migration becomes Avaya property.

Tracing Server, Offline Access Server and/or Web Client Server Avaya will perform the services described above for a specific number of Avaya-provided servers.

Remote Access Line

- Verify remote dial access, if Customer's modem was purchased from Avaya.



- Install dial-up modem for remote access capability, if Customer's modem was purchased from Avaya.
- Verify modem's connectivity to appropriate support center.
- Register Customer's hardware.

Note: Avaya can install modems supplied by Customer or Customer's vendors at an additional charge.

SAC Lite

Avaya will work with the Customer or their designated service provider to remotely implement SAC Lite on the customer's existing VPN infrastructure, enabling a single IPsec VPN tunnel and access for up to 10 MM MAS/MSS devices at a single location.

Cutover Support

Avaya cutover support will assist Customer in activating the switch ports to the messaging system during Standard Business Hours. Cutover support after business Hours and during Premium hours are optional available. Related tasks include:

- Turn down Customer's existing system, if applicable.
- Activate new system.
- Ensure that switch routes calls to voice mail.

Customer's system may be unavailable during cutover. Cutover will be completed in a single phase. If a multi-phased cutover is requested by the Customer, additional charges will apply for each Avaya Services' resource involved in the cutover and help desk support as applicable. The Project Manager will submit a Change Request Management Authorization (CRMA) with additional charges to the customer when applicable.

First Day of Business Support (Help Desk)

Avaya will provide first day of business support (Help Desk) following the in-service date. The length of this support, which covers the Avaya messaging system, is based on the number of new mailboxes being implemented, as indicated below:

Basic hours:

- Four hours for the first 800 users
- Eight hours for more than 800 users

Help Desk support will be available on consecutive business days during Standard Service Hours. Help Desk is delivered on-site by the technician; all other resources are remote.

Customer can request additional Help Desk support in four-hour blocks at an additional charge.

Knowledge Transfer

MAS/MSS Implementation

End-User Training

Avaya will provide Customer's end users with onsite voicemail instructor-led training. These customized sessions will cover applicable:

- System functionality
- Voicemail features

For each group of up to 120 end users, Avaya will provide a four-hour block of instructor-led voice mail training.

Note: Instructor-led training classes will be conducted on consecutive business days during Standard Service Hours.

Training Room Setup

Avaya will use Customer-provided hardware to set up Customer's designated training room. This setup will include the installation and programming of ten training stations

System Handoff Review

Avaya will remotely cover the following topics in an informal knowledge transfer for up to two Customer's system administrator for up to four hours.

- Accessing system
 - Logging into MAS and MSS
 - Review MAS telephone user interface
- Administering user moves, adds and changes
- Managing and editing Classes of Service (COS)
- Review basic system maintenance

System handoff reviews will be conducted remotely on consecutive business days during Standard Service Hours, as defined in Section 3 (Standard Service Hours).

For each two system administrators, Avaya will provide one four-hour block of instructor-led training.

Note: System handoff review, which provides a *basic* overview of the Modular Messaging system, is not a substitute for classroom instruction available through Avaya University.

Modular Messaging Applications (optional)

Client Add-Ins Client Add-Ins: Avaya will remotely cover the following Client Add-Ins (CAI) topics in a two-hour informal knowledge transfer for up to five Customer system administrators:

- Administering Customer's MM system for client-access functionality
- Administering Customer-provided mail client for client access to Customer's MM system
- Setting up and initializing CAI application on Customer's PC clients
- Retrieving, forwarding and playing voicemail messages using Customer-provided .WAV player.

Subscriber Options: Avaya will remotely cover the following Subscriber Options (SO) topics in a two-hour session for up to five Customer trainers:

- Overview of features, including:
 - Record Greetings
 - Handle Incoming Calls
 - Telephone Access
 - Fax Access
 - Security (Password Maintenance)
 - Media Setup
 - Time Zones
 - Language
 - Message Ordering
 - Personal Distribution Lists
 - Assistant features
 - Notify Me
 - Call Me
 - Find Me

Client Access for Microsoft Outlook or IBM Lotus Notes (IMAP4 or POP3). Avaya will remotely cover the following Client Access (IMAP4 or POP3) topics in a two-hour informal knowledge transfer for up to five Customer system administrators:

- Administering Customer's MM system for client-access functionality
- Administering Customer-provided mail client for client access to Customer's MM system

- Setting up and initializing CA (IMAP4 or POP3) application on Customer's PC clients
- Retrieving, forwarding and playing voicemail messages using Customer-provided WAV player

<OR>

Client Access for standards-based email client (IMAP4 or POP3). Avaya will remotely cover the following Client Access (IMAP4 or POP3) topics in a two-hour informal knowledge transfer for up to five Customer system administrators:

- Administering Customer's MM system for client-access functionality

Web Client Avaya will remotely conduct one knowledge transfer for system administrators and one train-the-trainer session. These two-hour knowledge transfers for up to five Customer resources will cover the following Web Client topics:

- System Administrators
 - Message servers
 - User list
 - Options and settings
 - Administration history
 - Schedule maintenance
- Trainers
 - Logging in
 - Accessing and managing messages
 - Creating messages
 - Replying to messages
 - Forwarding messages
 - Installing Avaya Voice Player
 - Setting user preferences
 - Viewing directory

Web Subscriber Options (WSO) Avaya will remotely cover the following topics in a two-hour session for up to five Customer trainers:

- Overview of features, including:
 - Record Greetings
 - Handle Incoming Calls
 - Telephone Access
 - Fax Access
 - Security (Password Maintenance)
 - Media Setup
 - Personal Distribution Lists
 - Notify Me
 - Call Me
 - Find Me

Enhanced List Administration (ELA) Avaya will remotely cover the following Enhanced List Administration (ELA) topics in a two-hour informal knowledge transfer for up to five Customer system administrators:

- Creating lists
- Changing lists
- Deleting lists
- Isolating list problems
- Correcting list problems
- Changing passwords

Security Features' Review Avaya will cover the following topics in a brief remote informal knowledge transfer for up to four Customer resources.

- Review building RBAC roles and responsibilities
- Maintaining the system

Extended Solution Orientation

Administrative Package Avaya will remotely cover the following topics in two four-hour blocks of time in an informal knowledge transfer for up to five Customer system administrators

Overview of Enhanced List Administration (ELA), including:

- Features
- Functionality
- Implementation options
- Subscriber lists
- Structure and creation of caller applications menus and prompts
- Overview of Good Housekeeping features, including:
 - Periodic system upkeep
 - Data restoration backup procedures
 - Activity logs, administration history logs and alarms
- Overview of standard MAS and MSS reports, including:
 - Troubleshooting
 - Using traces to investigate specific calls
 - Review Operational History Viewer
 - Review Event Viewer

Desktop Package Avaya will remotely cover the following topics in two four-hour blocks of time in an informal knowledge transfer for up to five Customer system administrators

- Overview of Mobility features, including:

- Administration and testing of Subscriber Options or Web Subscriber Options, including Find Me and Follow Me features
- Administration and testing of Web Client
- Overview of Desktop features, including:
 - Deploying and testing Client Add-Ins component
 - Deploying and testing Subscriber Options component

CUSTOMER RESPONSIBILITIES

Modular Messaging Applications

System Requirements

Client Add-Ins and/or Subscriber Options and/or Client Access (IMAP4 or POP3)

Modular Messaging Message Storage Server (MSS)

Customer's technical environment must meet the following hardware and software requirements:

- MM R3 or higher
- Microsoft Windows 2000 (SP4), 2003 or XP
- 256 MB available RAM
- Minimum of 50 MB of free hard-disk space
- LAN connection to Customer's production network
- DNS entries on Customer's internal DNS
- Properly configured TCP/IP networking
- Connection between Customer's MM system and Customer's LAN

Client Add-Ins and/or Subscriber Options

E-Mail Client

- Microsoft Outlook 2000 (SR1), XP or 2002 (SP2), or 2003
- WAVE player
- TIF viewer
- DNS entries on Customer's internal DNS for an A record and MX record
- Multimedia PC

Client Add-Ins and/or Subscriber Options

Subscriber Options Client

- MM R3 or higher
- Microsoft Windows 2000 (SP4), 2003 or XP (SP2)
- 512 MB available RAM



- Minimum of 200 MB of free hard-disk space (minimum)

Note: Avaya strongly recommends that Customer install latest Microsoft Windows service packs

Client Access (IMAP4 or POP3)

- Industry standard IMAP4 client
- Industry standard POP3 client
- WAVE player
- TIF viewer
- DNS entries on Customer's internal DNS for an A record and MX record
- Multimedia PC

Web Client

Customer's technical environment must meet the following hardware and software requirements found in the WC Installation Guide including but not limited to:

- MM R3 or higher
- Microsoft Windows 2003 SP1
- 512 MB available RAM
- Minimum of 80 GB of free hard-disk space

Note: Only 350 MB of space is required for the software alone, but 80 GB is required for the software to operate in the customer environment.

- Client PC Software requirements:
 - Microsoft Windows XP Professional with SP2
 - Microsoft Windows 2000 Professional with SP4
 - Internet Explorer 6 with SP1

Customer will be required to:

- Connect Customer's MM system to Customer's LAN.
- Verify that Customer's MM system is functioning properly.
- Load PC Anywhere on Web Client server.
- Provide Avaya with PC Anywhere user ID and password.
- Provide user account with administrative permissions on Web Client server.
- Install Microsoft Internet Explorer 6 SP1 or higher.

Note: Avaya strongly recommends that Customer install latest Microsoft Windows service packs.

Web Subscriber Options:

Customer's technical environment must meet the hardware and software requirements found in the WSO installation Guide including but not limited to:

- MM R3 or higher
 - Microsoft Windows Server 2003 SP1
 - 1 GB of RAM
 - Minimum of 5 GB of free hard-disk space
- Note:** Only 20 MB of space is required for the software alone, but 5 GB is required for correct operation of the software in the customer environment
- LAN connection to Customer's production network
 - DNS entries on Customer's internal DNS
 - Properly configured TCP/IP networking
-
- Client PC Software requirements:
 - Microsoft Windows XP Professional with SP2
 - Microsoft Windows XP Professional N
 - Microsoft Windows 2000 Server with SP4
 - Microsoft Windows 2000 Professional with SP4
 - Microsoft Windows Server 2003 SAK with SP1
 - Microsoft Windows Server 2003 Standard Edition with SP1

Customer will be required to:

- Verify that Customer's MM system is functioning properly.
- Load PC Anywhere or provide WebEx access on Web Client server or stand-alone WSO server.
- Provide Avaya with PC Anywhere user ID and password, if applicable.
- Provide user account with administrative permissions on Web Client server or stand-alone WSO server, if applicable.
- Install Microsoft Internet Explorer 6 SP1 or higher.

Note: Avaya strongly recommends that Customer install latest Microsoft Windows service packs.

Enhanced List Administration (ELA)

MM R1.1 or higher must be installed, functional and properly registered before the ELA implementation is performed.

Point-to-Point Network

- For each messaging platform, customer must meet hardware and software requirements for networking found the Avaya support website at www.support.avaya.com.

- Non-Avaya Voice Mail Systems - Customer will be responsible for any testing performed from and to non-Avaya voice mail systems

Fax Integration

Messaging Platform Backup - After testing has been completed, Customer will be required to backup messaging platforms, in order to save all programming.

CAMRI Customer will be required to:

- Ensure that MM platform has been upgraded to R2.0-1 and SP3 has been installed or MM system is at R3.x before CAMRI can be implemented.
- Ensure that software updates are installed on Message Application Server (MAS) and Message Storage Server (MSS).
- Ensure that Calling Party Number information is passed to Customer's MM system when remote subscriber calls local MM subscriber.
- Ensure that MAS servers are allowed to dial remote subscriber telephone number; remove PBX dialing restrictions, if necessary.
- Engage third-party vendor to ensure that Customer's PBX has been programmed properly before CAMRI can be implemented.

Note: Avaya Tier 3 or technician will be needed to remotely install the MSS portion.

MN included in CAMRI implementation

- Ensure that Message Networking platform has been upgraded to R 2.0-20 with PCN 1509B before CAMRI can be implemented.

Hub & Spoke Network Endpoint Addition

- Implement AMIS networking on non-Avaya messaging platforms to enable Message Networking system and assist in testing programming.
- Provide test mailboxes at each endpoint to verify connectivity.
- Test other vendors' voice mail systems, if applicable.
- Coordinate testing with non-Avaya voice mail systems networked to Message Networking system.
- Test Octel analog, VPIM and AMIS protocols to verify network connectivity from non-Avaya voice mail systems.
- Resolve facility problems related to end-user PBXs, vendor facilities, or LAN/WAN.

Note: Avaya network engineer may assist with testing after issues have been corrected.

- Implement end-user self-registration for users on AMIS or Octel analog endpoints.

Windows Corporate Domain: Customer will be required to complete Windows Domain programming per **the Installation procedure for MM with MSS in Windows Corporate Domain**, customer account portions.

Customer's technical environment must meet the following hardware and software requirements:

System Requirements

- MM R3.1
- WIN 2003

NOTE: Customer's Corporate Domain Controller must have the following Registry setting prior to joining the Windows Domain:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\LSA

RestrictAnonymous = 0

(This is a DWORD value)

MM R3.1 Security Features

Authentication, Authorization, and Accounting (AAA) and Role-Based Access Control (RBAC) for MSS. Customer's technical environment must meet the following hardware and software requirements:

- Modular Messaging R3.1
- Provide and program AAA Server that meets the requirements identified in the product documentation.
- Provide IP address for AAA Server

Documentation

Client Add-Ins and/or Subscriber Options and/or Client Access (IMAP4 or POP3)

Before implementation can be scheduled, Customer will complete the System Planning Form and return to your Project Team.

Web Client: Before implementation can be scheduled, Customer will complete the System Planning Form and return to your Project Team.

WSO: Customer will complete the MM System Planning Forms and return them to the Avaya scheduling team before implementation can be scheduled



Enhanced List Administration (ELA):

Customer will complete the System Planning Form and return to your Project Team before implementation can be scheduled.

Point-to-Point Network Before implementation can be scheduled, Customer will complete the System Planning Form and return to your Project Team.

Hub & Spoke Network Endpoint Addition

Customer will complete the System Planning Form and return to your Project Team before implementation can be scheduled.

Windows Corporate Domain: Customer will be required to complete Windows Domain programming per the Installation procedure for MM with MSS in Windows Corporate Domain, customer account portions.

Implementation Delivery

MAS/MSS Implementation

Negotiation with Telecommunication Service Providers and Wire Vendors

Customer will be required to:

- Refer and resolve problems with appropriate network service provider, if network problems are detected.
- Work with Avaya and Customer's network vendor to reach agreement on a testing date and time.

Solution Design and Development

Mailbox Creation and/or Mailbox Migration

For Industry Standard Offer

Customer will be required to:

- Conduct mailbox detail-gathering in accordance with Avaya instructions,

including defining Classes Of Service (COS).

System Software and Network Translations

Customer will be required to:

- Work with Avaya to determine the following for each communication system:
 - DID numbers
 - Listed directory numbers
 - Feature dial access codes
 - Subscriber mailbox numbering plans

Subscriber Mailbox Programming

Not applicable for Premium Package

Customer will be required to:

- Conduct subscriber mailbox detail-gathering (e.g., matching of existing voice terminals and data modules with users, defining classes of service, defining call coverage, call pickup groups) in accordance with the Avaya instructions.
- Use the Station Builder tool to accomplish subscriber mailbox customization.
- Hand off Station Builder output to the Avaya software resource for verification and upload to the server.

Additional Responsibilities

Customer will be required to:

- Provide a script and a resource to voice Automated Attendant and other applicable voice recordings.
- Backup messaging platforms, after testing has been completed, in order to save all programming.
- Provide one representative to support the Help Desk.

Package Comparison	New & Legacy Migration Installation		
	Industry Standard	Full Service	Premium Service
Services and Deliverables			
Project Management			
Project Management	x	x	x
Third-Party Vendor Engagement	Not avail.	Not avail.	x
Solution Preparation			
Design Conference Call	Not avail.	Optional add-on with messaging application implementation.	



Avaya
Proprietary

Site Survey	x	x	x
<u>Solution Design and Development</u>			
Messaging System Parameters	x	x	x
Data Gathering and Input	Not avail.	Not avail.	x
Mailbox Creation	Not avail.	x	x
Mailbox Migration	Not avail.	x	x
Enhanced Migration: Intuity to MM (Messages, PDLs, Active Greetings, Recorded Name)	Not avail.	Custom pricing available; separate project / PO required	
Caller Apps	Not avail.	Optional add-on	
Windows Corporate Domain (R3.1)	Not avail.	Optional add-on	
Security Features (R3.1)	Not avail.	Optional add-on	
Application Implementation	Not avail.	Optional add-on	
Client Add-ins	Not avail.	Optional add-on	
Subscriber Options	Not avail.	Optional add-on	
Client Access	Not avail.	Optional add-on	
Enhanced List Administration	Not avail.	Optional add-on	
Fax Integration	Not avail.	Optional add-on	
Web Client	Not avail.	Optional add-on	
Web Subscriber Options	Not avail.	Optional add-on	
Point-to-Point Network	Not avail.	Optional add-on	
CAMRI	Not avail.	Optional add-on	
Hub & Spoke Network Endpoint Addition	Not avail.	Optional add-on	
Node Profile Removal P2P or H&S	Not avail.	Optional add-on	
UCC Remote Implementation	Not avail.	Optional add-on	
Survivable Modular Messaging	Not avail.	Optional add-on in additional to package required	
<u>A1.4 Solution Deployment</u>			
Hardware Installation	x	x	x
Avaya PBX Integration (single switch integration)	Not avail.	x	x
Remote Access Line	x	x	x
Cutover Support	x	x	x
Cutover Support (Overtime)	Not avail.	x	x
Cutover Support (Premium Overtime)	Not avail.	Not avail.	Optional add-on
Help Desk Support: New Installation	Not avail.	x	x
Add'l Help Desk	Not avail.	Optional add-on	Optional add-on
<u>Knowledge Transfer</u>			
Instructor-Led End-User Training	Not avail.	x	x



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Training Room Setup	Not avail.	x	x
System Handoff Review	Not avail.	x	x

Related Solutions: Consulting and Integration Services

MM R4 Exchange and Lotus Domino Message Store)	Contact the ATAC Design Central at 866-282-9266
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Standard Service Hours

Optional add-on for Industry Standard Offer: Work activities that do not affect service, excluding cutover support, will be performed and completed during Standard Service Hours, as defined under Standard Service Hours.

Pricing is based on the assumption that Services will be performed between 8:00 AM and 5:00 PM local site time, Monday-Friday, excluding Avaya-designated holidays (“Standard Service Hours”) unless otherwise stated. Work performed outside Standard Service Hours may be subject to overtime charges at the following rates:

Overtime (1.5 times)	Premium Overtime (2.0 times)
Evenings, Monday-Friday 5:00 PM –8:00 AM	Saturday 12:00 AM (midnight) – Monday 8:00 AM
Saturday, 8:00 AM – 12:00 AM (midnight)	Avaya-designated holidays

Standard Delivery

The Avaya project manager and software resource will deliver services remotely.

Travel and Living Expenses

If on-site support is required, the cost of travel will be billed to the customer. Avaya will present an estimate of travel and living expenses for approval in advance if requested. Once approved, arrangements will be secured and actual charges will replace the estimated costs and billed to the customer.

Availability

This offer is available in the US through Avaya direct and indirect sales channels. For availability outside the US, check with Avaya Global Services in the appropriate country or region.

How to Engage Avaya Consulting & Systems Integration (CSI)

To engage Avaya CSI, contact the Avaya Service Center (ASC) at 866-282-9266 (866-AVAYA-66) or use the ORS process for final price and a statement of work.

If you have any additional questions, please contact Terry Slotter, CSI Offer Manager, at tslotter@avaya.com.

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