



# Mitel MiCloud Connect Service Order

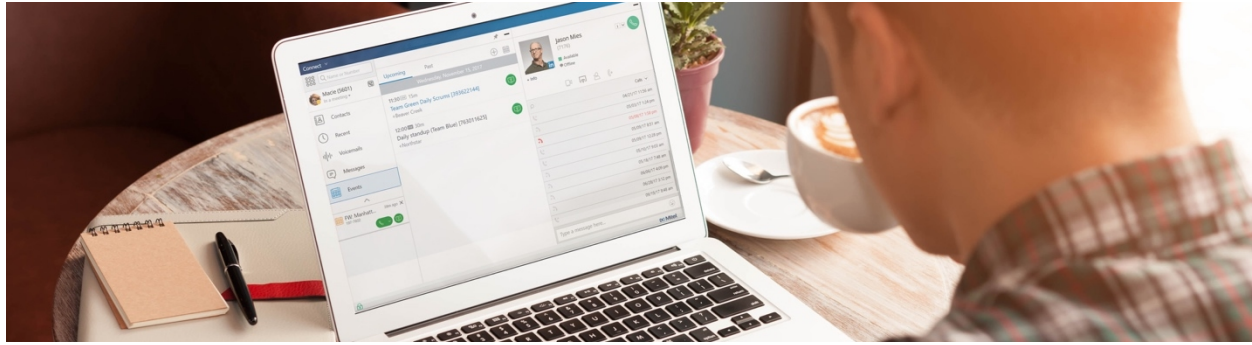
## Prepared for Oelwein Police Department

October 12, 2021

Prepared by:  
Joshua Palmer  
Mitel  
| [Joshua.Palmer@mitel.com](mailto:Joshua.Palmer@mitel.com)

Quote# 14451044

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For more than 45 years, Mitel has been trusted by businesses around the world to help them navigate the communications and technology challenges they face in a rapidly evolving marketplace. Our broad, built-in-house portfolio gives you the power to choose the solution right for you and the flexibility to consume it at a pace that fits your unique business needs.

## MiCloud Connect Benefits

### All-in-one, seamless communications

MiCloud Connect delivers a complete communications and collaboration solution with Mitel-built telephony, collaboration, contact center and IP phones so you can communicate seamlessly from a single provider.

### Intuitive user experience

Spend less time figuring out how to make the software work and more time being productive. MiCloud Connect's easy-to-use interface streamlines the user experience with integrated features such as cross-launching, single click-to-join buttons and consolidated views.

### Robust management portal

The MiCloud Connect Console gives you or your partner real-time tools to manage users, permissions, billing and insights – no telecom experience needed! Plug-and-play provisioning makes it easy to get new locations and users up and running fast.

### Reliability you can count on

Deployed out of highly secure, Tier 4 data centers with several layers of redundancy and encryption, so you don't have to worry about a thing. We back our reliability with 99.995% uptime and SLAs with financial penalties if we don't deliver. MiCloud Connect also supports HIPAA and SOC2 compliance for businesses who need to protect sensitive data.

### Simple, flexible pricing

What you buy today isn't what you're stuck with tomorrow. MiCloud Connect's flexible service plans give you the power to add functionality, mix and match profiles and upgrade permissions as business needs change.

### Help within arm's reach

With Mitel, you can always rest assured knowing you have access to help 24/7. Use our online knowledge base, chat with us or leverage the help button within our service to get your questions answered fast. With years of cloud migration expertise, we'll make your transition effortless and minimize disruption to your business.

## Additional Services & Products

### IP phones

Our modern, built-in-house IP phones provide a purpose-built, integrated experience and give us full control over functionality and user experience. With the 6900 series phones, you'll get cordless and Bluetooth options, plus our MobileLink functionality so you can talk in ways that you prefer, from anywhere, easily. Choose from three expansive models and a large assortment of accessories to increase mobility, streamline workflows and enhance productivity.

### Native integrations and advanced apps

MiCloud Connect offers a wide-variety of native integrations so users can work in the systems they prefer, stay proactive and deliver positive customer experiences. Our native solutions with leading third-party providers minimize professional services and get you up and running fast. Choose the right one for your specific users so they can work from the systems they already do such as CRMs, ERPs, calendars, web dialers and more.

### Enhance your customer experience

Engage with your customers when and how they want to communicate with phone, email, chat, SMS and social media capabilities. Whether you're looking for an integrated contact center or the flexibility of an over-the-top solution, we have you covered.



### 90-Day Customer Satisfaction Guarantee

We know the significance communications plays to your business success, which is why we offer a 90-day guarantee to ensure you are happy with your new communications and collaboration solution. See terms and conditions for complete details.

## Trusted by Leading Companies & Analysts

The logo for Netflix, consisting of the word "NETFLIX" in a bold, red, sans-serif font.



Western Mutual  
Insurance Group

The logo for Diamond Assets, featuring a green sunburst icon followed by the text "DIAMOND ASSETS" in a green, sans-serif font.

The logo for Smile Doctors Braces, featuring a red star inside a white circle, followed by the text "SMILE DOCTORS" in red and "BRACES" in white on a red background.

The logo for Geo Foundation, featuring a red apple icon followed by the text "GEO FOUNDATION" in red and "WHERE ALL ROADS LEAD TO COLLEGE" in black below it.

The logo for Gartner, consisting of the word "Gartner" in a bold, blue, sans-serif font with a registered trademark symbol.

The logo for Frost &amp; Sullivan, consisting of the text "FROST &amp; SULLIVAN" in white on a dark blue rectangular background.



## MiCloud Connect Service Plans

Features	Essentials	Premier	Elite
Direct Dial (DID) Phone Number	✓	✓	✓
Minutes Per Month (domestic outbound)	Unlimited	Unlimited	Unlimited
PBX Features (different for each plan)	✓	✓	✓
Admin Portal	✓	✓	✓
Desktop Client *features provided by this app	✓	✓	✓
Voicemail / Voicemail-to-Email*	✓	✓	✓
Audio Conferencing*	8 Party	25 Party	100 Party
Web Conferencing / Desktop Sharing*	4 Party	25 Party	100 Party
Video Conferencing*†	100 Party	100 Party	100 Party
Instant Messaging (IM)*	✓	✓	✓
Presence / Availability State*	✓	✓	✓
Peer-to-Peer Video Calling*	✓	✓	✓
Softphone*	✓	✓	✓
Outlook® & G Suite Integration	✓	✓	✓
Find Me Call Routing / Mobile Extension*	✓	✓	✓
Mitel Teamwork / Business SMS	✓	✓	✓
Web Dialer	✓	✓	✓
Connect for Mobile (Android & iOS)	✓	✓	✓
Voicemail-to-Email Transcription	\$	✓	✓
Salesforce® & Other CRM Integrations	\$	✓	✓
<sup>1</sup> On-Demand Call Recording	n/a	✓	✓
Operator*	n/a	n/a	✓
<sup>1</sup> Always-On Call Recording	\$	\$	✓
<sup>2</sup> Archiving (7 years for IMs, audio/web conferences & call recordings)	\$	\$	✓
<sup>3</sup> Email-to-Fax	\$	\$	\$
<sup>3</sup> MiCloud Connect Contact Center	\$	\$	\$

† Designates total number of participants on MiTeam Meetings, maximum number of on-screen video participants is 16

<sup>1</sup> On-Demand and Always-On Call Recording cannot co-exist for the same user (must select one)

<sup>2</sup> For users without Archiving feature, Mitel provides access to instant messages for 18 months, audio and web conference recordings for 3 months and call recordings for 1 year

<sup>3</sup> MiCloud Connect Contact Center is purchased separately. MiCloud Connect Fax is also purchased separately per fax number and is not dependent on any type of profile



Powering connections

# Service Order

Customer: Oelwein Police Department

Install Sites

1. 20 2ND AVE SW, #200, OELWEIN, IA, 50662-2247, USA

Date: October 12, 2021

Initial Service Term  
(or Service Renewal  
Term, as applicable): 36 months

Total Profiles 62

(Entitlements):

Total Agents:

20 2ND AVE SW, #200, OELWEIN, IA, 50662-2247, USA

Service Monthly Commitment						
	Regular Price	Qty	Extended Regular Price	Discounted Price Per Unit	Discount	Total
<b>Mitel Services</b>						
Profiles						
MiCloud Connect Essentials Profile	\$29.99	62	\$1,859.38	\$18.00	\$743.38	\$1,116.00
MiCloud Connect Premier Profile	\$37.99	0	\$0.00	\$23.00		\$0.00
MiCloud Connect Elite Profile	\$54.99	0	\$0.00	\$28.00		\$0.00
Hardware						
6940 IP Phone Rental	\$11.00	0	\$0.00	\$5.00		\$0.00
6930 IP Phone Rental	\$8.00	10	\$80.00	\$2.00	\$60.00	\$20.00
Integrated DECT Headset (NA)	\$6.00	10	\$60.00	\$3.60	\$24.00	\$36.00
Rental						
6920 IP Phone Rental Promo	\$6.00	45	\$270.00	\$0.00	\$270.00	\$0.00
Implementation Services						
<b>Service Monthly Commitment Total:</b>						<b>\$1,172.00</b>

One-Time Charges						
	Regular Price	Qty	Extended Regular Price	Discounted Price Per Unit	Discount	Total
<b>Mitel Services</b>						
Profiles						
Hardware						
Grandstream HT813	\$120.00	7	\$840.00	\$84.00	\$252.00	\$588.00
Implementation Services						
JumpStart	\$50.00	62	\$3,100.00	\$0.00	\$3,100.00	\$0.00
<b>One-Time Total</b>						<b>\$588.00</b>

## **Business Terms and Conditions (“Business Terms”):**

1. This Service Order is Mitel Confidential Information and is valid for acceptance by Customer for thirty (30) days from the date issued.
2. All products and services described in this Service Order are subject to the Global Terms of Service (“GTOS”) detailed at [Global Terms of Service](#) and incorporated herein by reference. Execution of this Service Order by Customer shall constitute Customer's acceptance of such GTOS and notice to Mitel to proceed as described in this Service Order.

### **Activation and Customer Responsibilities**

3. Customer is required to provision all Entitlements listed on this Service Order within 60 days of your execution of this Service Order (“Service Commitment Date”). Customer acknowledges and agrees that any Entitlements not provisioned by Customer on or before the Service Commitment Date: (i) may be automatically provisioned by Mitel as of the Service Commitment Date and billing will commence as described in the GTOS; and (ii) Entitlements provisioned after the Service Commitment Date will incur the one-time Implementation Fee described in these Business Terms.
4. Customer may terminate all or a portion of its Entitlements for convenience prior to the Service Activation Date for the Initial Service Term provided that: (i) Customer gives Mitel written notice and, (ii) where the Entitlement(s) being terminated include(s) one or more Profiles\*, Customer pays Mitel a Cancellation Fee within thirty (30) days of the effective date of such termination.

The Cancellation Fee shall be equal to \$150.00USD per Profile terminated and, if requested by Mitel, the dollar value of any promotional credit awarded to Customer by Mitel, as set forth in the Service Order, plus all applicable taxes.

Customer agrees that the Cancellation Fee is a reasonable estimate of anticipated actual damages and not a penalty. Following the Service Activation Date, the Cancellation Fee shall no longer be available to Customer and all fees, as described in the GTOS, shall apply.

\* For the purpose of this Section, “Profile(s)” means the profile required for a User to access and use MiCloud Connect Cloud Services.

5. Customer has ninety (90) days from the Service Activation Date to use and evaluate the MiCloud Connect Cloud Services for performance in accordance with Mitel's published specifications and the SLA (“Evaluation Period”). After using the Cloud Service for at least forty-five (45) days during the Evaluation Period, if the Cloud Services do not meet Mitel's published specifications or perform in accordance with the SLA, Customer has the option to provide notice of termination of the Service Order prior to the end of the Evaluation Period, identifying the specific non-compliance with the specifications or SLA. Following Customer's notice, Mitel has thirty (30) days to remedy the non-compliance with the specifications or SLA (the “Remedy Period”). If Mitel is able to remedy the reason for termination within the Remedy Period, this Service Order shall continue in accordance with its terms.

If Mitel is unable to remedy the reason for termination within the Remedy Period, then Customer shall have five (5) days following the Remedy Period to terminate the Service Order upon written notice to Mitel, in which event, (a) the early termination charges set out in Section 7.7 (Termination by Customer for Convenience) of the Global Terms of Service shall not apply; and (b) Customer acknowledges that Customer shall:

(i) be responsible for the Service Fees for the Cloud Services and all committed third party costs incurred up until the effective date of termination; and

(ii) to the extent applicable, within seven (7) days of the effective date of termination, return to Mitel, in good working condition, and damage free except for ordinary wear and tear, (A) all rental Hardware in Customer's possession. Mitel will invoice Customer for any unreturned rental Hardware; and (B) any purchased Hardware for which Mitel will issue a refund for amounts paid by Customer for such purchased Hardware upon receipt of such. Customer is responsible for all packing and shipping charges for returned Hardware.

In the event of a dispute as to whether the reason for termination has been remedied by Mitel pursuant to this section, Mitel's reasonable sole discretion shall govern.

In the event Mitel does not receive notice of termination from Customer prior to the end of the Evaluation Period or within five (5) days of the Remedy Period, Mitel will continue to provision the Cloud Services as contemplated in the Service Order. For clarity, during the Evaluation Period and the Remedy Period, all other terms of this Service Order apply.

### **Initial Order for Cloud Services and Entitlements**

6. If this is Customer's initial order for Cloud Services or Entitlements, this Service Order determines the minimum Cloud Services and Entitlements for which Customer is contracting during the Service Term. During the Service Term, Customer shall not decrease Cloud Services or Entitlements below the quantity contracted in this Service Order. In the event Customer decreases Cloud Services or Entitlements during the Service Term below the minimum set by this Service Order, Customer shall be subject to Early Termination Fees as described in Section 7.7 of the GTOS.

## **Increases, Decreases and Changes to Cloud Services and Entitlements Following Initial Order**

7. As per section 7.3 of the GTOS, Customer shall be entitled to increase the Cloud Services and Entitlements at Mitel's list price, or as otherwise accepted by Customer in the online self-provisioning portal at the time such Cloud Services and Entitlements are added. A one-time implementation fee of \$50.00 will be assessed per Entitlement added.
8. If Customer adds Cloud Services or Entitlements through any means other than self-provisioning, such as through a new service order or a change order, then those additions shall be added to Customer's total number of Cloud Services and Entitlements to set the new minimum Cloud Services and Entitlements for which Customer is contracting during the Service Term. However, in the event Customer uses self-provisioning to increase Entitlements and Cloud Services, Customer may decrease those services that Customer self-provisioned, provided they are not decreased below the minimum set in this Service Order. Any Cloud Services and Entitlements in effect at the time of renewal will become the new minimum for which Customer is contracting.
9. If this Service Order adds or changes Customers existing Cloud Services or Entitlements then those added or changed Cloud Services or Entitlements shall be coterminous with the end of Customers then current service term, notwithstanding the Service Term identified on this Service Order.

## **Charges and Fees**

10. Implementation Packages include Local Number Porting (LNP) for the first two (2) invoices for each Site. LNP for each additional invoice is \$250 USD per Site.
11. Customer acknowledges that the Service Fees described in this Service Order do not include, and Customer is responsible for:
  - a. Taxes, Fees, and Surcharges. Any and all applicable taxes, fees and surcharges including, without limitation, those described at: [Taxes, Fees and Surcharges](#)
  - b. Shipping. Shipping costs for Hardware, which shall be invoiced separately.
  - c. Usage. Calls outside contiguous United States and Canada, premium-rate telephone numbers (e.g., Directory assistance calls, 900 numbers, etc.) and toll-free inbound calls are billed on a usage basis.
12. Customer will be invoiced in advance for non-usage-based Service Fees and in arrears at the end of each month for usage-based Service Fees.

## **General Terms**

13. Any capitalized terms not defined herein have the meaning ascribed to them in the GTOS.
14. Provided that Customer executes this Service Order prior to expiration of the offer as described in Section 1 of these Business Terms, Customer shall be entitled to the promotional discount on (i) the 6920 Hardware rentals as described in this Service Order during the Initial Service Term ("Hardware Promotional Pricing"); and (ii) Essentials profiles as described on this Service Order during the Service Term. Customer acknowledges that the Hardware Promotional Pricing will not apply to Add-Ons or Renewal Service Terms. During Renewal Service Terms, or for Add-Ons pursuant to this Service Order, Customer shall be entitled to a discount equal to 39.98% off Mitel list price for 6920 Hardware rentals.

## **Implementation**

For a full description of the Implementation Services included in JumpStart, please reference the [JumpStart Service Description](#).

If printing this document, please reference the following URL address for the hyperlinks provided:

- Global Terms of Service: <https://www.mitel.com/legal/mitel-cloud-services-terms-and-conditions>
- Taxes, Fees and Surcharges: <https://oneview.mitel.com/s/article/Taxes-Fees-and-Surcharges>
- JumpStart Service Description: <https://oneview.mitel.com/s/article/Jump-Start>

Note that Mitel's policy is to have the Service Term automatically renew for an additional term of the same duration as the Initial Service Term or previous renewal, as detailed in Section 7.2 (Renewals) of the GTOS.

**Agreed and Accepted**

**Customer**

\_\_\_\_\_  
Authorized Signature\*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name and Title

\*I confirm I am authorized to sign on behalf of Customer.



## EMERGENCY SERVICES NOTICE

**Definitions.** Terms not otherwise defined in this notice are as defined in the Global Terms of Service located at: <https://www.mitel.com/legal/mitel-cloud-services-terms-and-conditions>.

**Limitations Relative to Enhanced Emergency Services; Cost.** Because of the unique nature of VoIP telephone calls, Emergency Services through your Cloud Services will be handled differently than traditional phone service. You acknowledge and agree that the Emergency Services provided hereunder have limitations relative to the enhanced (or similar) emergency services that are available on most traditional telephone services. Subject to the limitations set out herein, Emergency Services can be accessed, free of charge.

**Emergency Services Devices and Initiation:** Emergency services will only function if your User(s) are using an approved device, equipment or software and after your Service Order has been processed and you have received an emergency service confirmation. If your Users use non-approved equipment or software or attempt to call Emergency Services prior to confirmation, the Emergency Services may fail or may be forwarded to a non-public, backup emergency answering service.

**Emergency Services Registration.** You acknowledge and agree that it may not be possible for emergency operators and authorities to identify the actual location of a User(s) who dials Emergency Services through the Cloud Services. Where you purchase Entitlements that include our SIP Services, we will register the following as the addresses where your Users will use Cloud Services and to which Emergency Services should be dispatched by default: (i) the address(es) listed on your Service Order, and (ii) if an online portal is made available with the Cloud Services, the address(es) entered in the online portal. It is your responsibility to ensure that such default address(es) are accurate and, if changed, that you notify us of such changes either through our online portal, where available, or by contacting our support organization at least ten (10) days in advance. If emergency addresses registered are not accurate, emergency personnel (e.g. police, fire, ambulance) may be sent to the wrong address. In certain cases, an Emergency Services call may be routed to a telephone emergency dispatch center that may not normally receive Emergency Services calls from the User's registered location instead of a "traditional" wireline Emergency Services dispatch center. In this case, emergency personnel may not have the User's registered location and/or phone number on file. Regardless of whether an emergency address has been registered, Users dialing Emergency Services should always be prepared to state their location and phone number promptly and clearly to ensure that emergency operators have complete and accurate information. This is particularly important as in certain circumstances technical limitation may prevent this information from being made available to the dispatch center. If the User's registered address is different than the User's actual location, delays in handling of Customer's emergency call may be introduced and, consequently, result in fire, police or emergency personnel either not being able to find a User(s) location or significantly delay response time. Finally, you may incur additional costs, fines or other penalties, including service provider charges, resulting from improper dispatch of Emergency Services or calls to emergency service dispatchers where you and/or your Users have failed to update us with the User's correct address.

**Emergency service limitations:** Emergency Services will not function if (a) a VoIP device fails or is not configured properly, (b) the Cloud Services are not working for any reason including without limitation a power outage, broadband service outage, network congestion, suspension or disconnection of your Cloud Services, broadband connection failure, use of a non-native telephone number, electrical power loss, or your failure to meet our minimum technical service requirements, if applicable, or (c) where your Entitlements do not include our SIP Services, failure or disconnection of third party SIP Services. Following a power outage, you or your Users may need to reset or reconfigure your equipment prior to being able to use the Cloud Services, including dialing Emergency Services. Emergency operators and/or authorities may be unable to identify a User's phone number in order to call them back if (a) their call is unable to be completed, is dropped or is disconnected, (b) the User is unable to communicate their phone number, or (c) the Cloud Services are not operational for any reason. In such circumstances, and provided the Cloud Services are available, the User should redial Emergency Services. For technical reasons, including network congestion, it is possible that Emergency calls will produce a busy signal or will take longer to connect when compared with traditional emergency calls. When calling Emergency Services Users should not hang up until told to do so by emergency operators as emergency operators and authorities may also be unable to hold the line open in the event the User hangs up. You further acknowledge and agree (and you will cause your Users to do same) that we do not have any control over whether, or the manner in which, emergency calls using the Cloud Services are answered or addressed by any local emergency response center and we rely on third parties to assist us in routing emergency calls to local emergency response centers. Emergency services are available only within the jurisdiction in which the User is registered and the Cloud Services cannot be used to make emergency calls outside of same.

**Inform other users:** You are responsible for notifying, and you agree to notify, any User or potential Users of your Cloud Services of the nature and limitations of Emergency Services on the Cloud Services as described herein.

**Acceptance of Limitations.** You acknowledge that you have received the information regarding the limitations of our Emergency Services, understand them, and assume the risks associated with such limitations. Where your Entitlements do not include our SIP Services, you should consult your SIP Services provider to further understand Emergency Service limitations.

### **Agreed and Accepted**

#### **Customer**

\_\_\_\_\_  
Authorized Signature\*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name and Title

\*I confirm I am authorized to sign on behalf of Customer.

## Authorized Contacts for Oelwein Police Department:

Good communication is the foundation of a great relationship. We ask that you tell us about your team so that we may begin our relationship communicating with the correct individuals. Your team may include people inside and outside your organization. Mitel partners often fill these roles for their clients.

There are five roles that must be assigned to one or many individuals on your Mitel account. Each role conveys a specific set of permissions and responsibilities for installing and managing your Mitel service. For more information on the specific roles and the permissions conveyed please visit:

Roles:

<https://oneview.mitel.com/s/article/Account-AuthorizedContacts>

Full Name	Email Address	Role <small>Please enter either DM/Super User, PM, Billing, Technical or Emergency</small>

**For Role:** Please enter one of DM Super user, PM, Billing, Technical or Emergency (we can make this a drop down in DocuSign) Confirm with Canidium if this is possible in CPQ.

By signing below, I authorize the listed individuals to perform the assigned roles for the indicated locations both current and future and authorize Mitel to contact the listed individuals. I understand as the default Decision Maker I can change or rescind role assignments at any time within my Mitel portal or by contacting Mitel.

Further, I understand that depending on the specific role designed I am granting the assignee access to data within our corporate phone system including, but not limited to, billing data, call detail records, call recordings, as well as authorization to make changes to call routing, configurations and contracted services.

**Agreed and Accepted**  
**Customer**

\_\_\_\_\_  
Authorized Signature\*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name and Title

\*I confirm I am authorized to sign on behalf of Customer.

Oelwein Police Department  
 October 12, 2021  
 Initial Service Term (or Service Renewal Term, as applicable): 36 months  
 Quote#: 14451044

<b>Summary by Services</b>	<b>Monthly</b>	<b>One-time</b>
Circuits		
Profiles	\$1,116.00	
Options		
Implementation Services	\$0.00	\$0.00
Hardware	\$56.00	\$588.00
Third Party Applications		
	<b>\$1,172.00</b> Monthly Charges	<b>\$588.00</b> One-Time Charges

<b>Summary by Location</b>	<b>Monthly</b>	<b>One-time</b>
20 2ND AVE SW, #200, OELWEIN, IA, 50662-2247, USA	\$1,172.00	\$588.00
	<b>\$1,172.00</b> Monthly Charges	<b>\$588.00</b> One-Time Charges

<b>Estimated Charges*</b>	<b>Monthly</b>	<b>One-time</b>
20 2ND AVE SW, #200, OELWEIN, IA, 50662-2247, USA		
Regulatory Recovery Fee	\$ 211.00	\$0.00
	<b>\$211.00</b> Total Monthly Estimated Charges	<b>\$0</b> Total One-Time Estimated Charges

\*Estimated charges and fees outlined above are provided for reference purposes only, are estimated based on the information included in this quote and are subject to change without notice. Actual charges and fees will be calculated at the time of invoice. Estimates for shipping and handling are based on standard ground rates using address information included as part of this quote.

**Agreed and Accepted  
 Customer**

\_\_\_\_\_  
 Authorized Signature\*

\_\_\_\_\_  
 Date

\_\_\_\_\_  
 Name and Title

\*I confirm I am authorized to sign on behalf of Customer.

CONFIDENTIALITY & COPYRIGHT STATEMENT: This quote tool includes information and pricing that is highly confidential data. The tool, information, and pricing (i) is not intended for distribution except as expressly permitted herein; (ii) is and remains the proprietary property of Mitel Networks Corporation on behalf of itself or its subsidiaries or divisions (collectively "Mitel"); (iii) may not be copied except as may be necessary to fulfill the intended purpose of the tool; and (iv) is the copyright of Mitel and/or its licensor(s), with all rights reserved to the copyright owner. Any breach of confidential data or unauthorized use (of any kind) of the tool, information, or pricing will be considered an infringement of rights and may result in termination of any Mitel agreement.

## Customer Responsibilities:

No.	Project Activity	Customer Responsibility
1	Project Staffing & Resourcing	Staff the following roles / resources to support the activation of Mitel services: Executive Sponsor, Project Manager, IT Support
2	Project Kick-Off	Attend the <i>project kick-off</i> meeting hosted by Mitel
3	Business Requirements Document (BRD)	<ol style="list-style-type: none"><li>1. Confirm core requirements as described in BRD</li><li>2. Identify any material gaps otherwise requirements are deemed confirmed</li></ol>
4	Network Reliability Assessment	Ensure LAN meets / exceeds the minimum standards required to work effectively with Mitel products as defined in the Mitel Network Best Practices Guidance for Mitel MiCloud Connect at the following URL: <a href="https://oneview.mitel.com/s/article/Network-Best-Practices-for-Mitel-MiCloud-Connect">https://oneview.mitel.com/s/article/Network-Best-Practices-for-Mitel-MiCloud-Connect</a>
5	User Acceptance Testing (UAT)	<ol style="list-style-type: none"><li>1. Identify business use cases for UAT</li><li>2. Perform testing against use cases to confirm functional map</li><li>3. Complete UAT at least 1 week prior to <i>go-live</i> in accordance with the Mitel project plan</li></ol>
6	Phone Number Porting	<ol style="list-style-type: none"><li>1. Identify numbers to port and ensure <i>active</i> status with current provider</li><li>2. Provide documentation to complete Transfer Request</li><li>3. Assist and engage to resolve port delays that require customer involvement with current provider</li></ol>
7	Transition to Support	Complete all relevant Mitel training at least 1 week prior to <i>go-live</i>



## Mitel: “Know-Your-Customer” Form

### PART 1 – Customer Details

Thank you for your interest in becoming a Mitel customer. The below information will help us to know you better, enhance your customer experience, and meet any “know-your-customer” regulatory requirements we may have in various jurisdictions. Please provide us with the following details:

- Complete Legal Name:
- Business Location:
- Contact Person:
- State or Country of Incorporation:
- Incorporation or Business Identification Number:
- Federal Tax ID:
- General Description of business or activity:

If we provide you with VoIP services, we will also use the information you have provided above to reduce the chance of your calls being wrongly marked as robocalls.

### PART 2 – Verification Documents

For verification purposes, please attach any **one** of the following documents when returning this form to us:

- a certificate of incorporation;
- certified articles of incorporation or partnership agreement;
- a record that has to be filed annually under provincial or state securities legislation;
- the most recent version of any other record that confirms the corporation's existence and contains its name and address and the names of its directors, such as a certificate of active corporate status, the corporation's published annual report signed by an audit firm, or a letter or notice of assessment for the corporation from a municipal, provincial, territorial, state or federal government; or
- a government-issued business license.

*Note: Mitel reserves the right, either directly or through a third party, to take: (i) reasonable steps to validate any information contained in this form, and (ii) confirm that you are not included in certain databases such as known robocallers or other fraud-related entities. This form, including any information used to validate its contents, will be retained in an appropriately secured storage for the duration of your services and for a reasonable period thereafter. Except as set out above, Mitel will not use or disclose the information contained herein for any other purpose.*

I declare that, to the best of my knowledge, all information contained herein is true and accurate.



**Agreed and Accepted**

**Customer**

\_\_\_\_\_  
Authorized Signature\*

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name and Title

\*I confirm I am authorized to sign on behalf of Customer.