<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Speakers</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 AM</td>
<td>Welcome - Grace Powell</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DMS Introductions - Denise Adkins</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NWN - Andrew Gillman, Shannon Ludwig</td>
<td></td>
</tr>
<tr>
<td>9:15 AM</td>
<td>SUNCOM Categories - Alvaro Riera and Kevin Basden</td>
<td></td>
</tr>
<tr>
<td>9:45 AM</td>
<td>New Technology – Krystina Silva</td>
<td></td>
</tr>
<tr>
<td>10:30 AM</td>
<td>Q &amp; A</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Closing Remarks – Terry Joslin</td>
<td></td>
</tr>
</tbody>
</table>
DMS Introduction

Denise Adkins | Deputy Director, Division of Telecommunications
We **TRANSFORM THE CUSTOMER EXPERIENCE** through our integrated Solution-as-a-Service portfolio for more than 1,400 customers across the USA.

- **Differentiated Offerings.**
- **Customer-Focused.**
- **Accelerating Growth.**
- **Operational Excellence.**
Market at inflection point demands integrated Cloud Calling

“By 2021, 90% of IT leaders will not purchase new premises-based offerings”

COVID-19
Remote work became essential

Cloud collaboration, contact center.

DAAS, Security and ATS Key Enabling Offerings.

On-premises collaboration and contact center

The way people work has changed

**Multiple workstyles**
Video, messaging, mobile, office or remote

**Mobile, distributed workforce**
Work from anywhere, at anytime, across teams

**Internal and external collaboration**
Value chain extends beyond company’s boundaries

**Agile organization**
Need to decide, adapt and act with speed
Our learning about remote work

3 critical capabilities to embrace safe and effective remote working

- Cultural Transformation
- Technology Adoption
- Enterprise-grade Security

Post COVID

Business outcomes when effectively working remotely

- 2.3x in productivity
- 2.5x in real estate cost optimization
- 2.9x in talent retention and recruitment
- 2.2x in employee experience & satisfaction
- 2.6x in business agility and flexibility

34% want remote work occasionally
54% want full-time remote work

Source: IBM Institute for Business Value 2020 Survey

Source: Freeform Dynamics Research
NWN fills critical and strategic market gap

**CLIENT’S NEEDS**

Unified communications as a service *adoption is soaring*, but enterprises often *lack proper tools*.

**Strategic planning assumption:** Enterprise adoption of tools specifically designed for UCaaS will rise.

**Key findings:** Monitoring/management capabilities used for premises-based proprietary endpoints and systems are ill-suited for use in the UCaaS environment.

**Recommendation:** Evaluate UCaaS providers on their monitoring/management prowess.


**NWN PLATFORM IP DELIVERS DIFFERENTIATED VALUE**

*Experience Management Platform (EMP)*

- **Customer service desk**
- **Technology command center**
- **Reporting & advanced analytics**
- **Interactive knowledge base**

**Integrated software and systems**

**Simplified Operations**

- **Manage**
  - Initiate requests
  - Log trouble tickets
  - Check status
  - Review bills & inventory

- **Adopt**
  - Interactive knowledge base
  - On-line training
  - Subject matter experts

- **Self service**
  - Move, add, change, delete (MACD)

- **BI & reporting**
  - Performance
  - Utilization
  - SLA
  - Trends

**Interactive Communications**

- **Phone**
- **Email**
- **Chat**
- **Portal**

**Customer service desk**

**Technology command center**

**Reporting & advanced analytics**

**Interactive knowledge base**

Adoption and utilization assurance
NWN’s integrated Solutions-as-a-Service platform is the next level of business intelligence and communications management

Cloud Providers
- Focus on secure environments to a broad range of customers
- Limited capability to customize to customer needs

IT Solution Provider
- Disparate offerings across UCAAS, Contact Centers, Devices and Security
- Lack of comprehensive service from delivery to monitoring and support
- Minimal reporting and actionable intelligence

UCaaS
- Lacks fully integrated solution
- Limited customer support

Carriers
- Limited integration capabilities across third party vendors
- Early innings of bundled solutions – lacks device and other technologies

- Comprehensive offering platform of solutions and services via one bill
- High-touch deployment and support
- Flexible, customizable high tech solutions and service for customers based on needs
- Advanced, secure technology delivery with a consistent experience
NWN’s Solution-as-a-service portfolio accelerates Florida’s journey to the cloud

Experience Management Platform (EMP)
- Customer Service Desk
- Technology Command Center
- Reporting & Advanced Analytics
- Interactive Knowledge Base

Offerings
- Unified Communications
- Contact Center
- Devices
- Security

Advanced Technology Solutions (ATS)
(Connectivity, Wireline, Wireless, Telco, Data)

Delivery Models
- Public Cloud
- Hybrid Cloud
- Private Cloud

Adoption and Utilization Assurance
Remote Worker Options

**Endpoint**
The Laptop is the new Desk Phone & PBX (integrated certified Dell)

**Connectivity**
Redundancy with SLA’s

**Calling/Conferencing**
Microsoft & Cisco integration

**Security**
Integrated Endpoint & Network

**Remote Support**
Home. Office, Anywhere

**VPN**

**EMP Monitoring**
24 X 7 X 7
SUNCOM and NWN Partnership

Accomplish SUNCOM Goals

• Deliver a secure, cost-efficient, high-quality Cloud based Unified Communications, Contact Center, and SIP services to Florida’s Entities and Citizens

How NWN does it

• Transform the workplace
• Support flexible workstyles
• Deliver on time, within budget
• Support decision makers with the correct data and tools

NWN has a nearly singular focus on Public Sector

• Our size, experience and track record is an advantage to the State of FL because we are nimble, flexible

• 25+ years of experience in public sector

• Excellent references and use cases – we have not had one contract fail

• We understand how Agencies work, how to drive procurement through these vehicles, how to make sure they are successful
Your NWN team is dedicated to your mission.
NWN State Government Experience

State Agency Customers
CA, NC, TX, VT, RI, MA, SC

- Department of Health & Human Services
- Lottery
- Child Support Services
- Department of Insurance
- Department of Justice
- General Assembly
- Department of Revenue / Finance
- Department of State Treasurer
- Department of Commerce
- Department of Employment Commission
- Department of State Hospitals
- Department of Transportation
- Department of Tax Authority
- Department of Motor Vehicles
- Department of Agriculture
NWN Public Sector Experience

1,400 Customers with over 435,000 Cisco UC Subscriptions
SUNCOM Categories

Alvaro Riera | Director, PreSales
Kevin Basden | Contact Center Technical Lead
NWN UC Offerings

- **Small Business** (1-250 Seats)
  - **10K + Seats**
  - **1000-10K Seats**
  - **250-1000 Seats**

- **Mid Market**
  - **UC Private Cloud** – highly customizable and extensible (dedicated instance)
  - **UC Public Cloud** – standardized deployments (multi tenant)
  - **Unified Client** – consistent soft client experience across both platforms
  - **Integrated PSTN** and value-added applications

- **Large Enterprise** (10K + Seats)
CATEGORY 1A
Unified Communications
Single Tenant
NWN UC Single-Tenant Solution Overview

- Enterprise unified communications and collaboration as a service
- Powered by the Cisco Unified Communications Manager
- Hosted and operated by NWN
- Centralized SIP PSTN
- Dedicated applications with Assigned Solutions Engineers
Seamless Work Experience

**Integrations with your favorite tools**

- **Microsoft**
  - Calling/Meetings in MS Teams
  - Action Items to OneNote
  - Share to Sharepoint

- **Google**
  - Native calendaring integration
  - Action Items to Google Keep
  - Share via Google Drive

- **Slack**
  - Meetings in Slack
  - Workflow integration

- **Apple**
  - Tighter integration with iOS
  - Support for CarPlay

**Integrated business processes to keep work moving**


Integrations with your favorite tools
NWN brings the power of multiple collaboration solutions into one experience
Easy to deploy and simple for users to adopt

• Enhance your Microsoft Teams experience
• Launch Voice Call from Teams
• Better and consistent user experience

Use NWN calling with Teams and avoid duplicate platforms
Flexible Deployment Models

- Public Cloud Services
- Private Cloud
- State MFN-2
- Collaboration and Contact Center Cloud
- PSTN
- Work From Home
- SD-WAN Customer
- State Connected Customers
- Private Connection Customers
- Survivable PSTN

EXPERIENCE MANAGEMENT PLATFORM (EMP)
NWN UC Single-Tenant benefits

**NO DISRUPTIONS**
- Familiar administration
- The same user experience
- The same features
- Software that is always current
- No phone upgrades

**SECURITY**
- Dedicated customer instance
- System survivability
- System redundancy
- Emergency responder
- Enhanced security options

**CUSTOMIZATION**
- Open platform APIs for application integrations
- Third-party PBX interoperability
- End user self-care
- PSTN options

**EXTENDED ROI**
- Keep existing phones
- Keep existing gateways
- Keep video systems
- Keep integrations

Complete collaboration, security, networking and PSTN solution from NWN
CATEGORY 1B
Unified Communications
Multi-Tenant
NWN UC Multi-Tenant Solution Overview

- Enterprise unified communications and collaboration as a service from the Cisco Cloud
- Provisioned, Managed & Supported by NWN
- Single pane of glass for easy administration via Control Hub
- SIP service included
- Internet Connectivity - OTT
NWN UC Multi-Tenant Architecture

EXPERIENCE MANAGEMENT PLATFORM (EMP)

NWN Multi-Tenant Cloud Calling

PSTN

Internet

SUNCOM MFN 2

WFH or Remote Device

SUNCOM
NWN UC Multi-Tenant advantage

IT benefits
- Enterprise secure
- Full UCaaS suite, with deep analytics
- Integrated cognitive experiences
- Single pane of glass management
- Innovation at speed
- Seamless on-premises, cloud, hybrid journey

User benefits
- Consistent and simple experiences
- Solution modularity
- One app to replace many
CATEGOR\text{Y 2}

\text{SIP Services}
Solution Overview

NWN provides high availability & geo-redundant centralized SIP Services

- Local & Long Distance
- Toll Free
- Quick deployment & rapid ramp-up for crisis response teams
- Number Portability
- Emergency services (Kari’s Law & Ray Baum’s Act)
- Robo/SPAM Call Blocking
- Fraud/Spoofing Detection
- Integrated reporting & analytics via EMP
NWN Enhanced 911 Service

- Routes emergency calls to a local public-safety answering point (PSAP)
- Alerts staff via email or phone of a local emergency call for quick response
- Logs all emergency calls
- Provides PSAP with accurate dispatch address for the caller in need
- Automatic location tracking for soft clients and phones
Using **Find Me** on the map

Estimated address is shown on the map page, based on public WiFi signals in your area. The end user can edit the address for confirmed accuracy.
UC, CC and SIP: Better Together

- Leverage on-net endpoints and VOIP
- UC and Contact Center cost savings
- Preconfigured PSTN accelerates onboarding
- Seamless purchase & management
- Superior voice quality
The NWN SIP Advantage

**IMPROVING SUNCOM EXPERIENCE**
- High-touch support services
- Proactive management

**REDUCE RISK**
- Business Continuity & Resiliency
- SIP Security & Threat Management

**IMPROVE OPERATIONAL EFFICIENCY**
- Centralized SIP Management
- Porting Services

**MANAGE BUDGET**
- Migration from PRI & Centrex
- Reporting & Analytics
CATEGORY 3
Contact Center
Contact Center Platforms

- Contact Center Enterprise
- Contact Center Express

Multi-Tenant
- Webex Contact Center

Agent Experience
- Native Calling & Collaboration
- Devices and Headsets

Business Operations

Single Tenant
- Customer Experience

Cloud First

nwn
NWN CC Single Tenant Solution Overview

- **Intelligent Skills Based Routing & Queuing** – Improve first call resolution and improve customer satisfaction.
- **Omni-Channel Experience** – Offer customers the ability to reach your organization using multiple channels while maintaining the same experience and data.
- **Web Based Agent Desktop** - Easy-to-use desktop designed to help improve agent performance and satisfaction, in turn enhancing their ability to provide quality customer service.
- **Customized Reporting and Analytics** – Proactively report, track, and act on metrics and KPIs that are most important to your business.

---

Cisco Unified Contact Center Enterprise
Cisco Unified Contact Center Express
Cisco HCS for Contact Center
Cisco Finesse Agent Desktop
Verint Workforce Optimization
Integrations provide paths to send information to and from the contact center, enhancing the customer experience and providing valuable context.

Our Private Cloud offering includes a substantial ecosystem of certified partners that provide a variety of applications and services.
COVID-19 Contact Tracing Use Case

**OVERVIEW**

- Deploy a 100% cloud COVID contact tracing platform
- WEBTEXT provides the glue and routing for both SMS & voice callbacks

**SOLUTION**

- Multiple automated SMS notification campaigns from Salesforce (SF) via WEBTEXT's MCM cloud campaign manager using direct Salesforce centric WEBTEXT APIs/configurations
- SMS capability for voice agents using WEBTEXT patent protected voice agent gadget integrated with Bucher & Suter
- MCM can handle complex outbound SMS campaigns while routing inbound messages to SF database, SF Live agents 2-way chat, and generate outbound voice calls from Cisco Contact Center
- Generates an automated voice callback from Cisco Contact Center based on the content of the SMS message received, e.g. “call me”
- Allows for intelligent routing changes within minutes and creation of additional campaigns by customer via portal or API

Solution includes: Salesforce CRM, Cisco WCCE, B&S Connector and several Webtext services & platforms
CATEGORY 3B

Contact Center  |  Multi-Tenant
NWN CC Multi-Tenant Solution Overview

Customer Experience:
- Omni-channel
- Self Service
- Predictive Routing

Employee Experience:
- Workforce Optimization
- Agent Desktop
- Expert Collaboration

Business Operations:
- Platform Management
- Business App Integrations
- Native Cloud

Artificial Intelligence
Analytics
Bring security and unlimited visibility, flexibility, and scalability

Reduce complexity and expense

Enhance productivity and lower the total cost of ownership

Speed to deploy new functionality drastically reduced compared to premise-based contact centers
New Technology

Krystina Silva | National VP Offering Management
Experience Management Platform (EMP)
Why EMP?

Customer Pain Points
- Complexity
- Limited Visibility
- Operational Chaos
- Cost

Management Challenges
- Administration
- Operation
- Reporting & Analytics
- Optimization
- Financial Management

NWN Commitment
- Transform Customer Experience
- Manage Business Risk and Minimize Disruption
- Improve Operational Efficiency and Productivity
- Ensure Costs are Predictable
Integrating Tech & Process: EMP Functional Architecture

- NWN’s EMP is an interactive Solutions-as-a-Service communication, business intelligence and analytics platform.
- Combines NWN’s five integrated offerings into one bundled portfolio.
- Provides full monitoring, visibility and control of the customer’s environment.
- Enables administration and self-service capabilities while delivering insights through reporting and analytics.
- Real-time access to all data, tailored to business unit leaders’ needs.
- Secure, interactive platform to communicate with service representatives.
Experience Management Platform
Knowledge Base and NWN Community

- Curated content focused on best practices, including the most common questions for each of the NWN offerings.
- NWN Community feature enabling users to engage and strategize with industry peers.
Case Creation and Enterprise Case Dashboard
EMP Performance Dashboard

- Real-time visibility into Performance and Trends
## UC Admin Self Service

### NWN USER

<table>
<thead>
<tr>
<th>Login</th>
<th>First name</th>
<th>Last name</th>
<th>Package</th>
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<tbody>
<tr>
<td>aecherrisa</td>
<td>Angel</td>
<td>Echeverria</td>
<td>Premium Collaboration</td>
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<tr>
<td>agilman</td>
<td>Andrew</td>
<td>Gilman</td>
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<td>Alvaro</td>
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<tr>
<td>cludwig</td>
<td>Chris</td>
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<tr>
<td>cnewton</td>
<td>Cam</td>
<td></td>
<td></td>
</tr>
<tr>
<td>djeter</td>
<td>Derek</td>
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### Service Table

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<th>Service</th>
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<th>Service Health (discrepancies found)</th>
<th>Actions</th>
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<td>Source directory Account</td>
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<td>0</td>
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<tr>
<td>Cisco Jabber - Collaboration for Desktops</td>
<td>1</td>
<td>✓</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Cisco Jabber - Collaboration for Android Smartphones</td>
<td>-</td>
<td>✓</td>
<td>-</td>
<td></td>
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<tr>
<td>Cisco Jabber - Collaboration for Tavola</td>
<td>-</td>
<td>✓</td>
<td>-</td>
<td></td>
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<tr>
<td>Cisco Jabber - Collaboration for iPhones</td>
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<td>✓</td>
<td>0</td>
<td></td>
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<tr>
<td>Cisco - Telephony</td>
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<td>0</td>
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<tr>
<td>Cisco - Phone</td>
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<td>✓</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Cisco - Hunt Group Member</td>
<td>1</td>
<td>✓</td>
<td>0</td>
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</tbody>
</table>
UC End User Self Service

MY CALL FORWARDS | MY EM SPEED DIALS | MY PHONES’ SPEED DIALS

MY EM BUSY LAMP FIELDS | MY SINGLE NUMBER REACH | MY SERVICES STORE

MY SINGLE NUMBER REACH

General information

Name: My Mobile
Destination number: 704-555-1234
Enable Move To Mobile: [ ]
Enable Single Number Reach: [ ]

Additional information

Ring schedule

- [ ] Use ring schedule

- Time zone: [ ]

- Days:
  - Monday: [ ] All day from 07:00 to 20:00
  - Tuesday: [ ] All day from 07:00 to 20:00
  - Wednesday: [ ] All day from 07:00 to 17:00
  - Thursday: [ ] All day from 07:00 to 17:00
  - Friday: [ ] All day from 07:00 to 17:00

nwn Cloud First
EMP Reporting

**Call Detail List Reports**
- Monthly Call Detail Report
- Emergency Call Detail Report
- International Call Detail Report
- Toll-free Call Detail Report

**Call Analytics Reports**
- Call Volume
- Answered Calls
- Abandoned Calls
- Native Call Queue

**Operational Reports**
- Usage Trends – Summary, Analysis
- Telephone Number Dashboard
- Telephone Number List
- Service List - IP Phone, Voicemail

**Budget Detail Reports**
- Summary by Item
- Summary by Cost Center
- Invoice Delta to Prior Month
- International Call Charges
- Toll-free Call Charges
Customer Success

Jeremy Maynard | SVP Customer Experience
Dwayne Chapital | Program Manager
Customer Success organization overview

### Overview
- Focused on delivering NWN’s portfolio of offerings at the highest levels of **efficiency, productivity, and scale**
- Responsible for **design, delivery and support** of NWN’s core offering portfolio
- **Designed, built, and delivered** Experience Management Platform (EMP)

### Key leaders
- **Jack Lodge**
  - EVP Customer Success
- **Michael Hansil**
  - Engineering
- **Chris Methe**
  - Technology Operations
- **Amanda DeMayo**
  - Customer Success Center
- **Jeremy Maynard**
  - Customer Experience

### Engineering
- Delivery and support all NWN offerings and technologies
- Certifications across multiple technologies, vendors and offerings
- On-Site customer engineering and escalation management

### Technology Operations
- Cloud data center and network operations management
- Proactive management of cloud and customer technology infrastructure
- Security management and operations

### Customer Success Center
- 24/7 contact center
- Level 1 / 2 IT support
- Provides offering / training information, best practices to customers
- Ability to escalate internally to resolve any key client issues

### Customer Experience
- Responsible for the entire customer lifecycle with project management and customer experience managers
- Works with offerings team to build new capabilities, develop best practices
- Responsible for core experience management infrastructure including tools, systems, and development
Customer Success Organizational Design

- **ENGINEERING**
  - Network Ops
  - Security Ops
  - Cloud Ops (5)
  - Telecom Ops
  - Outsourced Ops

- **TECHNOLOGY OPERATIONS**
  - Support
  - INNOVATION & BEST PRACTICES

- **CUSTOMER SUCCESS CENTER**
  - Customer Helpdesk
  - 1st & 2nd Level Support

- **CUSTOMER EXPERIENCE**
  - PMO
  - CEM
  - Systems & Tools
  - Architecture Design & Quality
I am a Professional Project Management and Customer Experience individual. I have serviced a broad range of clients within Project Management and Support Services. These include clients from Financial Institutions, Academic Institutions, State and Local Governments and Commercial Entities.

I concentrate on customer satisfaction by excelling in matrix environments by means of empowering cross functioning project and support teams to perform to their highest standards within their core competencies. I am a firm believer in team work and team success. I use solid action plans and time management skills to ensure precise measurable results. I can effectively articulate forecast, revenue and long term strategies to all levels of management including “C” level Executives.

I have been with NWN for over 9+ years of service in strategic roles to understand the full breath of offerings we provide as a partner. I look forward to working with you and your team to make this a successful engagement.
Project Team

**NWN Program Manager:**
- Single point of contact for all project, support and financial services
- Manages transition between project implementation to steady state support
- Manages project/support services issue resolution
- Manages existing customers new opportunities requests by gathering high level requirements/User Stories and scheduling the appropriate resources to engage

**NWN Engineers:**
- Subject Matter Expert
- System design & requirements
- Implementation, configuration & testing
- Documentation
- Knowledge transfer
- Migration & cutover support
# State of Florida – Agency X Deployment

<table>
<thead>
<tr>
<th>Month 1</th>
<th>Month 2</th>
<th>Month 3</th>
<th>Month 4</th>
<th>Month 5</th>
<th>Month 6</th>
<th>Month 7</th>
<th>Month 8</th>
<th>Month 9</th>
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<tbody>
<tr>
<td><strong>Initiate</strong></td>
<td><strong>Assess</strong></td>
<td><strong>Prepare</strong></td>
<td><strong>Execute</strong></td>
<td><strong>Transition</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Order Placed</td>
<td>Verification of Inventory</td>
<td>Configure devices</td>
<td>Verification Devices Arrived onsite</td>
<td>Final site documents delivered</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resources Assigned</td>
<td>Order &amp; Receive New Equipment</td>
<td>Build out dialing plans</td>
<td>Phone connection and testing</td>
<td>Final Knowledge Transfer</td>
<td></td>
<td></td>
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<tr>
<td>Roles &amp; Responsibilities</td>
<td>Submit &amp; Receive LOA</td>
<td>Pre Site Testing</td>
<td>Remote support during cutover</td>
<td>Maintenance Activation</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Communications Plan</td>
<td>Order New DIDs or Schedule DID Porting</td>
<td>Labeling and Shipping of Devices</td>
<td>DID Port</td>
<td>Agency X Signoff on Project</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>High Level Timeline</td>
<td>Ensure Test DID is ordered</td>
<td>Needed from Agency X:</td>
<td>Production Cutover</td>
<td>Project Closure</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Initial Schedule</td>
<td>Final Verification of Site Information</td>
<td>• Ensure users receive training materials</td>
<td>Issue Tracking &amp; Resolution</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Needed from Agency X: Preliminary Site Information</td>
<td>Verification Network Readiness (VLAN, QoS, VPN)</td>
<td>• Verification of delivery address</td>
<td>Agency X Signoff on Production Site Cutover</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Create site in SmartComm</td>
<td>• Signed Service Activation Forms</td>
<td>Activate Site Support</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Key Data Exchange

Data Gathering

- Review and verify site information:
  - Address (911 Verification & Shipping)
  - DIDs (Porting or New)
  - LOA for porting existing DIDs
  - Requested due date
  - User data spreadsheet (as applicable)
- Add overall site information to a project deployment spreadsheet for tracking

DID Porting

- Receive signed Letter of Authorization (LOA) with correct address and Bill to Number (BTN) from Agency X
- Receive a copy of the latest phone bill showing the correct BTN and account number per site
- Verification of ability to port the desired telephone numbers (TN’s)
- Average porting request verification is 2-4 weeks
- Once TN’s are approved by losing carrier, a porting date is scheduled
- Project manager will inform Agency X of porting date and verify their availability
### Agency X Support

#### Year 1
- **Oct.** Monthly SLA Review Meeting
- **Nov.** Monthly SLA Review Meeting
- **Dec.** Monthly SLA Review Meeting
- **Jan.** Monthly SLA Review Meeting
- **Feb.** Monthly SLA Review Meeting
- **Mar.** Monthly SLA Review Meeting
- **Health Assessment & Redundancy Testing**
  - Monthly SLA Review Meeting
- **Major Incident Response Plan Quarterly Review**

#### Year 2
- **Apr.** Monthly SLA Review Meeting
- **May** Monthly SLA Review Meeting
- **Jun.** Monthly SLA Review Meeting
- **Jul.** Monthly SLA Review Meeting
- **Aug.** Monthly SLA Review Meeting
- **Sep.** Monthly SLA Review Meeting

#### Year 3
- **Oct.** Monthly SLA Review Meeting
- **Nov.** Monthly SLA Review Meeting
- **Dec.** Monthly SLA Review Meeting
- **Jan.** Monthly SLA Review Meeting
- **Feb.** Monthly SLA Review Meeting
- **Mar.** Monthly SLA Review Meeting
- **Health Assessment & Redundancy Testing**
  - Monthly SLA Review Meeting
- **Major Incident Response Plan Quarterly Review**

#### Year 4
- **Apr.** Monthly SLA Review Meeting
- **May** Monthly SLA Review Meeting
- **Jun.** Monthly SLA Review Meeting
- **Jul.** Monthly SLA Review Meeting
- **Aug.** Monthly SLA Review Meeting
- **Sep.** Monthly SLA Review Meeting

#### Year 5
- **Oct.** Monthly SLA Review Meeting
- **Nov.** Monthly SLA Review Meeting
- **Dec.** Monthly SLA Review Meeting
- **Jan.** Monthly SLA Review Meeting
- **Feb.** Monthly SLA Review Meeting
- **Mar.** Monthly SLA Review Meeting
- **Health Assessment & Redundancy Testing**
  - Monthly SLA Review Meeting
- **Major Incident Response Plan Quarterly Review**

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**Arrow displays an example of a rolling year.**

<table>
<thead>
<tr>
<th>Monthly Management</th>
<th>Health Assessment</th>
<th>Redundancy Testing</th>
<th>Major Incident Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Collaboration Management and Monitoring (24x7)</td>
<td>• Annual Assessment of Application, Hardware, and Licensing</td>
<td>• Annual continuity validation of hosted infrastructure</td>
<td>• NWN will deliver a mutually agreed upon plan for handling of major (P1) incidents</td>
</tr>
<tr>
<td>• Comprehensive review of performance objectives</td>
<td>• Report generated with recommended updates to ensure best practices and compliance</td>
<td>• Report generated with testing results and recommended updates to ensure best practices and compliance</td>
<td>• Execution of plan</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Quarterly assessment of plan and update as needed</td>
</tr>
</tbody>
</table>
• The Reply Sidekick feature set includes pre-installation VoIP network assessment, persistent network monitoring and alerts, remote network testing and troubleshooting, and historic network reporting.

• Most features only require the Sidekick to be installed on an open WAN port, some also require a mirrored port on a local network switch.

<table>
<thead>
<tr>
<th>Testing / Alerting / Reporting</th>
<th>WAN Port</th>
<th>Mirror Port</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-installation VoIP Network Assessment</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Bandwidth Capacity (Speed test)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>VoIP Call Quality (MOS Score, R-Factor)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Latency &amp; Packet Loss</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>DNS Lookup Validation (NAPTR, SRV, A)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>VoIP Concurrent Call Test</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>VoIP Concurrent Call Test with Data Load</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Firewall Configuration Verification</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>SIP ALG Discovery</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>UDP Timeout Discovery</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Full range UDP Scan (10000 - 65530)</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Remote inbound test calls to devices</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Remote outbound test calls any number</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Trace route to Reply Test Point</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Device network visibility</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Schedule Automated Testing</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Sidekick Availability</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Device Registration (IP, DECT, ATA)</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Remote Packet Capture (PCAP)</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Multiple VoIP VLAN support</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
# Timeline

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Estimated Completion Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>MFN2 Connectivity &amp; Testing</td>
<td>December, 2020</td>
</tr>
<tr>
<td>CSAB Order Entry</td>
<td>January, 2021</td>
</tr>
<tr>
<td>NWN SUNCOM Proposal Tool</td>
<td></td>
</tr>
<tr>
<td>Service Availability</td>
<td>January, 2021</td>
</tr>
</tbody>
</table>

Please Contact SUNCOM for assistance at 888-478-6266 or 888-4SUNCOM
Email: Walter.Corbett@DMS.FL.gov
Q & A
Shannon Ludwig
Closing

Terry Joslin | Executive VP Public Sector, Channels
Purpose built for SUNCOM

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  – Nwnit.com/schedule-a-meeting

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