

State of Florida DMS | SUNCOM

December, 10 2020 | Agency Kick Off



Agenda

-
- 9:00 AM**
- Welcome - Grace Powell
 - DMS Introductions - Denise Adkins
 - NWN - Andrew Gillman, Shannon Ludwig
-

- 9:15 AM**
- SUNCOM Categories - Alvaro Riera and Kevin Basden
-

- 9:45 AM**
- New Technology – Krystina Silva
-

- 10:15 AM**
- Customer Success – Jeremy Maynard, Dwayne Chapital
-

- 10:30 AM**
- Q & A
 - Closing Remarks – Terry Joslin

DMS Introduction

Denise Adkins | Deputy Director, Division of Telecommunications



NWN

Andrew Gilman | CMO

Shannon Ludwig | SVP South Region



NWN, a platform company – Thank you.

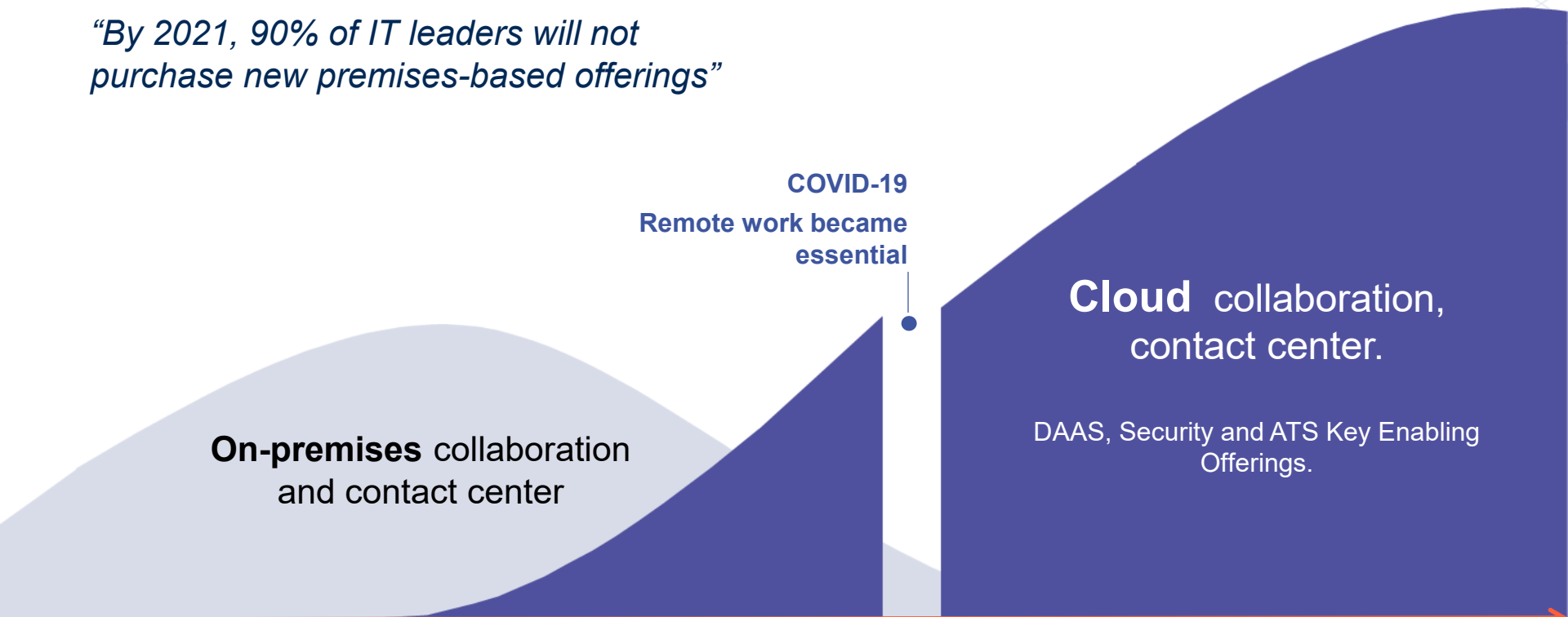
We **TRANSFORM THE CUSTOMER EXPERIENCE** through our integrated Solution-as-a-Service portfolio for more than 1,400 customers across the USA

- **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”



Source: Gartner "Magic Quadrant for Unified Communications as a Service, Worldwide"; October 10, 2018.

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

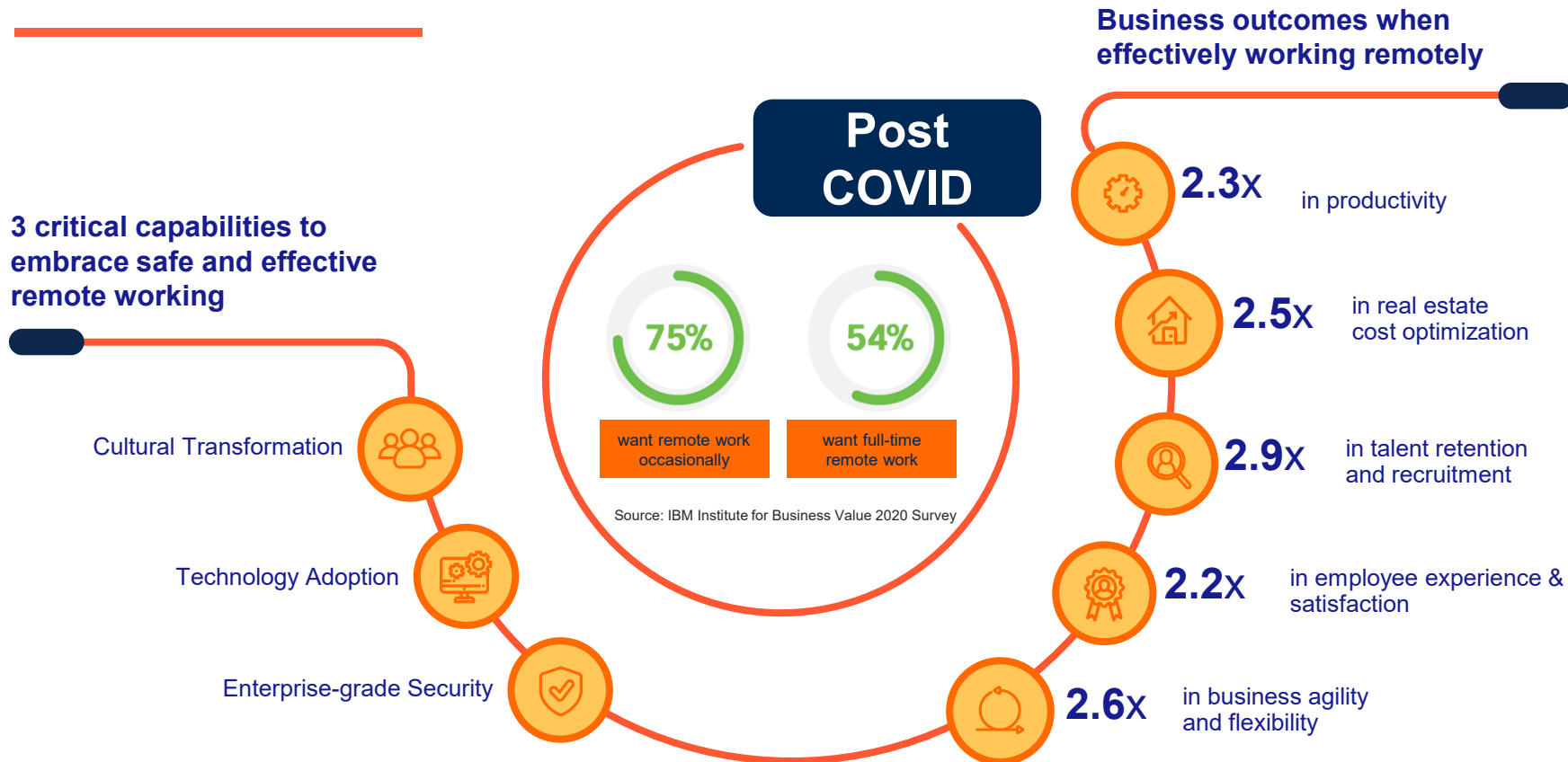


Agile organization

Need to decide, adapt and act with speed



Our learning about remote work



NWN fills critical and strategic market gap

CLIENT'S NEEDS

Gartner

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

Integrated software and systems

Interactive Communications

Simplified Operations

EXPERIENCE MANAGEMENT PLATFORM (EMP)



Customer service desk



Technology command center



Reporting & advanced analytics



Interactive knowledge base

Adoption and utilization assurance

Phone

Email

Chat

Portal

Manage

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

Adopt

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

Self service

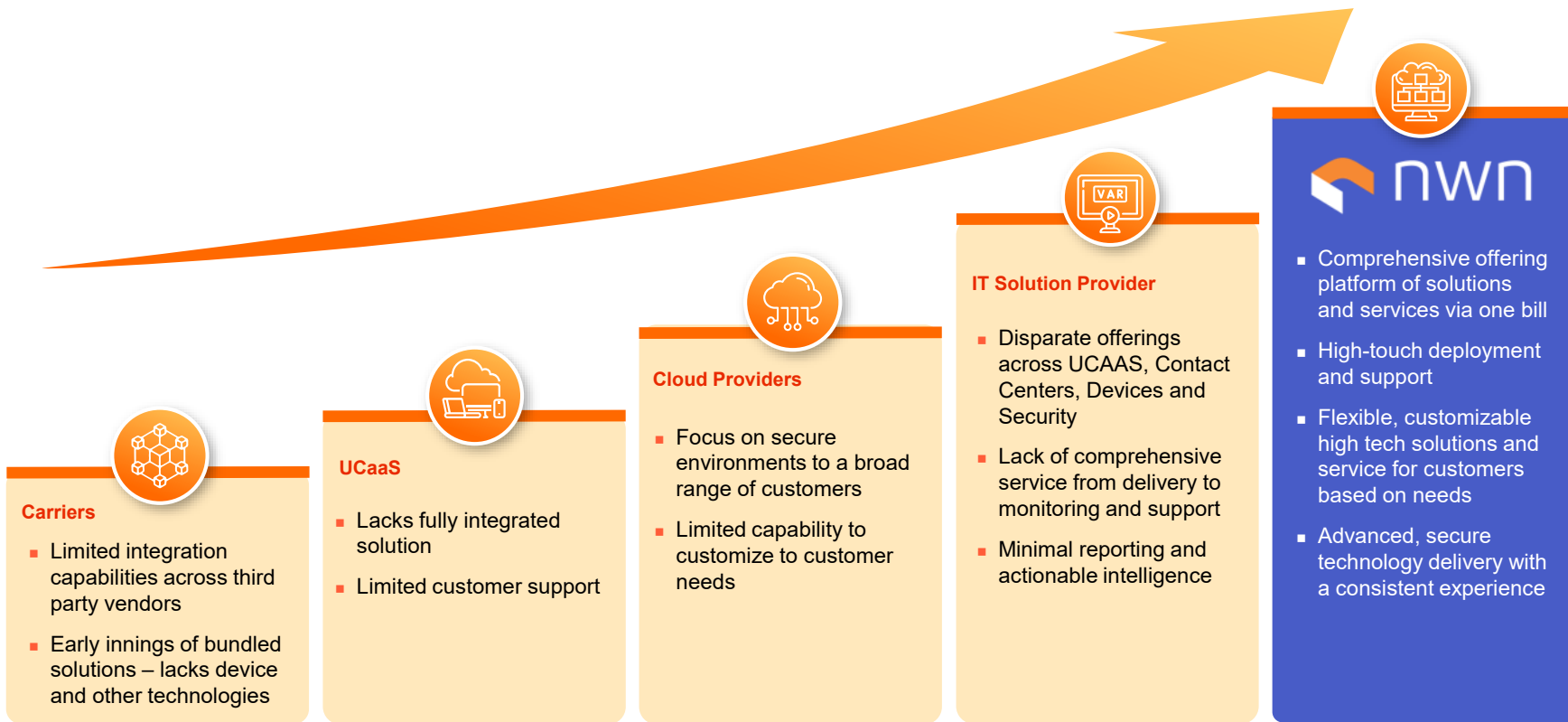
- Move, add, change, delete (MACD)

BI & reporting

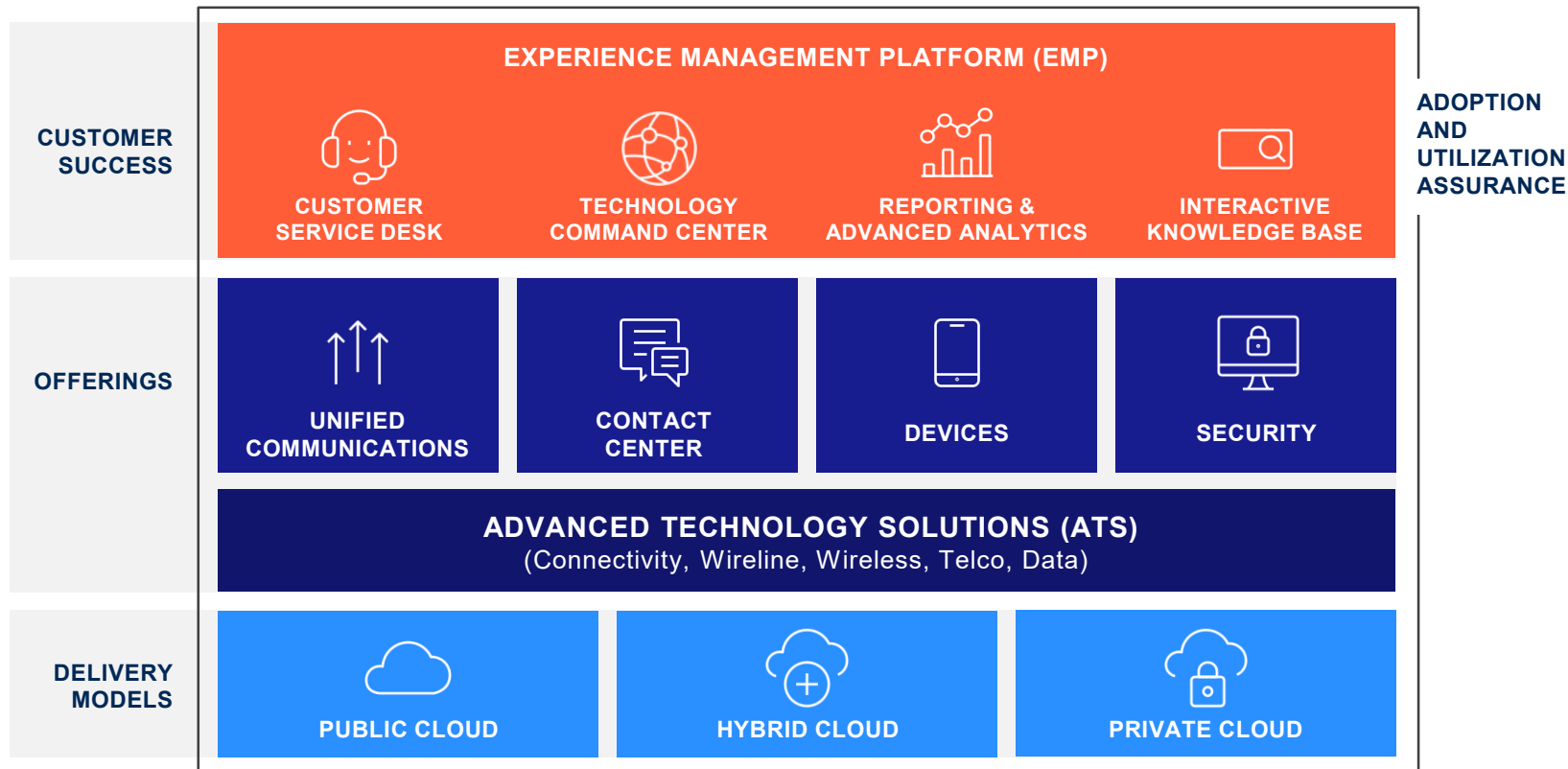
- Performance
- Utilization
- SLA
- Trends

Source: Gartner "Magic Quadrant for Unified Communications as a Service, Worldwide"; July 30, 2019.

NWN's integrated Solutions-as-a-Service platform is the next level of business intelligence and communications management



NWN's Solution-as-a-service portfolio accelerates Florida's journey to the cloud



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

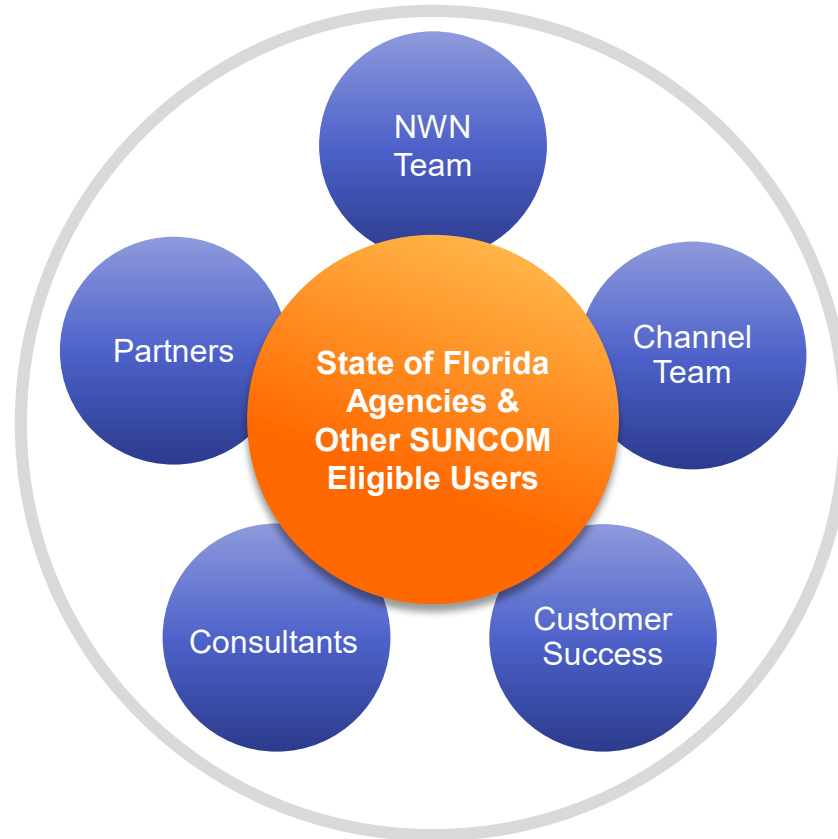
How NWN does it

- 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

State Government



Healthcare

MEMORIAL
HERMANN



Agencies



K-12



Higher Education



Local Government



SUNCOM Categories

Alvaro Riera | Director, PreSales

Kevin Basden | Contact Center Technical Lead



NWN UC Offerings



Single-Tenant
(UC Private Cloud)

Multi-Tenant
(UC Public Cloud)

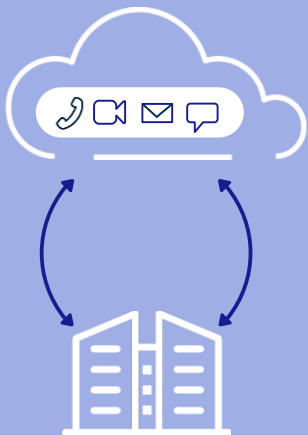
- **UC Private Cloud** - highly customizable and extensible (dedicated instance)
- **UC Public Cloud** – standardized deployments (multi tenant)
- **Unified Client** - consistent soft client experience across both platforms
- **Integrated PSTN** and value-added applications

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



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



- Meetings in Slack
- Workflow integration



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

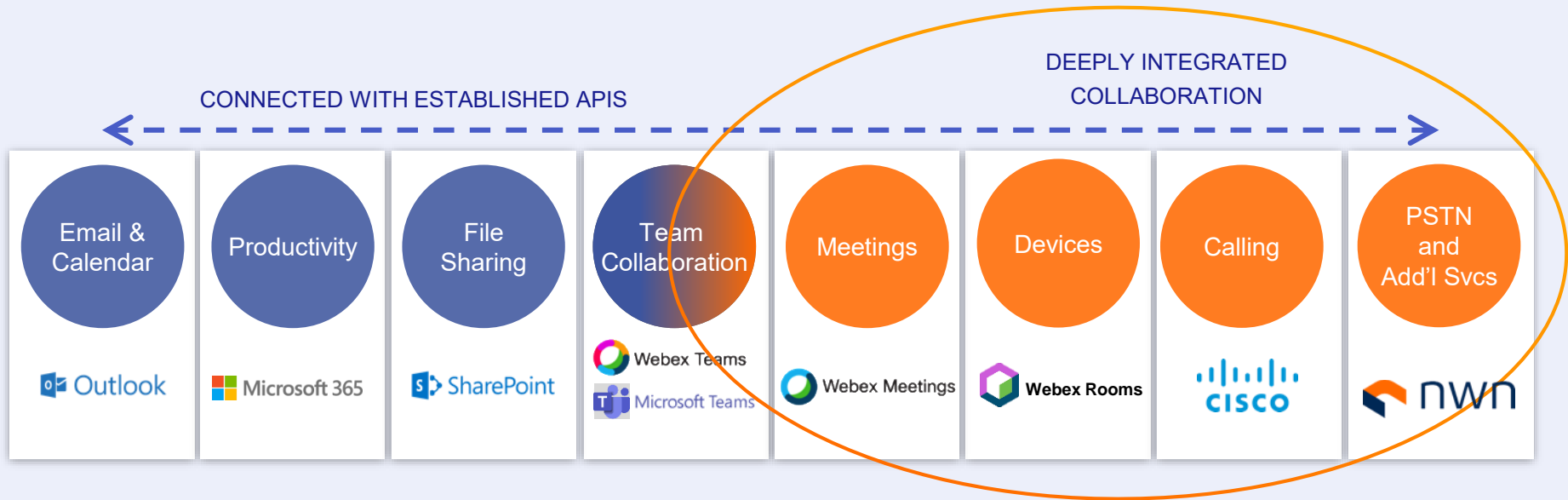


- Tighter integration with iOS
- Support for CarPlay

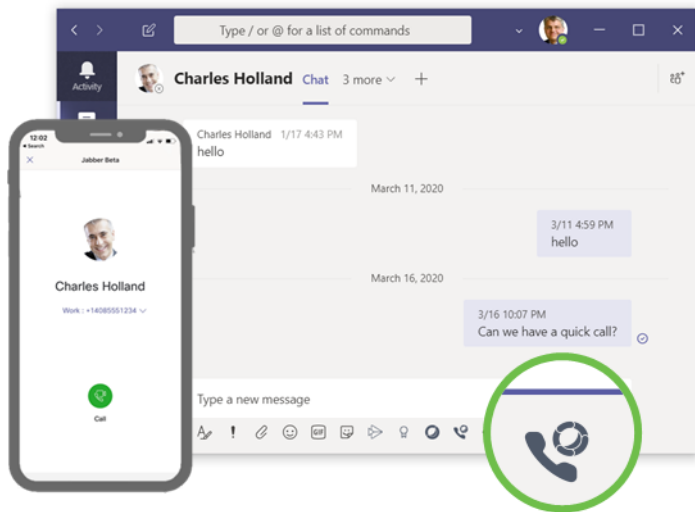
Integrated business processes to keep work moving

Asana – Trello - Epic - Jira – Zendesk – Samsung – ServiceNow – Blackboard – Salesforce - Smartsheet Android - Moodle – Cerner – Canvas – Box - Involvio

NWN brings the power of multiple collaboration solutions into one experience



Easy to deploy and simple for users to adopt

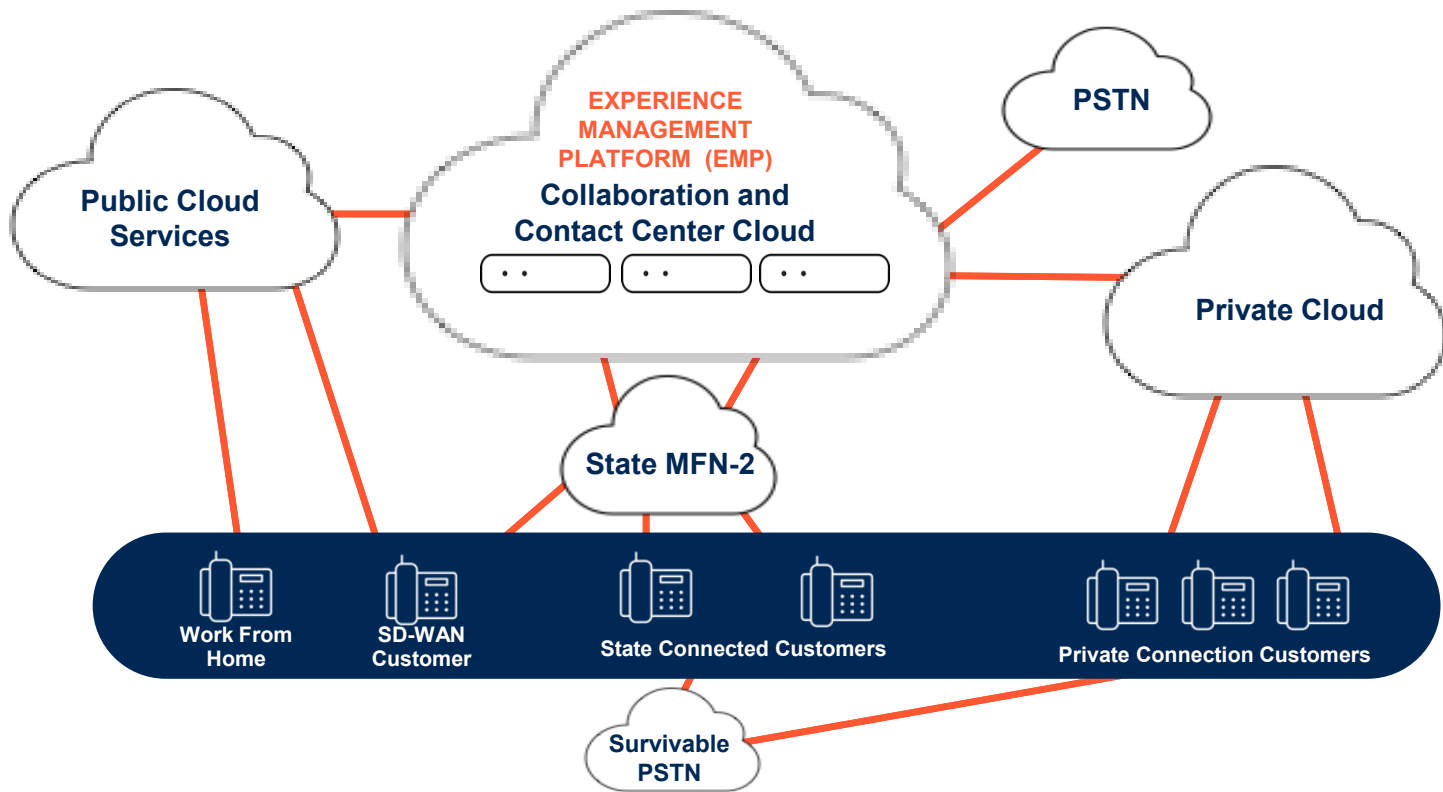


Use NWN calling with Teams and avoid duplicate platforms



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

Flexible Deployment Models



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

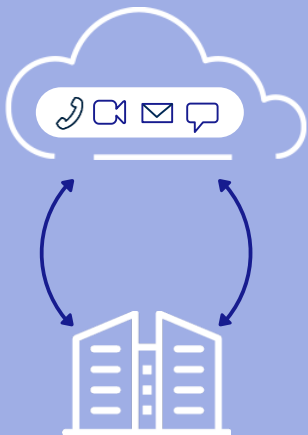
- Keep existing phones
- Keep existing gateways
- Keep video systems
- Keep integrations

Complete collaboration, security, networking and PSTN solution from NWN

CATEGORY 1B

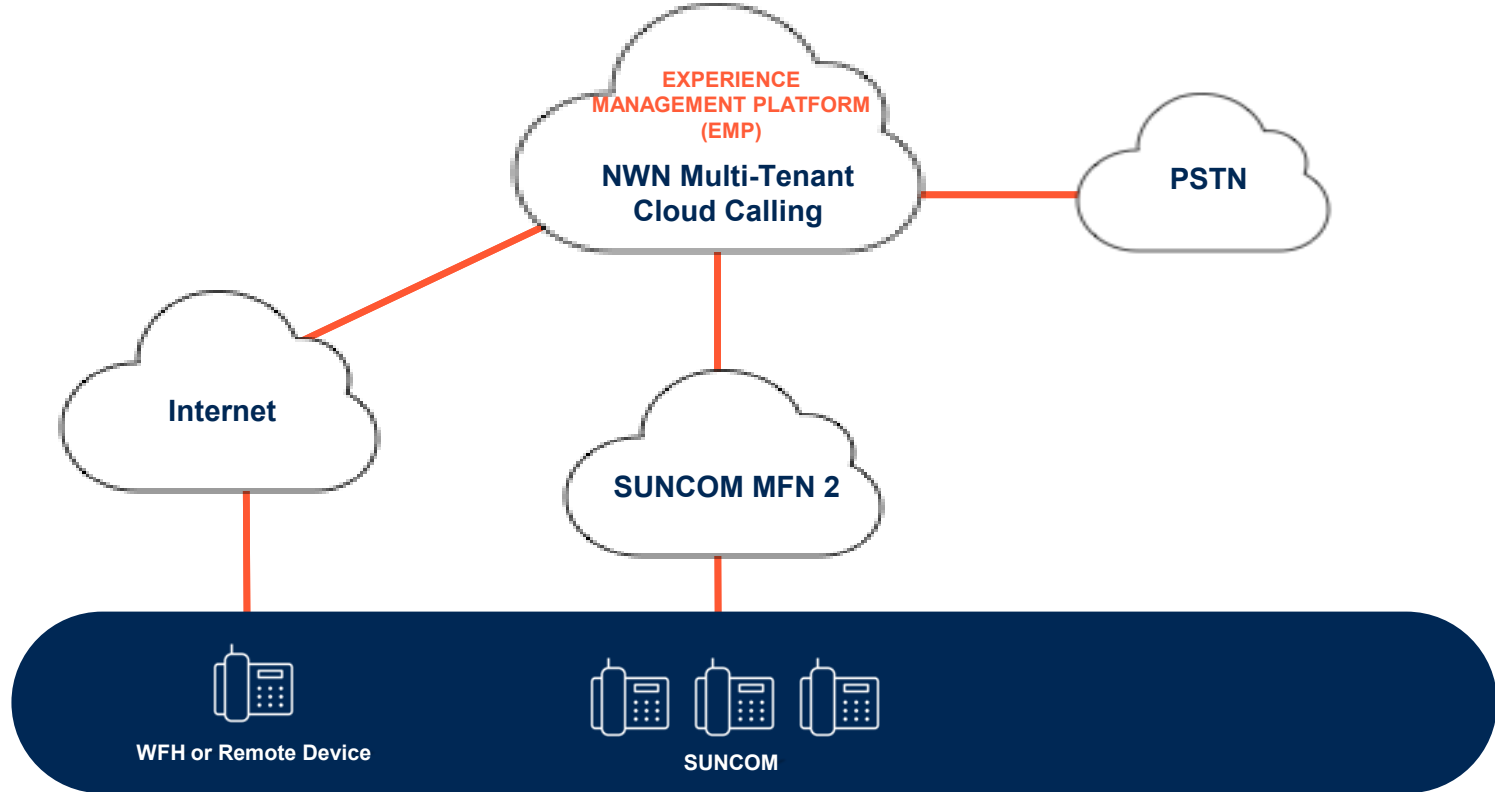
Unified Communications Multi-Tenant

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



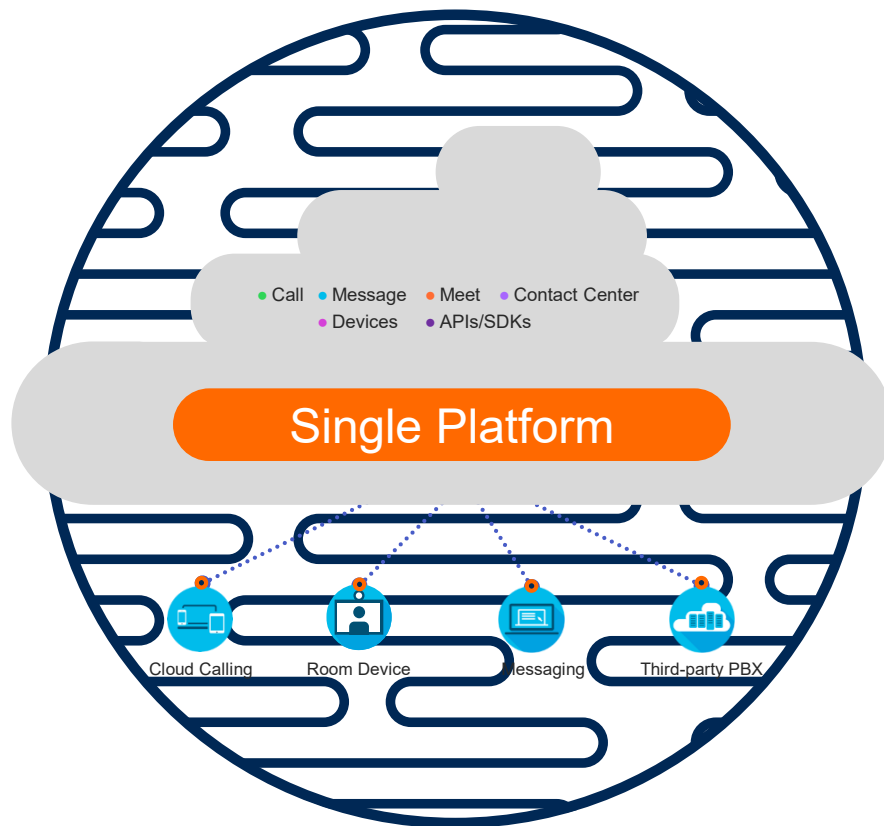
NWN UC Multi-Tenant advantage

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



CATEGORY 2

SIP Services

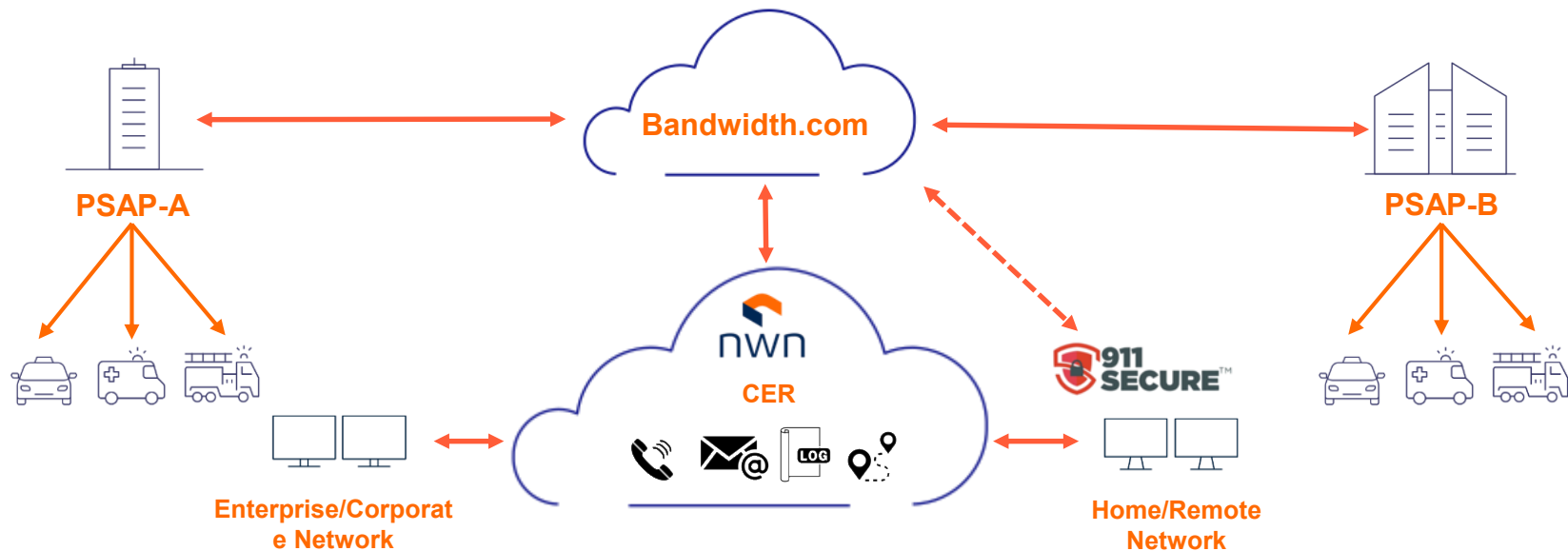
Solution Overview

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



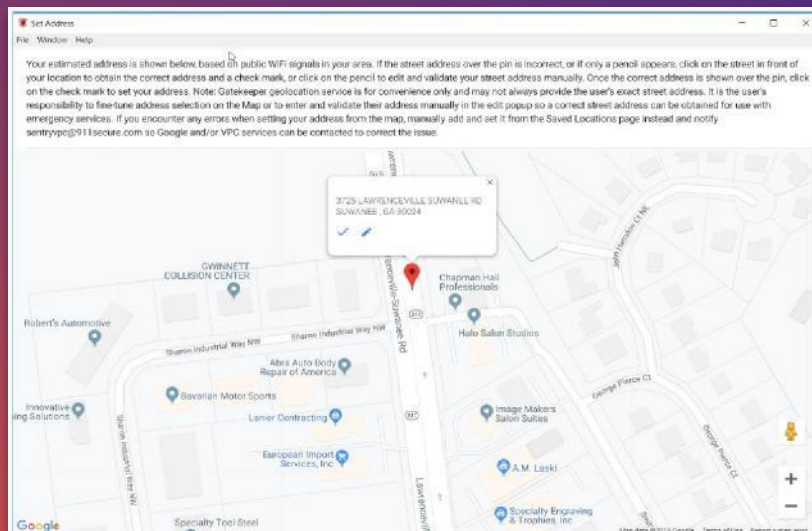
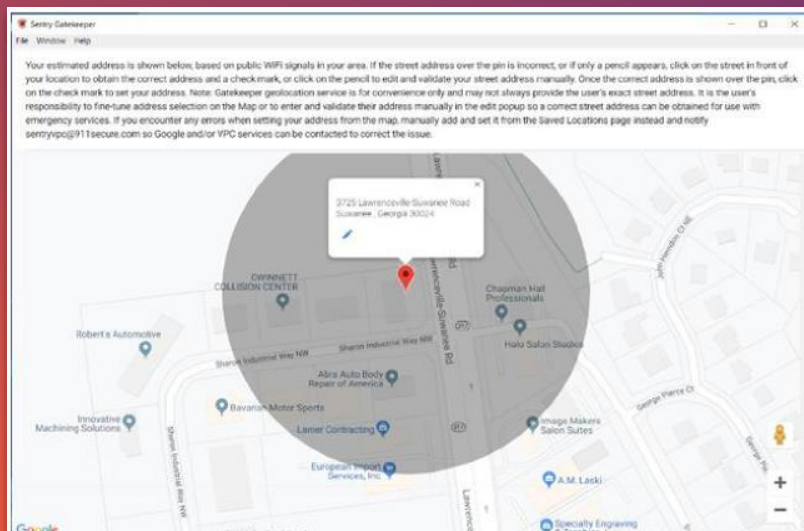
NWN Enhanced 911 Service



- 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

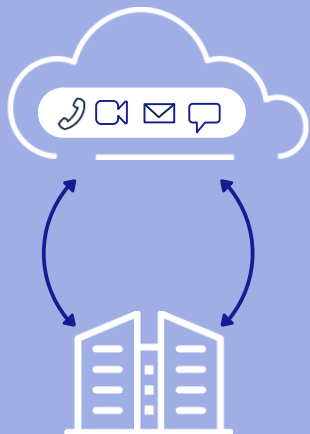
Contact Center Platforms



CATEGORY 3A

Contact Center | Single Tenant

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

Ecosystem and Integrations

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

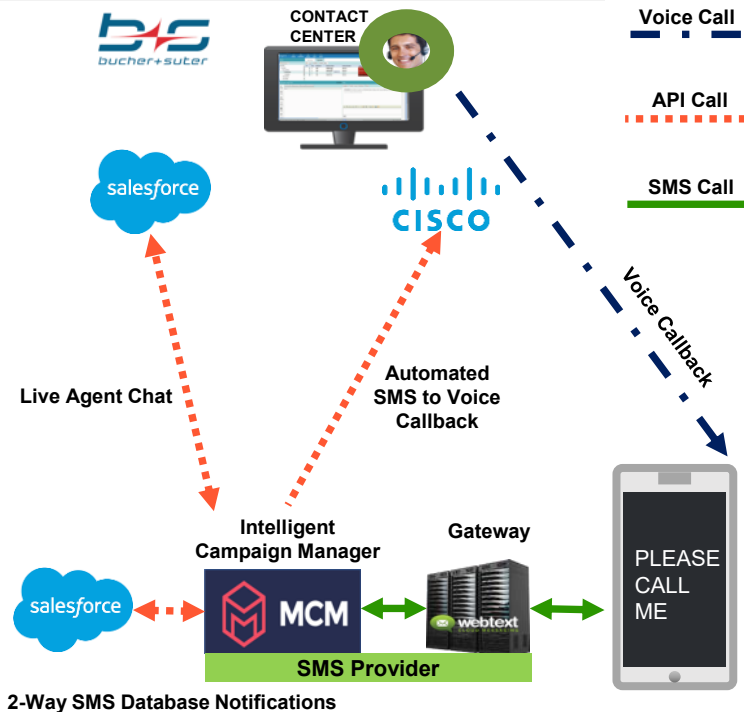
OVERVIEW

- 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

Multi-Tenant Contact Center



Customer Experience



Omni-channel



Self Service



Predictive Routing



Employee Experience



Workforce Optimization



Agent Desktop



Expert Collaboration



Business Operations



Platform Management



Business App Integrations

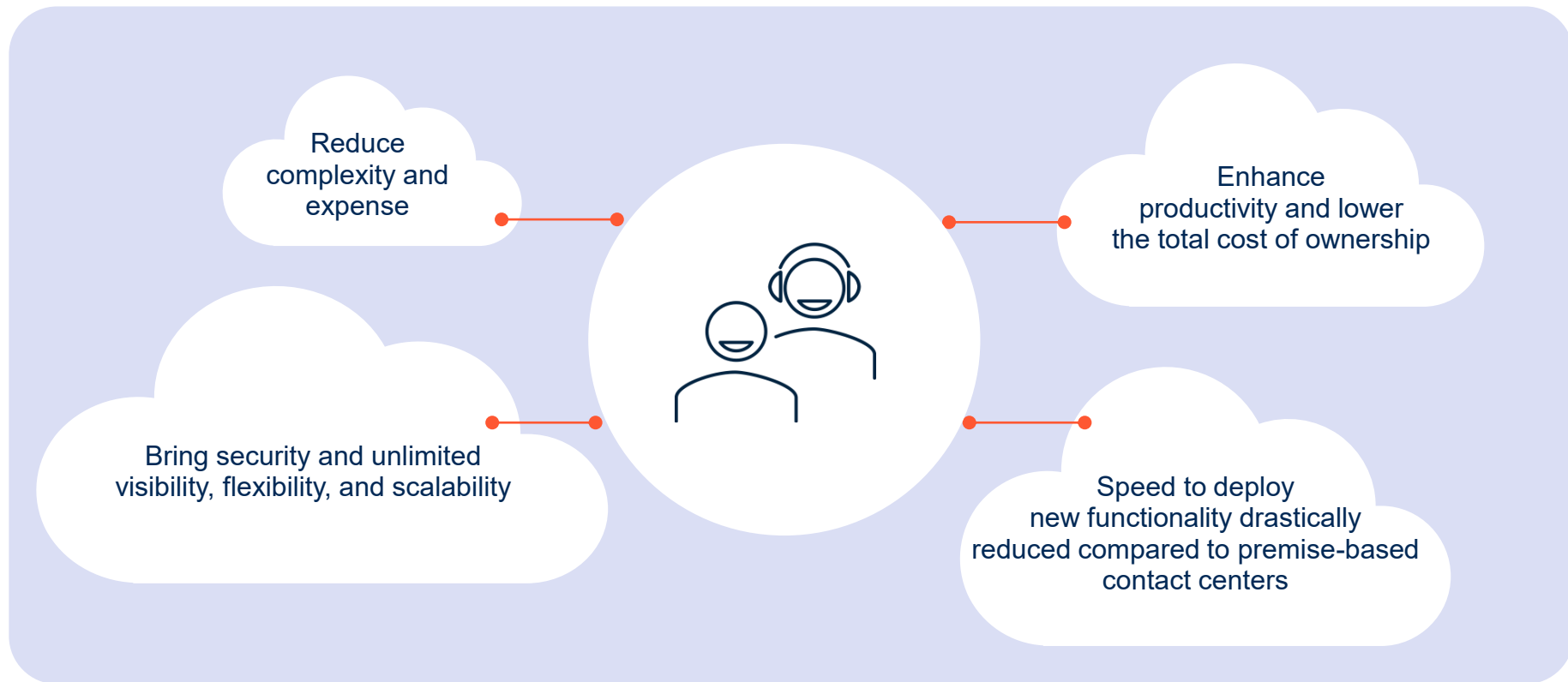


Native Cloud

Artificial Intelligence

Analytics

NWN CC Multi-Tenant Benefits



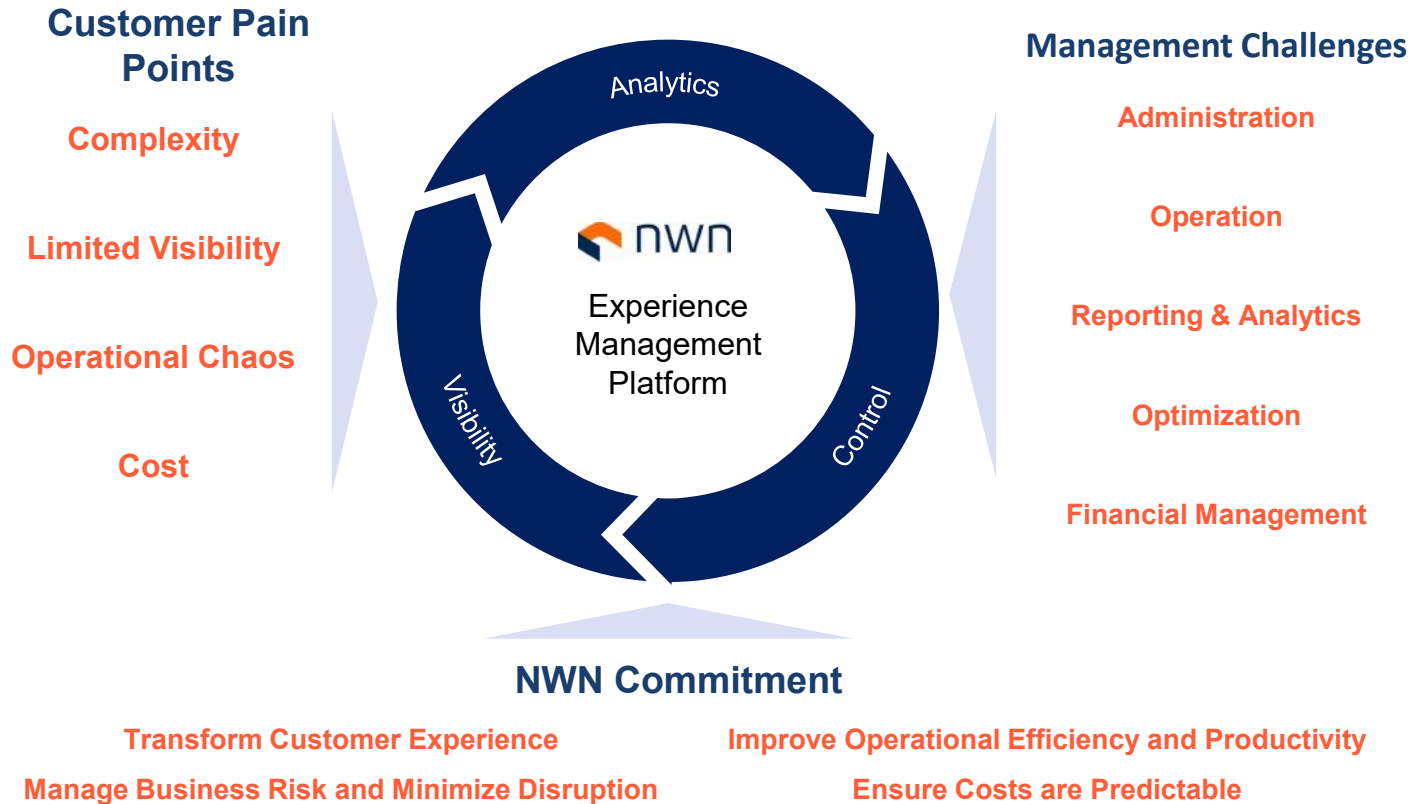
New Technology

Krystina Silva | National VP Offering Management

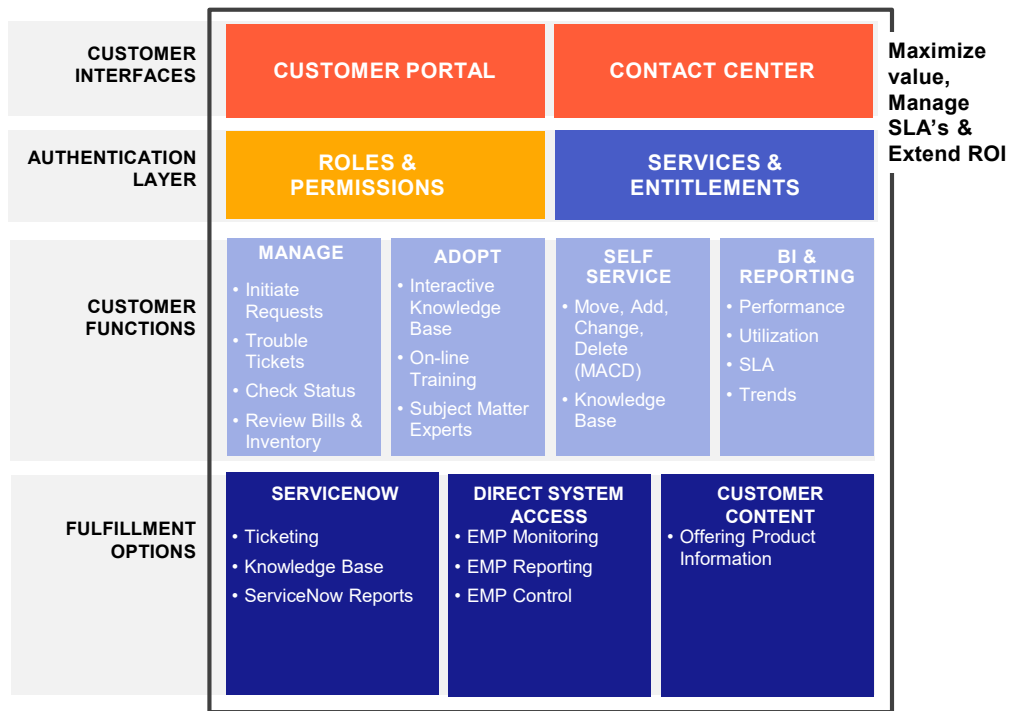


Experience Management Platform (EMP)

Why EMP?

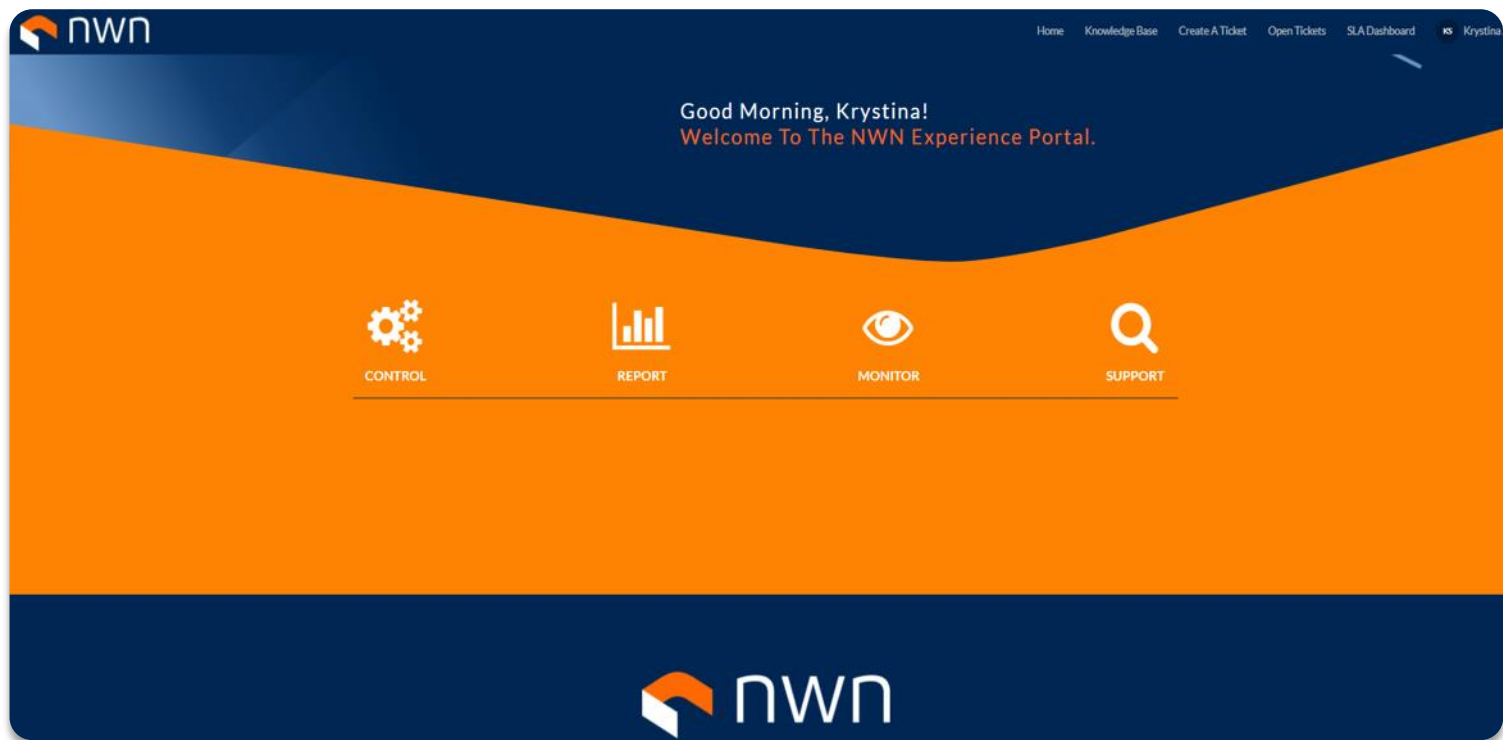


Integrating Tech & Process: EMP Functional Architecture



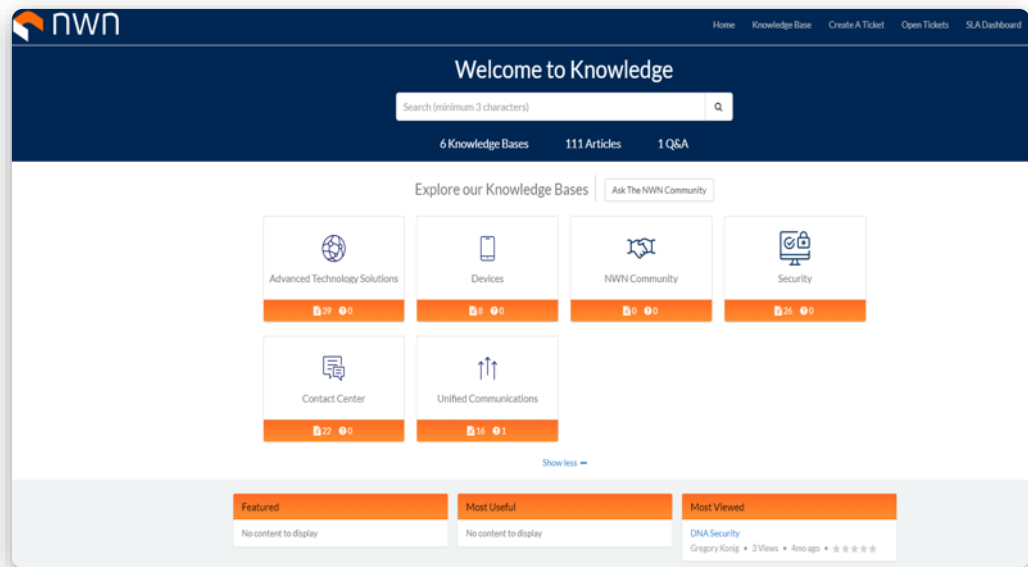
- NWN's EMP is an interactive Solutions-as-a-Service communication, business intelligence and analytics platform
- Combines NWN's five integrated offerings into one bundled portfolio
- Provides full monitoring, visibility and control of the customer's environment
- Enables administration and self-service 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

Create Case

Please provide the following details to help us provide you assistance at the earliest.

Callback #


* My Purchased Service

* Urgency
-- None --

* Impact
-- None --

Affected Location

Description

Home Knowledge Base Create A Ticket Open Tickets SLA Dashboard Customer Admin QA T

P1 Open Tickets

Number	Short description	State
NWN-INC0925028	test 6	Assigned
NWN-INC0925027	test 3	Assigned
NWN-INC0925015	no dial tone; appears to be all locations;	Assigned

< > Rows 1 - 3 of 3

P2 Open Tickets

Number	Short description	State
NWN-INC0925315	call back option	Assigned
NWN-INC0925314	high priority	Assigned
NWN-INC0925152	MACD round 2	Assigned
NWN-INC0925151	change round 2	Assigned
NWN-INC0925114	Anne Test 3	Assigned

< 1 2 3 4 > Rows 1 - 5 of 17

P3 Open Tickets

Number	Short description	State
NWN-INC0925348	Create A Ticket -- what is i	Assigned
NWN-INC0925346	add hunt group line	Assigned
NWN-INC0925345	x6988 name update	Assigned
NWN-INC0925343	Question about Contact Center	Assigned
NWN-INC0925342	Question about Experience Management Platform	Assigned

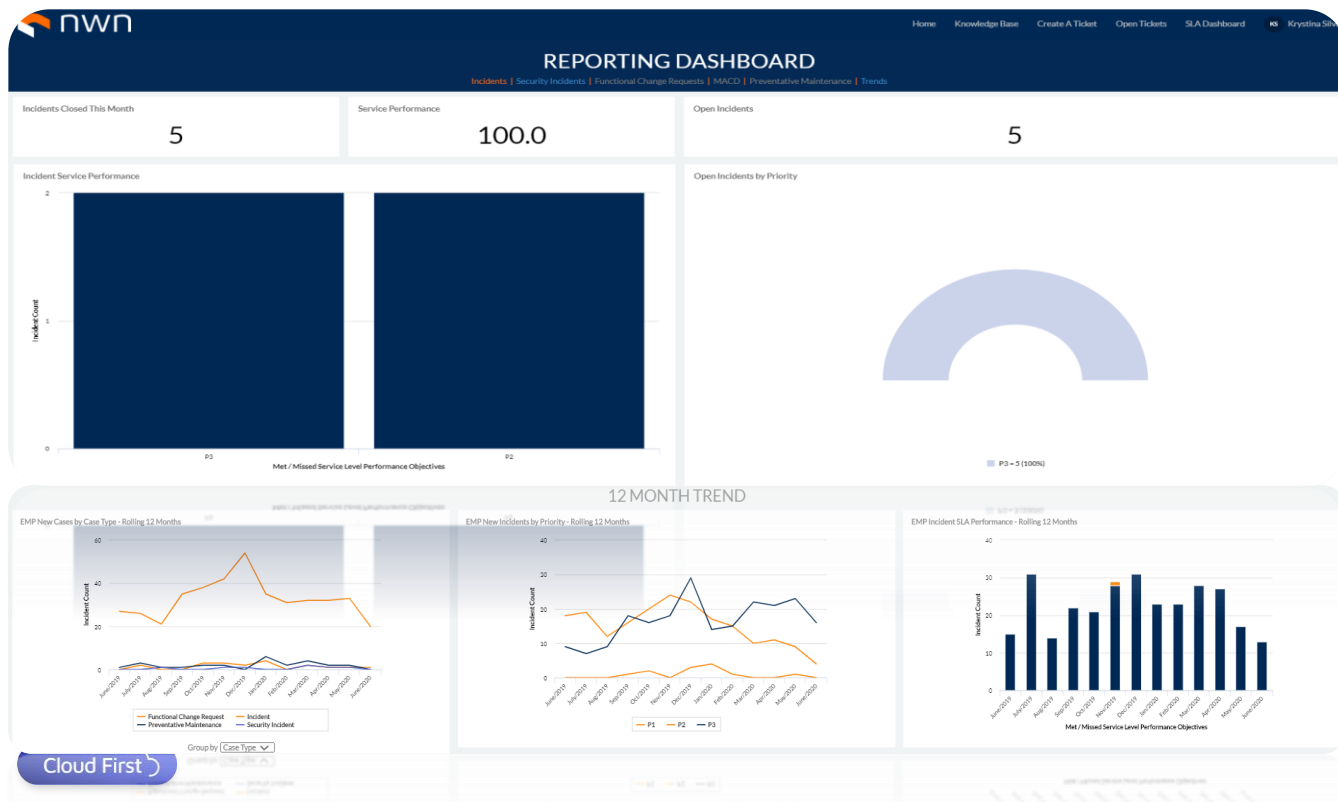
< 1 2 3 4 5 6 7 8 > Rows 1 - 5 of 39

All Open Tickets

Priority	Case Type	Number	Short description	State	Created	Created by
P3	Incident	NWN-INC0925348	Create A Ticket -- what is i	Assigned	2020-02-23 21:41:33	EMPCustomerAdm@gmail.com
P3	MACD	NWN-INC0925346	add hunt group line	Assigned	2020-02-23 21:21:35	EMPCustomerAdm@gmail.com
P3	MACD	NWN-INC0925345	x6988 name update	Assigned	2020-02-23 21:15:09	EMPCustomerAdm@gmail.com
P3	Incident	NWN-INC0925343	Question about Contact Center	Assigned	2020-02-23 20:54:15	NewUserTest223a@junk.com
P3	Incident	NWN-INC0925342	Question about Experience Management Platform	Assigned	2020-02-23 20:48:13	NewUserTest223a@junk.com
P2	Functional Change Request	NWN-INC0925315	call back option	Assigned	2020-02-23 11:18:53	cludwig2014@gmail.com

EMP Performance Dashboard

- Real-time visibility into Performance and Trends



UC Admin Self Service

NWN USER

Filter

>

50

	Login	First name	Last name	Package
<input type="checkbox"/>	aechearria	Angel	Echevarria	Premium Collaboration
<input type="checkbox"/>	agilman	Andrew	Gilman	UCaaS Standard
<input type="checkbox"/>	ariera	Alvaro		
<input type="checkbox"/>	belliot	Ben		
<input type="checkbox"/>	bsheridan	Brendan		
<input type="checkbox"/>	bthompson	Beau		
<input type="checkbox"/>	bthompson-sip	Beau		
<input type="checkbox"/>	cbeltran	Carlos		
<input type="checkbox"/>	cludwig	Chris		
<input type="checkbox"/>	cnewton	Cam		
<input type="checkbox"/>	djeter	Derek		

Home

NWN User

Directories

Services

Telephony Resources

Downloads And Links

Ecosystem

Hierarchy (Organization)

Report

Admin (Supervision)

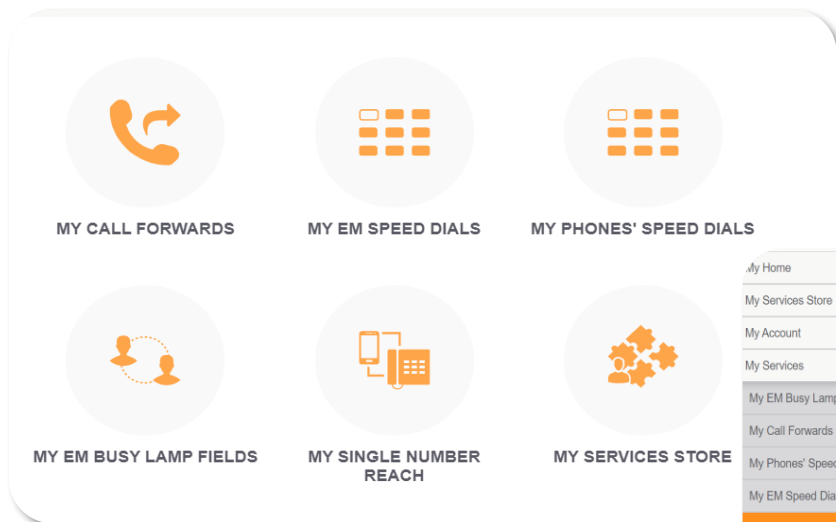
Bulk Management

Service	Number of services	Compliance with the package	Service Health (discrepancies found)	Actions
Source directory Account	1	✓	0	
Cisco Jabber - Collaboration for Desktops	1	✓	0	
Cisco Jabber - Collaboration for Android Smartphones	-	✓	-	
Cisco Jabber - Collaboration for Tablets	-	✓	-	
Cisco Jabber - Collaboration for iPhones	1	✓	0	
Cisco - Telephony	1	✓	0	
Cisco - Phone	1	✓	0	
Cisco - Line	1	✓	0	
Cisco Unity Connection - Voicemail	1	✓	0	
Cisco - Hunt Group Member	-	✓	-	



Cloud First

UC End User Self Service



My Home

My Services Store

My Account

My Services

My EM Busy Lamp Fields

My Call Forwards

My Phones' Speed Dials

My EM Speed Dials

My Single Number Reach

Directory

Downloads And Links

MY SINGLE NUMBER REACH

General information

Name :

Destination number * :

Enable Move To Mobile : ☒

Enable Single Number Reach : ☒

Additional information

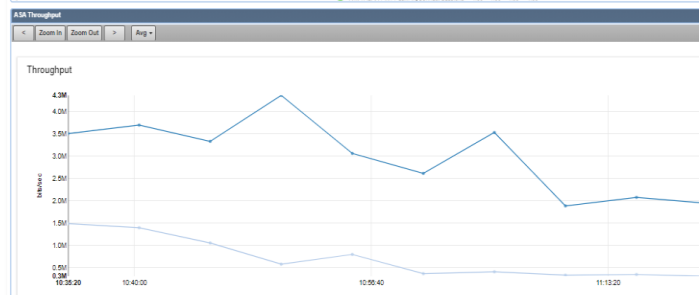
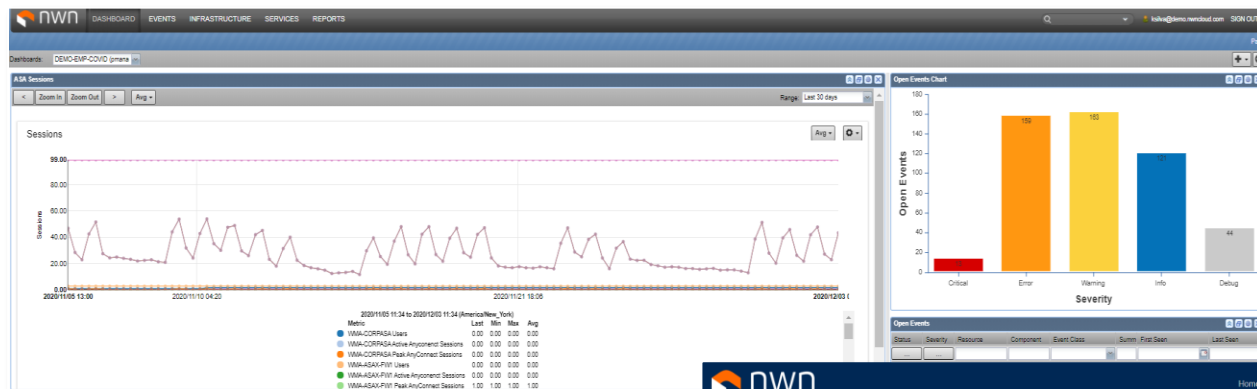
Ring schedule

Use ring schedule : ☒

Time zone :

<input checked="" type="checkbox"/> Monday	<input type="checkbox"/> All day	<input type="text" value="07:00"/>	to	<input type="text" value="20:00"/>
<input checked="" type="checkbox"/> Tuesday	<input type="checkbox"/> All day	<input type="text" value="07:00"/>	to	<input type="text" value="20:00"/>
<input checked="" type="checkbox"/> Wednesday	<input type="checkbox"/> All day	<input type="text" value="07:00"/>	to	<input type="text" value="17:00"/>
<input checked="" type="checkbox"/> Thursday	<input type="checkbox"/> All day	<input type="text" value="07:00"/>	to	<input type="text" value="17:00"/>
<input checked="" type="checkbox"/> Friday	<input type="checkbox"/> All day	<input type="text" value="07:00"/>	to	<input type="text" value="17:00"/>

EMP Monitoring



nwn Home Knowledge Base Create A Ticket Open Tickets SLA Dashboard Customer Admin QA1

P1 Open Tickets			P2 Open Tickets			P3 Open Tickets		
Number	Short description	State	Number	Short description	State	Number	Short description	State
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NWN-INC0925015	no dial tone; appears to be all locations;	Assigned	NWN-INC0925152	MACD round 2	Assigned	NWN-INC0925345	x8988 name update	Assigned
			NWN-INC0925151	change round 2	Assigned	NWN-INC0925343	Question about Contact Center	Assigned
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Rows 1 - 3 of 3			Rows 1 - 5 of 17			Rows 1 - 5 of 39		

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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

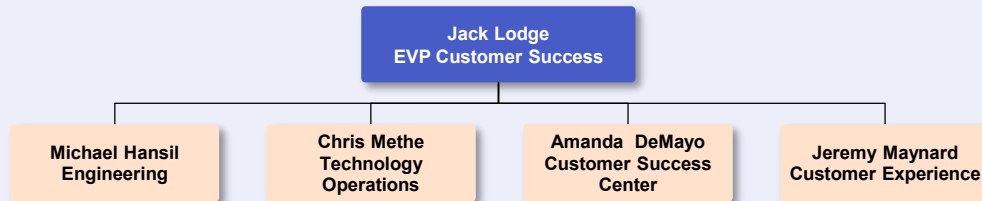


Customer Success organization overview

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



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

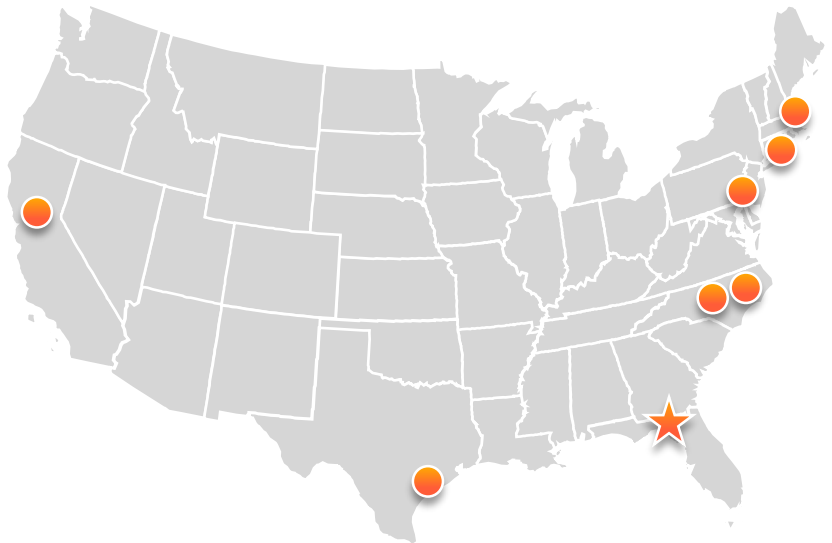
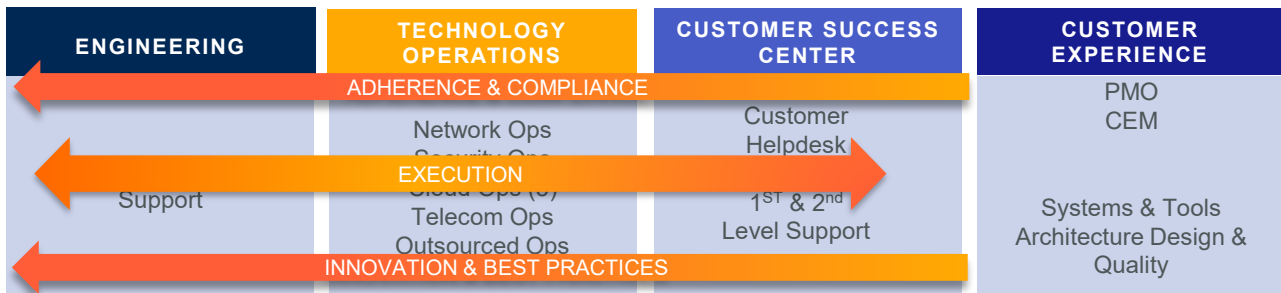
Customer Success Center

- 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



Dwayne Chapital PMP, PBA, ACP, ITIL v.3



PMP Certification #1455380

PBA Certification #2641743

ACP Certification #2796671

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

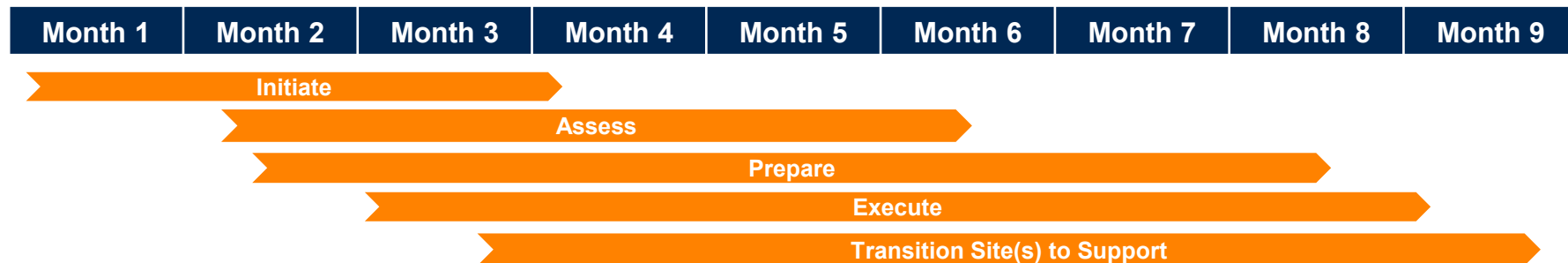
NWN Program Manager:

- 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



Initiate	Assess	Prepare	Execute	Transition
<ul style="list-style-type: none"> Order Placed Resources Assigned Roles & Responsibilities Communications Plan High Level Timeline Initial Schedule Needed from Agency X: Preliminary Site Information 	<ul style="list-style-type: none"> Verification of Inventory Order & Receive New Equipment Submit & Receive LOA Order New DIDs or Schedule DID Porting Ensure Test DID is ordered Final Verification of Site Information Verification Network Readiness (VLAN, QoS, VPN) Create site in SmartComm 	<ul style="list-style-type: none"> Configure devices Build out dialing plans Pre Site Testing Labeling and Shipping of Devices Needed from Agency X: <ul style="list-style-type: none"> Ensure users receive training materials Verification of delivery address Signed Service Activation Forms 	<ul style="list-style-type: none"> Verification Devices Arrived onsite Phone connection and testing Remote support during cutover DID Port Production Cutover Issue Tracking & Resolution Agency X Signoff on Production Site Cutover Activate Site Support 	<ul style="list-style-type: none"> Final site documents delivered Final Knowledge Transfer Maintenance Activation Agency X Signoff on Project Project Closure

Key Data Exchange

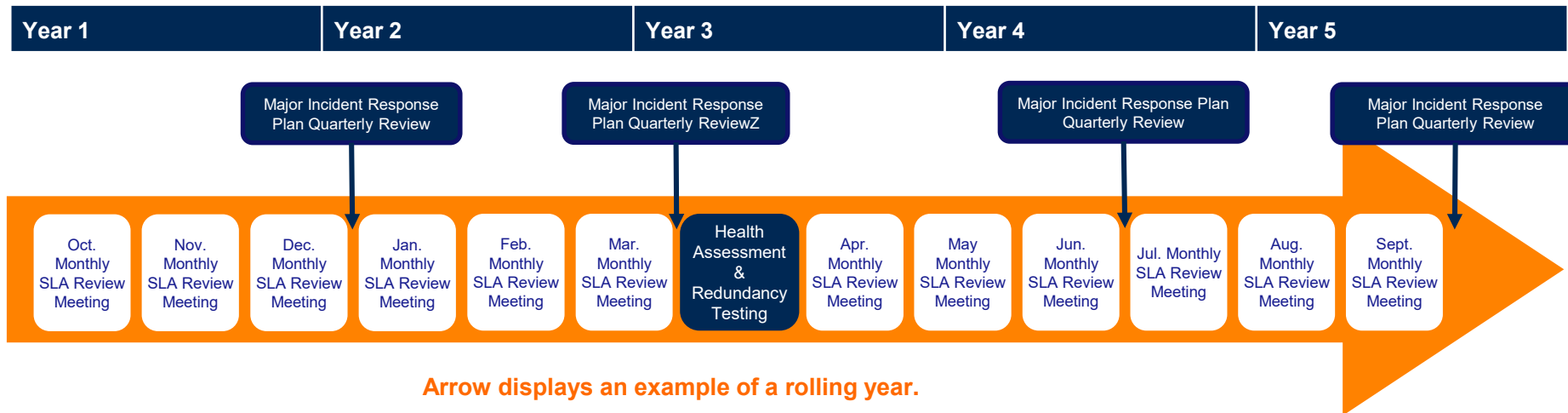
Data Gathering

- 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



Monthly Management	Health Assessment	Redundancy Testing	Major Incident Response
<ul style="list-style-type: none"> • Collaboration Management and Monitoring (24x7) • Comprehensive review of performance objectives 	<ul style="list-style-type: none"> • Annual Assessment of Application, Hardware, and Licensing • Report generated with recommended updates to ensure best practices and compliance 	<ul style="list-style-type: none"> • Annual continuity validation of hosted infrastructure • Report generated with testing results and recommended updates to ensure best practices and compliance 	<ul style="list-style-type: none"> • NWN will deliver a mutually agreed upon plan for handling of major (P1) incidents • Execution of plan • Quarterly assessment of plan and update as needed

Testing Library

- 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.

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



Timeline

Milestone	Estimated Completion Date
MFN2 Connectivity & Testing	December, 2020
CSAB Order Entry NWN SUNCOM Proposal Tool	January, 2021
Service Availability	January, 2021

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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