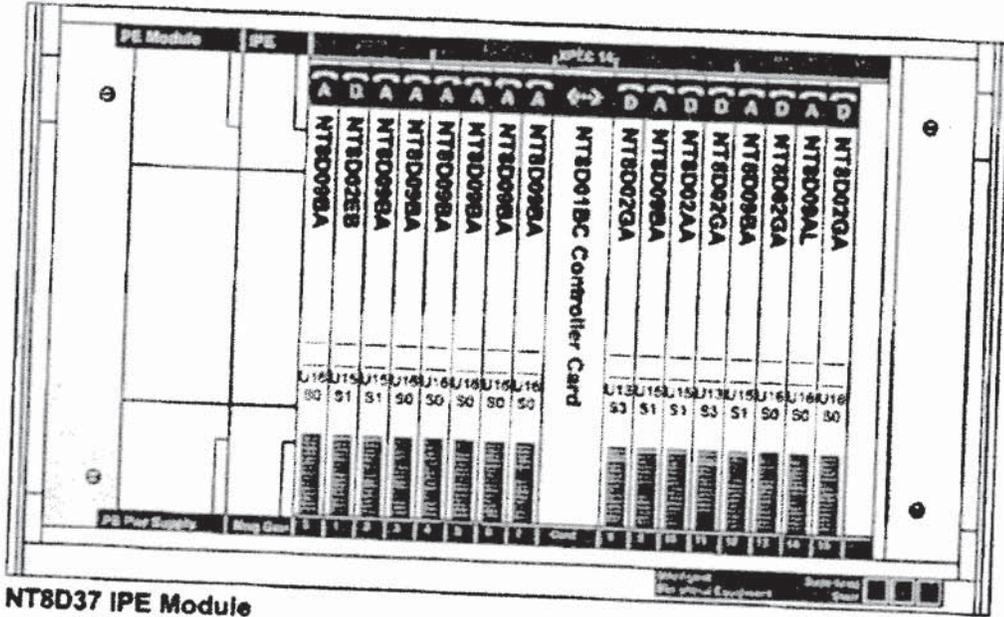


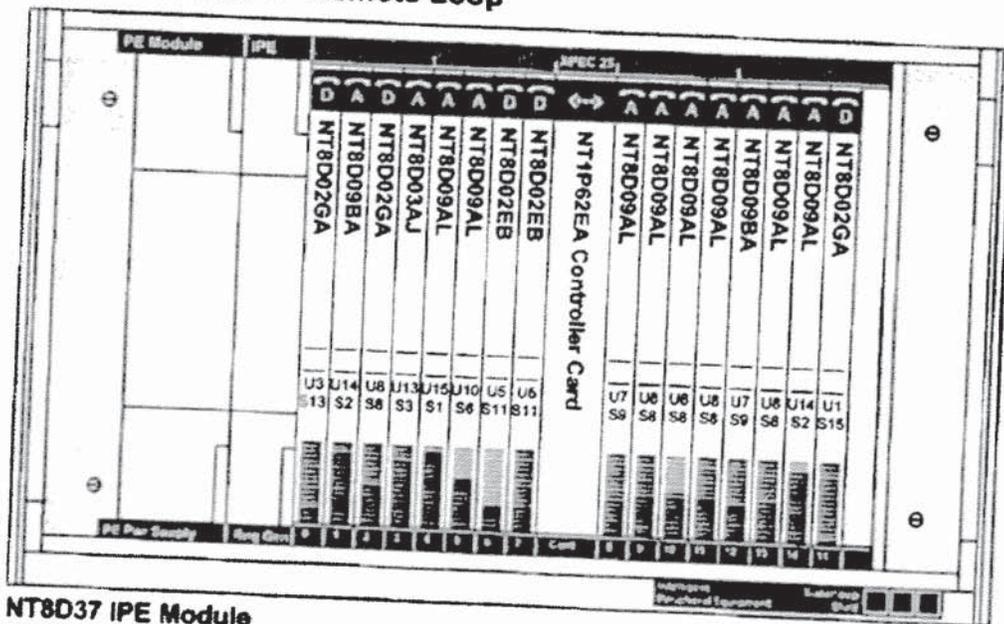
Loop: 072 Shelf: 1



NT8D37 IPE Module

Loop Traffic: 1470 CCS

Loop: 076 Shelf: 0 - Remote Loop



NT8D37 IPE Module

Loop Traffic: 804 CCS

Loops: 090 & 091

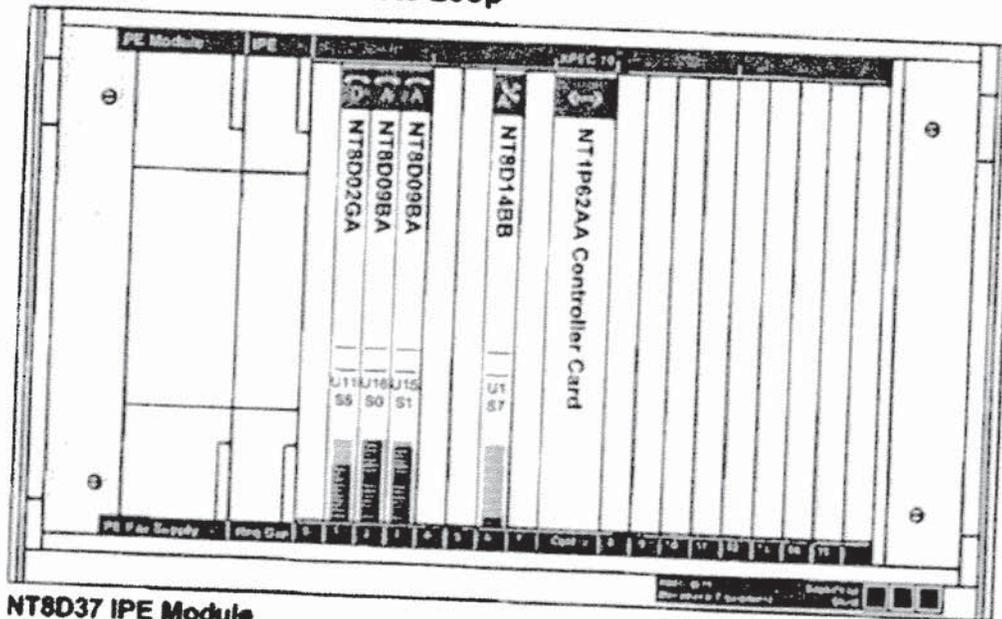


Digital Trunk Card

Loop Traffic: 690/690 CCS

This digital trunk card is physically located in the Common Equipment shelves. Because this card incorporates the functionality of both a Network Card and a Peripheral Equipment card, the card appears in both the Common Equipment and Peripheral Equipment sections. In the Common Equipment Maps, the card is shown in its physical location determined by Loop number. Here we display information regarding its Peripheral Equipment, including used and spare ports. For inventory purposes, the card should only be counted once.

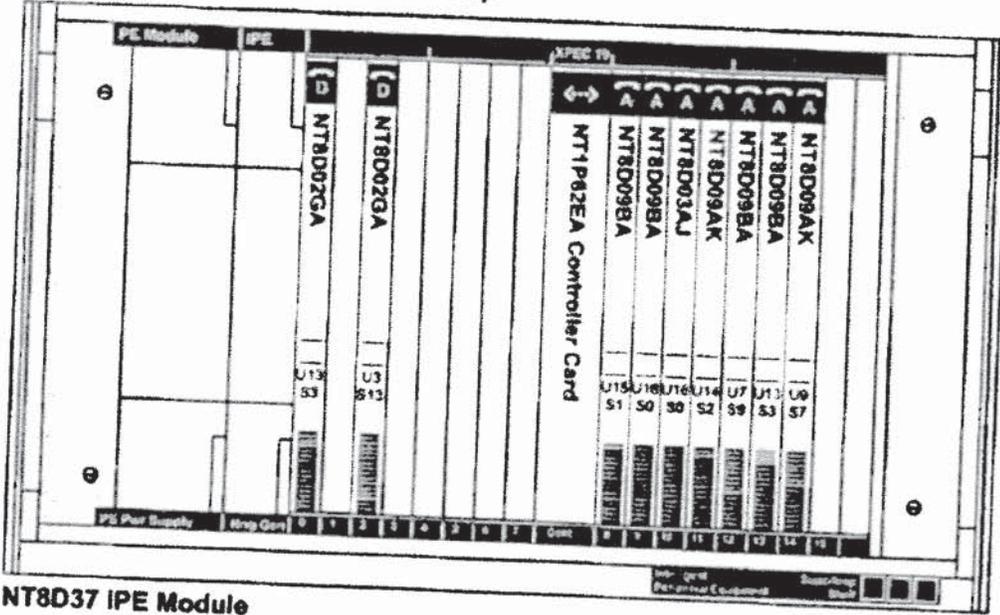
Loop: 092 Shelf: 0 - Remote Loop



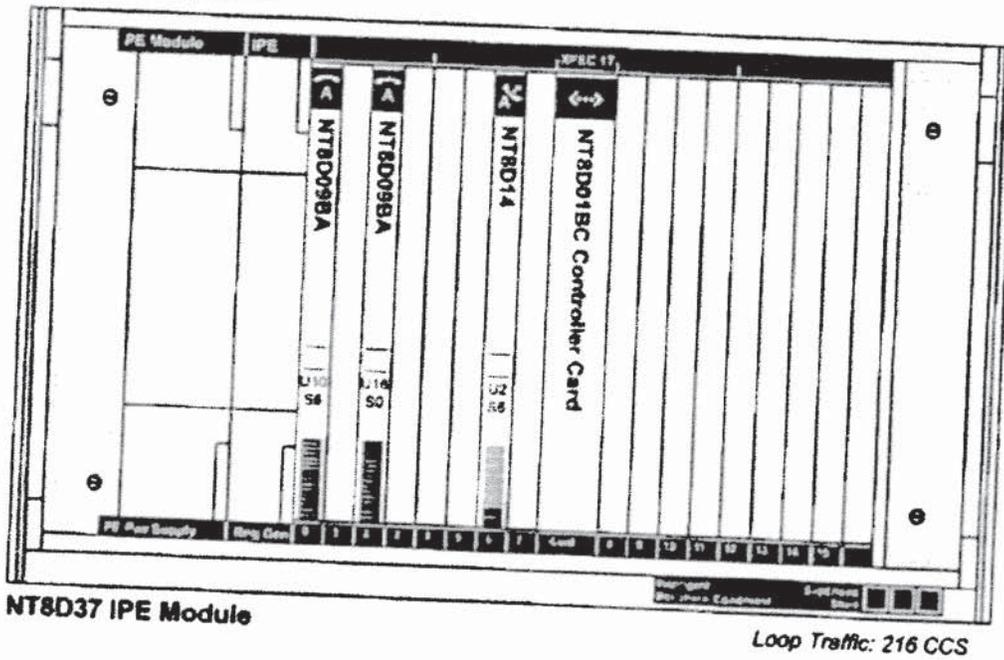
NT8D37 IPE Module

Loop Traffic: 282 CCS

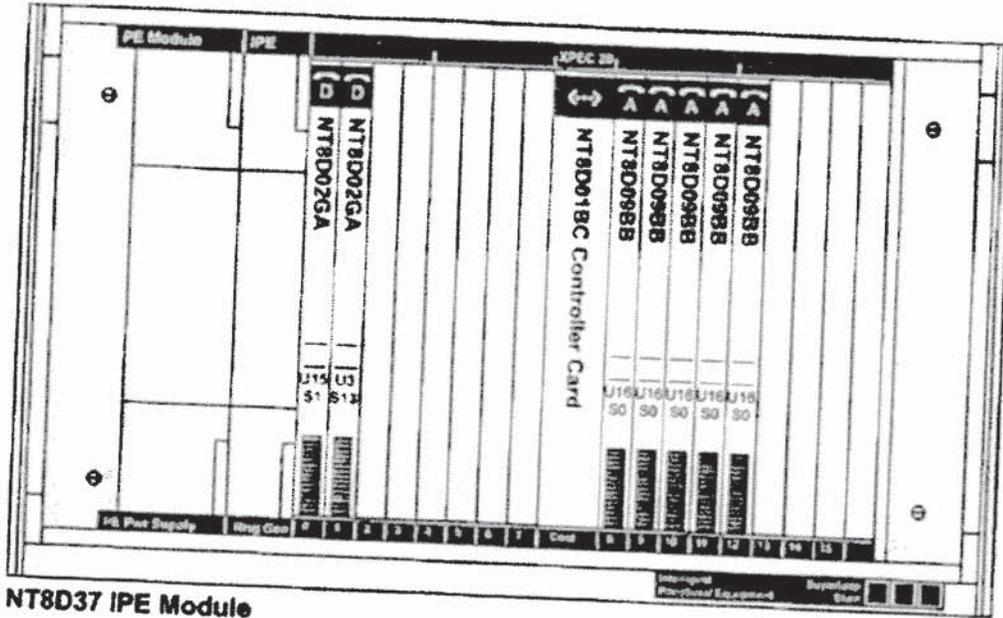
Loop: 100 Shelf: 0 - Remote Loop



Loop: 104 Shelf: 0



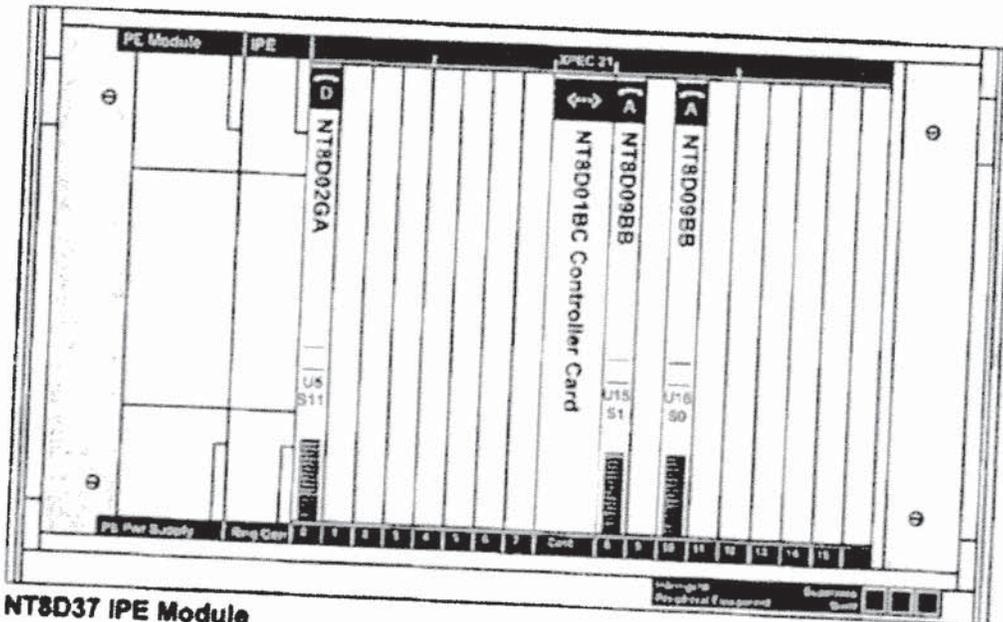
Loop: 108 Shelf: 0



NT8D37 IPE Module

Loop Traffic: 588 CCS

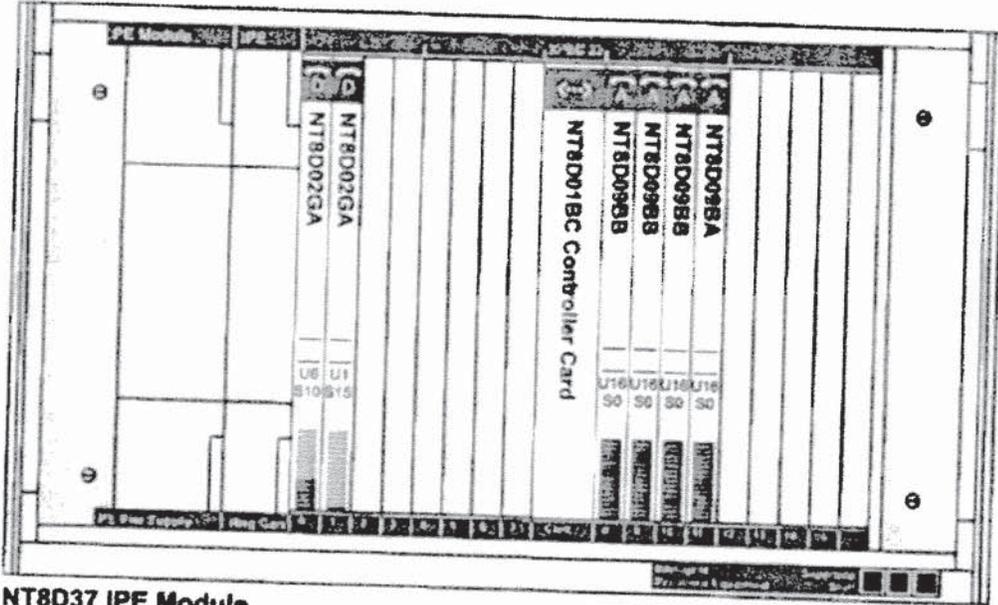
Loop: 108 Shelf: 1



NT8D37 IPE Module

Loop Traffic: 216 CCS

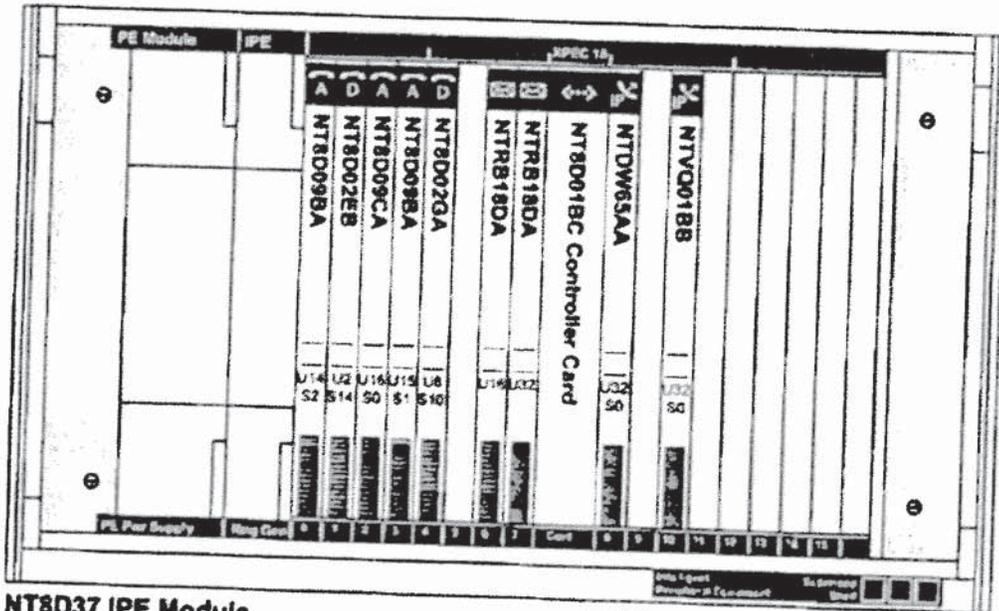
Loop: 116 Shelf: 0



NT8D37 IPE Module

Loop Traffic: 426 CCS

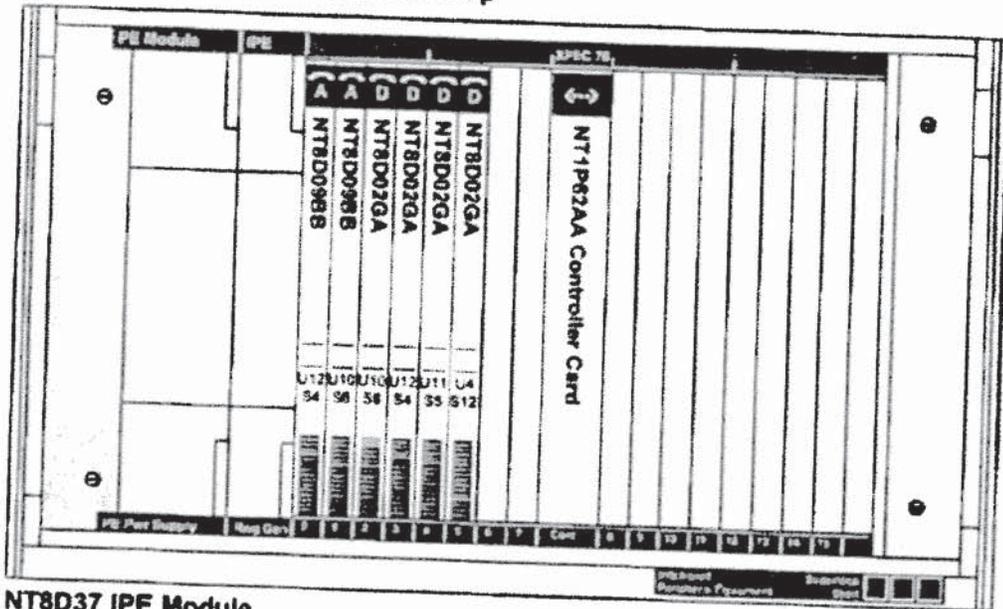
Loop: 120 Shelf: 0



NT8D37 IPE Module

DSP Ports: 64 Loop Traffic: 808 CCS

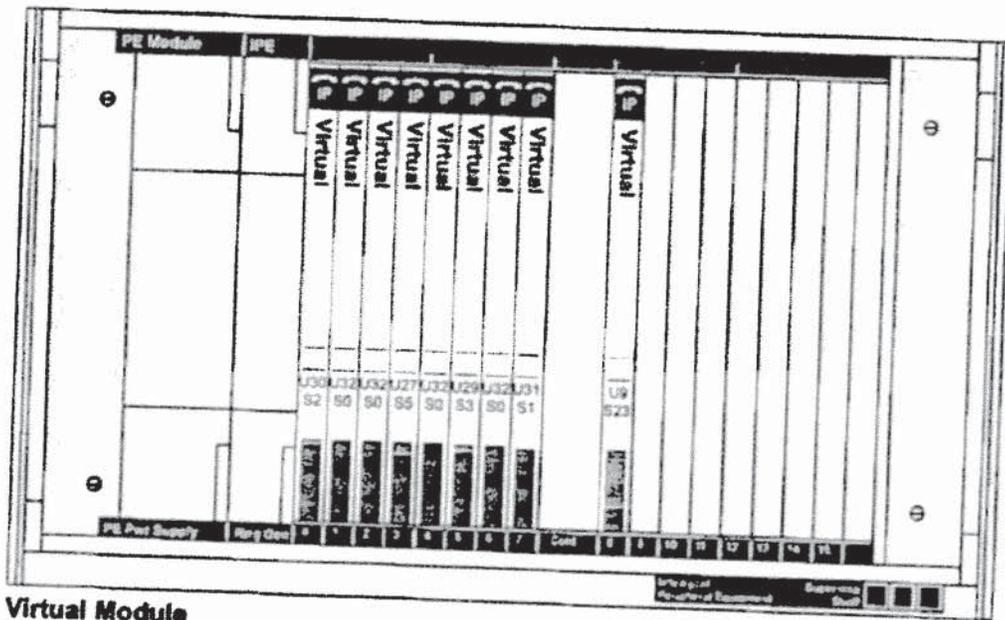
Loop: 124 Shelf: 0 - Remote Loop



NT8D37 IPE Module

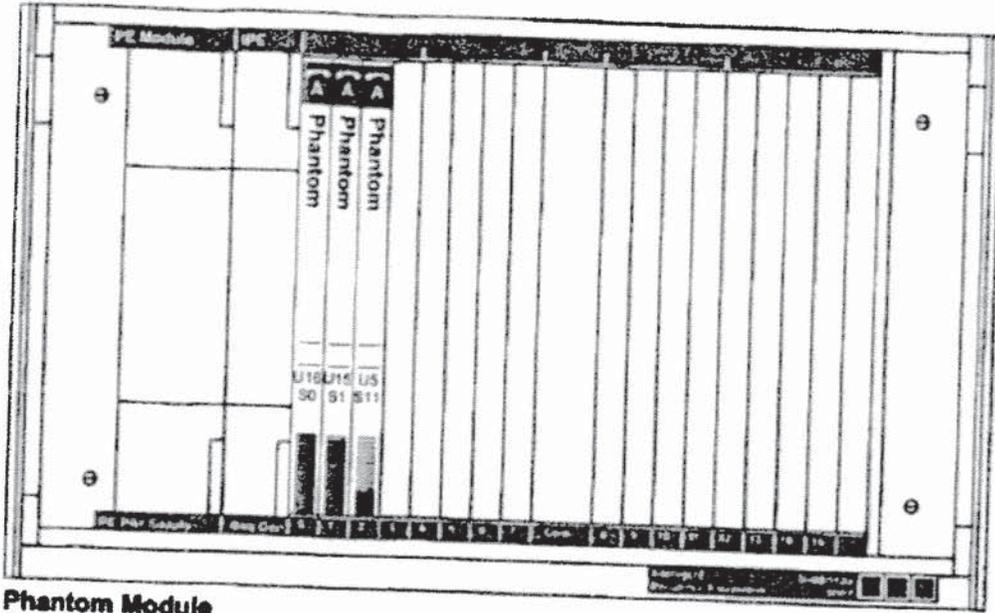
Loop Traffic: 354 CCS

Loop: 152 Shelf: 0



Virtual Module

Loop: 158 Shelf: 0



TERM D SYSTEM SUMMARY

1. System Summary

The System Summary presents basic Communication Server information that is useful for a high-level understanding of the switch. This includes the type of hardware and software installed, serial numbers, and port counts for various facilities in the Communication Server. This information may be used to ensure the accuracy of a maintenance contract covering this Communication Server.

Account Name: HAS - TERMINAL D IAH

~~System Number: 50420000~~

Date of Survey: 6/9/2011

Hardware Model: CS1000M MG

Availability: Standard

Loaded Tape ID: J00110

Version: 3621

Release: 6

Issue: 00 R +

Port Counts:

Port Type	Equipped	Working	Spare
Analog Station	2528	2099	429
Digital Station	928	575	353
Console	0	0	--
IP Telephone	--	253	--
Analog Trunk	88	52	36
Digital Trunk	375	290	85
IP Trunk	0	0	0
DTR	40	40	0
Phantom	--	38	--
CallPilot	--	48	--
IP Physical TN	64	64	0
Meridian Mail	--	20	--
Miscellaneous	1	1	0
Totals	4024	3480	903

Software Packages

Software Package: N/A

The following optional software packages are installed as part of the Communication Server's base operating software:

Number	Package	Description
1	OPTF	Extended PBX Features
2	CUST	Multi-Customer
4	CDR	Call Detail Recording
5	CTY	CDR on a Teletype machine
7	RAN	Recorded Announcement
8	TAD	Time and Date display
9	DNDI	Do Not Disturb, Individual
10	EES	End to End signaling
11	INTR	Intercept Treatment
12	ANI	Automatic Number Identification
13	ANIR	ANI Route Selection
14	BRTE	Basic Routing
16	DNDG	Do Not Disturb, Group
17	MSB	Make Set Busy
18	SS25	Special Service on 2500 Sets
19	DDSP	Digit Display
20	ODAS	Office Data Administration System
21	DI	Dial Intercom
22	DISA	Direct Inward System Access
23	CHG	Charge Account
24	CAB	Charge Account/Authorization Code (Base Package)
25	BAUT	Basic Authorization Code
26	CASM	Centralized Attendant Service, (Main)
27	CASR	Centralized Attendant Service, (Remote)
28	BQUE	Basic Queuing
29	NTRF	Electronic Switched Network (ESN) Traffic Measurements
32	NCOS	Network Class of Service
33	CPRK	Call Park
34	SSC	System Speed Call
35	IMS	Integrated Message Service
35	UMG	Integrated Message Service
35	UST	Integrated Message Service
36	ROA	Recorded Overflow Announcement
37	NSIG	ESN Signaling
38	MCBQ	ESN Queuing
39	NSC	Network Speed Call
40	BACD	Basic, Automatic Call Distribution (ACD)
41	ACDB	ACD, Package B
42	ACDC	ACD, Package C
43	LMAN	ACD Load Management
44	MUS	Music Package
45	ACDA	ACD, Package A
46	MWC	Message Waiting Center
47	AAB	Automatic Answerback
48	GRP	Group Call
49	NFCR	New Flexible Code Restriction
50	ACDD	ACD, Package D

Number	Package	Description
51	LNK	ACD/D, Auxiliary Link Processor
52	FCA	Forced Charge Account
53	SR	Set Relocation
54	AA	Attendant Administration
55	HIST	History File
56	AOP	Attendant Overflow Position
58	NARS	Network Alternate Routing
59	CDP	Coordinated Dialing Plan
60	PQUE	Priority Queuing
61	FCBQ	Flexible Call Back Queuing
62	OHQ	Off Hook Queuing
63	NAUT	Network Authorization Code
64	SNR	Stored Number Redial
65	TDET	Tone Detector
67	NXFR	Network Transfer
70	HOT	Flexible Hotline
71	DHLD	Deluxe Hold
72	LSEL	Automatic Line Selection
73	SS5	500 Set Features
74	DRNG	Distinctive Ringing
75	PBXI	Digital Trunk Interface
76	DLDN	Departmental Listed Directory Number
77	CSL	Command Status Link
79	OOD	Optional Outpulsing Delay
80	SCI	Station Category Information
81	CCOS	Controlled Class of Service
83	CDRQ	CDR Queue Record
86	TENS	Multi-Tenant Service
87	FTDS	Fast Tone and Digit Switch
88	DSET	Digital Telephone Set
89	TSET	M3000 Telephone Set
90	LNR	Last Number Redial
91	DLT2	Delta II telephone Sets
92	PXLT	Pretranslation
93	SUPV	Attendant Supervision
95	CPND	Call Party Name Display
98	DNIS	Dialed Number Identification System
99	BGD	Background Terminal Facility
100	RMS	Room Status
101	MR	Message Registration
102	AWU	Automatic Wake-up Service (BGD)
103	PMSI	Property Management System Interface
105	LLC	Line Load Control
107	MCT	Malicious Call Trace

Number	Package	Description
108	ICDR	Internal Call Detail Recording
109	APL	Auxiliary Processor Link
110	TVS	Trunk Verification from Station
111	TOF	Time Overflow Queuing
113	IDC	Incoming DID Digit Conversion
114	AUXS	ACD Package D Auxiliary Security
115	DCP	Directed Call Pickup
116	PAGT	ACD Priority Agents
117	CBC	Call-by-Call Service Selection
118	CCDR	Calling Line Identification in Call Detail Recording
119	EMUS	Enhanced Music
120	PLDN	Group Hunt/DN Access to SCL
121	SCMP	Station Camp-On
125	FTC	Flexible Tones & Cadences
127	BKI	Attendant Break-in/Trunk Offer
129	DTI2	2M DTI
132	TBAR	Trunk Barring
133	ENS	Enhanced Night Service
139	FFC	Flexible Feature Codes
140	DCON	M2250 TCM Console
141	MPO	Multi-Party Operations
145	ISDN	Integrated Services Digital Network Signaling Package
146	PRA	Primary Rate Access
147	ISL	ISDN Signaling Link
148	NTWK	Network Ring Again
149	IEC	Inter-Exchange Carrier (ISDN)
150	DNXP	Directory Number Expansion
151	CDRE	Call Detail Recording Expansion
152	FXS	Flexible Services Port
153	IAP3P	ISDN Application Protocol Third Party Vendor
154	PRI2	2.0 Mbit/s Primary Rate Interface
155	ACNT	ACD Activity Code Entry
157	THF	Centrex Switchhook Flash
158	FGD	Feature Group D
159	NAS	Network Attendant Service
160	FNP	Flexible Numbering Plan
161	ISDN_INTL_SUP	ISDN Supplementary Features
162	SAR	Scheduled Access Restrictions
163	MINT	Message Intercept
164	LAPW	Limited Access to Overlays
167	GPRI	International 1.5/2.0 Mb/s Gateway
170	ARIE	Meridian Modular Telephone Sets
172	CPGS	Console Presentation Group Level Services
173	ECCS	Enhanced Controlled Class of Service

Number	Package	Description
174	AAA	Attendant Alternative Answering
175	NMS	Network Message Services
178	EOVF	Enhanced Overflow
179	HVS	Meridian Hospitality Voice Services
180	DKS	Console Digit Key Signaling
181	SACP	Semi-Automatic Camp-On
183	VNS	Virtual Network Services
184	OVLV	Overlap Signaling
185	EDRG	Executive Distinctive Ringing
186	POVR	Priority Override/Forced Camp-On
191	SECL	Series Call
192	ORC-RVQ	Remote Virtual Queuing
202	IPRA	International Primary Rate Access
203	XPE	Extended Peripheral Equipment
204	XCT0	Enhanced Conference, TDS and MFS card
205	XCT1	Superloop Administration
206	MLWU	Multi Language Wake-up
207	NACD	Network ACD
208	HSE	Hospitality Screen Enhancement
209	MLM	Meridian Link Server
210	MAID	Maid Identification
212	VAWU	VIP Auto Wake Up
214	EAR	Enhanced ACD Routing
215	ECT	Enhanced Customer Trunking
216	BRI	Basic Rate Interface
218	IVR	Hold in Queue for IVR
219	MWI	Message Waiting Indication Interworking with DMS
222	MSDL	Multi-Purpose Serial Data Link
223	FC68	FCC Compliance for DID Answer Supervision
224	M911	Meridian 911
225	CWNT	Call Waiting Notification
227	MSDL SDI	MSDL Serial data Interface
228	MSDL STA	Single Terminal Access
229	SSAU	Station Specific Authorization Code
233	BRIT	ISDN BRI Trunk Access
234	FCDR	New Format CDR
235	BRIL	BRI line application
240	MCMO	Meridian 1 Companion Option
242	MULTI_USER	Multi-User Login
243	ALRM_FILTER	Meridian 1 Fault Management
245	SYS_MSG_LKUP	System Errors and Events Lookup
246	VMBA	Voice Mailbox Administration
247	CALL_ID	Call ID (for AML Applications)
249	M911 ENH	Enhanced Meridian 911

Number	Package	Description
250	DPNA	Direct Private Network Access
251	SCDR	Station Activity Record
253	ARFW	Attendant & Network Wide Remote Call Forward
254	PHTN	Phantom TN's
256	ADMINSET	Set Based Administration Enhancements
258	ATX	Autodial Tandem Transfer
259	CDRX	Enhanced Call Detail Recording
263	QSIG	QSIG Interface
286	REM_IPE	Remote Intelligent Peripheral Equipment
291	NI-2	North American National ISDN Class II Equipment
296	MAT	MAT Terminal Software
297	MQA	Multiple Queue Assignment
299	CORENET	Core Network Module
301	CPP	Calling Party Privacy
305	QSIGGF	QSIG Generic Functional protocol
306	CPRKNET	Call Park Networkwide
307	PAGENET	Call Page Networkwide
310	CPCI	Call Party Control on Internal Calls
311	NGCC	Nortel Symposium Call Center
312	TATO	Trunk Anti Tromboning
315	OPEN_ALARM	Open Alarms
316	QSIG-SS	QSIG Supplementary Service
321	QTN	CCR - NACD Interworking
324	NGEN	Next Generation Connectivity
327	RANBRD	Recorded Announcement Broadcast
328	MUSBRD	Music Broadcast
329	ESA	Emergency Services Access
330	ESA_SUPP	ESA Supplementary
331	ESA_CLMP	ESA Call Number Mapping
332	CNUMB	CLASS Calling Number Delivery
333	CNAME	CLASS Calling Name Delivery
334	NI-2_CBC	NI-2 Call By Call Service Selection
337	ESA_EXTERNAL_DM	ESA External Discovery Manager
348	MEET	MCDN End to End Transparency
350	MC32	Meridian Companion Enhanced Capacity
351	DBA	Data Buffering and Access
362	FDID	Flexible Direct Inward Dialing
364	NMCE	NGenR2/Meridian Communications Exchange Connectivity
365	FIBN	Fiber Network
368	CPP_CNI	Calling Party Privacy on Calling Number Identification
380	STS_MSG	Set to Set Messaging
381	CDIR	Corporate Directory
382	VIRTUAL_OFFICE	Virtual Office
384	ATAN	Attendant Announcement

Number	Package	Description
385	NI2NAME	NI-2 Name Display Supplementary Service
386	M3900_PROD_ENH	M3900 Phase III Productivity Enhancement
387	VIR_OFF_ENH	M3900 Phase III Virtual Office Enhancement
388	ACDE	ACD/CDN Expansion
393	UUI	Call Center Transfer Connect
394	OAS	Observe Agent Security
397	ICON	M3900 Full Icon Support
398	PCA	Personal Call Assistant
399	H323_VTRK	H323 Virtual Office
400	LOCX	Location Code Expansion
401	PVQM	Proactive Voice Quality Management
404	GRPRIM	Geographic Redundancy Primary System
406	SIP	SIP Gateway and Converged Desktop
407	CAC	Call Admission Control
408	MS_CONV	Multimedia Solution Convergence
410	HIGH_AVAIL	High Availability
412	MOBX	Mobile Extensions
413	TLSV	Telephony Services
414	FMCL	Converged Mobile Users
415	SIPL_NORTEL	Nortel SIP Lines
416	SIPL_3RDPARTY	Third Party SIP Lines
417	SIP_LINES	SIP Line Services
420	ZDB	Zone Based Dialing

System Limits

The following software licenses have been purchased and installed as part of the Communication Server's operating software:

Description	Limit	Used	Available
ACD AGENTS	500	59	441
ACDN	24000	177	23823
AML	16	3	13
AST	2025	25	2000
ATTENDANT CONSOLES	32760	0	32760
BASIC IP USERS	0	0	0
BRI DSL	10000	0	10000
CONVERGED MOBILE USERS	0	0	0
DATA PORTS	32760	0	32760
DCH	255	9	246
DECT USERS	0	0	0
DECT VISITOR USER	0	0	0
H.323 ACCESS PORTS	0	0	0
IP USERS	296	253	43
ITG ISDN TRUNKS	0	0	0

Description	Limit	Used	Available
LTID	32760	0	32760
MOBILE EXTENSIONS	0	0	0
MUS CON	0	0	0
NORTEL SIP LINES	0	0	0
PCA	5	1	4
PHANTOM PORTS	32760	38	32722
RAN CON	10	0	10
RAN RTE	512	0	512
SIP ACCESS PORTS	10	0	10
SIP CONVERGED DESKTOPS	0	0	0
SIP CTI TR87	25	0	25
TELEPHONY SERVICES	25	0	25
TEMPORARY IP USERS	0	0	0
THIRD PARTY SIP LINES	0	0	0
TNS	32760	3480	29280
TRADITIONAL TELEPHONES	3496	2674	822
TRADITIONAL TRUNKS	32760	310	32450

Keycodes

The following software keycodes have been purchased and installed as part of the Communication Server's operating software:

Name	Keycode
There were no keycodes found.	

5. Factory Support Analysis

Factory Support Analysis helps you determine which aspects of your Communication Server are no longer supported by the manufacturer, and may be difficult or impossible to replace should they fail. Various pieces of hardware and software have been classified as End of Services Support, including processors, cabinets, cards, and stations. For each aspect of your Communication Server, the report includes a general statement explaining the manufacturer's current support policies, details of how this particular Communication Server is affected by those policies, and an explanation of the level of support that can be expected from the manufacturer for each category. Please note that this report reflects Communication Server data and the manufacturer's support policies at a particular point in time (refer to the date on the cover of this document). This section is particularly useful during hardware or software upgrades and contingency planning.

Summary

Account Name: HAS - TERMINAL D IAH

Customer Number: [REDACTED]

Overall Impact Rating: Medium

Either currently or within nine months, some Shelves, Media Gateways or Cards will be classified as 'End of Services Support', or the System, CPU or System Software will be classified as 'End of Manufacturer Support'.

System Analysis

Current Policy Statement

- The following Systems are Current: 11C Cabinet/Chassis with a Small System Controller (NTDK20), 61C and 81C with a CPP4 (NT4N39) processor, CS 1000M Single and Multi Group with a CPP4 (NT4N39) processor, and CS 1000E with a CPP4 (NT4N39), CP PM, CP MG, or CP DC processor.
- The following Systems are End of Manufacturer Support: CS 1000S and CS 1000M Cabinet/Chassis with a Small System Controller (NTDK20).
- The following Systems are classified End of Services Support: L, VL, LE, VLE, A, XL, M, S, SN, MS, N, XN, NT, XT, ST, RT, STE, Options 11, 11E, 21, 21A, 21E, 51, 61, and 71, and any system with a CP1 (NT6D66), CP2 (NT9D19), CP3 (NT5D10), CP4 (NT5D03), CP PII (NT4N64), or MSC (NTDK97) processor.

Your System

Your System is: CS1000M MG

Status: Current

Impact

Current

- Product is currently offered for sale and has full Manufacturer support.
- Remote or On Site support is available for per-Incident customers.
- Avaya Global Services Maintenance Agreement coverage is available.
- Replacement Parts are available.

Software Analysis

Current Policy Statement

- X21 Release 7.5 is Current.

- X21 Releases 6.0 and 7.0 are classified End of Sale.
- X21 Releases 3.0, 4.0, 4.5, 5.0, and 5.5 are classified End of Manufacturer Support.
- X11 Releases 1 through 25, X21 Releases 1.0, 2.0, and all Generics other than X11 and X21 are classified End of Services Support.

Your System

Your current software is: X21 Release 6 Issue 00

Status: End of Sale (Will be End of Manufacturer Support on 11/1/2011)

Impact

End of Sale

- Product is no longer offered for new sales, but is still fully supported.
- Remote or On Site support is available for per-incident customers.
- Avaya Global Services Maintenance Agreement coverage is available.
- Software releases are generally supported at least until two newer major versions have been released.
- Bug Fixes and Security Updates may still be released as needed.

End of Manufacturer Support

- Product is no longer available for purchase.
- Per Incident Time and Materials (T&M) Support is only available to those who have purchased an extended Avaya Global Services Maintenance Agreement.
- Patches or security updates will only be released for issues known to Avaya prior to the start of the End of Manufacturer Support period.
- The Avaya Global Services Maintenance Agreement is only available for purchase before the End of Service Agreement Eligibility date has been reached.

Central Processing Unit (CPU) Analysis

Current Policy Statement

- The CPP4 (NT4N39), CP PM, CP MG, and CP DC processors are Current.
- The Small System Controller (NTDK20) is classified End of Manufacturer Support.
- All Basic, Turbo, Omega, CP1 (NT6D66), CP2 (NT9D19), CP3 (NT5D10), CP4 (NT5D03), CP PII (NT4N64), and Mini System Controller (NTDK97) processors are classified End of Services Support.

Your System

Your Processor is: CPP4 (NT4N39)

Status: Current

Impact

Current

- Product is currently offered for sale and has full Manufacturer support.
- Remote or On Site support is available for per-incident customers.
- Avaya Global Services Maintenance Agreement coverage is available.
- Replacement Parts are available.

Modules and Servers Analysis

Current Policy Statement

- All PE, EPE, EEPE, and RPE modules are classified End of Services Support.

Your System

Part #	Description	# of Cards	# Ports in Use	Support Rating
NT4N41	Core/Net Module	11	0	Current
NT4N41	Core/Net Module	11	0	Current
NT8D13	PE Module	2	2	End of Services Support
NT8D35	Network Module	7	0	Current
NT8D35	Network Module	5	0	Current
NT8D35	Network Module	7	0	Current
NT8D35	Network Module	7	0	Current
NT8D35	Network Module	7	0	Current
NT8D35	Network Module	7	0	Current
NT8D37	IPE Module	17	201	Current
NT8D37	IPE Module	4	40	Current
NT8D37	IPE Module	17	206	Current
NT8D37	IPE Module	17	199	Current
NT8D37	IPE Module	17	180	Current
NT8D37	IPE Module	16	149	Current
NT8D37	IPE Module	17	156	Current
NT8D37	IPE Module	16	178	Current
NT8D37	IPE Module	15	114	Current
NT8D37	IPE Module	17	234	Current
NT8D37	IPE Module	17	245	Current
NT8D37	IPE Module	17	134	Current
NT8D37	IPE Module	17	236	Current
NT8D37	IPE Module	5	43	Current
NT8D37	IPE Module	10	106	Current
NT8D37	IPE Module	4	28	Current
NT8D37	IPE Module	8	98	Current
NT8D37	IPE Module	4	36	Current
NT8D37	IPE Module	7	71	Current
NT8D37	IPE Module	10	165	Current
NT8D37	IPE Module	7	59	Current
NTDU99AA	IBM X306M Signaling Server	N/A	N/A	End of Sale

Impact

Current

- Product is currently offered for sale and has full Manufacturer support.
- Remote or On Site support is available for per-incident customers.
- Avaya Global Services Maintenance Agreement coverage is available.

- Replacement Parts are available.

End of Sale

- Product is no longer offered for new sales, but is still fully supported.
- Remote or On Site support is available for per-incident customers.
- Avaya Global Services Maintenance Agreement coverage is available.
- Manufacturer Support is generally available for three years after the announced End of Sale date.
- Replacement Parts are generally available.

End of Services Support

- Product is no longer available for purchase, and is not supported.
- Remote or On Site support is not available.
- Replacement Parts and repairs are not available.
- Avaya Global Services Maintenance Agreement can no longer be extended.

Card Analysis

Current Policy Statement

- Most "QPC" Peripheral Equipment Cards are classified End of Services Support.

Your System

Type	Description	# of Cards	# of Ports	Support Rating
NT1P61BA	Fiber Superloop Network Card	1	N/A	End of Services Support
NT1P61CA	Fibre Superloop Network Card	4	N/A	Not Rated
NT1P62	Fibre Peripheral Controller Card	1	N/A	Not Rated
NT1P62AA	Fiber Peripheral Controller Card	2	N/A	End of Services Support
NT1P62EA	Fibre Peripheral Controller Card	2	N/A	Not Rated
NT4N39AA	CPP4	2	N/A	Current
NT4N43	cPCI Multi-Media Disk Unit	2	N/A	Not Rated
NT4N48BA	System Utility Card	2	N/A	Current
NT4N65AC	cPCI Core Network Interface Card	4	N/A	Current
NT5D12AG	Dual-Port DTI/PRI (DDP) Card	4	186	End of Services Support
NT5D12AH	Dual-Port DTI/PRI (DDP) Card	4	104	Not Rated
NT6D80AB	Multi-Purpose Serial Data Link (MSDL)	3	N/A	End of Services Support
NT8D01AB	Controller Card	2	N/A	End of Services Support
NT8D01AD	Controller Card	1	N/A	End of Services Support
NT8D01BC	Controller Card	13	N/A	Current
NT8D02AA	Digital Line Card	11	116	End of Services Support
NT8D02AB	Digital Line Card	4	41	End of Services Support
NT8D02EB	Digital Line Card	14	171	End of Services Support

Type	Description	# of Cards	# of Ports	Support Rating
NT8D02GA	Digital Line Card	28	236	Current
NT8D03AB	Analog Line Card	14	194	End of Services Support
NT8D03AE	Analog Line Card	1	15	End of Manufacturer Support
NT8D03AJ	Analog Line Card	3	37	End of Services Support
NT8D04AA	SuperLoop Network Card	1	N/A	End of Services Support
NT8D04BA	Superloop Network Card	11	N/A	Current
NT8D09AG	Analog Message Waiting Line Card	2	31	End of Services Support
NT8D09AK	Analog Message Waiting Line Card	46	584	End of Services Support
NT8D09AL	Analog Message Waiting Line Card	37	466	End of Services Support
NT8D09BA	Analog Message Waiting Line Card	39	533	End of Services Support
NT8D09BB	Analog Message Waiting Line Card	12	181	End of Manufacturer Support
NT8D09CA	Analog Message Waiting Line Card	4	58	End of Manufacturer Support
NT8D14	Universal Trunk Card	2	6	Not Rated
NT8D14AA	Universal Trunk Card	3	16	End of Services Support
NT8D14AH	Universal Trunk Card	1	6	End of Services Support
NT8D14BB	Universal Trunk Card	3	16	End of Services Support
NT8D15AA	E&M Trunk Card	3	7	End of Services Support
NT8D15AJ	E&M Trunk Card	1	1	End of Services Support
NT8D16AA	Digitone Receiver Card	2	16	End of Services Support
NT8D16AB	Digitone Receiver Card	3	24	Current
NT8D17	Conference/TDS Card	8	N/A	Not Rated
NTDR6BAC	Reach Line Card - 16 Port	1	11	End of Services Support
NTDW65AA	Voice Gateway Media Card	1	32	Current
NTRB18DA	CallPilot MGate Card	2	48	Not Rated
NTRB33AF	Fiber Junctor Interface (FIJI) Card	8	N/A	Current
NTRB53AA	Global Clock Controller	2	N/A	Current
NTVQ01BB	Media Card	1	32	Current
QPC414	Network Card	1	N/A	End of Manufacturer Support
QPC43	Peripheral Signaling	6	N/A	End of Manufacturer Support

Type	Description	# of Cards	# of Ports	Support Rating
QPC43R	Peripheral Signal Card	2	N/A	Current
QPC441	Three-Port Extender	8	N/A	Not Rated
QPC594	500/2500 Line Card (16 Port)	1	2	End of Services Support
QPC659	Dual Loop Peripheral Buffer	1	N/A	End of Manufacturer Support

Impact

Current

- Product is currently offered for sale and has full Manufacturer support.
- Remote or On Site support is available for per-incident customers.
- Avaya Global Services Maintenance Agreement coverage is available.
- Replacement Parts are available.

End of Manufacturer Support

- Product is no longer available for purchase.
- Per Incident Time and Materials (T&M) Support is only available to those who have purchased an extended Avaya Global Services Maintenance Agreement.
- Replacement Parts limited to availability. Repairs may be delayed or require upgrades.
- The Avaya Global Services Maintenance Agreement is only available for purchase before the End of Service Agreement Eligibility date has been reached.

End of Services Support

- Product is no longer available for purchase, and is not supported.
- Remote or On Site support is not available.
- Replacement Parts and repairs are not available.
- Avaya Global Services Maintenance Agreement can no longer be extended.

Station Equipment Analysis

Current Policy Statement

- The following stations and consoles are Current: 1100 series, 1200 series, 2200 series, and 3900 series phones, 2007, M2016, 2033, 2050 softphone, and the M2250 Console.
- The following stations are classified End of Manufacturer Support: Phase 2 i2001, Phase 2 i2002, Phase 2 i2004.
- The following stations and consoles are classified End of Services Support: M1009, M1109, M1309, M2006, M2008, M2009, M2018, M2112, M2216, M2317, M2616, M3000, M3110, M3310, M3820, SL-1, Phases 0 and 1 of the i2000 series, and all Consoles except the 2250.

Your System

Type	# of Sets	Support Rating
1110	31	Current
1120	15	Current
1140	5	Current
1150	1	Current
1210	1	Current
1230	7	Current

Type	# of Sets	Support Rating
2001P2	6	End of Manufacturer Support (Will be End of Services Support on 12/31/2012)
2002P2	56	End of Manufacturer Support (Will be End of Services Support on 12/31/2012)
2004P2	124	End of Manufacturer Support (Will be End of Services Support on 12/31/2012)
2006	16	End of Services Support
2008	195	End of Services Support
2050PC	7	Current
2616	247	End of Services Support
3901	3	Current
3902	6	Current
3903	61	Current
3904	47	Current
500	2099	Current

Impact

Current

- Product is currently offered for sale and has full Manufacturer support.
- Remote or On Site support is available for per-incident customers.
- Avaya Global Services Maintenance Agreement coverage is available.
- Replacement Parts are available.

End of Manufacturer Support

- Product is no longer available for purchase.
- Per Incident Time and Materials (T&M) Support is only available to those who have purchased an extended Avaya Global Services Maintenance Agreement.
- Replacement Parts limited to availability. Repairs may be delayed or require upgrades.
- The Avaya Global Services Maintenance Agreement is only available for purchase before the End of Service Agreement Eligibility date has been reached.

End of Services Support

- Product is no longer available for purchase, and is not supported.
- Remote or On Site support is not available.
- Replacement Parts and repairs are not available.
- Avaya Global Services Maintenance Agreement can no longer be extended.

Voice Mail Analysis

Communication Server data indicates the presence of a Meridian Mail voicemail system. As of October 2009, all Meridian Mail platforms have been classified as 'End of Services Support' by Avaya.

Impact

End of Services Support

- Product is no longer available for purchase, and is not supported.
- Remote or On Site support is not available.

- Replacement Parts and repairs are not available.
- Avaya Global Services Maintenance Agreement can no longer be extended.

EXHIBIT "D"

PARTIAL ON-SITE SPARES LIST

PARTIAL ON-SITE SPARES LIST

Maintenance Vendor is responsible for determining additional requirements for each location to ensure SLA's are met as required in Exhibit "A", Section 3.2, Preventive Maintenance and Section 3.3, Remedial Maintenance

NT1P61	Fiber Superloop Card
NT1P62	Fiber Controller Card
NT1P63	Fiber Interface Optical Card
NT4N39AAE5	CP PIV W/512MB
NT4N48AE5	System Utility Card
NT4N65AB	Core Network Interface Card
NT5C07AC	50 Amp Rectifier
NT5D12	Dual PRI Card
NT6D40AD	PE Power Supply
NT6D41D	CE Power Supply
NT8D09	Analog Line Card
NT8D02	Digital Line Card
NT8D04	Superloop Network Card
NT8D17	Conf/TDS Card
QPC43R	Peripheral Signaling Card

Miscellaneous Analog Trimline Phones
Nortel M2000 & 3900 Series Digital Sets
Nortel IP 2000, 1100 & 1200 Series IP Sets
Misc Ceeco Stainless Steel Phones Handset w/armored cords ex: SSW-321-F, SSP-311-F
Misc Ceeco Stainless Steel Phone Push to Talk ex: WPP-531D-ADA
Polycom Soundstation Basic Conference Units
Polycom Soundstation 2W Wireless Conference Units
Polycom Soundstation 2W Wireless Conference Units w/Expandable Mics
Transition Networks E1T1 Extenders
Misc Fiber Converters, Media Convertors (Network & Analog)
Valcom Paging 9970 Equipment/Speakers

Sample Equipment List / ARFF 92 Crash System Upgrade

Description

M2616 Multi Button Phone (ash)
Analog Line Card
9150 Remote Office System
UPS for 9150 (using HAS instock 9150)
Valcom 9970 single zone page control
Ceiling Speakers
Power Supplies
Klaxton Horns
Mixer/Pre-Amplifier Bogen (CAM 2) or Peavey UMA 150T-2 Mixer/Amp
Allen Bradley 700-HN32A134 Relay
Allen Bradley 700-HN154 Relay Base
Federal Signal PS600 Power Supply
Federal Signal LP6-012-048R Red Strobes

EXHIBIT "E"

EQUAL EMPLOYMENT OPPORTUNITY

1. The contractor, subcontractor, vendor, supplier, or lessee will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, or age. The contractor, subcontractor, vendor, supplier, or lessee will take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their race, religion, color, sex, national origin, or age. Such action will include, but not be limited to, the following: employment; upgrading; demotion or transfer; recruitment advertising; layoff or termination; rates of pay or other forms of compensation and selection for training, including apprenticeship. The contractor, subcontractor, vendor, supplier or lessee agrees to post in conspicuous places available to employees, and applicants for employment, notices to be provided by the City setting forth the provisions of this Equal Employment Opportunity Clause.
2. The contractor, subcontractor, vendor, supplier, or lessee states that all qualified applicants will receive consideration for employment without regard to race, religion, color, sex, national origin or age.
3. The contractor, subcontractor, vendor, supplier, or lessee will send to each labor union or representatives of workers with which it has a collective bargaining agreement or other contract or understanding, a notice to be provided by the agency contracting officer advising the said labor union or worker's representative of the contractor's and subcontractor's commitments under Section 202 of Executive Order No. 11246, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
4. The contractor, subcontractor, vendor, supplier, or lessee will comply with all provisions of Executive Order No. 11246 and the rules, regulations, and relevant orders of the Secretary of Labor or other Federal Agency responsible for enforcement of the equal employment opportunity and affirmative action provisions applicable and will likewise furnish all information and reports required by the Mayor and/or Contractor Compliance Officer(s) for purposes of investigation to ascertain and effect compliance with this program.
5. The contractor, subcontractor, vendor, supplier, or lessee will furnish all information and reports required by Executive Order No. 11246, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to all books, records, and accounts by the appropriate City and Federal Officials for purposes of investigations to ascertain compliance with such rules, regulations, and orders. Compliance reports filed at such times as directed shall contain information as to the employment practice policies, program, and work force statistics of the contractor, subcontractor, vendor, supplier, or lessee.
6. In the event of the contractor's, subcontractor's, vendor's, supplier's, or lessee's non-compliance with the non-discrimination clause of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part, and the contractor, subcontractor, vendor, supplier, or lessee may be declared ineligible for further City contracts in accordance with procedures provided in Executive Order No. 11246, and such other sanctions may be imposed and remedies invoked as provided in the said Executive Order, or by rule, regulation, or order of the Secretary of Labor, or as may otherwise be provided by law.
7. The contractor shall include the provisions of paragraphs 1-8 of this Equal Employment Opportunity Clause in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to Section 204 of Executive Order No. 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontractor or purchase order as the contracting agency may direct as a means of enforcing such provisions including sanctions for noncompliance; provided, however, that in the event the contractor becomes involved in, or is threatened with litigation with a subcontractor or vendor as a result of such direction by the contracting agency, the contractor may request the United States to enter into such litigation to protect the interests of the United States.
8. The contractor shall file and shall cause his or her subcontractors, if any, to file compliance reports with the City in the form and to the extent as may be prescribed by the Mayor. Compliance reports filed at such times as directed shall contain information as to the practices, policies, programs, and employment policies and employment statistics of the contractor and each subcontractor.

EXHIBIT "F"
MWBE SUBCONTRACT TERMS

Contractor shall ensure that all subcontracts with MWBE subcontractors and suppliers are clearly labeled "**THIS AGREEMENT IS SUBJECT TO BINDING ARBITRATION ACCORDING TO THE TEXAS GENERAL ARBITRATION ACT**" and contain the following terms:

1. Precision Task Group (MWBE subcontractor) shall not delegate or subcontract more than 50% of the work under this subcontract to any other subcontractor or supplier without the express written consent of the City of Houston's Affirmative Action Director ("the Director").
2. Precision Task Group (MWBE subcontractor) shall permit representatives of the City of Houston, at all reasonable times, to perform (1) audits of subcontractor's books and records, and (2) inspections of all places where work is to be undertaken in connection with this subcontract. Subcontractor shall keep its books and records available for inspection for at least 4 years after the end of its performance under this subcontract. Nothing in this provision shall change the time for bringing a cause of action.
3. Within 5 business days of execution of this subcontract, Contractor (prime contractor) and Subcontractor shall designate in writing to the Director an agent for receiving any notice required or permitted to be given under Chapter 15 of the Houston City Code of Ordinances, along with the street and mailing address and phone number of the agent.
4. Any controversy between the parties involving the construction or application of any of the terms, covenants, or conditions of this subcontract must, upon the written request of one party served upon the other or upon notice by the Director served on both parties, be submitted to binding arbitration, under the Texas General Arbitration Act (Tex. Civ. Prac. & Rem. Code Ann., Ch. 171 -- "the Act"). Arbitration must be conducted according to the following procedures:
 - a. Upon the decision of the Director or upon written notice to the Director from either party that a dispute has arisen, the Director shall notify all parties that they must resolve the dispute within 30 days or the matter may be referred to arbitration.
 - b. If the dispute is not resolved within the time specified, any party or the Director may submit the matter to arbitration conducted by the American Arbitration Association under the rules of the American Arbitration Association, except as otherwise required by the City's contract with the American Arbitration Association on file in the City's Affirmative Action Division Office.
 - c. Each party shall pay all fees required by the American Arbitration Association and sign a form releasing the American Arbitration Association and its arbitrators from liability for decisions reached in the arbitration.
 - d. If the American Arbitration Association no longer administers Affirmative Action arbitration for the City, the Director shall prescribe alternate procedures to provide arbitration by neutrals in accordance with the requirements of Chapter 15 of the Houston City Code of Ordinances.

Notices required or permitted hereunder shall be in writing and shall be deemed delivered when actually received or, if earlier, on the third day following deposit in a United States Postal Service post office or receptacle, with proper postage affixed (certified mail, return receipt requested), addressed to the respective other Party at the address prescribed in the Agreement, or at such other address as the receiving party may hereafter prescribe by written notice to the sending party.

This Bond and all obligations created under it shall be performable in Harris County, Texas, and all are non-cancelable. This Bond must be automatically renewed annually on the anniversary of the effective date of the Bond for the term of the Agreement and any extensions, unless the Surety gives the Principal and the City 30 days written notice before the renewal date that the Surety will not renew this Bond, in which case the Principal shall provide the City with a replacement bond (in the same form as this Bond) before the renewal date.

If the City brings any suit or other proceeding at law on the Agreement or this Bond, or both, the Principal and the Surety shall pay to the City the additional sum of 10 percent of whatever amount the City recovers, which sum of 10 percent is agreed by all parties to be indemnity to the City for the expense of and time consumed by its City Attorney, his or her assistants, and office staff, and other costs and damages to the City. The amount of 10 percent is fixed and liquidated by the parties because the exact damage to the City would be difficult to ascertain.

IN WITNESS THEREOF, the said Contractor and Surety have signed and sealed this instrument on the respective dates written below their signatures and have attached current Power of Attorney.

ATTEST/SEAL: (if a corporation)
WITNESS: (if not corporation)

NetVersant Solutions, LLC
(Name of Contractor)

By: *Terri Niyen*
Name: Terri Niyen
Title: Office Manager

By: *Suzanne Belk*
Name: Suzanne Belk
Title: Chief Financial Officer
Date: January 25, 2012

ATTEST/SURETY WITNESS (SEAL)

Lexon Insurance Company
(Full Name of Surety)
256 Jackson Meadows Drive Suite #201
Hermitage, TN 37076
(Address of Surety for Notice)

615-250-3048
(Telephone Number of Surety)

By: *Brandy Baich*
Name: Brandy L. Baich *WITNESS*
Title: Attorney-in-Fact
Date: January 25, 2012

By: *David G. Jensen*
Name: David G. Jensen
Title: Attorney-in-Fact
Date: January 25, 2012

REVIEWED:

Assistant City Attorney
P. O. Box 368
Houston, TX 77001-0368

GENERAL ALL-PURPOSE ACKNOWLEDGMENT

State of Arizona

County of Maricopa

On January 25, 2012 before me, Vicki L. Breunig, Notary Public
Date Name and Title of Officer (e.g., "Jane Doe, Notary Public")

personally appeared David G. Jensen
Name(s) of Signer(s)

- Personally known to me
- proved to me on the basis of satisfactory evidence



to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacities and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the said instrument.

WITNESS my hand and official seal.

Vicki L Breunig
Signature of Notary Public

OPTIONAL

Though the data below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent reattachment of this form.

CAPACITY CLAIMED BY SIGNER

- INDIVIDUAL
-

DESCRIPTION OF ATTACHED DOCUMENT

Performance Bond #1073696

TITLE(S)

- PARTNER(S) LIMITED
- GENERAL

ATTORNEY-IN-FACT

- TRUSTEE(S)
- GUARDIAN/CONSERVATOR
- OTHER _____

TITLE OR TYPE OF DOCUMENT

Four (4) including Power and Attachment

NUMBER OF PAGES

January 25, 2012

DATE OF DOCUMENT

SIGNER IS REPRESENTING:
NAME OF PERSON(S) OR ENTITY(IES)

Lexon Insurance Company

Brandy L. Baich

SIGNER(S) OTHER THAN NAMED ABOVE

Lexon Insurance Company

KNOW ALL MEN BY THESE PRESENTS, that LEXON INSURANCE COMPANY, a Texas Corporation, with its principal office in Louisville, Kentucky, does hereby constitute and appoint: David G. Jensen, Maryann Carafello, Brandy L. Baich, **

Vicki L. Breunig *****

its true and lawful Attorney(s)-In-Fact to make, execute, seal and deliver for, and on its behalf as surety, any and all bonds, undertakings or other writings obligatory in nature of a bond.

This authority is made under and by the authority of a resolution which was passed by the Board of Directors of LEXON INSURANCE COMPANY on the 1st day of July, 2003 as follows:

Resolved, that the President of the Company is hereby authorized to appoint and empower any representative of the Company or other person or persons as Attorney-In-Fact to execute on behalf of the Company any bonds, undertakings, policies, contracts of indemnity or other writings obligatory in nature of a bond not to exceed \$ 4,000,000.00 Four million dollars ***** dollars, which the Company might execute through its duly elected officers, and affix the seal of the Company thereto. Any said execution of such documents by an Attorney-In-Fact shall be as binding upon the Company as if they had been duly executed and acknowledged by the regularly elected officers of the Company. Any Attorney-In-Fact, so appointed, may be removed for good cause and the authority so granted may be revoked as specified in the Power of Attorney.

Resolved, that the signature of the President and the seal of the Company may be affixed by facsimile on any power of attorney granted, and the signature of the Vice President, and the seal of the Company may be affixed by facsimile to any certificate of any such power and any such power or certificate bearing such facsimile signature and seal shall be valid and binding on the Company. Any such power so executed and sealed and certificate so executed and sealed shall, with respect to any bond of undertaking to which it is attached, continue to be valid and binding on the Company.

IN WITNESS THEREOF, LEXON INSURANCE COMPANY has caused this instrument to be signed by its President, and its Corporate Seal to be affixed this 21st day of September, 2009.



LEXON INSURANCE COMPANY

BY *David E. Campbell*
David E. Campbell
President

ACKNOWLEDGEMENT

On this 21st day of September, 2009, before me, personally came David E. Campbell to me known, who being duly sworn, did depose and say that he is the President of LEXON INSURANCE COMPANY, the corporation described in and which executed the above instrument; that he executed said instrument on behalf of the corporation by authority of his office under the By-laws of said corporation.

"OFFICIAL SEAL"
MAUREEN K. AYE
Notary Public, State of Illinois
My Commission Expires 09/21/13

Maureen K. Aye
Maureen K. Aye
Notary Public

CERTIFICATE

I, the undersigned, Secretary of LEXON INSURANCE COMPANY, A Texas Insurance Company, DO HEREBY CERTIFY that the original Power of Attorney of which the foregoing is a true and correct copy, is in full force and effect and has not been revoked and the resolutions as set forth are now in force.

Signed and Sealed at Woodridge, Illinois this 25th Day of January, 20 12.



Donald D. Buchanan
Donald D. Buchanan
Secretary

"WARNING: Any person who knowingly and with intent to defraud any insurance company or other person, files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, commits a fraudulent insurance act, which is a crime and subjects such person to criminal and civil penalties."

IMPORTANT NOTICE

**TO OBTAIN INFORMATION OR MAKE A COMPLAINT:
YOU MAY CONTACT THE TEXAS DEPARTMENT OF
INSURANCE TO OBTAIN INFORMATION ON COMPANIES,
COVERAGES RIGHTS OR COMPLAINTS AT:**

1-800-252-3439

YOU MAY WRITE THE TEXAS DEPARTMENT OF INSURANCE:

**P. O. BOX 149104
AUSTIN, TX 78714-9104
FAX# (512) 475-1771**

EXHIBIT "H"

DRUG POLICY COMPLIANCE AGREEMENT

I, Mark Davis, Senior Vice President, as an owner or officer of
(Name) (Print/Type) (Title)

NetVersant Solutions, LLC (Contractor)
(Name of Company)

have authority to bind Contractor with respect to its bid, offer or performance of any and all contracts it may enter into with the City of Houston; and that by making this Agreement, I affirm that the Contractor is aware of and by the time the contract is awarded will be bound by and agree to designate appropriate safety impact positions for company employee positions, and to comply with the following requirements before the City issues a Notice to Proceed:

1. Develop and implement a written Drug Free Workplace Policy and related drug testing procedures for the Contractor that meet the criteria and requirements established by the Mayor's Amended Policy on Drug Detection and Deterrence (Mayor's Drug Policy) and the Mayor's Drug Detection and Deterrence Procedures for Contractors (Executive Order No. 1-31).
2. Obtain a facility to collect urine samples consistent with Health and Human Services (HHS) guidelines and a HHS certified drug testing laboratory to perform the drug tests.
3. Monitor and keep records of drug tests given and the results; and upon request from the City of Houston, provide confirmation of such testing and results.
4. Submit semi-annual Drug Policy Compliance Declarations.

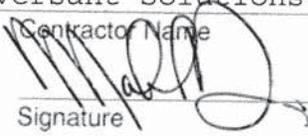
I affirm on behalf of the Contractor that full compliance with the Mayor's Drug Policy and Executive Order No. 1-31 is a material condition of the contract with the City of Houston.

I further acknowledge that falsification, failure to comply with or failure to timely submit declarations and/or documentation in compliance with the Mayor's Drug Policy and/or Executive Order No. 1-31 will be considered a breach of the contract with the City and may result in non-award or termination of the contract by the City of Houston.

January 30, 2012
Date

NetVersant Solutions, LLC

Contractor Name


Signature

Senior Vice President

Title



Subject: Drug Free Workplace

Human Resource Policy & Procedures

Effective Date: December 15, 2001

Purpose

NetVersant has a vital interest in maintaining safe, healthful, and efficient working conditions for our employees. We also understand that our own health and future are dependent upon the physical and psychological health of our employees. Recognizing our commitment, NetVersant maintains drug screening practices designed to prevent employing individuals who use illegal drugs or individuals whose use of legal drugs renders them unable to perform essential functions of the job or poses a significant threat to the health and safety of our employees or customers.

Policy Statement

1. It is the policy of NetVersant to require pre-employment drug screening for every new employee and to make final employment decisions based on information obtained during the pre-employment drug screening process. All job offers are contingent upon successful completion of a pre-employment drug screen.
2. Our employees are our most valuable resource, and their health and safety is, therefore, a serious concern. NetVersant will not tolerate any drug or alcohol use that imperils the health and well being of our employees on the job or that threatens our business. Employees may be required to undergo additional drug screens defined elsewhere in this policy as necessary to maintain a workplace free from the influence of alcohol, drugs, and controlled substances.
3. We expect and require that all employees will join with us in achieving our goal of a safe and productive drug-free workplace.
4. NetVersant maintains a policy of non-discrimination with all employees and applicants for employment. Nothing in this policy will be used to permit discrimination or retaliation against any individual or group on the basis of race, color, religion, ancestry, sex, age, national origin, disability, marital status, or veteran status or any other legally protected characteristic or status.

Scope

This policy and procedure applies to all applicants and employees of NetVersant, both salaried and hourly, management and non-management. To the extent that provisions of this policy conflict with any collective bargaining agreement or individual written employee contract that is identified as such, the provisions of that agreement will control and supersede the provisions of this policy.

Responsibility

It is the responsibility of the Company President to ensure policy enforcement.

Local HR Administrators and Hiring Managers are responsible for ensuring a fair and consistent application of the provisions of this policy, including scheduling drug screens, evaluating test results, determining satisfactory job performance and acceptable standards for working safely, making personnel decisions, and maintaining the confidentiality and security of information obtained during the drug screening process.

Employees are responsible for abiding by the NetVersant Drug-Free Workplace Policy and participating in creating a safe and drug free environment.

Definitions

To aid in understanding and administering this Policy, the following definitions apply:

1. Chain of Custody - The system of tracking specimens for the purpose of maintaining control and accountability from the initial collection to final dispositions for all specimens and providing accountability at each stage in handling, testing, and storing specimens and reporting test results.
2. Collection Site – A place where individuals present themselves for the purpose of providing a urine specimen to be analyzed for the presence of drugs.

3. Confirmation test – A second chemical analysis to identify the presence of a specific drug in the specimen.
5. Drug - Amphetamines, cannabinoids (marijuana), cocaine, phencyclidine (PCP), methadone, methaqualone, opiates, barbiturates, benzodiazepines, propoxyphene, or a metabolite of any such substance.
1. Drug Test – A chemical, biological, or physical instrument analysis administered on a specimen sample for the purpose of determining the presence or absence of a drug or its metabolites within the sample.
2. Initial Test – A sensitive, rapid, and reliable procedure to identify negative and positive specimens. An initial drug test must be an accurate accepted method approved by the national institute on drug abuse.
3. Medical Review Officer (MRO) – A licensed physician trained in the field of drug testing who provides medical assessment of positive test results, requests reanalysis if necessary, and makes a determination whether or not a drug misuse has occurred.
4. Nonprescription medication – A drug or medication authorized under federal or state law for general distribution and use without a prescription in the treatment of human diseases, ailments, or injuries.
5. Prescription medication – A drug or medication lawfully prescribed, under both federal and state law, by a physician, or other health care provider licensed to prescribe medication, for an individual and taken in accordance with the prescription. Medical marijuana is not an acceptable medical explanation for a positive drug test. The use of hemp products that may cause a positive test is also prohibited.
6. Specimen – Means urine.
7. Substance – Means drugs.
8. Substance abuse test or "test" – A chemical, biological, or physical instrumental analysis administered on a specimen sample for the purpose of determining the presence of a drug.
9. Threshold detection level – The level at which the presence of a drug can be reasonably detected by an initial and confirmation test performed by a laboratory meeting the standards specified. The threshold detection level indicates the level at which a valid conclusion can be drawn that the drug is present in the specimen.
10. Verified positive test result – A confirmed test result obtained by a laboratory meeting the standards specified, that has been reviewed and verified by a MRO.

Types of Drug Screens

NetVersant conducts tests for the use of drugs as permitted by State and Federal laws in the following circumstances:

- Pre-employment
- Post-accident
- Random
- Reasonable Suspicion
- Follow-up

Pre-employment Drug Screening

All job offers are contingent upon the successful completion of the pre-employment drug test. The pre-employment drug screening process cannot begin until **after an offer of employment has been extended**. The prospective employee must be tested and receive a negative result **before** starting work.

Applicants who refuse to sign the consent release form or if the drug screen shows less than a clear negative will not be considered for employment for a period of six (6) months. Applicants who subsequently reapply for employment will again be asked to sign a consent release form and be required to successfully pass a drug screening test.

Local HR Administrators must conduct the pre-employment screening and evaluation process as follows:

1. All applicants must fully complete and sign a standard NetVersant Consent and Release / Alcohol, Drug and Substance Testing -- Form HR-003 and receive a copy of NetVersant's Drug Free Workplace Policy as part of the application process. (See **Exhibit A**)

2. Give the prospective employee a completed Washington Drug Free Drug / Alcohol Testing Authorization Form that includes a map of available testing sites and the Forensic Drug Testing Custody & Control Form. Additional forms may be obtained by contacting Washington Drug Free Business at (800) 598-3437. (See **Exhibit B** and **Exhibit C**)
3. Review the location of the testing / collection site with the prospective employee and establish a time frame in which the prospective employee must submit to the drug test. You must give the prospective employee a clear deadline to provide the necessary test result verification prior to the first scheduled workday.
4. Test results are communicated directly to the authorized Company contact person listed on the Forensic Drug Testing Custody and Control Form. The Medical Review Officer (MRO) will communicate all "negative" test results to the authorized Company contact within 24hrs. "Non-negative" test results require a confirmation test and test results will be delayed by 24hrs to 48hrs. Hard copy test results will be mailed to the authorized Company contact. (See sample **Exhibit D**)
5. If the test results are "negative" for all screened substances, the prospective employee has satisfactorily completed the pre-employment drug screening process and is eligible for employment pending successful completion of all other required pre-employment screenings.
6. If the test results are "non-negative", the following will be applicable:
 - a. If the results are "positive" for one or more of the screened substances, the prospective employee has failed the drug screening and is not eligible for employment. The job-offer is withdrawn. There are no exceptions to this policy.
 - b. If the results are "dilute", the prospective employee **must retest within one (1) business day**. Contact the prospective employee via telephone or in person and inform them of the test results and their need to retest. Instruct the prospective employee to retest within the specified timeframe.

Notify the Hiring Manager of the prospective employee's potential delay in reporting to their first day of work. If the results of the retest are also dilute, the prospective employee has failed the drug screening and is not eligible for employment. The job offer is withdrawn. There are no exceptions to this policy.
 - c. If the results indicate "CREAR", this makes reference to creatine. When the level is low, this is an indication of a dilute sample and the prospective employee **must retest within one (1) business day**. Follow the procedure indicated above for dilute specimens.
 - d. If there are no results and the report indicates a rejected specimen, this means the Custody and Control form lacked the necessary signatures, the test(s) to be conducted were not checked, the specimen temperature was questionable, or another problem existed as noted on the laboratory report, and the missing information is requested to be provided within seven days or the specimen will be discarded.

Review the laboratory report carefully to determine what problem existed and immediately contact the MRO to provide the missing information and / or send the prospective employee to retest. The prospective employee cannot report to work until a satisfactory test result is confirmed.
7. All information and records obtained during the pre-employment drug screening process, including information acquired during the post-test evaluation process, must be kept confidential and maintained in files separate from the official personnel files. Information can only be shared with authorized Company representatives as necessary to the hiring process or business operations.

Random Drug Screening

NetVersant believes that random drug testing is an essential part of any program seeking to ensure a drug-free workplace. All employees are subject to random drug testing, as permitted by laws in your state.

Random drug screening involves testing employees on an irregular unannounced schedule. Selection is made by

Post-Accident Drug Screening

The Immediate Manager, in coordination with the local HR Administrator, will:

1. Give the employee a Washington Drug Free Drug / Alcohol Testing Authorization Form that includes a map of the available testing sites and the Forensic Drug Testing Custody and Control Form. (See **Exhibit B** and **Exhibit C**)
2. Transport the individual to an authorized collection facility and await completion of the collection procedure. After testing, transport the individual back to NetVersant's offices, where a spouse, family member or other person should be contacted to transport the individual home. If no one is available to provide transportation, make other arrangements such as calling a taxi. **Never allow the employees to drive themselves to the collection site for post accident testing. Never allow the employee to drive home from the collection site if suspected of being under the influence of drugs.**
3. Establish a time frame in which the employee should submit to a drug test. The drug test must occur the day of the injury unless restricted by immediate medical treatment. In this case, the drug screening must be conducted as soon as the employee is medically available.
4. Upon providing a specimen for analysis, and in the absence of any reasonable suspicion the employee is under the influence of drugs, the employee may be returned to work pending a medical release when an on-the-job injury is involved.
5. Test results will be communicated to the authorized Company contact listed on the Forensic Drug Testing Custody and Control Form. The MRO will communicate all "negative" results to the authorized Company contact within 24hrs. "Non-negative" test results will require a confirmation test and test results will be delayed by 24hrs to 48 hrs. Hard copy test results will be mailed to the authorized Company contact. (See sample **Exhibit D**)
6. If the test results are "negative" for all screened substances, the employee has satisfactorily completed the drug screening process and may return to work as scheduled pending any medical releases resulting from the injury.
7. If the test results are "non-negative", the following will be applicable:
 - a.) If the results are "positive" for one or more of the screened substances, the employee has failed the drug test and the employee is subject to disciplinary action, up to and including immediate termination.
 - a. If the results are "dilute", the employee **must retest within one (1) business day**. Inform the employee via telephone or in person of the test results and their need to retest.
 - b. If the results indicate "CREAR", this makes reference to creatine. When the level is low, this is an indication of a dilute sample and the employee **must retest within one (1) business day**. Follow the procedure indicated above for dilute specimens.
 - c. If there are no results and the report indicates a rejected specimen, this means the Custody and Control form lacked the necessary signatures, the test(s) to be conducted were not checked, the specimen temperature was questionable, or another problem existed as noted on the laboratory report, and the missing information is requested to be provided within seven days or the specimen will be discarded.

Review the laboratory report carefully to determine what problem existed and contact the medical review officer (MRO) listed immediately to provide the missing information and / or send the employee to retest.
8. Employees must satisfactorily pass the post-accident drug test. **Any decision to retain an employee with a "positive" drug test result must be discussed with Corporate Human Resources.**

Reasonable Suspicion Drug Screening

An employee will be required to submit to a drug test whenever the Immediate Manager or Company official has reasonable suspicion to believe through observation that the employee has violated policy.

Any of these suspicions must be based on specific observations of the employee's appearance, behavior, speech or body odors, which occur simultaneously and may include indications of chronic use and withdrawal from drugs. Consider the following to determine if testing is advisable:

- An employee shows signs of impairment such as difficulty in maintaining balance, slurred speech or otherwise appearing unable to perform the assigned work in a safe and satisfactory manner.

- An employee demonstrates abnormal conduct or erratic behavior while at work or a significant deterioration of work performance.
- A report of drug use provided by a reliable and credible source, which has been independently confirmed.
- Arrest or conviction for a drug related offense, or identification of a criminal investigation into unauthorized drug possession, use or trafficking.

If it is believed an employee is under the influence of drugs and in violation of Company policy, the following procedure will be followed for reasonable suspicion drug testing.

The Immediate Manager, in consultation with local HR Administrators, will:

1. Complete and have the employee sign the NetVersant Reasonable Suspicion / Post-Accident Testing Documentation Form and forward to the HR Administrator to be maintained in the employee's personnel files. (See **Exhibit E**)
2. Give the employee a Washington Drug Free Drug / Alcohol Testing Authorization Form that includes a map of the available testing sites and the Forensic Drug Testing Custody and Control Form. (See **Exhibit B** and **Exhibit C**)
3. Arrange for the employee's safe transportation to the collection site and a safe ride home. NEVER ALLOW THE EMPLOYEE TO DRIVE TO THE COLLECTION SITE OR HOME IF SUSPECTED OF BEING UNDER THE INFLUENCE OF DRUGS OR ALCOHOL.
4. Review the location of the testing / collection site with the employee and/or their designated driver and determine a time frame in which the employee should submit a specimen for analysis. The drug screening should occur by the end of the current business day in which the employee is informed they are suspected as to being under the influence of drugs.
5. Upon providing a specimen for analysis, the employee should not return to work until satisfactory results are confirmed.
6. The test results will be communicated directly to the contact person listed on the multi-carbon Forensic Drug Testing Custody and Control Form. The medical review officer (MRO) will communicate all negative results to the Company contact within 24hrs. Non-negative test results will require a confirmation test, at which time the results will also be communicated directly to the Company contact, however, the turnaround time is generally 48hrs to 72hrs. Hard copy test results will be mailed to the Company contact and should be maintained in a three ring binder, in a secure, confidential area. (See **Exhibit D**)
7. If the test results are negative for all screened substances, the employee has satisfactorily completed the drug screening process and will return to work as scheduled.
8. If the test results are non-negative, the following will be applicable:
 - a. If the results are positive for one or more of the screened substances, the employee has failed the drug screening. The test results must be discussed with Corporate Human Resources to determine appropriate personnel action.
 - b. If the results are dilute, the employee must retest. Inform the employee via telephone or in person of the test results and their need to retest. Establish and agree upon a deadline with the employee to retest. If the results of the retest are also dilute, the results must be discussed with Corporate Human Resources to determine the appropriate personnel action.
 - c. If the results indicate CREAR, this makes reference to creatine, which is always found in urine in a known range. When the level is low, this is an indication of a dilute sample and the employee must be retested. Follow the procedure indicated above for dilute specimens.
 - d. If there are no results and the report indicates a rejected specimen, this means the Custody and Control form lacked the necessary signatures, the test(s) to be conducted were not checked, the specimen temperature was questionable, or another problem existed as noted on the laboratory report, and the missing information is requested to be provided within seven days or the specimen will be discarded. Review the laboratory report carefully to determine what problem existed and contact the medical review officer (MRO) listed immediately to provide the missing information and / or send the employee to retest.

9. Employees must satisfactorily pass the reasonable suspicion drug test. Satisfactory means a negative test result was verified for all screened substances. Any non-negative final test results must be discussed with Corporate Human Resources to determine the appropriate personnel action.

Random Drug Screening

Random drug screening is testing of employees on an irregular unannounced schedule. Selection is made by neutral criteria (computer) so that all employees eligible for testing have an equal opportunity of being tested. The following procedure will be followed for random drug testing.

The HR Administrator or other designated personnel will:

1. Provide all employees with a copy of the NetVersant Drug-Free Workplace Policy and 30 day written notification that the Company will be initiating a random drug-screening program. If a random drug-screening program is currently in place, an additional notice is not required.
2. Establish a system of randomly selecting employees for drug testing on a monthly basis by contacting Washington Drug Free Business at (425) 488-9755. Washington Drug Free Business will request and be provided a list of all eligible employees who will participate in the random drug testing. Washington Drug Free Business will provide a monthly report to the identified Company contact, listing employees who have been selected for random drug testing that month, via telephone, facsimile or by email. The list shall be requested to be provided to the Company contact on the first business day of each month.
3. Notify each employee selected to participate in that period's random drug tests in writing, orally, or by electronic means and provide the employee with a deadline to submit a urine specimen no later than the fifth business day of the current month. Employees will be permitted to take the drug test during working hours.
4. Provide all employees selected with the Washington Drug Free Drug / Alcohol Testing Authorization Form, which includes a map of the available testing sites and the Forensic Drug Testing Custody and Control Form, which is a multi-carbon form. Both of which are provided by Washington Drug Free Business at (425) 488-9755. (See **Exhibit B** and **Exhibit C**)
5. Review the location of the testing / collection site with the employee and reiterate the deadline to take the test as by the fifth business day of the month.
6. Upon providing a specimen for analysis, the employee may return to work as scheduled unless there is reason to believe the employee is under the influence of drugs. In which case, reasonable suspicion guidelines will be followed.
7. The test results will be communicated directly to the contact person listed on the multi-carbon Forensic Drug Testing Custody and Control Form. The medical review officer (MRO) will communicate all negative results to the Company contact within 24hrs. Non-negative test results will require a confirmation test, at which time the results will also be communicated directly to the Company contact, however, the turnaround time is generally 48hrs to 72hrs. Hard copy test results will be mailed to the Company contact and should be maintained in a three ring binder, in a secure, confidential area. (See **Exhibit D**)
8. If the test results are negative for all screened substances, the employee has satisfactorily completed the drug screening process and will continue to report to work as scheduled.
9. If the test results are non-negative, the following will be applicable:
 - a. If the results are positive for one or more of the screened substances, the employee has failed the drug screening. The test results must be discussed with Corporate Human Resources to determine appropriate personnel action.
 - b. If the results are dilute, the employee must retest. Inform the employee via telephone or in person of the test results and their need to retest. Establish and agree upon a deadline with the employee to retest. If the results of the retest are also dilute, the results must be discussed with Corporate Human Resources to determine the appropriate personnel action.
 - c. If the results indicate CREAR, this makes reference to creatine, which is always found in urine in a known range. When the level is low, this is an indication of a dilute sample and the employee must be retested. Follow the procedure indicated above for dilute specimens.
 - d. If there are no results and the report indicates a rejected specimen, this means the Custody and Control form lacked the necessary signatures, the test(s) to be conducted were not checked, the specimen temperature was questionable, or another problem existed as noted on the laboratory report, and the missing information is requested to be provided within seven days or the specimen

will be discarded. Review the laboratory report carefully to determine what problem existed and contact the medical review officer (MRO) listed immediately to provide the missing information and / or send the employee to retest.

10. Employees must satisfactorily pass the random drug test. Satisfactory means a negative test result for all screened substances. Any non-negative final test results must be discussed with Corporate Human Resources to determine the appropriate personnel action.

EXHIBIT "I"

CONTRACTOR'S CERTIFICATION
OF NO SAFETY IMPACT POSITIONS
IN PERFORMANCE OF A CITY CONTRACT

I, Mark Davis, Senior Vice President
(Name) (Title)

as an owner or officer of NetVersant Solutions, LLC (Contractor)
(Name of Company)

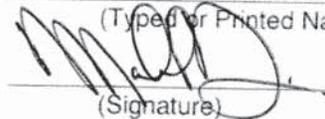
have authority to bind the Contractor with respect to its bid, and hereby certify that Contractor has no employee safety impact positions, as defined in §5.18 of Executive Order No. 1-31, that will be involved

in performing Telecommunications Services for the Houston Airport System
(Project)

Contractor agrees and covenants that it shall immediately notify the City of Houston Director of Personnel if any safety impact positions are established to provide services in performing this City Contract.

January 30, 2012
(Date)

Mark Davis
(Typed or Printed Name)


(Signature)

Senior Vice President
(Title)

EXHIBIT "J"

DRUG POLICY COMPLIANCE DECLARATION

I, _____ as an owner or officer of _____ (Contractor)
(Name) (Print/Type) (Title)
(Name of Company)

have personal knowledge and full authority to make the following declarations:

This reporting period covers the preceding 6 months from _____ to _____, 20__.

Initials A written Drug Free Workplace Policy has been implemented and employees notified. The policy meets the criteria established by the Mayor's Amended Policy on Drug Detection and Deterrence (Mayor's Policy).

Initials Written drug testing procedures have been implemented in conformity with the Mayor's Drug Detection and Deterrence Procedures for Contractors, Executive Order No. 1-31. Employees have been notified of such procedures.

Initials Collection/testing has been conducted in compliance with federal Health and Human Services (HHS) guidelines.

Initials Appropriate safety impact positions have been designated for employee positions performing on the City of Houston contract. The number of employees in safety impact positions during this reporting period is _____.

Initials From _____ to _____ the following testing has occurred:
(Start date) (End date)

Random Reasonable Suspicion Post Accident Total

Number Employees Tested

Number Employees Positive

Percent Employees Positive

Initials Any employee who tested positive was immediately removed from the City worksite consistent with the Mayor's Policy and Executive Order No. 1-31.

Initials I affirm that falsification or failure to submit this declaration timely in accordance with established guidelines will be considered a breach of contract.

I declare under penalty of perjury that the affirmations made herein and all information contained in this declaration are within my personal knowledge and are true and correct.

(Date)

(Typed or Printed Name)

(Signature)

(Title)