

# NOACSC – Managed Phone Service

## Components

- PBX (Private Branch Exchange)
- Features
- Phones
- District Network
- Phone Lines/Dial Tone
- Extensions
- Fees

# NOACSC – Managed Phone Service

## PBX

- 3CX ([www.3cx.com](http://www.3cx.com))
- Software-Based
  - At District or at NOACSC
  - Pros & Cons for Server location
- NOACSC
  - Keeps all software up-to-date
  - Performs all backups
  - Licensed Reseller (Platinum)
- Less Stress
  - No Vendor Turnover
  - No Aging PBX Hardware
  - Minimize “Organizational Memory”



## • Decision/Action Item

- Number of Concurrent Calls
  - Incoming
  - Outgoing
  - Internal

# NOACSC – Managed Phone Service

## Features

- Voice Mail
  - Voice Mail to Email
  - Call Hold/Parking/Forwarding
  - 3CX Client (Desktop/Laptop)
  - Auto Attendant
  - Robust Dialing Tree
  - Customize your “Music”
  - Forward to Mobile
  - Ring Groups/Paging Groups
- Mobile App
    - iOS – Apple
    - Android



# NOACSC – Managed Phone Service

## Phones

- Hardware Neutral
- Yealink – our recommendation
- T48G
  - [T48 Link](#)
  - Office/Admin (~\$190)
- T29S
  - [T29 Link](#)
  - More affordable office (~\$100)
- T21P E2
  - [T21 Link](#)
  - Classroom (~\$50)
  - Dual-Line
  - Solid, Affordable



SIP-T48G



SIP-T21(P) E2



## • Decision/Action Item

- Number of Phones
- Headset Capability

# NOACSC – Managed Phone Service

## District Network

- Phones
  - POE - Power over Ethernet
  - PC Port
- POE Capacity
- Switches
- Cabling
- **Decision/Action Item**
  - Does District Network need upgrade or added capacity before VOIP

# NOACSC – Managed Phone Service

## Phone Lines/Dial Tone

- Digital Voice or SIP
- Analog will work with Gateway
- Solutions
  - Local
  - TSC
- Bring Last Invoice
- Analog
  - Security
  - FAX
  - Elevator
  - Doors/Access Control
  - PA System
- **Decision/Action Item**
  - Carrier
  - Number of concurrent calls
  - Long Distance
  - Worksheet (last slide)
- SIP – Session Internet Protocol

# NOACSC – Managed Phone Service

## Extensions

- Bring Current Extension Listing
- Serves as “Roadmap”
  - Physical Locations
  - Phone Selection
  - Network Capacity
- **Decision/Action Item**
  - Updated Listing
  - Names & Email Addresses

# NOACSC – Managed Phone Service

## Fees

- Recurring Fee
  - \$25 per extension per year
- Implementation Fee
  - \$15 per extension
  - Includes System Setup & Config
- District Responsible for
  - Phones
  - Network Gear
  - Gateways
  - Cabling



# NOACSC – Managed Phone Service

## Districts Using NOACSC Managed Service

- Ada
- Allen County ESC
- Allen East
- Antwerp
- Arcadia
- Arlington
- Bath
- Bluffton
- Carey
- Continental
- Fort Jennings
- Fort Recovery
- Hancock County ESC

- Kalida
- McComb
- Mercer County ESC
- North Baltimore
- Ottoville
- Pandora-Gilboa
- Paulding
- Shawnee
- St. Anthony's – Columbus Grove
- Wayne Trace
- WCLA

# NOACSC – Managed Phone Service

## Implementation Planning

- 60 day lead time
  - Dial Tone
  - Hardware purchases
  - Network Readiness
- NOACSC Planning
  - Staff considerations
  - District Readiness
    - Network/POE
    - Cabling
    - Staff
- Just in Case
  - The Bluffton 4 hour PBX

Cutover Date: \_\_\_\_\_

The following items need to be ready at least 10 workdays before the cutover date:

1. Phones – If you are ordering the phones, please have them shipped to NOACSC, or work out the details to get them to NOACSC. We need to scan in the MAC Address and Serial Number for each phone to do the initial load of the extensions.
2. Gateways and ATA's (If needed) also need to be ordered and ready to install. Fax, PA System, Doors
3. Dial Tone – All agreements with the telecom provider need to be signed and the port date verified. Please provide NOACSC with all numbers being ported and number of concurrent calls allowed.
4. Extension List – The following information needs to be provided in a spreadsheet to NOACSC. See attached spreadsheet.
  - a. Extension number – All extensions need to be the same length
  - b. First Name or description
  - c. Last Name
  - d. Email address
  - e. Voice mail enabled for the extension (yes/no)
  - f. Voice mail to email enabled (yes/no)
  - g. Outbound Caller ID (What number do you want the extension to show when making an outside call)
  - h. Phone model (eg. T21p, T23, T48)
  - i. Building
5. Office Hours (eg. M-F 7:30am to 4:00pm)
6. Incoming dial plan
  - a. Primary contact for creating dial plan
  - b. Auto Attendant recorded and setup
  - c. Ring Groups/Hunt groups
  - d. DID
  - e. Operator Extension
7. Phone setup
  - a. BLF
  - b. Call parking/transfer
8. Phone System Domain Name – XX-Phone.noacsc.org unless otherwise agreed on.
9. Network items
  - a. Separate vlan recommended. This needs created and tested.
  - b. DHCP scope
  - c. IP address for phone server – in the phone vlan recommended.

# NOACSC – Managed Phone Service Dial Tone Estimator from TSC

TSC Cost Estimator	Quantity	Cost	Monthly Total		Install Costs	Total Install
SIP Trunk	1	\$ 99.99	\$ 99.99			
Concurrent Call Paths	10	\$ 10.99	\$ 109.90		\$ 40.00	\$ 400.00
Unlimited Long Distance		\$ 10.00	\$ -			
DID	5	\$ 1.00	\$ 5.00			
DIOD	3	\$ 3.00	\$ 9.00		\$ 40.00	\$ 120.00
Long Distance per Minute		\$ 0.02	\$ -			
Phone Number Port	3				\$ 15.00	\$ 45.00
DIOD Non Published Number		\$ 2.00				
Total + Taxes and Fees			\$ 223.89			\$ 565.00
Note: Unlimited Long Distance is per Call path. Must match number of call paths						