

## **Answers to Questions from April 24<sup>th</sup> Teams Meeting**

1. Are we open to a cloud-based system?  
We would like to stay with our fiber circuit.
2. Do we have PRI for voice?  
Through Clearwave
3. What are we using for email?  
Office 365 that Shoretel connects to
4. Do we need Teams integration?  
We would like to look into that
5. Do we have POE switches?  
Yes, but they are 10 years old, 2 switches, Enterasys
6. Would we be ok with them not providing pricing for POE?  
Prefer switch to be in the quote
7. Are you running both computers and phones on POE switches?  
POE goes to phone and the switch on the back of the phone connects to lan port of computer.
8. Does our fiber connection ever go down?  
Maybe 2 times in the last 6 years
9. How are the 3 remote sites connected?  
VPN, mesh network, IP sec tunnels. Extension to Extension Calls work this way.
10. Is there a switch at the remote sites?  
There is not a POE switch at the remote sites. We currently use POE Injectors.
11. How is our trunking setup? Trunking to PRI?  
We are open to SIP, clearwave does offer SIP trunking, but this will be more expensive on our end.
12. Are we currently using virtualization  
We are with a few servers, but not currently with our phone system.
13. Archived server for call recording?  
We store all incoming calls on our Oaisys server but not supported, not currently archiving offsite.
14. Are all phones in the office for personnel or any in shared areas?  
4-5 in common areas (lunch room, board room, etc.)
15. Do we have a need for mobility software?  
Maybe, if it would help us out
16. Are you looking for implementation training? Onsite training?  
Probably not full training, remotely to a couple/few people and we can cross train
17. Are we under a new contract with PRI?  
Yes, we're currently under contract with Clearwave Communications
18. What is the device for the PRI conversion?  
Our dedicated fiber comes in the building and is then plugged into a clearwave device for conversion.
19. Ask Clearwave if they can go straight SIP?  
It can be changed to SIP, but this will increase our monthly cost.