

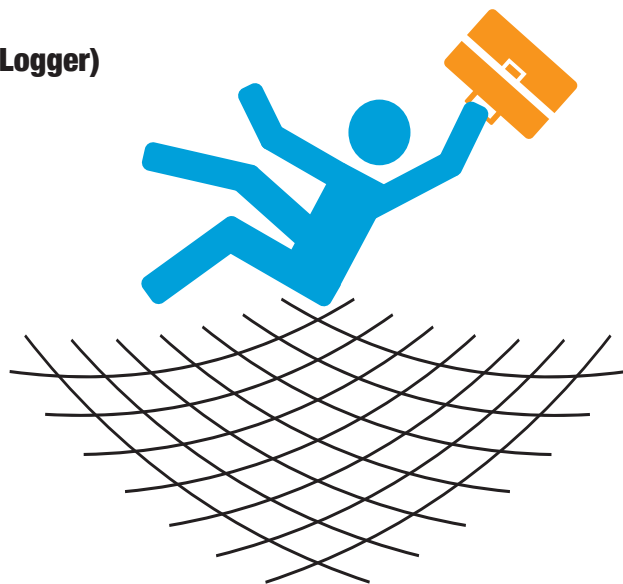
IF YOU FALL... WE WILL CATCH YOU!

Included Functionality:

- ✓ Fully Operational CMC, SoftSwitch & Voice Services (Voicemail / Logger)
- ✓ Up to 200GB Data Storage
- ✓ Unlimited Agent Connections
- ✓ Maintain Multiple Music Sources
- ✓ Site Planning Assistance
- ✓ Three Talk Paths per Position

Excluded Functionality:

- ✗ Third Party Voice Logging and Voicemail Systems
- ✗ TAP and automated Digital Paging (Ctrl+D)
- ✗ SIP provider expenses
- ✗ Any 3rd party ancillary Services or Software (People Praise, Data Mining, etc.)

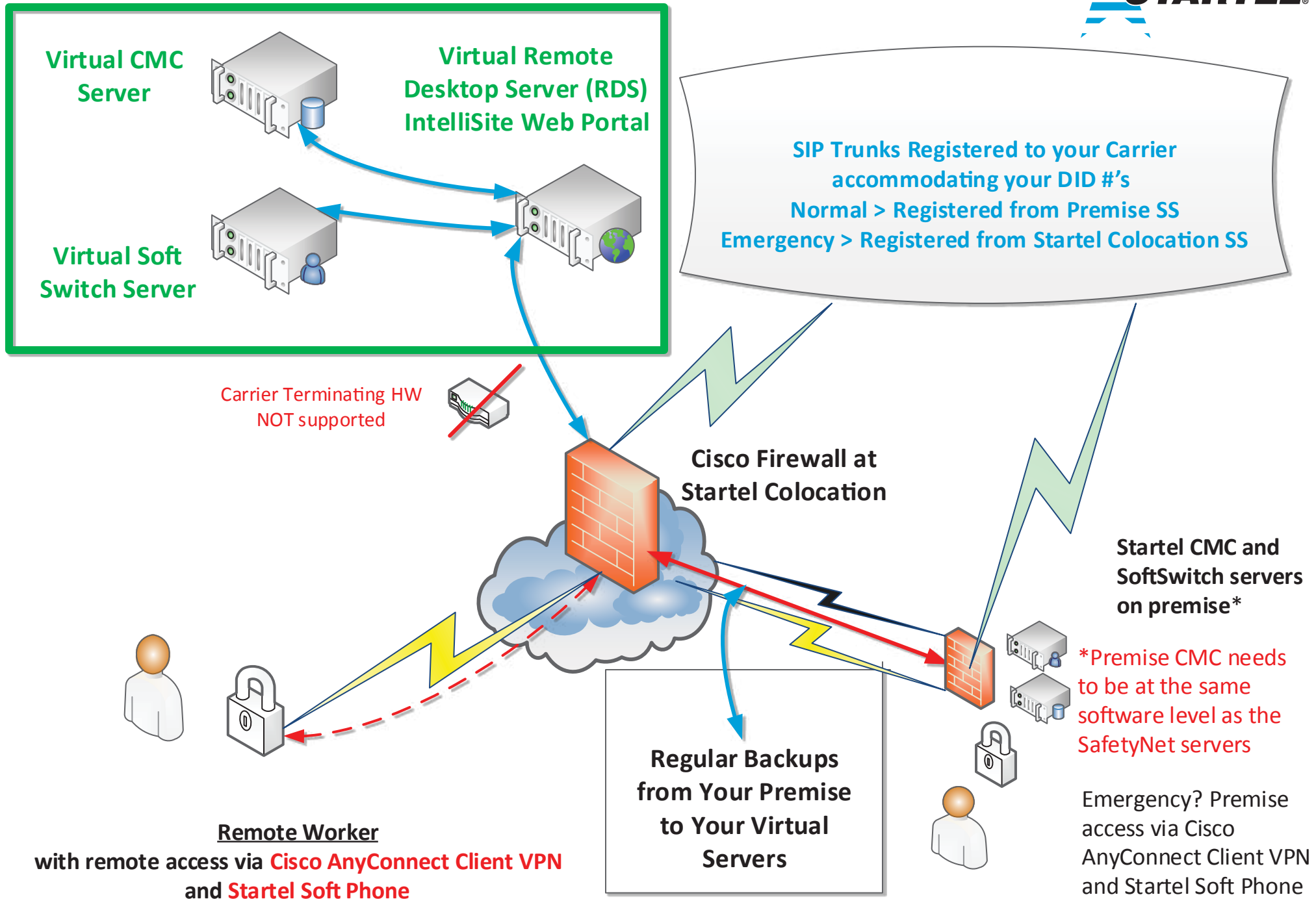


Technical Overview:

- A Daily Secure Web Based Database Transfer will pass data between the Primary Premise CMC and the Startel SafetyNet CMC.
- SoftSwitch Configuration/Dialplan and audio files (GenAA / PAA / PAAI / VM Recordings / MOH) will be synchronized nightly.
- VPN, Remote Desktop and Telephony access credentials will be provided and available for use in the event of a disaster or when testing SafetyNet.

Requirements and Recommendations:

- In the event of an emergency, the Customer is responsible for initiating the forwarding of non-registered Telco provider lines / DID #s to the pre-arranged registered failover path.
- Business-grade Internet connection is required (redundant sources are advised).
- PCs, monitors and headsets must meet current Startel requirements.
- UPS Battery backup recommended for local network devices.





FREQUENTLY ASKED QUESTIONS REGARDING SAFETYNET

IS SAFETYNET ALSO A DISASTER RECOVERY (DR) AND BUSINESS CONTINUITY (BC) SOLUTION?

Yes, SafetyNet has been architected to keep your business up and running and not just to recover from a disaster. It is a true Business Continuity & Disaster Recovery Solution. It is your Platforms "SafetyNet".

WHAT IS THE COST OF STARTEL SAFETYNET?

Pricing of the SafetyNet is based on the number of concurrent positions you require. Each agent needs their own Cisco AnyConnect and Microsoft RDS License. We have three pricing models that you can choose from. You select the option that best fits your budget. Each pricing model has an Upfront Set-Up Fee and a Monthly Charge. If you need to deploy (activate) the SafetyNet, there is also a minimal Daily Deployment Fee that will be incurred. Contact your Account Manager for your customized pricing quote and to set-up an initial consultation call.

WHAT IS INCLUDED IN THE MONTHLY CHARGE?

Fully operational Contact Management System (CMC), Startel SoftSwitch (SS) and Voice Services Infrastructure & Support including colocation expenses.

WHAT IS NOT INCLUDED IN THE MONTHLY CHARGE?

- Telephony expenses incurred from your SIP Provider
- Third Party Voice Logging and Voicemail Systems
- TAP and automated Digital Paging (Ctrl + D)
- Any 3rd Party Ancillary Services or Software (People Praise, Data Mining, etc.)

IS THERE A TIME COMMITMENT WITH THE STARTEL SAFETYNET SOLUTION?

Yes, a minimum 3-year contract is required.

WHAT SYSTEM ARCHITECTURE IS STARTEL UTILIZING FOR SAFETYNET?

Startel is utilizing a multi-instance architecture where you will share hardware, but not software. You will receive your own SQL Server and Microsoft Operating Systems.

IS THE SAFETYNET HIPAA COMPLIANT?

Yes. Startel undergoes an annual audit by an independent auditing agency to be HIPAA compliant.

DOES MY PREMISE BASED STARTEL SYSTEM SOFTWARE NEED TO MATCH MY SAFETYNET SOFTWARE?

Yes. The SafetyNet Servers and Software must match your premise-based Software. Each SafetyNet Node consists of three Dedicated Virtual Servers:

- CMC (MS Server 20XX and SQL 20XX)
- Remote Desktop Terminal Server (Server 20XX)
- SoftSwitch (Centos 7)

WHAT TYPE OF VIRTUAL SOFTWARE DOES STARTEL USE IN THE SAFETYNET?

Startel utilizes VMware for creating virtual machines.

WHERE DOES STARTEL HOUSE THEIR SAFETYNET?

In a SOC 2 Type II & SOC 3 Colocation facility.

DOES STARTEL OFFER A PLAN THAT COMES WITH A LOWER SERVICE LEVEL, BUT ALSO COSTS LESS?

No, because Startel cares about your business being secured, we only offer one solution. Startel determined the optimal model utilizing “best in class” components from Cisco, Microsoft, IBM, and VMware, and we believe our pricing options make this solution affordable to all.

IS A FIREWALL REQUIRED ON MY END?

No. There is no dedicated firewall requirement for the SafetyNet. However, EVERY connection to/from the public internet should be protected with a firewall. Windows Defender protection as a minimum. Your agents establish a secure connection to the SafetyNet thru a combination of Cisco AnyConnect and Microsoft RDS licenses. As indicated in the cost explanation - each agent needs their own Cisco AnyConnect and Microsoft RDS license.

IS A NETWORK SWITCH REQUIRED ON MY END?

A network switch may or may not be necessary depending on your set-up. If multiple SafetyNet agents are in a single location and sharing an Internet connection a network switch would handle all the connectivity.

DOES STARTEL GUARANTEE UPTIME?

No. Startel does not guarantee uptime, but tests have shown uptime in excess of 99.999%.

HOW OFTEN CAN WE FAILOVER TO TEST THE SYSTEM?

Twice annual failover tests are included in the pricing, but you are free to perform failover operations without Startel participation at any time. You can purchase additional support time to run Startel involved failover operations more frequently than twice annually if preferred.

CAN ANOTHER TAS COVER FOR MY BUSINESS IF NONE OF MY AGENTS ARE AVAILABLE?

That decision would be yours to make, but the system can support this model. You would need to provide login credentials to the agents of the partnering TAS.

WHY IS SAFETYNET BETTER THAN THE CHEAPER SERVICES FROM AMAZON (AWS), OR MICROSOFT (AZURE)?

AWS and Azure do not provide the level of support Startel provides in managing the process or the 3rd party tools necessary to implement a solution. A third-party vendor will not understand your platform the way that Startel does. In an emergency, you want to trust that your vendor will be able to get you up and running quickly with minimal effort from your staff, which is what Startel does offer.

WHAT IS THE PROCESS OF RECONCILING DATABASES WHEN SAFETYNET IS DEPLOYED?

When SafetyNet is deployed (active), the database is updated with the latest possible copy from the primary system. It then becomes the primary database. This database will be copied back to the premise site and migrated into its SQL instance upon restoration of normal operation.

WHAT TYPE AND FREQUENCY OF REPLICATION IS USED FOR THE SAFETYNET?

Nightly copy of Premise CMC database and a nightly synchronization of Switch Data.

IS THE SYSTEM WARM FAILOVER OR HOT FAILOVER?

Warm with manual intervention.

DO I NEED TO PURCHASE IP PHONES AS PART OF THE SOLUTION?

IP phones are not required and will not work with SafetyNet. The Startel Soft Phone or Connected Agents is what you will utilize for telephony.

WHAT HAPPENS WHEN I NEED TO UPGRADE MY PREMISE-BASED 3RD PARTY SOFTWARE, I.E. MICROSOFT SERVER OPERATING SYSTEM, MICROSOFT SQL SERVER DATABASE, ETC.?

The cost of the upgrade of 3rd party hardware and software managed by Startel is included in the monthly price.

IF WE EXPERIENCE TECHNICAL ISSUES WITH THE SAFETYNET ONCE WE ARE SIGNED UP, IS THERE SOMEONE AVAILABLE TO HELP?

Yes, Startel stands behind all its products and services with 7x24x365 world-class support.

ADDITIONAL REQUIREMENTS TO ENSURE SUCCESSFUL DEPLOYMENT OF SAFETYNET:

Business-Grade Internet Connection (Redundant Sources Recommended) PC's, Monitors, Keyboards and Headsets that work with your current Platform Environment UPS Battery Backup for Network Devices.

HOW DO I SIGN UP FOR STARTEL SAFETYNET?

- Call 1-800-Startel (1-800-782-7835)
- Visit our website at www.Startel.com
- Email Sales@Startel.com

About Startel, Professional Teledata and Alston Tascom

Startel, Professional Teledata and Alston Tascom are leading providers of unified communications, business process automation, and performance management solutions and services. With a combined 90+ years of experience, the companies have established a loyal customer base in healthcare, contact centers, and a dozen additional industries. The companies leverage their unique solutions, industry knowledge and experience to empower organizations to improve agent productivity, reduce operating costs and increase revenues.

