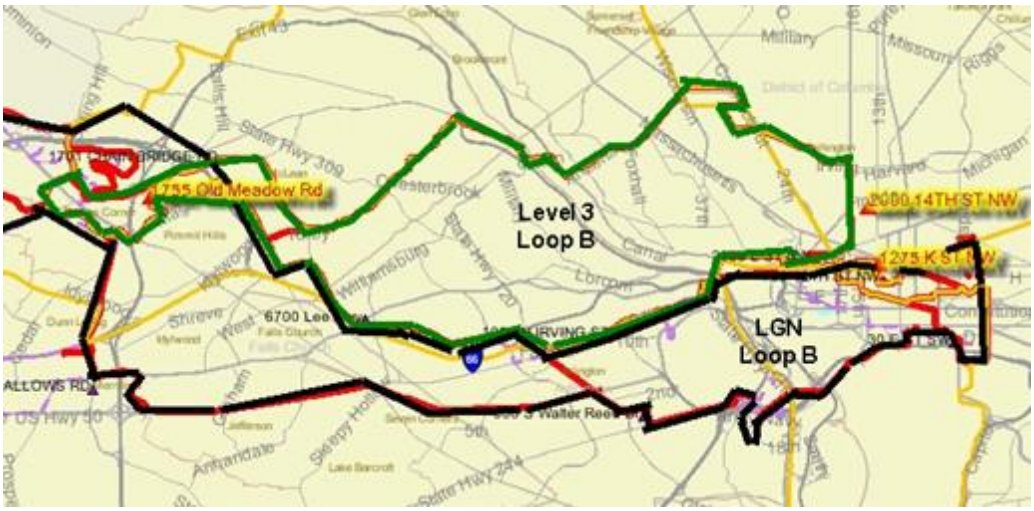
Attachment 1
Contact Center Infrastructure

Contents

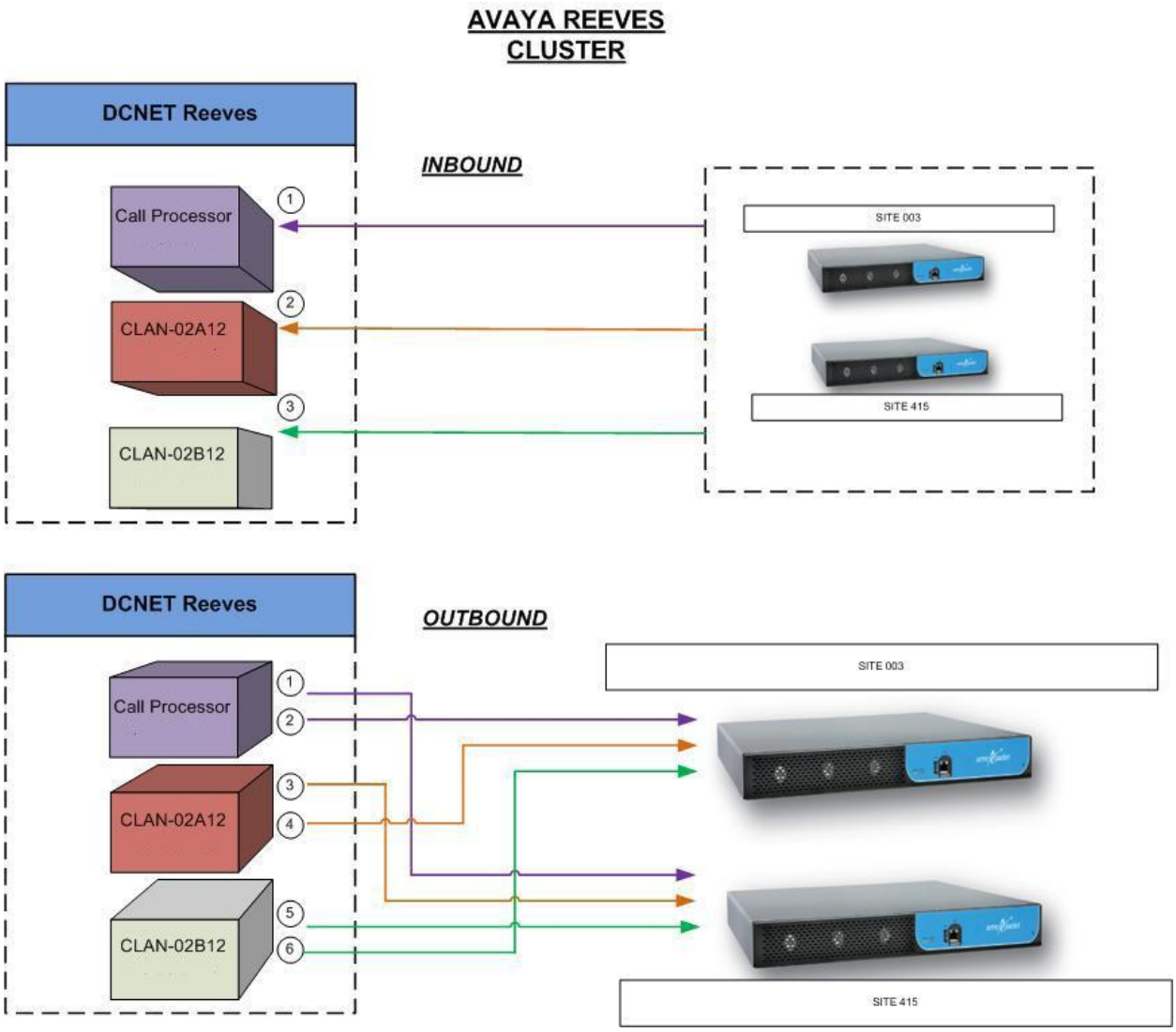
1. Service Provider Resiliency

Level-3 and DC-Net peer via two OC-3 connections at two independent locations in the Washington DC Metro dedicated for Enterprise IP Trunking (EIPT) service only. Street (SITE-415) Site-415 is on-net to Level3 and utilizes their fiber ring LGN Loop B. This fiber homes to the Level 3 Gateway at 520 Van Buren then rides the LH Ring 14 to Philadelphia for IP Access. 2000 14th Street (SITE-003) Site-003 is Off-Net to Level-3 and utilizes their Level 3 Loop B which homes to the Level-3 gateway at 1755 Old Meadow Rd. CPF Laterals have been constructed to 2 CAP locations on Level 3 Loop B. Level 3 has installed and terminating equipment at Site-003 to enable Metro ring connectivity and IP service delivery.



2. SIP Trunk Resiliency

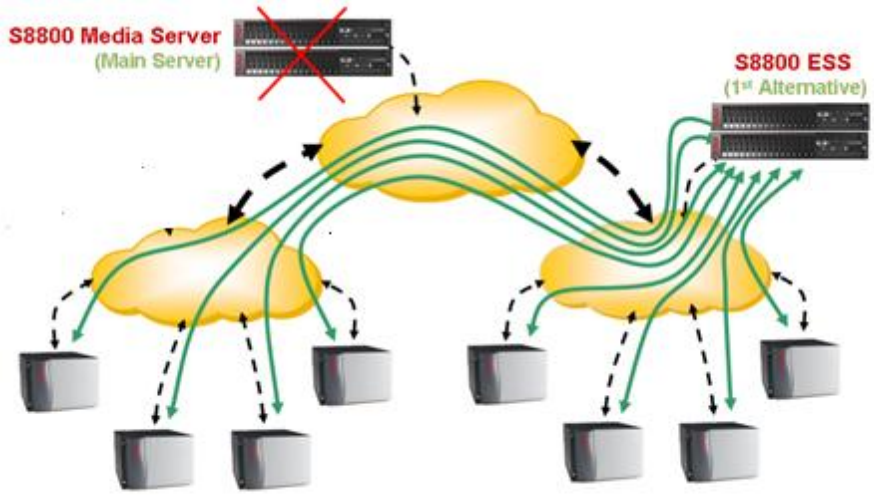
The Avaya call-processing system utilizes what is referred to as Processor--Ethernet. Processor Ethernet is the term AVAYA uses to indicate that the call-processing server itself serves as a SIP signaling interface in lieu of the legacy TN799 CLAN circuit pack. In each of the three AVAYA call-processing systems, the call-processing server is the primary signaling point with two designated CLANs serving as a secondary and tertiary signaling point in the event the ESS takes over.



3. Call-Processing Resiliency

DC-Net employs an additional level of resiliency referred to as Enterprise Survivable Servers (ESS) which takes a Communication Manager (CM) system to a higher level of availability and survivability. ESS achieves this by allowing media servers to be used as alternate controllers within a system by leveraging IP control of port network gateways and being completely independent of the main servers both functionally and geographically. ESS protects the communication system against a catastrophic main server failure and, at the same time, provides service to port network gateways that have been fragmented away from their current

controlling entity.



4. Applications and Architecture

At the core of the DC-Net call center solutions is Automatic Call Distribution (ACD) functionality in the Avaya phone switch that routes and distributes incoming calls to agents. Coupled with this, Call Management System (CMS) software—a standard component of the solution—lets you view agent performance in real-time and to generate time-based reports.

ACD/CMS is a scalable system that helps ensure caller satisfaction in the face of high call volume. The ACD server routes incoming calls to available call agents. CMS tracks agent activity and provides reports. CMS also captures agent availability and other information as they work. This data is then available in real-time and stored in 30-minute increments for historical reports.

Additional applications that enhance the capabilities of your call center include:

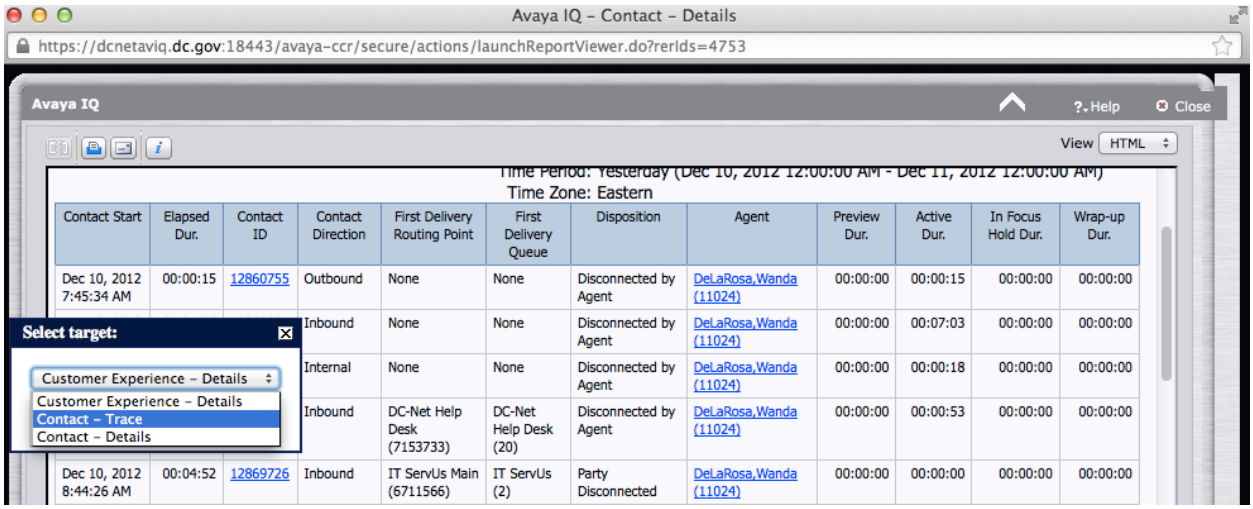
- One-X Agent/IP Agent – centralizes all of the call agent's activity on the PC.
- Voice Call Recording – records and play back calls.
- PC Wallboard – displays call statistics on an on-screen banner.
- IQ – lets you schedule the delivery of call center analytic reports.
- Callback Assist – enables callers to receive a call back to avoid waiting in queue.

- Dashboard – provides customer-specific trend and performance reports.

5. Reporting

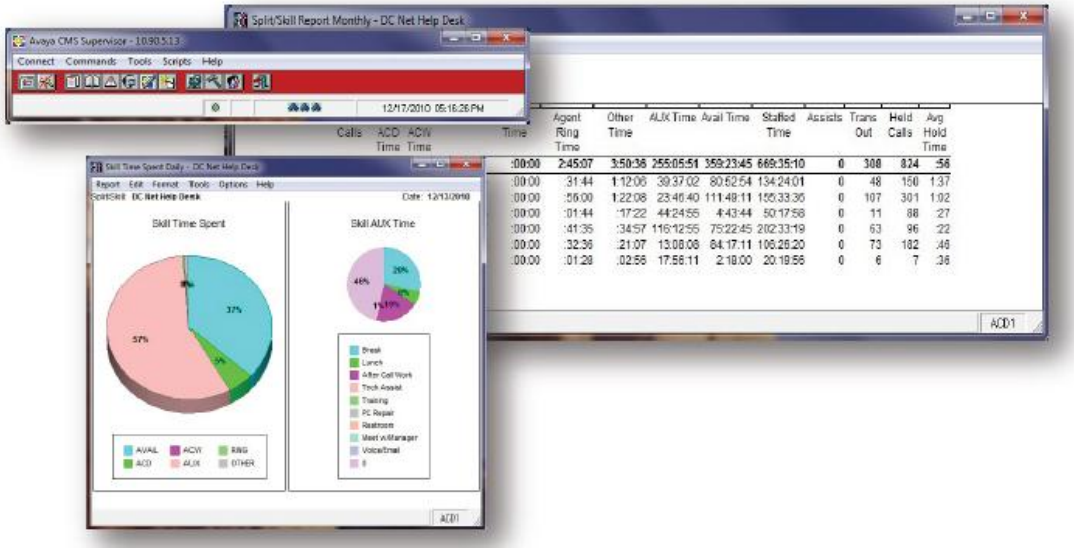
Avaya IQ Key benefits include:

- Quick and easy data about agents' behaviors and customers' experiences.
- Get scheduled, advanced reports delivered over flexible, scalable platform.



CMS is a database, administration, and reporting application to help supervisors identify operational issues and take immediate action to solve them.

Using a familiar Windows interface, call center managers can view historical reports to help them analyze trends, establish performance benchmarks, and plan customer-service. These reports can be easily customized to suit the needs of the business. With easy access to real-time and historical data, managers can make faster, better informed decisions, for more effective contact-center operations.



6. Call Recording

DC-Net Voice Call Recording uses the NICE Perform suite of tools for call agents and supervisors. Ideal for call centers where calls must be monitored, such as 911 and other emergency call centers, DC-Net Voice Call Recording gives supervisors the capability to record and review telephone conversations and agent desktop application screens during a call. This powerful toolset includes:

Monitor – Lets supervisors listen to the voice and view screens of live agent interactions in real time. From your workstation, you can see when an agent is interacting with a customer. You can choose to listen to the voice or play its screen in real-time, and/or record and play back the interaction later on.

Business Analyzer – Lets supervisors search past calls and sample calls for quality.

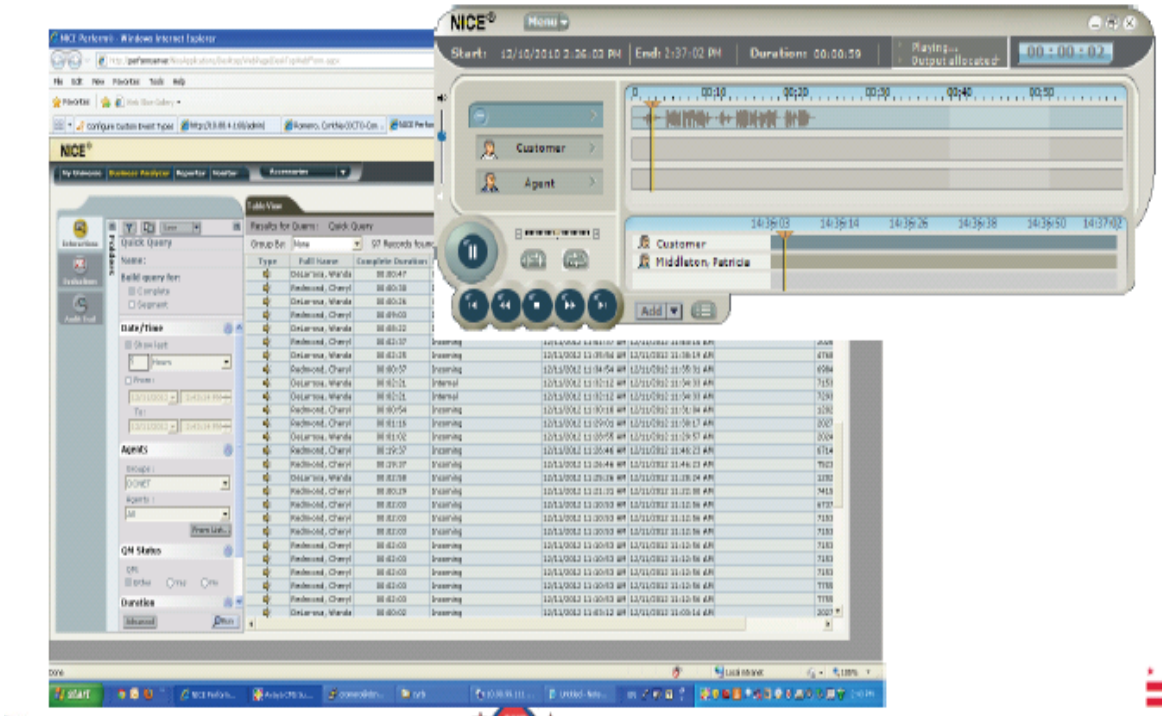
Reporter – Lets administrators and supervisors create dashboard templates and set up reports.

Universe – A customizable, template-based dashboard for users.

By capturing, storing, and managing customer telephone, chat, and email interactions in the form of voice, text, and screen activity, Voice Call Recording enables agencies to comply with regulations and internal policies, mitigate risk of litigation, monitor quality of service, and leverage recorded calls to gain business insight.

Voice Call Recording provides reliable and resilient multi-channel capture for call centers, remote branches and back offices. Calls are searchable by telephone number, user name, and timestamp. The system supports all types of calls and can also measure how many calls an agent has received.

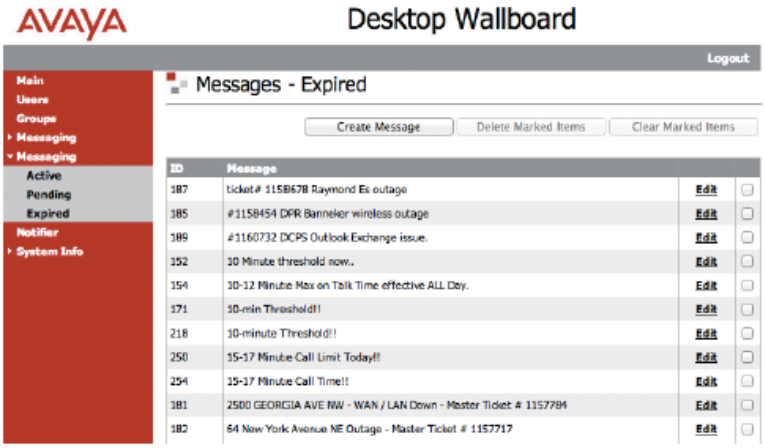
An additional feature available with Voice Call Recording provides corresponding screenshots of applications open on an agent's PC during the call. This is useful, for example, if you need to compare the contents of a conversation with an agent's record of that conversation.



7. Desktop Wallboard

Avaya PC Wallboard allows agents to view real-time call center reporting for any metrics—including average answer and talk time, time in queue, and calls abandoned. These numbers appear via a scrolling message marquee on an agent's desktop display.

PC Wallboard empowers agents by keeping them informed of contact center performance levels, bulletins, and instant notifications from administrators. PC Wallboard features multiple scrolling marquees working together to display dynamic information gathered from multiple sources



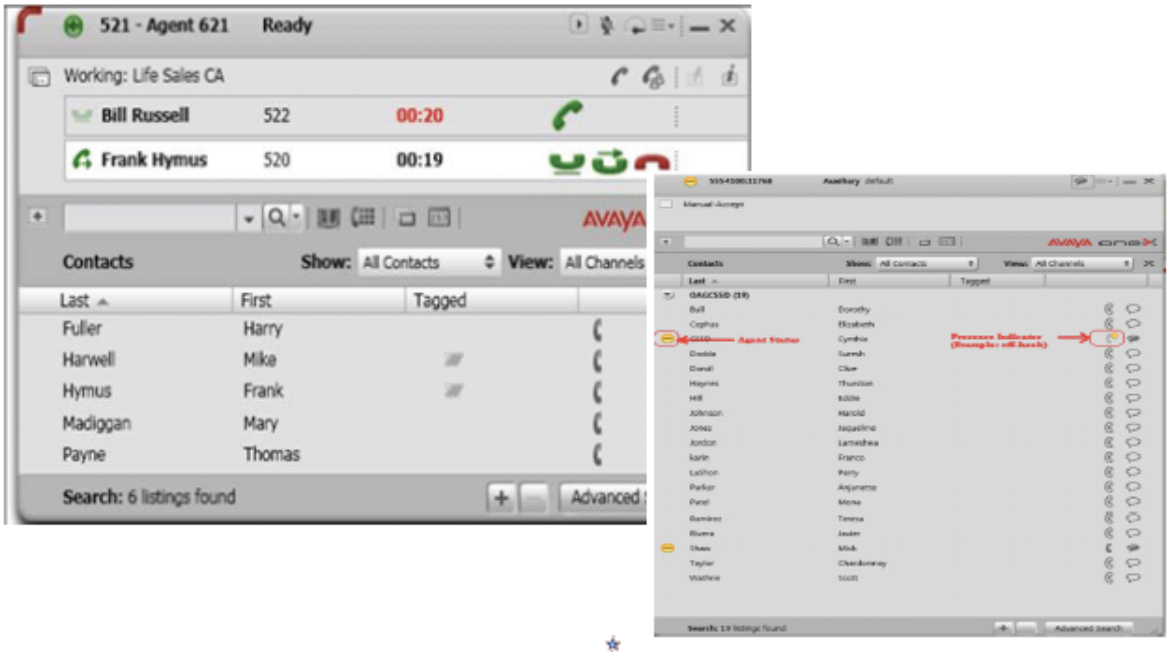
8. IP-Agent with Presence & IM

Avaya One X Agent and IP Agent software enable a call center agent to control his or her desk phone from the PC, centralizing all activity on the PC and enhancing efficiency in call responses.

One-X Agent is the latest version of IP Agent software; it provides the same features as IP Agent plus Presence and Instant Messaging—enabling agents to quickly reach out to an available expert anywhere in the enterprise.

Allow Agents to work together

- IP-Agent allows agents to login and be available anywhere there's network connectivity.
- Know when Tier-2 or Tier-3 Agents are available and Instant Message for tighter collaboration



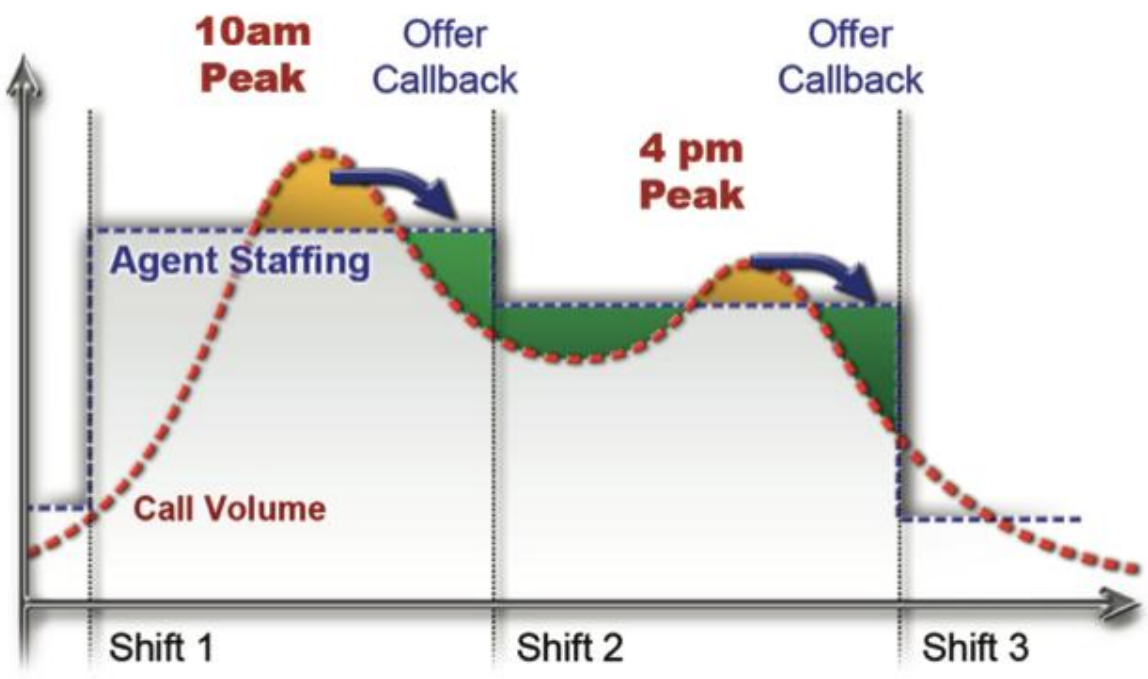
9. Call-Back Assist

Avaya Callback Assist enables callers to have an agent call them back rather than waiting in queue. Callers can request an immediate call back or schedule a date and time. Callback Assist reduces call abandonment rates and improves the call center's ability to handle peak volumes.

The application is administered through a simple, web-based interface. It also lets you generate summary and call disposition reports.

Benefits -

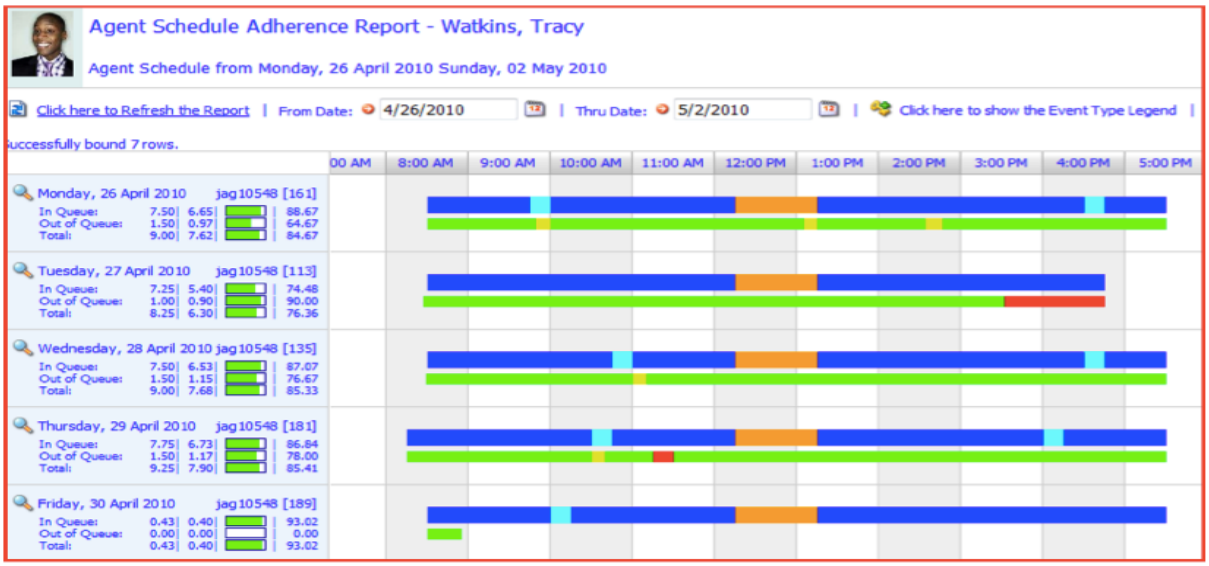
- Decrease abandoned calls
- Level-out inbound call traffic
- Increase customer s satisfaction



10. Workforces Management

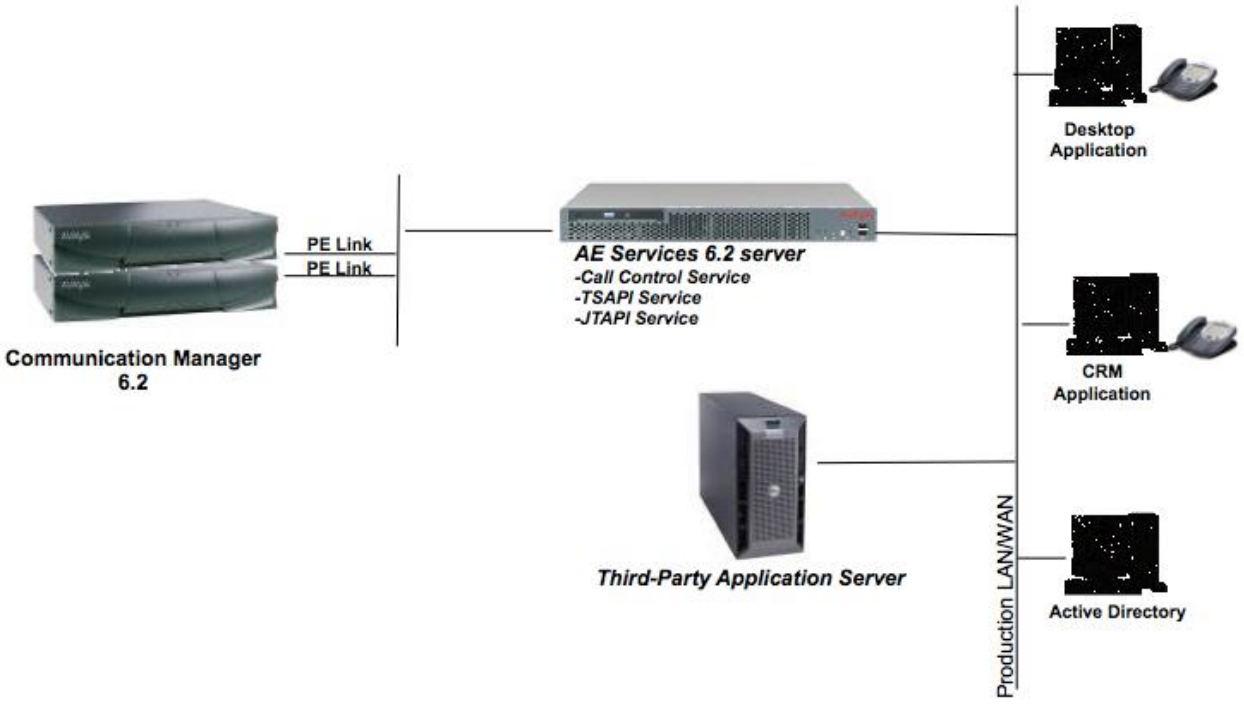
DC-Net utilizes the Community Workforce Management system solution for workforce scheduling and forecasting. Commonly used features include:

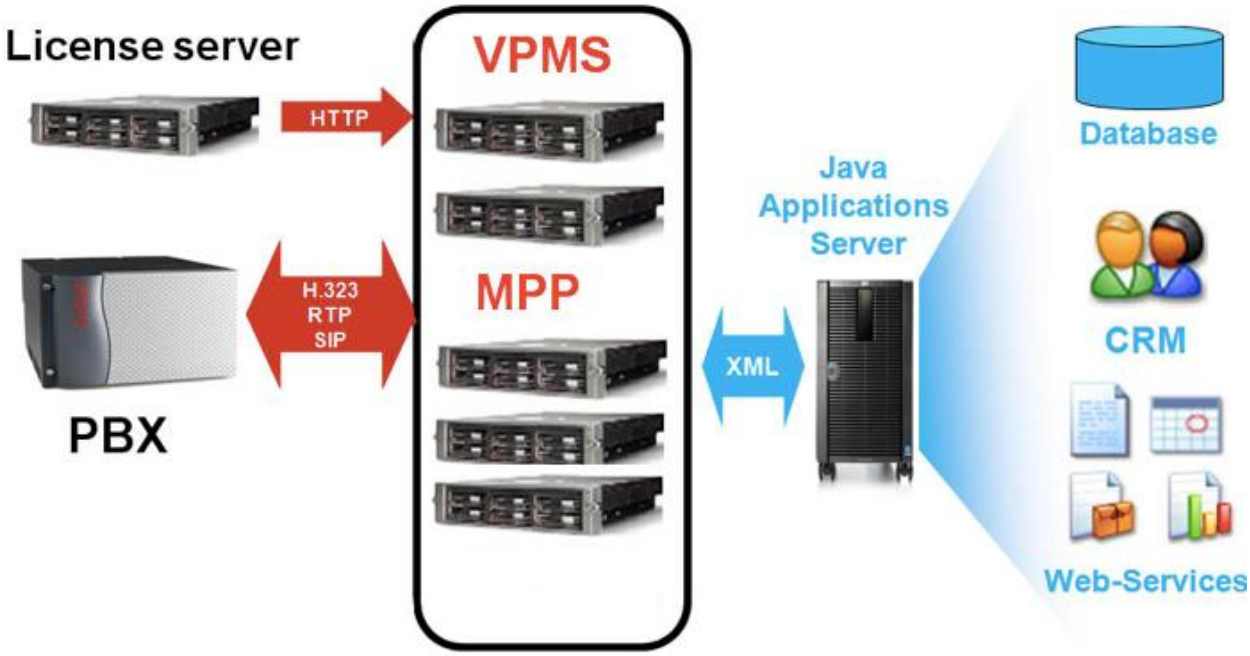
- Optimize Agent Schedules and breaks.
- Automate schedules and breaks based on historical call-trends.



11. Custom Development

- CTI API for custom third-party integration.
- CRM Integration / Screen-pop
- Interactive Voice Response Systems




License server
HTTP
VPMS
MPP
H.323
RTP
SIP
PBX
XML
Java
Applications
Server
Database
CRM
Web-Services

12. Summary Table

Application Name Description	Version and Type		
	DEV	QA	PROD
1. VPMS			Ver. 5.0.0.2.0104
2. MPP			Ver. 5.0.0.2.0106
3. Application server			Tomcat Ver. 6.0.24
4. Dialog Designer			Ver. 5.00.17
5. Number of Port licenses available • Number of channels			TBD
6. AES version			Ver. 5.2.1.0.103
7. CTI server version			See AES
8. IP softphone version			OneX Agent 2.0
9. CBA			Ver. 2.1.11
10. Avaya IQ			Ver. 5.2
11. Avaya CMS			Release R.17
12. Avaya Communication Manager 13. Community Workforce Management			Ver. 6.2 Release 3.6