

From: [Chris Johnson <chris@kwru.com>](mailto:chris@kwru.com)  
To: [itskeywest@outlook.com](mailto:itskeywest@outlook.com) <sup>Page 1</sup>  
CC: [greg@kwru.com](mailto:greg@kwru.com)  
Date: 10/16/2017 12:29:55 PM  
Subject: FW: AT&T Equipment Solution for KW Utlies  
Attachments: Key West Utilities-IP OFFICE-2017.pdf  
avaya-1400-series-digital-deskphones-lb4440.pdf

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From: WING, WILLIAM [mailto:ww5462@att.com]  
Sent: Monday, October 16, 2017 12:21 PM  
To: [chris@kwru.com](mailto:chris@kwru.com)  
Cc: COFFEY, ANGELA M <ac1006@att.com>  
Subject: AT&T Equipment Solution for KW Utlies

Hi Chris-

Per my discussions with Angela Coffey, please find attached the AT&T proposal for a new Avaya phone system for 6 telephones including all AT&T installation, programming cutover and training. Any questions, etc. don't hesitate.

Thanks!!

Billy Wing  
AT&T Equipment Specialist  
954-240-3386  
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KW RU 016847

*An IP Office Solution for*  
**Key West Utilities**

Key West, Florida

*Presented by:*

**Billy Wing**  
**AT&T**

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# Equipment Summary

## IP Office Phone System

- AVAYA IP Office 500 V2 R10(Wall Mounted)
- 6 - Avaya 1408 Digital Telephone
- Configured to support up to 4 Analog Trunks
- Includes Avaya Essential Edition Software with 2 ports of voicemail
- Automated Attendant for call routing and announcements
- Up to 10 Voicemail Boxes
- Automatic Call Distribution
- Comprehensive Phone System Features
  - Paging
  - Music on hold
  - Conferencing
  - Extensions
  - Custom speed dial
  - High Quality Speaker Phone
  - Transfer
  - Much More
- IP Office administration Software for PC
- AT&T Managed Installation Project
- Complete end user training and on site programming
- Installation, Programming and Training performed by Avaya-certified technician.



## Financial Snapshot

Page 4

Avaya IP Office Solution priced with AT&T Installation, Programming, Training and 1 year of IP Office Support Services :

- **Purchase Price: \$4,663.20**
- **AT&T Maintenance: \$500/year(Optional)-includes all time, materials and AT&T Truck rolls for any repair issue**
  
- **AT&T Capital \$1 Purchase Leasing Option for \$4,663.20:**

Lease Term	Fair Market Value (ATTCS retains title)	\$1/Finance (Customer would own)
12 Months	\$365.38	\$404.23
24 Months	\$189.31	\$210.21
36 Months	\$132.83	\$141.23
48 Months	\$109.28	\$109.93
60 Months	\$93.98	\$91.69

## Why Avaya

Page 5

Avaya is a global leader in business communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness.

Avaya's unique combination of communications applications, software and services helps companies simplify complex communications and integrate with technologies from other vendors, enabling customers to unlock value and potential from their network. By embedding communications into the operations of an enterprise, Avaya helps improve the way organizations work – making people more productive, processes more flexible and customers more satisfied.

Avaya focuses on these major businesses

- **Unified Communications** – Avaya's unified communications solutions help companies increase employee productivity, improve customer service and reduce costs by integrating multiple forms of communications, including telephony, e-mail, instant messaging and video all across multivendor networks. With Avaya unified communications, customers can communicate effectively regardless of location or device. Avaya's open, standards-based UC software and hardware are widely recognized as the most reliable, secure and comprehensive offerings in the industry.
- **Contact Centers** – Avaya is the global leader in the contact center market. Avaya offers highly reliable, scalable communications solutions that improve customer service and help companies compete more effectively. Avaya's contact center solutions include intelligent routing, self-service and proactive contact applications that drive effective communications and transactions with customers. In addition, Avaya's analytics and reporting solutions provides companies with detailed customer information that improves profitability and customer retention.
- **Avaya Global Services** – Avaya Global Services evaluates, designs, implements and manages enterprise communications networks for superior business results. Avaya's consulting and implementation services are backed by approximately 7,000 employees worldwide; 34 global delivery support centers; and unique, patented design and management tools.
- **Small & Medium Enterprise Communications** – Avaya's Small and Medium Enterprise Communications unit is focused on enterprises with up to 250 employees. The company offers complete solutions that bring together telephony, messaging, networking, conferencing, and customer management designed for the requirements of small and medium enterprises. The products and services are sold primarily through Avaya's global channel partners.
- **Data Networking** – Avaya's Data Networking portfolio offers the reliable, secure, end-to-end solutions needed to fully use real-time communications, delivering world-class performance and superior return on investment. Avaya's diverse data portfolio is committed to delivering innovative technology, energy-efficient hardware, and improving the effectiveness of business by creating a simpler and more effective network. Organizations should never be constrained by their networks, and Avaya's proven data solutions ensure the network is accepted and valued as a genuine real-time communications enabler.

## Key Avaya Facts

Page 6

- Avaya employs approximately 20,000 people worldwide, including 3,400 research and development professionals.
- Avaya has approximately 5,100 patents or patents pending, and about 10,000 channel partners worldwide.

Avaya consistently is recognized as a global leader by industry and technology experts and has achieved worldwide leadership positions in the following:

- No. 1 in Worldwide Unified Communications and Telephony Systems<sup>1</sup>
- No. 1 in Worldwide Contact Center<sup>2</sup>
- No. 1 in Worldwide Enterprise Messaging<sup>3</sup>
- No. 1 in Worldwide Audio Conferencing<sup>4</sup>
- No. 1 in Worldwide Hardware Maintenance and Software Support Services<sup>5</sup>

Additionally, Gartner places Avaya in the Leaders Quadrant based on its completeness of vision and ability to execute:

- Leaders Quadrant in Gartner Magic Quadrant for Corporate Telephony, Worldwide, 2016<sup>6</sup>
- Leaders Quadrant in Gartner Magic Quadrant for Unified Communications, Worldwide, 2016<sup>7</sup>
- Leaders Quadrant in Gartner Magic Quadrant for Contact Center Infrastructure, Worldwide, 2016<sup>8</sup>

**Sources:** <sup>1</sup>Dell'Oro Group, Enterprise Telephony Report, 4Q09, February, 2010; <sup>2</sup>Gartner Inc., Market Share, Contact Center: Worldwide, 2009, Drew Kraus, March, 2010; <sup>3</sup>T3i Group, InfoTrack for Converged Applications, Full Year 2008, Messaging, May, 2009; <sup>4</sup>MZA, Ltd., The World UC Applications Market, 2009 Edition, June, 2009; <sup>5</sup>Intellicom Analytics, Services Market Dashboard, YE 2009 Global Lifecycle Services Market Workbook, February, 2010; <sup>6</sup>Gartner Magic Quadrant for Corporate Telephony, Worldwide, 2009, August, 2009; <sup>7</sup>Gartner Magic Quadrant for Unified Communications, September, 2009; <sup>8</sup>Gartner Magic Quadrant for Contact Center Infrastructure, Worldwide, February, 2010.

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# 1400 SERIES DIGITAL DESKPHONES

The 1400 Series Digital Deskphones is a new, value-priced family of deskphones designed to meet communication needs with the quality and reliability you expect from Avaya.

The 1400 Series Digital Deskphones family is designed for the same user profiles as the 9600 Series IP Deskphones or the 1600 Series IP Deskphones. By providing a range of endpoints covering the differing needs of users, Avaya makes it possible for companies to equip their workforce with deskphones that look great, sound better, enhance productivity, and turn communications into a competitive advantage. With similar industrial design, the 1400 Series Digital Deskphones, 1600 Series IP Deskphones and the 9600 Series IP Deskphones may be deployed in mixed environments or on their own, delivering:

- Digital telephones for the value-oriented customer
- Straightforward, familiar access to the most common telephony features
- Cost effective, competitive price point
- Quality and reliability you expect from Avaya



1403 Digital Deskphone  
(For IP Office only)

1408 Digital Deskphone

1416 Digital Deskphone

For businesses seeking an easy, cost-effective solution for digital networks, Avaya presents the 1400 Series Digital Deskphones. With features and capabilities of the Avaya digital/DCP network, these phones offer an attractive upgrade from older systems or an addition to your existing Avaya phone solution portfolio.

The 1400 Series Digital Deskphones combine traditional telephone features such as dual LED indicators and fixed feature buttons (e.g., conference, transfer, hold) with contemporary innovations such as softkeys, navigation wheel and a context-sensitive user interface. Also standard on the 1400 Series Digital Deskphones: speakerphones, white backlit displays and multi-line capabilities. These stylish phones are a smart addition to any retail store, branch or corporate office.

## A Familiar, Functional Interface

The 1400 Series Digital Deskphones combine the best of past and present. Fixed keys – familiar to any phone user – provide easy access to the most common features. Meanwhile, flexible softkeys provide contextual guidance and prompts for ease of use and efficiency.

## Clear Sound, Clean Looks

The 1400 Series Digital Deskphones offer clear, clean audio that will more than satisfy the most discerning users. All models come with an integrated speakerphone. The phone's streamlined industrial design reflects its function as a true business-class communications device.



## Built-in Investment Protection

The 1400 Series Digital Deskphones have been engineered to adapt to your company's growing needs. The headset interface allows you to attach headsets on your 1408 Digital Deskphone and 1416 Digital Deskphone, while the 32-button expansion module for the 1416 Digital Deskphone can be custom-programmed to fulfill a wide range of specific user needs.

## Top Value for Your Communications Dollar

You expect top quality and reliability from Avaya and the 1400 Series Digital Deskphones deliver by giving you a solidly built phone that can stretch your investment and lower total cost of ownership. It's a cost-effective solution that delivers significant competitive advantages at its price point.

**For Walkup users: the 1403 Digital Deskphone (IP Office only).** The Avaya 1403 Digital Deskphone is designed for the Walkup user and the Everyday user. It's ideal for locations such as common areas in offices, stockrooms, lobbies, or drop-in desks. Visitors – including customers – are examples of Walkup users who need a phone with a simple, familiar interface. It's also perfect for the Everyday phone users for whom a phone is not the one critical piece of their communication needs.

1403 Digital Deskphone highlights:

- Supports 3 administrable feature buttons
- Each button includes dual LEDs (red, green) providing explicit status for the user
- Includes fixed feature keys for common telephone tasks including conference, transfer, drop, hold, mute

- Includes high-quality speakerphone
- Two-line by 16-character display, white backlit for easier viewing in all lighting conditions

### Page 8

**For Everyday users: the 1408 Digital Deskphone.** Everyday users typically rely on several forms of communication including voice and email – and while they require a quality telephone, their telephone use is relatively light or straight-forward in nature. Cubicle workers and sales staff within a retail store are examples of Everyday users for whom the 1408 Digital Deskphone delivers a productivity-enhancing telephone.

1408 Digital Deskphone highlights:

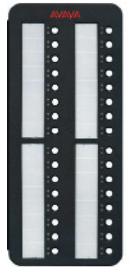
- Supports eight administrable feature buttons
- Each button includes dual LEDs (red, green) providing explicit status for the user
- Includes several fixed feature keys for common telephone tasks including conference, transfer, drop, hold, mute
- Includes high-quality speakerphone
- Supports a broad portfolio of wired and wireless headsets through its integrated headset jack
- Large capacity contacts and call log applications that can enhance productivity and personalization
- Context sensitive user interface along with three softkeys and a four-way navigation cluster – ideal for scrolling through the local contacts list or call logs
- The three-line by 24-character display is white backlit for easier viewing in all lighting conditions

**For Navigators: the 1416 Digital Deskphone.** The Avaya 1416 Digital Deskphone is designed for the Navigator type user. Receptionists, assistants, and managers are examples of Navigator users – people who answer incoming calls, transfer customers to

different departments or extensions, and monitor several line appearances throughout a typical day. For the Navigator user, the 1416 Digital Deskphone provides the most one-touch line/feature/speed-dial buttons without the need to scroll through on-screen lists.

1416 Digital Deskphone highlights:

- The 1416 Digital Deskphone supports 16 administrable feature buttons on the phone itself – and a 32-button expansion module provides access to a total of 48 feature keys or speed dial buttons
- Each of the buttons features a dual LED (red, green) providing explicit status for the user
- For a familiar look and feel, the 1416 Digital Deskphone includes several fixed feature keys for common telephone tasks including conference, transfer, drop, hold and mute
- In addition, the 1416 Digital Deskphone includes a high-quality speakerphone, and supports a broad portfolio of wired and wireless headsets through its integrated headset jack
- Context sensitive user interface along with three softkeys and a four-way navigation cluster – ideal for scrolling through the local contacts list or call logs
- The viewing angle of the display on the 1416 Digital Deskphone is adjustable and measures four lines by 24 characters
- Additional caller related information is displayed with active appearances for easier call handling
- The display is white backlit for easier viewing in all lighting conditions





## Connectivity

	1403	1408	1416	Button Module
Avaya Aura™ Communication Manager	X	Page 9 ✓ Avaya Aura Communication Manager 5.2.1 or later	✓	✓
IP Office	✓	✓ IP Office Release 6.0 or later	✓	✓
Integral Enterprise	X	✓ E07, IEE2 or later	✓	✓

## Features

Key Features	1403	1408	1416
Color	Black	Black	Black
Handset with 9-foot cord	Yes	Yes	Yes
Stand	Wedge	Dual position flip	Dual position flip
Wall-mountable	Yes	Yes	Yes
Adjustable tilt Display	No	No	Yes
Graphical Display size: rows x pixels	128 x 25 pixels	181 x 40 pixels	181 x 56 pixels
# rows x characters (approximate)	~ 2 x 18	~ 3 x 26	~ 4 x 26
# Chinese characters (12x12 pixels per character)	2 x 10	3 x 14	4 x 14
Permanently-labelled feature buttons: Speaker, Mute, Volume, Avaya Menu, Hold, Conference, Transfer, Drop, Redial	Yes	Yes	Yes
Permanently-labelled feature buttons: Headset, Phone, Call Log, Contacts, Voicemail Message	No	Yes	Yes
Permanently-labelled Navigation Cluster (Up/Down, Left/Right, OK)	No	Yes	Yes
Message Waiting Indicator	Yes	Yes	Yes
Administrable Buttons	3	8	16
Contextual softkey buttons	No	3	3
Button Module 32 supported	No	No	Yes
Headset supported	No	Yes	Yes
2-way speakerphone	Yes	Yes	Yes
2-wired line interface	Yes	Yes	Yes
Call Control Protocol	DCP	DCP	DCP
Codecs	G711	G711	G711

Key Features	1403	1408	1416
<b>Avaya Aura™ Communication Manager</b>			
Alias on Communication Manager 5.2.1 and above	-	2410	2420
Native support on Communication Manager 6.0	-	Yes	Yes
Full access to Communication Manager call appearances and features	-	Yes	Yes
Line appearance/feature key buttons	-	8	16
Contacts and Call Log application	-	Yes	Yes
<b>Avaya IP Office</b>			
Native support on IP Office R6.0	Yes	Yes	Yes
Full access to IP Office call appearances and features	Yes	Yes	Yes
Line appearance/feature key buttons	3	8	16
Centralized Contacts and Call Log application	No	Yes	Yes
IP Office feature menu with status indication	No	Yes	Yes
Support of IP Office Hot Desking	Yes	Yes	Yes
<b>Avaya Integral Enterprise</b>			
Support with E07, IEE2 and above	-	Yes	Yes
Partner/feature/short dial key buttons	-	8	16

## Learn More

With more than 100 years as a leader in communications, Avaya can help your company maximize productivity with the communications solutions specific to the needs of your workforce.

To learn more about the 1400 Series Digital Deskphones, contact your Avaya Account Manager, Avaya Authorized partner or visit [avaya.com](http://avaya.com) for white papers, case studies and other information showcasing Avaya solutions in action.



1408 Digital Deskphone



**The Avaya 1408 Digital Deskphone is available in a global model. English language text on the faceplate has been removed. Contact your Avaya Account Manager or Avaya authorized partner for details.**

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