

Warren County · Ohio

TELECOMatters

our monthly newsletter of things that matter. all things Telecom.

for County Coworkers

ShoreTel Desk Phone Update

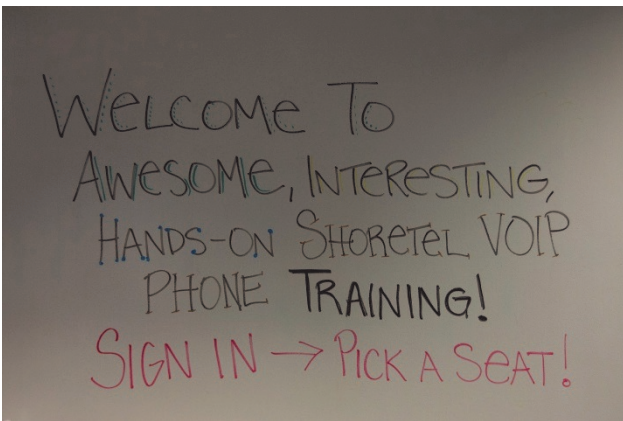
More than 310 County coworkers have visited the Telecom Training room for the 1-hour class! This

first of three deployment phases focuses on departments at 520 Justice, 406 Justice, and 416 East Street buildings. The new phones, with the added technology of Voice over Internet Protocol (VOIP) will surely enhance how your department conducts business, answers common lines, shares workload, looks up the directory, holds conference calls, reviews call history, listens to voicemail, checks a coworker's availability, transfers or parks callers, rearranges cubicles and offices, works remotely, and even hears distinguishing ring tones.



The Back Story: Telecom formed a review committee with the Warren County Sheriff's Office, Juvenile Probate Court, Health Department, Prosecutor's Office, and Human Services. Together, they endured a lengthy RFP process with vendor bids ranging from \$300,000 to \$1.1 million. The finalists included ShoreTel, Cisco, Cincinnati Bell (CBTS), and Mitel. In early 2016, the committee completed a weighted ranking process for each vendor considering phone robustness (15%), vendor qualifications (15%), maintenance support & serviceability (15%), ability to expand and interoperate (15%), and price (40%). On June 23, 2016, the Commissioners approved the purchase. In July 2016, we received our first shipment of 490 phones.

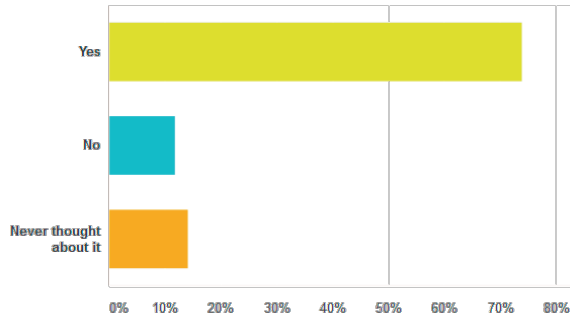
Check out page 2 for Post-Training Survey feedback!



ShoreTel Training Feedback

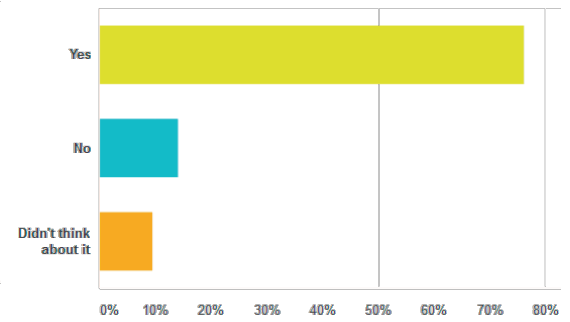
I realized the need for training on this topic BEFORE attending this class

Answered: 42 Skipped: 0



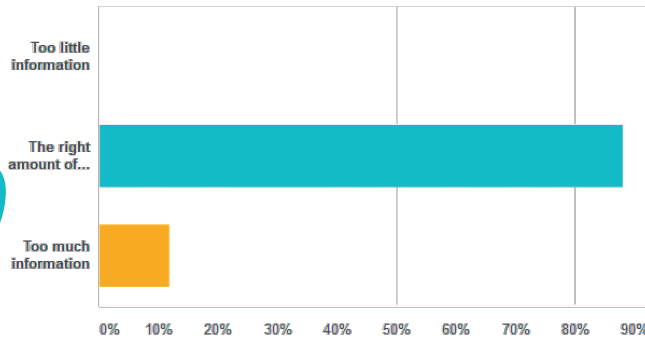
I realized the need for training on this topic AFTER attending this class

Answered: 42 Skipped: 0



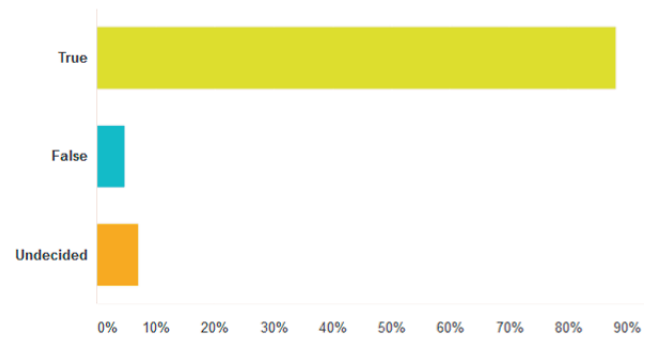
The amount of information presented was...

Answered: 42 Skipped: 0



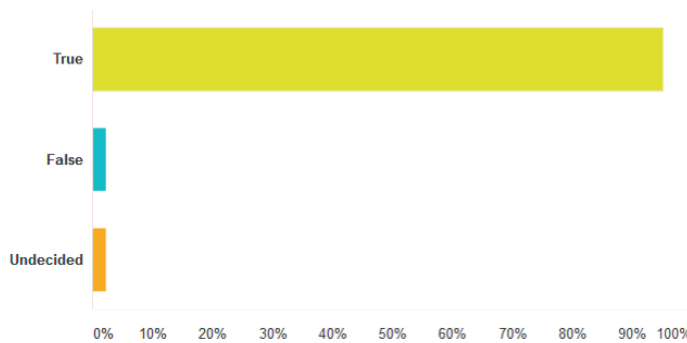
I better understand Telecom's purpose & functions after this class

Answered: 42 Skipped: 0



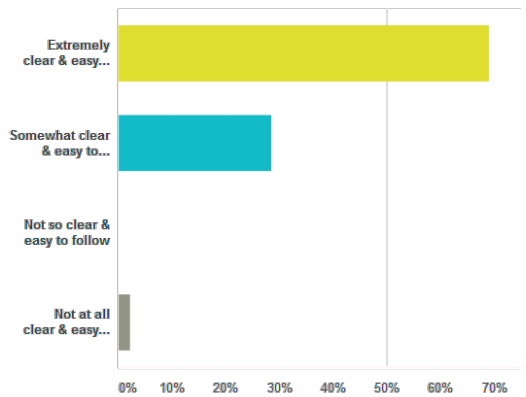
The class improved my knowledge on the covered content.

Answered: 42 Skipped: 0



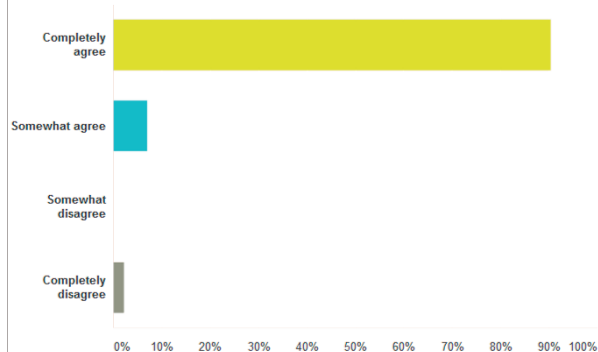
How clear & easy to follow was the content?

Answered: 42 Skipped: 0



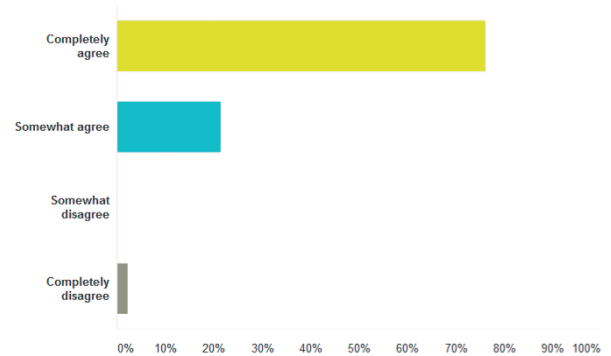
The Telecom Trainer was engaging and encouraged participation

Answered: 42 Skipped: 0



The Telecom Trainer broke down technical concepts in a way that I could understand.

Answered: 42 Skipped: 0



Updated Telecom Help Line Prompts (695-HELP)

- For Data Systems including tokens, mobile data computers, Law or Fire RMS, and password resets, PRESS 1
- For Phone assistance including mobile phones, desk phones, voice mail, data drops, PRESS 2
- For CAD related issues including Frontline VisionTek, Mapping, Reports, and Alerting, PRESS 3
- For the Radio team, PRESS 4
- To speak with our Community Manager regarding training, newsletter, website, or social media, PRESS 5
- For billing questions or if you don't know your intended party, our Support Services Team can assist you by PRESSING 0.

Telecom Open House POSTPONED until office renovations are closer to completion. Look for a new email invitation and notices online!

Phone Directory Changes can be submitted to our Support Services Team at TCSSTmembers@psn.local



Verizon Deals Unlimited Data plan for up to 10 lines for \$100.00/month PLUS your monthly access free per line (\$20.00 or \$40.00 per line). In order to get this price you Must sign up for Auto Pay and Paperless Billing. No discounts available with this plan. Hot Spot is included with this plan but limited to 4GB/ monthly. Click on the link below for details. Click [HERE](#) for details at Verizon.

Not just unlimited, Verizon unlimited.

Introducing unlimited data on Verizon. Unlimited gets the network it deserves. And so does your small business.

With HD video streaming and mobile hotspot included for no extra charge, your business won't go over again or have to compromise reliability.



Account Access
\$100/month
Plus taxes and fees. Includes \$10 auto pay and paper free billing discount.

- Plan includes:
- Mobile hotspot
 - HD video streaming
 - Unlimited talk & text
 - Calling/texting to and from Mexico & Canada

Contact your Verizon Wireless representative for more information, or login to My Business or the Verizon Enterprise Center to sign up today.




4G LTE only. After 22 GB/line/mo, we may prioritize your data behind other Verizon customers during network congestion. Not available for machine-to-machine services. Mobile hotspot/tethering reduced to 3G speeds after 10 GB/month; domestic data roaming at 2G speeds; int'l data reduced to 2G speeds after 500 MB/day. If more than 50% of your talk, text or data usage in a 60-day period is in Canada or Mexico, use of those services in those countries may be removed or limited. Auto pay (checks or debit cards only) & paper free billing req'd. Discounts not available. Our Surcharges (incl. Fed. Univ. Svc. Of 16.7% of interstate & int'l telecom charges (varies quarterly), 21 cents Regulatory & \$1.23 Administrative/line/mo., & others by area) are not taxes (details: 1-888-684-1888); gov't taxes & our surcharges could add 7%-46% to your bill. Activation/upgrade fee/line: \$30. IMPORTANT CONSUMER INFORMATION: Subject to VZW Agmts & credit approval. Coverage, varying by svc, not available everywhere; see vzw.com. © 2017 Verizon Wireless. 0217-ZZZZZ3

Add up to 10 of these to your account:

 **4G Smartphone/Basic**
\$20/mo*
\$40/mo per smartphone with 2-yr. contract.

 **Tablets**
\$20/mo*

 **Internet Devices**
\$20/mo

 **Connected Devices**
\$5/mo*

* Plus taxes and fees.

Don't need unlimited?
Choose a size that works for you:

S 2GB **M** 4GB **L** 8GB



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