Exhibit 3 -

INVITATION FOR BID

GSA-004-10

Telephone Service & Equipment
Bureau of Statistics

BID NO.: *GSA-004-10*

SUBMITTED BY: _____

DATE: *11·13·09*   TIME: *9:49*

OPENING DATE: *11·13·09*

RECEIVED BY: *(signature)*

November 13, 2009
10:00 a.m.

Prepared By

PDS
Pacific Data Systems

Celebrating **40 Years** On Guam!

INVITATION FOR BID

GSA-004-10

Telephone Service & Equipment
Bureau of Statistics

November 13, 2009
10:00 a.m.

Prepared By

Pacific Data Systems

Celebrating **40 Years** On Guam!

Bank of Hawaii — CASHIER'S CHECK

101-501/1214
4507711

CUSTOMER'S RECEIPT AND AGREEMENT

ISSUED BY   Harmon

November 13, 2009

PAY TO THE ORDER OF   *****TREASURER OF GUAM*****

$3,600.00

NOT NEGOTIABLE

NOTICE TO CUSTOMERS
You usually cannot stop payment of the attached check after you send it to the payee.
If it is lost, stolen or destroyed, notify Bank of Hawaii immediately.

See reverse for agreement regarding this cashier's check.

Fee $.00

GSA-004-10 BID BOND

VERIFY THE AUTHENTICITY OF THIS MULTI-TONE SECURITY DOCUMENT   CHECK BACKGROUND AREA CHANGES COLOR GRADUALLY FROM TOP TO BOTTOM

Bank of Hawaii

101-501/1214
4507711

CASHIER'S CHECK

ISSUED BY   Harmon

November 13, 2009

PAY TO THE ORDER OF   *****TREASURER OF GUAM*****

$3,600.00

↑↑↑↑↑↑↑↑↑↑$3,600.00↑↑↑↑↑↑↑↑↑↑

Kent T. Lucien

AUTHORIZED SIGNATURE

GSA-004-10 BID BOND

"If the check is not negotiated within three (3) years of the date hereof, such unclaimed funds shall be transferred to the Government of Guam for the benefit of the payee as required by law. Such funds shall escheat to the Territory of Guam if not claimed within five (5) years of the date of transfer."

⑉4507711⑉ ⑆121405018⑆ 0038⑉074267⑉

INVITATION FOR BID

GSA-004-10

Telephone Service & Equipment
Bureau of Statistics

November 13, 2009
10:00 a.m.

Prepared By

PDS

Pacific Data Systems

Celebrating **40 Years** On Guam!

Table of Contents

Pacific Data Systems

Celebrating **40 Years** On Guam!

Section 1
AFFIDAVITS AND FORMS

INVITATION FOR BID

ISSUING OFFICE:

GENERAL SERVICES AGENCY
GOVERNMENT OF GUAM
P.O. BOX PG
AGANA, GUAM 96910

_____
CLAUDIA S. ACFALLE
Chief Procurement Officer

DATE ISSUED: October 29, 2009   BID INVITATION NO: GSA-004-10

BID FOR: Telephone Service and Equipment

SPECIFICATION: See Attached Specifications

DESTINATION: Bureau of Statistics

REQUIRED DELIVERY DATE: To effectuate on November 17, 2009 thru September 30, 2010

INSTRUCTION TO BIDDERS:

INDICATE WHETHER: _____ INDIVIDUAL _____ PARTNERSHIP _X_ CORPORATION

INCORPORATED IN: ___December 1969___

This bid shall be submitted in duplicate and sealed to the issuing office above no later than (Time)10:00AM, Date: Nov. 13, 2009, and shall be publicly opened. Bid submitted after the time and date specified above shall be rejected. See attached General Terms and Conditions, and Sealed Bid Solicitation for details.

The undersigned offers and agrees to furnish within the time specified, the articles and services at the price stated opposite the respective items listed on the schedule provided, unless otherwise specified by the bidder. In consideration to the expense of the Government in opening, tabulating, and evaluating this and other bids, and other considerations, the undersigned agrees that this bid remain firm and irrevocable within 60 calendar days from the date opening to supply any or all the items which prices are quoted.

NAME AND ADDRESS OF BIDDER: SIGNATURE AND TITLE OF PERSON
                                     AUTHORIZED TO SIGN THIS BID:
Pacific Data Systems

185 Ilipog Dr., Suite 204A
                                     _____
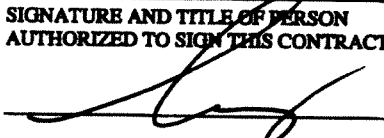Tamuning, GU 96913   John Day, President

---

AWARD: CONTRACT NO.: GSA-004-10   AMOUNT: $23,069.00 DATE: _____

ITEM   NO(S).   AWARDED: ITEM NO: 1.1 $7104.00, 2.1 $6125.00,
3.1 $395.00, 4.1 $295.00, 5.1 $800.00, 6.1 $1900.00, 7.1 $4500.00

8.1 $1600.00, 9.1 $350.00   CONTRACTING OFFICER:
                                     _____ 12/15/09
                                     CLAUDIA S. ACFALLE
                                     Chief Procurement Officer

---

NAME AND ADDRESS OF CONTRACTOR: SIGNATURE AND TITLE OF PERSON
                                     AUTHORIZED TO SIGN THIS CONTRACT:
PACIFIC DATA SYSTEMS

185 ILIPOG DR., SUITE 204A
                                     _____
TAMUNING, GUAM 96913   JOHN DAY, PRESIDENT

Accountability	*	Impartiality	*	Competence	*	Openness	*	Value

INVITATION FOR BID (IFB) NO.: **GSA-004-10**

DESCRIPTION: **Telephone Service and Equipment**

SPECIFICATION REMINDER TO PROSPECTIVE BIDDERS

Bidders are reminded to read the Sealed Bid Solicitation and Instructions, and General Terms and conditions attached to the IFB to ascertain that all of the following requirements checked below are submitted in the bid enveloped, in duplicate, at the date and time for bid opening.

(X)   BID GUARANTEE (15% of Bid Amount) May be in the form of;
Reference #11 on the General Terms and Conditions

    a.   Cashier's Check or Certified Check

    b.   Letter of Credit

    c.   Surety Bond – Valid only if accompanied by:

        1.   Current Certificate of Authority issued by the Insurance Commissioner;
        2.   Power of Attorney issued by the Surety to the Resident General Agent;
        3.   Power of Attorney issued by two (2) major officers of the Surety to whoever is signing on their behalf.

( )   STATEMENT OF QUALIFICATIONS

( )   SAMPLES;

(X)   BROCHURES/DESCRIPTIVE LITERATURE;

(X)   AFFIDAVIT OF DISCLOSURE OF MAJOR SHAREHOLDERS - Must comply with the following requirements:

    a.   The affidavit must be notarized and dated on the same month as the bid opening;

    b.   Date of signature of the person authorized to sign the bid and the notary date must be the same.

(X)   OTHER REQUIREMENTS:
Non-Collusion Affidate. U.S. D.O.L. Wage Determination & Sexual Offenders Affidate

This reminder must be signed and returned in the bid envelope together with the bid. Failure to comply with the above requirements will mean a disqualification and rejection of the bid.

On this ____13th____ day of ____November____, 2009, I, ____John Day____,
authorized representative of ____Pacific Data Systems____ acknowledge receipt of this special reminder to prospective bidders with the above referenced IFB.

_____
Bidder Representative's Signature

MAJOR SHAREHOLDERS DISCLOSURE AFFIDAVIT

TERRITORY OF GUAM)

)ss:

AGANA GUAM   )

I, the undersigned, _____John Day_____ , being first

                  (a partner or officer of the company of, etc.)

Duly sworn, deposes and says:

1. That the persons who have held more than ten percent (10%) of the company's shares during the past twelve months are as follows:

Name	Address	Percentage of Shares held
Pacific Systems Corporation	2nd Fl., Tan Marikita Bldg.	99%
	PMB 238 PPP, Box 10000	
	Saipan, MP 96950	
	Total Number of Shares	99%

2. Persons who have received or are entitled to receive a commission, gratuity or Other compensation for procuring or assisting in obtaining business related to The bid for which this Affidavit is submitted are as follows:

| Name	Address	Amount of Gratuity or Other Compensation
none		

Further, affiant sayeth naught.

Date: _11/12/09_

_____
Signature or individual if bidder is a sole
proprietorship; Partner, if the bidder is a
partnership; Officer, if the bidder is a
corporation.

Subscribed and sworn to before me this ___12___ day of ___November___, 20 _09_

By: _____

Notary Public ___CHRISTINE A. PANGELINAN___
In and for the Territory of Guam
My commission expires___April 06, 2013___
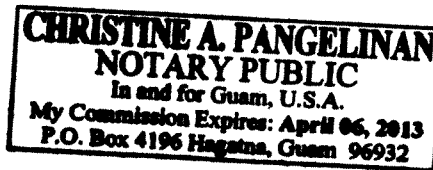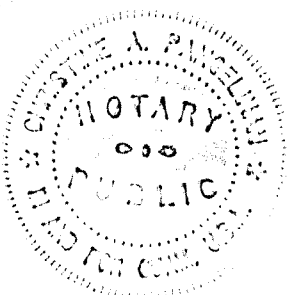
Felix P. Camacho

Governor **GSA**

Lourdes M. Perez
Director, Dept. of Administration

GENERAL SERVICES AGENCY

(Ahensian Setbision Hinirat)
Government of Guam
P.O. Box FG, Agana, Guam 96910

Michael W. Cruz,

Lt. Governor

Joseph C. Manibusan
Deputy Director

FORM OF NON-COLLUSION AFFIDATE

AFFIDATE
(Prime Proposer)
STATE OF _Guam_____)
) SS.
CITY OF _Hagatna_____)

_____John Day_____, being first duly sworn

That he/she is _____President_____
                (a Partner or Officer of the Firms of, etc.)

The party making the foregoing proposal or bid, that such proposal or bid is genuine and not collusive or sham, that said bidder has not colluded, conspired, connived or agreed, directly or indirectly, with any bidder or person, to put in a sham or to refrain from bidding, and has not in any manner, directly or indirectly, sought by agreement or collusion, or communication or conference, with any person, to fix the bid price of affiant or any other bidder, or to fix any overhead, profit or cost element of said bid price, or of that of any other bidder, or to secure any advantage against the General Services Agency or any person interested in the proposed contract, and that all statements in said proposal or bid are true.

                                   11/12/09

               Signature of Bidder   Date
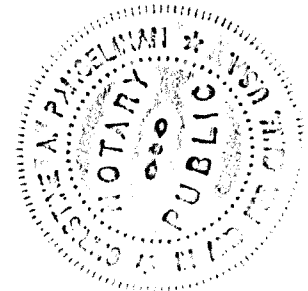
                            Proposer, if an individual;
                            Partner, if a partnership;
                            Officer, if a corporation.

Subscribed and sworn before me this _12_ day of _November_, 2009.

_____
Notary Public

CHRISTINE A. PANGELINAN
NOTARY PUBLIC
In and for Guam, U.S.A.
My Commission Expires: April 06, 2013
P.O. Box 4196 Hagatna, Guam 96932
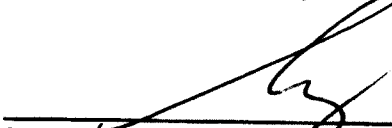
ETHICAL STANDARDS AFFIDAVIT

AFFIDAVIT
(Proposer)

TERRITORY OF GUAM   )
)   SS.

HAGATNA, GUAM   )

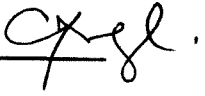_____John Day_____, being first duly sworn, deposes and says:

That I am (the Sole Proprietor, a Partner or Officer of the Offeror)

The Offeror making the foregoing Proposal, that neither he or nor of the Offeror's officers, representatives, agents, subcontractors, or employees of the Offeror have knowingly influenced any government of Guam employee to breach any of the ethical standards set forth in 5 GCA Chapter 5 Article 11, and promises that neither he nor any officer, representative, agent, subcontractor, or employee of Offeror will knowingly influence any government of Guam employee to breach any ethical standard set for in 5 GCA Chapter 5 Article 11.
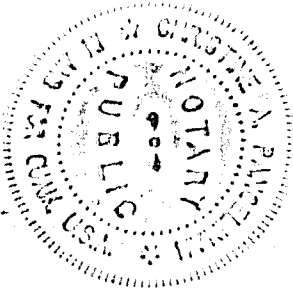
_____
Signature of individual if Proposer is a sole Proprietorship;

Partner, if the Proposer is a Partnership;

Officer, if the Proposer is a Corporation.

SUBSCRIBED AND SWORN to before me this _12_ day of __November__, 20_09_

_____
Notary Public
In and for the Territory of Guam
My Commission Expires: April 06, 2013

NO GRATUITIES OR KICKBACKS AFFIDAVIT

AFFIDAVIT
(Offeror)

TERRITORY OF GUAM   )
)   SS.

HAGATNA, GUAM   )

_____ John Day _____, being first duly sworn, deposes and says:

As the duly authorized representative of the Offeror, that neither I nor of the Offeror's officers, representatives, agents, subcontractors, or employees has or have offered, given or agreed to give any government of Guam employee or former employee, any payment, gift, kickback, gratuity or offer of employment in connection with Offeror's proposal.

_____
Signature of individual if Proposer is a sole Proprietorship;
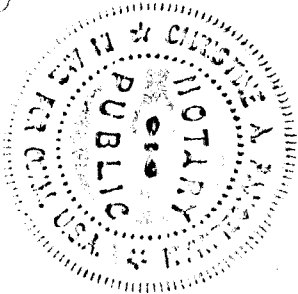Partner, if the Proposer is a Partnership;
Officer, if the Proposer is a Corporation.

SUBSCRIBED AND SWORN to before me this 12 day of _November_, 20 09

_____
Notary Public
In and for the Territory of Guam
My Commission Expires: April 06, 2013

CHRISTINE A. PANGELINAN
NOTARY PUBLIC
In and for Guam, U.S.A.
My Commission Expires: April 06, 2013
P.O. Box 4196 Hagatna, Guam 96932

Felix P. Camacho

Governor **GSA**

Lourdes M. Perez
Director, Dept. of Administration

GENERAL SERVICES AGENCY

(Ahensian Setbision Hinirat)
Government of Guam
148 Route 1, Marine Drive
Piti, Guam 96925

Michael W. Cruz

Lt. Governor

Joseph C. Manibusan
Deputy Director

FORM COMPLIANCE WITH
U.S. D.O.L. WAGE DETERMINATION AFFIDATE

AFFIDATE
(Prime Proposer)
STATE OF ___Guam___   )
) SS.
CITY OF ___Hagatna___   )

_____John Day_____, being first duly sworn

That he/she is _____President/COO_____
                    (a Partner or Officer of the Firms of, etc.)

The party making the foregoing bid, that such bid is genuine and that said bidder agrees, that they are fully aware and is in compliance with Title 5 G.C.A. Chapter 5 §5801 and §5802 Wage Determination, and that the attached is the most recent issued by U.S. D.O.L. for the positions required to implement the required service as per specification on Bid No. ___GSA-004-10___ for Telephone Services & Equipment services.

Therefore, under penalty of perjury, I certify that the facts stated above are true.

_____ 11/12/09
Signature of Bidder   Date

Proposer, if an individual;
Partner, if a partnership;
Officer, if a corporation.

Subscribed and sworn before me this ___12___ day of ___November___, 20_09_.

_____
Notary Public

CHRISTINE A. PANGELINAN
NOTARY PUBLIC
In and for Guam, U.S.A.
My Commission Expires: April 06, 2013
P.O. Box 4196 Hagatna, Guam 96932
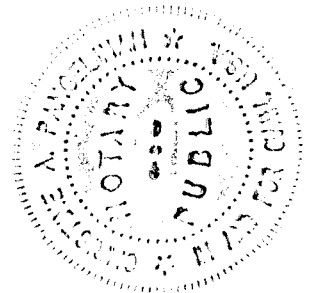
Note: Bidders are required to attach the most recent wage determination issued by the U.S. D.O. L. for Guam.

GOVERNMENT OF GUAM

GENERAL SERVICES AGENCY
148 Route 1, Marine Drive
Piti, Guam 96925

BID BOND
NO. _____

KNOW ALL MEN BY THESE PRESENTS that _____, as Principal
Hereinafter called the Principal, and (Bonding Company), _____
A duly admitted insurer under the laws of the Territory of Guam, as Surety, hereinafter called the Surety are
Held firmly bound unto the Territory of Guam for the sum of _____
_____ Dollars ($_____), for
Payment of which sum will and truly to be made, the said Principal and the said Surety bind ourselves, our
heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has submitted a bid for (identify project by number and brief description)

_____

_____

NOW, THEREFORE, if the Territory of Guam shall ~~accept the bid~~ of the Principal and the Principal shall
enter into a Contract with the Territory of Guam in accordance with ~~the terms~~ of such bid, and give such bond
or bonds as may be specified in bidding or Contract Documents with good ~~and sufficient~~ surety for the faithful
performance of such Contract and for the prompt payment ~~of~~ labor and ~~material used~~ in the prosecution
thereof, or in the event of the failure of the Principal to enter ~~into a~~ Contract and give ~~such~~ bond or bonds, if the
Principal shall pay to the Territory of Guam ~~the~~ difference ~~not to ex~~ceed the penalty hereof between the
amounts specified in said bid and such larger ~~am~~ount for wh~~ich the~~ Territory of Guam may in good faith
contract with another party to perform work covered by said ~~bid,~~ or an appropriate liquidated amount as
specified in the Invitation for Bi~~ds the~~n this obliga~~tion~~ shall be nul~~l and~~ void, otherwise to remain full force and
effect.

Signed and sealed this _____ day of _____ 20____ .

_____
_____
(PRINCIPAL)   (SEAL)

_____
(WITNESS)

_____
(TITLE)

_____
(MAJOR OFFICER OF SURETY)

_____
(MAJOR OFFICER OF SURETY)

_____
(TITLE)
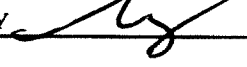
_____
(TITLE)

_____
(RESIDENT GENERAL AGENT)

SEE INSTRUCTIONS IN BACK PAGE FOR SUPPORTING DOCUMENTS REQUIRED.

DOA 113/Rev 4-1-87

of Guam from the payment of all sums of money by reason of all or any such accidents, injuries or damages that may occur upon or about such work, and fines, penalties and loss incurred for or by reasons of the violations of any territorial ordinance, regulations, or the laws of Guam or the United States, while the work is in progress. Contractor will carry insurance to indemnify the Government of Guam against any claim for loss, damage or injury to property or persons arising out of the performance of the Contractor or his employees and agents of the services covered by the contract and the use, misuse or failure of any equipment used by the contractor or his employees or agents, and shall provide certificates of such insurance to the Government of Guam when required.

[X] 42. **CONTACT FOR CONTRACT ADMINISTRATION:** If your firm receives a contract as a result of this Solicitation, please designate a person whom we may contact for prompt administration.

Name: _____John Day_____   Title: _____President/COO_____

Address: Pacific Data Systems _____   Telephone: 671-300-0202 _____

_____185 Ilipog Dr., Suite 204A_____

_____Tamuning, GU   96913_____

BUSINESS LICENSE

SRI NO: 1008344

DEPARTMENT OF REVENUE AND TAXATION
GOVERNMENT OF GUAM
P.O. Box 23607
Barigada, Guam 96921

Classification: Service
Description: Corporation   13-000010370-002

EXPIRES: JUNE 20, 2010

	FEE	50	00
	PENALTY		00
	TOTAL FEE	50	00

ACCOUNT NO.   R

ISSUED TO: PACIFIC DATA SYSTEMS

DOING BUSINESS AS: PDS

TYPE OF LICENSE: TELECOMMUNICATION SERVICES

BUSINESS LOCATION: LOT 1225 1 1224 1 11 BLK 2

HAGATNA GUAM

MAILING ADDRESS: HDC BLDG
185 ILIPOG DR STE204
UPPER TUMON GUAM

ZIP: 95913
648-4361

BUSINESS

TELEPHONE: HOME

PAID

JUN 02 2009

DEPT OF REV & TAX
COLLECTION BRANCH - 03

Antonio B. Illagan
ARTEMIO B. ILAGAN
DIRECTOR OF REVENUE AND TAXATION

6/02/09

BUSINESS LICENSE

SRL NO: 1008345

DEPARTMENT OF REVENUE AND TAXATION
GOVERNMENT OF GUAM
P.O. Box 23607
Barigada, Guam 96921

Doussity Corporation   Retail

EXPIRES: JUNE 30, 2010

ACCOUNT NO. 30-0000103?0-001

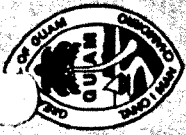| FEE	100	00
PENALTY		00
TOTAL FEE	100	00

ISSUED TO: PACIFIC DATA SYSTEMS

DOING BUSINESS AS: Pps

TYPE OF LICENSE: SALE OF DATA PROCESSING/OFFICE

EQUIPMENTS PRODUCTS

BUSINESS LOCATION: LOT 1225-1-1224-1-11 BLOCK 2

JANE A. DUENAS BLDG HAGATNA GUAM

MAILING ADDRESS: HBC BLDG
185 ILIPOG DR STE 204
TAMUNING GUAM.

TELEPHONE: HOME

BUSINESS

ZIP: 96913
646-4301

PAID

JUN 0 2 2009

DEPT OF REV & TAX
COLLECTION BRANCH - 03

6/02/09

ARTEMIO B. ILAGAN
DIRECTOR OF REVENUE AND TAXATION

KEEP POSTED IN A CONSPICUOUS PLACE.
LICENSE MUST BE PRODUCED UPON
DEMAND TO ANY AUTHORIZED GOV'T
OFFICIAL.

BUSINESS LICENSE

SRL NO: 1008348

DEPARTMENT OF REVENUE AND TAXATION
GOVERNMENT OF GUAM
P.O. Box 23607
Barrigada, Guam 96921

Domestic Corporation — Wholesale

ACCOUNT NO. 20-000010370-001

EXPIRES: JUNE 30, 2010

FEE	100	00
PENALTY		00
TOTAL FEE	100	00

PAID

JUN 0 2 2009

DEPT OF REV & TAX
COLLECTION BRANCH - 09

ISSUED TO: PACIFIC DATA SYSTEMS

DOING BUSINESS AS: PACIFIC DATA SYSTEMS

TYPE OF LICENSE: WHOLESALE OF COMPUTER AND TELEPHONE EQUIPMENT

BUSINESS LOCATION: LOT 5165 2 PART

HARMON GUAM

MAILING ADDRESS: 105 ILIPOG DRIVE
SUITE 204
TAMUNING GUAM

ZIP: 96913

TELEPHONE: HOME   BUSINESS

6/02/09

Artemio B. Ilagan
ARTEMIO B. ILAGAN
DIRECTOR OF REVENUE AND TAXATION

KEEP POSTED IN A CONSPICUOUS PLACE.
LICENSE MUST BE PRODUCED UPON
DEMAND TO ANY AUTHORIZED GOVT
OFFICIAL

2

Section 2
BID FORMS

Item NO.	Description	QTY	UOM	Monthly PRICE	Annual PRICE
1.1	Telephone Service As per the following Specifications.	12	Mos.	$ 592.00	$ 7104.00

SPECIFICATIONS:

Telephone Services:

BIDDING ON/REMARKS:

PBX-based service VOIP is strictly prohibited for this implementation

As specified

ISDN/PRI for PSTN trunking supporting 37 total extensions at time of highest utilization.

As specified

Unique telephone numbers for each of 37 extensions at the time of highest utilization.

As specified

Analog backup lines at times of higher utilization

As specified

Fax line with dedicated number

As specified

Main telephone line. Preferred extension: 671-642-2010.

To be determined at time of order

Auto-attendant functionality for main line

As specified

Caller ID

As specified

Voice Mail

As specified

Native conference capability sufficient to accommodate up to six separate callers

As specified

Authentication code prompt for all long distance calling. (Single code for all users)

As specified

Detailed billing of long distance usage on all lines to support management audits/reviews.

As specified

Telephone Equipment:

ITEM NO.	Description	QTY	UOM	UNIT PRICE	EXTENDED PRICE	
2.1	Digital business Phone systems	35	Ea.	$ 175.00	$ 6125.00	Aastra 480 with Personal Call Manager
3.1	Digital business conference (Speaker) system	1	Ea.	$ 395.00	$ 395.00	Polycom Voice Station 300
4.1	Operator console digital business phone system with appropriate expansion unit(s).	1	Ea.	$ 295.00	$ 295.00	Aastra 480 with Operator Call Manager

Schedule and Scalability Considerations:

5.1	November 16, 2009 through January 15, 2010 Analog lines supporting 12 digital business phone systems, 1 digital business conference (speaker) system, 1 operator console digital business phone system, and including 1 fax line with dedicated number. (Locations to be determined.)	1 Lot	$ 800.00	$ 800.00	*
6.1	January 15, 2010 through March 15, 2010 ISDN/PRI for trunking supporting 24 digital business phone systems, 1 digital business conference (speaker) system, 1 operator console digital business phone system, and including 1 fax line with dedicated number. (Locations to be determined.)	1 Lot	$ 1900.00	$ 1900.00	*
7.1	March 5, 2010 through June 30, 2010 ISDN/PRI for thinking supporting 35 digital Business phone systems, 1 digital business Conference (speaker) system, 1 operator console Digital business phone system, and including 1 fax line with dedicated number. (Locations to be determined.)	1 Lot	$ 4500.00	$ 4500.00	*

8.1 June 30, 2010 through August 31, 2010 ISDN/PRI   1 Lot $ 1600.00 $1600.00 *
for thinking supporting 24 digital Business phone
systems, 1 digital business Conference (speaker)
system, 1 operator console Digital business phone
system, and including 1 fax line with dedicated
number. (Locations to be determined.)

9.1 September 1, 2010 through September 30, 2010 5   1 Lot $ 350.00 $ 350.00 *
analog lines supporting 12 digital business phone
systems, 1 digital business conference (speaker)
system, 1 operator console digital business phone
system, and including 1 fax line with dedicated
number. (Locations to be determined.)

```
*  Prices shown include all cost associated with providing
   the specified Telco services for the dates shown including
   cost for installation, local and federal charges (USF, SLC,
   911, etc).

   Lead time to provide services is 5 to 10 business days after
   receipt of purchase order and LOA.
```

3

Section 3

COMPETENCY OF BIDDER

PDS

CORPORATE OVERVIEW

From its origins in 1969 as a training institute for data processing professionals, Pacific Data Systems (PDS) has played a leading role in the development, deployment and support of state of the art data, information and office automation technologies. Now approaching its 40th year of continuous operations, PDS has a well-established reputation for consistently being the first to identify and introduce new technologies and the solutions these technologies enable to island businesses and government organizations. PDS has sustained its position as a preeminent supplier of leading edge solutions based on the latest technology and systems. And, because PDS has long demonstrated its commitment to support and maintain all of the systems we sell, every customer knows they can rely on PDS as a long term partner who takes a real interest and is committed to playing an active role in its customer' success.

Today, PDS is extending its tradition of market leadership with new product and service initiatives in the area of IP based, converged networks and services. The goal is to offer simultaneous delivery of voice, data and advanced virtual private network services over multi-megabit network connections for commercial, government and individual customers. In 2002 PDS was appointed as the authorized reseller and service provider for ShoreTel, a leading manufacturer of Enterprise VoIP based PBX systems. PDS is the ShoreTel reseller for Hawaii, Guam, Saipan, and American Samoa. Over the last 6 years PDS has installed over 60 ShoreTel systems representing a combined user population of almost 10,000 users. Most recently ShoreTel and Pacific Data Systems were selected by the Bank of Hawaii for the Bank's Next Generation VoIP PBX Project. Over the course of this 2 year project, PDS will install ShoreTel VoIP systems in all 95 of the Bank's Offices and branches located in 10 different islands. PDS is also providing the Bank of Hawaii with the required WAN and local data circuits to support connectivity between the Bank of Hawaii Oahu processing center and the Bank's 8 branches in Guam and Saipan.

PDS is not just a provider of the latest IP Technology, PDS is also a network operator providing TDM and IP based Network services in Hawaii, Guam, and the CNMI. In Guam, PDS operates as an Internet Service Provider (ISP), Inter-Exchange Carrier (IXC), and Competitive Local Exchange Carrier (CLEC). These capabilities give PDS a tremendous amount of experience and know-how when it comes to designing and implementing systems or services for our customers.

PDS currently has offices in Hawaii, Guam, and the CNMI with plans to open another office in American Samoa in 2010. PDS maintains local network facilities and staff in each of the areas we operate in order to provide same day service and support to our customers. Additionally we have network technicians and support staff available 24x7 to support our network services and products.

PDS

CORPORATE INFORMATION

Incorporated: 1969

Full Time Employees: 21

D&B Number: 77-890-8459

Offices: **Hawaii, Guam, Saipan**

Revenues:
FY2004 - $1,618,000
FY2005 - $2,941,148
FY2006 - $3,461,289
FY2007 - $2,742,207
FY2008 - $3,228,561
FY2009 - $3,750,000 (Projected)

Markets:
50% Commercial/Enterprise Accounts
40% Local Government
10% Federal/GSA

Products:
CISCO SYSTEMS - LAN/WAN Communications Systems
DELL – Servers and Computers
SHORETEL – IP based Phone Systems
MICROSOFT - PC Software
PITNEY BOWES - Mailing Systems

Services: Training - Support - Installation- IP Based Telecom Services

Litigation: None

Strategy: To provide our customers with single source for Total Systems Solution to meet their system requirements.

Pacific Data Systems
185 Ilipog Drive, HBC Suite 204A, Tamuning, GU 96913
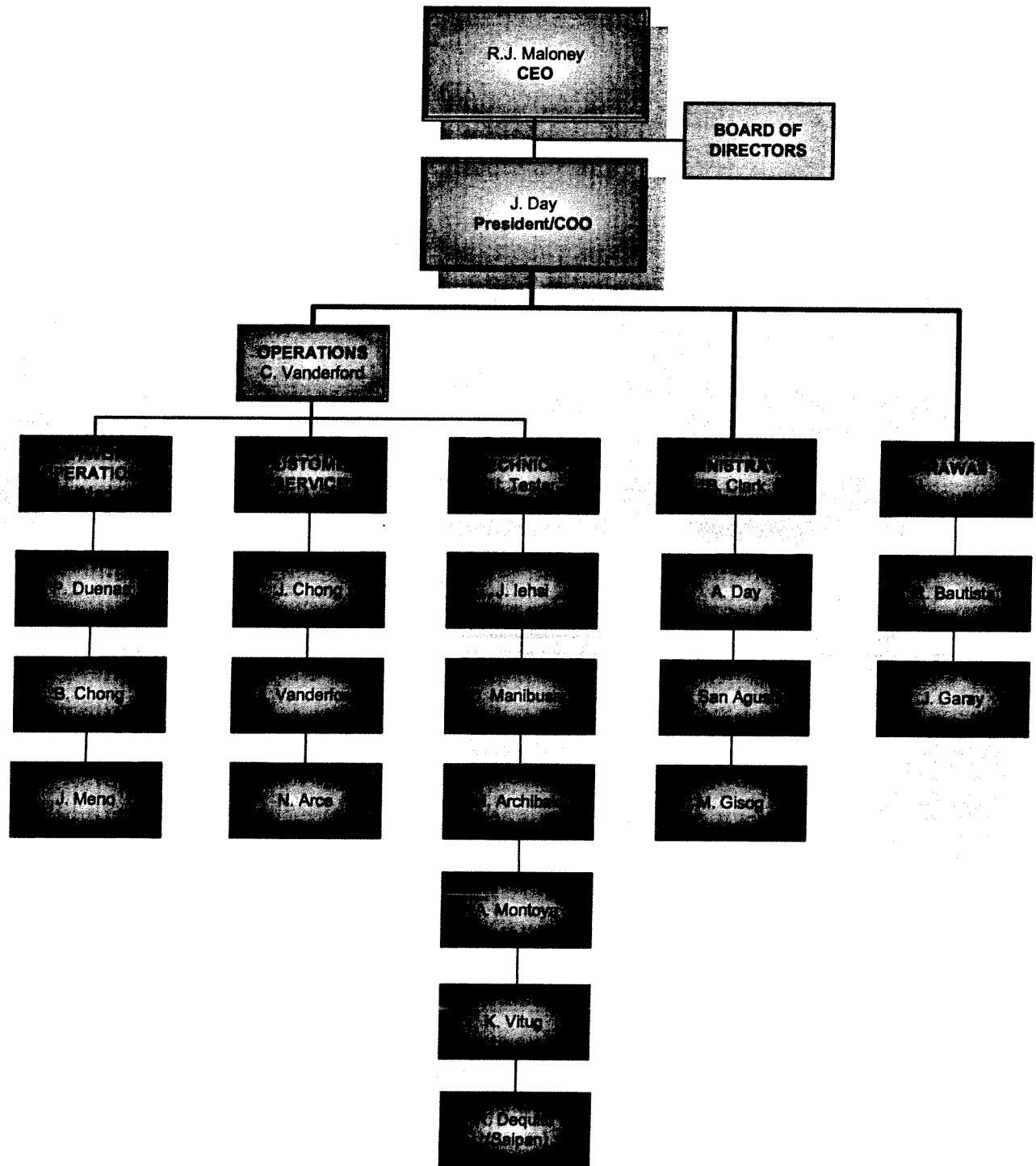Main: (671) 300-0200 | Fax: (671) 300-0265 | www.pdsguam.com

ORGANIZATION CHART

R.J. Maloney
CEO

BOARD OF DIRECTORS

J. Day
President/COO

OPERATIONS
C. Vanderford

OPERATIONS	CUSTOMER SERVICE	TECHNICAL Team	ADMINISTRATION Clark	HAWAII
Duenas	J. Chong	J. Iehsi	A. Day	Bautista
B. Chong	Vanderford	Manibusan	San Agus	J. Garay
J. Meng	N. Arce	Archila	M. Gisog	
		A. Montoya		
		K. Vitug		
		Dequit Saipan		

Pacific Data Systems

PDS

STAFF PROFILES

Robert J. Maloney – Chairman & CEO

A long time resident of Guam for over 25 years, Mr Maloney moved to Oahu in 2001 to start up PDS' operations in the State of Hawaii. Mr Maloney graduated from Chaminade University in 1972 and joined Pacific Data Systems in 1978. In 1981 Mr. Maloney was elected Director of Pacific Data Systems and became President of the company shortly thereafter. Throughout the mid 1980's Mr. Maloney presided over the largest business expansion in the company's history personally directing the growth of the company throughout Guam, the CNMI, the Republic of Palau, the Federated States of Micronesia and the Republic of the Marshall Islands. With the advent of undersea fiber optic cable connectivity into Guam and the first generation of digital data voice and fax compression technologies Mr. Maloney continued to expand the company's capabilities to include a full suite of state of the art telecommunications services including Internet services in the mid 1990s. In 2001 Mr. Maloney saw a significant opportunity to leverage Pacific Data Systems' long established market leadership position in the design, installation and support of local area networks with the Internet and an entirely new generation of Internet Protocol ("IP") based networking technologies and IP based applications. The company is now moving aggressively in this direction significantly out pacing and differentiating itself from its competitors. As Pacific Data Systems begins its 39th year of continuous operations Ms. Maloney remains steadfast in his commitment to continue the evolution of the company in pace with the leading edge of technology.

John Day – President & COO

Mr. Day grew up on Guam, graduating from George Washington High School and the University of Guam. Mr. Day's academic background is in Computer Sciences and Business Administration. Mr. Day joined the staff of Pacific Data Systems in 1977, supervising production computer systems in the company's Commercial Computer Service Bureau. Following the acquisition of PCI in 1988, Mr. Day assumed the responsibilities of Vice President of PCI and played an active role in planning and executing the expansion of PCI's business interests in the areas of private network and long distance services. In 1994 Mr. Day was appointed President and Chief Operating Officer of PCI with primary responsibility for managing the day-to-day affairs of the Company. Following Startec Global Communications Corporation's acquisition of PCI in 1998, Mr. Day continued managing the day-to-day operations of Startec as Director, Asia Pacific. Effective November 2002, Mr. Day left PCI and resumed his position of President of both Pacific Systems Corporation and Pacific Data Systems.

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Cork Vanderford – CTO

Mr. Vanderford has over 17 years of system design, network engineering and implementation of leading edge technology consultancy expertise. He has extensive experience in IVR/CTI, Internetworking and program design/ development over a wide variety of platforms and systems. Mr. Vanderford has been instrumental in helping companies such as Startec Global Communications Corporation, Nova Bus/Volvo, PCI Communications, Inc., Word Telecommunications, Inc., Universal Communication and Daye Auctioneers expand their business models. His most recent accomplishment was the design, development and implementation of an ISP platform contained on a single CD for Startec Global Communications Corporation in Maryland. He co-authored patent applications that are currently pending. Prior to Startec, Mr. Vanderford consulted for Nova Bus/Volvo as a senior network engineer where he designed and deployed Volvo's international corporate network video conferencing system using Polycom products.

Jeff Tester – Manager – Field Operations

Mr. Tester was an Aviation Electronics Technician in the U.S. Navy from 1983-1995. He was a Master Training Specialist for Basic Electricity and Electronics, Transistor Theory and Radio Wave Propagation. He worked as an Electronics Technician for US Aerospace from 1990-1991. He has a total of 18 years in the Data Processing Field with a vast knowledge of Computers and associated equipment as well as Networking. Mr. Tester has been with Pacific Data Systems since 1995.

Pancho Madrid – Manager – Network Operations

Mr. Madrid joined Pacific Data Systems in November 1991 as a programmer. He has received training in Microsoft Windows NT, Microsoft SQL, Clarent and Telemagic, and holds a Bachelor of Arts degree from University of the Philippines. Mr. Madrid builds, develops, maintains and administers Computer Telephony Systems such as Auto-attendant, Voice Mail applications using Intel-Dialogic hardware and Expert Systems and Parity/VOS software. Mr. Madrid is a Microsoft SQL Server Administrator, has trained in Microsoft Windows NT/2000 Support and is certified to sell, service and support VoIP Solutions and ShoreTel Phone Systems.

PDS

Peter Paul Duenas – Network Operations

Mr. Duenas attended Marquette University and University of Guam majoring in Computer Science. Mr. Duenas joined PDS in June of 2003 after working for 3 years at PCI Communications, where he provided Third-Level Support to Residential and Enterprise customers with dial-up, ISDN, and DSL connections. Mr. Duenas holds industry compliant certification as an ETA-Certified Category-5 Data Cabling Installer (DCIC) and an ETA-Certified Fiber Optics Installer (FOI). Mr. Duenas is also certified to sell, service and support ShoreTel Phone Systems. Mr. Duenas performs pre-sale site surveys, installations, continuing support, and product research & development.

Joey San Agustin – OSS Administrator

Ms. San Agustin joined Pacific Data Systems in 1978. She has worked in various departments and has held many positions. She started as a keypunch operator in the company's Commercial Computer Service Bureau. Other positions held were Receptionist, Service Bureau Representative, Computer Operator, Administrative Assistant, Customer Service Manager and Technical Services Manager. Ms. San Agustin responsibilities as Data Base Administrator is for billing of Communication Services and Carrier Bills, preparation of the FCC USAC reported filings, issuance of the local and SLD Erate Invoices, administers the TeleCount Billing System, perform recurring billing, chargeable SR billing. She is also responsible for reconciliation of invoices from communications carriers.

Norma Arce – Network Operations

Ms. Arce has over 14 years experience in desktop networking and client/server technologies as well as a wide range of internet and multimedia technologies. Ms. Arce has been involved in the analysis, design, implementation and testing of system upgrades and has provided support to department users and PC equipment. Responsible for deployment of new desktops, software upgrades, needs analysis, and recommending solutions to management. Norma joined PDS in 1991 then moved over to PCI Communications in 1994, and rejoined PDS in late 2005.

James Iehsi – Customer Service Engineer

Mr. Iehsi has an Associates Degree in Electronic Engineering from the University of Northern Arizona. He is trained in the repair of Xerox Copiers and Pitney Bowes Mailing systems. He has worked in the Data Processing field for the last 12 years and has a vast knowledge of computer repair and networking. Mr. Iehsi holds industry compliant certification as an ETA-Certified Category-5 Data Cabling Installer (DCIC). Mr. Iehsi has been with Pacific Data Systems since 1990.

PDS

David Manibusan – Customer Service Engineer

Mr. Manibusan has worked in the Data Processing field for the last 2 years and has a good knowledge of computer repair and networking. Recently he successfully completed industry compliant certification for ETA-Certified Category-5 Data Cabling Installer (DCIC). David has been with Pacific Data Systems since 2005 and has been an important member in several large projects. Mr. Manibusan has proven himself by leading small teams in medium size projects.

Ralph Bautista – Customer Support Manager

Mr. Bautista joined Pacific Data Systems in 1988. Prior to joining PDS Ralph was a Network Technician at the Bank of Hawaii. In 1996 Ralph relocated to Hawaii where he has been providing network and customer support for PDS. In 2006 Ralph attended ShoreTel product training and was certified for implementation and support of the ShoreTel IP PBX System.

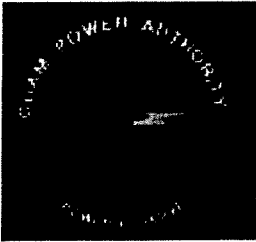### Chris "Jay" Garay – Customer Service Engineer

Mr. Garay joined Pacific Data Systems in August 2007. Jay grew up in Hawaii and prior to joining PDS, he spent 7 years working as a Computer Service Technician at Circuit City. Jay has a good working knowledge of computer repair and has been an important member in several ShoreTel installations. Jay currently holds the following ShoreTel IP PBX certifications; ShoreTel Certified Installer, ShoreTel Advance Troubleshooting. Jay also holds an CompT1A A+ Certification and is currently working towards completing his ComT1A A++ certification.

PDS

Pacific Data Systems (PDS) has been in business since 1969 and over the course of the last 39 years has implemented a wide variety of technologies and systems for customers in Hawaii, Guam, Saipan and the islands of Micronesia.

	Guam Power Authority P.O. Box 2977 Hagatna, GU 96932 Contact: Roel Cahinhinan, SPORD Project Manager Tel: 671-648-3100 Email: racahinhinan@guampowerauthority.com Tel: 671-648-3100 Fax: 671-477-4921 300 users 6 locations
	GHURA 117 Bien Venida Avenue Sinajana, GU 96910 Contact: Julie Ann Lujan Tel: 671-477-9851 Email: juls@ghura.org 95 users 6 locations
	Judiciary of Guam Northern Court Guam Judicial Center Procurement Section 120 West O'Brien Drive Hagatna, GU 96910 Contact: Galo Perez Tel: 671-300-7086 Email: gallop@mail.justice.gov.gu 25 users 2 locations
GUAM PUBLIC SCHOOL SYSTEM	**GPSS** P. O. Box DE Hagatna, GU 96910 Eunice Aflague Email: ejraflague@gdoe.net Tel: 671-300-1540 3000 users 40 locations

Pacific Data Systems
185 Ilipog Drive, HBC Suite 204A, Tamuning, GU 96913
Main: (671) 300-0200 | Fax: (671) 300-0265 | www.pdsguam.com

PDS

Bank of Hawaii	***Bank of Hawaii*** **909 Dillingham Blvd.** **Honolulu, HI 96817** **Doug Shackelford** **Email: Doug.Shackelford@boh.com** **Tel: 808-694-5870** **Fax: 808-694-5311** **3000 users 100 locations**
BANK OF GUAM HAGÁTÑA, GUAM	***Bank of Guam*** 111 Chalan Santo Papa Hagatna, GU 96910 Contact: Ernest Villaverde, VP of IT Tel: 671-472-5259 Email: ernest.villaverde@bankofguam.com 500 users 16 locations
MCV BROADBAND	***Marianas CableVision / Kuentos*** 600 A Harmon Loop Road Dededo, GU 96929 Contact: John Rhee, GM/Systems Admin Tel: 671-635-4MCV Fax: 671-632-1500 Email: johnr@kuentos.guam.net 150 users 3 locations
CALVO'S Insurance Underwriters, Inc.	*Calvo Insurance* P.O. Box CI Hagatna, GU 96932 Contact: Ray Schnabel Tel: 671-479-7930 Email: raymond.schnabel@calvosinsurance.com 120 users 3 locations
NTT docomo **DOCOMO PACIFIC**	***Docomo Pacific*** 219 South Marine Corps Drive Suite 206 Century Plaza Tamuning, GU 96913 Contact: Jay Shedd Tel: 671-688-2355 Email: jshedd@guamcell.com 150 users 8 locations

Pacific Data Systems
185 Ilipog Drive, HBC Suite 204A, Tamuning, GU 96913
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4

Section 4

PRODUCT LITERATURE

You need effective
business communication,
so we simplified the
process without sacrificing
functionality.

390 & 480e

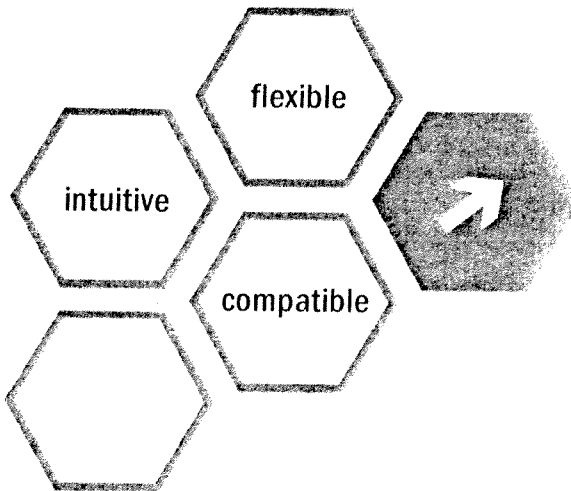| Model 390	Screen Telephones
Model 480e	Features

flexible

intuitive

compatible

Features

- Large 3.5" x 2.25" backlit display with six customized softkeys
- Save up to 200 numbers or speed dials in your directory for fast, convenient dialing
- Caller list has a 100-name and number memory capacity
- Place calls without lifting the handset, or return calls directly from your call log and copy the Caller ID information directly into the Directory
- Quality speaker with mute
- Ten number redial
- Current date and time display
- Quality business set with ergonomic design
- Ringer and receiver volume controls with ring tone options
- Multi-functional FSK message waiting indicator (for Incoming Call, Extension-in-Use, Message Waiting, and Hold)

Special 480 Features

- Enhanced Headset mode activated with the touch of a button without losing the ability to use speakerphone or handset
- Fax/Modem data port
- FSK and Voltage compatible message waiting indicator
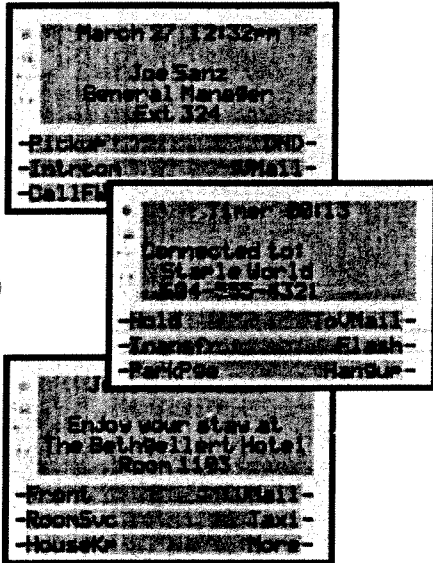- Security Number Protection

AASTRA SOLUTIONS FOR TODAY'S COMPETITIVE BUSINESSES

Customizing Scripts

By taking advantage of the Asterisk System's built-in ADSI scripting tool, developers can build their own scripts to download into 390 and 480e phones directly from your Asterisk System. Create softkeys and build menus and instructions that display for various states, such as when the phone is idle, connected to a caller, or when call waiting caller ID information is sent to the phone*.

For additional information:
http://www.digium.com/index.php?menu=adsi
http://www.sayson.com/dealer/downloads

For a quick and easy way to create softkeys and text within a predefined menu structure, try using the web configuration services. For additional information, go to:
http://www.sayson.com/dealer/web_config.htm

Idle State
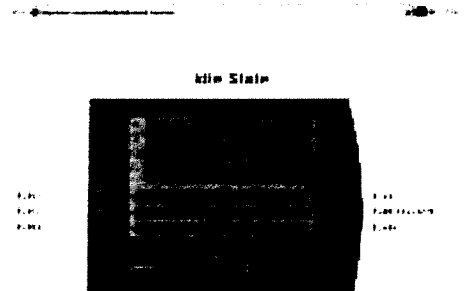
Note: Only 390 and 480e phones with part numbers TEV-24211 or TES-24211 are compatible for web services and developer information for this market.

* Functionality of some features assumes availability and customer subscription to service provider offerings.

480e Technical Specifications

- 9.875" W x 6" H x 7" D
- 2 lbs.
- Power: 16 VAC, 250 mA transformer
- 3.5" x 2.25" backlit display with contrast control
- 6 customizable softkeys

- Modular RJ22 and 2.5mm standard jacks for headset connection, compatible with amplified business headsets
- Hearing aid compatible handset
- Quality speaker
- Multi-function CLASS/FSK and Voltage indicator light
- Data Port

390 Technical Specifications

- 9.5" W x 6" H x 7" D
- 2 lbs.
- Power: 16 VAC, 250 mA transformer
- 3.5" x 2.25" backlit display with contrast control

- 6 customizable softkeys
- Hearing aid compatible handset
- Multi-function FSK indicator light
- Quality speaker

Where to Buy

Cylogistics
Web: www.cylogistics.com
NetXUSA
Web: www.netxusa.com

Product Part numbers for the Asterisk platform

TEV-24211   480e (charcoal)
TES-24211   390 (charcoal)

Package Contents

Phone, desk stand, user guide, and power adapter.

For more information, contact Aastra at (800) 574-1611

AASTRA Aastra Telecom Inc. • 155 Snow Blvd., Concord, Ontario, Canada. L4K 4N9 • sales@aastra.com • www.aastra.com

AASTRA

Communication Solutions That Make a Difference

- **Telephones**
  - **Voice-over IP**
    - 480i
    - 480i CT
    - 9133i
    - 9112i
    - Venture IP
  - **Analog**
    - 390
    - 480e
    - 9116

- **Interactive Branding**

- **Interactive Applications**

- **Locate a Dealer**

To purchase Aastra telephones for your existing business communication system, **e-mail us** for a list of dealers.

For more information on how to customize our telephones for your enterprise solutions, please go to our **PARTNERS** section.

Products & Services - Telephones - Analog

480e

We have partnered with the following companies to develop the 480e phone under their own brand-name OR as approved third-party compatible units, with programs and applications specific to their platforms. Explore how Aastra telephones can be programmed and specially matched to your system requirements.

SPHERE
ALTIGEN

SHORETEL

INTERACTIVE INTELLIGENCE

VERTICAL

AVAYA

FEATURES

- Large 8-line backlit display
- 6 Pre-programmed "Softkeys"
- Quality business set with ergonomic design
- Quality speakerphone with Mute
- Ringer and receiver volume controls
- Multi-functional FSK and Voltage Message waiting indicator (for Incoming Call, Extension-in-Use, Message Waiting, and Hold)
- Caller ID Display (100 name and number memory)
- 200-name and number Directory
- 10 Number Redial
- Copy Key (for saving Callers List information to the Directory)
- Current date and time display
- On-hook dialing
- Hearing aid compatible (ADA compliant)
- Access to **Interactive Branding** from the web
- One year warranty

480e special features not found on the 390:

-
  Headset compatibility: Choose how to make and receive

▶ Polycom® VoiceStation® 300

Crystal-clear conferencing
for smaller rooms and desktops
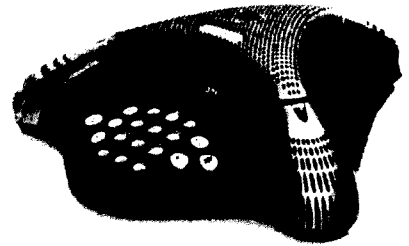
The quality of Polycom designed for offices and small meeting spaces

The Polycom VoiceStation 300 is a small conference phone ideally suited for desktops, offices, and other small rooms. With a microphone range of up to seven feet, the VoiceStation 300 is ideal for small conferences with three to four participants. Plus its compact industrial design fits well on a desk or small table, making it a great solution for offices. The VoiceStation 300 provides Polycom's legendary voice quality at an affordable price.

Featuring Polycom's award-winning Acoustic Clarity Technology, the VoiceStation 300 delivers significantly improved voice quality over the previous-generation VoiceStation 100. The VoiceStation 300 features three sensitive microphones that offer 360-degree room coverage. Smart technology, such as Dynamic Noise Reduction (DNR), provides maximum microphone sensitivity, while reducing distracting room and background noise. It also features technology that resists interference from mobile phones and other wireless devices, delivering clear communications with no distractions. Plus, Polycom's legendary full-duplex technology ensures that everyone on the call can be heard.

Convenient controls for volume, mute, redial, flash and hold are located on an intuitive, easy-to-use keypad. A handset phone can be plugged in for private calls, or simply switch back to the VoiceStation 300 for hands-free conversations.

Benefits

▶ **More productive calls** –
Polycom's patented Acoustic Clarity Technology allows simultaneous, natural, free-flowing conversation

▶ **360-degree room coverage** – A powerful, digitally-tuned custom speaker and three sensitive microphones provide uniform coverage from up to 7 feet away

▶ **Hands-free calls** – A great hands-free conferencing solution for home offices and small businesses

▶ **Resists interference from mobile phones** – Clearer calls with no distracting noise from wireless devices

▶ **Easy to use and install** – Connects into any analog phone jack

▶ **Secondary phone options** – Plug in a fax machine or computer modem, or plug in a handset for private calls

▼▼▼ POLYCOM®

► Polycom® VoiceStation® 300 Specifications

Conference Areas
VoiceStation 300 is ideal for basic conferencing in offices and small conference rooms, accommodating 4 or fewer meeting participants

Features and Functions
VoiceStation 300 is easy-to-use, with its universal keypad and intuitive functions.

Console Size
- 9.5 in x 9.25 in x 3.0 in
- (24.2 cm x 23.5 cm x 7.6 cm) (L, W, H)

Weight
- 1.25 lbs (0.57 kg)

Power
- 110V 60Hz AC / 220V 50Hz AC (depending on country)

Network Interface
- Analog PBX or public switched telephone *3.1*

Keypad
- 19-key telephone keypad including:
  - On-hook/Off-hook
  - Flash, Redial, Mute
  - Volume Up, Volume Down

LEDs
- Off-Hook
- Active Call,
- Hold
- Mute

Console Loudspeaker
- Frequency response: 300 to 3300 Hz
- Volume: Adjustable to 86 dBA SPL (peak) volume at 0.5 m

Console Microphone
- 3 cardioid microphones 300 to 3500 Hz

Audio
- Polycom Acoustic Clarity full duplex (IEEE 1329 Type 1)
- Up to 7 ft. microphone pickup range
- Gated microphones with intelligent microphone mixing
- Dynamic Noise Reduction

Regulatory Compliance
- NA CI/C-UL
- FCC Part 68
- FCC Part 15 Class B
- Canadian ICES-003
- CE Mark (R & TTE Directive)
- VCCI Class B (Japan)

Environmental Requirements
- Operating Temperature: 40 ° -104 ° F (5° to 40° C) operating
- Relative Humidity: 20% to 85% (non-condensing)
- Storage Temperature: 22°-131° F (30°-55° C)

Recommended Room Conditions
- Room Size: 225 sq. ft or 15 ft by 15 ft (<25 m2 or 5m X 5m)
- Reverberation Time: <0.4 seconds
- Noise Level: <48 dBA

VoiceStation 300 Ships With
- Telephone console unit
- Power module
- 21 ft (6.4 m) cord to console
- 7 ft. (2.1 m) telco cable to RJ-11 telephone jack
- User Guide

Warranty
- 12 months

▼ POLYCOM

ShoreWare® Unified Messaging

⑤ ShoreTel™

Communicate seamlessly between enterprise locations with integrated messaging applications.
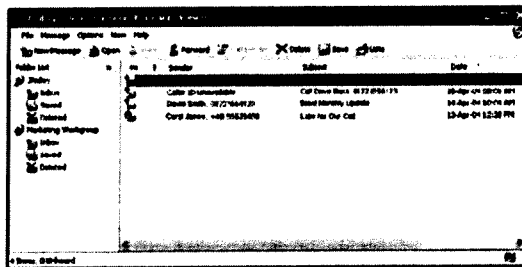

ShoreWare
Unified Messaging
software helps
enterprises enhance
communications

- Improving business performance with better communications
- Protecting current and future investments with seamless scale
- Assuring peace of mind with a distributed architecture with inherent reliability
- Providing advanced features with ease and simplicity installation and administration

ShoreWare Voice Mail

ShoreWare Unified Messaging

ShoreWare Automated Attendant

Improve business performance through better communications

With an integrated messaging infrastructure, employees can communicate faster and easier, helping boost business results. All users are on a single system for seamless access to features like reply, forward, broadcast and distribution lists. An intuitive desktop tool makes features approachable, rather than hidden behind cryptic keypad sequences. Voice mail and automated attendant services can be centralized at the main site or distributed throughout the network — and even though there are multiple sites, they still function as a single system. ShoreTel systems even let mobile employees stay in contact while on the road through features like Find Me and Message Notification.

Seamless scale without port and disk limitations

ShoreTel voice mail and automated services run on standard servers distributed across your IP network. Traditional "port" limitations have been removed and "storage" is limited only by the size of the hard disk. Gone are the days of paying for "ports" and "hours" of voice mail.

Reliability through distributed architecture

The ShoreTel system distributes voice mail and automated attendant to servers across the network. In the event of a WAN outage, the remote voice mail will continue to operate without interruption. In the event a remote voice mail server fails, calls can automatically route to another server to ensure the calling party can be routed or leave a message.

Simplicity with easy installation and maintenance

The ShoreTel system has been widely recognized for ease of system management. Software installation is fully integrated allowing for smooth system updates. In addition, the entire ShoreTel system is managed through a single browser interface and can be learned in four hours rather than spending weeks in costly certification courses. And when a new user is added to the system, the change is dynamically propagated across all locations updating the ShoreGear voice switches, the voice mail system, unified

messaging service, the automated attendant, all the user directories… and an e-mail is sent to the user with a link to download their desktop software — all in one click.

Key Features

Voice Mail

The ShoreWare Voice Mail service is provided as a standard service for all users. It requires no additional hardware, consumes no ports, and storage is limited only by the size of the server hard disk. In multi-site configurations, voice mail servers can be distributed at larger locations to provide survivable voice mail as well as save valuable WAN bandwidth. The voice mail system supports up to 10,000 mailboxes and features multilingual support for Danish, Dutch (Netherlands), English (UK & US), Italian, French (France), German (Germany), Spanish (Spain & CALA), and Swedish.

Unified Messaging

The ShoreTel system provides integrated messaging for any PC desktop, as well as unified messaging with Microsoft® Outlook®. This includes voice mail in your inbox, directory dialing using your contacts, contact screen pop, and calendar integration. Messages are stored in the industry standard WAV Audio for Windows® format, allowing you to play them on multimedia PCs, attach them to e-mail messages or embed them in other documents.

Find Me

The powerful Find Me feature allows calling parties the option to find you on your mobile phone. If you do not answer, the system will pull the call back and the message will be left on the ShoreTel voice mail system.

Call Handling Modes

With a wide array of call forwarding and personal greeting modes, a business can present a highly professional image. Users can easily program customized responses to meet their individual needs. With just a mouse click, they select from an array of call handling options to manage incoming calls when in a meeting, working from home or out of town. Users can customize their greetings, forward calls to another number, specify how quickly voice mail picks up a call and be notified when a voice mail message is received.

Message Notification

Using the message notification feature, users can be notified via e-mail, mobile phone or pager when a message has arrived without having to constantly call in to check for new messages. With Escalation Notification diverse methods of notification can be used in repeating cycles to ensure that the message always gets attention.

Specifications

Minimum Hardware Requirements

2.4 GHz Pentium 4 PC
1 GB RAM
300 MB hard disk space for software
30 MB hard disk space per hour of voicemail storage
100Base-T Ethernet NIC

Software Requirements

Windows Server 2003 Standard/Enterprise (SP1)
Windows Server 2003 R2 Standard/Enterprise

Branch Office Solution Integrated Server:

800 MHz or better
512 MB RAM or better
40 GB hard disk or better
CD ROM or better
10/100 Ethernet NIC or better
One or more USB ports
No monitor, keyboard or mouse
Microsoft® Windows® Server 2003, for Telecommunications Systems

Dial Plan Support

Australia	Malaysia
Austria	Mexico
Belgium	Netherlands
Brazil	New Zealand
Canada	Portugal
Denmark	Singapore
France	Spain
Germany	Switzerland
Hong Kong	Sweden
Ireland	United Kingdom
Italy	USA

Language Support

Danish
Dutch
English (UK)
English (US)
French (France)
German (Germany)
Italian
Spanish (Spain & Cala)
Swedish

Key Features Cont.

Automated Attendant

The ShoreWare Auto-Attendant service provides 24-hour automated call answering and routing to improve service and enhance your company's image for inbound callers. Outgoing prompts can be customized and linked to the time of day and/or day of week. Individual groups, like technical support and sales organizations, can have their own menus with unique greetings and options. Like the ShoreWare Voice Mail service, the ShoreWare Auto-Attendant service also consumes no physical ports and can be distributed at remote locations to save valuable WAN bandwidth.

Voice Mail

10,000 mailboxes
21 servers
3,000 mailboxes/main server
2,000 mailboxes/distributed server
254 calls/server
Unlimited storage
1000 System distribution lists
99 Personal distribution lists
Messaging controls:
 Play
 Record
 Pause
 Rewind
 Fast forward
 Delete
 Save
 Skip
 Reply
 Reply to additional targets
 Reply all
 Forward

Compose features:
 Mark urgent
 Address by extension
 Address by name
 Address by distribution list
 Broadcast
Call handling modes:
 Five personal modes:
  Standard
  In a meeting
  Out of office
  Extended absence
  Custom
Call forwarding
Greeting
Transfer to personal assistant
Recorded name
Find Me
Message notification:
 Escalation notification
 Stutter dial tone
 FSK message waiting

Voice mail full notification
Dial pager
Dial extension
Dial external number
Management features:
 Auto delete by number of days
 Login security
 Change password
 Force password changes
 Password-length limits
 Voice mail permissions
 Message length
 Number of messages
 Broadcast
 Distribution lists
 Message notification
 Automatic message forwarding
Legacy integration:
 SMDI
 AMIS

Auto Attendant

256 menus
256 levels
256 schedules
254 calls/server
Extension access
DID access
DNIS access
Play and record prompts over Telephone or PC
Scheduled modes per menu (4):
 On-hours
 Off-hours
 Holiday
 Custom

Single digit actions:
 Dial by first name
 Dial by last name
 Go to extension
 Go to menu
 Hang up
 Repeat prompt
 Take a message
 Take a message by first name
 Take a message by last name
 Transfer to extension

Multi-digit actions:
 Go to extension
 Go to menu
 Take a message
 Transfer to extension
Other actions:
 Time out (configurable)
 Too many errors
 Invalid entry

Branch Office Solution

The Branch Office Solution is a cost-effective option to deploy survivable voice mail, automated attendant and desktop call control service to remote offices with 100 or less users. The Branch Office Solution comes bundled with the necessary software and includes an integrated server. Just add a ShoreGear voice switch with the necessary telephones and user licenses and reduce WAN utilization as well as increase the availability of voice mail for remote workers.

ShoreTel™

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ShoreTel Small Business Edition

Communications that
can grow with your business

⑤ ShoreTel

BENEFITS

- *Installs quickly and easily and centralizes system management*

- *Empowers employees with flexible communication tools, including mobility features, to increase productivity*

- *Improves business agility with a platform built for growth*

Maintain Your Capital & Protect Your Investment with ShoreTel Financial Solutions

ShoreTel® is a leading provider of unified communications (UC) systems with a history of satisfied customers that goes back to 1998. Now the power of ShoreTel communications is available in a solution tailored to meet the needs of small businesses.

ShoreTel Small Business Edition (SBE) easily scales to meet the needs of small businesses focused on growth, providing up to 50 users at one location with high-performance, communications. ShoreTel SBE was created to help small business owners empower employees with productivity-boosting UC applications, while delivering exceptional ease of management and low total cost of ownership. Most standard functions, such as adding or changing phones, and moving users, can be done by anyone with basic IT knowledge and skills.

Enterprise-class communications
ShoreTel SBE is an integrated package that includes the hardware and software necessary for enterprise class benefits in a small business environment:

- **Ease of management:** A single-view, Web-based interface centralizes the entire system so it can be managed from anywhere on the network, increasing control and lowering total cost of ownership.

- **The power of ShoreTel:** ShoreTel communications give users new freedom and flexibility with efficient call handling capabilities and mobility features that allow them to connect with more callers.

- **Ease of use:** The most intuitive interface in the industry improves communications and increases productivity.

- **Distributed reliability:** ShoreTel UC systems are built on a distributed architecture that helps ensure 99.999 percent reliability—the most stringent enterprise system availability requirement—with no single point of failure. ShoreGear® Voice Switches use an embedded, real-time operating system, eliminating the requirement for external, Microsoft Windows-based servers to process calls. For maximum availability, the processors that power ShoreGear Voice Switches do not contain mechanical disk drives, eliminating the single most common point of system failure.

If redundancy is required, a second ShoreGear Voice Switch can be added easily and quickly at the site, delivering the only redundant call control available for the small business market.

- **Seamless scalability:** ShoreTel SBE can be easily integrated with your current communications infrastructure, and offers flexible migration options. And, if your needs expand beyond ShoreTel SBE, a simple software upgrade allows your ShoreTel UC system to scale further—no hardware change required.

A complete solution
ShoreTel SBE is an integrated package that provides everything you need to get started quickly:

- 1 ShoreGear Voice Switch

- up to 50 Extension and mailbox licenses

- 1 Extension only license

- up to 50 ShoreWare® Personal Call Manager licenses

- 1 ShoreWare Operator Call Manager license

- preconfigured server for management and advanced applications

Simply select the base package, depending on your system size requirements, and choose from the optional line of telephones to add to the system. ShoreTel ShorePhones®, ShoreTel Converged Conferencing, and ShoreWare Contact Center Workgroups Edition are additional options available.

SMALL BUSINESS EDITION COMPONENTS

- ShoreWare Director, Small Business Edition

- Base Package
  ShoreGear 30, ShoreGear 30BRI, ShoreGear 50, ShoreGear 90, ShoreGear 220T1A

- ShoreWare Voicemail

- ShoreWare Automated Attendant

- ShoreWare Personal, Professional or Operator Call Manager

- Integrated Server (monitor, keyboard and mouse are not required)

About ShoreTel

ShoreTel is a leading provider unified communications solutions that enable companies of any size to seamlessly integrate voice, video, messaging and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. For more information, visit www.shoretel.com.

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High-performance, ergonomically designed phones

ShoreTel ShorePhone IP Telephones are ergonomically designed for both comfort and visual impact. Their leading-edge designs, in black or silver, are available in a wide variety of configurations. ShorePhone IP Telephones provide high fidelity audio, capable of delivering seven octaves of the human voice. Built-in functionality includes speakerphone, caller ID, message waiting, as well as services such as transfer, conference, pick-up, park, intercom and bridged call appearance.

Voicemail and automated attendant

Voicemail and automated attendant require no additional hardware and consume no ports. Their storage capacity is limited only by the size of the server's hard disk. You can record personal greetings and manage mailboxes from your desktop software or from any telephone, as well as a Microsoft Outlook inbox. Saved messages can be played on multimedia PCs, forwarded to others and embedded in other documents.

Productivity tools

ShoreTel SBE provides a suite of productivity tools, including desktop call control and unified messaging with Microsoft Outlook, as well as features for mobile and remote workers such as Find Me, call handling modes, message notification, SoftPhone and Office Anywhere.

Small Business Edition Integrated Server specifications

- Celeron 1.8 GHz CPU

- 2 GB RAM

- 80 GB hard disk or better

- DVD-ROM drive

- 10/100 Ethernet NIC

- Microsoft® Windows® Server 2003, for Telecommunications Systems

	SMALL BUSINESS EDITION	ENTERPRISE EDITION
Sites	1	500
Switches	5	500
Servers	3	21
Users	50	10,000
Telephones	50	10,000
Trunks	50	10,000
Simultaneous calls	50	5,000
Busy hour call completion	500	50,000
Installation	•	•
Administration	•	•
Maintenance	•	•
Call detail reporting	•	•
Dial plan support	•	•
Language support	•	•
Integrated server	•	•
ShoreGear 90	•	•
ShoreGear 90BRI	•	•
ShoreGear 50	•	•
ShoreGear 30	•	•
ShoreGear 30BRI	•	•
ShoreGear T1	•	•
ShoreGear 220T1A	•	•
ShoreGear 220T1	•	•
ShoreGear E1	•	•
ShoreGear 220E1	•	•
Power transfer failover	•	•
PSTN failover	–	•
On-net dialing	–	•
SMDI - External voicemail	–	•
Mailboxes	100	10,000
Simultaneous calls / server	10	254
Call handling modes	•	•
Find Me	•	•
AMIS	–	•
SMDI - ShoreTel voicemail	–	•
Menus	256	256
Personal Call Manager	50	10,000
Professional Call Manager	50	10,000
Operator Call Manager	50	200
Office Anywhere	•	•
Conference Bridge	12, 24 port*	12, 24, 48, 96 port
Workgroup Edition (groups, agents, supervisors)	50, 50, 50	128, 500, 128
Contact Center Edition	•	•
Enterprise Edition	•	•

ShoreGear Voice Switches
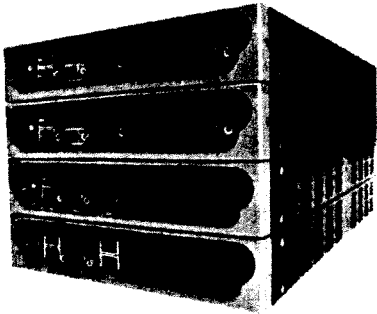
Enabling business-critical Unified Communications with high performance and high reliability

BENEFITS

- *Highly scalable switch solutions meet the needs of enterprises, and small and medium businesses*

- *99.999% system availability exceeds stringent enterprise standards*

- *One system spans multiple locations*

- *Centralized management helps reduce installation*

- *RoHS/WEEE compliant*

ShoreTel® ShoreGear® Voice Switches deliver unified communications to organizations of every size – from large enterprises to small and medium businesses. Highly reliable and intelligent, these ShoreGear devices unify communications across multiple enterprise locations, supporting both Analog, IP phones, and analog devices (fax/modems, etc).

Eliminate communication boundaries

ShoreTel delivers breakthrough unified communications to help organizations realize significant productivity gains, as employees spend less time interacting with disparate voice systems and more time communicating with each other. ShoreTel's Unified Communications (UC) solutions enable flexible dialing across the enterprise, and seamless transfer, conference, pick up, park and intercom between sites.

ShoreTel's UC system also reduces "phone tag" with features designed for efficiency, including the Office Anywhere feature that lets users assign their extensions to any internal or external telephone. Productivity rises and customer satisfaction increases as calling parties connect with the right people, faster.

Business-critical reliability

Voice communications are the foundation of any business, demanding the utmost in system availability. ShoreGear Voice Switches exceed today's most stringent enterprise IT requirements, delivering 99.999 percent availability. For maximum reliability, the processors that power ShoreGear Voice Switches do not require or use mechanical disk drives, eliminating the single most common point of system failure.

ShoreGear Voice Switches use an embedded, real-time operating system and unique call control architecture, enabling them to communicate with each other and distribute call processing in the network. Unlike other solutions, servers can be disconnected from the ShoreTel UC system and the switches will continue to place and receive calls.

If a ShoreGear Voice Switch supporting IP phones fails or is isolated by a network fault, the phones will automatically failover to another voice switch at the site. Second-, third- and fourth- level redundancy can be configured by simply adding additional voice switches. This "N + 1" form of redundancy is simple, cost effective and extremely reliable.

Smooth migration and seamless scalability

With 15 stackable, space-efficient designs, ShoreTel offers a wide range of solutions for organizations of any size. Growing companies can simply add ShoreGear Voice Switches; the system scales geometrically and seamlessly. Enterprises can also migrate to IP telephony over time using the ShoreGear Primary Rate Interface (PRI) options to provide tandem trunking and coordinated dialing with existing PBXs.

Lower total cost of ownership

The exceptional ease of installation, ease of use and centralized management help lower ongoing maintenance and operating expenditures of ShoreTel's UC system. New ports and users can be added by simply connecting switches to the network. ShoreWare® Director management software automatically discovers new switches and adds them to the ShoreTel UC system. Designed for power efficiency, ShoreGear Voice Switches also help lower energy consumption and further corporate green initiatives.

*"Unified Communications and Collaboration: Top VoIP Providers," Nemertes Research, July 2008.Nemertes Research, July 2008.Nemertes Research, July 2008.

ShoreTel MODEL	**ShoreGear 24A**	**ShoreGear T1k**	**ShoreGear 220T1/ ShoreGear 220T1A**
IP phones			220
Analog phones	24		- / 4
Loop start trunks	–	–	- / 2
DID trunks*	–	–	- / 4
Extensions (telephones)	24	–	- / 4
Digital trunk channels		24/23B + D	24/23B + D
Integrated CSU		•	•
Line and payload loopbacks		•	•
Line and payload loopbacks		•	•
Voicemail storage			
Mailboxes			
Make Me Conference Ports	24		- / 6
Port capacity	10,000 ports	10,000 ports	10,000 ports
Switch capacity	500 switches	500 switches	500 switches
10M/100M Ethernet (RJ-45)	2	2	2
Analog	RJ-21X		-/RJ-21X
Audio input and output (mini)	•	•	•
T1 / E1 (RJ-48C)		•	•
T1 / E1 monitor (RJ-48C)		•	•
Maintenance (DB-9)	•	•	•
19" rack mount	•	•	•
Dimensions	17.2 x1.7 x 14.3 in. 43.6 x 4.4 x 36.3cm	8.4 x1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm	8.4 x1.7 x 14.9 in. 21.3 x 4.3 x 37.8 cm
Weight	9 lb (4.1 kg)	5.3 lb (2.4 kg)	5.3 lb (2.4 kg)
Input voltage, frequency	100-240 VAC,50-60 Hz	100-240 VAC,50-60 Hz	100-240 VAC,50-60 Hz
Input current	2A max.	1A max.	1A max.
Consumption / Dissipation	63 W max.	18 W max.	18/29 W max.
Operating temperature	0° to 50° C	0° to 50° C	0° to 50° C
Operating humidity	0-90% non-condensing	0-90% non-condensing	0-90% non-condensing
Storage temperature	-30° to 70° C	-30° to 70° C	-30° to 70° C

Telephone Features
500 switches per system
Answer
Bridged Call Appearance
Call barge In
Call forward, busy
Call forward, external
Call forward, no answer
Call hold
Call join
Call park/unpark
Call pickup extension
Call pickup group
Call recording
Call stack (1-16 calls)
Call redirect
Call transfer, blind
Call transfer, consultative
Call transfer, intercom
Call transfer, mailbox
Call transfer whisper
Call waiting
Caller ID name
Caller ID number
Caller ID blocking
Conference (6-party)
Conference blind
Conference consultative
Conference intercom
Dial number (speed dial)
Directory dialing
Distinctive dial tone
Distinctive ringing
E911
Group paging
Handsfree
Hang up
Hold
Hot key pad
Huntgroups
InstaDial
Intercom
Night bell
Message waiting
Missed call
Multiple emergency numbers
Multiple line appearance
Music-on-hold
Operator ("0")
On hold reminder ring
Office Anywhere
Outbound caller ID
Paging
Park and Page
Paging extension in paging group
Pick up night bell
Redial
Ringdown
Ring tone selection
Ring tone personalization
Send digits over call
Silent monitor
SIP
Voice mail ("/")
Whisper page
Whisper page mute

Trunk types
Analog loop start
Analog wink start
TBR 21 support
T1 loop start
T1 wink start
T1 PRI
• NI2
• 4ESS
• 5ESS
• DMS 100
• QSIG master
• QSIG slave
• CAS
E1 PRI
EURO-ISDN
• QSIG
• Hong Kong Variant
• QSIG Basic Call
E1 PRI
• EURO-ISDN
• New Zealand Telecom
• QSIG Basic Call
SIP
• RFC 3261 - SIP
• RFC 2976 - SIP INFO
• RFC 3891- SIP Replace
• RFC 3515 - SIP Refer
• RFC 2396 - URI
• RFC 2388 – DTMF

Trunk Features
ANI
Automatic trunk maintenance
Caller ID name
Caller ID number
Caller ID blocking
Centrex flash
Dial-in prefix
Dial-out prefix
DID
Digit translation
DNIS
Network call routing
Network/User side PRI
Off-system extensions
SIP
Tandem trunking
Trunk groups

IP phone support
MGCP
VLAN (DHCP)
SIP (RFC 2833)
ToS/Diff Derv
UDP 5004 (patent pending)
Wideband codec
G.711uLaw
G.729A
BV-16 codec
BV-32 codec
802.3af POE
G.722 codec
10/100/1000 switch
Headset compatible (built-in electronic headset lifter)
Hearing-aid compatible
Programmable buttons
Speaker phone (full duplex)
Custom ring tones
Phone API

DSP features
Dynamic echo cancellation
Dynamic jitter buffer
Lost packet handling
Voice compression
• Wideband
• BV-16 codec
• BV-32 codec
• Linear
• G.711
• ADPCM
• G.722
• G.729a

System features
Account codes
ACD (workgroups)
Admission control
AMIS
Auto attendant
Backup auto-attendant
Bridge call appearance
Call permissions
Extension length (3-5 digits)
Fax redirection
Feature permissions
Integrated voicemail
IP phone failover
Media encryption
Office Anywhere (on-net)
Office Anywhere (external assignment)
On-net dialing (1-7 digits)
Power fail transfer
PSTN fallover
SMDI
SNMP

Hunt groups
Simultaneous hunt
Top down hunt
Single or multiple calls per extension
Busy out group
Busy out extension
16 extensions max. per switch
5 groups max. per switch
Call forward busy
Call forward no answer
Scheduled modes
Not all features in this list are supported by every switch. Please contact your ShoreTel representative for more details.

About ShoreTel

ShoreTel is a leading provider of Unified Communications solutions that enable companies of any size to seamlessly integrate voice, video, messaging and data with their business processes. Independent of device or location, ShoreTel's unique distributed software architecture eliminates the traditional costs, complexity and reliability issues inherent in other solutions. Founded in 1996, ShoreTel has achieved broad industry recognition for this proven technology, and continues to deliver the highest levels of customer satisfaction, ease of use and manageability while driving down the overall total cost of ownership. For more information, visit www.shoretel.com.

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Choices to meet every need

ShoreGear Voice Switches support up to 120, 90, 50 and 30 telephones or combinations of analog devices, providing a full range of solutions that are ideal for enterprise headquarters, regional offices and small to midsize businesses. A power-fail transfer port on all switches ensures dial tone during power outages.

Voicemail options

ShoreGear 50V, ShoreGear 90V provide distributed and survivable voicemail and auto-attendant features at a remote office or site. These switches offer an integrated voicemail alternative to server-based voicemail solutions.

High-density analog option

The ShoreGear 24A (analog) for high-density analog phone environments is a perfect complement to other ShoreGear switches. ShoreGear 24A provides 24 analog extension ports at sites that require a high analog handset density.

Digital trunk options

The ShoreGear 220T1, ShoreGear 220T1A and ShoreGear 220E1 support digital trunks combined with up to 220 IP telephones, within a 1U half-width chassis. ShoreGear 220T1A also supports four analog extensions and two loop start trunks. All the switches provide an audio input port for music-on-hold, plus an audio output port for overhead paging and night bell services.

ShoreGear T1k, ShoreGear 220T1 and ShoreGear 220T1A provide a T1 interface for high-density trunking to a central office. ShoreGear T1 options support loop start, wink start or PRI signaling.

Key features and capabilities

Embedded call control
ShoreGear Voice Switches use embedded Linux and VxWorks, leading real-time operating systems, making them immune from the attacks and viruses associated with other solutions. Embedded call

control helps ensure that your organization's communications are delivered by the most reliable, robust platform on the market.

Distributed call control
Call control on the ShoreTel UC system eliminates any single point of failure. In the unlikely event a ShoreGear Voice Switch fails or becomes isolated by a network fault, the other switches on the network continue to operate without being affected.

Gateway failover
If a ShoreGear Voice Switch connected to the Public Switched Telephone Network (PSTN) fails or is isolated by a network fault, the system will automatically route calls through an alternative switch.

PSTN failover
If the Wide Area Network (WAN) is down, or if admission control for voice traffic on WAN is reached, extension-to-extension calls between sites can automatically route over the PSTN, ensuring seamless communication.

Ethernet port failover
ShoreGear Voice Switches feature redundant network uplinks. If the upstream network device fails, voice switches will automatically failover to the redundant link, helping to ensure continuous operation.

Power failover
Every ShoreGear Voice Switch features power fail transfer. If a complete power outage exceeds the duration of the reserve power, one analog trunk on the ShoreGear Voice Switch will automatically connect to one analog telephone, providing emergency dial tone.

* Availability varies based on geography. Please contact your local ShoreTel representative for availability information.

Section 5
BID DOCUMENTS