

What feature licences are available to the End Customer?	<p>There are two seat licenses available for the customer to choose from each with a specific set of defined user features:</p> <ul style="list-style-type: none"> • 307472- IPO CLOUD PRTNR HSTD TELE USR SUBSCRIPTION • 307473 – IPO CLOUD PRTNR HSTD UC USR SUBC 	
What is included in the end customer monthly service billing?	<ul style="list-style-type: none"> • Hosted IP Office Instance • SIP Trunk DID (1 per location) with applicable channels for Concurrent calls • Applicable Voice Access Circuit • Partner Portal • IPOSS – Tier 2 – Simply IPO, Tier 3 Avaya • Licensed MOH Services – year 1 	
What additional products & services can and should I sell?	HARDWARE IP Terminals PoE Switches Headsets	SERVICES Initial Setup & Ongoing Support Extended Service Contracts Move-Add Changes
How is Simply IPO and the products ordered?	All services and products are ordered through Westcon as you normally order any of your Avaya components and services.	
Do I have to sell Telecom Service?	No- SIP trunking & Canada/Continental USA LD is included.	
Can I use a different SIP provider?	No it's included.	
How do I guarantee QoS to my customer over their internet?	You don't. Simply IP Office provides a routed circuit across our CLEC backbone that allows for routed traffic on the Voice Access Circuit.	
What is the Voice Access Circuit?	The Voice Access Circuit (VAC) is the DEDICATED data circuit for voice only that will be installed between the end customer location and the Hosted IP Office. It facilitates the concurrent call traffic between the Hosted IP Office and the end user location.	
How many concurrent calls can be supported on the Voice Access Circuit?	Initially we are offering 3 sizes of Voice Access Circuits. They are a 4, 10 and 20 concurrent call circuit. General rule of 5 Users per concurrent call – based on g711.	
Why do I need to submit a Pre-Quote Qualification for an opportunity?	Simply IPO needs to be able to ensure that the end customer location has the facilities to facilitate the required Voice Access Circuit size. Generally all locations in Canada will be able to facilitate DSL or Cable connectivity, the issue is not all end customer locations have the facilities in-place to provide the required circuit size. What is available on one side of the road, may not be available on the other. Given the QoS and Feature capability we are providing, we need to ensure the appropriate size circuit (VAC) for the concurrent call traffic is available at the end customer location.	

Is there any particular equipment that Simply IPO supplies that needs to be installed?	As part of the Voice Access Circuit there will be a modem supplied that will need to be connected to the VAC that is installed. The modem is specifically programmed to route the traffic across our CLEC network.
How is Simply IPO different than other Hosted product offerings?	Simply IPO provides you with an ALL INCLUSIVE bundle that includes the full feature capabilities of IP Office through the cloud, and you the Authorized Avaya Reseller continues to own the End Customer.
In which cities can Simply IPO provide telephone numbers or port telephone numbers?	Simply IPO can supply and port numbers across much of Canada and we have created an interactive map for you. Simply click on the link: http://www.simplyipo.com/coverage/
What is the expected timeframe from “order placement to install & billing”?	Average expected is 30 days (subject to change)
Who does my customer call for changes, updates, or problems?	Like your on-prem installations, the customer calls you. They are your customers and you are certified to support IP Office.
Who programs the on-site phones and/or PoE switches?	Simply IPO provisions the IP Office instance and assigns the applicable SIP DID's and the remainder of the configuration/programming is done by you - as you would normally do for your on-prem installations.
Who do I call for Tier 2 support?	Tier 2 support for Network, Server, Line and IP Office issues is through Simply IPO by calling 855-AVAYA-00. All issues will be triaged accordingly and when specific to IP Office issues, Simply IPO will open up case with Avaya Tier 3, where by Avaya will then communicate back to your certified technician.
How is Simply IPO billed?	Westcon will be billing you the reseller for the Hosted services on a monthly basis (agreement terms are on recurring 24 month terms). You will then bill your End Customer.
What Paperwork is required to order Simply IPO?	Initially you will need to be a customer of Westcon, and there will be some required Service Terms that the End Customer will need to acknowledge for the service to be ordered. The process will flow through you the Reseller to Westcon. Additionally LOA's with the applicable telephone bill will be required for number porting.
How do I get started?	Contact your Westcon representative.