ADDENDUM # 1
RFP 11/12-02 Telecommunications Hardware
March 13, 2012
Palm Beach State College

In the original document, RFP 11/12-02, under Section B, it was stated: PBX Functionality - Practically, the functions of a PBX are the following: (page 9)
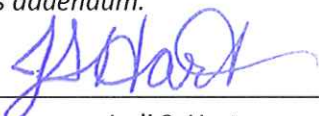
PBX Functionality -
- The main technical roles of a PBX are:
- To switch between telephone users thereby creating connections
- To make sure the connection remains in place properly by keeping its resources
- To properly end the connection when a user hangs up
- To record the quantities, statistics and metering related to the calls

Practically, the functions of a PBX are the following:
- Provide one single number that external callers can use to access all persons in a company.
- Distribute calls to employees in an answering team in an even way; using the Automatic Call Distribution (ACD) feature.
- Automate call answering, but offering a menu of options from which a user can select to be directed to a specific extension or department.
- Allow the use of customized business greetings while answering calls.
- Provide system call management features.
- Place external callers on hold while waiting for a requested person to answer, and playing music or customized commercial messages for the caller waiting.
- Record voice messages for any extension from an external caller.
- Transfer calls between internal extensions.
- Clustering multiple call-processing servers on an IP network is a unique capability in the industry scalable of up to 10,000 users per cluster. By interlinking multiple clusters, system capacity can be increased to as many as one million users in a 100-site system. Clustering aggregates the power of multiple, enhancing the scalability and accessibility of the servers to phones, gateways, and applications.

CORRECTION: Disregard the above information listed and only the above information from your submission.

Please sign and include with RFP 11/12-02 Telecommunications Hardware as documentation that you have read and understand this addendum.

BY: _____

Jodi S. Hart
Purchasing Manager

Company: (Name/Title) _____

Company Name: _____

Signature: _____