

[Contact Name]

Aeneas is pleased to have the opportunity to provide the new [Company Name] with the same great quality service that you have experienced in your other government offices. We ultimately want to help make this move in process as easy as possible for all concerned. With that said, we would like to address a few possible issues prior to the move in date. These are small items that can be dealt with on the front end of your move and hopefully will alleviate some outbound calling and incorrect billing details afterwards.

The Aeneas PRI (Primary Rate ISDN) line we will be providing you will have one primary phone number associated on it for billing purposes. If you intend to bill each of your department's long distance appropriately, then you will need [PBX Vendor Name] to append the main department phone number on every call that originates from every handset within that department.

Unfortunately, this is not a task that Aeneas can perform at the switch level, simply because we cannot technically determine which handset or department made the phone call. So for these long distance calls to be billed correctly to each department, it will be imperative for [PBX Vendor Name] to set this up correctly in the beginning. Otherwise, Aeneas will have no department to associate the long distance call to and all billing will be to the main number.

This is also very important for proper Caller ID delivery to the outbound person(s) you are calling. If the inappropriate number is sent to our switch, we will again send out the primary number associated with the PRI. The person you are calling will see the primary number of the PRI on their Caller ID and assume they can call you back at that number, instead of the appropriate number for you or your office.

One last bit of information, Aeneas is only responsible for call delivery from the outside world to your PBX and from the PBX to the outside world. Call delivery from the PBX to the handset and vice versa is solely the responsibility of [PBX Vendor Name]. Any handset issues you may have or any moving of the handsets to another location will solely be handled by [PBX Vendor Name].

Also, if you will make sure that [PBX Vendor Name] has the same list of numbers that you have provided to us, they will have the same information as we do.

Again, we truly appreciate your business and we hope you enjoy your services. If you should have any questions about this please feel free to contact me personally.

Aeneas Management
Aeneas Internet and Telephone
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