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Sunrise Telecommunication Recommendations for New York Locations

Introduction

At this time Utility Refund Solutions has reviewed the telecommunication services for seven locations of Sunrise facilities in New York. We have uncovered several of ways of reducing your overall monthly communication costs.

Calculations

All calculations were figured, and will be figured by applying calling patterns and costs into various communication services to determine overall savings.

Recommendations and Conclusions

URS has recovered over **\$62,000** in refunds and credits and is recommending over **\$85,000** in annual savings by implementing certain services and removing others. Our recommendations take into account the overall structure of your office environment and would not hinder its productivity.

Sunrise at

- 1) For this location we only have the local customer service records.
 - a) We have no local telephone bills.
 - b) We have no long distance bills, which also include regional calling.
- 2) From information gathered off of the local customer service record, it appears that the regional and long distance provider is AT&T.
 - a) Based on our knowledge of AT&T's lowest pricing, URS believes that we would be able to save anywhere from 33-50% off of regional and long distance calling.
 - b) URS will not be able to determine that until we see a copy of the bill.

Verizon account # 631 385-

- 3) The following lines have no dial tone and are ring no answer:
 - a) 631 423-_____
 - b) 631 423-_____
 - i) Verizon issued credit for **\$1066.69**.
 - ii) Savings equals \$60/month, \$720/year

Verizon account # 631-385

- 4) The following lines were not found during our inspection:
 - a) 631 385-_____
 - b) 631 385-_____
 - c) 631 385-_____
 - d) 631 385-_____
 - e) 631 385-_____
 - f) 631 385-_____
 - g) 631 385-_____
 - h) 631 385-_____
 - i) 631 385-_____
 - i) Verizon issued credit for **\$5841.47**.
 - ii) Savings equals \$270/month, \$3240/year.
- 5) Line 631 385- (which was not found) has call forwarding on it to 703 460.
 - a) When called 703 460- is ring no answer.
 - b) Is anyone calling 631 385- anymore? _____
 - c) Is call forwarding necessary? _____
 - d) If call forwarding is necessary and Verizon determines the line is not found, Remote Call Forwarding can be set up for \$17.75.
 - e) If Verizon does not find the line, and call forwarding can be eliminated a savings of \$3/month, \$36/year is achieved.

Verizon account # 631 423-

- 6) Account is made up three lines with the following indications:
- a) 631 423- Ring No Answer _____
 - b) 631 423 Elevator Line
 - c) 631 42- Ring No Answer _____
- 7) URS has does not have any of the telephone bills for this location, yet we have received significant refunds and achieved significant savings.
- a) URS believes we can save anywhere from 33-50% off the telecommunications expense for this location with alternatives providing the exact same services.
 - b) Until URS is able to view the telephone bills for this location, we have no way of providing Sunrise Assisted Living of Dix Hills the tremendous savings that they can and should be achieving.

Sunrise at

- 8) For this location we only have the local telephone bills and customer service records.
- a) We have no long distance bills, which also include regional calling.
- 9) The regional and long distance carrier is AT&T.
- a) Based on our knowledge of AT&T's lowest pricing, URS believes that we would be able to save anywhere from 33-50% off of regional and long distance calling.
 - b) URS will not be able to determine that until we see a copy of the bill.

Verizon account # 516 542

- 10) Account was made up of four DID trunks.
- a) As a result of our inspection and confirmed by Verizon, it was determined that three trunks were either not found or not working.
 - b) Verizon issued a check for **\$12,422.07**.
 - c) Savings equals \$262/month, \$3144/year.

Verizon account # 516 222-

- 11) The following lines are ring no answer when called and do not show outgoing usage in three years:
- a) 516 222- _____
 - b) 516 222- _____
 - c) 516 222- _____
 - i) If these lines can be eliminated, a savings of \$90/month, \$1080/year is achieved.

Verizon account # 516 542-

12) The following lines are ring no answer: **(Last Usage)**

- a) 516 542- _____
 - b) 516 542- _____
 - c) 516 542- _____
 - d) 516 542- _____
 - e) 516 542- _____
 - f) 516 542- _____
 - g) 516 542- _____
 - h) 516 542- _____
 - i) 516 542- _____
 - j) 516 542- _____
 - k) 516 542- _____
- i) See below for savings option.

PRI Savings

13) Since the three non-working, non-located trunks have been eliminated, the total billing for these three accounts is about \$1300.

- a) A PRI with unlimited local and regional calling is available for \$584 before taxes, which comes to about \$700 after taxes.
- b) Savings equals \$600/month, \$7200/year.

Leaving eight lines for faxes, modems, and back up brings the savings to \$400/month, \$4800/year.

Sunrise at

14) For this location we only have the local telephone bills and customer service records.

- a) We have no long distance bills, which also include regional calling.

15) From information gathered off of the local customer service record, it appears that the regional and long distance provider is AT&T.

- a) Based on our knowledge of AT&T's lowest pricing, URS believes that we would be able to save anywhere from 33-50% off of regional and long distance calling.
- b) URS will not be able to determine that until we see a copy of the bill.

Account # 631

16) Account is made up of four direct incoming trunks with twenty DID numbers, 5400 - 5419. Calls are answered at the front desk.

- a) This account is non-listed.
- b) Account originally had a twelve month term starting 4/01/02.
- c) The main number listed for East Setauket is 631 941- which has a six trunk hunt group (941- plus five more trunks).
- d) Is any body calling into 631 941-? _____
 - i) Discuss PRI option after next account number.

Account # 631 941-

17) The following lines are ring no answer when called: **(Last Usage)**

- a) 631 941- _____
- b) 631 941- _____
- c) 631 941- _____
- d) 631 941- _____
- e) 631 941- _____
- f) 631 941- _____
- g) 631 941- _____
- h) 631 941- _____
- i) 631 941- _____
- j) 631 941- _____
- k) 631 941- _____

- i) If any of these lines can be eliminated a savings of \$30/month, \$360/year is achieved.
- ii) If all can be eliminated, a savings of \$330/month, \$3630/year is achieved.

18) Account is not receiving a corporate discount on its' local calling. **(May have changed since original analysis)**

- a) Applying a corporate discount to this account would create a savings of \$80/month, \$960/year.
- b) Even though this bill is relatively not very large, it is considered a Large Enterprise account by Verizon because of all of the accounts under the Sunrise name.
- c) Because of this, East t is not able to receive the benefits of the new unlimited plans that are now being offered.
- d) There are a couple of options. (See alternatives below).

Alternative Carrier Savings

19) The combined monthly service charge for these accounts \$1100.

- a) A PRI with unlimited local and regional calling is available for \$850.
- b) Savings would be \$250/month, \$3000/year.
- c) Leaving six lines for faxes, modems, and backup would reduce the savings to \$125/month, \$1500/year.

20) If the lines listed above in #5 can be eliminated, a PRI may not be a viable option. Instead, going with an alternative carrier with savings of 10-20% over existing pricing may lead to more savings.

Sunrise at

- 21) For this location we only have the local telephone bills and customer service records.
- a) We have no long distance bills, which also include regional calling.
- 22) The regional and long distance carrier is AT&T.
- a) Based on our knowledge of AT&T's lowest pricing, URS believes that we would be able to save anywhere from 33-50% off of regional and long distance calling.
 - b) URS will not be able to determine that until we see a copy of the bill.

Verizon account # 516 674-

- 23) Account is a Verizon T1 averaging \$1400/month.
- a) By switching this to a PRI with unlimited local and regional calling a savings of \$500/month, \$6000/year is achieved.

Verizon account # 516 759

- 24) Account consists of two lines that are Ring No Answer and show no usage: (**Last Usage**)
- a) 516 759-9055 _____
 - b) 516 759-9056 _____
 - i) If these lines can be eliminated a savings of \$60/month, \$720/year is achieved.

Verizon account # 516 656-

- 25) Line 516 656- is a fast busy.
- a) It is probably programmed wrong.
 - b) It can either be re-programmed or eliminated for a savings of \$25/month, \$300/year.
 - c) By switching this account to an alternative carrier a savings of \$30/month, \$360/year is achieved.

Sunrise at

- 26) For this location we only have the local customer service records and two local bills.
- a) We have no long distance bills, which also include regional calling.
 - b) It also appears that there may also be another local bill.
- 27) From information gathered off of the local customer service records, it appears that the regional and long distance providers are AT&T and MCI.
- a) Based on our knowledge of AT&T's and MCI's lowest pricing, URS believes that we would be able to save anywhere from 33-50% off of regional and long distance calling.
 - b) URS will not be able to determine that until we see copies of the bills.

Verizon account # 631 289

28) The following lines were not located during our inspection:

- a) 631 289-
- b) 631 289-
- c) 631 289-
- d) 631 289-
 - i) Verizon issued a check for **\$5634**.
 - ii) Savings going forward equal \$120/month, \$1440/year.

29) The following lines are Ring No Answer and show no local usage over three years:

- a) 631 289- _____
- b) 631 289- _____

30) The following line has no local usage shown in three years and gives the indication of a modem:

- a) 631 289- _____

31) The following lines are Ring No Answer and show no local usage over two years:

- a) 631 289- _____
- b) 631 289- _____
- c) 631 289- _____

32) The following lines are Ring No Answer and show no local usage over one year:

- a) 631 289- _____
- b) 631 289- _____
- c) 631 289- _____

33) The following line is Ring No Answer and shows no local usage in over six months:

- a) 631 289- _____

34) If any of these lines can be eliminated, a savings of \$30/month, \$360/year is achieved.

- a) If all can be eliminated a savings of \$300/month, \$3600/year is achieved.
- b) It is possible that there is recent regional or long distance calling.
- c) It is impossible for us to know this without having a copy of the MCI bill.

Verizon account # 631 289-

35) Account is being billed by Integretel \$25/month on behalf of YP.Net.

- a) This is usually a bogus charge for internet service that was initiated by either cashing a small promotional check or saying yes to a certain question over the phone.
- b) If this charge is not legitimate, URS will apply for a refund.
- c) Eliminating this charge results in a savings of \$25/month, \$300/year.

36) Line 631 289- is the fifth trunk in a six-line trunk.

- a) It is Ring No Answer when called, yet according to Verizon, it has usage on it.

b) You might want to have your vendor take a look at it to see if they need to make any changes.

37) If the remaining ten lines on account 631 289- are not being accessed (we don't know without the MCI bill), that means that the six voice lines on account # 631 289- are handling all of the traffic.

a) That seems like a lot of traffic for six lines.

b) Is there another local bill that we don't have? _____

PRI

38) A PRI with unlimited local and regional calling is available for about \$700 with the tax.

It is impossible for us to calculate the savings if we do not have all of the local bills or what appears to be an MCI bill that has the regional calling on it.

Sunrise at

For this location we only have the local telephone bills and customer service records.

a) We have no long distance bills, which also include regional calling.

39) From information gathered off of the local customer service record, it appears that the regional and long distance provider is AT&T.

a) Based on our knowledge of AT&T's lowest pricing, URS believes that we would be able to save anywhere from 33-50% off of regional and long distance calling.

b) URS will not be able to determine that until we see a copy of the bill.

Account # 516 596-

40) Account was made up of five DID trunks and four POTS lines.

a) One of the DID trunks was found to be not working

b) Verizon issued credit for **\$2600**.

c) Savings equals \$75/month, \$900/year.

41) One of the POTS lines is listed as 516 596-.

a) This line was found to be not working.

b) Normally, you don't have a POTS line as the same number as DID trunks.

If Verizon was to disconnect this line and issue credit, they would have had to make a new BTN, temporarily suspend the DID trunks, and get engineers involved.

c) It would have caused a lot more problems than it's worth. Instead we opted to have the line repaired and get out of service credit totaling \$110. (Verizon originally issued full credit on the check, then debited the account \$1101.51 on the bill to offset the out of service credit that should have been issued. This is reflected on the URS' invoice to Sunrise at Lynbrook).

d) This issue is better solved by going with a PRI option (discussed below).

- 42) This account only had four POTS lines used for outgoing.
- a) The account is averaging 350 hours (21,000 minutes) of calling per month.
 - b) This is a lot of minutes for four lines (in comparison, account # 631 596- has eighteen lines but only uses about 80 hours/month).
 - c) When inquiring about this, we were referred to the Verizon account representative. We have held off on discussing this with him until after meeting with Sunrise.

Account # 516 596

- 43) Line 516 596- was not found.
- a) Verizon issued credit in the amount of **\$1253.88** (we are still waiting for the check).
 - b) Resulting savings equals \$30/month, \$360/year.

- 44) The following lines are ring no answer when called: **(Last Usage)**

- a) 516 596- _____
 - b) 516 596- _____
 - c) 516 596- _____
 - d) 516 596- _____
 - e) 516 956- _____
 - f) 516 596- _____
 - g) 516 596- _____
 - h) 516 596- _____
 - i) 631 941- _____
- i) We are holding off on checking usage until after meeting with Sunrise.
 - ii) If these lines can be eliminated, a savings of \$270/month, \$3240/year is achieved, or, see below.

- 45) The total for the two Verizon accounts is \$1600.
- a) A PRI provided by an alternative carrier offering unlimited local and regional calling is \$585, with tax, about \$700.
 - b) By combining the two accounts on one PRI, eliminating the DID trunks, and leaving a few lines for fax, modems, and backup, a savings of \$750/month, \$9000/year is achieved.

Sunrise at

- 46) We only have one Bridgecom bill for this location with \$51 in usage.
- a) Are there Verizon bills associated with this account? _____
 - b) Bridgecom was charging incorrect FCC line fees and issued credit for \$779.00.
 - c) Savings equals \$41/month, \$492/year.

Sunrise at

47) For this location we only have the local telephone bills and customer service records.

- a) We have no long distance bills, which also include regional calling.

48) The regional and long distance carrier is AT&T.

- a) Based on our knowledge of AT&T's lowest pricing, URS believes that we would be able to save anywhere from 33-50% off of regional and long distance calling.
- b) URS will not be able to determine that until we see a copy of the bill.

Verizon account # 914 665

49) Account was made up of four DID trunks.

- a) As a result of our inspection and confirmed by Verizon, it was determined that two trunks were not working.
- b) Verizon issued a check for **\$8878.49**.
- c) Savings equals \$175/month, \$2100/year.

Verizon account # 914 667-

50) Line 914 665- was not found during our inspection.

- a) Verizon confirmed this and issued a check for **\$1540.14**.
- b) Savings equals \$30/month, \$360/year.

Alternatative Carrier Savings

51) The above two accounts are the only local bills we have.

- a) If these are the only accounts associated with this location, by leaving the services the same and switching to an alternative carrier, a savings of \$270/month, \$3240/year is achieved.

52) By switching this to a PRI a savings of \$300/month, \$3600/year is achieved.

- a) However, leaving a few lines for fax/modems and for backup would bring the savings down to \$150/month, \$1800/year.
- b) Therefore, if these are the only two local accounts associated with this location, leaving the services as is, and switching to an alternative carrier is the best option.
- c) If there is another local account associated with this location, then the savings would probably be greater with a PRI.
- d) Is there another account associated with this location? _____

Sunrise at

53) For this location we only have the local telephone bills and customer service records.

- a) We have no long distance bills, which also include regional calling.

54) The regional and long distance carrier is AT&T.

- a) Based on our knowledge of AT&T's lowest pricing, URS believes that we would be able to save anywhere from 33-50% off of regional and long distance calling.
- b) URS will not be able to determine that until we see a copy of the bill.

Verizon account # 845 638-

55) Account is made up of four DID trunks at a total of \$350/month.

Verizon account # 845 639-

56) Account is made up of six trunks answered at the front desk totaling \$500/month.

Alternative Carrier Savings

57) Leaving the service exactly as it is and going with an alternative carrier produces savings of \$250/month, \$3000/year.

58) The savings are about the same at this location going with a PRI, but then are lowered when backup lines, faxes, and modems are introduced, so going with an alternative carrier without a PRI is the best option.

However, if there are plans for any growth in the future, then a PRI would be the best option. That can easily be changed if necessary.

Sunrise

59) For this location we only have the local telephone bills and customer service records.

a) We have no long distance bills, which also include regional calling.

60) The regional and long distance carrier is AT&T.

a) Based on our knowledge of AT&T's lowest pricing, URS believes that we would be able to save anywhere from 33-50% off of regional and long distance calling.

b) URS will not be able to determine that until we see a copy of the bill.

Verizon account # 516 942

61) This account was cancelled by Jennifer, the E.D..

a) At the time URS had a claim in for five lines that were not found by our technician.

b) Because the account was cancelled, we were not able to recover the expected \$7500 refund.

c) Ten lines were cancelled and five lines were moved to account # 516 932-.

Verizon account # 516 932-

62) As a result of moving lines from account 516 942- to this account, erroneous fees were charged.

a) URS was able to have these charges reversed.

b) Credit of \$325 was issued and can be found on the February 28, 2005 Verizon invoice.

63) There are now thirteen lines/trunks on this account.

Verizon account # 516 949-

- 64) Account consists of four DID trunks.
- a) These are internal numbers that are not given out to the public.
 - b) Calls can still be transferred to extensions by calling the main number, 516 932-, without accessing the DID trunks.
 - c) How many people are really calling into these trunks? _____
 - d) Can two trunks be eliminated? _____
 - e) Eliminating two trunks results in a savings of \$175/month, \$2100/year.
 - f) For the same price as two DID trunks, you can have seven POTS lines (with an alternative carrier, five with Verizon).

Alternatative Carrier Savings

- 65) By leaving the services the same and switching to an alternative carrier, a savings of \$265/month, \$3180/year is achieved.

Sunrise at

- 66) For this location we only have the local customer service records and the local bills.
- a) We have no long distance bills, which also include regional calling.

Verizon account # 718 368-

- 67) Account was made up of four DID trunks.
- a) As a result of our inspection and Verizon's confirmation, it was determined that two trunks were not working.
 - b) Verizon issued credit in the amount of **\$9110.12**.
 - c) Savings going forward equals \$175/month, \$2100/year.

Verizon account # 718 368-

- 68) Account is made up of one line that is ring no answer and shows no usage.
- a) What is this line for? _____
 - b) Eliminating this line results in a savings of \$30/month, \$360/year.

Bridgecom Account # 20

- 69) Account was billing FCC line charge fees at incorrect rate.
- a) Bridgecom issued credit of **\$915.12**, which can be found on the 2/27/05 Bridgecom invoice.
 - b) Savings equals \$50.84/month, \$610.08/year.

PRI

- 70) The Sheepshead Bay location is made up of one major Bridgecom account with thirty-one lines, one Verizon account with one line, and a Verizon account with two DID trunks.
- a) Just switching the Bridgecom account the way it is right now to another UNE-P provider that provides lower line charges and unlimited local calling would save over \$500/month, \$6000/year.
 - b) Eliminating the thirteen lines mentioned above before switching it would add an extra \$325/month, \$3900/year in savings for a total of \$9900/year savings.
 - i) However, there would still be the issue of the DID trunks being used at \$175/month.
 - c) A much better solution would be to install a PRI, port the DID #'s over from the two trunks, eliminate the trunks, then convert most of the remaining lines to DID #'s, leaving a few as analog lines for backup, faxes, and modems.
 - d) A recent proposal offers a PRI with unlimited local and regional calling for approximately \$600/month. With tax, that would be about \$750/month.
 - e) The combined Bridgecom bill and two DID trunk bill is \$1800.
 - f) Leaving six POTS lines as backup and faxes at \$150 results in a savings of \$900/month, \$10,800/year.

Sunrise at

- 71) For this location we only have the local telephone bills and customer service records.
- a) We have no long distance bills, which also include regional calling.
- 72) From information gathered off of the local customer service record, it appears that the regional and long distance provider is AT&T.
- a) Based on our knowledge of AT&T's lowest pricing, URS believes that we would be able to save anywhere from 33-50% off of regional and long distance calling.
 - b) URS will not be able to determine that until we see a copy of the bill.

Verizon account # 631 724-

- 73) Line 631 724- was not found during our inspection.
- a) Verizon issued a check for **\$1569.94**.
 - b) Resulting savings equals \$30/month, \$360/year.
- 74) The following lines give the indication of a modem and have no local usage showing in over three years:
- a) 631 724- _____
 - b) 631 724- _____
 - i) If these lines can be eliminated, a savings of \$60/month, \$720/year is achieved.

- 75) The following line was installed in November 2003 and is Ring No Answer and has no usage:
- a) 631 724- _____
 - b) This number was never cross-connected. It is just sitting there.
 - c) It can either be cross-connected and put to use, or it can be eliminated saving \$30/month, \$360/year.
- 76) The following line was installed in February 2004 and is Ring No Answer and has no usage:
- a) 631 724- _____
 - b) Our technician did not look for this line because he was going by an older Customer Service Record, but chances are, this line is not cross-connected either.
 - c) It can either be cross-connected and used or eliminated saving \$30/month, \$360/year.
- 77) This account has \$300 in local usage brought down to \$200 with Verizon's Individual Corporate Discount Plan.
- a) This usage could be brought down even more if was able to take advantage of the unlimited plans that are out there, but Verizon has the account classified as a Large Enterprise because of the Sunrise name, and it is not eligible for these plans.
 - b) URS has carriers ready to provide local service and either implement unlimited service or offer substantial discounts (Discuss T1 later).
 - c) Resulting savings off the Individual Corporate Discount Plan would be at least \$100/month, \$1200/year.
 - d) Savings would be even greater on the regional and long distance calling (percentage wise).
 - e) We do not know the exact amount of savings (dollar wise) since we do not have those bills.

Verizon account # 631 265-

- 78) Account is made up of a five line Centrex package that was originally a 37 month contract starting in January 1999.
- a) Contract was originally \$15.98 per line.
 - b) Since contract expired in February 2002, account is now paying \$25 per line.
 - c) Going back to a contract would save \$50/month, \$600/year, or ...
 - d) Going to an alternative carrier offering line charges of \$13.68 per line and lower local pricing along with unlimited calling plans would save even more, or...
 - e) Discuss T1 at end of recommendations.
- 79) Line 631 724- is Ring No Answer and never had any usage.
- a) Since the contract is expired, eliminating this line would not incur any penalties.
 - b) Eliminating this line saves \$37/month, \$444/year.

Verizon account # 631 863-

80) Account was made up of four DID (incoming only) trunks.

- a) One trunk was found to be not working.
- b) Verizon issued a check for **\$4508.95**.
- c) Resulting savings equals \$87/month, \$1044/year.

PRI

81) Combined total of all three accounts is \$1225.

By combining all three accounts into an alternative carriers PRI offering unlimited local and regional calling, a savings of \$500/month, \$6000/year.

Sunrise at

82) For this location we only have the local telephone bills and customer service records.

- a) We have no long distance bills, which also include regional calling.

83) From information gathered off of the local customer service record, it appears that the regional and long distance provider is AT&T.

- a) Based on our knowledge of AT&T's lowest pricing, URS believes that we would be able to save anywhere from 33-50% off of regional and long distance calling.
- b) URS will not be able to determine that until we see a copy of the bill.

Verizon account # 631

84) The following lines were either not found or had no dial tone and are ring no answer:

- a) 631 422-
- b) 631 422-
- c) 631 422-
- d) 631 422-
- e) 631 422-
- f) 631 422-
- g) 631 422-
- h) 631 422-
- i) 631 422-
- j) 631 422-
- i) Verizon issued a check for **\$6729.56**.
- ii) Resulting savings equal \$300/month, \$3600/year.

85) Line 631 422- has an intercept message when called.

- a) Verizon said there was recent usage on this.
- b) We find this hard to believe, but since the credit would not be large, we wanted to get the ok to eliminate this line.
- c) Eliminating this line saves \$30/month, \$360/year.

86) There is no Individual Corporate Discount on this account. **(This may have changed from our initial analysis)**

a) Adding this discount would save \$80/month, \$960/year.

Verizon account # 631 422-

87) Line 631 422- was not located.

a) Verizon issued a check for **\$385.95**.

b) Resulting savings equal \$30/month, \$360/year.

88) Rest of the account is made up of eight lines that give the following indications:

a) 631 422-

i) Had no dial tone.

ii) Verizon said there was recent usage (Jan. 2004).

iii) What is this line for? _____

iv) Eliminating it results in a savings of \$30/month, \$360/year.

b) 631 422- _____

c) 631 422- _____

d) 631 422- _____

e) 631 422- _____

i) These four lines were not located at the demarcation point.

ii) No one can call out on these lines.

iii) When called, these lines are forwarded to the front desk.

iv) Would anybody be calling into these numbers for any reason? _____

v) If not, they service no purpose.

vi) Eliminating them results in a savings of \$120/month, \$1440/year.

(1) However, three of the four lines are part of a four-group hunt at the front desk.

(2) The main listed number for Sunrise at West Babylon, 631 422- is being remote call forwarded with four paths (four times) to 631 422- which is the second number in the four group hunt.

(3) Because of this, the fourth call to 422- is going to voicemail.

(4) If it is going to be forwarded, it should be forwarded to 631 422-, which is the first number in the hunt group.

(5) If these lines were eliminated, only one call would be able to be forwarded from 422-.

(a) This is a very inefficient way of doing things, which will be discussed below and with T1/PRI.

f) 631 422-: Front Desk

g) 631 422-: Fax

h) 631 422-: Front Desk

Verizon

- 89) This account is made up of four remote calling paths being forwarded to the front desk.
- a) The front desk is set up with a four-group hunt. 422- is pointed at the second number in the group, not the first. Because of this, if four calls come in at one time, the fourth call will go to voicemail.
 - b) To get better use out of the RCF, the 422- should be pointed at 631 422-, the first line in the hunt group.
- 90) 631 422- was originally set up in a trailer while the facility was being built.
- a) Once the facility was built, this number should have been made into a normal POTS line, answered at the front desk.
 - b) Because it is being remote call forwarded, West Babylon is paying for every call coming into this number, almost like a toll free number. The only difference, a toll free number would be cheaper.
 - c) Having a few new lines installed and changing the RCF to Trunk lines would save \$300/month, \$3600/year.
 - d) However, there is a much better option for the whole facility that will be discussed later regarding PRI with DID 's.

Verizon account # 631

- 91) Account is made up of four DID trunks with 20 DID numbers at \$350/month.
- a) A PRI can replace this and every other account, with tremendous savings.
 - b) Discussed below.

PRI

- 92) Sunrise is made up of four accounts that include:
- a) 631 422-
 - i) Eleven lines
 - ii) Total recurring charge with usage equals \$500
 - b) 631 422-
 - i) Eight Lines
 - ii) Total recurring charge without usage: \$230
 - c) 631 422-
 - i) Four Remote Call Forwarding Paths
 - ii) Total recurring charge with local usage to front desk: \$400
 - d) 631 893-
 - i) Four Did Trunks with 20 DID numbers
 - ii) Total recurring charge (no usage): \$350
 - e) Total monthly recurring charges: \$1500
- 93) By installing a PRI with unlimited calling for \$900 with tax, all of the above mentioned accounts could be eliminated.

- a) The remote call forward lines could be changed to DID numbers which would mean they could ring directly to the front desk, eliminating the local usage charges associated with the RCF.
- b) Every POTS line could be changed to DID numbers as well, eliminating the monthly recurring charges associated with them.
- c) Leaving eight lines for faxes, modems, and backup, a savings of \$400/month, \$4800/year is achieved.