



ATSI Call Center Site Certification Criteria for Amtelco Infinity Systems

Gold Star (includes **starred items)

General Business Practices

Licenses/Memberships

1. Valid business license, if required by state or local government.
2. Basic Business and Workmen's Compensation Insurance.
3. **Errors and Omissions Insurance.

Life Safety

1. Site should comply with local building codes: No obvious violations like doors too narrow, ceiling too low, exits or stairway not clear.
2. Fire Extinguishers: Site must have fire extinguishers located within visual distance of every fire exit, not to exceed requirements of any local authority having jurisdiction.
3. Low voltage backup lights/exit signs clearly illuminating emergency routes and all fire exits.
4. Evacuation plan and diagram posted, to include location of fire extinguishers, pull stations and route arrows.
5. Fire Protection: Must have smoke detection (photo electric type suggested or be part of a certificated alarm) along paths of egress that can be heard in the operations room or anywhere an operator is required to be.
6. Carbon Monoxide detectors present in operations room.

Operations

Equipment

1. Working redundant hard drive on Infinity platform.
2. Remote dialup access for Amtelco support.
 - a. Direct (POTS) telephone line not routed thru Infinity with the number prominently displayed.
 - b. If an A/B switch is used for this line, the switch box must be readily accessible and clearly marked.
3. Amtelco Support Contract.
4. Spare parts kit that includes all critical parts (that is, any part whose failure would keep Infinity from running).
5. **Spare Tape backup drive.
6. **Alternate Plan for rerouting calls or spare T-1 card if appropriate.
7. **Voice Logger (where allowed by law)

System Maintenance

1. Maintenance Schedule:
 - a. To contain the schedule for preventative maintenance as recommended by equipment manufacturer.
 - b. Maintenance duties clearly assigned and a place to sign off as they are completed.
2. Current set of system manuals.
3. Amtelco Field Service telephone number affixed to the Infinity system.
4. **Amtelco maintenance contract (OR) Dedicated internal maintenance provider approved by the Certified Examiner and Certified by ATSI.

Back-ups

1. Three complete set of backup tapes. Two sets to be stored on site, the other set stored off site. The backup tapes should contain the system configuration and all client information. The backup tapes do not need to contain messages or voice files. The date of the backup should be clearly marked on the tapes. Backups should be done at a minimum of every week with at least three rotating tapes.
2. Complete set of current Amtelco system software, including boot disk.
3. Current (within 30 days) complete printed set of client information and programming. (Alternately, a file of this information can be stored on the print capture computer.)
4. Current hard copy of the following:
 - Disk Reports: Access and Utilization
 - Serial Connections Reports: Ports and volume
 - System Reports: Configuration, System list,
 - Telephony Reports: Boards, Ports, Routes

Emergency Procedures

1. Logbook to contain:
 - a. Current software of all systems and subsystems, including date of last upgrade.
 - b. Contact names and numbers for Amtelco, all applicable phone companies, other vendors, including relevant account numbers and any circuit IDs.
 - c. Contact names and numbers of site maintenance and key personnel.
 - d. History of system maintenance.
 - e. Service history to include previous system troubles, the cause and what fixed the problem. (Amtelco BETA sites do not need to include BETA issues reported to programmers.)
 - f. Current hard copy of System and Port Configuration.
 - g. Instructions for restarting Infinity.
 - h. Location of System Spares Kit.
 - i. Location of all sets of back-up disks.
 - j. Location of system software disks.
 - k. Location of configuration printouts.
 - l. Location of all system manuals.
 - m. Location of current printed system and client information.
2. System connected to UPS w/capacity to run switch and two workstations for a minimum of two hours. NOTE: Hot or switch controlled standby electric

generator power is an acceptable substitute as long as there is no interruption of service longer than 2 minutes.

3. On-site generator or have access to a generator capable of being on line within half the run time available by the UPS. NOTE: The name and telephone number of a vendor who can supply the site with a standby generator should be located in the log book in the event the site does not own a manual generator.
4. If switchover to generator is not automatic have posted procedures to include:
 - a. The location of proper extension cords to power UPS, if required.
 - b. Procedure if a power down of the system/switch would be necessary to run off of a generator.
5. Cellular phone available on premises (hands free capability recommended.)
6. Computer tool kit to include Philips and flat head screwdrivers, needle nose pliers, and a flashlight.
7. Work light available in equipment area.

Personnel

Hiring Policies

1. Written hiring procedures. These procedures are not set by ATSI, but should comply with all local and federal laws. ATSI recommends that these guidelines be developed with appropriate legal counsel. Should include: Standardized application, interview questions and test scoring levels.

Training and Continuing Education Programs

1. Operator Training Program ATSI Operator training CDs (OR) ATSI CSR Certification program.
2. Amtelco technical training (required for maintenance) with Certificate of Completion.
3. Attend at least one NAEO or ATSI conference per year.
4. Attend at least one ATSI conference every three years.
5. **Supervisor Training Program or at least one ATSI Certified Supervisor.
6. **Additional Amtelco technical training or more than one Amtelco trained person in the company.

Employee Evaluation Guidelines

1. Timetable for evaluations.
2. Written criteria for evaluations.

Any requirement not allowed by local or state ordinance shall be waived.

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