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Proposal for Unified Communications Services

Fort Scott Community College

TODAY'S TOTAL	QTY	MSRP	DISCOUNT	GOTO PRICE	TOTAL
Voice Number DID - Configuration/Port Fee	50	$5.00	$4.00	$1.00	$50.00
Polycom VVX 250 Skyline (w/ Power Supply)	161	$197.00	$80.88	$116.12	$18,695.32
Polycom VVX 450 Skyline (w/ Power Supply)	4	$297.00	$147.95	$149.05	$596.20
Cisco SPA112	8	$69.00	$7.71	$61.29	$490.32
Polycom VVX EM 50 Expansion Module (EM50)	4	$225.00	$39.95	$185.05	$740.20
				TAXES & FEES	$1,929.07
				TOTAL	**$22,501.11**

MONTHLY TOTAL	QTY	MSRP	DISCOUNT	GOTO PRICE	TOTAL
Conference Device User- Monthly Service	2	$29.95	$10.00	$19.95	$39.90
Connect Bundle Pro	165	$29.95	$14.00	$15.95	$2,631.75
Interconnected VoIP, Low Usage - Monthly Charge	8	$12.95	$3.00	$9.95	$79.60
Voice - Standard DID - Monthly Charge	50	$5.00	$4.50	$0.50	$25.00
				TAXES & FEES	$512.55
				TOTAL	**$3,288.80**

TODAY'S TOTAL
$22,501.11

MONTHLY TOTAL
$3,288.80

Parker Redding
385-352-1222
parker.redding@logmein.com

HARDWARE SPECS

MODEL		DESCRIPTION
Polycom VVX 250 Skyline (w/ Power Supply)	*No Image Available.*	The Polycom VVX 250 business IP phone is a modern, four-line, basic IP desk phone with color display, ideal for home officeSoHo and cubicle workers.
Polycom VVX 450 Skyline (w/ Power Supply)	*No Image Available.*	The Polycom VVX 450 business IP desk phone is a high-quality, twelve-line, color IP phone for businesses of all sizes.
Cisco SPA112 *Router*	*No Image Available.*	Up to five years of warranty protection; details available at jive.com/cisco-warranty/. 4-Port 10/100 Router
Polycom VVX EM 50 Expansion Module (EM50)	*No Image Available.*	

ConvergeOne

Date: 12/2/2020
Page #: 1 of 3
Documents #: OP-000562138
SO-000614354
Solution Name: Webex Cloud Calling
Customer: FORT SCOTT COMMUNITY COLLEGE

Solution Summary

Webex Cloud Calling

Customer: FORT SCOTT COMMUNITY COLLEGE	**Primary Contact:** Jason Simon	
Ship To Address: ,	**Email:** jasons@fortscott.edu	
Bill To Address: 2108 Horton St Fort Scott, KS 66701-3141	**Phone:** 62022327004080	
Customer ID: AOSFORTS002	**National Account Manager:** Samuel Voss	
Customer PO:	**Email:** SVoss@convergeone.com	
	Phone: +19138515447	

Solution Summary	Current Due	Next Invoice	Due	Remaining	Total Project
Software	$19,390.44	$19,390.44	Annual	$58,171.32	$96,952.20
Hardware	$30,373.10		One-Time		$30,373.10
Hardware	$1,881.00	$1,881.00	Annual	$5,643.00	$9,405.00
Maintenance					
CISCO Maintenance	$0.00		Annual		$0.00
Project Subtotal	**$51,644.54**			**$63,814.32**	**$136,730.30**
Estimated Tax	NOT INCLUDED				
Estimated Freight	NOT INCLUDED				
Project Total	**$51,644.54**				**$136,730.30**

This Solution Summary summarizes the document(s) that are attached hereto and such documents are incorporated herein by reference (collectively, this "Order"). Customer's signature on this Order (or Customer's issuance of a purchase order in connection with this Order) shall represent Customer's agreement with each document in this Order and acknowledgement that such attached document(s) are represented accurately by this Solution Summary.

Unless otherwise specified in this Order, this Order shall be subject to the following terms and conditions (the "Agreement"): (i) the Master Sales Agreement or other applicable master agreement in effect as of the date hereof between ConvergeOne, Inc. and/or its subsidiaries and affiliates (collectively, "C1" or "ConvergeOne" or "Seller") and Customer; or (ii) if no such master agreement is currently in place between C1 and Customer, the Online General Terms and Conditions currently found on the internet at: https://www.convergeone.com/online-general-terms-and-conditions/ . If Customer's Agreement is a master agreement entered into with one of ConvergeOne, Inc.'s predecessors, affiliates and/or subsidiaries ("Legacy Master Agreement"), the terms and conditions of such Legacy Master Agreement shall apply to this Order, subject to any modifications, located at: https://www.convergeone.com/online-general-terms-and-conditions/ . In the event of a conflict between the terms and conditions in the Agreement and this Order, the order of precedence shall be as follows: (i) this Order (with the most recent and specific document controlling if there are conflicts between the Solution Summary and any applicable supporting document(s) incorporated into this Order), (ii) Attachment A to the Agreement (if applicable), and (iii) the main body of the Agreement.

This Order may include the sale of any of the following to Customer: (a) any hardware, third party software, and/or Seller software (collectively, "Products"); (b) any installation services, professional services, and/or third party provided support services that are generally associated with the Products and sold to customers by Seller (collectively, "Professional Services"); (c) any Seller-provided vendor management services, software release management services, remote monitoring services and/or, troubleshooting services (collectively, "Managed Services"); and/or (d) any Seller-provided maintenance services ordered by Customer to maintain and service Supported Products or Supported Systems at Supported Sites to ensure that they operate in conformance with their respective documentation and specifications (collectively, "Maintenance Services"). For ease of reference only, Professional Services, Managed Services and Maintenance Services may be referred to collectively as "Services." Unless otherwise defined herein, capitalized terms used herein will have the same meanings as set forth in the Agreement.

Products and/or Services not specifically itemized are not provided hereunder. This Order will be valid for a period of thirty (30) days following the date hereof. Thereafter, this Order will no longer be of any force and effect.

This Order is a configured order and/or contains software.

Special Comment to Solution Summary:

CISCO SAAS QUOTE - By signing this quote, Customer acknowledges they have been provided and agree to the Cisco SaaS Terms of Service located here: http://www.cisco.com/c/en/us/about/legal/cloud-and-software/cloud-terms.html. Should Customer desire to not allow the auto-renewal, forty-five (45) days' written notice prior to the end of the current term is required.

ConvergeOne

Date: 12/2/2020
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Documents #: OP-000562138
SO-000614354
Solution Name: Webex Cloud Calling
Customer: FORT SCOTT COMMUNITY COLLEGE

ACCEPTED BY:

BUYER: _____   DATE: _____   SELLER: _____   DATE: _____

TITLE: _____   TITLE: _____

Solution Quote

#	Item Number	Description	Term	Qty	Unit Price	Extended Price
Webex Calling						
1	A-FLEX-PUBLICSECT	Flex Public Sector	60	1	$0.00	$0.00
		Comment: Requested Start Date 01-Oct-2020 Requested For 60.00 Months From 01-Oct-2020 to 30-Sep-2025 Automatically Renews For 12 Months on 01-Oct-2025 Billing Frequency Annual Billing				
2	SVS-FLEX-SUPT-BAS	Basic Support for Flex Plan	60	1	$0.00	$0.00
3	A-FLEX-NUCL1	NU Webex Calling	60	120	$9.88	$71,136.00
4	A-FLEX-NUCL-BASIC	A-FLEX-NUCL-BASIC - Webex Calling Basic Calling	60	55	$6.38	$21,054.00
5	A-FLEX-MSG-ENT	Messaging Entitlement	60	120	$0.00	$0.00
6	A-FLEX-FILESTG-ENT	File Storage Entitlement	60	2400	$0.00	$0.00
7	A-FLEX-C-BAS-ENT	A-FLEX-C-BAS-ENT - Webex Calling Basic Calling Entitlement	60	45	$0.00	$0.00
8	A-FLEX-C-CALL-ENT	Webex Calling Entitlement	60	120	$0.00	$0.00
				Webex Calling Subtotal:		$92,190.00
Redsky E911 Services						
9	SP-REDSKY-MRC	SolutionsPlus:Redsky Webex Calling	60	1	$0.00	$0.00
		Comment: Requested Start Date 01-Oct-2020 Requested For 60.00 Months From 01-Oct-2020 to 30-Sep-2025 Automatically Renews For 12 Months on 01-Oct-2025				
10	RS-HM-ONBOARD	Horizon Mobility VAR/SP Onboarding & Support subscription	60	1	$79.37	$4,762.20
11	RS-HM-ENTERPRISE	RS-HM-ENTERPRISE - Horizon Mobility Webex Calling Enterprise-mobile subscriber	60	120	$0.95	$6,840.00
12	RS-HM-BASIC	RS-HM-BASIC - Horizon Mobility Webex Calling Basic-mobile subscriber	60	45	$0.95	$2,565.00
				Redsky E911 Services Subtotal:		$14,167.20
Phone Endpoints						
13	CP-7841-K9=	Cisco UC Phone 7841		159	$174.42	$27,732.78
14	CP-7861-K9=	Cisco UC Phone 7861		4	$188.75	$755.00
15	CP-7832-K9=	Cisco 7832 IP Conference Station		2	$475.46	$950.92
16	ATA191-K9	2-Port Analog Telephone Adapter		10	$93.44	$934.40
17	ATA191-CLIP-NA	Power Clip for ATA191 and ATA192, North America		10	$0.00	$0.00

ConvergeOne

Date: 12/2/2020
Page #: 3 of 3
Documents #: OP-000562138
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Solution Name: Webex Cloud Calling
Customer: FORT SCOTT COMMUNITY
COLLEGE

Solution Quote

#	Item Number	Description	Term	Qty	Unit Price	Extended Price
					Phone Endpoints Subtotal:	$30,373.10
7800 Series Misc						
18	CP-PWR-CUBE-3=	POWER TRANSFORMER FOR 7900 IP PHONE		167	$0.00	$0.00
19	CP-PWR-ADPT-3-NA=	IP PHONE POWER ADAPTER FOR 7800 PHONE SERIES, NA AND JPN		167	$0.00	$0.00
20	CP-PWR-CLIP-3-NA	CP-PWR-CLIP-3-NA - ENTER DESCRIPTION HERE		167	$0.00	$0.00
21	CP-7800-WMK=	SPARE WALLMOUNT KIT FOR CISCO UC PHONE 7800 SERIES		2	$0.00	$0.00
					7800 Series Misc Subtotal:	$0.00
					Total:	**$136,730.30**

Tindel's Telephone Service, Inc.

1401 Bitner Place

Pittsburg, KS 66762, KS 66762

(620) 232-0865

Proposal #:	196214
Date:	12/07/2020
Quote Valid Until:	1/06/2021
Order Type:	New Proposal
Sales Representative:	Mike Tindel
Sales Rep. Email:	tindeltelephone@yahoo.com
Payment Method:	Credit Card

Customer Name:	FSCC
Customer Since:	N/A
Contract Start:	TBD
Contract Maturity:	TBD
Term of Commitment:	36 months from date of Service activation per the Terms of Service

Customer Information

	Billing Address	Shipping Address
Company:	FSCC	FSCC
Contact:	Jason Simon	Jason Simon
Street 1:	2108 S HORTON ST	2108 S HORTON ST
Street 2:		
City, State, ZIP code:	FORT SCOTT, KS 66701	FORT SCOTT, KS 66701
Phone:	(620) 223-2700	(620) 223-2700
Fax:		
Mobile:		
Email:		

Monthly Recurring Charges (MRC)

QTY	Item ID	Description	Monthly	Monthly Ext.
166	TTS-Small-Bundle	TTS Small Seat Bundle 250 Includes one (1) extension associated with one device or softphone, bundled with 250 domestic outbound, one (1) DID, one (1) Hosted Call Path. Includes standard hosted PBX features, Voicemail, Caller ID with Name	$16.00	$2,656.00
		1 X 100-01-EXTN1 - One (1) extension associated with one device or softphone. All standard Hosted PBX features included.		
		1 X 100-03-CALLPATHM - Includes Unlimited inbound calling (non toll-free). No pre-paid termination included. Default domestic rate $0.039. Burstable call paths available upon request at a $4 surcharge.		
		1 X 100-05-DID - One (1) DID or Telephone Number (TN) in one rate center		
		1 X USUB-250 - Additional Domestic (US/Canada) usage billed at 3.9 cents per minute.		
10	100-06-E911	E911 Service Charge Monthly E911 Service Fee per DID, TN or unique physical address per Service Provider Terms of Service.	$2.95	$29.50

QTY	Item ID	Description	Monthly	Monthly Ext.
1	100-12-DASH	User Dashboard Subscription User Dashboard Subscription provides access to the Dashboard for one (1) Customer User. The Dashboard provides: Drag and Drop Call Control; Click-to-Dial contact list; Real Time Presence Information for Extensions, Parking Lots, Conference Bridges, Call Center Queues and Agents; and Voicemail access; and Chat	$3.50	$3.50
10	100-04-CALLERID	Inbound Caller ID Name Inbound Caller ID Name	$5.00	$50.00
10	100-05-DID	Domestic Telephone Number (DID) One (1) DID or Telephone Number (TN) in one rate center	$2.95	$29.50
8	100-08-HFAXLN100	Hosted Fax Line w/100 Pages Hosted Fax Line w/100 Pre-Paid Pages	$15.00	$120.00
1	100-05-TF8XX	Domestic Toll Free Number Toll Free 8XX Number Monthly Fee. Calls charged at 4.9 cents per minute.	$2.95	$2.95
			MRC Subtotal	
				$2,891.45

Non-Recurring Charges (NRC)

QTY	Item ID	Description	Price	Price Ext.
166	700-POLYVVX410	Polycom VVX411 The Polycom VVX411 12-line mid-range Business Media Phone is for today's office workers and call attendants who depend on crystal clear communications. The VVX410 features a 3.5" color LCD screen, dual Gigabit ethernet ports, and HD voice. Power Supply NOT INCLUDED.	$125.00	$20,750.00
166	700-POLYVVX300/400 AC Power Adaptor	Polycom VVX300/400 AC Power Adapter The Polycom VVX300/400 AC Power Adapter	$17.50	$2,905.00
1	700-POLYVVX400	Polycom VVX411 Exp Mod DSS/BLF The Polycom VVX40112-line mid-range Business Media Phone is for today's office workers and call attendants who depend on crystal clear communications. The VVX400 features a 3.5" color LCD screen, dual ethernet ports, and HD voice. Power Supply NOT included	$185.00	$185.00
166	200-01-IPPHN	IP Phone Set-up IP Hard Phone Service Setup Fee (Add On phones for existing customers)	$14.00	$2,324.00
10	200-01-LNPORT	Local Number Port (LNP) Fee per telephone number ported	$20.00	$200.00
1	200-01-NEWTOLLFREE	New Toll Free Number Setup Charge New Toll Free Number Setup Charge	$20.00	$20.00
1	200-01-PBXSETUP	Hosted PBX Setup Reseller Provided Setup, Install and Training for hosted PBX and VoIP services (charged per phone setup & installation)	$250.00	$250.00
			NRC Subtotal	
				$26,634.00

Notes

Due at Signing	
Monthly Recurring	$2,891.45
Non-Recurring	$26,634.00
E911 (VoIP)	$149.40
FCC Regulatory Fee (VoIP)	$6.08
FCC Regulatory Fee-Toll Free	$0.01
FUSF (VoIP)	$513.21
Sales Tax	$2,822.14
Universal Service Fund (VoIP)	$98.04
Total Due at Signing	$33,114.33

Summary	
Monthly Recurring	$2,891.45
Non-Recurring	$26,634.00
E911 (VoIP)	$149.40
FCC Regulatory Fee (VoIP)	$6.08
FCC Regulatory Fee-Toll Free	$0.01
FUSF (VoIP)	$513.21
Sales Tax	$2,822.14
Universal Service Fund (VoIP)	$98.04
Total	$33,114.33

* Taxes and fees are subject to change.

The undersigned acknowledges that they have received, read, accepted, and agreed to the Tindel's Telephone Service, Inc. Terms of Service, and ALL Tindel's Telephone Service, Inc. Terms and Conditions incorporated by this reference.

Please charge my existing credit card on file: Yes ☐   No ☐

Signature: _____ **Title:** _____

Print Name: _____ **Date:** _____

Confidential and Proprietary to Tindel's Telephone Service, Inc.. This proposal is provided to the Entity(s) and Individual(s) listed above only, and may not be disclosed or forwarded to any other party without the express, written consent of Tindel's Telephone Service, Inc..

Fort Scott Community College
Cloud-based Phone System
Advertisement for Bids

Dialpad was founded by the creators of Google Voice to create the best cloud based universal communication service in the world. Dialpad doesn't just do phones, we also do messaging, video calls, conferencing, and AI-Powered call centers. We can automatically record and transcribe all your calls so you can have a record of all your communication. We are a high-end solution, but we can transform the way your organization communicates.

I highly recommend you see a demo of our product so that we can show you the value we bring to the table. We know we aren't the cheapest, but we are worth a look.

Our cost is monthly assuming an annual contract (this is negotiable):
- $20 for Dialpad Talk Pro (Includes everything including conferencing)
- $12 for a room phone
- $25 for Professional Services per license (one-time fee for white glove set-up)

Section I: Scope
Fort Scott Community College (FSCC), hereby known as the "requester", is accepting multiple separate bids for obtaining a cloud-based phone service. Participants are required to provide a proposal for this request if to be considered for this contract. We are currently running an onsite appliance with SNOM POE phones. We want to move to a cloud-based solution where we purchase new compatible phones, will have the option to lease phones, or it integrates with the phones that are already in place respectively and in that order. All items listed below should be considered mandatory and should all be submitted within a single proposal unless otherwise specified:

Section II: <u>Common Requirements</u>:
1. Voicemail; preferably visual voicemail. Must be able to receive voicemail messages by email as well. - YES and YES
2. Caller ID for incoming calls, and internal-to-internal calls - YES and YES
3. Mobile Device App (Android, Windows phone, and Apple iOS compatible); YES, but not for Windows phone
4. Desktop softphone App (Windows and MacOS compatible) - YES
5. Location-based 911 Calling - YES
6. Operator or receptionist compatible, meaning having someone at specific locations be able to route phone calls. - YES
7. Compatibility with Fax machines; must be able to send from a fax-based device. 8. Location-based 911 Calling – all phones must be capable of dialing 911 with the physical address being reported in the call data itself. The physical address of the 911

caller must be accurate, even if the 911 call is being placed from one of our offsite locations. - YES

9. Flat Rate Billing: The service must have flat rate billing. We must have unlimited minutes and no long distance charges. Caller – required. - YES (unlimited texts and calls in the US and Canada)

10. We have a few numbers that need to be ported over and those numbers kept as DID numbers or main call in lines. (Will provide a list of these at a later time) - YES (If the numbers are allowed to be ported from the current vendor then we can easily port them over. This requires 4- 6 weeks to ensure a smooth transition)

11. Must define the Inflation schedule for billing over the course of the service. We need to know how pricing will change or fluctuate over time. - Normally 5%, but I will be requesting 0% from our finance team for this RFP.

Preferred:
1. DID numbers, with a preference to locally available DID numbers (local numbers to Fort Scott, KS and/or the off-site locations) - YES
2. Approximately 165 Phones

Section III: <u>Installation Details:</u>

Requirements:
1. We are looking for the chosen participant to install and configure all phones and services provided other than internal network changes that may be required to be performed by FSCC's staff. - This will require special COVID approval from our team. We can request approval later in the RFP cycle

2. Campus visits or surveys/walkthroughs can scheduled by contacting the requester (see below). We will be trying to coordinate campus walkthroughs so that they are grouped together. This will require special COVID approval from our team. We can request approval later in the RFP cycle

3. Must need to know the turnaround time in which this can be deployed. We need the one-time installation costs to be separated or itemized separately from the actual service fees. - Our implementation team is in-house and fully owned by Dialpad. 6 weeks for implementation is best practices and the cost is $30 per license. This is negotiable in later stages of the RFP process.

4. We have 5 campus locations
   a. Fort Scott Main Campus (2108 S Horton Fort Scott, KS 66701)
   b. Burke Street Campus (810 S. Burke Nursing) (Fort Scott, KS 66701)
   c. Paola Campus (501 Hospital Dr. Paola, KS 66071)
   d. Harley Davidson Campus (274 N. Industrial Dr. Frontenac, KS 66763)
   e. Cosmetology Campus (813 N. Broadway Pittsburg, KS 66762)

Preferred:

4. 165 Phones - We would prefer to purchase new phones, or lease the phones, unless our current SNOM phones are compatible. We need 161 Basic phones and 4 operator-level phones to forward and transfer calls. - We have a formal partnership with Polycom and highly recommend them. You are able to purchase these phone from us.

Section IV: <u>Other Considerations</u>:

· We have approximately 8 POTS fax machines. We need to know if they will work as is, or if an ATA, or equivalent device, will work to adapt them to VOIP or if they are not an option at all. We will need a fax solution in any event, so if the current fax machines will not work, we will need a comparable solution to be included in the quote. We would prefer to keep our current fax machines if possible. - We would use an ATA after confirming the hardware on your end.

· We have 2 active conferences phones (Polycom units) these units are still useable and would prefer to use them if possible. - This shouldn't be a problem. Polycom is our preferred supported brand.

· We need the solution to be compatible with the "Work from Home" model. · DID Numbers – We would like to keep the main numbers (620-223-2700) and others offsite phone numbers (put those in here before submitting the RFP, the phone companies will need to do recon on these numbers to see if they are transferrable) for the college so that the operator(s) can transfer calls to those other DID extension. - Our phones work on Mac, PC, Android, iOS, or compatible desk phones almost anywhere on the planet

Bids must be sent to Attention: Phone System Refresh at rfp@mailboxes.fortscott.edu and turned in by 3:00 PM on Tuesday September 15, 2020. Please email proposals to rfp@mailboxes.fortscott.edu or mail proposals to:

Attention: Julie Eichenberger; Phone System Refresh
Fort Scott Community College
2108 S. Horton Fort Scott Community College
Fort Scott, KS 66701
Reviewing submitted proposals will begin at 3:00 p.m. on that date. Upon acceptance of the recommended bid at the next Board of Trustee's meeting, all participating vendors will be notified of all vendor participation information by email. As this information is presented for the Board of Trustees, which is a matter of public record, it will be made available for anyone whom requests it. For questions, please contact Jason Simon at jasons@fortscott.edu.

Fort Scott Community College reserves the right to refuse any and all bids or requests and may remove specific "alternate" requests if and when it is necessary to meet the budgetary requirements of this project.

ShoreTel/Mitel MiCloud Connect Proposal

For Fort Scott Community College

Prepared by: Josh Iverson

December 7, 2020

Pricing is valid for 30 days

Dear Jason,

Inflow Communications has partnered with Mitel to present the following proposal to you. Inflow is a national provider of Cloud solutions for Higher Ed and K12 schools all across the country. Inflow and Mitel present to you the Mitel MiCloud Connect solution. We have provided some background on our company along with the MiCloud pricing proposal as well as supporting documentation and answers to your requirements.

We appreciate your time and consideration. After you have had the chance to review our proposal, we welcome and suggest a Question and Answer session. Thanks again for your consideration.

Josh Iverson	Matthew McKool @ Mitel
Enterprise Account Executive	Sr. Corporate Sales Executive
Direct 208.807.2968	Phone: 512-256-8858
Email jiverson@inflowcommunications.com	Email: Matthew.McKool@Mitel.com

FSCC requirements

First and foremost, Jason, you mentioned to me that Price and Support are two very important factors to you. So I wanted to address both of those areas right off the top.

Price: MiCloud Connect should be very price competitive. As you can see from Inflow's [“The State of Unified Communications as a Service (UCaaS) in 2020” infographic](#), we believe Mitel is the frontrunner in the Voice segment. This is their strength and two of the key takeaways are that they have a strong heritage in the Voice market and Price is a competitive advantage for them. All your requirements below suggest you want a great Voice or Telephony provider.

Support: Mitel offers some of the best support in the Cloud space. If Fort Scott Community College prefers to manage the system yourself, you have full control and can manage the entire organization from an iPad sitting on the beach without ever calling them. However, if you prefer full service, Mitel support is fully managed, meaning that they not only help with problems, but they can also do your adds/moves/changes etc. for you as well. Support is 24/7/365 and if you call during normal business hours during the week, you will likely get a US based support rep with English as their native language. That's pretty much unheard of in this industry. All at no additional charge! Many of the competitors in this space have overseas support or charge for the moves/adds/changes.

Section II: Common Requirements:
1. Voicemail; preferably visual voicemail. Must be able to receive voicemail messages by email as well.
   a. Included.
2. Caller ID for incoming calls, and internal-to-internal calls
   a. Included.
3. Mobile Device App (Android, Windows phone, and Apple iOS compatible)
   a. Included.
4. Desktop softphone App (Windows and MacOS compatible)
   a. Included.
5. Location-based 911 Calling
   a. Included.
6. Operator or receptionist compatible, meaning having someone at specific locations be able to route phone calls.
   a. Included.
7. Compatibility with Fax machines; must be able to send from a fax-based device.
   a. Mitel "can" offer ATAs (Analog Terminal Adapters) to connect to your analog fax machines, however, it is not a recommended practice for analog faxes to be converted over the IP network and cloud solutions. Our recommendation is to use (8) Main Virtual Fax boxes for the (8) fax numbers and route them to an individual or a distribution email group to receive incoming faxes. OR another suggestion would be to keep the analog fax machines directly on analog POTS lines.
8. Location-based 911 Calling – all phones must be capable of dialing 911 with the physical address being reported in the call data itself. The physical address of the 911 caller must be accurate, even if the 911 call is being placed from one of our offsite locations.

a. Included. Users must update their address location in the User Portal if it is different than the default listed address.

9. Flat Rate Billing: The service must have flat rate billing. We must have unlimited minutes and no long distance charges. Caller – required.
   a. All standard calls within the continental USA and Canada included.

10. We have a few numbers that need to be ported over and those numbers kept as DID numbers or main call in lines. (Will provide a list of these at a later time)
    a. Most likely yes, all your numbers will be able to be ported over, but please provide the list of DID numbers so we can verify 100%.

11. Must define the Inflation schedule for billing over the course of the service. We need to know how pricing will change or fluctuate over time.
    a. Pricing is grandfathered and will remain the same during your contracted term.

Preferred:

12. DID numbers, with a preference to locally available DID numbers (local numbers to Fort Scott, KS and/or the off-site locations)
    a. We need you to provide us a list of DIDs or the preferred area code and prefix and we will check for you.

13. Approximately 165 Phones
    a. No problem

Section III: Installation Details: Requirements:

14. We are looking for the chosen participant to install and configure all phones and services provided other than internal network changes that may be required to be performed by FSCC's staff.
    a. Mitel offers free remote Jumpstart installation which the majority of our customers chose. However, we also offer ExpertStart (in person installation) for $105/user + Travel & Expenses.

15. Campus visits or surveys/walkthroughs can be scheduled by contacting the requester (see below). We will be trying to coordinate campus walkthroughs so that they are grouped together.
    a. Thanks for the offer, but we don't anticipate that need at this time.

16. Must need to know the turnaround time in which this can be deployed. We need the one-time installation costs to be separated or itemized separately from the actual service fees.
    a. 6-8 weeks is typical. You can push it out up to 60 days if desired.
    b. Installation with JumpStart is free so no separation needed.

17. We have 5 campus locations
    a. Fort Scott Main Campus (2108 S Horton Fort Scott, KS 66701)
    b. Burke Street Campus (810 S. Burke Nursing) (Fort Scott, KS 66701)
    c. Paola Campus (501 Hospital Dr. Paola, KS 66071)
    d. Harley Davidson Campus (274 N. Industrial Dr. Frontenac, KS 66763)
    e. Cosmetology Campus (813 N. Broadway Pittsburg, KS 66762)
        i. Mitel/Inflow will need to know how many phones/users will be at each location so we can appropriately designate the outbound 911 address associated with phones at those addresses.

Preferred:

18. 165 Phones - We would prefer to purchase new phones, or lease the phones, unless our current SNOM phones are compatible. We need 161 Basic phones and 4 operator-level phones to forward and transfer calls.
    a. Mitel rents the Mitel IP6920 phones to you for free for the length of the contract. We recommend you take advantage of that offer. If you still desire to purchase phones, we can provide that for you as well, but free rental seems like a really good opportunity you shouldn't pass up.
    b. The SNOM phones are not compatible and should be replaced.
    c. We do provide options to upgrade to larger capacity phones for those that would require it. We have listed that pricing on our pricing page.

Section IV: Other Considerations:

19. We have approximately 8 POTS fax machines. We need to know if they will work as is, or if an ATA, or equivalent device, will work to adapt them to VOIP or if they are not an option at all. We will need a fax solution in any event, so if the current fax machines will not work, we will need a comparable solution to be included in the quote. We would prefer to keep our current fax machines if possible.
    a. Discussed above. ATAs are not recommended. We suggest using analog POTS lines with local provider.
20. We have 2 active conference phones (Polycom units). These units are still usable and would prefer to use them if possible.
    a. Yes, the Polycom IP6000 phones are reusable on the MiCloud Connect solution.
21. We need the solution to be compatible with the "Work from Home" model.
    a. Absolutely. And we do it really well. We have included pricing for local power adapters for the phones at 75¢/month/adapter for the WFH users. You will need to update us as to how many of those you will actually need/want.
22. DID Numbers – We would like to keep the main numbers (620-223-2700) and other offsite phone numbers (put those in here before submitting the RFP, the phone companies will need to do recon on these numbers to see if they are transferable) for the college so that the operator(s) can transfer calls to those other DID extension.
    a. Mitel confirmed that the main number (620-223-2700) can be ported.
    b. We will need a complete list of all DIDs to verify portability.

Aligned with You

We're not the best fit for every company out there. However, we're well aligned with you because of your:

- Mission critical communications needs
- Strategic decision makers
- Value of partnership and service

Focused for You

We're focused solely on your contact center and unified communications technology needs, just like we do for 250,000+ users and 800+ customers. We believe in the power of focused expertise and feel if we stood for everything, you'd gain nothing.

Built and Working for You

Inflow employees average 16 years of industry experience, and because we're fully remote you get the very best people in the world working with you. We know your contact center and unified communications technology needs go far beyond procurement, implementation and support. Wherever you are in your journey with these technologies we're by your side to guide and provide access to:

- **Strategy**: our team's knowledge of the technology landscape and experience joining that to business and operational objectives and challenges
- **Execution:** our agile Professional Services & Managed Services teams to deploy and support your technologies
- **Optimization:** our Customer Success & Technical Account teams to empower you, maximize your investment, and help you continually enhance your business with your technologies

Fort Scott Community College

ORIGINAL

Cloud-Based Phone System

Proposed by

I. Executive Summary

ENA Services, LLC (ENA) empowers communities by bridging innovative technologies with exemplary customer care. Our team understands the critical importance of scalable technology solutions in today's digital environment. Since 1996, ENA has had the honor and privilege of serving customers with our advanced technology solutions, and we thank Fort Scott Community College (FSCC) for your consideration of our innovative Voice over Internet Protocol (VoIP) solution, **ENA SmartVoice**.

ENA's superb history of service distinguishes the value of our offerings from others you will review. Throughout this response, we provide concrete examples of our stellar customer service as well as evidence of successful long-term partnerships with the communities we serve. We are not a typical telecommunications company—we are **your service partner**. ENA's cloud-based voice solutions are designed to minimize the burden on your technology and administrative resources, delivering carrier-class reliability and 24x7x365 proactive monitoring and support. ENA has successfully delivered the proposed VoIP services to hundreds of customers across the country, and we are committed to providing outstanding service and technology solutions in support of your goals.

The principal contact for ENA's response is:

> Joe Street - Account Service Manager
> Phone: (615) 312-6094
> E-mail: jstreet@ena.com

Why Select ENA SmartVoice and ENA SmartUC

ENA SmartVoice is our cloud-based, carrier-grade VoIP solution that can lower your total cost of ownership and ensure a seamless path to future growth—all while streamlining your communications and better preparing your campuses for emergencies. Highly scalable and fully hosted, ENA SmartVoice helps eliminate the high capital expenditures associated with purchasing, upgrading, managing, and maintaining on-premises telephony servers and equipment. ENA's goal is to ensure your telecommunications infrastructure grows with and adapts to your changing technology and communication needs.

ENA SmartUC integrates seamlessly with ENA SmartVoice to provide advanced and fully integrated communications, including high definition video and web conferencing, integrated presence, chat, and SMS texting.

By selecting ENA's communications services, in addition to receiving a high-quality voice service, you also receive the power of an enhanced communication and collaboration system that drives productivity and operational efficiencies today and in the future.

Key Differentiators

Our dedication to the communities we serve—combined with our passion for delivering excellent customer support—sets ENA apart. We encourage you to consider the following key differentiators as you review the enclosed response.

24x7x365 Expert Support and Assistance

ENA's superior customer support begins with the Customer Technical Assistance Center (CTAC). Our customer support engineers (CSEs) are a dedicated staff available 24x7x365 for immediate customer assistance on all ENA service issues. While many other organizations staff their front-line team with clerical and/or referral support, ENA's CTAC is made up of highly trained, certified, U.S.-based engineers with experience addressing the unique needs of our customers. We are committed to delivering exceptional customer care and expedited resolutions: ninety-four percent of reported incidents and requests are resolved by the CTAC on the first contact.

Personalized, Dedicated Account Service Throughout the Life of the Contract

Every ENA customer is assigned an account service manager (ASM), throughout the life of the contract with ENA, who builds a trusted relationship with you and your team by working to maintain an understanding of your specific goals and needs.

Proven History of Performance

*Our proposed solution leverages ENA's experience in successfully delivering robust, reliable, secure, and scalable technology solutions. The success of our service delivery model is reflected in our extremely high customer satisfaction scores. **ENA's latest Net Promotor Score (NPS), the gold standard for measuring customer satisfaction, is 88 (anything above 70 is considered "world class")**. ENA's NPS scores far exceed our competition's and we consistently endeavor to achieve world class status to meet and exceed your expectations.*

We appreciate your consideration of our response and look forward to the opportunity to work with you to implement our proposed solution and services. Please do not hesitate to contact Joe or me if you have any questions or need clarification of any portion of ENA's response.

Sincerely,

Gayle Nelson
Senior Vice President, Customer Services

II. Table of Contents

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III. ENA Qualifications

1. Company Background

"We empower communities by bridging innovative technologies
with exemplary customer care."

For over 24 years, ENA has exclusively served community anchor institutions (education, library, healthcare, and government) with system-wide and statewide connectivity, communication, cloud, and collaboration services. Our mission reflects our commitment to provide trouble-free and reliable connectivity, communication, cloud, security, and software solutions. ENA has an impeccable history of delivering scalable, robust, secure, and cost-effective services to the customers we serve.

ENA specializes in providing industry-leading technology solutions, including:

- Internet access and wide area network (WAN) broadband connectivity services including managed and co-managed end site equipment and network monitoring
- Wi-Fi and local area network (LAN) services including mobile Wi-Fi solutions
- Unified communications solutions and hosted voice over IP (VoIP) services
- Cloud services including Infrastructure as a Service (IaaS), Backup as a Service, and an S3 compatible storage solution
- Cybersecurity solutions to protect your network and your users, including firewall, unified threat management (UTM) and virtual private network (VPN) solutions
- Video and web conferencing collaboration services
- Software as a Service (SaaS) solutions including data analytics, instructional, and productivity products

ENA understands the business and mission of the communities we serve. That's why our solutions are designed to allow for maximum flexibility while minimizing the burden on our customers' administrative and technical resources.

2. ENA's Service Approach

ENA's proposed solutions include numerous value-added benefits for our customers where every customer receives high-quality, turnkey services along with ENA's signature customer service. All ENA services include dedicated account management personnel, engineering excellence, exceptional service delivery, and exemplary customer care. All recurring ENA services include proactive 24x7x365 service monitoring, Customer Technical Assistance Center (CTAC) support, always available online support tools, robust safety and security features, and field service (if applicable).

When comparing ENA's offering with other service providers, you will quickly understand why ENA's solutions offer more value to our customers.

ENA's Suite of Enhanced Technology Solutions

Key Considerations for ENA's Service Approach

ENA is not a typical service provider—we consider ourselves your service partner. Our customer service, experience, demonstrated performance, innovation, and extensive suite of services are significant differentiators that distinguish us. Throughout our response we provide concrete examples of our excellent service history, capability to deliver the services requested, and evidence of successful, long-term partnerships with our customers. In your evaluation, we encourage you to consider the following unique benefits of ENA's solutions.

- **Personalized, Dedicated Account Service Throughout the Life of the Contract** – Every ENA customer is assigned an account service manager (ASM), who remains with the customer throughout the life of the ENA contract. The ASM builds a trusted relationship with you and your team by working to maintain an understanding of your specific goals and needs.
- **Exemplary Customer Care for 100% Customer Satisfaction** – ENA is solely accountable for the entire array of solutions we provide to you and your 100% satisfaction and delight with our products, services, and service delivery is our goal. We have a laser focus on exemplary customer care and do not consider a project complete until the customer is 100% satisfied.
- **Exceptional On-time Service Delivery for Confidence and Peace of Mind** – ENA has a demonstrated track record of meeting and exceeding installation schedules with our customers. Whether providing services to a few sites or several hundred, ENA has the personnel, processes, and procedures to deliver on our committed installation timeframes.
- **Customer Technical Assistance Center Providing 24x7x365 Coverage and Support** – All calls to our Customer Technical Assistance Center (CTAC) are answered by a professional, trained person in the U.S. with the knowledge, experience, and capability to resolve your issue immediately—rather than simply taking a message or opening a new service ticket. With our proactive monitoring tools, ENA contacts our customers to alert them of a service-impacting issue – before the customer even knows there is an issue – over 99 percent of the time.
- **Engineering Excellence for Comprehensive and Full-Service Support Capability** – The engineering expertise and management focus needed to meet the performance levels required in today's technology infrastructure environments place a substantial burden on your valuable staff resources. ENA's service approach helps to remove this burden, so you can focus staff and resources on your organization's priorities.
- **Safety and Security Features to Protect Your Infrastructure, Data, and Community** – ENA understands the importance of embedding safety and security features in our products and services to protect your infrastructure, data, and users. From mitigating network intrusions or

alerting students and staff about potentially harmful intruders, ENA is consistently working on protecting your environments.

- **Technology Innovation and Efficiency Keeping You Ahead of the Technology Curve** – ENA is constantly developing and launching innovative products and services to meet the evolving current and future needs of our customers. We listen to our customers and shape our solutions to bring best-of-breed technology services that meet and exceed your requirements.
- **Financial Advantages of a Managed Service Model Allowing You to Do More with Less** – With ENA, managed service means full service. Our comprehensive managed service model includes engineering design, service maintenance, and 24x7x365 service monitoring and support for all components over the life of the service. ENA's managed service model has an extensive history of providing cost-effective solutions that typically deliver enhanced service with improved total cost of ownership.

Our outstanding service history, coupled with our service delivery benefits outlined above, validate our ability to successfully deliver the services as requested.

3. ENA's Solution Delivery Experience

ENA is the nation's leader in providing statewide and system-wide solutions to meet the unique requirements of education and library communities.

Serving and supporting thousands of education and library systems and locations across the nation with robust connectivity, communication, cloud, security, and software solutions, makes ENA the most qualified and uniquely positioned to provide the services requested.

Operating Locally and Nationally

Our understanding of your technology needs and challenges, coupled with our dedication and experience in providing the proposed services, clearly differentiates us from other service providers.

4. World-Class Net Promoter Score

Our proposed solution leverages ENA's experience in successfully delivering robust, reliable, secure, and scalable technology solutions. The success of our service delivery model is reflected in our extremely high customer satisfaction scores. **ENA's latest Net Promotor Score (NPS), the gold standard for measuring customer satisfaction, is 88 (anything above 70 is considered "world class")**. ENA's NPS scores far exceed our competition's and we consistently endeavor to achieve world class status to meet and exceed your expectations.

5. Personnel Qualifications

ENA is guided by experienced technology professionals, ensuring we remain on the cutting edge as a technology service provider while providing the highest standard of service delivery. Our entire company is focused on the common goal of providing extraordinary customer service.

Dedicated Account Management and Support

Fort Scott Community College (FSCC) is well served by Joe Street, Account Service Manager. Joe will serve as the customer advocate and is the single point of operational and account contact for FSCC. Joe will manage the overall customer relationship and is supported by a team of highly qualified and experienced engineers, project managers, and senior executive management resources. This team is augmented by ENA's comprehensive Customer Technical Assistance Center (CTAC) as well as our customer support personnel resources. Please see the **ENA Team** section below for additional information on ENA's account support.

The ENA Team

ENA employs highly qualified and technically skilled individuals who are dedicated to service support and superior performance in a number of disciplines. Each member of our team has extensive experience delivering high-quality services with excellence to our customers. The implementation of services described herein will require involvement of several ENA teams, including technical and non-technical groups. ENA assigns dedicated project management personnel resources to ensure each project is executed according to our commitments and your satisfaction. In addition, dedicated account management and support personnel are assigned to guarantee ongoing end-to-end service delivery implementation and coordination. **Our engineers also apply their extensive knowledge, skills, and experience in consulting with our customers to provide reliable services**.

ENA Engineers possess over 230 technical certifications covering our solution suites ensuring you are in knowledgeble hands.

Industry certifications include:

BROADBAND:	SECURITY:	WIRELESS:	VOICE:	CLOUD:
Cisco	CISSP	CWNP	Metaswitch	Apache Foundation PMCs
CompTIA	CCNA	CWNE	Polycom	Apache Foundation Committers
Fortinet	CWSP	Ruckus		Microsoft
	CEH	Brocade		Redhat
	CHFI	Aerohive		Linux LPIC
	NSE 7			

Advanced Technical Certifications

The entire ENA team strives to delight each customer by providing superior customer service. From the initial installation through ongoing support needs, this team of professionals works hand-in-hand with our customers to provide the following services:

- **ENA Customer Technical Assistance Center (CTAC):** Our 24x7x365 single point of contact for all customer support issues.
- **Field Engineering Team:** Deployed throughout our service geography, assuring that ENA managed equipment is maintained even in the event of a failure.

- **Dedicated Account Service Manager (ASM):** Assigned to ensure customer satisfaction, identify and understand customer's specific needs, as well as manage his or her customer contracts. ASMs meet with customers on a regular basis and participate in the technology-planning process, as appropriate, to ensure current and future requirements are met.
- **Client Services Team:** Communicates regularly with customers and seeks customer feedback on areas for improvement.
- **Finance Team:** Provides invoice and billing support and expertise.
- **Service Delivery Team:** Supports a systematic roll out of ENA solutions from purchase to implementation.
- **Technology and Innovation Team:** Manages ENA's overall technology architecture and current suite of products and services as well as envisions and designs innovative new products and services.
- **Administrative Team:** Provides business strategy and leadership with a commitment to diversity and compliance with all local, state, and federal employment laws.

6. ISO 9001 Certification

ENA is ISO 9001 certified. ISO 9001, the world's most recognized quality management standard, provides a framework for the eight globally recognized principles of quality management: customer focus, leadership, involvement of people, process approach to management, continual improvement, factual approach to decision making, and mutually beneficial supplier relationships.

The ISO 9001 certification assures customers that ENA employs a Quality Management System (QMS). This QMS is used to continually monitor and manage excellence in execution across all areas of operations, culminating in delivering outstanding service to our customers every day. As part of this certification, ENA remains focused on continuous process improvement to "raise the bar" against which we measure our service quality.

7. Invoicing

ENA considers delivery of a simple, easy to understand invoice that meets customer's needs to be integral to our customer-centric delivery model.

With ENA, you will have a single point of contact for all invoice management and billing requirements and a simple, easy to understand invoice.

8. Organizational Structure

ENA Services, LLC, a Delaware limited liability company, has been in business since 1996, successfully delivering services of the same type and scope as has been requested. ENA Services, LLC is a licensed telecommunications company and a wholly owned subsidiary of Education Networks of America, Inc., a Delaware corporation. **ENA Services, LLC, is the respondent of record and should be the named vendor on potential contracts.** ENA Services, LLC's Federal Employer Tax Identification Number (FEIN) is: 62-1805864.

9. Financial Strength and Stability

ENA has the financial strength and capacity to perform the required services. We have a 24-year successful financial track record working with all our customers on long-term contracts, and we have served thousands of customers throughout the life of all contracts. Additionally, ENA has a surety bond facility with Travelers Casualty and Surety Company of America providing an additional level of financial security.

Copies of our audited financial statements are available on request.

10. Commitment to Diversity

ENA leverages the talents of minority, women, and veteran-owned businesses to help deliver our transformative and innovative solutions to the customers we serve. As an equal opportunity employer, ENA is committed to promoting diversity in all aspects of our business, and we have a strong corporate commitment to establishing and maintaining supplier diversity in support of minority, women, and veteran business enterprise program goals. ENA is a proud member of one of the largest minority (MWBE) supplier networks in the nation, National Minority Supplier Development Council Inc. (NMSDC). This network connects us with thousands of MWBE organizations and provides resources and tools to further our commitment to engage a diverse network of suppliers.

11. References

What truly sets ENA apart from any other company or solution evaluated is our demonstrated track record of providing exemplary customer service. The best indicators of our success are the positive feedback we receive on an ongoing basis from our customers and the high levels of customer loyalty and customer retention we have achieved.

We have established long-term relationships (in many cases for 24 years) with our customers because they view our value-added business relationship as a long-term partnership. ENA makes a committed effort to earn our customers' recurring business year after year. **We understand the needs of our customers, and we are confident your organization will benefit from the long-term business relationship and superior level of customer care you will receive**.

Customer References

Provided on the following pages are reference overviews of our clients using the products and services we propose along with service time frames and contact information for each of these clients. We are happy to provide additional references upon request. We encourage you to reach out to the contacts below or to any of the customers we serve.

CUSTOMER REFERENCE

Customer Information:	Sewanee, The University of the South 735 University Avenue Sewanee, TN 37383	**Dates of Service:**	2018 to Present
Contact Information:	Diane Camper Director of Strategic Infrastructure	☎: (931) 598-1515 ✉: ddcamper@sewanee.edu	
ENA SmartVoice Contact Information:	Vickie Sells Associate Provost for Information	☎: (931) 598-3220 ✉: vsells@sewanee.edu	
Current Services:	ENA TrustCompute ENA SmartVoice (VoIP)	Video Collaboration Powered by Zoom	

The University of the South (Sewanee) is a private college located in Franklin County, Tennessee with an enrollment of approximately 1,700 students

ENA started working with Sewanee to address their need to virtualize. After several meetings with key stakeholders, ENA was able to position ENA TrustCompute as a viable solution to their cloud computing needs. Sewanee has slowly been adding additional features as the move more functions to the cloud.

As the university's outdated, premise-based phone system needed to be replaced, Sewanee turned to ENA for our ENA SmartVoice solution. ENA's fully managed interconnected Voice over Internet Protocol (VoIP) service has allowed Sewanee to deliver a best-in-class voice service campus-wide.

Additionally, Sewanee has recently contracted with ENA to provide Video Collaboration Powered by Zoom. Sewanee moved forward with this project during the Summer of 2018 and is evaluating if there is a need to go campus wide with this solution.

CUSTOMER REFERENCE

Customer Information:	Cleveland City Schools 4300 Mouse Creek Road NW Cleveland, TN 37312	**Dates of Service:**	1999 to 2000; 2002 to Present
Contact Information:	Andrew Phillips Supervisor of Technology	☎: (423) 476-1160, Ext. 2203 🖷: (423) 472-3390 ✉: aphillips@clevelandschools.org	
Current Services:	ENA Internet Access ENA WAN (Wide Area Network)	ENA SmartVoice (VoIP) ENA Partner Program	

Cleveland City Schools (CCS), located in southeastern Tennessee, serves approximately 5,500 students across nine schools.

ENA provides Internet access, wide area network (WAN), and Voice over Internet Protocol (VoIP) services to the district and worked with the CCS technology staff to develop a detailed network plan of implementation. Recently, Internet access has been upgraded to 2 Gbps, WAN aggregation to 10 Gbps, and WAN end-sites to 1-2 Gbps. This increased capacity has enabled CCS to consider new technology initiatives such as 1:1, bring your own device (BYOD), and Wi-Fi service, while maintaining an infrastructure that can comfortably handle online testing as well as any other online state and district applications.

CCS has also realized the benefits of utilizing ENA SmartVoice VoIP service within the school system. The district started with a two-site implementation and has subsequently added all of the remaining locations to the hosted ENA SmartVoice standard voice platform. The most recent implementation was deployed successfully at the high school's new auditorium.

CUSTOMER REFERENCE

Customer Information:	Blackfoot School District 270 East Bridge Street Blackfoot, ID 83321	**Dates of Service:**	2014 to Present
Contact Information:	Ryan Wilson Technology Director	☎: (208) 782-9548 📠: (208) 785-2042 ✉: wilsr@d55.k12.id.us	
Current Services:	ENA Air Fully Managed Wi-Fi Solution	ENA SmartVoice (VoIP)	

Blackfoot School District (BSD), nestled in eastern Idaho, serves over 4,000 students across 13 facilities. Struggling with wireless and switching capacities, BSD aimed to keep up with the increasing demands of bring your own device (BYOD) and associated grants. For this, ENA was selected to deploy and manage the wireless service across the district with our ENA Air solution.

More recently, the district desired to replace the dated telecommunications platforms in all buildings as the failing PBX systems were unable to communicate efficiently across sites. ENA was awarded the opportunity to provide our fully hosted Voice over Internet Protocol (VoIP) solution for the district. This allowed district staff to dial and transfer calls between buildings for the first time, leading to more effective communication throughout the district.

IV. ENA SmartVoice Technical Proposal

1. ENA Telecommunications Suite

ENA provides a number of carrier-class, next-generation communications services, including **ENA SmartVoice**, a hosted Interconnected VoIP service; **ENA SmartUC**, a desktop and mobile application that integrates seamlessly with ENA SmartVoice to enable advanced unified communications; and **ENA SmartLink**, a Session Initiation Protocol (SIP)-based IP trunking solution. With any of these solutions, all customers receive ENA's award-winning 24x7x365 live customer support, and most customers have the ability to transfer or port current telephone numbers to ENA.

ENA is proposing ENA SmartVoice and ENA SmartUC to meet the requirements of this RFP.

Key Benefits of ENA SmartVoice

ENA focuses on providing tailored voice services that meet the unique needs of education and library institutions. When evaluating cloud-based services to address their needs, our customers find ENA's voice services offer an affordable, high quality way to address many of the challenges they face. Key benefits experienced with our telecommunications product suite include:

- Lower total cost of ownership
- Scalability to meet changing needs
- Carrier-class reliability

- 24x7x365 peace of mind
- Improved communications
- Enhanced security and disaster preparedness

In addition to these key benefits, ENA provides professional and experienced personnel throughout the implementation and post-implementation project cycle to ensure project success.

> **Professional and proactive with great product range.**
>
> – Greg Connors, Director of IT
> Rutland Central Supervisory Union, Vermont

A clear distinction of ENA's voice services is our enhanced call quality monitoring. With our monitoring service, ENA is able to monitor the overall quality of experience for calls made to and from ENA's voice solutions. This monitoring ability enables ENA to quickly pinpoint where a call problem lies—whether on the customer's LAN or on our own telecommunications network—thereby enabling us to resolve issues in a more efficient and effective manner.

Redundant Configuration Means Increased Reliability

The ENA cloud infrastructure, upon which ENA's voice services have been built, utilizes carrier-class equipment and is designed for 99.999 percent reliability in real world implementations—drastically increasing customer access while simultaneously significantly reducing downtime. Our geographically resilient platforms are housed in highly secure carrier facilities with built-in redundancy for utility power, backup battery and diesel power, IP connectivity to ENA's network backbone, and multiple external

telecommunications connections. The architecture design of each platform uses multiple levels of fault-tolerance and scalable architecture designed to allow for multiple component failures with no degradation in service.
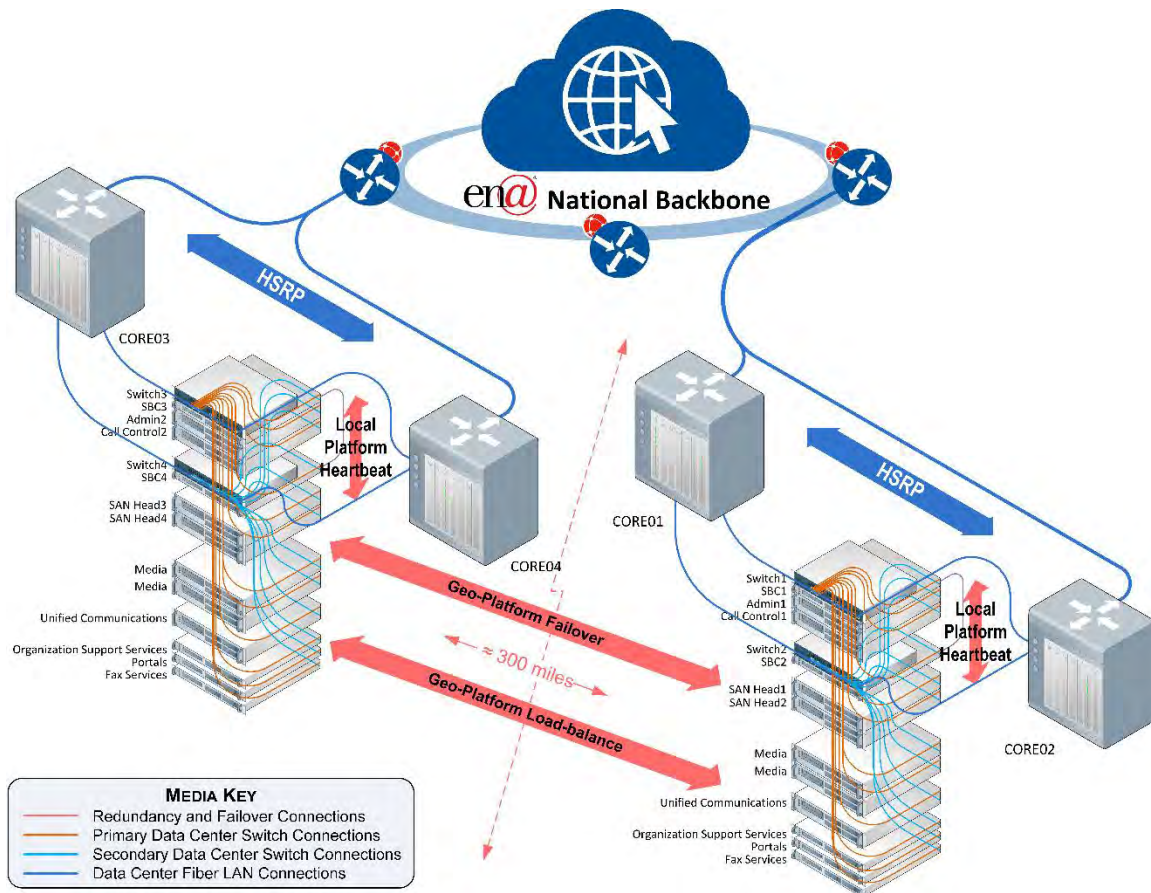
ENA Resilient Cloud Architecture

The ENA national backbone supporting delivery of ENA SmartVoice and ENA SmartLink is an integral part of our service. ENA provides stable low-latency service due to geographically resilient access to the Public Switched Telephone Network (PSTN), ENA's MPLS-based fiber topology, carrier-grade resilient backbone, presence in major peering facilities, and end-to-end quality of service (QoS). **Our network includes core peering POPs in major Internet exchange facilities across the United States ensuring every Internet request uses an optimum path to reach its destination**. Enhanced with MPLS Fast Reroute, or MPLS Local Protection, ENA's national network can reduce the time it takes to route around network outages from several minutes to less than a second, ensuring continued delivery of service.

ENA National Network Map

Modem-based Technologies and ENA Voice Services

Since ENA's telecommunications solutions utilize VoIP technology, ENA does not recommend nor support the use of modem-based services on ENA SmartVoice or ENA SmartLink service. For service to modem-based devices (e.g., postage machines, HVAC monitoring devices), as well as service to alarm or other monitoring systems that need to be able to communicate during prolonged power outages, ENA recommends the use of true, CO-powered POTS lines. For faxing, ENA recommends ENA SmartFax, which is described later in this response.

2. Project Understanding and Proposed Technical Solution

ENA understands that Fort Scott Community College (FSCC) seeks a qualified telecommunications partner to provide a complete hosted Voice over IP (VoIP) solution that includes hardware; licensing; U.S.-based, 24x7x365 support; one-year advanced replacement warranty on handsets; and live, interactive training webinars for administrators and end users. Our **ENA SmartVoice** service will encompass all campuses and active facilities, while providing 162 handsets with the most up-to-date VoIP features and functionality for FSCC, as described in the RFP and supplemental documentation.

The ENA SmartVoice solution will utilize the LAN/WAN network already in place with FSCC, provided there is sufficient available capacity. Our proposal also includes a site survey of each location and collaboration with FSCC's technical staff to develop a needs assessment that includes, but is not limited to:

- New and existing internal extensions that will be utilized
- Paging and intercom requirements
- Auto attendants and other main number/departmental call flows
- Types and models of handsets that will be best suited to meet your needs
- New and existing telephone numbers that need assignment or porting
- Faxing, loud ringer, cordless, and other integration items

ENA intends to work closely with FSCC's telecommunications staff to review our overall design and available product offerings. This will provide you with the needed features that satisfy your telephone service requirements while maintaining the most efficient use of available funds.

ENA has verified portability and E-911 support on the telephone numbers provided by FSCC in the Phone Numbers_PDF document received on November 20, 2020.

RFP Section II: Common Requirements

1. **Voicemail; preferably visual voicemail. Must be able to receive voicemail messages by email as well.**

ENA understands and complies. With ENA SmartVoice, voicemail is included with all packages at no additional charge. Visual voicemail and the ability to forward voicemails to a user's email address as audio WAV files are included as well.

Additionally, transcription of voicemail messages as they are sent to email is an included feature on Enhanced and Executive packages. The user will receive an email with the transcribed voicemail along with the WAV file of the audio message attached.

2. **Caller ID for incoming calls, and internal-to-internal calls**

ENA understands and complies. All ENA SmartVoice phones include caller ID, voicemail, hold, transfer, and more. Please see our ENA SmartVoice Features-at-a-Glance on **page 27** for a comprehensive list of features by package.

3. **Mobile Device App (Android, Windows phone, and Apple iOS compatible);**

ENA understands and complies. The ENA SmartUC app, included with Enhanced and Executive packages, enables geographically dispersed and mobile staff to stay connected working in the office, at home, or on the go by turning their cell phone into their desk phone extension. In addition to all the features and functionalities included with the ENA SmartVoice package, the ENA SmartUC app enables users to instant message colleagues, text contacts, make and receive audio and video calls using their ENA SmartVoice extension, check voicemail, and more all from their smartphone. ENA SmartUC enables organizations to facilitate communications while protecting privacy and confidentiality for staff as personal cell phone numbers are never revealed externally.

We have included the Essential + Mobile package for 78 end users. This is available as an optional upgrade to the Essential package for staff that may need only the mobile app without the features the Enhanced package provide.

4. **Desktop softphone App (Windows and MacOS compatible)**

ENA understands and complies. With the ENA SmartVoice Enhanced or Executive packages, users have the ability to extend ENA SmartVoice capabilities to their Mac or Windows desktop computer and/or mobile device enhancing collaboration and communication.

We have included 7 Enhanced packages that include mobile and desktop ENA SmartUC in our proposal.

5. **Location-based 911 Calling**

ENA understands and complies. E911 services are included with ENA SmartVoice. Our standard configuration is to build the street address and main number for the location in the 911 database. 911 calls to the Public Safety Answering Point (PSAP) would display that information for all 911 calls from that location.

In conjunction with this 911 configuration, ENA suggests implementing our 911 Dial Notification feature. This no-cost feature allows designated personnel at each campus to receive additional location information on where the 911 call originated from in order to assist directing emergency personnel.

Since ENA is a telecommunication carrier, we handle all 911 routing for FSCC as well as configuration and testing of E911 services during deployment in conjunction with the college.

ENA also offers Enhanced PinPoint 911 service for an additional fee. This service provides additional location information (i.e., room 110) to the PSAP when the 911 call is placed. To implement Enhanced PinPoint 911, all telephone handsets within a site would need to be assigned a Direct Inward Dial (DID) number. That number along with the street address and additional location information would be built in the 911 database. Updates to the location information would not be automated, and FSCC would be responsible for notifying ENA of any handset moves.

6. **Operator or receptionist compatible, meaning having someone at specific locations be able to route phone calls.**

ENA understands and complies. We have included one Yealink SIP-T46S phone for each of the seven secretary/assistants. Those staff members typically need the ability to transfer calls to a large number of individuals with as few button clicks as possible; therefore, the Yealink EXP40 expansion module is included for each as well.

7. **Compatibility with Fax machines; must be able to send from a fax-based device.**

ENA understands and complies. For faxing from traditional fax machines and multi-purpose document printers with faxing functionality, we recommend ENA SmartFax, which is designed for integration with fax machines (includes an ATA designed specifically for faxing over IP). Based on the faxing requirements contained in the RFP and supplemental documentation provided by FSCC, 12 ENA SmartFax are included in the proposal.

Please see **Tab IV. ENA SmartVoice Technical Proposal, Section 6. Additional Services for ENA SmartVoice** for complete information on all our ENA SmartFax options.

8. **Location-based 911 Calling – all phones must be capable of dialing 911 with the physical address being reported in the call data itself. The physical address of the 911 caller must be accurate, even if the 911 call is being placed from one of our offsite locations.**

ENA understands and complies. E911 services are included with ENA SmartVoice. Our standard configuration is to build the street address and main number for the location in the 911 database. 911 calls to the Public Safety Answering Point (PSAP) would display that information for all 911 calls from that location.

In conjunction with this 911 configuration, ENA suggests implementing our 911 Dial Notification feature. This no-cost feature allows designated personnel at each campus to receive additional location information on where the 911 call originated from in order to assist directing emergency personnel.

Since ENA is a telecommunication carrier, we handle all 911 routing for FSCC as well as configuration and testing of E911 services during deployment in conjunction with the college.

ENA also offers Enhanced PinPoint 911 service for an additional fee. This service provides additional location information (i.e., room 110) to the PSAP when the 911 call is placed. To implement Enhanced PinPoint 911, all telephone handsets within a site would need to be assigned a Direct Inward Dial (DID) number. That number along with the street address and additional location information would be built in the 911 database. Updates to the location information would not be automated, and FSCC would be responsible for notifying ENA of any handset moves.

9. **Flat Rate Billing: The service must have flat rate billing. We must have unlimited minutes and no long-distance charges. Caller – required.**

ENA understands and complies. Our telecommunications solutions include bundled features and simple, flat-rate billing. Unlimited local and contiguous U.S. long distance are included.

10. **We have a few numbers that need to be ported over and those numbers kept as DID numbers or main call in lines. (Will provide a list of these at a later time)**

ENA understands and complies. Porting telephone numbers to ENA is included and we have verified portability of telephone numbers provided by FSCC.

11. **Must define the Inflation schedule for billing over the course of the service. We need to know how pricing will change or fluctuate over time.**

ENA understands and complies. Our proposal includes an initial three-year term plus three, additional three-year optional renewal if FSCC desires. The proposed monthly charges for ENA SmartVoice will not fluctuate during the term unless FSCC requests changes to the service.

RFP Section II: Preferred Features

1. **DID numbers, with a preference to locally available DID numbers (local numbers to Fort Scott, KS and/or the off-site locations)**

We have verified local number portability of the telephone numbers provided by FSCC. ENA recommends porting over existing blocks of numbers, but if additional new numbers are desired, we can order numbers for FSCC.

2. **Approximately 165 Phones**

Based on our review of the supplemental documentation provided by FSCC, ENA has included a mix of 162 suggested Yealink AC-powered, dual-port gigabit Ethernet phone models in our proposal. We have also included two wall-mount brackets. However, ENA intends to work closely with FSCC's telecommunications staff to review our overall design and available product offerings. This will provide you with the needed features that satisfy your telephone service requirements while maintaining the

most efficient use of your available budget. Please see the **Yealink Handsets Guide** in the **Exhibits** section for more information on the phone models we offer.

RFP Section III: Installation Requirements

1. **We are looking for the chosen participant to install and configure all phones and services provided other than internal network changes that may be required to be performed by FSCC's staff.**

ENA understands and complies.

Based on the requirements in the RFP, handset installation is included.

2. **Campus visits or surveys/walkthroughs can be scheduled by contacting the requester (see below). We will be trying to coordinate campus walkthroughs so that they are grouped together.**

ENA understands.

3. **Must need to know the turnaround time in which this can be deployed. We need the one-time installation costs to be separated or itemized separately from the actual service fees.**

ENA understands and complies. In our provided **Proposal Pricing**, we have separated one-time installation costs from monthly recurring cost (MRC), as requested.

Implementation Timeframe

Each implementation is unique and is dependent upon the number of sites in scope for deployment. ENA works with each customer to set service implementation timelines that best meet the customer's overall project objectives. Absent any unforeseen conditions inhibiting timely site access or porting of all in-scope telephone numbers, and any customer designated make-ready work is complete, it is our expectation that ENA will complete all implementation activities within 45-60 days of contract signature.

ENA has provided a **Sample Project Plan** in the **Exhibits** section.

For more information, please see **Tab IV. ENA SmartVoice Technical Proposal, Section 7. Superior Project Management**.

4. We have 5 campus locations:

> a. Fort Scott Main Campus (2108 S Horton Fort Scott, KS 66701)
> b. Burke Street Campus (810 S. Burke Nursing) (Fort Scott, KS 66701)
> c. Paola Campus (501 Hospital Dr. Paola, KS 66071)
> d. Harley Davidson Campus (274 N. Industrial Dr. Frontenac, KS 66763)
> e. Cosmetology Campus (813 N. Broadway Pittsburg, KS 66762)

ENA understands and complies.

Preferred 165 Phones - We would prefer to purchase new phones, or lease the phones, unless our current SNOM phones are compatible. We need 161 Basic phones and 4 operator-level phones to forward and transfer calls.

ENA understands and complies.

ENA has included a suggested mix of 162, based on supplemental information provided by FSCC, Yealink AC-powered, dual-port gigabit Ethernet phone models in our proposal. We have also included two wall-mount brackets. However, ENA intends to work closely with FSCC's telecommunications staff to review our overall design and available product offerings. This will provide you with the needed features that satisfy your telephone service requirements while maintaining the most efficient use of your available budget.

Please see the **Yealink Handsets Guide** in the **Exhibits** section for more information on the phone models we offer.

RFP Section IV: Other Considerations:

1. **We have approximately 8 POTS fax machines. We need to know if they will work as is, or if an ATA, or equivalent device, will work to adapt them to VOIP or if they are not an option at all. We will need a fax solution in any event, so if the current fax machines will not work, we will need a comparable solution to be included in the quote. We would prefer to keep our current fax machines if possible.**

ENA understands and complies.

For faxing from traditional fax machines and multi-purpose document printers with faxing functionality, we recommend ENA SmartFax, which is designed for integration with fax machines (includes an ATA designed specifically for faxing over IP). Based on the faxing requirements contained in the RFP and supplemental documentation provided by FSCC, 12 ENA SmartFax are included in the proposal.

Please see **Tab IV. ENA SmartVoice Technical Proposal, Section 6. Additional Services for ENA SmartVoice** for complete information on all our ENA SmartFax options.

2. **We have 2 active conferences phones (Polycom units) these units are still useable and would prefer to use them if possible.**

ENA understands and complies.

3. **We need the solution to be compatible with the "Work from Home" model.**

ENA understands and complies.

The ENA SmartUC app enables geographically dispersed and mobile staff to stay connected working in the office, at home, or on the go by turning their cell phone into their desk phone extension. In addition to all the features and functionalities included with the ENA SmartVoice package, the mobile app enables users to instant message colleagues, text contacts, make and receive audio and video calls using their ENA SmartVoice extension, check voicemail, and more all from their smartphone. ENA SmartUC enables organizations to facilitate communications while protecting privacy and confidentiality for staff as personal cell phone numbers are never revealed externally.

We have included 7 Enhanced packages that include ENA SmartUC for mobile and desktop applications in our proposal. Additionally, 78 Essential + Mobile package are included and available as an optional upgrade to the remaining Essential packages for staff that may need only the mobile app without the features the Enhanced package provide.

4. **DID Numbers – We would like to keep the main numbers (620-223-2700) and others offsite phone numbers (put those in here before submitting the RFP, the phone companies will need to do recon on these numbers to see if they are transferrable) for the college so that the operator(s) can transfer calls to those other DID extension.**

ENA understands and complies.

We have verified local number portability of the numbers provided by FSCC in the Phone Numbers_PDF document received on November 20, 2020. ENA SmartVoice allows four-digit dialing between campuses on the service along with various types of transfers to enable your staff to quickly route calls.

We have included a Yealink SIP-T46S phone with EXP40 expansion module on an Enhanced package for each of the seven secretary/assistants. This configuration will allow operators to route calls efficiently using a one-touch blind transfer.

3. ENA SmartVoice Solution Description

The ENA SmartVoice VoIP suite is a highly reliable, fully- hosted, and managed service that is designed to meet the unique needs of our customers. ENA SmartVoice delivers features like voicemail and abbreviated dialing directly to individual handsets and combines those features with unlimited local and contiguous U.S. long-distance calling. ENA SmartVoice is a true PBX replacement, with dozens of valuable calling features included in each package with a simple, monthly, flat-rate bill.

The following diagram illustrates the ENA SmartVoice cloud-based solution.
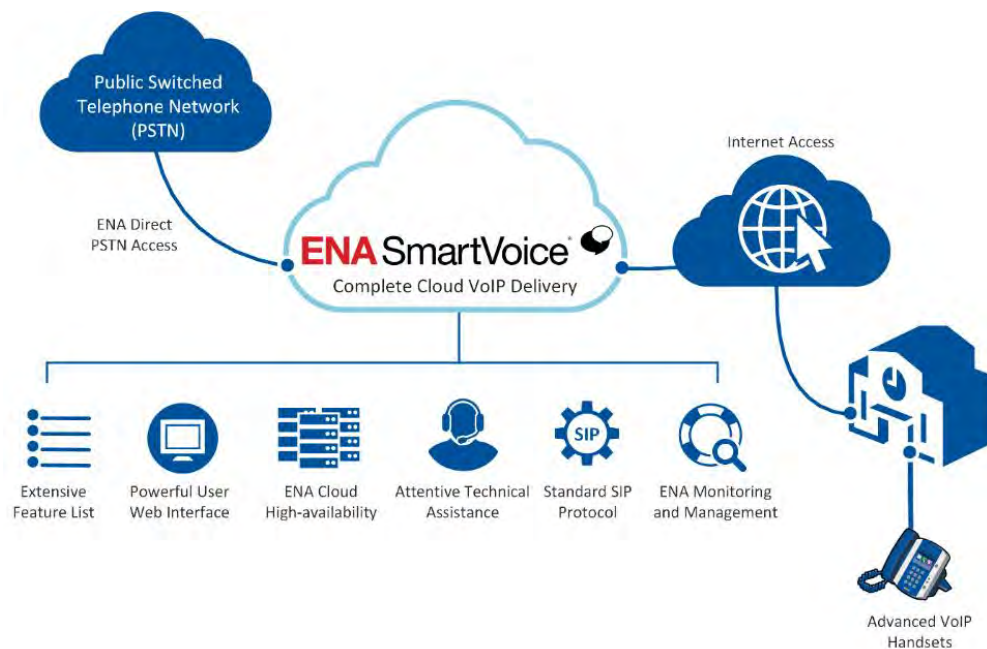
ENA SmartVoice Cloud-Based VoIP Solution

ENA SmartVoice provides flexibility to support the needs and desired service methods of your organization and offers the following three options for delivery.

1. **ENA SmartVoice delivered using ENA Internet Access.** In this method, ENA will deliver ENA SmartVoice utilizing existing or new ENA Internet access service to your location. VoIP traffic and data traffic will share (non-dedicated) bandwidth, while VoIP traffic will be prioritized for reliable delivery.

2. **ENA SmartVoice delivered by ENA dedicated managed voice connectivity.** If an organization does not use ENA for Internet access, ENA can offer direct connectivity to the ENA National Network used solely for ENA SmartVoice transit to support the solution. ENA dedicated managed voice connectivity is helpful in supporting large volumes of traffic or providing resiliency.

3. **ENA SmartVoice without dedicated connectivity to the ENA National Network.** If requested, ENA SmartVoice may be delivered using a customer's third-party Internet access connection. Using a customer-provided connection, ENA SmartVoice routes VoIP traffic across your connectivity to the ENA SmartVoice platforms. Along with the useful ENA Internet access testing tool, described below, we work with you to determine the feasibility of using customer-provided connectivity to deliver our ENA SmartVoice service.

ENA's goal is to provide a high-quality VoIP experience for your users. In order to determine if we can provide you a consistent level of experience using ENA SmartVoice service over your third-party Internet access connection, ENA recommends that your circuit meet the following criteria:

- Round Trip Time (RTT) latency less than 70ms
- Jitter less than 25ms
- Packet loss less than 1%
- Available bandwidth to support expected VoIP traffic

To facilitate testing of the criteria listed above, ENA provides an easy web-based testing tool which will allow you to test your Internet access connectivity to determine if it meets the requirements outlined above. The tool can be found at http://www.ena.com/voiptest/.

Powerful and Adaptive Administrative Control

Although ENA SmartVoice is a managed service, you remain in charge. Each ENA SmartVoice implementation includes an online administrative interface, where administrators can perform their own moves, adds, and changes (MACs). From any connected web browser, authorized personnel can perform real-time user management, see call logs for any extension, create new call groups, manage hunt groups, update the telephone directory, and perform almost any other administrative task.

For larger implementations, customers can even create departmental or site administrators to split administrative tasks between multiple essential personnel. As part of each ENA SmartVoice implementation, ENA offers administrative training sessions to cover all the details of the intuitive but powerful ENA SmartVoice administrative interface.

Convenient Extension Types for Flexible Service

ENA SmartVoice is available in a variety of extension types to meet the needs of every end user in your organization. Extension types are outlined below and are priced on a per-extension basis. Each site can have as many or as few ENA SmartVoice extension types as desired.

ENA SmartVoice

AVAILABLE EXTENSION CLASSES AND FEATURES

ENA SmartVoice Essential

- Unlimited Local and Contiguous U.S. Long Distance
- 911 Service and Notification (E911)
- Visual Voicemail
- Voicemail
- Message Waiting Indicator
- Forward to Email
- Flat-Rate Billing
- Local Number Portability (if applicable)
- Caller ID & Caller Name Display
- Call Waiting
- Call Transfer
- Call Forward to Voicemail
- Call Hold
- Call Forwarding
- Call Park/Pickup
- Directed/Group Pickup
- Anonymous Call Blocking
- Local Call Recording (only supported on the Poly VVX 250/350/401/411/450/500/501/600/601 phones and Yealink T42S/T46S/T48S/TS8A/TS8V phones)
- Do Not Disturb
- Last Call Return
- Last Number Redial
- 3-Way Conferencing
- Call Groups
- Speed Dialing
- Online Interface
- Music on Hold
- Enhanced Network Call Quality Monitoring
- Click-to-Call
- Distinctive Ring
- Station-to-Station Dialing (Abbreviated Dialing)
- Direct Inward Dial (DID)
- Hunt/Rollover Groups (additional charges apply)
- Auto-Attendant (additional charges apply)
- One-to-One Paging
- One-to-Many Paging

ENA SmartVoice Essential + Mobile

ENA SmartVoice Essential + Mobile includes all the features above plus *ENA SmartUC* for mobile devices. Please see *ENA SmartUC Features-at-a-Glance* for more information.

ENA SmartVoice Enhanced

All the features of ENA SmartVoice Essential PLUS…

- Busy Lamp Field/Monitored Extension
- Outbound Caller ID Block/Unblock
- User-Controlled Caller ID Restriction
- Find Me Follow Me
- Call Forking (Up to Six (6) Registrations)
- ENA SmartUC App
- Voicemail Transcription
- ENA SmartUC features (see **ENA SmartUC Features-at-a-Glance**)

ENA SmartVoice Executive

All the features of ENA SmartVoice Enhanced PLUS…

- Call Scheduling (Time of Day/Day of Week)
- ENA SmartAssistant
- ENA SmartUC App with Call Jump
- Live Message Screening
- Remote Click-to-Call
- Smart Call Forwarding
- ENA SmartUC features (see **ENA SmartUC Features-at-a-Glance**)

ENA SmartVoice Extension Classes

Please click here to see our ENA SmartVoice brochure.

4. ENA SmartUC Solution Description

Our ENA SmartUC application enhances the carrier-grade features of our ENA SmartVoice service by extending your desktop phone capabilities to your desktop and smartphone and by enabling true unified communications with additional features like integrated presence, chat, SMS texting, and robust video and web conferencing. Most ENA SmartUC features are available to all ENA SmartVoice Essential+Mobile (smartphone only) and Enhanced and Executive extension classes (desktop and smartphone). The web and video conferencing capabilities of ENA SmartUC are available as optional add-ons to ENA SmartVoice Enhanced and Executive extensions. ENA SmartUC users will be able to:

- Make and receive calls on your smartphone and/or desktop using your ENA SmartVoice phone number
- Utilize Wi-Fi/3G/4G/LTE calling that extends the range of your ENA SmartVoice service
- Check call logs and audio and visual voicemail
- Receive push notifications that alert you when you have a new voicemail and provide play-back functionality
- Change Call Forwarding settings
- Enjoy integrated presence across all ENA SmartUC and ENA SmartVoice apps and devices
- Exchange person-to-person and group chat messages with other ENA SmartUC users in your organization
- Exchange SMS text messages from your organizational phone number, thereby allowing you to communicate via text with community members without revealing your personal cell phone number
- Seamlessly transfer from desk phone to smartphone or vice versa using the call jump feature (Available with ENA SmartVoice Executive extensions only)

ENA SmartUC on Android and iOS Devices

In addition to all the ENA SmartUC features above, organizations can also take advantage of our optional ENA SmartUC Meet functionality, which includes:

- Instant and/or scheduled video and web conference meetings
- Screen/document sharing
- Document annotation
- Computer and dial-in audio
- Recording
- Customizable, personal meeting URLs
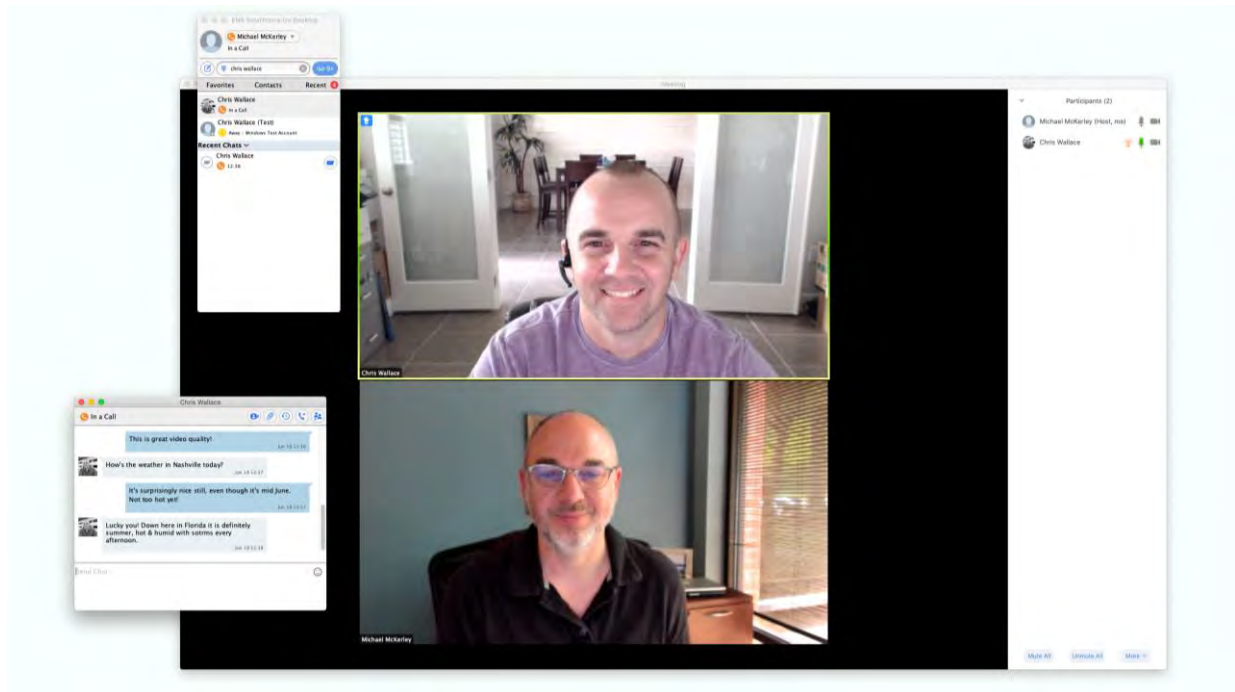
ENA SmartUC Meet Video Conferencing with Chat and Presence

Please click here to see our ENA SmartUC brochure.

Features Included with ENA SmartVoice*

911 Dial Notification

Any time an emergency (911) call is made from an ENA SmartVoice extension in your organization, specific personnel can be immediately notified by email. The notification includes the exact time the call was made, the extension or line that made it, and our current location information associated with the extension. This information lets you know immediately of any emergency in your organization and be able to respond to the emergency as quickly and efficiently as possible. A sample of the notification email is included below.

From: support@ena.com
Sent: [DATE] [TIME]
To: ENA Support
Subject: 911 EMERGENCY CALL HAS BEEN PLACED

Call Time: [DATE] [TIME]
Source Extension: XXXXX
Source Phone Number: XXXXXXXXXX
Phone Number Presented to PSAP: Pending (see call completion notification) Subscriber: XXXXXXXXXX
Organization: [CUSTOMER]
Location: [SITE]
Sub Location: {LOCATION INFO}

ENA SmartVoice 911 Dial Sample Email Notification

Once the call has been completed, we provide a second email notification detailing the duration of the call. This second notification will help identify potential misdials versus true emergency calls.

This feature can be set up organization-wide, so designated personnel will receive notification of all 911 calls made throughout your organization. Notifications can also be set up on a site-by-site basis if you would prefer designated personnel at a site to only receive notification of 911 calls from their site.

One-to-Many/Zone Paging Over the Handsets

Given the increased focus on security, ENA offers a one-to-many paging function. This feature provides the ability for customers to set up 25 zones per site with Poly (formerly Polycom) phones and 10 zones per site with Yealink phones, so you have the flexibility to set up zones for different areas of your building (e.g., east wing) or break it down by role (e.g., faculty), into whatever configurations meet your needs. We also offer an emergency page capability that can be used to alert all staff of a possible intruder and to announce the site is in lockdown.

One-to-One Paging/Intercom

The Poly and Yealink phones offer the ability to directly page another phone. This feature is useful for staff to communicate directly into a specific classroom or office. When a user pages another phone, the paged phone's microphone automatically opens and allows staff to respond, hands-free. Poly VVX phones can initiate a one-to-one page to a Poly SoundPoint phone.

Weather Alerts

ENA SmartVoice offers the ability to display weather alerts on Poly IP phones. Downloaded directly from the National Weather Service (based on customers' individual weather zones), the weather information refreshes every five minutes. Due to screen size limitations, this feature is only available on Poly SoundPoint IP 550, 560, 650, 670, and VVX 300/301/310/311, 400/401/410/411, 500/501, and 600/601 handset models.

ENA SmartVoice: Features-at-a-Glance				
Features	Essential	Essential + Mobile	Enhanced	Executive
Unlimited Local and Long Distance*	▪	▪	▪	▪
911 Service (E911)	▪	▪	▪	▪
Visual Voicemail	▪	▪	▪	▪
Voicemail	▪	▪	▪	▪
Message Waiting Indicator	▪	▪	▪	▪
Forward to Email	▪	▪	▪	▪
Local Number Portability	▪	▪	▪	▪
Caller-ID	▪	▪	▪	▪
Call Waiting	▪	▪	▪	▪
Call Transfer	▪	▪	▪	▪
Call Park and Call Pick Up	▪	▪	▪	▪
Call Forward to Voicemail	▪	▪	▪	▪
Call Hold	▪	▪	▪	▪
Call Forwarding	▪	▪	▪	▪
Redial	▪	▪	▪	▪
3-Way Conference	▪	▪	▪	▪
Speed Dial	▪	▪	▪	▪
Online Interface	▪	▪	▪	▪
Messaging/Music on Hold	▪	▪	▪	▪
Enhanced Network Call Quality Monitoring	▪	▪	▪	▪
Click-to-Call	▪	▪	▪	▪
Last Call Return	▪	▪	▪	▪
Hunt/Rollover Groups**	▪	▪	▪	▪
Auto Attendant**	▪	▪	▪	▪
Station-to-Station Dial	▪	▪	▪	▪
One-to-One Paging	▪	▪	▪	▪
One-to-Many Paging	▪	▪	▪	▪
Distinctive Ring	▪	▪	▪	▪
Directed Call Pick Up	▪	▪	▪	▪
Group Call Pick Up	▪	▪	▪	▪
Anonymous Call Blocking	▪	▪	▪	▪
Local Call Recording***	▪	▪	▪	▪
Busy Lamp Field/Monitored Extension			▪	▪
Outbound Caller-ID Block/Unblock			▪	▪
User-Controlled Caller ID Restriction			▪	▪
Voicemail Transcription			▪	▪
Find Me Follow Me			▪	▪
Call Forking (Up to Six (6) Registrations)			▪	▪
ENA SmartUC App†			▪	▪
ENA SmartVoice App with Call Jump				▪
ENA SmartAssistant				▪
Call Scheduling (Time of Day/Day of Week)				▪
Live Message Screening				▪
Remote Click-to-Call				▪
Smart Call Forwarding				▪
ENA SmartUC (see **ENA SmartUC Features**)		▪	▪	▪

*Long Distance is contiguous U.S.   **Additional charges apply.
***Only supported on the Poly VVX 250/350/401/411/450/500/501/600/601 phones and Yelink T42S/T46S/T48S/TS8A/TS8V phones

†For an additional charge, ENA SmartUC can be added to ENA SmartVoice Essential packages. Users will only have access to the mobile version of ENA SmartUC, not the desktop client.

ENA SmartVoice Features-At-A-Glance

ENA SmartUC: Features-at-a-Glance				
ENA SmartUC Features	**Essential**	**Essential + Mobile**	**Enhanced**	**Executive**
ENA SmartUC Mobile App		▪	▪	▪
ENA SmartUC Desktop App			▪	▪
Cloud Calling – Audio and Video		▪	▪	▪
Corporate Directory		▪	▪	▪
Wi-Fi/4G/LTE Calling		▪	▪	▪
SMS Text Messaging*		▪	▪	▪
Instant Messaging – 1:1 and Group Chat		▪	▪	▪
Chat History/Archiving		▪	▪	▪
Filesharing in Chat Client		▪	▪	▪
Presence (Availability Status)		▪	▪	▪
Calendar Integration**			▪	▪
Call Jump				▪
ENA SmartUC Meet			**ADD-ON PACKAGE**	**ADD-ON PACKAGE**
Virtual Meeting Room (10 or 25-Person Room)			▪	▪
HD Video Conferencing			▪	▪
Local Meeting Recording			▪	▪
Filesharing in Meeting Client			▪	▪
Screen Sharing			▪	▪
Whiteboard and Annotation			▪	▪
*SMS text messaging feature requires a DID (Direct Inward Dial). **Calendar integration is only available for desktop client on Windows devices.				

ENA SmartUC Features-at-a-Glance

5. Optional Services for ENA SmartVoice

The following optional services are available for purchase with the ENA SmartVoice solution:

Optional Services for ENA SmartVoice	
Auto Attendant	• The Auto Attendant will prompt callers to make selections to be routed to the appropriate party. • Customer Administrators can record their own greetings and prompts and can set up different greetings/options for different times of the day.
Hosted Call Recording	• Sold on a per-extension basis. • Automatically record all calls for a specific extension. • Authorized personnel can access the recordings via an easy-to-use website. • Recordings are stored for 30 days. • Can be added to any user, not dependent on phone model or feature package.
Stand-Alone Voicemail Boxes	• For users who do not have a handset but need their own voicemail box.
Intercom System Integration	• ENA SmartVoice can integrate with a wide range of analog and IP-based intercom systems. • As each system is unique, we handle each intercom integration request separately from a consultation and pricing perspective.
Voicemail Transcription	• Users may elect to have their voicemails transcribed into text, so they can read voicemail messages rather than listen to them. • Voicemails will be transcribed and emailed to the user and visible in their portal.

Optional Services for ENA SmartVoice	
	• Add-on feature for ENA SmartVoice Essential. Included with ENA SmartVoice Enhanced and Executive extension classes.
SIP Paging Extension	• Algo 8180 Audio Alerter, Algo 8188 SIP Ceiling Speaker, or 8186 SIP Indoor/Outdoor Paging Horn. • Can be configured as a paging extension, where device will automatically go off-hook when called, allowing the user on the receiving end to respond without having to answer or touch the device. • Paging is separate from the desk phone and will provide a much louder volume level. • Requires purchase of the SIP Paging and Integration package and Algo 8180 Audio Alerter, 8188 SIP Ceiling Speaker or 8186 SIP Indoor/Outdoor Paging Horn.
SIP Door Phone	• Algo 8028 SIP Door Phone/IP Intercom. • The Algo 8028 SIP Door Phone enables visitors to press a button to initiate a call to a predetermined phone(s) in the front office or building. • Staff members can communicate with the visitor via the device's IP intercom and enter a code on their ENA SmartVoice phone to unlock the door. • This device will interface with a customer-provided door lock/unlock mechanism. • Requires the purchase of the SIP Paging and Integration package and Algo 8028 SIP Door Phone.
SIP Video Door Phone	• Algo 8039 SIP Video Door Phone. • The Algo 8039 enables visitors to utilize the keypad to initiate a call to users in the building. • The camera allows the staff to see the visitor before using a code on their ENA SmartVoice phone to grant them access. • This device will interface with a customer provided door lock/unlock mechanism. • Requires the purchase of the SIP Paging and Integration package and Algo 8039 SIP Video Door Phone.
Voice Paging Adapter and Bell Scheduler	• The Algo 8301 provides an easy-to-use web interface, allowing you to manage your school's bell schedule. • The device also offers the ability to create up to nine customized pre-recorded alerts/announcements. • The announcements can be triggered to play by dialing an extension associated with the desired announcement. • The announcements can be played over the Algo 8180/8186/8188 paging speakers and/or the Poly VVX and Yealink phones.
SIP Strobe Light	• The Algo 8128 SIP Strobe Light is a versatile alert option which can be used as a call notification tool in noisy areas and for hearing-impaired employees. • The strobe light can also be used in an "in use" mode where the light stays solid to notify users that someone is on the line. • When used as an incoming call alerter, it requires the purchase of an ENA SIP Loud Ringer package and Algo 8128 SIP Strobe Light.
ENA SmartVoice SIP Loud Ringer	• ENA SmartVoice SIP Loud Ringer is ideal for noisy areas like cafeterias, bus garages, and gymnasiums. • This package includes all the features of the ENA SmartVoice Essential package plus the Call Forking feature. • Use with the Algo 8180 SIP Audio Alerter or Algo 8186 SIP Indoor/Outdoor Paging Horn.
ENA SmartVoice Analog Loud Ringer	• ENA SmartVoice Analog Loud Ringer is ideal for noisy areas like cafeterias, bus garages, and gymnasiums, where customers may have existing analog notification devices installed. • This package includes all the features of the ENA SmartVoice Essential package plus the Call Forking feature and an Analog Telephony Adapter (ATA).

Optional Services for ENA SmartVoice	
	• Customers are responsible for providing the loud ringer equipment.
Handsets	• ENA partners with Poly and Yealink to provide industry-leading, feature-rich handsets at affordable prices. • We offer a wide range of Poly and Yealink handsets specifically configured to work seamlessly with ENA SmartVoice.
Handset Acquisition	• The Poly and Yealink handsets are factory-configured, tested to work with ENA SmartVoice, and are currently only available from ENA. • ENA continues to evaluate new handsets to add to our portfolio. Only those IP handsets purchased from ENA can be used with ENA SmartVoice services. • Please see the **Exhibits** section for our catalog of handset options.
Warranty and Advance Replacement	• All handsets purchased through ENA carry a one-year factory warranty. • If a problem with an ENA SmartVoice handset occurs, the customer may contact the ENA CTAC for service. A new IP handset will be shipped to match the specifications of the handset that is being returned and the customer will return the original handset in the packaging provided by ENA. • If the handset is not under warranty, the additional unit is billed to the customer.

6. Additional Services for ENA SmartVoice

ENA SmartFax For Fax over IP (FoIP), ENA recommends ENA SmartFax, a highly reliable, carrier-grade solution that seamlessly delivers fax transmissions to and from the Public Switched Telephone Network (PSTN) over ENA's managed network connectivity. Unlike many other FoIP solutions, ENA SmartFax buffers faxes locally before dispatching a fax into the ENA fax network for transmission. We prevent many of the frustrations associated with faxing over an IP network by using SSL over HTTP to transmit faxes instead of G.711 or other codecs designed primarily for voice communication. Upon completion of transmission, the ENA SmartFax service sends back a completion notice to the sending fax machine.

ENA SmartFax to email can be purchased as a receive only fax service for users that would like to receive faxes directly in their email inbox. One email address can be associated with each fax number.

In addition to our traditional ENA SmartFax service, we also offer an option for those that wish to fax directly from their desktop computer and/or mobile device. This ENA SmartFax option supports sending faxes using the following methods:

- **Web Portal** – Send faxes using the web browser on your desktop computer and/or mobile device.
- **Email to fax** – Send faxes from your email client with a supported attachment type.
- **Print to fax** – Install the print to fax driver and send faxes from applications just as if you were printing (Microsoft Windows only).

ENA Toll-Free ENA provides a cost-effective toll-free service that can be used in conjunction with either ENA SmartVoice or ENA SmartLink voice services. ENA can provide toll-free directory and 411 information listings as part of the ENA Toll-Free service for an additional charge.

ENA SmartConference®

Conference calling is an indispensable tool especially considering tight budgets and packed schedules. IP-based, audio conferencing services from ENA make a great tool even better. Offering increased convenience and advanced features at a flat-rate monthly fee, ENA SmartConference is a productive, cost-effective alternative to in-person meetings, training sessions and more. The ENA SmartConference moderator portal provides an easy way to control conference sessions, including the ability to see who has joined the call, mute callers, change call volumes, and remove callers from the conference call. The ENA SmartConference portal also includes call recording functionality, with the ability to download recordings later as an industry standard .wav file.

ENA SmartConference comes in two packages, a 10-port bridge and a 25-port bridge. The number of ports indicates the maximum number of simultaneous callers that can participate on a single conference call. For customers that may have numerous employees with access to the same bridge, simply maintain an internal schedule to ensure multiple employees do not host calls at the same time.

Please click here to see our ENA Voice Additional Services brochure.

7. Superior Project Management

For 23 years, ENA has worked with customers to effectively transition services, including complex installations and transition projects, such as fiber connectivity, and large phone system replacements and upgrades.

ENA considers a contract with a customer as a lifecycle project, and our business processes, people, and skills are geared to that business model. Within this model, we have a set of rigorous processes and disciplines to ensure successful deployment across the ENA services portfolio. This model scales effectively from small, single-site implementations to large, system-wide or statewide service implementations.

With each ENA voice service implementation, ENA works closely with your team to manage the entire transition. We provide a dedicated project manager (PM) and conduct customer satisfaction surveys to ensure that each transition to our voice service occurs smoothly and with minimal interruption to your users. For ENA SmartVoice implementations, ENA also offers:

- A 30-day burn in period, in which the ENA implementation team is immediately available to make any necessary call flow changes
- Administrative training for your phone system managers
- Live webinar training for end users

The PM is responsible for driving all aspects – including all participants – of the project to on-time completion, while keeping all parties informed of the project status. The PM is also responsible for quickly escalating any issues to obtain full support for timely resolution. ENA's PMs communication and resolution-management processes ensure customer expectations are met.

The PM will engage appropriate support staff to design and plan the technical aspects of the service and to address specific technical issues that may arise. Due to the complexity and specificity required in today's telephony environment, we assign multiple technical personnel resources to implement

concurrent project elements. **All personnel operate under the coordinated leadership of the PM.** All direct account team participants are local or regional to our customers and are deployed on-site as required to provide superior customer care.

For voice services, ENA has developed a detailed methodology reflecting our years of experience and the specific requirements of voice service. The methodology outlined in the illustration below is based on a sample implementation period and is designed to provide an overview of the steps necessary for a successful transition to ENA's voice services.

ENA SmartVoice Implementation Process
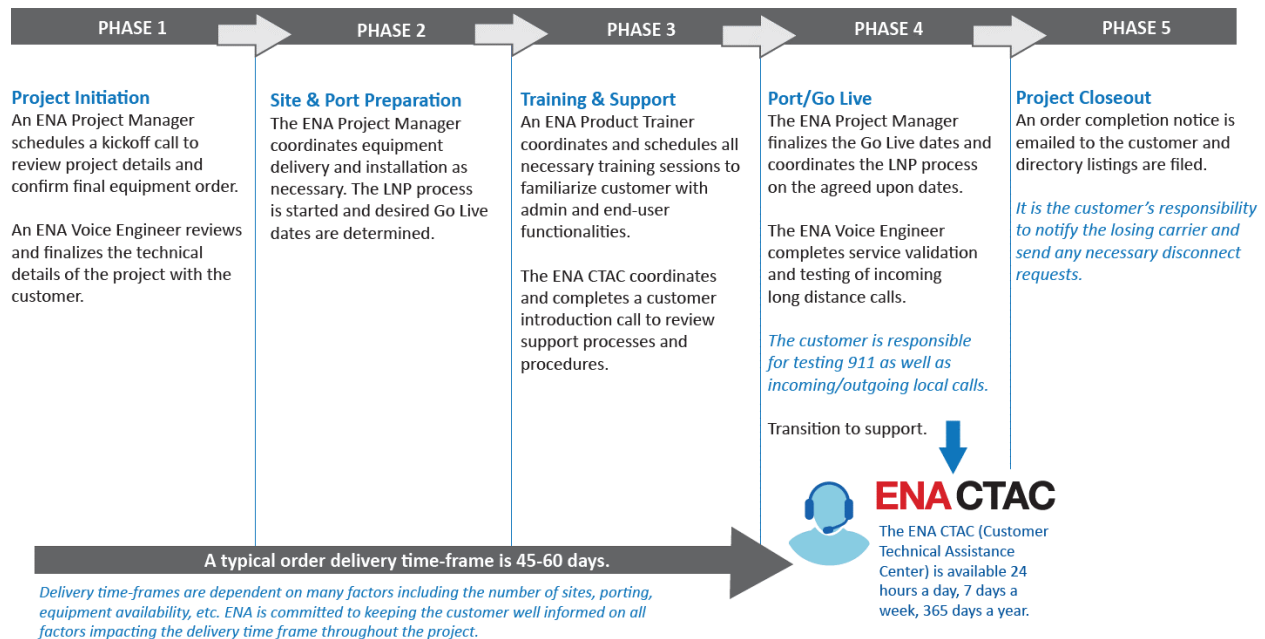
ENA SmartVoice Implementation Process

Implementation Timeframe

Each implementation is unique and is dependent upon the number of sites in scope for deployment. ENA works with each customer to set service implementation timelines that best meet the customer's overall project objectives. Absent any unforeseen conditions inhibiting timely site access or porting of all in-scope telephone numbers, and any customer designated make-ready work is complete, it is our expectation that ENA will complete all implementation activities within 45-60 days of contract signature.

ENA has provided a **Sample Project Plan** in the **Exhibits** section.

8. Service Level Agreement

This Service Level Agreement ("SLA") is provided to Fort Scott Community College ("Customer"), who may purchase managed network, voice, and/or security services from ENA Services, LLC ("ENA").

Overall Availability

- Target availability for ENA's hosted voice platform infrastructure is 99.99% for primary voice service and functions.[1]

- ENA Voice services are dependent on customer's underlying network, including WAN, Internet access and the customer's LAN switching infrastructure.[2]
- In the event a failure to ENA's hosted voice platform infrastructure, ENA will attempt to restore services within four (4) hours.
- ENA relies on multiple partners to route calls to/from the Publicly Switched Telephone Network (PSTN). In the event of an outage with a PSTN partner ENA will address and restore service in a timely manner. On-net calls within ENA's voice network would continue to route properly.
- ENA will provide a web-based, real-time view into ENA's trouble ticket system to track the status of reported incidents and requests.

Measurement and Service Impacting Events

Definitions

Service/Feature Requests

Customer requests information or assistance regarding one or more ENA Voice services:

- Customer need for move, add, change, deletion, or other modification to service.

Minor (Priority 3/4)

An incident or service request with the Customer's ENA Voice service would be considered a "Minor incident" if service is degraded but available, service is functionally impaired, but business operations are not impacted. The following incidents with ENA Voice service are considered "Minor incidents":

- A single endpoint is offline; however, service is still available via other endpoints.
- Affects a single feature but service is still available.
- Affects one or a few users in a single location.
  - Users are experiencing intermittent call quality issues

Major (Priority 2)

An incident with the Customer's ENA Voice service at any given end site would be considered a "Major incident" if service is severely degraded, resulting in significant impact to customer business operations and a significant group of users is impacted. The following incidents with ENA Voice service are considered "Major incidents":

- A major component of the ENA Voice platform is offline, but customers are still able to make/receive calls.
  - Examples: Voicemail, Auto Attendant, or Music on Hold not working properly.
- Customer's main numbers are not routing properly.

Critical (Priority 1)

An incident with the Customer's Voice service at any given end site or core site would be considered a "Critical incident" if the ENA Voice service is hard down (not available), critically impacting customer business operations, or a problem or outage is identified via ENA which is not due to issues with customer provided network. The following incidents with ENA Voice service are considered "Critical incidents":

- All endpoints at a site are unreachable.
- On-premises or upstream equipment managed by ENA providing the service are not available.
- Impact to our ability to provide 911 service to customer's local PSAP.

Monitoring and Response

- ENA will ticket and automatically notify the designated contact of an ENA Voice service interruption within ENA's hosted infrastructure, whether Major, or Critical.
- For all service interruptions, whether detected via monitoring or via Customer call to the ENA CTAC to report a problem, the following target timelines apply:

ENA Voice SLA Tier Response/Resolution

Incident Level	Target Response[3] Time*	Target Resolution[4] Time**
Critical	2 hours	4 hours
Major	4 hours	12 hours
Minor	16 hours	30 hours or within next maintenance window

*Response Time is defined as trouble isolation with communication back to the customer and appropriate dispatch as required.

**Resolution Time designates the timeframe in Service Hours in which the underlying problem is fixed. In some cases, this may require a hardware or software vendor to develop and provide a permanent fix which can be applied to resolve the problem; and, could exceed expected Resolution Time.

Catastrophic Incident Response Times

In the event of a hurricane, earthquake, fire, or other catastrophic incident, ENA will respond within four hours of cessation of the event with a situation assessment and service restoral plan. This plan may include efforts to restore partial or alternate services according to conditions, as well as new or upgraded services at alternate locations as dictated by the situation.

Additional Conditions

- Service availability measures do not apply in the event that ENA is unable to perform any of its obligations due to lack of access to Customer facilities or Customer personnel, failure of Customer equipment or network, damage to ENA equipment or facilities due to act of Customer, its personnel or third parties, failure or interruption of utilities or services provided by either Customer or third parties, which are not the fault of ENA or other force majeure events.
- ENA's standard maintenance windows are Tuesdays and Thursdays from 11:00 PM – 5:00 AM local time. ENA will provide email notification to the designated maintenance point of contact in advance of such maintenance (typically 48 hours).
- All time intervals in this document are expressed in Service Hours (7:00 AM – 5:00 PM local time, Monday through Friday).
- Affected Site is defined as the single site at which each unique trouble event begins; in a multi-site, single incident trouble, only one site will be designated the Affected Site and penalties shall apply to only that site, not all end sites that are affected by the single incident.

- During implementation, Customer must provide access to all sites where service has been requested from 7:00 AM – 5:00 PM local time, Monday through Friday, excluding holidays.
- Failures to ENA's hosted platform infrastructure that impacts all voice service availability, lasting longer than three (3) hours, and does not require a hardware or software vendor to develop and provide a permanent fix which can be applied to resolve the problem. ENA agrees to credit Customer's account by the percentage of time where service was interrupted based on ENA's records, multiplied by the total monthly charges associated with the service interrupted at the site of the trouble as liquidated damages and not as a penalty.
- If Customer is entitled to multiple credits under this section, such credits shall not be cumulative beyond a total of credits for one (1) calendar month's service cost in any one (1) calendar month in any event at the affected site. Customer must notify ENA within seven (7) calendar days from the time Customer becomes eligible for a credit. Failure to comply with this requirement will forfeit Customer's right to receive a credit.
- Credits do not apply to failure to meet targeted response times, only to service interruptions.
- Credits shall apply to the site of the original service interruption, not at all affected sites.
- Customer's sole and exclusive remedy for any failure by ENA to provide adequate service levels, including but not limited to any outages or ENA network congestion is detailed herein. Customer agrees to not use ENA's services for unlawful purposes. In such case, ENA reserves the right to suspend or modify service after notification to Customer. Such suspension or modification shall not be deemed to be a failure of ENA to provide adequate service levels under this Contract. In no event shall Customer be entitled to any credit if it violates the terms of service or ENA's then-current Acceptable Use Policy (posted at http://www.ena.com/aup).
- Credits will be applied to the total monthly service cost. If Customer site has requested E-rate funding for the service at the affected site, then credits will be applied to the service before calculating the Customer's non-discountable liability.

Footnotes

[1]Core voice services and functions are defined as the ENA Voice platform that enables an ENA customer to originate and terminate calls. ENA may at times perform standard maintenance to the ENA Voice platform. This work could cause a temporary loss of voice service during a scheduled maintenance window. ENA will proactively communicate maintenance with a minimum of 48-hour notice for standard work or upon identification for emergency needs. Scheduled downtime will be excluded from the SLA obligations when pro-actively communicated to the prescribed maintenance contacts of our customer base.

[2]For customers who do not utilize ENA's managed network services (Internet access, WAN and/or LAN managed services), it will be the responsibility of the customer to work with their network services providers and/or internal network technical staff to resolve technical issues once ENA has determined that the ENA Voice platform is functioning properly.

[3]Target Response Time will be defined as trouble isolation, ticket generation, and communication back to the Customer.

[4]Target Resolution Time includes remote or on-site assistance to restore service to pre-incident functional status.

V. Service Support Commitment

ENA delivers the full value of a superior service approach through our comprehensive ENA customer support model described in this section. By utilizing industry best practice frameworks and tools, ENA offers a seamless support structure across the entire organization to deliver exemplary customer support. ENA's support model is designed to partner with our customers staff by demonstrating strong customer focus and continuous process improvement to enhance the overall value of the services provided.

1. The ENA Customer Technical Assistance Center

ENA CTAC Since 1996, ENA's U.S.-based, Customer Technical Assistance Center (CTAC) has operated as the single point of contact for customers to receive professional, exceptional support for all ENA service needs. We accomplish this by combining a comprehensive service and support center with an enhanced network operations center. Providing a 24x7x365 coverage model, the CTAC team can be reached via a single toll-free number, email, or online chat, as well as through our always accessible, online ticketing system at http://my.ena.com.

### *Experienced and Certified Personnel for Superior Customer Service*

ENA invests in the ongoing professional development of our support staff, with a dual emphasis on technology skills and industry-recognized customer service processes. In addition to the focus on customer service, ENA's CTAC Customer Support Engineers (CSEs) pursue specialized, industry-recognized technical certifications as well as many vendor-specific certifications. Having these certifications in our support center verifies the team's ability to troubleshoot and support our full suite of services. Moreover, because of the experience and expertise of our CTAC CSEs, the majority of incidents are resolved quickly and without escalation—providing rapid resolution and better service to our customers.

ENA embraces the methodologies of the Information Technology Service Management (ITSM) principals and related frameworks to deliver our comprehensive customer support model. Utilizing both an ITSM-based ticketing system and direct customer feedback via transaction-based surveys, our CTAC focuses on continuous improvement. Surveys are tracked and any customer identified issues are reported to our CTAC management who engage the customer, inquiring further about the incident and confirming we understand what area or process needs improvement. ENA finds these discussions invaluable to continuous improvement process.

Key Performance Indicator Metrics

ENA's ITSM ticketing and customer relationship management (CRM) system allows the support teams to stay in front of a customer and work towards swift problem resolution. Equally as important, these tools generate the key data elements that are necessary to both meet reporting requirements and to create a feedback loop that allows for continuous improvement.

In the following illustration, you will find summary statistics regarding a sampling of our average monthly CTAC KPI metrics. This information demonstrates our focus on highly responsive incident and request handling, and first point of contact resolution.
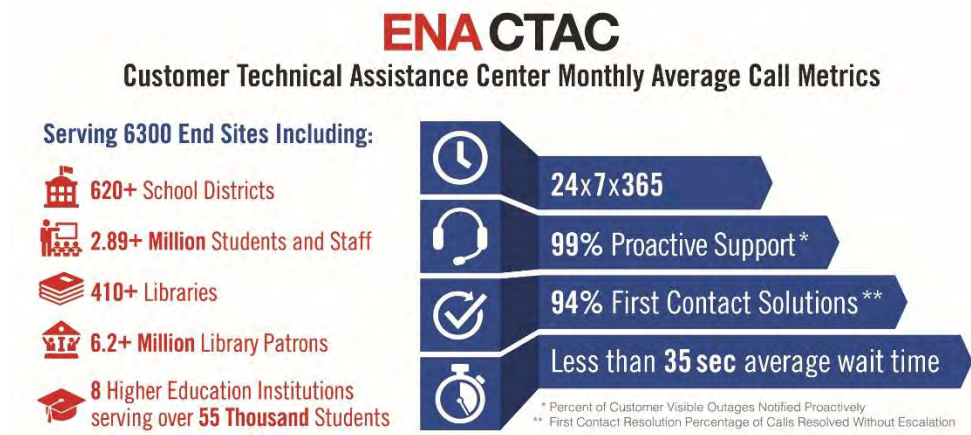
Key Performance Indicator Metrics

24x7x365 Proactive Monitoring

ENA has deployed a 24x7x365 monitoring platform that ensures uptime is optimized and ENA is engaged at the first sign of trouble with our service or owned equipment. Using a variety of common monitoring methods, the teams assigned proactively identify incidents impacting everything ENA deploys from the devices inside your location, to the equipment installed in our hardened datacenter facilities. In the event of a critical incident or substantial outage, ENA will be notified and provide updates and status reports at defined intervals to the assigned customer's administrator.

Beyond monitoring the networks and services we manage for our customers, ENA also participates with a number of organizations that monitor the overall health of the global Internet. If a problem propagates among several providers, or if any issue occurs that might impact a service, we immediately notify all appropriate personnel. We also work regularly with all our customers to identify security vulnerabilities related to DDoS (Distributed Denial of Service) or other issues that might affect either their local LAN or the overall health of their network.

2. Seamless and Responsive Service and Escalation Procedures

Focus on Customer Satisfaction

Fundamental to the overall ENA support model is ENA's ownership and accountability to satisfy the customer's need. Everyone on the ENA support team adheres to the principles of rapid response and continual communication to ensure our customers are always informed regarding progress of their request or incident. While the CTAC is the main focal point for all ongoing support, sometimes an escalation requires the engagement of either ENA specialized design engineers or management.

Ongoing Customer Support Process and Escalations

The following section outlines the support process flow designed to ensure our customer needs are tracked through detailed documentation and ongoing follow up. While many other organizations staff their front-line team with clerical and/or referral support, the CTAC provides complete, engineering-level support with proactive monitoring for many ENA services. This process has proven to provide access to ENA's full support resources for timely and responsive resolutions.

- When you contact the CTAC for assistance, a CSE will do the following:
  - Create a unique ticket specific to your location and classify it appropriately. This will generate an automated email to you with the ticket number for future reference.
  - The CSE will be inquisitive to assess your needs and access the devices used to deploy your service to determine if the issue(s) can be resolved remotely.
  - If additional research is required, the CTAC will continuously follow up with you throughout the duration of the investigation process.
  - In the event a customer need requires higher tier technical experience, the CTAC engages a Tech/Ops Engineer. The Tech/Ops Engineers have Design Engineer knowledge of a customer's deployed ENA services.
- Local ENA Field Engineers or carrier resources are dispatched by the support teams to address any on-site problem that could not be resolved remotely.
  - ENA's customer-focused Field Engineers and resources are geographically dispersed, to provide prompt on-site support. ENA Field Engineers pass all customer, municipal, and state screening security requirements for work on school or other public premises.
  - ENA's Field Engineer who is coming on-site will work directly with you to schedule their on-site visit. You will be kept up to date on their status until they arrive.
  - Our Field Engineers carry ENA-owned equipment and necessary spare parts to directly fix a service during a dispatch, further reducing the time to resolve any service interruption.
- ENA's specialized Design Engineers are engaged where a ticket cannot be resolved by the CTAC or field operations.
  - ENA Design Engineers specialize in the design, adaptation, and deployment of the technology solution installed at a customer's location. Because of their involvement from the beginning of the solution design, ENA engineers are intimately familiar with each customer's environment.
  - The Design Engineers will work directly with the customer to identify a permanent solution or temporary work around.
- Should the problem be beyond the scope of the ENA Design Engineer's capabilities the ticket will be assigned to the ENA Architecture team.
- ENA will use either on-site or remote access to determine if we have resolved the reported need. Once we complete this validation and the ticket is resolved, you will be automatically notified by email of the resolution details.
- Before ENA closes the ticket, we will contact you to validate the resolution.
  - ENA can provide the customer with root cause analysis, on request, of any outages or other issues that affect our service.

These support policies and commitments have proven to ensure the highest levels of reliability and service satisfaction for our customers. While the majority of our support flows through this process, a

customer always has the ability to escalate their need at any time through our transparent support escalation process.

Escalation Matrix

ENA understands that earning and keeping the trust of our customers is dependent on our ability to quickly achieve service restoration and problem resolution. We further understand that any loss of service can greatly impact the end user, and our escalation priority levels and procedures are designed to ensure impact durations are kept as short as possible. This is a result of our keen focus on customer service and the superior talent, experience, and commitment of our team combined with our technical approach.

We utilize an escalation system based on and customized for the needs of our end users. The following chart outlines the ENA escalation protocol based on incident priority. This protocol ensures the right level of visibility and resource commitment for each incident so that service is restored in the shortest timeframe possible in the event of a service impacting incident.

PRIORITY LEVEL	IMMEDIATE	15 Minutes	1 Hour	2 Hours	8 Hours	12 Hours
PRIORITY 1 CRITICAL INCIDENT	CTAC Managers	Director of Customer Support	VP of Operations	CEO	-	-
PRIORITY 2 MAJOR INCIDENT	CTAC Managers	CTAC Managers	Director of Customer Support	VP of Operations	Customer Support Director & VP of Operations; Escalate to Critical	-
PRIORITY 3 MINOR INCIDENT	Customer Support Engineers	Customer Support Engineers	CTAC Managers	Director of Customer Support	Director of Customer Support	Escalated to Major; Notify VP of Operations
PRIORITY 4 REQUEST	CTAC	All requests are reviewed by the CTAC team and are escalated based upon the urgency of the customer request. Move/Add/Change/Delete actions are included within request handling and are escalated upon the urgency of the customer's need for the service change.				

Incident Escalation Matrix

Management Engagement

ENA believes in a transparent management escalation path that occurs according to prescribed timetables driven by incident priority. However, we also believe that our customers always have the right to intercede in the process if, for any reason, they believe an issue is not receiving adequate attention or appropriate remediation. Should this happen, customers may contact the CTAC or anyone listed in the Customer Service Escalation Path chart below to request escalation.

| Customer Service Escalation Path		
ENA CTAC Orlando Martin, CTAC Manager Chris Newgaard, CTAC Manager Quinton Dorris, CTAC Manager	support@ena.com omartin@ena.com cnewgaard@ena.com qdorris@ena.com	(888) 612-2880 (615) 312 6122 (615) 312-6085 (615) 312-6235
Dana Briggs, Director of Customer Support	dbriggs@ena.com	(615) 312-6025
Matthew Turner, VP Operations	mturner@ena.com	(615) 312-6042
David Pierce, CEO	dpierce@ena.com	(615) 312-6009

Customer Service Escalation Path

ENA Change Management and Notification of Service Interruption

Utilizing key pieces of various ITSM change management frameworks, ENA developed a customer-focused change management and risk assessment process that ensures accurate records and proactive, timely communication for all future service enhancements. Through the ENA change management process, support teams classify change severity as low, medium, high, critical, or emergency. Based on the risk assessment, ENA generates a change ticket and ensures proper approvals are received both inside ENA and with our customers.

ENA strives to notify all potentially affected customers of any planned service interruption at least 48 hours, and preferably 72 hours, in advance of the start time of that interruption. Our standard maintenance windows are Tuesdays and Thursdays from 11:00 PM to 5:00 AM local time. ENA is willing to create different maintenance windows, if desired. ENA will work with customers in advance of any scheduled maintenance to ensure our standard maintenance window does not adversely affect planned work at any location on any night we schedule maintenance.

3. Service and Support Applications

ENA takes pride in our ability to deliver seamless end-to-end managed Infrastructure as a Service solutions while simultaneously allowing our customers as much insight into the details of their service activity as we can provide. ENA developed a sophisticated suite of web-based service and support applications including ticketing and service reporting, network monitoring, bandwidth utilization, call quality monitoring, account and service management, service analytics, and a live customer chat tool. With the my.ENA portal (https://www.ena.com/myena), customers receive easy access to high-quality service and support applications and a 24x7x365 view of the status of their service and what is being done to correct any current incidents.
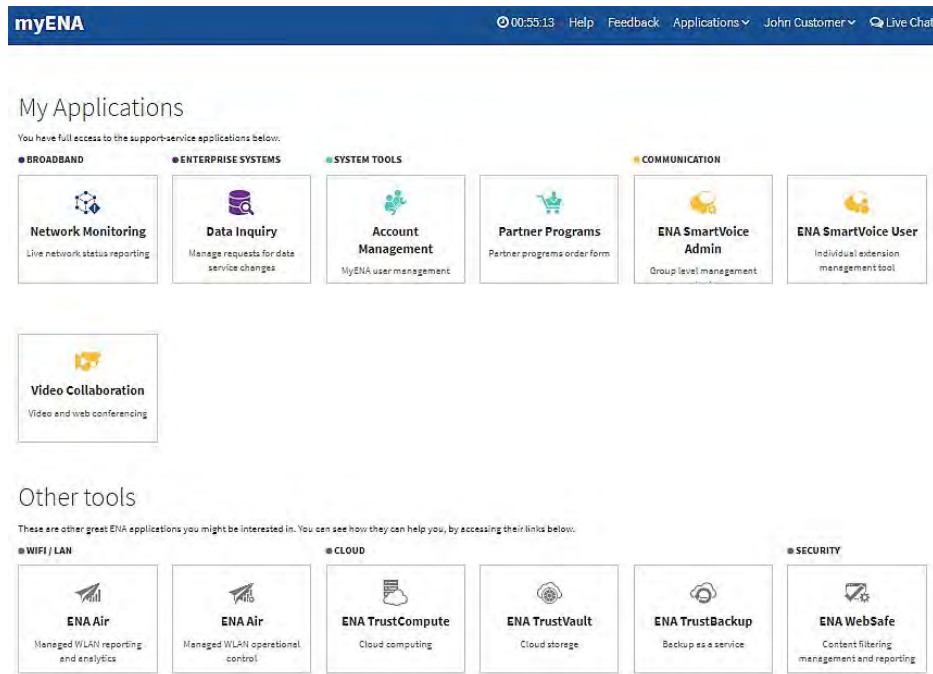
my.ENA Portal

ENA Ticket Tracker

ENA Ticket Tracker allows authorized administrators to create, view, and update support tickets online by collaborating directly with the engineer assigned to the ticket. You can review the status of the reported service, including the documentation and assignment of the ticket, within Ticket Tracker. Information is presented in an easy-to-read format, allowing you to stay up to date on the current status of your documented need.

Enhanced Call Quality Monitoring

ENA collects data to track the overall call quality experience for calls made to and from ENA's voice solutions. We include network conditions such as jitter, latency, and packet loss that can negatively affect call quality. This data tracking allows ENA to quickly pinpoint where a call problem lies—whether on the customer's LAN or on the telecommunications network — enabling us to pinpoint an issue in a more efficient and effective manner.

4. Comprehensive Training

ENA is committed to ensuring your staff has the knowledge and skills needed to successfully and fully use the features of ENA SmartVoice at the appropriate level. We will work closely with you to develop the training plan and schedule that best accomplishes this goal.

The ENA SmartVoice solution includes a variety of training schedule options provided in **Exhibits**. Training areas include the following:

- System Administrator Tools
- Automated Attendant Set-Up and Management
- End-User Train-the-Trainer

- End-User Advanced
- End-User Basic

All sessions may be delivered on premise or virtually. Virtual sessions utilize a live video feed of a working phone and online portals. Participants have full audio and can ask questions at any time. Virtual sessions are included in the purchase price at no additional cost. For pricing for on-premise sessions, see **Optional Services Pricing**.

All ENA SmartVoice training materials, as well as additional supporting video tutorials and help content, are available to your staff 24/7/365 at help.ena.com.

VI. Proposal Pricing

ENA provides cost-effective solutions that enable our customers to **do more with less**. ENA's comprehensive service approach and proposed solution is designed to reduce costs, increase organizational capacity, reduce the burden on your technology and administrative personnel resources, and ultimately lower your total cost of ownership.

ENA SmartVoice Pricing
2108 South Horton Street, Fort Scott, KS 66701

Description	One-time	Monthly	Quantity	Total One-time	Total Monthly
ENA Toll-Free Services - *Includes the first 100 minutes, extra minutes at $0.04 per minute; Requires purchase of either ENA SmartVoice or ENA SmartLink services*					
ENA Toll-Free		$10.00	1		$10.00
ENA SmartLink Services - *Includes 1,000 minutes of local and domestic LD [3] usage per channel or port per month*					
Additional Telephone Numbers[2]		$0.25	16		$4.00
ENA SmartFax Services - *Includes unlimited local and domestic LD [3] and either a new ENA-assigned fax number or LNP of your existing fax number*					
ENA SmartFax[3,5] *(includes one optional ENA SmartFax-to-Email account and installation of an ENA-provided ATA - One email address per fax number)*		$25.00	12		$300.00
ENA SmartVoice Services - *All ENA SmartVoice services include LNP and on-line management interfaces, both Administrator's and individual User Portals*					
Interconnected VoIP Extension Types					
Essential *(includes unlimited minutes)*		$6.50	80		$520.00
Essential with ENA SmartUC App, Mobile-ONLY Enhancement *(includes unlimited minutes)*		$10.50	78		$819.00
Enhanced *(includes unlimited minutes)*		$15.00	7		$105.00
Executive *(includes unlimited minutes)*		$17.00	4		$68.00
Auto Attendant		$15.00	1		$15.00
Add-on Services					
On-site, Desktop Handset Installation[10] - *minimum of 25 phones (price per phone)*	$30.00		162	$4,860.00	
Add-on for Wall-mounted Handset Installation *(may require wall-mount bracket)*	$30.00		2	$60.00	
Configuration and Engineering Consulting					
Integration with Customer firewall *(ICB based on Customer's network)*		ICB			$0.00
LAN/WAN/PBX integration with Customer premises systems *(hourly rate)*	$175.00			$0.00	
Extend Service Demarcation Point *(hourly rate)*	$175.00			$0.00	
Basic Extension Configuration or Change *(available via Administrator's portal)*	$10.00			$0.00	
Virtual Extension Configuration *(* NOT * available via Administrator's portal)*	Included			$0.00	
911 Configuration and changes	Included			$0.00	
IP Handsets and ATA's - *phone models and pricing subject to change [9]; price includes configuration and testing*					
AC-Powered Handsets *(can use PoE or the included AC-power adapter)*					
Yealink SIP-T40G or equivalent	$60.00		155	$9,300.00	
Yealink SIP-T46S or equivalent	$145.00		7	$1,015.00	
Accessory Items					
Yealink EXP40 Expansion Module	$90.00		7	$630.00	
Wall Mount Bracket Yealink SIP-T40G and T42S	$5.00		2	$10.00	

Subtotal Ordered Services	$4,920.00	$1,841.00
Subtotal Ordered Equipment	$10,955.00	
Estimated 911/E-911 Local Government Fees - *based on location [1]*	location rate: $1.00	$40.00
Estimated USF and Government Fees - *based on monthly voice service [1]*	6.60%	$121.51
Total Ground-service Shipping Charges [8]	$855.00	
Total Ordered	**$16,730.00**	**$2,002.51**

ENA SmartVoice Pricing Footnotes

- Pricing is based on a minimum three-year term.

- Feature packages, telephone handset models, and SIP Notification devices proposed are based on requirements provided in the RFP. Quantities, feature packages, and device models may change based on site walkouts. Any changes will be approved by the customer's designated personnel before implementation.

- ENA has discounted our standard prices in response to this RFP. Discounted pricing on any of our proposed items will be honored on all customer orders as part of this contract. Our **Optional Services Pricing** lists standard price for any additional items, not included as part of the proposal response, that may also be purchased.

- There are no traditional "line" restrictions imposed other than the physical limits of your hardware. All voice calls will have access to your entire Internet bandwidth (not just a segregated voice-only channel).

- The monthly service fee for each ENA SmartVoice Extension type includes E911 service, local number portability (LNP), where applicable, unlimited local and contiguous U.S. long-distance calling and features listed in the response.

- Government fees (USF, and local fees, as applicable) are estimated at 6.6%. Governmental fees are subject to change over the life of the contract. 911 fees will be charged, as applicable, by state and local laws.

- 411 call charges, international calls, and calls to Puerto Rico, Hawaii and Alaska are billed in addition to the monthly flat rates.

- International rates are subject to change throughout the term of the contract.

- All ENA SmartVoice Extension packages can include a Direct Inward Dial (DID) number at no additional charge.

- ENA telephone handsets, accessories, and SIP Notification devices are shipped directly to the customer's requested location. Shipping charges are included in the above proposal.

- ENA telephone handsets, accessories, and SIP Notification devices are subject to change. ENA may replace certain device models over the course of the contract, as needed, based on availability and technology changes. ENA will work with each customer to discuss available device models at time of any device order.

- ENA's voice services are subject to our Master Service Agreement (MSA) and tariffs. MSA documents for ENA voice services can be found in the **Exhibits** section.

- ENA SmartVoice service requires the customer's LAN environment to meet certain specifications.

- All service delivery prices (including optional services) are based on expected site readiness to receive the services. In the event that site walkouts determine a need for site make-ready work, service may not be available until such make-ready work is completed by customer.

- ENA's recommended telephone handsets and SIP Notification devices assume the availability of Power over Ethernet (POE). If AC power adapters are required, please see ENA's complete list of available end user devices in the **Optional Services Pricing**.

- Telephone handset installation includes unboxing, assembling, and either placing the device on the desk or mounting on the wall as ordered. The device will be connected to an active network jack, assigned an extension number, and tested to ensure the device is functioning and able to make and receive calls. Empty boxes will be collected and removed from the site. Telephone handset installation **does not include** cabling or network troubleshooting. Customer is responsible to ensure an active, Ethernet cable run is located within 2 meters of the installation location and the network jack is easily accessible and not blocked by items weighing more than 25 lbs. Wall mounting of telephone handsets involves an additional charge and may require the purchase of a wall-mount bracket, depending on the telephone handset model.

- Additional required taxes, if applicable, will be charged according to the province or territory to which the service is delivered.

Optional Services Pricing

Standard Price List – certain conditions and/or discounts may apply depending on contract.

ENA Voice Services Pricing

ENA's voice service is designed to be flexible. The price list shown below includes all our voice options. Many of these options can be combined to create a customized service bundle that meets your specific needs. Please consult with your Account Services Manager for assistance.

ENA SmartVoice Services - *All ENA SmartVoice services include a direct-inward-dial (DID) telephone number (if desired), unlimited local and long-distance calling within the continental U.S., local number portability (LNP), and on-line management interfaces - both Administrator's and individual User Portals.*

Description	One-time Fee	Monthly Fee
Interconnected VoIP Extension Types		
ENA SmartVoice Essential		$6.50
ENA SmartVoice Essential with ENA SmartUC App, Mobile-ONLY Enhancement		$10.50
ENA SmartVoice Enhanced		$15.00
ENA SmartVoice Executive		$17.00
ENA SmartVoice Auto Attendant		$15.00
Configuration of ENA SmartVoice Services (required per site) includes Basic Site Assessment, Site Turn-up, and Project Management	$250.00	
Add-on Services		
Enhanced Pinpoint 911 *(requires a phone number per extension and all site extensions must participate)*		$1.00
On-site, Desktop Handset Installation - *minimum of 25 phones (price per phone)*	$30.00	
On-site, Wall-mounted Handset Installation - *minimum of 25 phones (price per phone and may require wall-mount kit)*	$60.00	
Hosted Call Recording *(price per extension)*		$12.50
Voice Mail Only - *individual voicemailbox for users without a phone*		$4.00
ENA SmartUC Meet 10 *(for ENA SmartVoice Enhanced or Executive extension types, price per extension)*		$10.00
ENA SmartUC Meet 25 *(for ENA SmartVoice Enhanced or Executive extension types, price per extension)*		$12.00
Voice Mail Transcription *(for the ENA SmartVoice Essential extension types, price per extension)*		$3.00
Training [2]		
Admin/ End User Portal/ Phone Training - *half-day, on-site session*	$900.00	
Admin/ End User Portal/ Phone Training - *full-day, on-site session*	$1,500.00	
Call Handling Services		
Multi Line Hunt Group		$20.00
Integrated Basic ACD		
Basic Agent *(add-on fee)*		$5.00
Basic Supervisor *(add-on fee)*		$10.00
Enhanced Call Center - Intermedia Partnership		
Concurrent Agent - Silver		$50.00
Concurrent Agent - Gold		$75.00
Concurrent Agent - Platinum		$130.00
Supervisor		included

Description	One-time Fee	Monthly Fee
Enhanced Call Center - Connectivity		
ACD Routing/Termination		$500.00
Enhanced Call Center Set-Up *(calculated at one-month's-total service fees)*	ICB	
Enhanced Call Center Training		
Community Training	included	
Private Training	$1,300.00	

~ All service endnotes are located at the end of the pricing charts

IP Telephone Handsets, Accessories, and Adapters *- phone models and pricing subject to change; price includes configuration and testing*

Description	One-time Fee	Description	One-time Fee
Power-over-Ethernet Handsets *(no AC-power adapter included)*			
Poly VVX 150 or equivalent	$55.00	Yealink SIP-T40G or equivalent	$55.00
Poly VVX 250 or equivalent	$105.00	Yealink SIP-T42S or equivalent	$85.00
Poly VVX 350 or equivalent	$140.00	Yealink SIP-T46S or equivalent	$140.00
Poly VVX 450 or equivalent	$165.00	Yealink SIP-T48S or equivalent	$190.00
Poly VVX 501 or equivalent	$195.00	Yealink SIP-T52S or equivalent	$120.00
Poly VVX 601 or equivalent	$270.00	Yealink SIP-T54S or equivalent	$160.00
JoHeR Voice Operator Panel for PC	$350.00	Yealink SIP-T56A or equivalent	$240.00
Analog Telephone Connection (ATA)	$5.00/mo	Yealink SIP-T58A or equivalent	$250.00
		Yealink SIP-T58V or equivalent	$305.00
AC/Power-over-Ethernet Handsets *(can use either PoE or the included AC-power adapter)*			
Poly VVX 150 or equivalent	$60.00	Yealink SIP-T46S or equivalent	$145.00
Poly VVX 250 or equivalent	$115.00	Yealink SIP-T48S or equivalent	$195.00
Poly VVX 350 or equivalent	$155.00	Yealink SIP-T58A or equivalent	$255.00
Poly VVX 450 or equivalent	$175.00	Yealink SIP-T58V or equivalent	$315.00
Poly VVX 501 or equivalent	$210.00	Yealink CP920 HD IP Conference Phone Wi-Fi and BT	$310.00
Poly VVX 601 or equivalent	$285.00	Yealink CP960 HD IP Conference Phone Wi-Fi and BT	$470.00
Yealink SIP-T21P E2 or equivalent	$35.00	Yealink CP930WP DECT IP Conference Phone	$440.00
Yealink SIP-T40G or equivalent	$60.00	Yealink W60P DECT IP Phone System	$130.00
Yealink SIP-T42S or equivalent	$95.00		
Accessory Items			
Poly VVX Color Expansion Module	$180.00	Wall Mount bracket for VVX 150/250	$20.00
Poly EM 50 Expansion Module	$165.00	Wall Mount bracket for VVX 350	$15.00
Yealink EXP40 Expansion Module	$90.00	Wall Mount bracket for VVX 450	$20.00
Yealink EXP50 Expansion Module	$85.00	Wall Mount Bracket for Poly VVX 300/301 to 600/601	$8.00
Poly Mini USB Camera for VVX501 and VVX601	$110.00	Wall Mount Bracket for Poly VVX Expansion Module	$20.00
Yealink CAM50 USB Camera for Yealink SIP-T58A	$75.00	Suspended-ceiling Tile Support Bracket for Algo 8188	$65.00
Poly HD Handset and Cord for Poly VVX 300 to 601	$18.00	Power Supply VVX 150/250/350/450	$13.00
Poly Handset and Cord for Poly VVX 201	$18.00	Power Supply for Poly VVX 201	$15.00
Yealink Handset for Yealink SIP-T21E2	$11.00	Power Supply for Poly VVX 300/310/400/410	$25.00
Yealink YHS33 Wideband Headset for Yealink Phones	$25.00	Power Supply for Poly VVX 500/600	$22.00
Yealink BT41 BT USB dongle for SIP-T42S, T46S or T48S	$27.00	Power Supply for Poly VVX 501/601	$30.00
Yealink W56H DECT Handset *(add-on handset)*	$80.00	Power Supply for Poly VVX 301/311/401/411	$25.00

Description	One-time Fee	Description	One-time Fee
Yealink RT30 DECT IP Phone Repeater	$130.00	Power Supply for Poly SoundPoint IP 6000 Conference	$95.00
Wall Mount Bracket Yealink SIP-T40G and T42S	$5.00	Power Supply for Yealink SIP-T21P-E2 and T42S	$9.00
Wall Mount Bracket Yealink SIP-T46S	$5.00	Power Supply for Yealink SIP-T40G	$6.00
Wall Mount Bracket Yealink SIP-T48S	$5.00	Power Supply for Yealink SIP-T46S, T48S, T58A, or T58V	$10.00
Wall Mount Bracket for Yealink SIP-T52A and T58V	$3.00	Rechargeable Battery for Yealink W56H DECT handset	$18.00
Yealink WF50 Dual-band, Wi-Fi USB dongle for SIP-T42S, T46S, or T48S	$29.00	Wireless Microphone Extenders for Yealink CP960 IP Conference Phone	$145.00
Desk Stand/Wall Mount for use with Poly VVX 201	$8.00		

~ All service endnotes are located at the end of the pricing charts

ENA SmartVoice Notification Services

Description	One-time Fee	Monthly Fee
Analog Loud Ringer - *requires customer-provided analog ringer*		$8.00
SIP Loud Ringer - *requires purchase of an ENA Algo SIP Notification device*		$8.00
Notification Controllers		
Analog Integration Extension - *for Customer-provided Intercom/Paging/Door Locks may require Algo device purchase*		$15.00
SIP Integration Extension - *for Customer-provided Intercom/Paging/Door Locks and may require Algo device purchase*		$15.00
SIP Notification and Intercom Extension - *requires purchase of an ENA Algo SIP device*		$3.50
Pre-recorded Announcement or Tone *(requires purchase of ENA Algo 8301. Maximum of 9 tones/announcements)*		$2.00
Bell Scheduler - *requires purchase of ENA Algo 8301*		$25.00
Peripheral device - *assigned to all ENA Algo SIP devices in receiver-only mode, allowing participation in one or more of the controller functions above.*		$0.25
Configuration of ENA SmartVoice Notification Services (*Required* with Bell Scheduler, Pre-recorded Announcements/Tones or multi-zoned, Paging-only deployments. *Optional* for single-zoned, Paging-only deployments where customer will install and configure themselves)		
1-40 SIP Notification Devices - *configuration of zones, announcements, or bell scheduler*	$500.00	
41-80 SIP Notification Devices - *configuration of zones, announcements, or bell scheduler*	$875.00	
81 or more SIP Notification Devices - *configuration of zones, announcements, or bell scheduler*	$1,250.00	
Notification Add-on Services		
On-site SIP Notification Device Installation - will *require additional quote and scope of work*	ICB	

~ All service endnotes are located at the end of the pricing charts

Power-over-Ethernet SIP Notification Devices (no AC-power adapter option available)

Description	One-time Fee	Description	One-time Fee
Algo 1203 Call Switch with Blue LED	$140.00	Algo 8186 SIP Indoor/Outdoor Paging Horn	$425.00
Algo 8028 SIP Door Phone, weatherproof	$525.00	Algo 8188 SIP Ceiling Speaker	$395.00
Algo 8039 SIP Video Door Phone, weatherproof	$1,495.00	Algo 8189 SIP Surface-mount Ceiling Speaker	$455.00
Algo 8061 IP Relay Controller	$395.00	Algo 8201 SIP Intercom, weatherproof	$395.00
Algo 8128 SIP Strobe Light, Visual Alerter Device	$425.00	Algo 8301 Bell Scheduler	$345.00
Algo 8180 SIP Audio Alerter (Gen 2)	$240.00	Hydrophobic Membrane Screen for Algo 8188/8189 speakers	$55.00

~ All service endnotes are located at the end of the pricing charts

ENA SmartLink Services - *All ENA SmartLink lines, channels, or call paths include a direct-inward-dial (DID) telephone number (if desired), 1,000 minutes of local and long-distance calling within the continental U.S.A. [3] - per port/interface, and local number portability (LNP).*

Description	One-time Fee	Monthly Fee
Connection Class Types		
Analog Interface to PBX/Key system - *cannot be used for fax, modem, or alarm lines*		$25.00
PRI Interface to PBX/Key system - *price per channel*		$15.00
IP Interface - *direct SIP trunking, price per call path or channel*		$15.00
Additional Telephone Numbers [4]		$0.25
Additional Block of 1,000 Minutes - *for local and long-distance calling within the continental U.S.A. [3]*		$7.50

~ All service endnotes are located at the end of the pricing charts

ENA SmartVoice or ENA SmartLink Add-on Services

Description	One-time Fee	Monthly Fee
ENA SmartFax Services - *Includes unlimited local and long-distance calling within the continental U.S.A. [3], and either local number portability (LNP) for your existing fax number or a new, ENA-assigned fax number.*		
ENA SmartFax [1] *(includes one optional ENA SmartFax-to-Email account and installation of an ENA-provided ATA - One email address per fax number)*		$25.00
ENA SmartFax Desktop *(includes faxing from the desktop for up to 5 email addresses per fax number. No support for connecting a fax machine)*		$10.00
ENA SmartFax-to-Email *(Inbound service only for use without ENA SmartFax - One email address per fax number)*		$5.00
ENA Directory Listings and Information Services - *All ENA SmartLink and ENA SmartVoice telephone numbers where ENA already has LNP coverage, include a simple directory listing in the local white-pages, phone directory, at no additional charge*		
Initial Foreign Directory Listing - *required where ENA does not have coverage in the local Rate Center*		$8.00
Initial Toll-free Directory Listing		$15.00
Caption Set Directory Listing *(cost per printed line)*		$6.00
411/Directory Information Calls *(cost per call)*	$1.00	
ENA Toll-Free Services		
ENA Toll-free *(includes the first 100 minutes, extra minutes at $0.04 per minute)*		$10.00
ENA SmartConference Services - *Provides a means for multiple internal and external callers to simultaneously participate in group discussions via telephone*		
10 Port Bridge		$30.00
25 Port Bridge		$50.00

Description	One-time Fee	Monthly Fee
Configuration and Engineering Consulting [2]		
Integration with Customer firewall *(ICB based on Customer's network)*	ICB	ICB
LAN/WAN/PBX integration with Customer premises systems *(hourly rate)*	$175.00	
Extend Service Demarcation Point *(hourly rate)*	$175.00	

~ All service endnotes are located at the end of the pricing charts

Service Endnotes
[1] Service not available in all markets, service check required.
[2] Additional travel and expense charges may apply.
[3] By default, service comes with international LD and 900/976 calls disabled. International long distance can be re-enabled upon customer request.
[4] Availability of additional telephone numbers vary per LATA. Please see your ENA Account Services Manager for more details. Additional numbers are available with ENA SmartVoice and ENA SmartLink service.
Please note:
• ENA's voice services are subject to our master service agreement and tariffs, and are provided by our subsidiary, ENA Services, LLC.
• ENA SmartVoice pricing above requires a minimum three-year term.
• ENA SmartVoice services require the customer's LAN environment to meet certain specifications.
• ENA will work to minimize any additional costs or fees to the customer.
• All pricing is contingent upon service availability.

VII. Optional Services

ENA delivers a full suite of innovative broadband, Wi-Fi/LAN, communication, cloud, security, and software solutions that are designed specifically for the customers we serve. Powering education, connecting communities, providing access to critical services, and securely enabling technologies are the ultimate goals of the services and solutions we provide. **In addition to the services proposed in our response, ENA can deliver the following optional services:**

1. ENA WAN – Managed and Co-managed Wide Area Network Services
2. ENA Internet Access – Managed Internet Access Services
3. ENA NetShield – Firewall Services
4. ENA NetShield UTM – Hosted Unified Threat Management and Firewall Services
5. ENA WebSafe – Content Filtering Services
6. Security Assessment Services – Comprehensive Security Solutions
7. ENA TrustCompute – Virtual Data Center Services
8. ENA TrustBackup – Secure Data Backup Service
9. ENA TrustVault – Secure Cloud Storage Service
10. ENA Air – Managed Wi-Fi Networking Services
11. ENA Air Flex – Network Management Services
12. ENA SmartLink – IP Trunking VoIP Services
13. Video Collaboration Powered by Zoom – Video Conferencing Services

For detailed information on ENA's products and services please visit our website at www.ena.com.

1. ENA WAN – Managed and Co-managed Wide Area Network Services

ENA provides flexible, dedicated wide area network (WAN) fiber-optic connectivity services, including point-to-point or point-to-multipoint WAN coverage. In addition to fiber-optic service, we offer broadband for hard-to-reach locations utilizing a mix of telecom technologies to deliver comprehensive WAN solutions. ENA's experience operating and developing seamless WAN solutions—combined with our scalable, Infrastructure as a Service (IaaS) approach—reduces or eliminates infrastructure equipment and support costs, enabling you to remain at the forefront of technology in a cost-effective manner. Learn more about ENA WAN at https://www.ena.com/solutions/connectivity/ena-wan/.

2. ENA Internet Access – Managed Internet Access Services

To deliver carrier-class reliability and service continuity, ENA built a national MPLS-based, carrier-grade IP backbone infrastructure comprised of multiple fault-tolerant links between geographically diverse points of presence (POPs) within hardened data center facilities. ENA connects to the global Internet using diverse providers via numerous high-bandwidth connections, ensuring reliable Internet access even when one link or provider has trouble. Our high-speed, national network backbone includes significant network traffic peering, in-network content hosting, content caching, connectivity to national and international research and education networks (such as Internet2 where available), and quality of service. Our national network ensures that every Internet request and associated traffic is handled in the most expedient manner. Learn more about ENA Internet Access at https://www.ena.com/solutions/connectivity/ena-internet-access/.

3. ENA NetShield – Firewall Services

ENA NetShield keeps your organization's network safe by blocking malicious traffic and attacks. ENA NetShield is cloud-based and delivered directly through your ENA Internet Access service, eliminating the need for additional hardware or equipment. ENA NetShield is engineered with high levels of availability and deployed in a hardened facility to keep your network protected. By leveraging our MPLS backbone, ENA NetShield maintains uptime and service, even if your power fails. Should your organization utilize virtual private networking (VPN), ENA offers ENA NetShield VPN, a local premises-based VPN solution, that can be used in conjunction with our ENA NetShield service. ENA NetShield VPN's versatile, managed service can deliver a static VPN connection between two network locations or dynamic remote user access. ENA NetShield and ENA NetShield VPN include our signature one-call service support for rule changes and configuration modifications.

ENA also provides management and maintenance of customer-owned firewall appliances that can be configured to be hosted locally and perform many of the same tasks as our centrally hosted solution. Learn more about ENA NetShield at https://www.ena.com/solutions/security/ena-netshield/.

4. ENA NetShield UTM – Hosted Unified Threat Management and Firewall Services

ENA NetShield UTM is a comprehensive unified threat management solution that meets the unique security requirements of education and library institutions. Our managed security solution keeps your organization's network safe by blocking malicious traffic and attacks. Leveraging a platform rated in the Gartner Leader Quadrant, ENA NetShield UTM delivers industry-leading protection to your organization while allowing for bandwidth upgrades associated with increased usage. ENA provides all service, installation, maintenance, and replacement of equipment on behalf of the customer. Additionally, ENA NetShield UTM includes a co-management portal for your staff as well as dedicated, 24x7x365 one-call support and monitoring from the ENA Customer Technical Assistance Center (CTAC). Learn more about ENA NetShield UTM at https://www.ena.com/solutions/security/ena-netshield-utm/.

5. ENA WebSafe – Content Filtering Services

Developed exclusively for education and library environments, ENA WebSafe is a centralized content filtering solution that protects children and enhances the education relevancy of Internet content while providing maximum flexibility. ENA WebSafe is fully compliant with the filtering requirements of the Children's Internet Protection Act (Public Law 106-554), Title XVII – Children's Internet Protection (CIPA). The service has a mobile service option for robust content filtering when you are on-the-go. ENA WebSafe Mobile allows you to save bandwidth by not using your Internet access when devices are off campus. ENA WebSafe and ENA WebSafe Mobile are fully managed, supported by ENA, and do not require your organization to purchase or maintain any of your own hardware or software. Learn more about ENA WebSafe and ENA WebSafe Mobile at https://www.ena.com/solutions/security/ena-websafe/.

6. Security Assessment Services – Comprehensive Security Solutions

Security Assessment Services ENA's security assessment services deliver enterprise-level cybersecurity services to organizations. These services offer a comprehensive assessment of your organization's current security posture, vulnerability identification, remediation recommendations, and tailored reporting. ENA's security assessment service options include vulnerability scanning, penetration testing, policy and procedure reviews, wireless security testing, web application testing, and custom assessment services. Learn more about ENA security assessment services at https://www.ena.com/solutions/security/security-assessment-services/.

7. ENA TrustCompute – Virtual Data Center Services

ENA TrustCompute ENA's fully hosted and managed Infrastructure as a Service (IaaS) virtual data center service, ENA TrustCompute, is private, secure, and ready for you to use with your applications and system management software, saving time and the high cost of equipment upgrades, maintenance, and storage. ENA TrustCompute provides customers with their own virtual private data center and secure network connection, ensuring data never traverses the public Internet. With a range of convenient, customized packages to choose from, customers may allocate only what data center services they need now and scale later for growth. Via ENA TrustCompute's intuitive web interface, virtual machines (VMs) can be configured, provisioned, and loaded with a choice of operating systems in seconds. You can migrate existing VMs into ENA's cloud using ENA TrustCompute's guided 5-step process. ENA TrustCompute also allows you to deploy a variety of pre-configured open source tools and applications with a push of a button. Learn more about ENA TrustCompute at https://www.ena.com/solutions/cloud/ena-trustcompute/.

8. ENA TrustBackup – Secure Data Backup Service

ENA TrustBackup ENA TrustBackup is a comprehensive file backup solution with cloud storage. Engineered specifically for education and library institutions, the solution ensures your data is protected against operational mishaps and malicious threats such as ransomware. ENA TrustBackup allows you to create backup jobs, set retention, and manage backup schedules for servers and workstations. In the case of an emergency affecting your organization, you can rest assured knowing your data and applications are housed in a secure data center with round-the-clock surveillance and card access control. Learn more about ENA TrustBackup at https://www.ena.com/solutions/cloud/ena-trustbackup/.

9.   ENA TrustVault – Secure Cloud Storage Service

ENA TrustVault ENA TrustVault is a flexible, cost-effective, cloud-based storage solution that enables you to store, access, and manage data via an S3 compliant client. This cloud-based storage is ideal for a variety of uses, including offsite storage for documents, data backups, media content streaming, or static website hosting. ENA TrustVault is designed for organizations that already have a backup utility but need an off-site backup storage solution. Learn more about ENA TrustVault at https://www.ena.com/solutions/cloud/ena-trustvault/.

10. ENA Air – Managed Wi-Fi Networking Services

ENA Air leverages ENA's proven Infrastructure as a Service (IaaS) solution model to provide comprehensive wireless services, including industry-leading management along with the local control and expansive scalability you need. As a complete, turnkey solution, ENA Air includes all necessary site surveys, design, cabling, installation, engineering, hosted management and monitoring services, and post-activation heat mapping to verify your ENA Air Wi-Fi service will meet and exceed your expectations. In addition, ENA offers multiple hardware options as part of your ENA Air solution. By extending our customer-centric approach to Wi-Fi networking, we provide superior end-to-end visibility, reliability, and support for Wi-Fi services. Learn more about ENA Air at https://www.ena.com/solutions/connectivity/ena-air/.

11. ENA Air Flex – Network Management Services

ENA provides a variety of network management services designed to ensure communities have state-of-the-art Wi-Fi backed by ENA's peerless support. Whether you're interested in collaborative management of your existing Wi-Fi/LAN or you want a brand-new network with flexible management terms, we work hand-in-hand with you to develop a solution that meets your specific connectivity needs. Having implemented hundreds of internal broadband networks across the country, ENA Air Flex provides customers with expert and experienced engineering resources to deliver a menu of services including end-to-end network design, assessment, implementation, and project management for wired and wireless networks. Because each ENA Air Flex partnership is customized to achieve each customer's unique goals, no two solutions are identical. Learn more about ENA Air Flex at https://www.ena.com/solutions/connectivity/ena-air-flex/.

12. ENA SmartLink – Interconnected IP Trunking VoIP Services

ENA SmartLink is an IP trunking solution designed to provide inbound and outbound calling for customers who already have their own installed PBX or phone systems, offering an extensive set of features and a variety of different interconnection methods to meet current and future needs for a single, cost-effective monthly fee. Learn more about ENA SmartLink at https://www.ena.com/solutions/communication/ena-smartlink/.

13. Video Collaboration Powered by Zoom – Video Conferencing Services

Video Collaboration Powered by Zoom is a video conferencing, web conferencing, and collaboration service designed to easily and cost-effectively promote and enable face-to-face distance learning, professional development, meetings, and collaboration by using the computing power already present in most desktop and laptop computers, tablets, and mobile devices. It does not require the use of expensive, dedicated video conferencing hardware. Instead, it uses a combination of cloud-based services from a downloadable software client and web browser access to enable robust high-definition (HD) video conferencing on MAC OS X, Windows, iPads, iPhones, and Android devices. Learn more about Video Collaboration powered by Zoom at https://www.ena.com/solutions/communication/video-collaboration-powered-by-zoom/.

VIII. Exhibits

1. ENA SmartVoice Yealink Handsets Guide

2. ENA SmartVoice Training and Delivery Schedule and Options

3. Sample Project Plan

4. Master Service Agreement (MSA)

ENA SmartVoice℠

Training Delivery Schedule and Options

Training Block	Audience	Objectives	Timing	Estimated Length	Delivery Options	Cost
Administering your ENA SmartVoice System	System Administrators	• Use the features and functions of the online Administrator portal • Review call flow set up and know how to adjust	As soon as possible after phone install	1.5 hours	Facilitated web-based conference	Included in purchase
Programming and managing your ENA SmartVoice Premium Attendant	System Administrators	• Create schedules • Create and program menus • Script and record announcements	1-2 weeks prior to port	1 hour	Facilitated web-based conference	Included in purchase
End User Basic	Staff and users	• Make and answer calls • Set up and check voicemail • Use features and functions of online End User portal (If customer would like to include)	Between phone install and port *	30 minutes for phones only 1 hour for phones and online End User Portal	Facilitated web-based conference	Included in purchase
					Facilitated on-site	Charges apply (Requires phones be provisioned and working prior to training)
End User Advanced	Main office staff and others who handle and route high call volume	• Make and answer calls • Set up and check voicemail • Advanced features including, but not limited to, transferring calls, parking calls, recording calls. • Use features and functions of online End User portal (If customer would like to include)	Between phone install and port *	2 hours for phones only 3 hours for phones and online End User Portal	Facilitated web-based conference	Included in purchase
					Facilitated on-site	Charges apply (Requires phones be provisioned and working prior to training)
Train-the-Trainer	Customer training staff	• Provide customer with materials, curriculum, and knowledge needed to train staff	As requested	4 hours	Facilitated web-based conference	Included in purchase
					Facilitated on-site	Charges apply (Requires phones be provisioned and working prior to training)

• In the period between phone install and port, users will be able to make outbound calls, receive internal calls, transfer calls, and set up voicemail. This provides a window during which staff can familiarize themselves with their new phones prior to receiving external calls on DID numbers.

• User guides, help videos and other resources are available 24x7x365 on help.ena.com

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
1		**Fort Scott Community College - ENA SmartVoice Deployment *SAMPLE***	**62 days**	**Mon 1/4/21**	**Tue 3/30/21**		
2		**Project Kickoff**	**1 day**	**Mon 1/4/21**	**Mon 1/4/21**		
3		Initial Project Kickoff Meeting	1 day	Mon 1/4/21	Mon 1/4/21		ENA Engineering,ENA PM,FSCC,ENA ASM,ENA Solutions Engineering
4		**Detailed Project Plan Review and Approval with Project Sponsor**	**1 day**	**Mon 1/4/21**	**Mon 1/4/21**		
5		Review project plan and key milestones	1 day	Mon 1/4/21	Mon 1/4/21	3SS	ENA PM,FSCC
6		Review and finalize communications plan, including frequency of meetings, required status updates and other stakeholder requirements	1 day	Mon 1/4/21	Mon 1/4/21	3SS	ENA PM,FSCC
7		Review project understanding, validate acceptance requirements and confirm desired deployment timeframe	1 day	Mon 1/4/21	Mon 1/4/21	3SS	ENA PM,FSCC
8							
9		**Weekly Project Meetings**	**41 days**	**Mon 1/4/21**	**Mon 3/1/21**		**ENA Engineering,ENA PM,FSCC**
27							
28		**Implementation**	**62 days**	**Mon 1/4/21**	**Tue 3/30/21**		
29		**Phase I - Project Planning and Initiation**	**11 days**	**Mon 1/4/21**	**Mon 1/18/21**		
30		Confirm final list of numbers to be ported	5 days	Mon 1/4/21	Fri 1/8/21	3SS	ENA PM,FSCC
31		Finalize handsets, packages and other features	5 days	Mon 1/4/21	Fri 1/8/21	3SS	
32		Obtain LOA	10 days	Mon 1/4/21	Fri 1/15/21	3SS	ENA PM,FSCC
33		Obtain CPNI, directory listings and 911 addresses	10 days	Mon 1/4/21	Fri 1/15/21	3SS	ENA PM,FSCC
34		File executed LOA with porting agency	1 day	Mon 1/18/21	Mon 1/18/21	32	ENA PM
35							
36		**Phase II - Configuration and Hardware Installation**	**31 days**	**Mon 1/4/21**	**Mon 2/15/21**		
37		Order phones and other equipment	1 day	Mon 1/11/21	Mon 1/11/21	31	ENA PM
38		Complete network configuration (switches, firewall, etc...)	30 days	Mon 1/4/21	Fri 2/12/21	3SS	FSCC
39		Complete system provisioning	20 days	Mon 1/11/21	Fri 2/5/21	31	ENA Engineering
40		Install phones and other equipment	1 day	Mon 2/15/21	Mon 2/15/21	37SS+10 days,38,39	ENA Service Delivery
41							
42		**Phase III - Training and Support**	**13 days**	**Mon 2/8/21**	**Wed 2/24/21**		
43		Review call flow and validate key system provisioning configurations	1 day	Mon 2/8/21	Mon 2/8/21	39	ENA Engineering
44		Complete admin and end user training	1 day	Tue 2/9/21	Tue 2/9/21	43	ENA Engineering,FSCC
45							
46		**Support Readiness**	**1 day**	**Wed 2/24/21**	**Wed 2/24/21**		
47		Complete introduction and training on CTAC engagement process and escalation procedures	1 day	Wed 2/24/21	Wed 2/24/21	52FS-5 days	ENA CTAC,FSCC
48							
49		**Phase IV - Port/Go Live**	**7 days**	**Mon 2/22/21**	**Tue 3/2/21**		
50		Receive FOC from porting agency	1 day	Mon 2/22/21	Mon 2/22/21	34SS+25 days	
51		Validate internal and outbound call functionality	1 day	Fri 2/26/21	Fri 2/26/21	52SS-2 days	
52		Port telephone numbers / Go Live	1 day	Tue 3/2/21	Tue 3/2/21	50FS+5 days	ENA Engineering,ENA PM,FSCC
53		Place test E911 calls	1 day	Tue 3/2/21	Tue 3/2/21	52SS	FSCC
54		Test incoming and outgoing calls	1 day	Tue 3/2/21	Tue 3/2/21	52SS	ENA Engineering,FSCC
55							
56		**Phase V - Project Closeout**	**10 days**	**Wed 3/17/21**	**Tue 3/30/21**		
57		Complete support handoff to ENA CTAC	1 day	Wed 3/17/21	Wed 3/17/21	52FS+10 days	ENA CTAC,ENA PM,FSCC
58		Issue telephone number disconnects to losing carrier	1 day	Wed 3/17/21	Wed 3/17/21	52FS+10 days	FSCC
59		Prepare and submit directory listings	1 day	Wed 3/17/21	Wed 3/17/21	52FS+10 days	ENA PM
60		Confirm all project deliverables complete	5 days	Wed 3/17/21	Tue 3/23/21	52FS+10 days	ENA PM,FSCC
61		Finalize and submit any necessary project closeout documentation	5 days	Wed 3/24/21	Tue 3/30/21	60	ENA PM

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ENA UNIFIED MASTER SERVICE AGREEMENT

Client Name:	
Mailing and Notice Address:	
Contact Name, Phone and E-Mail Address:	

This MASTER SERVICE AGREEMENT ("Agreement") is by and between ENA Services LLC, a Delaware limited liability company having its principal place of business at 618 Grassmere Park Drive, Suite 12, Nashville, TN 37211 ("Company"), and the Client identified above ("Client"), as of _____ _____ (the "Effective Date").

In consideration for the mutual promises, covenants and agreements contained herein, Company and Client agree as follows:

SECTION 1: SERVICES

1.1   Services. Subject to the terms and conditions of this Agreement, Company shall provide Client with certain Services. Company's Services and pricing are described in the attached Schedules of Service(s) and/or Statement(s) of Work (the "Schedule(s)"), which may be entered into from time to time. As used herein, the term "Services" includes all services, software, products and deliverables provided by Company to Client, including but not limited to professional services and online services.

1.2   Product and Service Changes.   The capabilities and services available through Company regularly change and expand. In order to improve and adapt the Services to these changing conditions, (i) Company may add, delete or change the Services, at its sole discretion, by providing thirty (30) days prior written notice to Client, and (ii) additions, deletions or changes to Schedules will be effective as of the date agreed upon by the parties in writing.

1.3   Non-Exclusive Arrangement. Client acknowledges and understands that this is a non-exclusive arrangement and nothing herein shall preclude Company from providing Services, deliverables, or related services to any third party, or from authorizing third parties to make Services available to their customers.

1.4   Service Availability. Services may be temporarily unavailable or limited because of capacity limitations and may be temporarily interrupted because of equipment modifications, upgrades, relocations, repairs, and similar activities. Company will use commercially reasonable efforts to deliver the most reliable service possible, without interruption. Company will notify Customer of any scheduled maintenance, but may need to interrupt Services without notice to Customer in the event of an emergency.

SECTION 2: FEES AND PAYMENT TERMS

2.1   Fees.   Client shall pay Company the fees set forth on each Schedule. Except for fees for Services delivered (as indicated in Schedule(s) attached hereto) and professional services, Client's payment obligations for the Services shall commence on the date on which the applicable Service is first

made available for use by Client regardless of whether Client has commenced use of the Services. Client shall pay Company in U.S. dollars.

2.2 **Taxes**. All fees and charges hereunder shall be exclusive of, and Client shall be solely responsible for, any applicable taxes or levies, whether now in force or enacted in the future, applicable to the delivery of the Services hereunder, except for taxes attributable to the net income of Company.

2.3 **Payment Terms**. All recurring charges shall be due and payable no later than thirty (30) calendar days after the end of the month to which the charges pertain. All non-recurring charges shall be due and payable immediately as of the date on which Company commences providing the applicable Service, or as otherwise set forth in a Schedule. Client shall pay all charges indicated as due upon receipt of the invoice from Company, and payment shall be past due if not paid as of thirty (30) days after the invoice date. Client shall have thirty (30) days from receipt of invoice to reasonably dispute amounts or items charged. If Client disputes any part of an invoice, then Client may withhold such disputed amount from its payment but will notify Company in writing as to the specific amounts contested and the specific reasons therefor, in which case the parties shall attempt to amicably resolve said dispute. Unless otherwise agreed by the Parties in writing or in a Schedule, Company shall invoice Client on a monthly basis.

2.4 **Interest**. Amounts not paid when due are subject to finance charges of one percent (1%) per month or the highest lawful rate, whichever is less. Payment of such finance charges does not excuse or cure late payment, and all payments received are first applied to finance charges.

2.5 **Move or Transfer of Service**. If Client relocates to another location in an Company market where the same Services are available, Client may move Services to the new location if the aggregate monthly recurring charges of the new Services equal or exceed the Services provided to Client by Company at the former location, subject to payment of installation charges for the new location, if applicable; however, pricing may vary by location, and Client's rates may increase or decrease. Early termination fees may apply in the event Client moves to a location not serviced by Company or Client ceases to do business. Services may not be transferred or resold, and the MSA, these Terms, and the Schedule(s) attached hereto may not be transferred or assigned, by operation of law or otherwise, without Company's prior written approval. Any attempted assignment or transfer without Company's prior written approval shall be void.

2.6 **Government and Regulatory Fees.** Any charges set forth herein or in any Schedule, proposal or quotation are exclusive of taxes, surcharges, assessments, or other fees including E-911 fees and government regulatory fees such as Universal Service Fees. No discount offered, if any, shall apply to taxes, surcharges, assessments, or government or regulatory fees.

2.7 **Compliance with Federal, State and Local Procedures and Processes.** Company complies with all federal, state and local procurement rules and regulations, and by this Agreement, Client acknowledges their duty to comply. If the Services provided under this Agreement qualify for E-rate discounts, Company will work with Client to follow Client's selected E-rate reimbursement process (Service Provider Invoice or Billed Entity Applicant Reimbursement). Client acknowledges its responsibility for timely and full payment regardless of receipt of E-rate funds.

2.8 **Security; Collection**. If Client is late with more than one payment, Company may, upon written notice to Client, require a security deposit or other reasonable assurances to secure Client's payment obligations hereunder. Client agrees to pay all costs and expenses associated with collecting delinquent payments, including reasonable attorneys' fees.

SECTION 3: CLIENT OBLIGATIONS

3.1   Acceptable Use Policy. Client shall at all times abide by Company's Acceptable Use Policy, as it may be amended from time to time. As of the execution of this agreement, the current Acceptable Use Policy is posted at the following URL: http://www.ena.com/legal. Client is responsible for ensuring that all of its employees, agents, contractors, customers, or others who use the Services through Client's account abide by the Acceptable Use Policy.

3.2   Client Obligations During Establishment of Service. Once Company schedules installation and agrees upon an installation time with Client, Client must be present with facilities available and fully accessible. If Company's technician arrives at the Client location and Client is not present or facilities are not available or accessible, or Client otherwise cancels or postpones installation without a 24-hour notice to Company, Company reserves the right to assess a "Client Missed Call" trip charge.

3.3   Interoperability with Client's Infrastructure. Company's Services are capable of being deployed across a wide set of pre-existing Client infrastructure, however Client is responsible for any upgrades of its pre-existing infrastructure necessary to establish and continue Service.

3.4   Protection of Client Premise Equipment ("CPE") Provided By Company.   The Client shall be solely responsible and liable for any and all damage caused to the CPE, including, without limitation, any damage due to misuse, and vandalism, for the duration of the contract. At the expiration of the term of the contract or upon its early termination by either party to the contract, the Client shall continue to be solely responsible and liable for any and all damage caused to the CPE while such equipment remains at the Client location. Client will provide reasonable space and environmental conditions for any CPE, will do nothing to change the space or conditions without notice to Company and will at no time, move, adjust, alter or otherwise operate the Company CPE without prior consent of Company. Client will not attach any equipment to any Company CPE without express instructions or involvement of Company or utilize the Company CPE in anyway inconsistent with the service purchased from Company.

3.5   Internal Use. Subject to the terms and conditions set forth herein, Company authorizes Client to use the Services for its internal business purposes. Client acknowledges and agrees that it will be responsible for all end users of the Services, regardless of whether such users are employees, contractors, agents, or third parties, in each case with or without the Client's permission to use such Services.

3.6   Restrictions on Use. Client shall not and shall not permit others to reproduce, reverse engineer, de-compile, disassemble, alter, translate, modify, adapt, market, resell, or sublease any of the Services or any software or materials provided by Company in connection therewith.

3.7   Client Responsibility. Client acknowledges and agrees that it is solely responsible for the content of its transmissions which pass through the Services. Client also agrees it will not use the Services:

(a)   for illegal purposes;

(b)   to transmit threatening, obscene or harassing materials, or

(c)   to interfere with or disrupt other network users, network services or network equipment.

3.8   **User Content**.

(a)   For purposes of this Agreement, the term "Content" includes, without limitation, information, data, text, written posts and comments, software, scripts, graphics, and interactive features generated, provided, or otherwise made accessible on or through the Services. For the purposes of this Agreement, "Content" also includes all User Content (as defined below).

(b)   All Content added, created, uploaded, submitted, distributed, or posted to the Services by users (collectively "User Content"), whether publicly posted or privately transmitted, is the sole responsibility of the person who originated such User Content. Users represent that all User Content provided by Users is in compliance with all applicable laws, rules and regulations. Users acknowledge that all Content, including User Content, accessed by users using the Services is at users' own risk and users will be solely responsible for any damage or loss to users or any other party resulting therefrom. Company does not guarantee that any Content users' access on or through the Services is or will continue to be accurate.

(c)   The Services may contain Content specifically provided by Company, Company's partners or Company's users, and such Content is protected by copyrights, trademarks, service marks, patents, trade secrets or other proprietary rights and laws. Users shall abide by and maintain all proprietary notes, information, and restrictions contained in any Content accessed through the Services.

(d)   Subject to this Agreement, Company grants each user of the Services a worldwide, non-exclusive, revocable, non-sub-licensable and non-transferable license to use (i.e., to download and display locally) Content solely for purposes of using the Services. Use, reproduction, modification, distribution or storage of any Content for other than purposes of using the Services is expressly prohibited without prior written permission from Company. Users shall not sell, license, rent, or otherwise use or exploit any Content for commercial use or for any use that violates any third party right.

SECTION 4: CONFIDENTIAL INFORMATION

4.1   **Confidential Information**. "Confidential Information" means any and all tangible and intangible information (whether written or otherwise recorded or oral) of the disclosing party that (a) derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy; or (b) that the disclosing party designates as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential. Confidential Information includes, without limitation the pricing and terms of this Agreement. Neither party shall use for its own account or the account of any third party, nor disclose to any third party, any of the other party's Confidential Information.

4.2   **Exceptions**. Notwithstanding the above, the term "Confidential Information" shall not include any information that is either:

(a)   available from public sources or in the public domain, through no fault of the receiving party; or

(b)   received at any time from any third party without breach of a non-disclosure obligation to the disclosing party; or

(c)   readily discernible from publicly-available products or literature; or

(d)   approved for disclosure by prior written permission of a corporate officer of the disclosing party.

4.3   Mandated Disclosures. The receiving party may disclose Confidential Information as required to comply with binding orders of governmental entities that have jurisdiction over it or as otherwise required by law, provided that the receiving party (i) gives the disclosing party reasonable written notice to allow the disclosing party to seek a protective order or other appropriate remedy (except to the extent the receiving party's compliance with the foregoing would cause it to violate a court order or other legal requirement), (ii) discloses only such information as is required by the governmental entity or otherwise required by law, and (iii) and uses commercially reasonable efforts to obtain confidential treatment for any Confidential Information so disclosed.

SECTION 5: DISCLAIMERS AND LIMITATIONS OF LIABILITY

5.1   Disclaimer. The Company hereby warrants to Client that (a) the Services will be performed substantially in accordance with the Company service level documentation provided for such Services (if any), (b) the Services will be performed with reasonable care, and (c) the personnel providing the Services will have an appropriate level of training and experience. If the Services fail to conform to the foregoing warranty, Company shall use commercially reasonable efforts at its expense to re-perform the Service in compliance with this Agreement. THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT OF THIRD PARTY RIGHTS, AND FITNESS FOR A PARTICULAR PURPOSE

5.2   Consequential Damages Waiver. In no event will either party be liable or responsible to the other party for any type of incidental, punitive, indirect or consequential damages, including, but not limited to, lost revenue, lost profits, replacement goods, loss of technology, rights or services, loss of data, interruption or loss of use of Services or equipment, arising from or relating to this Agreement or the Services, even if advised of the possibility of such damages, whether arising under any theory of contract, tort (including negligence), strict liability, or otherwise.

5.3   Limitation of Liability. Except for the willful misconduct of Company, Company will not be liable for unauthorized access to Client's transmission facilities or premise equipment or for unauthorized access to or alteration, theft or destruction of Client's data files, programs, procedures or information through accident, fraudulent means or devices, or any other method, regardless of whether such damage occurs as a result of Company's actions or inaction. Company's liability for damages to Client for any cause whatsoever, regardless of form of action, shall be limited to the amounts paid by Client to Company for the Service giving rise to the claim during the one year period preceding the incident giving rise to the claim for damages.

5.4   Insurance. Company intends to maintain the following insurance coverages during the Term of this Agreement:

a)   Worker's compensation insurance and any other insurance, to the extent required by Law, in all applicable jurisdictions;

b)   Commercial general liability insurance with a limit of liability of at least one million U.S. dollars ($1,000,000 USD) per occurrence; and

c)   Errors and omissions insurance with a limit of liability of at least two hundred fifty thousand U.S. dollars ($250,000 USD) per occurrence.

Upon written request, Company will furnish to Client insurance certificates and additional insured endorsements where requested by Client in writing. Such certificates shall provide that at least thirty (30) days' prior written notice of any policy cancellation or material change be given to Client.

5.5   Indemnification. Client agrees to defend, indemnify and hold Company, its officers, employees, agents, and affiliates, harmless from and against any claim or demand asserted by any third party due to or arising directly or indirectly out of Client's use of the Services or Client's breach of this Agreement.

SECTION 6: TERM AND TERMINATION

6.1   Initial and Renewal Terms. The term of this Agreement shall commence on the Effective Date and continue until all Schedule(s) are expired or terminated.

6.2   Termination.

(a)   In the event that Company makes material changes to the Services covered by a Schedule attached hereto pursuant to Section 1.2 above which Client elects not to accept, Client may terminate an individual Schedule without penalty upon thirty (30) days written notice.

(b)   The parties specifically agree that the damages which Company would incur arising from any breach or early termination of this Agreement or any Schedule(s) attached hereto by Company are based upon future facts and conditions which are difficult for the parties to presently predict, anticipate, ascertain or calculate. The parties further agree that such liquidated damages, as determined herein, are based upon the best efforts of the parties to estimate the nature and amount of Company's actual damages, are not penal in nature, and are intended to place Company in the same position it would have achieved, had this Agreement and its Schedule(s) been fully performed by the parties according to the original terms.

(1)   Either party may terminate this Agreement if the other party materially breaches any term or condition of this Agreement and fails to cure such breach within thirty (30) days after receipt of written notice. If Company terminates this Agreement on account of a breach by Client, Client shall pay a termination fee equal to the minimum monthly charges hereunder multiplied by the number of months remaining in the then-current Initial or Renewal Term in all Schedule(s) attached hereto that have unexpired term.

(2)   Client may terminate one or more Schedule(s) without cause at any time, provided that Client pays a termination fee equal to the minimum monthly charges multiplied by the number of months remaining in the applicable term of all Schedule(s) that Client intends to terminate.

(c)   Upon the effective date of expiration or termination of this Agreement or any of its Schedule(s): (a) Company will immediately cease providing the Services, (b) any and all payment obligations of Client under this Agreement or Schedule(s) will become due immediately, and (c) within fourteen (14) days of termination, Client shall return any confidential materials and documentation relating to the Services, and certify to Company that such has been deleted or destroyed. All indemnification obligations, together with all other provisions of this Agreement which may reasonably be interpreted as surviving the expiration or termination of this Agreement shall survive.

SECTION 7: INTELLECTUAL PROPERTY & PUBLICITY

7.1   Ownership. As between Company and Client, Company either owns all right, title and interest in and to or is authorized to use and license such use of the Services. Client shall neither receive nor retain any ongoing interest to the Services, including but not limited to any intellectual property rights relating to the Services. Elements of Company's website are protected by trade dress, trademark, unfair competition, and other laws and may not, unless otherwise permitted hereunder, be copied in whole or in part. No logo, graphic, or image from the website may be copied or retransmitted without Company's express written permission. The images, text, screens, web pages, materials, data, other content and information used and displayed on the website are the property of Company or its licensors and are protected by copyright, trademark and other laws. In addition to Company's rights in individual elements of the website, Company owns copyright or patent rights in the selection, coordination, arrangement and enhancement of any images, text, screens, web pages, materials, data, Content and other information used and displayed on the Website. Users may copy such images, text, screens, web pages, materials, data, Content and other information used and displayed on the Website for users' personal or educational use only, provided that each copy includes any copyright, trademark or service mark notice or attribution as they appear on the pages copied. Except as provided in the preceding sentence, none of such images, text, screens, web pages, materials, data, Content and other information used and displayed on the Website may be copied, displayed, distributed, downloaded, licensed, modified, published, reposted, reproduced, reused, sold, transmitted, used to create a derivative work or otherwise used for public or commercial purposes without the express written permission of Company.

7.2   Use of Company's Name and Trademarks. All trademarks, service marks and trade names identifying Company or Company products or services (the "Marks") are the exclusive property of Company. Client shall take no action which may lessen the goodwill in the Marks. Client shall not use a Mark or the name of Company in any advertising, promotional material, or public announcement without the prior written approval of Company.

7.3   Use of Client's Name. Client acknowledges that use of the Services may require that Company include Client's name in registrations and administrative filings which are available to the public. In addition, Client agrees that Company may include Client's name in Company marketing brochures and literature and indicate that Client is an Company customer.

SECTION 8: GENERAL PROVISIONS

8.1   Third Party Services. The Services may permit users to link to other websites, services or resources on the Internet, and other websites, services or resources may contain links to the Services. When users access third party resources on the Internet, users do so at users' own risk. These other resources are not under Company's control, and users acknowledge that Company is not responsible or liable for the content, functions, accuracy, legality, appropriateness or any other aspect of such websites or resources. The inclusion of any such link does not imply Company's endorsement or any association between Company and their operators. Users further acknowledge and agree that Company shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such content, goods or services available on or through any such website or resource. It is users' responsibility to protect users' system from such items as viruses, worms, Trojan horses and other items of a destructive nature.

8.2   Import and Export Compliance. In connection with this Agreement, each party will comply with all applicable import, re-import, export, and re-export control laws and regulations, including the Export

Administration Regulations, the International Traffic in Arms Regulations, and country-specific economic sanctions programs implemented by the Office of Foreign Assets Control. For clarity, Client agrees to be solely responsible for compliance related to the manner in which Client chooses to use the Services, including Client's transfer and processing of content and the provision of such content to others.

8.3   Force Majeure.   Neither party will be liable for, or will be considered to be in breach of or default under this Agreement on account of, any delay or failure to perform as required by this Agreement as a result of any causes or conditions that are beyond such party's reasonable control and that such party is unable to overcome through the exercise of commercially reasonable diligence. If any force majeure event occurs, the affected party will give prompt written notice to the other party and will use commercially reasonable efforts to minimize the impact of the event.

8.4   Government Approvals. Client must exercise its rights under this Agreement with all necessary government approvals. Client must also comply with all applicable laws and regulations.

8.5   Changes in Laws and/or Government Regulations.   This Agreement is based on the laws and government regulations in place at the Effective Date.   Subsequent changes in any applicable laws or regulations may result in pricing changes and/or service changes that may automatically become a part of this Agreement.

8.6   Notice And Payment.

(a)   Writing Required.   Any notice required to be given under this Agreement shall be in writing and delivered personally to the other designated party at the above stated address or mailed by certified, registered or Express mail, return receipt requested, or by overnight carrier with tracking. Notices to Company shall be sent to the attention of Contract Administrator.

(b)   Change of Address.   Either party may change the address to which notice or payment is to be sent by written notice to the other under any provision of this paragraph.

8.7   Jurisdiction/Disputes.   This Agreement shall be governed in accordance with the laws of the State of Tennessee, without regard to its or any other jurisdiction's laws governing conflicts of law. The parties hereby consent to and agree that the exclusive jurisdiction for any litigation regarding this Agreement shall be the state or federal courts sitting in Davidson County, Tennessee.

8.8   Assignability.   Neither party may assign this Agreement, its Schedule(s) or the rights and obligations thereunder to any third party without the prior express written approval of the other party which shall not be unreasonably withheld.   Notwithstanding the foregoing, Company may assign this Agreement in its entirety in connection with any sale of all or substantially all of its assets, or of the business division of Company through which the Services are provided.

8.9   Agreement Binding On Successors.   Subject to the terms of Section 8.8, the provisions of the Agreement shall be binding upon and shall inure to the benefit of the parties hereto, their heirs, administrators, successors and assigns.

8.10   Waiver.   No waiver by either party of any default shall be deemed as a waiver of prior or subsequent default of the same of other provisions of this Agreement.

8.11   Independent Contractors. The relationship between Company and Client under this Agreement shall be at all times one of contractor and client, respectively.   Nothing herein shall be construed to

place the parties in the relationship of partners, joint venturers, principal and agent, or employer and employee. Company shall determine the method and means of performing the Services hereunder and Company assumes all risks and liabilities arising therefrom. Company shall have no authority to act, make any representation, enter into any contract or commitment, or in incur any liability for or on behalf of Client in any manner whatsoever.

8.12   Severability. If any term, clause or provision hereof is held invalid or unenforceable by a court of competent jurisdiction, such invalidity shall not affect the validity or operation of any other term, clause or provision and such invalid term, clause or provision shall be deemed to be severed from the Agreement or its Schedule(s).

8.13   Integration. This Agreement, Company's Acceptable Use Policy, and all Schedules constitute the entire understanding of the parties with respect to the subject matter hereof, and revokes and supersedes all prior agreements between the Parties and is intended as a final expression of their Agreement. This Agreement shall not be modified or amended except in writing signed by the parties hereto.

8.14   Hierarchy. In the event of any conflict regarding the terms of this Agreement, addendum to this Agreement, Company's Acceptable Use Policy, or any Schedules, their terms shall control in the following order, from highest to lowest priority: (1) Schedules, (2) addendum to this Agreement, (3) this Agreement, and (4) Company's Acceptable Use Policy.

8.15   Counterparts; Imaging. This Agreement and all ancillary agreements reference herein or executed in connection with this Agreement may be executed in one or more counterparts, and once combined shall constitute a single original. The parties agree that imaged or copied versions of such are fully enforceable, and original documents are not required for either party to enforce its rights thereunder.

[signatures on next page]

IN WITNESS WHEREOF the parties have executed this Agreement as of the Effective Date.

COMPANY: **CLIENT:**

ENA Services, LLC   <mark>**<<Client Legal Name>>**</mark>

By: _____   By: _____

Name: _____   Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

ENA Voice Services Addendum

As of _____, this Addendum to Master Service Agreement is entered into pursuant to that certain Unified Master Service Agreement ("MSA") between _____ ("Client") and ENA Services, LLC and Affiliates, a Delaware limited liability company ("**ENA**")

Client agrees that the following terms of service ("Terms of Service") shall govern Client and its Users use of ENA voice services (the "Services"). In these Terms of Service, "User" shall mean any individual or legal entity that uses or accesses the Services directly or indirectly from Client. These Terms of Service supplement the terms of the MSA. In the event of a conflict between these Terms of Service and the MSA, these Terms of Service shall control.

Services are provided by ENA Services, LLC or one or more ENA affiliates or underlying service providers. Any data supplied by Client such as data necessary for conversions from other carriers and/or Letter(s) of Authorization and Agency ("LOA") may be used by any of ENA, its affiliates or underlying service providers, as appropriate, for purposes of delivering the Services contracted herein.

1. Pricing. Pricing is indicated in the relevant Schedule(s) attached to the MSA.

While most of the charges associated with ENA's service are included in the available product configurations at a flat rate, certain services have a per usage charge or may be restricted/blocked as described below and in more complete detail in ENA's published price lists.
- 900/976 numbers – Client acknowledges by signing this agreement that ENA has informed Client that the Services do not permit calls to 900/976 numbers or other pay-per-call services.
- Directory Assistance – Client acknowledges that ENA has informed Client that calls to Directory Assistance (411, 1-XXX-555-1212 or similar) will incur a per usage charge of $1.00 per call or as otherwise indicated in ENA's tariffs, as updated. Client may request that Directory Assistance calls be blocked.
- International calls – Client acknowledges that ENA has informed Client that international calls and calls to US locations outside the continental United States are not included in the Services and will incur a per call charge based on ENA's then applicable rates. International calls are blocked by default. Client may request that international calling be enabled on a per extension basis.
- Operator-Assisted calls – Client acknowledges that ENA has informed Client that Operator-Assisted calls, such as Operator-Assisted Person-to-Person calls, Operator-Assisted Collect calls, Third Party Billed Calls, and Operator-Assisted Dialing, are not supported on ENA's Voice services.

2. Invoicing. Client's first invoice from ENA may include a partial month of Service. It may take up to three (3) billing cycles until charges for all Services requested appear on the invoice. After the initial billing cycles, Client's invoice will include charges for one month of Service for all requested Services, including any usage charges. Client should receive a final invoice from its existing local, long distance, and/or data service provider(s) that ENA is replacing and Client will be responsible for paying any charges resulting from the early termination of a service contract with existing provider(s), if applicable.

3. Transition from Prior Service Provider. ENA will handle communication with Client's existing provider(s) regarding the porting of your existing numbers to ENA, based on the scope of services ENA is to deliver; however, Client is responsible for requesting that existing services be disconnected from your current provider once service has been migrated to ENA. ENA can provide sample disconnect language, upon request.

4. Disconnection. Upon disconnection of Service, ENA shall release to Client's new service provider the telephone number(s) used in connection with Client's Service if all of the following occur:

- a) Such new service provider is able to accept such number;
- b) Client's account has been properly disconnected;
- c) Client agrees to resolve any outstanding dues or fees on the account; Client requests the transfer upon disconnecting Client's account.

5. Voice Recording. ENA may provide Client with the ability to record voice calls placed via the Services. Client is solely responsible for notifying those using the Services that the calls may be recorded and complying with all applicable laws and regulations regarding notifications required for the recording of any voice conversations.   Client will indemnify, defend, and hold harmless ENA for any claims, damages, liabilities or costs (including reasonable attorneys' fees) arising from a claim resulting from the recording by Client of any voice conversations using the Services.

6. 9-1-1 Dialing Feature; Compliance with 47 CFR § 9.11 et. seq. Included in the Services provided to Client by ENA is a 9-1-1 Dialing Feature that has certain limitations as compared to a traditional telephonic 9-1-1 dialing. Client acknowledges that the Client has certain obligations in connection with the provision of the 9-1-1 Dialing Feature. Client acknowledges and agrees that it is Client's responsibility and obligation, prior to initiating any of the Services, to comply with the following:

- a) **Registered Location**. Client is required to provide to ENA the physical location(s) at which the Service will be utilized ("Registered Location").

  Client is required to notify ENA via phone (1-888-612-2880) or email (support@ena.com) if Client needs to update one or more Registered Locations.

  Client may opt-in for self-management of 9-1-1 records via a supplied web portal. Client must designate individuals who will be granted access to the web portal and who will be responsible for maintaining 9-1-1 data.

- b) **Notification to End Users.** Client is required to provide a copy of the 9-1-1 Dialing Feature specifications, provided by ENA in the form of labels to be adhered to phones, to each end user of the service and to post a copy of the 9-1-1 Dialing Feature specifications described herein.
  Client hereby certifies that it has adhered the labels to each phone and appropriately inform all end users of the Services of the 9-1-1 Dialing Feature specifications.   If Client fails to provide the necessary records or refuses to make such certification, ENA may immediately suspend Service until such records are provided or certification is made. Client hereby forever releases ENA from any and all liability, losses or damages which may arise from ENA's suspension or disconnection of any of Client's Services due to the failure of Client to provide the necessary proof of compliance to the 9-1-1 Dialing Feature specifications detailed herein. ENA reserves the right to terminate the Services for a breach by Client of the obligations in this section, in addition to any other remedies ENA may have in law or equity.

- c) **Acknowledgement of 9-1-1 Dialing Feature.** By signing this Addendum, Client acknowledges that it understands the 9-1-1 Dialing Feature is provided as part of the Services.

General Indemnification. In the event that the Federal Communications Commission ("FCC") conducts an audit or inquiry of ENA's compliance with 47 C.F.R. §§ 9.11, Client agrees to cooperate fully with ENA and the FCC and produce all records requested by either ENA or the FCC.   Should ENA be found in violation of

any provision of the 47 C.F.R §§ 9.11or any other FCC rules regarding the provision of 9-1-1 services as a result of Client's breach of or failure to comply with any of its obligations under this section, Client agrees to indemnify and hold ENA harmless for any and all monetary penalties assessed by the FCC on ENA.

IN THE EVENT CLIENT DOES NOT UTILIZE ENA'S AVAILABLE 9-1-1 DIALING FEATURE, CLIENT HEREBY REPRESENTS AND WARRANTS THAT IT DOES NOT RELY ON ENA IN ANYWAY TO PROVIDE 911, E911 OR ANY OTHER EMERGENCY SERVICES (COLLECTIVELY "911"). CLIENT REPRESENTS AND WARRANTS THAT IT ASSUMES ALL LIABILITY ASSOCIATED WITH PROVIDING 911 OR ANY OTHER EMERGENCY SERVICES TO ITS END USERS ASSOCIATED DIRECTLY OR INDIRECTLY WITH A TELEPHONE NUMBER ISSUED BY ENA PURSUANT TO THIS MSA.

IMPORTANT NOTIFICATION IN CONNECTION WITH 9-1-1 DIALING SERVICES USING ENA VOICE SERVICES

ENA provides Client (hereinafter referred to as "you") with local, regional and long distance phone services. There is one important difference between the ENA Internet-based service and the phone service provided over a traditional phone service -- namely that the 9-1-1 dialing feature with ENA has important differences and limitations that you should be aware of and that you should advise others that may use the ENA voice service at all of your locations.

ENA recommends that you always have an alternative means of accessing emergency services.

YOU ARE RESPONSIBLE FOR TAKING AFFIRMATIVE STEPS WITH ENA TO REGISTER THE ADDRESS WHERE YOU WILL USE THE SERVICE. This is accomplished by registering the address(es) where each phone/handset will be used.

IF YOU MOVE THE LOCATION OF WHERE YOU USE THE ENA SERVICE, YOU MUST AFFIRMATIVELY REGISTER THE NEW ADDRESS. IF YOU FAIL TO REGISTER YOUR LOCATION OR CHANGE THE ADDRESS TO A NEW LOCATION AND DO NOT INFORM ENA, THE 9-1-1 DIALING FEATURE WILL NOT FUNCTION PROPERLY AND POTENTIALLY NO EMERGENCY SERVICE WILL BE SENT TO YOUR LOCATION. ADDITIONALLY, IF 9-1-1 IS DIALED FROM A PHONE AT AN UNREGISTERED ADDRESS, YOU MAY BE ASSESSED A FEE OF $75.00.

ENA is available to assist its customers to make sure that 9-1-1 remains accurate and available and customers should contact ENA with any questions about moves, adds, or changes related to phone equipment and phone numbers.

When placing a 9-1-1 emergency call, always state the phone number and location that you are calling from because the phone number that is transmitted to the 9-1-1 operator may not be the same as the phone number you are calling from and if your 9-1-1 call is disconnected, the 9-1-1 operator may need to call you back. Additionally, the address that is transmitted to the 9-1-1 operator is the main address for your service location; therefore, you should tell the operator your specific location (for example – the classroom number and floor) within the main address so emergency personnel can more easily locate you.

Additional limitations for VoIP 911 service are as follows:

- If you lose power or there is a disruption to power at the location where the ENA voice service is used, neither the ENA voice service nor the 9-1-1 dial feature will function until power is restored. You should also be aware that after a power failure or disruption, you may need to reset or

reconfigure the end user phone device prior to utilizing the service, including the 9-1-1 dialing feature. ENA and your local phone service coordinator can assist if needed.

- If the ENA provided router and/or gateway has been damaged or otherwise impacted by unauthorized personnel including configuration changes, 9-1-1 service could be impacted or unavailable. ENA recommends that central router and gateway equipment be maintained in an appropriate secure location at the service location.

- You cannot use the ENA provided 9-1-1 service with equipment other than ENA-approved equipment

- If your ENA connection is lost, suspended, terminated or disrupted, neither ENA's voice service nor the 9-1-1 dial feature will function until the ENA connection is restored.

- If your ENA voice account is suspended or terminated, the ENA voice service outage will prevent the 9-1-1 dialing feature from functioning.

- There may be a greater possibility of network congestion and/or reduced speed in the routing of a 9-1-1 dialed calls utilizing ENA voice service as compared to traditional 9-1-1 dialing over traditional public telephone networks.

Labels will be provided that must be placed on or near all equipment that is used to make calls using the ENA voice service so that you or others using the equipment are notified of the limitations of the 9-1-1 dialing feature.

You are responsible for the accuracy and the completeness of the address that you submit to ENA for the location at which ENA voice services including phone handsets and phone numbers will be used and to which emergency service will be sent in the event that you dial 9-1-1. You are responsible for updating and advising ENA of any and all changes to the address or location at which ENA connected phone handsets and phone numbers will be used. ENA uses third parties to route the 9-1-1 dialed calls to the applicable local emergency response center or to the national emergency calling centers. ENA makes no representations, warranties or guarantees as to whether, or the manner in which, 9-1-1 dialed calls that you make are answered or responded to by the local emergency response center or by the national emergency calling centers. ENA disclaims any and all liability or responsibility in the event that the third party data used to route 9-1-1 dialed calls is incorrect or yields an erroneous result. Neither ENA, its officers, directors, stockholders, parent corporation, its affiliated or subsidiary corporations, employees, representatives or agents may be held liable for any claim, damage or loss, and you hereby waive any and all such claims or causes of action, arising from or relating to ENA 9-1-1 service unless such claims or causes of action arise from ENA's gross negligence or willful misconduct. You agree to release, indemnify, defend and hold harmless ENA, its officers, directors, stockholders, parent corporation, its affiliated or subsidiary corporations, employees, representatives or agents and any other service provider who furnishes services to you from any and all claims, damages, losses, suits or actions, fines, penalties, cost and expenses (including, but not limited to, attorney fees) or any liability whatsoever, whether suffered, made, instituted or asserted by you or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by you or others, or for any infringement or invasion or the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the operation, failure or outage of services, incorrect routing, or use of, or inability of a person to use, ENA 9-1-1 dialing feature or service or access emergency service personnel.

If you have any questions about this notification, please call ENA at 1-866-615-1101 for further information.

IN WITNESS WHEREOF the parties have executed this Agreement as of the date first written above.

COMPANY:

ENA Services, LLC

By: _____

Name: _____

Title: _____

Date: _____

CLIENT:

<<Client Legal Name>>

By: _____

Name: _____

Title: _____

Date: _____

SCHEDULE OF SERVICES

No. _____

In accordance with all terms and conditions of the Unified Master Services Agreement executed between ENA Services, LLC and Affiliates, a Delaware limited liability company ("**ENA**") and _____ ("Client") on _____ (Date) (the "Agreement"), Client desires to purchase some or all of the Services described in this Schedule of Services (the "Schedule"). Client's Purchases of Services from this Schedule will be memorialized in a form agreeable to both Parties during the Term of this Schedule.

Service Ordered (Check All Applicable Below)			
☐	Broadband	☐	Wi-Fi/LAN
☐	Communication	☐	Security
☐	Cloud	☐	Other
☐	Video Collaboration Powered by Zoom	☐	

Description and Price of Services
Check one:
☐ Described below   ☐ Described in the attached document(s)

Term (construed in conjunction with any documents attached to this Schedule)

Initial Term ☐ months

Renewal Term(s) ☐ Number of Renewal Terms
enter '0' if none permitted ☐ Length of each Renewal Term (in months)

Maximum Contract Length (if all renewal terms exercised) ☐ Months

Schedule of Service Term Start Date
(at install unless specified herein)

Billing Address and Billing Contact Information

[signatures on last page]

Nothing in this Schedule is intended to replace, supersede or modify the terms of the Agreement. Client facility must be ready to support the Service. Any building or customer environment make-ready cost is the responsibility of the Customer. If this Service includes a data circuit, Client must have a suitable entrance facility into the building/demark room by conduit or aerial means.

COMPANY: **CLIENT:**

ENA Services, LLC   <mark>**<<Client Legal Name>>**</mark>

By: _____   By: _____

Name: _____   Name: _____

Title: _____   Title: _____

Date: _____   Date: _____

Fort Scott Community College
AVAYA Cloud Office (ACO)

Integration Partners RFP Response –
Cloud Hosted Phone System

Contact: Adrian Otte | Account Executive

aotte@integrationpartners.com | (913) 201-0868

December 8, 2020

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2.0 Executive Summary

Dear Fort Scott Community College,

Thank you for giving Integration Partners the opportunity to recommend a hosted unified communications solution that meets the demand as you move into the future. We recognize that all entities have unique team and customer engagement challenges and we look forward to working through those challenges with you step by step. After internal discussions and platform options it was decided the overall best solution would be Avaya's Cloud Office (ACO). ACO unifies cloud voice, video, text, and fax with team messaging, collaboration, and web conferencing. ACO's open platform integrates with leading business apps and enables customers to easily customize business workflows. Our solution allows management to be simplified significantly, as there is no required hardware for the system.

Also, at Integration Partners, we hold true to our core values:

1. We care about one another
2. We care about our customers
3. We are the easiest to do business with
4. We commit to Technical excellence and innovation
5. We demonstrate entrepreneurial spirit

I think it is important to note that we choose to collaborate with the best in breed from an overall technology perspective with manufactures that hold similar beliefs. This makes for a more fluid partnership.

Thank you again for the opportunity.

Sincerely

Adrian Otte

Account Executive

913.201.0868

aotte@integrationpartners.com

2.1 RFP Requirements

We have included an attached feature matrix with our response as well as responded inline below.

Section II: Common Requirements:

1. Voicemail; preferably visual voicemail. Must be able to receive voicemail messages

by email as well.   Included standard with all user levels

2. Caller ID for incoming calls, and internal-to-internal calls Included standard with all user levels

3. Mobile Device App (Android, Windows phone, and Apple iOS compatible);   Included standard with all user levels

4. Desktop softphone App (Windows and MacOS compatible) Included standard with all user levels

5. Location-based 911 Calling Included standard with all user levels

6. Operator or receptionist compatible, meaning having someone at specific locations

be able to route phone calls.   We've included 4 Avaya J169's with expansion modules. These users can also utilize the web or desktop client to perform directory lookups and transfer calls from their PC.

7. Compatibility with Fax machines; must be able to send from a fax-based device.   Fax is support out of the box with all Standard user levels and up. We've included 8 standard users and 8 ATA's for your fax lines.

8. Location-based 911 Calling – all phones must be capable of dialing 911 with the

physical address being reported in the call data itself. The physical address of the 911

caller must be accurate, even if the 911 call is being placed from one of our offsite

locations. Included standard with all user levels

9. Flat Rate Billing: The service must have flat rate billing. We must have unlimited

minutes and no long distance charges. Caller – required. Included. We've included unlimited local and long distance for all users on the system.

10. We have a few numbers that need to be ported over and those numbers kept as DID

numbers or main call in lines. (Will provide a list of these at a later time)   This is not a problem, we can port whichever numbers over that you want to keep.

11. Must define the Inflation schedule for billing over the course of the service. We need

to know how pricing will change or fluctuate over time.   We have proposed a 3 year contract, there will be no increases in the digital standard unlimited users during this term. There can be increases in 911 and compliance fees, but this is true for any phone service.

Preferred:

1. DID numbers, with a preference to locally available DID numbers (local numbers to

Fort Scott, KS and/or the off-site locations) We can provide local numbers in your area and office code.

2. Approximately 165 Phones We've included 165 Avaya phones in our response. If you purchase before the end of the year, the phones are free. This is a current promotion that could end after the end of the year.

Section III: Installation Details:

Requirements: 1. We are looking for the chosen participant to install and configure all phones and

services provided other than internal network changes that may be required to be

performed by FSCC's staff. Included. Our quote includes full installation and configuration by Integration Partners. There is opportunity to reduce these one time fees if FSCC would be willing to physically install the phones on their own. We suggest additional discussion around this.

2. Campus visits or surveys/walkthroughs can scheduled by contacting the requester

(see below). We will be trying to coordinate campus walkthroughs so that they

are grouped together. Site surveys are not needed at this time.

3. Must need to know the turnaround time in which this can be deployed. We need

the one-time installation costs to be separated or itemized separately from the

actual service fees. Turn-around time for deployment is quick. Once we have a purchase order phone will be ordered, staged and shipped within 2-3 weeks to the below campus locations. During this period we can start the discovery and programming phase.

4. We have 5 campus locations Acknowledged and Understood

a. Fort Scott Main Campus (2108 S Horton Fort Scott, KS 66701)

b. Burke Street Campus (810 S. Burke Nursing) (Fort Scott, KS 66701)

c. Paola Campus (501 Hospital Dr. Paola, KS 66071)

d. Harley Davidson Campus (274 N. Industrial Dr. Frontenac, KS 66763)

e. Cosmetology Campus (813 N. Broadway Pittsburg, KS 66762)

Preferred:

4. 165 Phones - We would prefer to purchase new phones, or lease the phones,

unless our current SNOM phones are compatible. We need 161 Basic phones and 4

operator-level phones to forward and transfer calls. We have included all new Avaya J series phones to replace your current SNOM phones.

Section IV: Other Considerations:

▢ We have approximately 8 POTS fax machines. We need to know if they will work as is, or

if an ATA, or equivalent device, will work to adapt them to VOIP or if they are not an option

at all. We will need a fax solution in any event, so if the current fax machines will not work,

we will need a comparable solution to be included in the quote. We would prefer to keep our

current fax machines if possible. We have included 8 users and 8 ATA's to be used with your existing fax machines.

▢ We have 2 active conferences phones (Polycom units) these units are still useable and

would prefer to use them if possible. Your existing Polycom conference phones are supported on ACO. We have included 2 user licenses for these to be used.

▢ We need the solution to be compatible with the "Work from Home" model. Included with all standard user levels or above.

▢ DID Numbers – We would like to keep the main numbers (620-223-2700) and

others offsite phone numbers (put those in here before submitting the RFP, the phone

companies will need to do recon on these numbers to see if they are transferrable) for

the college so that the operator(s) can transfer calls to those other DID extension.   You can port any of your existing numbers that you want to keep as well as add new DID's that are in your local area code.

2.2 Vendor Overview

For the avoidance of doubt, this proposal (together with its attachments) is executed and submitted by Avaya Inc., ("Avaya"), acting as agent on behalf of RingCentral, Inc., ("RingCentral"), in response to **Fort Scott Community College Cloud Hosted Phone System RFP.** RingCentral shall deliver, and service Avaya Cloud Office by RingCentral ("Avaya Cloud Office" or "ACO"), a cloud based hosted Unified Communications as a Service ("UCaaS") telecommunications solution which is provided by RingCentral, and is Avaya's exclusive global UCaaS solution. Avaya represents that it has the authority to act as RingCentral's agent.   Integration Partners is a certified Avaya Diamond Partner and will be providing the installation and setup of the solution.

Avaya is headquartered at 4655 Great America Parkway, Santa Clara, CA 95054 USA. For the address of our other locations, please refer to the link:

Avaya Cloud Office (ACO) by RingCentral is the global leader in Unified Communications as a Service (UCaaS) with more than 400,00 customers and 4,800 employees. More flexible and cost-effective than legacy on-premises systems, ACO empowers today's mobile and distributed workforces to communicate, collaborate, and connect from anywhere, any mode, and on any device. ACO unifies cloud voice, video, text, and fax with team messaging, collaboration, and web conferencing. ACO's open platform integrates with leading business apps and enables customers to easily customize business workflows. Our solution allows management to be simplified significantly, as there is no required hardware for the system.

3.0 Features and Capabilities

Avaya Cloud Office. ACO is a multi-location, multi-user, enterprise-grade communications solution that enables employees to communicate via different channels and on multiple devices. This subscription is designed primarily for businesses that require a communications solution, regardless of location, type of device, expertise, size, or budget. Businesses are able to seamlessly connect users working in multiple office locations on smartphones, tablets, PCs, and desk phones. We sell ACO in four editions: Essentials, Standard, Premium, and Ultimate.

Our ACO Glip team messaging and collaboration solution allows diverse teams to stay connected through multiple modes of communication through an integration with ACO. In addition to using ACO Glip for team messaging and communications, teams can share tasks, notes, group calendars, and files. ACO Glip is designed for distributed and mobile teams and offers out-of-the-box integrations with a number of leading cloud business applications such as Asana, Dropbox, Evernote, Jira, Github, Google, and others.

Please refer to: https://www.avaya.com/en/case-studies/ which lists Case Studies and Customer Testimonials for reference.

We have a diverse and growing customer base across a wide range of industries, including education, advertising, financial services, healthcare, legal services, non-profit organizations, real estate, retail, technology, insurance, waste management, construction, security services, restaurant, software, solar, automotive dealership, managed care, and publishing.

Avaya Cloud Office by RingCentral has the confidence of over 400,000 organizations worldwide to provide them with innovative and secure ways to connect employees, boost workforce productivity, share knowledge, and strengthen customer relationships. Our continued international expansion is a core tenant of our ongoing growth strategy. We serve very large customers with more than 10,000 users, as well as small businesses. Our Enterprise segment is the fastest growing segment of our business. As a company our growth strategy will be to continue to expand upmarket, accelerate indirect channels, scale globally, and relentless focus on the customer.

Cloud-based architecture

Avaya Cloud Office (ACO) by RingCentral is a 100% multi-tenant hosted solution tailored for medium to large enterprises who are migrating away from on-premise telephony towards the cloud. This provides Unified Communications for the majority of, if not all business communication needs, from Private Branch Exchange or PBX to video and web conferencing. This solution allows management to be simplified significantly, as there is no required hardware for the system.

ACO only requires 90Kbps per concurrent call path on a dedicated voice internet connection (ex. 100 concurrent calls require a 9Mbps/9Mbps internet connection). For internet connections that share both voice and data traffic, we strongly recommend 500Kbps per station (phone and PC) to allow for sufficient overhead to avoid bandwidth congestion (ex. 100 stations require at least a 50Mbps/50Mbps internet connection). As part of the network implementation planning process, we can recommend bandwidth standards to accommodate voice traffic.

The maximum capacity of users that can be supported will be determined by the available bandwidth. The ACO system itself can support as many phones and users as necessary with no maximum capacity. ACO can support a virtually unlimited number of users. The platform is continually expanded to support the potential growth of all of our clients

individually and collectively. We also offer the ability to simply add licenses and ports, on demand, as required for your business.

Our Solution

The Avaya Cloud Office (ACO) by RingCentral, is an award-winning solution which provides unparalleled flexibility, ease of use, and ease of administration. ACO will bring to your organization a comprehensive, complete, cloud-based business communication that will unify all of your locations, employees, and devices under one unified solution. All of this will be supported by our world class round-the-clock support and carrier grade infrastructure.

ACO is an all-inclusive provider. We provide a complete cloud communications solution supporting voice, SMS, video/audio conferencing, contact center, screen sharing, and team/project collaboration. We tend to replace such solutions that customers might be using already, providing them with a one-stop solution, as well as streamlined processes, greater business and process efficiencies, plus significant cost savings.

ACO by RingCentral's UCaaS solution provides users with software clients for desktop and laptop computers, as well as for mobile smartphones and tablets, to work in conjunction with fixed telephones. Across clients and devices, users enjoy the full suite of enterprise communications and collaboration features and capabilities. No client lacks any feature or function.

The softphone and mobile clients provide full calling, faxing, SMS texting, audio conferencing, video conferencing, web sharing, and team collaboration functionality. With just the click of a button or a tap on the screen, users can access these features from within our intuitive, easy to use, and aesthetically pleasing user interface. Users can manage their settings (including call handling rules) directly from the mobile client or from the softphone (a single click from the softphone takes the user to the web service portal, where full settings and logs are available).

ACO is a cloud-based system and requires no high-end onsite infrastructure or hardware. Simply put, with a good internet connection (adequate bandwidth to support both voice and data traffic for each site), high quality firewalls, and high-quality switching and cabling, nothing else is required to connect Avaya Cloud Office endpoints to our servers. We assist in determining network suitability and suggest required enhancements.

ACO supports Avaya IX J100 phones and the B199 conference phone, along with numerous other third-party Session Initiation Protocol (SIP) enabled endpoints. For a list of Avaya phones for ACO, kindly refer to this link: https://www.avaya.com/en/products/ucaas/cloud-office/

All phones purchased directly from Avaya Cloud Office will include a warranty from ACO and arrive pre-configured and provisioned. Soft endpoints on tablets, desktops, and mobile devices simply need to be logged into.

Survivability

Avaya Cloud Office (ACO) employs three layers of network and service redundancy to ensure our customers' phone systems are always on. Our data centers provide the first layer of redundancy. Data between the bi-coastal locations are synchronized consistently with real-time replication in active-active design. Each features a redundant power supply. This ensures seamless operation in case of geographic outages as well as any natural disasters, and delivers 99.999% availability. The data centers share hosted facilities space with some of the world's largest Internet companies and financial institutions. In close physical proximity to the world's top 20 Internet exchange points, they are also co-located with all the major U.S. telecommunications carriers to maintain the fastest response times and interconnect services possible.

ACO by RingCentral manages carrier-grade network operations centers (NOCs):

- Thirteen (13) different SLAs are proactively monitored.

- Continuous monitoring of Voice over Internet Protocol (VoIP) Quality of Service (QoS).

- Mean Opinion Score (MOS) of VoIP quality greater than 4 (out of 5).

- Our vendor-agnostic, commodity-based architecture is fully replaceable and fault-tolerant, providing a second layer of redundancy.

- We utilize both load balancing and failover technology to keep our systems continuously up and running—a third layer of redundancy. For example, primary and secondary servers contain multiple servers that back each other up.

ACO's pod architecture also offers a variety of "self-healing" fail-safes on every layer:

- Software layer: Oracle GoldenGate replication ensures that each user service is delivered by multiple servers that are load balanced. Message storage is replicated via SnapMirror.

- Hardware layer: Seamless transfer of services via virtualization is accomplished using VMWare's VMotion.

- Network layer: If a failure is detected, traffic is instantaneously routed from one data center to the other.

ACO's flexible 2N+ architecture is the key to the following reliable services:

- Primary + 1 completely redundant system which ensures availability.

- The ability to add new features and test them without disruption of service.

- Enabling migration of existing users to new features with no loss of service.

- Rolling software upgrades.

The ACO platform supports hundreds of thousands of users. It is designed to handle 4x capacity, and is currently managing over one billion minutes of voice traffic per year.

4.0 Platform

The Avaya Cloud Office (ACO) Unified Communications solution provides a complete collaboration suite including instant messaging for team messaging and collaboration. This capability is available to all customers at no additional cost. This solution is centered around persistent online chat/instant messaging and is available through desktop computer applications (Windows and Mac), mobile applications (iOS and Android), and a web browser. Users can message individually one-on-one, in groups, or in teams. Groups can be ad hoc collections of individuals discussing the same topic. Teams can be standing management-based teams or specific project-based teams. These chats/messages are persistent and synchronized across all clients.

Users can also share files, links, calendars, and notes. An integrated company directory makes finding needed coworkers extremely easy. Additionally, everything within the ACO Application is searchable via a single search bar. Users can also initiate calls, audio conferences, video conferences, and web sharing with a single click.

The ACO UCaaS solution allows teams and individuals – whether located down the hall or in another country – to work more efficiently and quickly than ever before. With our Unified Collaboration suite, ACO has placed our customers firmly on the leading edge of business communications and collaboration. ACO breaks down collaboration and communication barriers so our customers can spend more time on work that creates value for their business.

ACO provides a complete cloud communications solution which supports voice, SMS, video/audio conferencing, screen sharing, and web/video meetings.

ACO Conferencing empowers you to make unlimited audio conference calls. You get a single conference bridge number, available for simultaneous use by everyone in your company – anytime, anywhere.

Each user on the ACO Phone System gets their own host and participant access code, so you and your team can hold independent conferences whenever you want. Each conference call can include up to 1,000 attendees.

Ad Hoc conferencing is easily supported in ACO's Softphone and Mobile Application, with one touch join into conferences, as well as ad hoc invitations via email or message.

ACO Video Application accommodates up to 200 participants and includes audio, video, and web sharing capabilities. The host has full visual access controls, including mute/unmute functions, screen sharing, host delegation, session recording, session information, and more. Hosts can customize arrival and departure tones and use calendar-based scheduling. Usage reports are also available. All users can view the list of attendees and the current active speaker is highlighted. Chat between participants and document upload are also supported.

Seamless access to communications across any device

Avaya Cloud Office (ACO) by RingCentral provides users with software clients for desktop and laptop computers, as well as for mobile smartphones and tablets. Users enjoy the full suite of enterprise communications and collaboration features and capabilities, across clients and devices. This means that no client lacks any feature or function. ACO solution was designed and built from the ground up to be a mobile-first solution that serves today's mobile and distributed workforces. The softphone and mobile clients provide full calling, faxing, SMS texting, audio conferencing, video conferencing, web sharing, and team collaboration functionality. With just the click of a button or a tap on the screen, users can access these features from within our intuitive, easy to use, and aesthetically pleasing user interface. Users can manage their settings (including call handling rules) directly from the mobile client or from the softphone (a single click from the softphone takes the user to the web service portal, where full settings and logs are available). Apart from a superior user experience and high service availability, ACO allows administrators to manage the entire system from anywhere, at any time. Administrators have full managerial control over the system from the web portal. Of even greater value to our customers is the ability to manage the entire system right from the administrator's mobile application. Full administrative settings and functionality is available natively on the mobile client.

Platform architecture

Avaya Cloud Office (ACO) by RingCentral is a 100% hosted solution tailored for medium to large enterprises who are migrating away from on-premise telephony towards the cloud. This provides Unified Communications for the majority of, if not all business communications need from PBX to contact center, to video and web conferencing. This solution allows management to be simplified significantly, as there is no required hardware for the system. We include PBX, fax, conferencing, contact center, web/video meetings, IM, group chat, team collaboration, VM, QoS reporting, live queue reporting, file sharing, and task management—all under a single solution supported by an open platform, enabling further custom development and workflows.

We run our infrastructure in private cloud (rented rack and power in Equinix data centers). Hosting environment consists of enterprise vendors for compute/storage/databases and virtualization. ACO is hosted in geo-redundant data centers in the United States (California and Virginia), EMEA (Amsterdam and Switzerland), and Asia Pacific (Singapore). Identical redundancies and data center buildouts are underway in South America. Avaya Cloud Office is Tier-4 in all data centers in order to deliver enterprise class communication service over the web.

As a pure cloud communications solution, other than the IP phones sold by Avaya, no additional hardware is required to implement our service. Simply put, with a good internet connection (adequate bandwidth to support both voice and data traffic for each site), high quality firewalls, and high-quality switching, nothing else is required to connect ACO endpoints to our servers.

99.99% service availability

Avaya Cloud Office (ACO) by RingCentral employs three layers of network and service redundancy to ensure our customers' phone systems are always on. Our data centers provide the first layer of redundancy. Data between the bi-coastal locations are synchronized consistently with real-time replication in active-active design. Each features a

redundant power supply. This ensures seamless operation in case of geographic outages as well as any natural disasters, and delivers 99.999% availability. The data centers share hosted facilities space with some of the world's largest Internet companies and financial institutions. In close physical proximity to the world's top 20 Internet exchange points, they are also co-located with all the major U.S. telecommunications carriers to maintain the fastest response times and interconnect services possible.

Integrations

Avaya Cloud Office (ACO) currently integrates with Microsoft Office 365, Outlook, Google, Salesforce.com, Zendesk, NetSuite, and SugarCRM. General integrations may also be developed depending on the needs of the client using our library of RESTful APIs in relevant Software Development Kits or SDKs.

APIs for easy development of other application integrations

Avaya Cloud Office (ACO) supports a variety of methods for integrating with third party software, which allows for seamless transport of data between platforms within your contact center, and increased agent productivity. ACO has integrated with Customer Relationship Management (CRM) solutions across standard, customized and homegrown applications. ACO provides several out of the box, deeply integrated embedded agent solutions including Salesforce.com, Zendesk, Sugar CRM, Zoho CRM and more.

ACO can integrate to databases using web service methodology. ACO can either consume an external web service or can allow its own web services to be consumed.

5.0 Video and Meetings

HD video conferencing and web sharing

Avaya Cloud Office (ACO) by RingCentral includes a Cloud Video Conferencing service that unifies high definition (HD) video conferencing, mobility, and web meetings together as a free cloud service. The integrated video conferencing service gives you the power to video conference and web share, as part of your complete business communications solution. Hold face-to-face meetings in HD and share your desktop or documents with anyone, anytime, anywhere.

The video conferencing service utilizes H.264 as its video codec which is the standard for HD digital video. Utilizing this codec allows streaming video to be compressed to roughly half the space to deliver the same high-quality video, meaning no interruption to speed or performance.

Starting and joining a video call or conference can be done by the Host or the Participants of a meeting. Connect with Google CalendarTM, iCal®, and Microsoft Outlook® to view upcoming events in Join Now. Simply click to join a video meeting or dial in to an audio conference.

Here are the ways users can join video conferences:

• By clicking Join or Dial-in on the Desktop App (single click)

• By clicking or copying the link on the video invite (single click)

• By clicking Join or Dial-in on the Mobile application (single click)

- By manually entering the video meeting ID into the join screen

- By clicking the link sent via Instant Message (single click)

Participants based on license levels

This varies by license level.

ACO Standard = 100 Participants

ACO Premium = 200 Participants

ACO Ultimate = 200 Participants

6.0 Security

Is your solution HiTrust CSF certified? If so, please provide certification date.

Avaya Cloud Office (ACO) by RingCentral is HITRUST certified. HIPAA [Health Insurance Portability and Accountability Act] Business Associate Agreements are available to covered entities, while our third party Audits (SOC 2/3 and SSAE) for our data centers help ensure personal health information (PHI). Proprietary data is always protected.

For more about our HITRUST certification see the following:

- https://netstorage.ringcentral.com/documents/rc_office_certification_letter.pdf

- https://netstorage.ringcentral.com/documents/glip_rc_certification_letter.pdf

End-to-end encryption of all traffic

All traffic is encrypted in transit and at rest. Avaya Cloud Office (ACO) has a three-pronged security philosophy that revolves around encryption, with the three types of data—data at rest, data in motion, and data that stays on clients and travels on devices—encrypted throughout. ACO encrypts (AES 256) data at every point throughout the organization and the platform undergoes a thorough compliance process annually.

ACO maintains various internal audits as well as third-party audits and certifications including:

- SSAE16 SOC2 Type 2

- ISO 27001 data centers

- HIPAA

- Skyhigh

- SOX

- CPNI

- GDPR

- PCI

All user data is mirrored in real-time to multiple alternatives, geo-diverse data centers in a "write-only" mode, with logic to prevent duplication or write over. This includes settings, account information, media recordings (voice mail, video, SMS, text, others), and metadata. To be clear, all customer facing settings, data, or operational information are included in the Avaya Cloud Office (ACO) products. Our messaging platform uses slightly different architecture using multiple availability zones in AWS to save and mirror data for teams and non-media files. Data centers use logically separated control of deletion—preventing cross contamination of logical errors with deletes. Each data center has independent "snapshots" of user data and volumes that are created on the fly at specified intervals—pre and post code releases, and during any data center failures—to create duplicates of data during these events. Access controls, with extremely few permissions granted, are given to internal personnel, giving them the ability to delete snapshots or files. Multiple persons required to authenticate any such activity and managed through an IT infrastructure library (ITIL) standards change management policy with executive oversight. Roles and permissions, that are granular to the user level for companies, control delete rights (except where such right would conflict with law, such as GDPR) by the customer system administrators. No bulk delete functions available. All deletes at the individual level are also logged for compliance. Warnings, multiple acknowledgements, reverification of credential steps in both user and admin, functions where deletions are permanent. To be clear, this is not at the service or cloud level, but individual customer accounts system administrators with permissions to perform such activities. This creates an account by account hierarchical control of deletion rights inside each company's data pool alongside the controls used at the cloud level for ACO cloud system administration. All customer driven mass imports, exports, or deletions must be performed through the ACO Platform APIs. APIs require highest administrative access and keys must be generated for the API connections. We have prebuilt integrations, such as ACO Account Archiver" that allow customers to easily create a copy of all of their data, including recordings, meta data, etc. into a third party location such as their own physical sites, or cloud storage applications like Google Drive, Box, or DropBox. ACO provides further Platform API integrations and processes for customers to create their own, or use configured third party integrations for e-discovery, which provides an additional level of data protection for pending legal cases that may have authority over other deletion policies. ACO has not had any single cloud data loss event in 10+ years. ACO further runs redundant storage systems in every data center to prevent loss from flash or hard drive errors, even at the local instance level.

7.0 Support

Avaya Cloud Office (ACO) represents an all-inclusive provider, providing superior support services to all its clients for no extra charge. No on-site, extended maintenance service is required as the system is maintained by ACO, updating it automatically to ensure functionality is uninterrupted and is of high quality. Maintenance and support of the system and hardware (phones provided by ACO) are included free of charge with 24/7 coverage. Software upgrades to the ACO system are always included free of charge.

The ACO team offers world class user and administration support as part of the standard offerings, which are included at no additional cost. The ACO team also offers premium professional services offerings at an additional fee. The services described here are covered under the included, no additional cost support services.

Self-service is a key focus for our customers and so we continue to innovate our self-service offerings to meet and exceed their needs.

A dedicated Customer Success Manager (CSM) will be assigned to the client for the duration of the project. This CSM will be the single point of contact for the client, and who will be responsible for the overall health of the client's account, and

will serve as the client's internal advocate. The CSM will be assigned to ensure that the client receives the maximum value from ACO and will bring the following:

- Internal customer advocate

- Proactively monitors the health of the solution environment

- Responsible for successful knowledge transfer and adoption

- Proven methodology for enterprise customer lifecycle management

- Years of combined SaaS and telecom experience

- The trusted advisor at ACO

ACO's Customer Care Organization is built from the best skilled agents available. Live agents are available 24x7x365. Available channels to receive support are via phone, chat and web case submission via the self-service site. Users or administrators can also open web cases 24x7x365. ACO's support service is broken up into three tiers with Tier 1 support serving as initial point of contact, escalating to Tier 2 with sophisticated troubleshooting and support capabilities, and eventually escalating to Tier 3 support with our most technical support personnel and direct ticketing into the ACO engineering department. ACO solves 86% of cases during the first contact, and 92.5% of cases at the Tier 1 level. The average time to resolve a Tier 1 phone or chat case is 18 minutes. Web tickets are normally handled via email and resolution time varies depending upon the severity of the issue and the responsiveness of the user.

8.0 Pricing

Please see attached quote included with our response. We have included a screen shot of the pricing below. We have separated out the recurring annual fees from the upfront one time costs.

Bill of Materials

Qty	Part Number	Description	Recurring	Price	Ext. Recurring	Ext. Price
		Yearly Recurring Fees				
175	DigitalLine Unlimited Standard	DigitalLine Unlimited Standard - Yearly	$206.91	$0.00	$36,209.25	$0.00
175	Compliance and Administrative Cost Recovery Fee	Compliance and Administrative Cost Recovery Fee - Yearly	$42.00	$0.00	$7,350.00	$0.00
175	e911 Service Fee	e911 Service Fee - Yearly	$12.00	$0.00	$2,100.00	$0.00
1	Main Toll-Free Number	Main Toll-Free Number	$0.00	$0.00	$0.00	$0.00
1	Main Local Fax Number	Main Local Fax Number	$0.00	$0.00	$0.00	$0.00
		One Time Fees				
161	Avaya IX IP Phone J139	Free - Avaya IX IP Phone J139	$0.00	$0.00	$0.00	$0.00
4	Avaya IX IP Phone J169 with 1 Expansion Module	Free - Avaya IX IP Phone J169 with 1 Expansion Module	$0.00	$0.00	$0.00	$0.00
8	OBi302 ATA	OBi302 ATA - analog station adaptor for fax lines - one time	$0.00	$67.15	$0.00	$537.20
165	700512377	POWER ADAPTER 5V J100/1600 SERIES IP PHONES US LEVEL6	$0.00	$12.19	$0.00	$2,011.35
		One Time Setup and Installation Fees				
1	IP-PRO-COLLAB	Collaboration Professional Services	$0.00	$28,214.10	$0.00	$28,214.10
				Bill of Materials Recurring Subtotal		$45,659.25
				Bill of Materials Subtotal		$30,762.65

AVAYA CLOUD OFFICE™
by **RingCentral**

QUOTATION: 15123
Primary Systems, Inc.
4000 Green Park Road
St. Louis, MO 63125
P: 314-880-9977, F: 314-880-9988

BILL TO:		JOB LOCATION:		QUOTE:	
COMPANY:	Fort Scott Community College	SITE:	Fort Scott Community College	DATE:	December 8, 2020
ADDRESS:	2108 South Horton	ADDRESS:	2108 South Horton	EXPIRES:	December 31, 2020
				SALES REP:	Andy Ernstein
	Fort Scott, KS 66701		Fort Scott, KS 66701	PHONE:	(314)880-9983 EXT 216
CONTACT:	Jason Simon	CONTACT		EMAIL:	aernstein@primary-systems.com
PHONE:	(620)223-2700	PHONE:	(620)223-2700	TERMS:	NET 30 DAYS

TITLE:

FSCC Cloud-based Phone System

Primary Systems is pleased to provide this response to Fort Scott Community College's Cloud-based Phone System Advertisement for Bids.

Primary Systems proposes to provide our Sangoma Switchvox Cloud Solution including the following key benefits for Fort Scott Community College (FSCC):

- Seamless user and administrator experience and continuity of all functions to new Switchvox Cloud service built from Switchvox software platform currently used at FSCC with newer and more features
    - End user training as well as online video training references included
- Perpetual pricing with initial 3-year term continuing monthly with no price increase
- All features, all functions available to every user, unless administered otherwise, including browser-based personal "Switchboard," soft phone and Mobile APPs
- Seamless FAX user experience preserving and integrating analog fax machines to the Cloud system using Sangoma's FaxStation Gateways PLUS online Fax Management and Fax-to-Email. (Other IP Fax solutions often require changing user behavior to multiple steps of scanning, uploading, sending)

This proposal first address Fort Scott Community College's requirements as presented in the Advertisement for Bid, then presents a concise summary of our solution and options followed by pricing.

FSCC Section II: Common Requirements

1. Voicemail; preferably visual voicemail. Must be able to receive voicemail messages by email as well.

   Provided.

- Visual voicemail will be available on all end user devices: Desk phones, browser-based personal "Switchboard," Android and iOS mobile APPs
- Voice messages can be delivered to email in addition to or instead of voice mailbox on a per user basis

2. Caller ID for incoming calls, and internal-to-internal calls

Provided.

- Outbound Caller ID can be further administered on a per user basis as the Main Number or the user's Direct Inward Dial (DID) number
- Mobile APPs similarly present Cloud outbound Caller ID rather than wireless number

3. Mobile Device App (Android, Windows phone, and Apple iOS compatible);

Provided for Android, iOS.   Windows phone APP not provided.

4. Desktop softphone App (Windows and MacOS compatible)

Provided.

5. Location-based 911 Calling

Provided for campus locations; capable for any/all.

- As priced, extensions would be grouped into (5) campus locations. Any 911 call dialed from any location would be assigned that campus's main number as Caller ID so that the E911 database information would be available for emergency response (e.g., address).   This applies to all user devices: desk phones, mobile APPs, soft phones
- Similarly, a subset of campus extensions, such as a building, can be grouped and administered such that 911 calls from that group have a specific outbound Caller ID associated with specific E911 database information (e.g., address of that building).
    - Adding more campus E911 groups will affect E911 Local Numbers ordered (see pricing) and potentially professional services if a large enough quantity
- Work from home users can be similarly "grouped" by themselves so that their 911 calls trigger their home addresses in the E911 database.   If a home landline exists to be used for the outbound Caller ID for E911, then an additional E911 Local Number would not be needed. Note that administering many home users is outside the scope of this proposal but could be performed by FSCC IT. (Primary Systems can train how.)

    However, please note that accommodating E911 for Work at Home Users is unusual for two reasons. First, a specific extension can only be associated with one outbound

CallerID for E911. As requested and as priced, FSCC users are using the same extension for their Campus Office and Work at Home, so only one E911 CallerID corresponding to one address – work or home - would be administered. Therefore, an additional Cloud Seat purchase would be needed for each Work at Home location desiring E911. Second, the general policy used is that Home Workers have landlines and/or personal wireless phones with which to dial 911 and should use those. With that said, Work at Home has increased dramatically this year for obvious reasons, and Sangoma Product Management is investigating enhancements to provide E911 for Work at Home without an additional Cloud Seat purchase.

6. Operator or receptionist compatible, meaning having someone at specific locations be able to route phone calls.

   Provided. Additionally, IVRs (call trees) and Queues can be administered in the same fashion as FSCC's current Switchvox system

7. Compatibility with Fax machines; must be able to send from a fax-based device.

   Provided. Sangoma's FaxStation Gateways and Service preserve existing analog fax machines and existing user 1-touch operations with those machines.

   For FSCC's 8 analog fax machines, Primary Systems will provide two 4-port Fax Gateways, likely positioned in the telephone room to cross-connect to the internal wiring leading to the 8 analog fax machines.

   - From the user's perspective, the fax machines will operate as they always have for both inbound and outbound faxes
   - Additionally, faxes can be managed online, archived, resent and set to send to email
   - Attached FaxStation Brochure details these capabilities

8. Location-based 911 Calling - all phones must be capable of dialing 911 with the physical address being reported in the call data itself. The physical address of the 911 caller must be accurate, even if the 911 call is being placed from one of our offsite locations.

   Provided on a campus level and capable at any/all levels as described in item # 5 above.

9. Flat Rate Billing: The service must have flat rate billing. We must have unlimited minutes and no long distance charges. Caller - required.

   Provided for lower 48 states. Specific usage rates apply to Alaska, Hawaii, Canada, Directory Assistance and Inbound Toll Free numbers as identified in pricing.

10. We have a few numbers that need to be ported over and those numbers kept as DID numbers or main call in lines. (Will provide a list of these at a later time)

    Provided.

11. Must define the Inflation schedule for billing over the course of the service. We need to know how pricing will change or fluctuate over time.

    Provided.

    - Pricing is provided with a 3-year term commitment after which it becomes a month to month service for as long as FSCC wishes to continue with no price increases
    - Additions to the service such as added extensions can be ordered at any time at then current pricing and will be co-terminus (either with 3-year term or month to month)

FSCC Section III: Installation Details

1. We are looking for the chosen participant to install and configure all phones and services provided other than internal network changes that may be required to be performed by FSCC's staff.

    Provided.

2. Campus visits or surveys/walkthroughs can scheduled by contacting the requester (see below). We will be trying to coordinate campus walkthroughs so that they are grouped together.

    Included during deployment phase as needed.

3. Must need to know the turnaround time in which this can be deployed. We need the one-time installation costs to be separated or itemized separately from the actual service fees.

    Partially provided.

    - One-time costs are clearly separated in pricing section.
    - Turnaround time is dependent on multiple factors including the time of order and the turnaround time for coordination information for deployment.

    In general, our deployment times are at least industry average and typically faster. Should FSCC favor our proposal, we believe we can quickly identify the deployment schedule after one planning call, and this can occur prior to commitment to purchase.

4. We have 5 campus locations
   a. Fort Scott Main Campus (2108 S Horton Fort Scott, KS 66701)
   b. Burke Street Campus (810 S. Burke Nursing) (Fort Scott, KS 66701)
   c. Paola Campus (501 Hospital Dr. Paola, KS 66071)
   d. Harley Davidson Campus (274 N. Industrial Dr. Frontenac, KS 66763)
   e. Cosmetology Campus (813 N. Broadway Pittsburg, KS 66762

   Provided. Primary Systems will deploy, turn-up, test and train at each of these locations.

FSCC Section IV: Other Considerations

· We have approximately 8 POTS fax machines. We need to know if they will work as is, or if an ATA, or equivalent device, will work to adapt them to VOIP or if they are not an option at all. We will need a fax solution in any event, so if the current fax machines will not work, we will need a comparable solution to be included in the quote. We would prefer to keep our current fax machines if possible.

   Provided. Fax machines will work exactly "as is" PLUS online management, archiving and fax to email. See Requirements # 7 and attached Sangoma FaxStation brochure.

· We have 2 active conferences phones (Polycom units) these units are still useable and would prefer to use them if possible.

   Provided. Each will be a Switchvox Cloud extension.

· We need the solution to be compatible with the "Work from Home" model.

   Provided. Each user's extension can be used from home with or without a desk phone, with a softphone or with a Mobile APP.

· DID Numbers - We would like to keep the main numbers (620-223-2700) and others offsite phone numbers (put those in here before submitting the RFP, the phone companies will need to do recon on these numbers to see if they are transferrable) for the college so that the operator(s) can transfer calls to those other DID extension.

   Provided.

Solution Scope

Primary Systems will deploy our Sangoma Switchvox Cloud Solution per the Requirements and responses above and including the following:

- Desk Phones per provided spreadsheet
  - Standard Users: 151 Sangoma D62 desk phones
    - Includes 10/100/1000 single port ethernet switches for computers
    - Includes 2 wall mounts for Faculty Lounge and MEP/PASS copy room
  - Advanced Level & Operator: 6 locations (Burke Street, Pittsburg, 4 at Main)
    - 6 Sangoma D65 executive desk phones with 10/100/1000 single port ethernet switches for computers
    - 6 Expansion Modules (sidecars) to provide 20 additional Call Appearance Buttons aka 1-touch Extension Buttons aka Busy/Lamp Fields
  - Conference Rooms: Use existing Polycoms as requested
  - 157 power adapters for above desk phones.   Note that upfront pricing can be reduced if FSCC can provide a lower number of power adapters needed
- 2 FaxStation Gateways, 4-ports each, for 8 existing fax machines at Main Campus
- 157 Switchvox Cloud Extensions
- 8 FaxStation Extensions and Service

Relevant brochures and data sheets are attached to this proposal.

Fort Scott Community College to provide:

- Power and rack/shelf space for FaxStation Gateways near phone wiring for access to fax lines and identification of fax station circuits
- IP/Ethernet connectivity as needed including internet access to the Cloud
- Quality of Service appropriate for VoIP in all connections
- Room at each location for training up to ten end users in a session with desk phone and computer per trainee and A/V for instructor

Installation

Primary Systems will provide programming, testing, turn-up and training required to make this a functional system including deploying and testing desk phones, turn-up and testing of fax machines.   Please note:

- Primary Systems will turn-up and test one instance each of a soft phone, Android and iOS Mobile APPs to train FSCC IT how to do so for additional end users. Installation and testing of additional soft phones and mobile APPs are beyond the scope of these professional services.

- End User Training will be scheduled at each of the 5 campuses with enough contiguous sessions to accommodate all end users rotating through.   FSCC will be responsible to encourage, mandate and/or schedule attendees as it deems appropriate.

Pricing

Pricing is provided based on our interpretation of the information provided, particularly number of extensions needed, number to be ported, number of phones and so forth.   If we have misinterpreted that information, these numbers are easily adjusted.

Pricing is provided in three sections:

- Upfront Costs
    - Service Activation
    - Required Equipment Purchases (others included in service pricing)
    - Primary Systems' Professional Services
- Switchvox Cloud Services
    - Monthly recurring pricing and special usage rates (directory assist, 800#)
    - 3-year commitment after which service may continue at same monthly price
    - Additional services, extensions and/or phones may be added at any time at then current pricing and will be co-terminus with the 3-year commitment or monthly pricing, as appropriate
- FaxStation Services
    - FaxStation services have both Low and High capacity pricing levels depending on whether an individual fax machine will have up to 150 pages per month or up to 3,000 pages per month.   High capacity fax lines can pool their page allowances to share between them; low capacity fax lines are individual.
    - Representative pricing is provided with a mix of capacities so that FSCC can identify the appropriate pricing for its fax usage
    - Attached FaxStation brochure further details pricing and services

Upfront Costs

Item	Quantity	Unit Price	Total Price
Switchvox Cloud Seat Activation	157	$ 25.00	$ 3,925.00
Switchvox Cloud Seat Activation Discount			$ (3,925.00)
Local Number Transfer	47	$ -	$ -
Toll Free Number Transfer	1	$ 25.00	$ 25.00
FaxStation Gateway (4-port)	2	$ 150.00	$ 300.00
Expansion Module EXP150, 20-keys, sidecare for D65	6	$ 199.00	$ 1,194.00
Wall Mount Kit, Sangoma D62 Phone	2	$ 15.00	$ 30.00
Power Adapter for Sangoma IP Phones	157	$ 12.00	$ 1,884.00
Primary Systems' Professional Services	1	$ 46,500.00	$ 46,500.00
		UPFRONT TOTAL	**$ 49,933.00**

Switchvox Cloud Services

Item	Quantity	Unit Price	Monthly Price
Switchvox Cloud			
Switchvox Cloud Monthly Seat Charge, 3 Year Term	157	$ 15.99	$ 2,510.43
E911 Local Numbers	5	$ 2.00	$ 10.00
Toll-Free Phone Numbers	1	$ 5.00	$ 5.00
Digium D62 2-Line Gigabit IP Phone, 3 Year Term	151	$ -	$ -
Digium D65 6-Line Gigabit IP Phone, 3 Year Term	6	$ 7.00	$ 42.00
		MONTHLY SUBTOTAL	**$ 2,567.43**

Usage Rates		Unit Price	
Alaska, Hawaii, Canada	ea	$ 0.02 / min	as incurred
Directory Assistance Calls	ea	$ 1.00	as incurred
Toll-Free Minutes	ea	$ 0.019 / min	as incurred

FaxStation Services (Representative)

Item	Quantity	Unit Price	Monthly Price
High Volume Faxing (up to 3,000 pages; pool HV lines)	4	$ 19.99	$ 79.96
Low Volume Faxing (up to 150 pages; does not pool)	4	$ 9.95	$ 39.80
North America Inbound Number DIDs	8	$ 1.00	$ 8.00
		MONTHLY SUBTOTAL	**$ 127.76**

This quote is subject to Sangoma Switchvox Cloud and FaxStation Terms, Conditions and Master Service Agreements to be provided as well as the following Primary Systems' Terms & Conditions, Exceptions & Qualifications.

Respectfully submitted,

Andy Ernstein

Andy Ernstein
Director, Business Development

EXCEPTIONS & QUALIFICATIONS

- All pricing on this proposal has been quoted without sales tax, unless otherwise note. Appropriate sales tax will be added to the invoice. All tax-exempt facilities must provide proof of tax exempt status in writing.

- All equipment included in this quotation is covered under the manufacturer's warranty. All labor is covered for a period of one year. This excludes (but not limited to) any damage as the result of missuse, neglect, vandalism, Acts of God and electronic surges. Repairs will be made in a timely fashion during Primary Systems standard business hours. Repairs requested outside of standard business hours are subject to additional charges.

- This quotation assumes, unless otherwise noted, that all asbestos and lead has been abated from the work areas involved in this proposal. If this is not the case, Primary Systems will work in conjunction with your facility to complete the installation with the least disruption, while assuring that appropriate measures are taken regarding the asbestos. All asbestos issues will be handled on a time and materials basis after proper authorization to proceed.

- Painting and patching where required are excluded from this bid. Painting and patching required during the normal installation process of the equipment is the responsibility of the owner.

- Quote does not include any conduit or 110 VAC power, if required.

- Customer to provide CAD drawings as needed by Primary Systems.

- Scheduling is based on working normal hours 8am-4pm M-F. Overtime, weekend, or holiday work is not included.

- Primary Systems' responsibilities are not subject to phasing. This is a single-phase proposal.

- FOB origin.

PRIMARY SYSTEMS, INC.

TERMS & CONDITIONS

These standard terms and conditions together with the related Quote shall constitute the entire and integrated agreement between the Purchaser listed on the quote and Primary Systems, Inc., sometimes referred to as "Primary Systems" or "PSI" (the "Agreement"), with the exception of Sangoma Switchvox Cloud and FaxStation Terms, Conditions and Master Service Agreements to be provided separately.

1. GENERAL
Each of the parties represents that it has the authority to enter into this Agreement which includes these Terms and Conditions. This Agreement shall be binding on and inure to the benefit of each party's successors and assigns.

2. MODIFICATION
No addition or modification of the Agreement shall be valid unless in writing and signed by an authorized designee of each party. Any additional or different terms proposed by Purchaser are objected to and rejected by Primary Systems unless expressly assented to in writing by Primary Systems.

3. PRICES & PAYMENT
All invoices are due and payable in full ten (10) days from the date of invoice unless other terms of payment are specified on the face thereof. Overdue payments are subject to a service charge of 1 1/2% per month, or the maximum legal rate, whichever is lower.

4. SECURITY INTEREST
Purchaser grants to Primary Systems: (i) a first priority security interest in all Equipment and Software delivered under this Agreement until payment in full; and (ii) the right to file with the Secretary of State such financing or other protective statement to perfect Primary System's security interest in such Equipment and Software.

5. EXCLUSION OF INDIRECT DAMAGES.
NOTWITHSTANDING ANY PROVISION TO THE CONTRARY IN THIS AGREEMENT, NEITHER PARTY SHALL BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY, PUNITIVE OR OTHER INDIRECT LOSS, INCLUDING WITHOUT LIMITATION, ANY ACTUAL OR ANTICIPATED LOSS OF PROFITS, LOSS OF BUSINESS, LOSS OF OR DAMAGE TO OR CORRUPTION OF DATA (COLLECTIVELY, "IN-DIRECT" DAMAGES), WHETHER BASED IN CONTRACT, WARRANTY, NEGLIGENCE, TORT OR OTHER LEGAL THEORY.

6. WARRANTY DISCLAIMER
A. Purchaser understands that Primary Systems is not the manufacturer. PRIMARY SYSTEMS DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, RELATED TO INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF TITLE, ACCURACY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR ANY WARRANTY OF NON-INFRINGEMENT. THE DISCLAIMER CONTAINED IN THIS SECTION DOES NOT AFFECT THE TERMS OF THE MANUFACTURER'S WARRANTY.

B. Primary Systems only warrants that the software installation/maintenance services under this Agreement will be performed in a good worker like manner. Purchaser's sole and exclusive remedy and Primary Systems' entire liability with respect to this warranty will be, at the sole

option of Primary Systems, to either: (i) use reasonably commercial efforts to re-perform or cause to be re-performed any software installation/maintenance service not in substantial compliance with this warranty or (ii) refund amounts paid by Purchaser related to the portion of the software installation/maintenance service not in substantial compliance, provided Purchaser notifies Primary Systems in writing of the substantial non-compliance within 10 days of such non-compliance. In no event shall Primary Systems be liable to Purchaser for any amount exceeding the total fees paid to Primary Systems under this Agreement. EXCEPT FOR THE SPECIFIC WARRANTY SET FORTH IN THIS SECTION 6. B PRIMARY SYSTEMS DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, RELATED TO THE PERFORMANCE BY PRIMARY SYSTEMS OF THE SOFTWARE INSTALLATION/MAINTENANCE SERVICES HEREUNDER.

7. ORDER CHANGES/CANCELLATIONS BY PURCHASER
Orders placed by Purchaser pursuant to this Agreement may not be changed or cancelled by Purchaser without the prior written consent of Primary Systems. All such changes and cancellations shall be subject to a change or cancellation fee which shall include, among other things, compensation for specific expenses and commitments already incurred or made in connection with such orders. A minimum of 25% service fee will be applicable to software, materials or equipment orders canceled.

8. INDEMNITY
Subject to the provisions of Section 6 above, each party agrees to indemnify, defend and hold harmless the other party, its owners, directors, officers, employees and agents from any and all claims, damages, losses, liabilities, lawsuits and costs (including reasonable attorney fees) arising out of such party's: (i) material breach of this Agreement or (ii) negligence.

9. PURCHASER'S REPRESENTATIONS
Purchaser represents and warrants that it is the owner of or that it has the right to use and/or remove all telecommunications wiring, cabling, conduits and/or ducts on the premises where Primary Systems may perform its services; and that it has the right to alter and attach to the real property that is to be the site of the installation and agrees to indemnify and hold harmless Primary Systems for all claims or losses resulting from Primary Systems' use or removal of same.

10. SEVERABILITY
If any of the provisions of this Agreement shall be found to be invalid or unenforceable as a matter of law, same shall not invalidate or affect the validity and enforceability of any other provision, which provisions shall remain in full force and effect.

11. FORCE MAJEURE
Except for the obligation to pay money, either party shall be excused from any delay or failure to perform under this agreement caused by by any reason, occurrence or contingency beyond its reasonable control, including without limitation, war, riots, labor disputes, manufacturing problems, governmental requirements, communications or transportation problems. The obligation to perform of the party so excused shall be extended for a reasonable period.

12. TERMINATION
Each party may terminate this Agreement, with or without cause, upon 90 calendar days advanced written notice to the other party.

13. GOVERNING LAW AND JURISDICTION

This agreement shall be governed by the domestic laws of the State of Missouri. Purchaser and Primary Systems hereby submit to the exclusive jurisdiction and venue of the applicable state court located in St. Louis County, Missouri or applicable federal court located in the city of St. Louis, Missouri regarding any claim or litigation arising out of this Agreement.

Dear Julie Eichenberger,

Thank you for considering SKC Communication Products LLC' s (SKC) response to your request for a cloud-based phone system. Together with our partners Avaya/Ring Central we have submitted a joint response each with equal responsibilities for your review. Avaya/Ring Central has generously provided aggressive pricing for the Avaya Cloud Office (ACO) solution along with SKC' s is proposal for Avaya Cloud Office certified project management, installation, training and free phones. SKC has built an industry-leading team of Project Managers and Installation Technicians to help execute the delivery of Ft. Scott Community College's Avaya cloud office solution. Pricing for both solutions has been submitted with our response.

After the completion of the installation we continue our service by leveraging our ACO certification to provide Fort Scott Community College second-day support. SKC would like to provide 90 days of post-install MAC (moves, adds, and changes) support free of charge. This would include unlimited access to SKC resources for 90 days for any administrative support needed. The MAC work will be performed Monday-Friday from 8 am to 5 pm CST. Fort Scott Community College will contact SKC when MAC work is needed either via email or phone. A ticket will be created, and the MAC work will be executed within five hours once the ticket is opened during the provided business hours.

It is our goal to deliver an Avaya Cloud Office solution that will exceed the expectations of Fort Scott Community College. We look forward to serving you as your cloud-based phone system partner.

 Thank you,

Fran Culbertson
Sr. Collaboration Account Executive
SKC Communication Products, LLC
913-543-7267
Fran.culbertson@skccom.com

AVAYA Cloud Office (ACO) RFP for Fort Scott Community College

Contact: Kurt Schulz | Strategic Partner Account Manager (ACO)

kurt.schulz@ringcentral.com | (720) 863-7187

October 2020

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Section I: Scope

Fort Scott Community College (FSCC), hereby known as the "requester", is accepting multiple separate bids for obtaining a cloud-based phone service. Participants are required to provide a proposal for this request if to be considered for this contract. We are currently running an onsite appliance with SNOM POE phones. We want to move to a cloud-based solution where we purchase new compatible phones, will have the option to lease phones, or it integrates with the phones that are already in place respectively and in that order. All items listed below should be considered mandatory and should all be submitted within a single proposal unless otherwise specified:

Avaya Cloud Office (ACO) by RingCentral is the global leader in Unified Communications as a Service (UCaaS) with more than 400,00 customers and 4,800 employees. More flexible and cost-effective than legacy on-premises systems, ACO empowers today's mobile and distributed workforces to communicate, collaborate, and connect from anywhere, any mode, and on any device. ACO unifies cloud voice, video, text, and fax with team messaging, collaboration, and web conferencing. ACO's open platform integrates with leading business apps and enables customers to easily customize business workflows. Our solution allows management to be simplified significantly, as there is no required hardware for the system.

Avaya Cloud Office. ACO is a multi-location, multi-user, enterprise-grade communications solution that enables employees to communicate via different channels and on multiple devices. This subscription is designed primarily for businesses that require a communications solution, regardless of location, type of device, expertise, size, or budget. Businesses are able to seamlessly connect users working in multiple office locations on smartphones, tablets, PCs, and desk phones. We sell ACO in four editions: Essentials, Standard, Premium, and Ultimate.

Our ACO Glip team messaging and collaboration solution allows diverse teams to stay connected through multiple modes of communication through an integration with ACO. In addition to using ACO Glip for team messaging and communications, teams can share tasks, notes, group calendars, and files. ACO Glip is designed for distributed and mobile teams and offers out-of-the-box integrations with a number of leading cloud business applications such as Asana, Dropbox, Evernote, Jira, Github, Google, and others.

Please refer to: https://www.avaya.com/en/case-studies/ which lists Case Studies and Customer Testimonials for reference.

We have a diverse and growing customer base across a wide range of industries, including education, advertising, financial services, healthcare, legal services, non-profit organizations, real estate, retail, technology, insurance, waste management, construction, security services, restaurant, software, solar, automotive dealership, managed care, and publishing.

Avaya Cloud Office by RingCentral has the confidence of over 400,000 organizations worldwide to provide them with innovative and secure ways to connect employees, boost workforce productivity, share knowledge, and strengthen customer relationships. Our continued international expansion is a core tenant of our ongoing growth strategy. We serve very large customers with more than 10,000 users, as well as small businesses. Our Enterprise

segment is the fastest growing segment of our business. As a company our growth strategy will be to continue to expand upmarket, accelerate indirect channels, scale globally, and relentless focus on the customer.

Cloud-based architecture.

Avaya Cloud Office (ACO) by RingCentral is a 100% multi-tenant hosted solution tailored for medium to large enterprises who are migrating away from on-premise telephony towards the cloud. This provides Unified Communications for the majority of, if not all business communication needs, from Private Branch Exchange or PBX to video and web conferencing. This solution allows management to be simplified significantly, as there is no required hardware for the system.

ACO only requires 90Kbps per concurrent call path on a dedicated voice internet connection (ex. 100 concurrent calls require a 9Mbps/9Mbps internet connection). For internet connections that share both voice and data traffic, we strongly recommend 500Kbps per station (phone and PC) to allow for sufficient overhead to avoid bandwidth congestion (ex. 100 stations require at least a 50Mbps/50Mbps internet connection). As part of the network implementation planning process, we can recommend bandwidth standards to accommodate voice traffic.

The maximum capacity of users that can be supported will be determined by the available bandwidth. The ACO system itself can support as many phones and users as necessary with no maximum capacity. ACO can support a virtually unlimited number of users. The platform is continually expanded to support the potential growth of all of our clients individually and collectively. We also offer the ability to simply add licenses and ports, on demand, as required for your business.

Our Solution

The Avaya Cloud Office (ACO) by RingCentral, is an award-winning solution which provides unparalleled flexibility, ease of use, and ease of administration. ACO will bring to your organization a comprehensive, complete, cloud-based business communication that will unify all of your locations, employees, and devices under one unified solution. All of this will be supported by our world class round-the-clock support and carrier grade infrastructure.

ACO is an all-inclusive provider. We provide a complete cloud communications solution supporting voice, SMS, video/audio conferencing, contact center, screen sharing, and team/project collaboration. We tend to replace such solutions that customers might be using already, providing them with a one-stop solution, as well as streamlined processes, greater business and process efficiencies, plus significant cost savings.

ACO by RingCentral's UCaaS solution provides users with software clients for desktop and laptop computers, as well as for mobile smartphones and tablets, to work in conjunction with fixed telephones. Across clients and devices, users enjoy the full suite of enterprise communications and collaboration features and capabilities. No client lacks any feature or function.

The softphone and mobile clients provide full calling, faxing, SMS texting, audio conferencing, video conferencing, web sharing, and team collaboration functionality. With just the click of a button or a tap on the screen, users can access these features from within our intuitive, easy to use, and aesthetically pleasing user interface. Users can manage their settings (including call handling rules) directly from the mobile client or from the softphone (a single click from the softphone takes the user to the web service portal, where full settings and logs are available).

ACO is a cloud-based system and requires no high-end onsite infrastructure or hardware. Simply put, with a good internet connection (adequate bandwidth to support both voice and data traffic for each site), high quality firewalls, and high-quality switching and cabling, nothing else is required to connect Avaya Cloud Office endpoints to our servers. We assist in determining network suitability and suggest required enhancements.

ACO supports Avaya IX J100 phones and the B199 conference phone, along with numerous other third-party Session Initiation Protocol (SIP) enabled endpoints. For a list of Avaya phones for ACO, kindly refer to this link: https://www.avaya.com/en/products/ucaas/cloud-office/

All phones purchased directly from Avaya Cloud Office will include a warranty from ACO and arrive pre-configured and provisioned. Soft endpoints on tablets, desktops, and mobile devices simply need to be logged into.

Survivability

Avaya Cloud Office (ACO) employs three layers of network and service redundancy to ensure our customers' phone systems are always on. Our data centers provide the first layer of redundancy. Data between the bi-coastal locations are synchronized consistently with real-time replication in active-active design. Each features a redundant power supply. This ensures seamless operation in case of geographic outages as well as any natural disasters, and delivers 99.999% availability. The data centers share hosted facilities space with some of the world's largest Internet companies and financial institutions. In close physical proximity to the world's top 20 Internet exchange points, they are also co-located with all the major U.S. telecommunications carriers to maintain the fastest response times and interconnect services possible.

ACO by RingCentral manages carrier-grade network operations centers (NOCs):

- Thirteen (13) different SLAs are proactively monitored.

- Continuous monitoring of Voice over Internet Protocol (VoIP) Quality of Service (QoS).

- Mean Opinion Score (MOS) of VoIP quality greater than 4 (out of 5).

- Our vendor-agnostic, commodity-based architecture is fully replaceable and fault-tolerant, providing a second layer of redundancy.

- We utilize both load balancing and failover technology to keep our systems continuously up and running—a third layer of redundancy. For example, primary and secondary servers contain multiple servers that back each other up.

ACO's pod architecture also offers a variety of "self-healing" fail-safes on every layer:

- Software layer: Oracle GoldenGate replication ensures that each user service is delivered by multiple servers that are load balanced. Message storage is replicated via SnapMirror.

- Hardware layer: Seamless transfer of services via virtualization is accomplished using VMWare's VMotion.

- Network layer: If a failure is detected, traffic is instantaneously routed from one data center to the other.

ACO's flexible 2N+ architecture is the key to the following reliable services:

- Primary + 1 completely redundant system which ensures availability.

- The ability to add new features and test them without disruption of service.

- Enabling migration of existing users to new features with no loss of service.

- Rolling software upgrades.

The ACO platform supports hundreds of thousands of users. It is designed to handle 4x capacity, and is currently managing over one billion minutes of voice traffic per year.

Section II: Common Requirements:

1. Voicemail; preferably visual voicemail. Must be able to receive voicemail messages by email as well.

    Avaya Cloud Office (ACO) provides a full-featured voicemail experience within our cloud solution, including such features as native visual voicemail and voicemail notifications via SMS or email. Voicemail Transcription is available to all users on ACO's Enterprise service tier. Visual Voicemail is a standard feature of ACO and is instantly available at signup. You can also forward any voicemail message through Visual Voicemail. Additionally, we made responding to your voicemails very easy, just tap or click the voicemail from your ACO apps and choose the "Call Back" option. ACO apps will automatically dial the number of the voicemail sender.

    Benefits of Visual Voicemail:

    - Access Visual Voicemail through your online account, through ACO for Desktop, or through ACO mobile app.
    - Preview your voicemail messages in text when you can't listen to voicemails. *
    - Options to listen to, delete, or forward the message or return calls right from your ACO for Desktop or mobile app with a single tap.
    - See who left a message by caller ID or contact name, when they left it, and the duration of the message to prioritize your response.

2. Caller ID for incoming calls, and internal-to-internal calls

    Yes, the ACO Platform has the ability to deliver the actual caller ID of the external caller. Caller ID is available and customizable based on your needs and numbers available on your system. ACO allows Caller ID for inbound calls, as well as Outbound Caller ID management for users.

3. Mobile Device App (Android, Windows phone, and Apple iOS compatible);

    ACO offers mobility through our mobile app and nomadic use of our softphone. True FMC is achieved by facilitating the addition of desk phones as native endpoints and allowing the user to make or receive calls on any device mobile or fixed at any time. Both Android and IOS are supported. For limitations of old versions of Android and IOS, please refer to

    https://community.ringcentral.com/ringcentral/topics/android-os-ios-requirements-q-a

4. Desktop softphone App (Windows and MacOS compatible)

    Fully supported. Avaya Cloud Office (ACO) for Desktop softphone is supported on Windows 7 or later and Mac OS X 10.7 or later operating systems, but support of earlier OS releases has ended (ex. Windows XP no longer supported but may still work). From an integration perspective, some are

dependent on a particular type browser (Office 365 and Gmail integration are only supported on Chrome 30 or later). That said, ACO spends roughly 4 times that of our closest competitor (in excess of $50M) on R&D to keep ahead of the pack when it comes it interoperability. Our "mobile first" approach ensures that with every single feature release, we are making improvements on usability and interoperability for desktop and mobile application users.

ACO ensures adequate avenues for such information - System Requirements are available and updated when needed, for all platforms, here

 https://support.ringcentral.com/s/article/5126?language=en_US.

5. Location-based 911 Calling

ACO provides a multi-pronged approach to supporting E911 natively throughout partnership with Bandwidth. ACO supports E911 capabilities for all physical desk phones with specific addresses customizable for each physical location. This information has primary address as well as suite or floor number as applicable. This information is checked against the PSAP, so there is no possibility of a E911 call not getting a match in the PSAP database. ACO then leverages our VoIP Positioning carrier to transmit E911 information to correct PSAP supporting the user's location. Updating the e911 address and location information is done through the web interface for users with physical desk phones or through the Nomadic 911 capability within the system for the desk phone address and location information to automatically be updated based upon the IP address of the devices where it is located. ACO provides the ability to enter an emergency address for all digital lines (DLs). This emergency address includes physical address and additional information (such as building location, suite, apt #). This information is passed to the local PSAP. For our mobile clients, the clients leverage the inherent cellular device 911 capabilities. We have a professional services solution allowing for notifications to be sent when 911 is dialed and provide the location and extension of device. For ACO users that utilize the RC Phone application as their primary endpoint, and who are mobile i.e. working in different locations including the office, home and/or coffee shop, we will be offering Nomadic 911. This feature will greatly enhance the accuracy of the emergency address which will be used to locate such users when they make emergency calls. The location of users running the ACO Phone desktop application will automatically be tracked and emergency addresses will be updated accordingly as users move around. This ensures that emergency calls are handled by the appropriate responders in the geographic vicinity of the caller.

Survivability of ACO E911 capability is through the inherent capabilities of the solution. ACO offer several options to provide local survivability. The first is to utilize the ACO mobile application which will utilize the WIFI/Cellular network to allow users to have full capabilities of the solution, including E911. In Addition, ACO, offers a local survivability option called ACO Persist. ACO Persist is a solution that enables enterprise customers to maintain communications services in case of an Internet failure at a customer's location. ACO Persist will enable customers to continue communications services including emergency calling, extension-to-extension dialing, and inbound and outbound calling. Details regarding ACO's Emergency Services Policy can be found at the following link:

Receptionist Working on Calls:

The ACO Desktop App has an inbuilt feature called the HUD (Heads Up Display). This allows users to create a receptionist based console layout on their desktop and "pop" out the HUD to easily view Colleagues presence, activity and quickly initiate/transfer calls if required.

HUD (Heads Up Display)
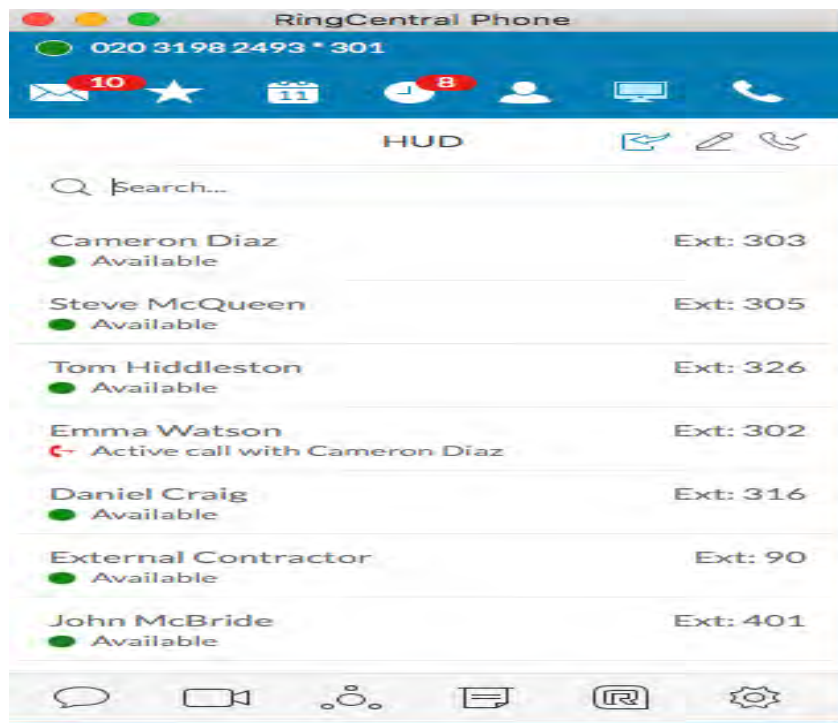
Un-dock the HUD for full console view
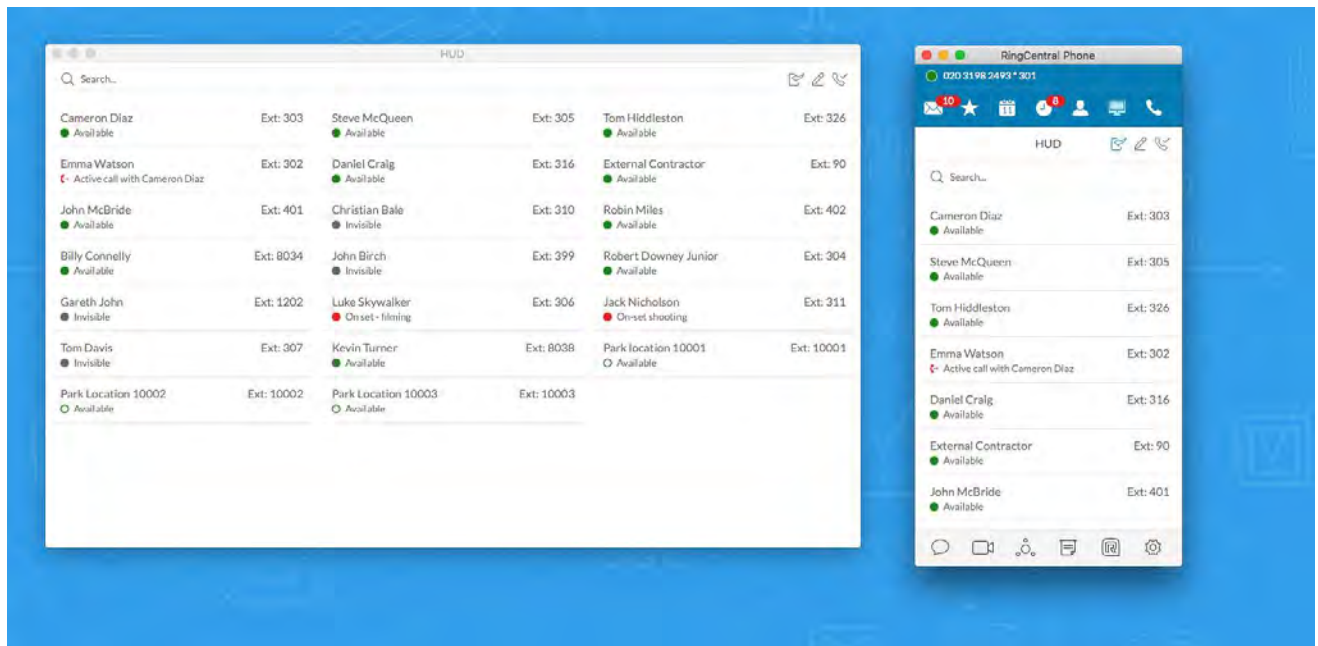
Configure up to 100 colleagues in view
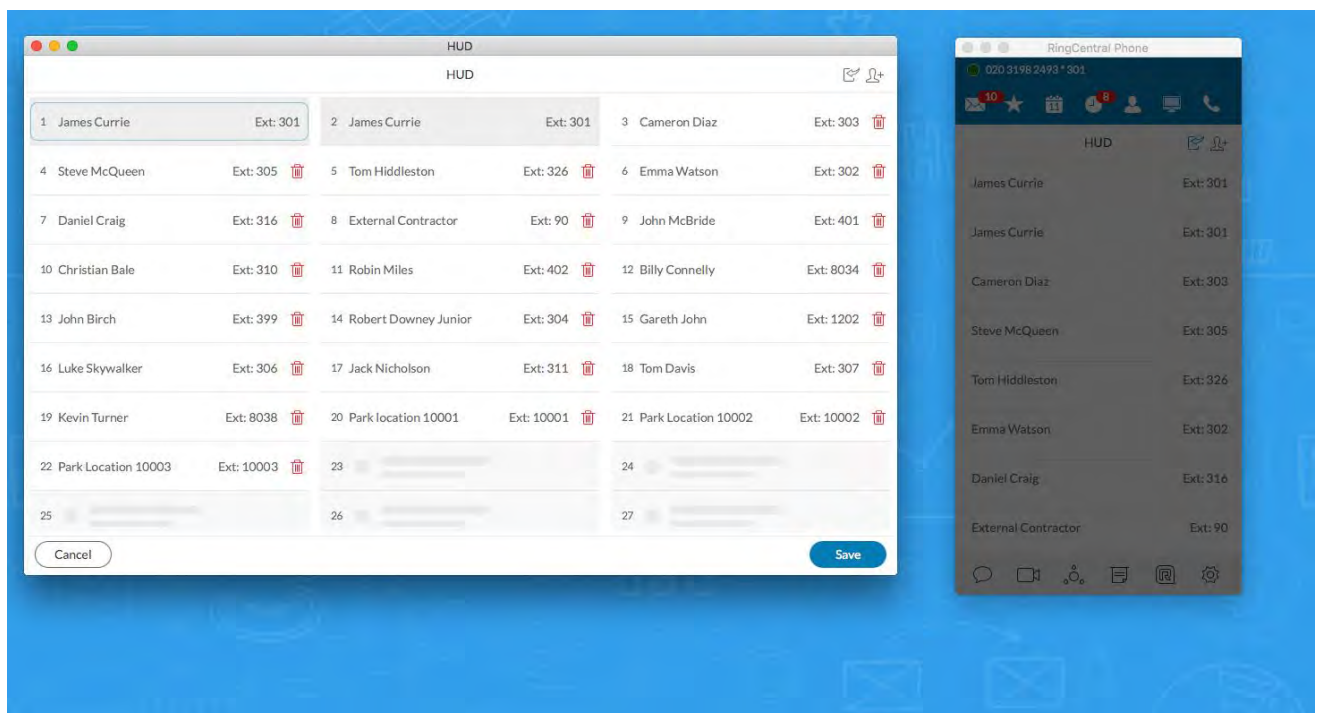
Monitoring services can be provided through the HUD, as in this image "Emma and Cameron's" call can be monitored with a click
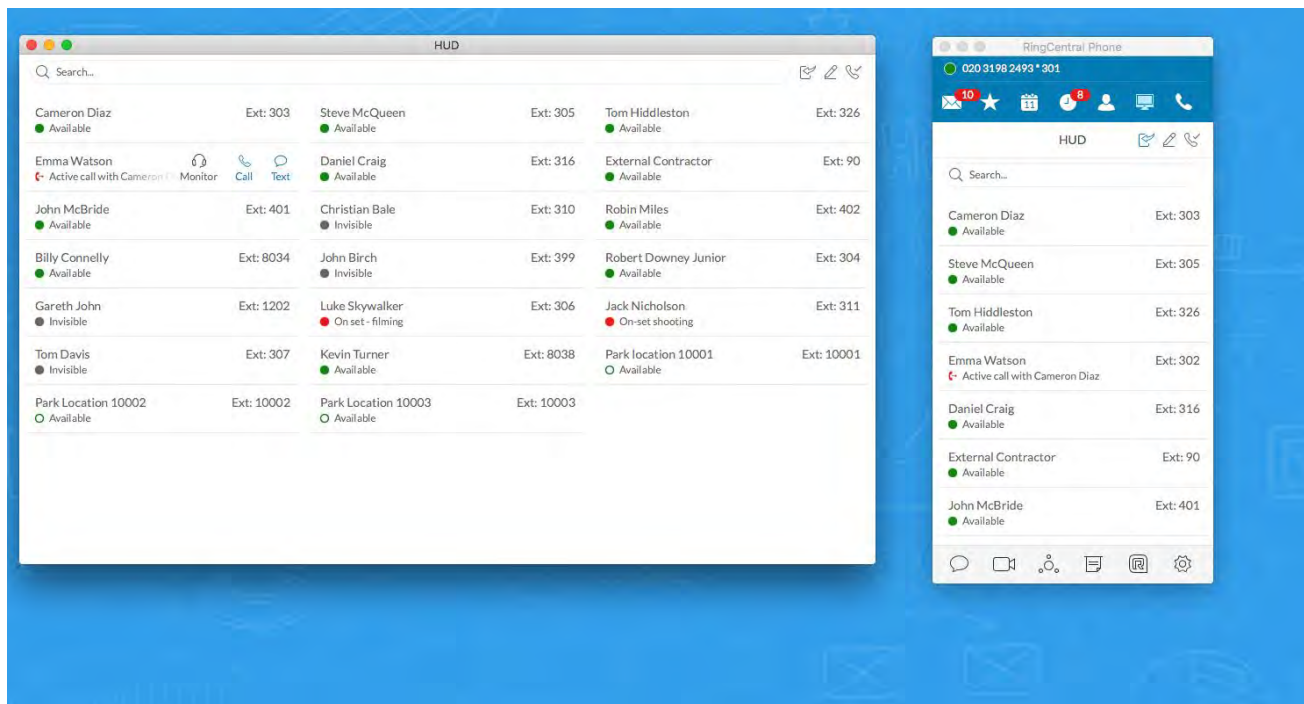
For more advanced receptionist functionality, we can work with our Partner "Bridge Communications" who have developed a Receptionist console which is already integrated fully to ACO's platform and services.
BOC (Bridge Operator Console) - https://www.ringcentral.com/apps/bridge-operator-console

7. Compatibility with Fax machines; must be able to send from a fax-based device.

The ACO solution includes the ability to send and receive faxes from your computer or mobile device using the same Collaboration suite as you would for any other communication channel. All users are provided with smart numbers which allow phone, fax, and text functionality. All users are provided with unlimited electronic faxing through ACO across devices. Faxes are received via email and users are able to sign and edit faxes electronically. A fax machine can be used to send faxes using an analogue adapter.

8. Location-based 911 Calling – all phones must be capable of dialing 911 with the physical address being reported in the call data itself. The physical address of the 911 caller must be accurate, even if the 911 call is being placed from one of our offsite locations.

ACO complies to this requirement. Avaya Cloud Office (ACO) supports E911 capabilities for all physical desk phones with specific addresses customizable for each physical location. This information has primary address as well as suite or floor number as applicable. This is natively supported in our solution at no additional cost.

9. Flat Rate Billing: The service must have flat rate billing. We must have unlimited minutes and no long-distance charges. Caller – required. **EXCEPTION TO INTERNATIONAL**

   Avaya Cloud Office (ACO) by RingCentral provides unlimited local and long distance calling within the US and Canada.

   With proper roles and permissions assigned from the system administrator, users can call international from any device. Calls are metered at the plan rate, plus the international rate for that country or area code.

   International calling discounts and other bundling options are available.
   Please refer to the link for reference:

   https://www.ringcentral.com/support/international-rates.html

   NOTE: Some country codes include both local and cellular numbers with their own unique rates.

10. We have a few numbers that need to be ported over and those numbers kept as DID numbers or main call in lines. (Will provide a list of these at a later time).

    Avaya Cloud Office (ACO) manages the DID porting process alongside you from start to finish. We provide temporary numbers to all devices during the installation process for the sake of testing and seamless transitioning. The customer is required to provide appropriate billing information to ensure that the porting process will not be delayed, and will then get to choose a port date and time at which they would like their numbers to port. When that time arrives, the numbers drop in instantaneously and ACO's temporary numbers disappear, creating a seamless transition with no downtime. The numbers can be ported to RCLEC, ACO CLEC, instead of acting as a third party between the existing carrier and a destination carrier, which reduces the business risk and shortens the implementation.

11. Must define the Inflation schedule for billing over the course of the service. We need to know how pricing will change or fluctuate over time.

    Avaya Cloud Office's price and delivery proposed in response to the Request for Proposal (the RFP) will be valid for a period of ninety (90) days beginning on the due date for submission of the response to the RFP.

    For Service pricing, recurring charges for the ACO Services begin on the start date identified in the applicable Order Form and will continue for the length of the Initial Term customer commits to. Recurring charges (such as charges for digital lines, product licenses, minute bundles, and equipment rental fees) will, once incurred, remain in effect for the then-current Term. Additional charges may result if Customer activates additional features, exceeds usage thresholds, or purchases additional Services or equipment. ACO will provide notice of any proposed increase in charges no later than sixty

(60) days before the end of the Initial Term or then-current Renewal Term, and any such increase will be effective on the first day of the next Renewal Term. Administrative fees that ACO is entitled to pass on to its customers as a surcharge pursuant to applicable law may be increased on thirty (30) days' written notice. International calling rates will be applied based on the rate in effect at the time of use.

Section III: Installation Details: - SKC will be delivering the project management, installation and training as a certified ACO partner. These services are described in detail below.

Requirements:

1. We are looking for the chosen participant to install and configure all phones and services provided other than internal network changes that may be required to be performed by FSCC's staff.

   Avaya Cloud Office (ACO) provides dedicated customer success managers, account managers, online cases and a dedicated implementation adviser to assist in installation of the system. Our goal is to ensure that the customer is 100% comfortable with the system before completely switching over from the previous provider. ACO manages the entire process with dedicated resources and project managers to ensure timely deliverable and mutual satisfaction with progress made. This includes seamless number porting managed by ACO's porting department.

   During the Planning and Design phase of your implementation process, we will work with you to design what is the best process to provide support for your organization after your initial setup and installation. As we progress further along in your selection process, we would welcome the opportunity to discuss our support options with you in further details.

2. Campus visits or surveys/walkthroughs can schedule by contacting the requester (see below). We will be trying to coordinate campus walkthroughs so that they are grouped together.

   Onsite visits should not be necessary with our solution. Avaya Cloud Office (ACO) implementation will provide a network assessment for each location as part of pre-sales process.

3. Must need to know the turnaround time in which this can be deployed. We need the one-time installation costs to be separated or itemized separately from the actual service fees.

   The following is a high-level overview of the milestones and tasks included in an Avaya Cloud Office (ACO) project plan. A Business Requirements Document (BRD) is used throughout the initial Planning and Design to document the project details. Customer and ACO team sign off is required at each step of the way to ensure project transparency and success.

   A description of the major steps in the migration and implementation process:

   ACO Team adheres to PMI best practices by utilizing a Project Life Cycle (PLC), or Waterfall, model for project delivery and building upon it for the modern customer. The project is broken into five stages including Initiation, Planning and Design, Implementation, Control and Monitor, and finally Acceptance and Closure. Traditionally a PLC model requires strict adherence to gating events to move from stage

to stage, however ACO team interjects aspects of Software Development Life Cycle (SDLC), or Agile modeling to create a unique experience for every customer. Major milestones in the delivery process include:

Initiation – During the Initiation stage of the project, ACO Project Manager (PM) will partner with the Customer Single Point of Contact (SPOC) to create the project governance and/or Project Management Office (PMO). This will include a mutually agreement regarding change management planning, escalation management planning, risk management planning (or register), resource management planning, communication planning, project milestone planning, and Work Breakdown Structure (WBS) creation, to establish the project collateral. During this time the PM and SPOC will bring their respective resources to an internal and external call to review project expectations, project charter, best practices, and next steps. PM will introduce the Customer to any designated support resources; and prior to moving to the Planning and Design stage the PM and SPOC should baseline the Scope of Work and Project Plan for a mutual understanding of the goals and process to achieve mutual success.

Planning and Design – During the Planning and Design stage of the project, the PM and SPOC will organize their respective Subject Matter Experts (SME) to review the necessary client data to complete the Business Requirements Document (BRD). ACO resources will partner with the Customer to review and document the business requirements in the UC BRD document(s) as the basis upon which the solution is built. ACO Engineer will visit customer designated location(s) to work with the Customer resources focused on gathering the necessary client data to complete the system build-out, submit the port request(s), and to ensure network readiness. Further discovery and discussion are required with the Customer to determine how many locations require on-site Planning and Design services for the UC solutions. Specific details gathered in this stage include call routing details for UC users, user profiles, an inventory of main and direct dial numbers, in-depth network mapping and topology, and collection of integration requirements for CRM and third-party systems. Throughout the Planning and Design stage, the PM and SPOC track key milestones and deliverables against the baseline project plan, address and track any identified risks in the risk register, and provide status updates to stakeholders via agreed upon dashboard and cadence meetings. Following the completion of the BRD, a formal review is held between key stakeholders from ACO and the Customer to walk through the entire document in detail. At the conclusion of the final review, ACO PM will ask the Customer to sign the final BRD as the trigger that both parties have an agreed upon final design, and signal the transition into the implementation stage of the project.

Implementation – During the Implementation stage of the project, ACO will take the complete UC BRD documents and begin execution of the steps necessary to match the build to the design. At this time the ACO team will provide feedback to the Customer on progress via scheduled conference calls and project plan updates. The ACO team will also start prepping the Customer team for the Control and Monitor stage. The ACO team will work with the customer to complete the network assessment and remediation during this time (if it was not completed earlier) to ensure proper configuration for optimal voice quality. The Customer developers will need to participate with any API integration configurations necessary for CRM and third-party integrations, and the PM and SPOC will work to schedule those

resources according to the Resource Plan and Project Plan. At the conclusion of this stage, ACO team will conduct a Quality Assurance (QA) testing prior to handoff to the Customer, for User Acceptance Testing (UAT).

Control and Monitor – During the Control and Monitor stage of the project, the Customer will complete UAT for the UC platforms. The ACO team can provide baseline UAT plans, as needed, but this stage is the opportunity for the Customer to make sure the build completed by ACO team matches the design completed and documented during the Planning and Design stage. The Customer SPOC will work with the ACO PM to schedule any instructor-guided training sessions for users, agents, supervisors, and administrators during this stage. This is to build upon the remote web-based training classes identified in the curriculum provided in the Implementation stage of the project. During this stage, all on-site delivery services and training are completed, and staging of all necessary go-live activities are prepared. At the conclusion of all training classes and the Customer UAT, the ACO team and the Customer will conduct a project go/no-go review, or a customer readiness review. During this review, the ACO team and the Customer will evaluate the results of the training, and the QA and UAT processes conducted by ACO team and the Customer, respectively. Both parties will evaluate the system and users for readiness and mutually agree to proceed with the scheduled go-live date. The ACO team will request the customer to execute a Readiness Checklist as record of mutual agreement to move forward, and the project will transition into the final stage, Acceptance and Closure).

Acceptance and Closure – During the final stage of the project, the ACO team will support the Customer through the scheduled go-live, and facilitate the transition into Day 2 support services. Services performed during a go-live may include porting of customer telephone numbers to ACO, final hardware placement. Following the successful go-live, the ACO PM will work with all assigned relationship resources to complete the smooth transfer of ownership from Professional Services, to the Customer Success and Support teams.

Avaya Cloud Office Delivery Timeline

Below is a proposed timeline of implementation for PBX. We are happy to change dates and timelines as necessitated by desired timelines. For a clinical environment, minimal disruption will be an essential pillar of the implementation. A phased rollout is recommended to avoid any level of disruption.

BasicUC / CC Template Proposed Delivery Timeline													
Week	1	2	3	4	5	6	7	8	9	10	11	12	13
Project Initiation	■												
SOW and Contract Signed	■												
BU Created	■												
Internal Project Kick-off	■												
External Project Kick-off	■												
Resources Scheduled	■												
Project Planning and Design		■	■	■									
Network Design and Testing		■											
Review Number Porting Requirements (as applicable)		■											
Complete Planning and Design (P&D)		■											
Complete User Upload Document		■	■										
Complete Call Routing Review		■											
Complete and Sign UC Business Requirement Document		■											
Complete and Sign CC Business Requirement Document		■	■	■									
Submit Case for SSO (as applicable)	■												
Project Implementation			■	■	■	■	■	■					
Complete and Verify Network Design			■										
Complete RC Office Account Design					■	■	■	■	■				
Complete User Upload (all locations)			■										
Build Call Flow			■										
Set Greetings			■										
Export IVR			■										
Set User Templates			■										
Deploy 1,000 users (5 FTE for 2 weeks M-F)								■	■				
Complete RC CC Account Design					■	■	■	■	■				
Central Build					■								
Studio Build						■							
CRM Integration					■	■	■						
Multi-Channel Build							■						
Complete Interoperability / Quality Assurance Testing									■				
Project Number Transfer (Porting)		■	■	■	■	■	■	■	■	■	■	■	■
Complete LOA Documentation		■	■										
Submit Porting Requests			■										
Firm Order Commit Received from Carrier			■										
Confirm Porting Completion					■	■	■	■	■	■	■	■	■
Project Control & Monitor					■	■	■	■	■	■	■	■	
Admin (UC) Training (1 class per week)					■	■	■	■					
Web Based Agent Training (in advance of instructor lead)					■	■							
Web Based Admin (CC) Training (in advance of instructor lead)					■	■							
Customer User Acceptance Testing									■	■			
Instructor Lead Agent (Train the Trainer) Session											■		
Instructor Lead Admin (Basic Central and Studio)											■		
Instructor Lead Supervisor / Reporting											■		
Go / No-Go Call												■	
Project Go Live and Acceptance													■

4. We have 5 campus locations

    a. Fort Scott Main Campus (2108 S Horton Fort Scott, KS 66701)
    b. Burke Street Campus (810 S. Burke Nursing) (Fort Scott, KS 66701)
    c. Paola Campus (501 Hospital Dr. Paola, KS 66071)
    d. Harley Davidson Campus (274 N. Industrial Dr. Frontenac, KS 66763)
    e. Cosmetology Campus (813 N. Broadway Pittsburg, KS 66762)

Avaya Cloud Office (ACO) acknowledged these requirements.

SKC will perform   the network assessments with Ft Scott Community College.

Section IV: Other Considerations:

- We have approximately 8 POTS fax machines. We need to know if they will work as is, or if an ATA, or equivalent device, will work to adapt them to VOIP or if they are not an option at all. We will need a fax solution in any event, so if the current fax machines will not work, we will need a comparable solution to be included in the quote. We would prefer to keep our current fax machines if possible.

  Avaya Cloud Office acknowledged and noted these requirements. Pricing is included to accommodate the Fax machines.

- We have 2 active conferences phones (Polycom units) these units are still useable and would prefer to use them if possible.

  Avaya Cloud Office acknowledged and noted these requirements.

- We need the solution to be compatible with the "Work from Home" model.

  Avaya Cloud Office acknowledged and noted these requirements.

- DID Numbers – We would like to keep the main numbers (620-223-2700) and others offsite phone numbers (put those in here before submitting the RFP, the phone companies will need to do recon on these numbers to see if they are transferrable) for the college so that the operator(s) can transfer calls to those other DID extension.

  Avaya Cloud Office acknowledged and noted these requirements.

Fort Scott Community College Pricing Proposal 36 Annual Prepay Contract				
Avaya Cloud Office Plan	**User Count**	**Discounted Price**	**Total Discount**	**Total Cost**
Avaya Cloud Office Standard Plan - DigitalLine Unlimited	162	$137.94	*$2,106.45*	$22,346.28
Avaya Cloud Office Standard Plan - DigitalLine Basic	12	$83.94		$1,007.28
e911	174	$12.00	*$0.00*	$2,088.00
Compliance and Administrative Cost Recovery Fee (CRF)	174	$42.00	*$0.00*	$7,308.00
Total Office Monthly Costs*			**$2,106.45**	**$32,749.56**

Hardware (One Time Cost)	Count	Discounted Price	Total Discount	Total Cost
Avaya IX IP Phone J179 with JEM 24 Expansion Module	**1**	**$252**		**$252**
Poly OBi302 ATA	**10**	**$0**		**$0**
Avaya IX IP Phone J169	**162**	**$0**		**$0**
Total One Time Costs **	**0**	**$0**	**$0.00**	**$252.00**

Does not include taxes

**Does not include shipping and sales tax*

Requires 36 Month Term, Annual Prepay

Fort Scott Community College Pricing Proposal 36 Month Contract			
Avaya Cloud Office Plan	**User Count**	**Discounted Price**	**Total Cost**
Avaya Cloud Office Standard Plan - DigitalLine Unlimited	162	$12.99	$2,103.93
Avaya Cloud Office Standard Plan - DigitalLine Basic	12	$7.50	$90.00
e911	174	$1.00	$174.00
Compliance and Administrative Cost Recovery Fee (CRF)	174	$3.50	$609.00
Total Office Monthly Costs*			**$2,976.93**

Hardware (One Time Cost)	**Count**	**Discounted Price**	**Total Cost**
Avaya IX IP Phone J179 with JEM 24 Expansion Module	**1**	**$252**	**$252**
Poly OBi302 ATA	**10**	**$0**	**$0**
Avaya IX IP Phone J169	**162**	**$0**	**$0**
Total One Time Costs **	**0**	**$0**	**$252.00**

*Does not include taxes

**Does not include shipping and sales tax

Requires 36 Month Term Monthly Contract

Custom Quote

Date of Quote:	12/7/2020
Quote #:	124-44172-66016
Revision #:	1
Customer:	Fort Scott Community College
Sold To:	
Contact:	Julie Eichenberger
Address:	2108 S. Horton Fort Scott, KS 66701

Expiration Date:	1/6/2021
Account Executive:	Fran Culbertson
Phone:	913 543 7267
Email:	fran.culbertson@skccom.com
Opportunity #:	
Contract:	.

Total: $6,500.00

Avaya Cloud Office - Installation

Qty	Part Number	Description	Unit Price	Extended Price
1	PM-ENG 001	Avaya Cloud Office - Project management, engineering, installation programming and training	$6,000.00	$6,000.00
1	ENG -002	Network Assessment - 1 location	$500.00	$500.00

Section Subtotal: $6,500.00

Total	**$6,500.00**
Estimated Tax	**$650.00**

Conditions / Exceptions

Prices and part numbers are subject to change due to manufacturers' changes.

All quotes over $300k are subject to progress billing terms, including a down payment.

A 2.5% processing fee may be assessed if paying with a credit card or purchasing card.

This agreement does not cover consumables such as lamps, batteries, etc.

Software licenses, special order items, custom products, and all services are non-returnable. Other products may be returned under certain circumstances, within 30 days of the po issue date, upon SKC approval.

Payment Terms & Billing Schedule

SKC's payment terms are net 30 from the receipt of an invoice. Past due amounts may be subject to a late charge of 1 ½% per month.

Tax and Shipping

Tax, if quoted, is an estimate.
Shipping, if quoted, is an estimate. Requested Expedited Shipping Fees will be presented in a Change Order.

Applicable sales tax and shipping fees will be added to the project invoice(s). If you are tax exempt, please send exemption certificate(s) to taxexempt@skccom.com or fax to (800) 454-4752, attention Accounts Receivable.

Notes: OPE = Owner Provided Equipment. All manufacturers' warranties apply.

CONTACT THE SKC COMMUNICATIONS EXPERTS
(800) 882-7779, contact.us@skccom.com

Mitel MiCloud Connect
Hosted Phone System
Proposal

For
Fort Scott Community College

Prepared by:
Lori McLaughlin
Towner Communications
Prepared On: 12/3/2020

Towner Communications

Contact Information

END USER

Company Name:	Fort Scott Community College
Site Addresses:	• 2108 S. Horton, Fort Scott, KS 66701 (Main Campus) • 810 S. Burke St., Fort Scott, KS 66701 (Nursing Campus) • 501 S. Hospital Dr., Paola, KS 66071 (Paola Campus) • 274 N. Industrial Dr., Frontenac, KS 66763 (Harley Davidson Campus) • 813 N. Broadway, Pittsburg, KS 66762
Primary Contact Name / Title:	TBD
Contact Address:	2018 S. Horton, Fort Scott, KS 66701
Phone Number:	620-223-2700

PROVIDER OF SERVICES

Company Name:	Towner Communications
Address:	6950 Squibb Road Suite 200, Mission, KS 66202
Primary Contact Name / Title:	Lori McLaughlin
Phone Number:	913.624.9710 E-mail: lmclaughlin@townerkc.com

PROJECT MANAGER

Project Manager Name:	Towner Communications
Phone Number:	913.780.3166 E-mail: service@townerkc.com

Executive Overview

Executive Summary

Thank you for the opportunity to provide Fort Scott Community College (FSCC) a proposal for a cloud-based telephone system to replace the existing premise-based phone system.

Towner Communications recommends the Mitel MiCloud Connect solution to provide support the requirements outlined in the RFP:

- Voicemail, preferably visual voicemail including voicemail to email.
- Caller ID for incoming calls, as well as identification on internal calls.
- Mobile device apps
- Desktop softphone
- Location-based e911
- Receptionist compatible, allowing for someone to answer at specific locations and route calls.
- Compatibility with fax machines (there are options for faxing that can support traditional fax machines or hosted fax-to-email including outgoing faxes from a desktop). Additionally, as an option the college can continue to use the fax services just as they are on dedicated analog trunks. More discussion is required to make a final recommendation.
- No usage charges for outgoing calls within the United States.
- No limit on the count of existing DID's and main numbers to be ported to the cloud.
- Continued use of the existing Polycom IP conference room phones.
- Mitel's MiCloud Connect solution supports a work-from-anywhere strategy, not dictating use only on the 5 campuses. Please note that in cases where IP phones might go with staff members for home use, power supplies would be needed (see pricing sheet). Additionally, neither Mitel nor Towner Communications can guarantee the QoS because of the internet access in the home office locations.
- The solution is scalable from 5 users to hundreds of users without additional hardware requirements. We have sized the solution based on the revised counts in the supplemental documentation of 162 users. Additions can be made during the discovery and implementation phase with the same promotional pricing (note about a possible phone extension for the Harley floor).
- Mitel and Towner recommend Mitel's 6900 series of fully integrated IP telephones and accessories, as the SNOM phones will not be supported on MiCloud Connect. For purposes of this response, we have included the 6920's for the non-receptionist phones as they are currently FREE! The 6940's with the M695 PKM and DECT headsets for the operators/receptionist, while not free, are substantially discounted and offer enhanced call handling benefits.
- Wall mount kits are sold separately: $30 each or $250 for a package of 10

Throughout the course of the contract, the charges stated will not increase. The only additional charges incurred would be for additional users and services. At the end of the contract, promotional pricing will expire and charges will revert to then-current billing rates for user profiles and rental telephones until another contract is executed or services are terminated.

While Mitel will provide a remote dedicated project manager and remote resources for the implementation of the cloud solution, Towner Communications will perform all onsite services for installing, testing and training for Fort Scott Community College. Towner will participate jointly with FSCC and Mitel on all project meetings, assist with preparation of documentation, receive and inventory all new IP phones, assemble and deliver all new IP phones to the respective locations, install and test all devices, perform onsite training for users and system administrators. The 5 campus locations for FSCC are as follows:

- 2108 S. Horton, Fort Scott, KS 66701 (Main Campus)
- 810 S. Burke St., Fort Scott, KS 66701 (Nursing Campus)
- 501 S. Hospital Dr., Paola, KS 66071 (Paola Campus)
- 274 N. Industrial Dr., Frontenac, KS 66763 (Harley Davidson Campus)
- 813 N. Broadway, Pittsburg, KS 66762

FSCC is expected to provide Voice Ready network with POE for IP Phones. Based on some of the responses to questions asked, Towner understands that PoE will not be available at the time of cutover; therefore, we have included power supplies for all devices. Labor to address network issues is not included in this quote. If Towner Communications is required to provide network assistance it will be billed at our normal time and material rates. Cutover to new system is quoted at standard business hours, Monday - Friday, 8:00 am - 4:30 pm not including holidays. If after-hours work is required additional charges will need to be approved.

Additionally, FSCC must provide a designated project manager that is empowered to make changes and decisions about the installation. The project manager must have the authority to resolve disputes, resource issues, or any scheduling difficulties. The Project Manager will provide any information for install programming in a prompt manner and access to sites as scheduled or provide the proper personnel and resources to accomplish these tasks.

Company Background

Towner Communications LLC is the spin off company of Towner Electronics (TCS). With over 69 years of communications experience serving both local and national clients. We supply our business partners with communications and collaboration software and services needed to compete in an ever-evolving technology-based world. Our solutions are scalable and flexible, as well as easy to install, manage both on and off site, and offer ease of use to our clients.

Towner Communications LLC is a privately held, woman owned Kansas Limited Liability Company, with principal offices located in Mission, Kansas. This facility of 2,000 square feet serves as an administration and development facility. It includes 5 development offices, a conference room, a technical center, a warehouse, and a reception area. This facility was opened in September 2012 and helps to provide customers with state of- the-art networks and backup as well as marketing and sales facilities.

Towner Communications LLC is committed to be the number one provider of cutting-edge telecommunication technology in the Kansas City area. With the ability to service multi-million-dollar accounts as well as small business accounts, we strive to build and foster long lasting relationships with all our clients.

In 2017, Towner Communications was the proud to be recognized in the Kansas City area as one of the Top 25 Business Under 25 Employees. Our owner, Julie Towner serves on the board for National Association of Business Owners (NAWBO). We are proud to be woman owned and support or Kansas City community.

As for day-to-day operations our staff consists of operations, technical and sales departments. The operations department includes administrative and service staff that are in the office answering incoming calls and dispatching technical assistance where needed. Our technical department includes technical and engineering staff which works on service calls or new installations as well as system design services. Our technicians are matched to sites with their areas of expertise and familiarity to provide speedier service response times for our customers. The sales department includes sales and account representative staff. They are in and out of the office interacting with new and existing customers. Customers are assigned a specific sales and account representative to assist with ongoing relationships as well as future projects and the completion of current projects.

Mitel Systems Installed	Years of Experience	Money Saved By Clients	Smiling Clients
1296	115	223222	6175

Please visit our website www.townerkc.com for additional product and company information. We offer exciting new products like Que'd for custom marketing on hold and Vue'd for security camera and surveillance solutions. See what other ways we can help your business communicate.

Mitel, a pioneer and global leader in the unified communications and collaboration (UCC) industry, powering more than 2 billion connections every day, including over 33 million daily cloud connections. Mitel helps companies connect, collaborate and take care of their customers anywhere, anytime, over any device. With over 40 years of experience providing business communication solutions, more than 70 million users in 100 countries have entrusted us with their communication needs. It's why we hold the #1 market share leader in Europe, the Middle East and Africa and why Gartner has recognized us as a Leader in Unified Communications. And offering the best path to the cloud has made us the fastest-growing global cloud communication provider in the world.

Business Communication Experts

The industry's broadest portfolio of business phone systems, collaboration and contact center solutions allows us to support the communications needs of the smallest business to the largest enterprise, both in the cloud and on premise. Mitel products include applications and mobility options that optimize businesses and make companies more productive. Our innovative solutions help customers keep up with leading technology trends, like bring-your-own-device (BYOD), cloud-enablement and multi-channel communication. Businesses can even use our solutions to help attract and retain the best employees and customers. We design for the future, and our solutions create a foundation for today that's both scalable and upgradable for tomorrow. Mitel is an innovative company but technology does not dictate our decisions. Mitel solutions are designed based on customer business objectives and challenges, and our history of innovation is reflected in our 1,800 patents and applications.

Empowering Partners

With more than 2500 channel partners globally, we go the extra mile to help partners win customers with margin advantage, sales and marketing enablement and the most flexible solutions, in the cloud, on premise or a hybrid of the two. The choice and flexibility of our products and services enable our partners to build efficient, robust offerings that are tailored to suit their business needs. And partners gain additional advantages through our post-sales technical support and one-on-one relationship approach.

Recognized by Gartner as a leader in Unified Communications, Mitel's cost-effective migration path from on-site-based to cloud-based communications solutions has enabled it to become one of the fastest-growing global cloud communications provider in the world. Today, Mitel holds the #2 position in the UCaaS market globally and continues to grow its cloud leadership as customers worldwide increasingly look for cloud and cloud-capable solutions to digitally transform their businesses.

Figure 1. Magic Quadrant for Unified Communications

Source: Gartner (July 2018)

Mitel continues to grow its global market share. Mitel maintains the #1 market share position in Europe and is tied for the #2 position in North America in the on-site space. It now has more than four million cloud seats installed, a number that keeps climbing. For this reason, Mitel is recognized as one of the industry's fastest-growing cloud businesses.
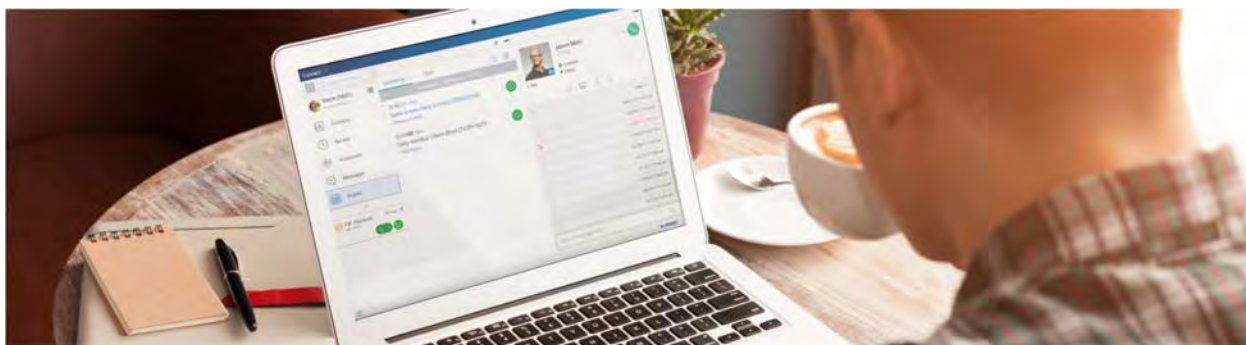
For more than 45 years, Mitel has been trusted by businesses around the world to help them navigate the communications and technology challenges they face in a rapidly evolving marketplace. Our broad, built in- house portfolio gives you the power to choose the solution right for you and the flexibility to consume it at a pace that fits your unique business needs.

MiCloud Connect Benefits

All-in-one, seamless communications
MiCloud Connect delivers a complete communications and collaboration solution with Mitel-built telephony, collaboration, contact center and IP phones so you can communicate seamlessly from a single provider.

Intuitive user experience
Spend less time figuring out how to make the software work and more time being productive. MiCloud Connect's easy-to-use interface streamlines the user experience with integrated features such as cross-launching, single click-to-join buttons and consolidated views.

Robust management portal
Manage your communications in house or have a partner do it for you. The MiCloud Connect Portal gives you real-time tools to manage users, permissions, billing and insights – no telecom experience needed! Plug-and-play provisioning makes it easy to get new locations and users up and running fast.

Reliability you can count on
Deployed out of highly secure, Tier 4 data centers with several layers of redundancy and encryption, so you don't have to worry about a thing. We back our reliability with 99.995% uptime and SLAs with financial penalties if we don't deliver. MiCloud Connect also supports HIPAA and SOC2 compliance for businesses who need to protect sensitive data.

Simple, flexible pricing
What you buy today isn't what you're stuck with tomorrow. MiCloud Connect's flexible service plans give
you the power to add functionality, mix and match profiles and upgrade permissions as business needs change.

Help within arm's reach
With Mitel, you can always rest assured knowing you have access to help 24/7. Use our online knowledge base, chat with us or leverage the help button within our service to get your questions answered fast. With years of cloud migration expertise, we'll make your transition effortless and minimize disruption to your business.

Additional Services & Products

IP phones

Our modern, built-in-house IP phones provide a purpose-built, integrated experience and give us full control over functionality and user experience. With the 6900 series phones, you'll get cordless and Bluetooth options, plus our MobileLink functionality so you can talk in ways that you prefer, from anywhere, easily. Choose from three expansive models and a large assortment of accessories to increase mobility, streamline workflows and enhance productivity.

Native integrations and advanced apps

MiCloud Connect offers a wide variety of native integrations so users can work in the systems they prefer,
stay proactive and deliver positive customer experiences. Our native solutions with leading third-party providers minimize professional services and get you up and running fast. Choose the right one for your specific users so they can work from the systems they already do such as CRMs, ERPs, calendars, web dialers and more.

Enhance your customer experience

Engage with your customers when and how they want to communicate with phone, email, chat, SMS and social media capabilities. Whether you're looking for an integrated contact center or the flexibility of an over-the-top solution, we have you covered.

Trusted by Leading Companies & Analysts

MiCloud Connect Service Plans

Features	Essentials $29.99	Premier $37.99	Elite $54.99
Direct Dial (DID) Phone Number	X	X	X
Mites per Month (domestic outbound)	X	X	X
PBS Features (different for each plan)	X	X	X
Admin Portal	X	X	X
Desktop Client *features provided by this app	X	X	X
Voicemail/Voicemail-to-email	X	X	X
Audio Conferencing*	8 party	25 party	100 party
Web Conferencing/Desktop Sharing*	4 party	25 party	100 party
Video Conferencing *+#	8 party	50 party	100 party
Instant Messaging (IM)	X	X	X
Presence/Availability State*	X	X	X
Peer-to-Peer Video Calling*	X	X	X
Softphone*	X	X	X
Outlook & G Suite Integration	X	X	X
Find me Call Routing/Mobile Extension*	X	X	X
Mitel Teamwork/Business SMS	X	X	X
Web Dialer	X	X	X
Connect for Mobile (Android & IOS)	X	X	X
Voicemail-to-Email Transcription	$	X	X
Salesforce & Other CRM Integrations	$	X	X
On Demand Call Recording (1)	n/a	X	X
Operator*	n/a	n/a	X
Always on Call Recording (1)	$	$	X
Archiving (2) – 7 years for IMs, audio/web conferences & call recordings	$	$	X
Email-to-fax	$	$	$
MiCloud Connect Contact Center (3)	$	$	$

+ Designates total number of participants on MiTeam Meetings, maximum number of on-screen video participants is 16.
# During the Corona virus pandemic Mitel has waived restrictions on participants in a video meeting. Mitel will send a notification before those restrictions are reapplied.
(1) On-demand and Always-on Recording cannot co-exist for the same user (must select one)
(2) For users without Archiving feature, Mitel provides access to instant messages for 18 months, audio and web conference recordings for 3 months and call recordings for 1 year.
(3) MiCloud Connect Contact Center is purchased separately.

Itemized Monthly MiCloud Connect Charges

(based on 36-month agreement with Mitel)

Mitel Services	Regular Price	Qty.	Extended Regular Price	Discounted Price Per Unit	Discount	Total
Useer Profiles						
MiCloud Connect Essentials Profile	$ 29.99	162	$4,858.38	$ 17.99	$ 1,944.00	$ 2,914.38
MiCloud Connect Premier Profile	$ 37.99	0	$ -	$ 22.79	$ -	$ -
MiCloud Connect Eite Profile	$ 54.99	0	$ -	$ 32.99	$ -	$ -
Hardware						
6920 IP Phone Rental *Promo (FREE Rental promo for 6920 phones)*	$ 6.00	153	$ 918.00	$ 6.00	$ 918.00	$ -
6940 IP Phone Rental	$ 11.00	7	$ 77.00	$ 5.00	$ 42.00	$ 35.00
6930 IP Phone Rental	$ 8.00	0	$ -	$ 2.00	$ -	$ -
6920 IP Phone Rental	$ 6.00	0	$ -	$ 2.00	$ -	$ -
M695 PKM Rental	$ 4.00	7	$ 28.00	$ 4.00	$ -	$ 28.00
Integrated DECT headset Rental	$ 6.00	7	$ 42.00	$ 6.00	$ -	$ 42.00
AC Adapter Rental	$ 0.75	162	$ 121.50	$ 0.75	$ -	$ 121.50
Mitel Remote Implementation Services						
JumpStart	$ 50.00	162	$8,100.00	$ -	$ 8,100.00	$ -
Total Monthly Service Commitment, 36 Months						**$ 3,140.88**

Assumptions:

- PoE switches will be used to provide power to IP phones. Where there are no PoE ports, local power supplies will be used to power the phone. Additionally, power supplies can be used when IP phone is used in a home office situation.
- The original RFP requested (4) operator level phones; on the phone count spreadsheet it indicated 7; therefore, we have quoted 7.
- Voice and data will share the same ethernet cable.
- There are no paging systems in the buildings that need to be connected to the MiCloud Connect solution.
- Wall mount kits are sold separately: $30 each or $250 for a package of 10.

*****Promotional Mitel pricing is valid only until 12/31/2020. Order must be signed and submitted prior to the expiration of the promo******

Faxing Options

There are multiple options available for replacing the analog lines used for faxing and migrating to an IP-based cloud fax solution. The first option is to point the fax DID to the cloud and have incoming faxes delivered as a pdf to an email destination, or group of email boxes. Users fax from their desktop; in situations where a fax is sent to a group of email or a distributions list, outgoing faxes can only be sent from the designated administrator (the others can forward the document to be faxed to that individual). This option is best suited where there is no need to continue using a physical fax machine. There is a monthly fee associated with each fax DID, includes 500 pages per month (additional pages cost $0.10 per page) and a one-time setup fee per fax DID.

The second option is best suited where it is necessary to keep a physical fax/multi-purpose machines in place. In this option, the fax DID is also ported to the cloud, but instead of delivering a pdf file to an email destination, an analog terminal adapter is installed, converts the IP signal back to analog, and delivers the incoming fax to the physical machine. There is a monthly fee associated with each fax DID, unlimited number of pages, and a one-time purchase of the analog terminal adapter (ATA).

The fax options can be mixed and matched to best fit the users' needs:

- Admin (Receiving and Sending)
- Athletics (Receiving and Sending)
- SSC (Receiving and Sending)
- Harley (Receiving and Sending)
- Financial Aid (Receiving and Sending)
- Paola (Receiving and Sending)
- Burke (Receiving and Sending)
- PITT COSMO (Receiving and Sending)
- HR Fax (receiving)(?)
- Food Service Fax (receiving)(?)

Fax Services	Regular Price	Qty.	Extended Regular Price	Discounted Price Per Unit	Discount	Total
Faxing Options						
Hosted Fax-to-Email (includes 500 pages)	$ 10.00	8	$ 80.00	$ 10.00		$ 80.00
Requires one-time setup fee per fax line	$ 3.00	8	$ 24.00	$ 3.00		$ 24.00
OR						
Fax keeping your existing fax machines, unlimited number of pages	$ 30.00	8	$ 240.00	$ 30.00		$ 240.00
Required Equipment Purchase (MP202 Fax ATA) for each fax machine/multi-function machine	$ 338.00	8	$2,704.00	$ 338.00		$ 2,704.00
Might require cable run if current is not at least CAT5 for ATA support. Site survey will be required for pricing						

(Based on 36-month contract)

Schedule of Onsite Implementation Services (performed by Towner Communications)

While Mitel will provide a remote dedicated project manager and remote resources for the implementation of the cloud solution, Towner Communications will perform all onsite services for installing, testing and training for Fort Scott Community College. Towner will participate jointly with FSCC and Mitel on all project meetings, assist with preparation of documentation, receive and inventory all new IP phones, assemble and deliver all new IP phones to the respective locations, install and test all devices, perform onsite training for users and system administrators. The 5 campus locations for FSCC are as follows:

- 2108 S. Horton, Fort Scott, KS 66701 (Main Campus)
- 810 S. Burke St., Fort Scott, KS 66701 (Nursing Campus)
- 501 S. Hospital Dr., Paola, KS 66071 (Paola Campus)
- 274 N. Industrial Dr., Frontenac, KS 66763 (Harley Davidson Campus)
- 813 N. Broadway, Pittsburg, KS 66762

FSCC is expected to provide Voice Ready network with POE for IP Phones. Labor to address network issues is not included in this quote. If Towner Communications is required to provide network assistance it will be billed at our normal time and material rates. Cutover to new system is quoted at standard business hours, Monday - Friday, 8:00 am - 4:30 pm not including holidays. If after-hours work is required additional charges will need to be approved.

Additionally, FSCC must provide a designated project manager that is empowered to make changes and decisions about the installation. The project manager must have the authority to resolve disputes, resource issues, or any scheduling difficulties. The Project Manager will provide any information for install programming in a prompt manner and access to sites as scheduled or provide the proper personnel and resources to accomplish these tasks.

Qty	Description
1	**Services** **Installation and Design** Professional Services, including project management, onsite installation, user training and administrative training

TOTAL PRICE   **$10,800.00**

Pricing excludes taxes and is valid until 12/31/2020.

Proposal, services, equipment and design are based on information provided in the RFP document issued by Fort Scott Community College.

Payment Terms – 50% advance payment for Towner professional services is due up front. Balance is due upon completion. Mitel MAY require one month in advance at time of contract signing.

SOLUTION OVERVIEW AND BID RESPONSE

Avaya Cloud Office Collaboration Platform
Campus Migration

FOR

2108 South Horton St
Fort Scott, Kansas 66701

Yellow Dog Networks, Inc.
Jeff Thomas
jthomas@yellowdognetworks.com
816-767-9364
www.yellowdognetworks.com

December 8, 2020

December 8, 2020

Julie Eichenberger
Fort Scott Community College
2108 S. Horton Street
Fort Scott, KS 66701

Dear Julie,

On behalf of the entire Yellow Dog Networks team, thank you for the opportunity to provide Fort Scott Community College with this response to your advertisement for bid for a cloud-based phone system to be deployed across your campuses. This proposal offers a fully compliant, Avaya Cloud-based unified communications and collaboration solution.

At Yellow Dog Networks, we understand that you want to make every communications experience transformative, and your interactions more efficient and effective. Every day, we are helping leaders like you unlock the power of cloud for your entire business utilizing Avaya cloud voice technologies.

We are confident that the vision and capabilities detailed in this proposal are unique and deliver compelling value to the College, as you migrate to the cloud. We look forward to answering any questions you have regarding this proposal and are eager to get help guide your organization's digital transformation with an Avaya cloud solution.

Thank you again for the opportunity to deliver this proposal.

Sincerely,

Steve Margherita
Avaya Practice Manager
Yellow Dog Networks
314-474-1400
smargherita@yellowdognetworks.com

Contents

1.   Company Overview

Yellow Dog Networks, Inc. (YDN) is focused on helping customers position their IT infrastructure to maximize business goals. We are an Avaya Emerald Partner and hold Certifications across all of Avaya's Solution Platforms, so we are uniquely positioned to integrate a converged network infrastructure that enhances employee productivity, increases ROI, and reduces TCO. Yellow Dog Networks aligns objectives with our customers' business goals rather the goals of our manufacturing partners. This alignment allows us to be your trusted advisor rather than an extension of the manufacturer.

Yellow Dog Networks' experience in large government, enterprise, and Service Provider networks allows us to design and implement the most effective technologies using proven methodologies in our customers' networks. Combining these philosophies allows us to provide networking solutions that keep our customers in front of their competition.

Yellow Dog Networks is headquartered in Kansas City, MO with satellite offices in Springfield, MO, St. Louis, MO and Des Moines, IA.

Avaya, Inc. Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, Avaya has enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees.
Avaya builds open, converged, and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, Avaya is committed to innovation, partnership, and a relentless focus on what is next. Avaya is the technology company you trust to help you deliver Experiences that Matter

2.   Proposal Information

2.1.   Description of Current Environment and Bid Response Details

Fort Scott Community College (FSCC) currently utilizes a premise-based platform to operate their campus-wide production voice network. This platform provides voice services throughout the campus. FSCC is investigating replacing their existing premise and analog based, voice network and this proposal offers to move the production voice environment to the Avaya Cloud Office by Ring Central, cloud hosted collaboration platform. This would unite the campus on a single platform that offers significantly

enhanced services and capabilities across all campus locations and for all users regardless of their physical location.

<div align="center">

Fort Scott Community College

Cloud-based Phone System

Advertisement for Bids

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Section I: <u>Scope</u>

Fort Scott Community College (FSCC), hereby known as the "requester", is accepting multiple

separate bids for obtaining a cloud-based phone service. Participants are required to provide a

proposal for this request if to be considered for this contract. We are currently running an onsite

appliance with SNOM POE phones. We want to move to a cloud-based solution where we

purchase new compatible phones, will have the option to lease phones, or it integrates with the

phones that are already in place respectively and in that order. All items listed below should be

considered mandatory and should all be submitted within a single proposal unless otherwise

specified:

Section II: <u>Common Requirements:</u>

1. Voicemail; preferably visual voicemail. Must be able to receive voicemail messages by email as well. **Included**
2. Caller ID for incoming calls, and internal-to-internal calls **Included**
3. Mobile Device App (Android, Windows phone, and Apple iOS compatible); **Included and available for ALL USERS**
4. Desktop softphone App (Windows and MacOS compatible) **Included and available for ALL USERS**
5. Location-based 911 Calling **Included**
6. Operator or receptionist compatible, meaning having someone at specific locations be able to route phone calls. **Included**
7. Compatibility with Fax machines; must be able to send from a fax-based device. **Fax via Analog Terminal Adapter and 8 have been included.**

8. Location-based 911 Calling – all phones must be capable of dialing 911 with the physical address being reported in the call data itself. The physical address of the 911 caller must be accurate, even if the 911 call is being placed from one of our offsite locations. **Included and mandated for every device. Managed by user or admin.**

9. Flat Rate Billing: The service must have flat rate billing. We must have unlimited minutes and no long-distance charges. Caller – required. **Included, unlimited Long Distance in North America. Toll charges do not apply unless international calls are placed**

10. We have a few numbers that need to be ported over and those numbers kept as DID numbers or main call in lines. (Will provide a list of these at a later time) **Included**

11. Must define the Inflation schedule for billing over the course of the service. We need to know how pricing will change or fluctuate over time. **Three-year contract and pricing per user will not fluctuate during the contract period. Fluctuations in user count will change monthly billing amount**

Preferred:

1. DID numbers, with a preference to locally available DID numbers (local numbers to Fort Scott, KS and/or the off-site locations) **Contract will include a main number and DID numbers (ported or assigned) for every user and fax. Additional or "parked" DID's will bill a nominal additional amount per month**

2. Approximately 165 Phones **Avaya has included new state-of-the-art, IP phones for every voice user at no charge with the 36-month commitment.**

Section III: Installation Details:

Requirements:

1. We are looking for the chosen participant to install and configure all phones and services provided other than internal network changes that may be required to be performed by FSCC's staff. **Included**

2. Campus visits or surveys/walkthroughs can be scheduled by contacting the requester (see below). We will be trying to coordinate campus walkthroughs so that they are grouped together. **NA**

3. Must need to know the turnaround time in which this can be deployed. We need the one-time installation costs to be separated or itemized separately from the actual service fees. **Deployment will take 4 to 6 weeks after contract acceptance by end user.**

4. We have 5 campus locations **Acknowledged**

        a. Fort Scott Main Campus (2108 S Horton Fort Scott, KS 66701)

        b. Burke Street Campus (810 S. Burke Nursing) (Fort Scott, KS 66701)

        c. Paola Campus (501 Hospital Dr. Paola, KS 66071)

        d. Harley Davidson Campus (274 N. Industrial Dr. Frontenac, KS 66763)

        e. Cosmetology Campus (813 N. Broadway Pittsburg, KS 66762)

Preferred:

4. 165 Phones - We would prefer to purchase new phones, or lease the phones, unless our current SNOM phones are compatible. We need 161 Basic phones and 4 operator-level phones to forward and transfer calls. **Avaya has included new state-of-the-art, J169 IP phones for every voice user.**

Section IV: <u>Other Considerations:</u>

- We have approximately 8 POTS fax machines. We need to know if they will work as is, or if an ATA, or equivalent device, will work to adapt them to VOIP or if they are not an option at all. We will need a fax solution in any event, so if the current fax machines will not work, we will need a comparable solution to be included in the quote. We would prefer to keep our current fax machines if possible. **Every system user will have the availability of a fully functioning e fax account which shares the station DID number. 8 analog devices have been licensed and included, at no cost, by Avaya. Your existing fax machines will connect to these devices.**

- We have 2 active conferences phones (Polycom units) these units are still useable and would prefer to use them if possible. **Your existing Polycom phones will not work with the Avaya Cloud Office Platform. You can purchase the B199 conference phone which will work with the platform. These have not been included in this bid response and pricing is available upon request.**

- We need the solution to be compatible with the "Work from Home" model. **Every user will function the same no matter where they use the phone/apps. They only need internet connectivity (broadband throughput) but geography is no longer a constraint with ACO**

- DID Numbers – We would like to keep the main numbers (620-223-2700) and others offsite phone numbers (put those in here before submitting the RFP, the phone companies will need to do recon on these numbers to see if they are transferrable) for the college so that the operator(s) can transfer calls to those other DID extension. **We assume these numbers are portable based on the carrier. The porting of these numbers is included in the subscription price. Operator stations are available, and the capability has been included.**

Bids must be sent to Attention: Phone System Refresh at rfp@mailboxes.fortscott.edu and turned in by 3:00 PM on Tuesday September 15, 2020. Please email proposals to rfp@mailboxes.fortscott.edu or mail proposals to:

Attention: Julie Eichenberger; Phone System Refresh

Fort Scott Community College

2108 S. Horton Fort Scott Community College

Fort Scott, KS 66701

Reviewing submitted proposals will begin at 3:00 p.m. on that date. Upon acceptance of the recommended bid at the next Board of Trustee's meeting, all participating vendors will be notified of all vendor participation information by email. As this information is presented for the Board of Trustees, which is a matter of public record, it will be made available for anyone whom requests it. For questions, please contact Jason Simon at jasons@fortscott.edu.

Fort Scott Community College reserves the right to refuse any and all bids or requests and may remove specific "alternate" requests if and when it is necessary to meet the budgetary requirements of this project.

2.2. Technology and Services Recommendation

We are pleased to offer Avaya's latest Cloud Voice offering, Avaya Cloud Office (ACO) and the ACO Experience. This project would represent a significant step toward a streamlined, always-on and managed and full-featured communication and collaboration solution. Implementing Avaya Cloud Office would eliminate all existing telephony hardware, telephone sets, and would eliminate the need for most of the existing, voice-only, copper cabling plant.

All existing user accounts and phone numbers would be migrated from the current system to the Avaya cloud via number ports. Since the cloud subscription covers all local and long distance calling anywhere in North America, FSSC would save all charges currently associated with North American long-distance charges. A migration to ACO would also offer savings of all costs associated with maintenance and support of the network, phone sets and the voicemail platform. On the ACO platform all upgrades, maintenance and ongoing support are included in the Avaya Cloud Office subscription.

This conversion would replace all existing telephone sets with Avaya provided IP hardware and it would offer upgraded users' access to new, best-of-breed mobility tools. By eliminating all of the overhead associated with internal and external communications and collaboration, FSCC can realize savings of

both costs and resources which will offer a help offset the monthly subscription price. All users would have access to a fully capable and best of breed video conferencing platform. This could potentially save FSCC some of the expense associated with their current video collaboration platforms.

The ACO platform will also offer a robust set of application integrations which will greatly enhance the value of the platform. The platform is fully compliant and offers to free your staff of the worries associated with compliance and maintenance.

2.3.   Proposal Details – Product Overview

Avaya Cloud Office can fundamentally enhance the way your business communicates with customers, partners and across your organization by simplifying the way you call, chat, meet and collaborate.

Go beyond a simple cloud-based phone system. Chat, make calls, plan and join meetings, share on the screen, see who's there on video. Stay on task and on schedule with file sharing, task management, and virtual team rooms. And, while everyone is chatting, meeting, sharing—aka, working—your business is running smarter, better, and more aligned.

Communications that fit how you work, always handy on any device, in any location. Choose from 100+ business integrations to customize a true cloud unified communications experience. Packaged and priced so you can be up and running fast, yet flexible enough to move over in phases. Avaya Cloud Office gives your employees and customers the features and options you want, all in one app.

Avaya Cloud Office places you, and all your users, in control of their communications, and delivers a unified communications experience that is intuitive to use and accessible from a phone, a browser or any mobile device. From a single interface you'll chat with colleagues, make and receive calls, plan and join meetings, collaborate with screen sharing and video and keep your teams on-task with file sharing, task management and virtual team rooms that let everyone share and stay up-to-date.

If all those capabilities sound like a lot to manage, don't worry – we take care of that for you. This public cloud solution from Avaya makes it easy. We keep your solution updated and secure with the latest releases – you don't need to lift a finger. And Avaya Cloud Office's flexibility makes it easy to expand as your business grows – in people or locations.

AVAYA

Avaya is now moving at cloud speed and investing for the future to provide our customers and partners with the innovative cloud solutions they need.

- JIM CHIRICO – CEO, AVAYA

Bring your Communications into the 21st Century

Voice is no longer the only way—or even the preferred way—to stay in touch with customers and colleagues. Instead, chat/Instant Messaging (IM), often begins an interaction that may escalate into an audio, video, or content sharing session. The reality is your employees and customers expect more - they want a seamless and intuitive communications experience that fits into how they work instead of changing the way they work—helping them stay in touch on their device of choice as they move throughout their day.

Avaya Cloud Office creates a portal for communications, allowing your people to quickly transition to the mode that's exactly right for them at any moment. One click is all it takes to start a call, join a meeting, contribute to a team chat or share content.

Avaya Cloud Office User Applications for PC's and Smartphones

Integrated Meetings Keep It Simple and Reduce your Costs

With Avaya Cloud Office, there's no need to pay for separate meeting services. You'll enjoy unlimited audio and video conferencing with up to 500 participants (video conferencing) or 1,000 participants (audio conferencing). Share your screen and files with colleagues, integrate with your existing conference room systems and create impactful webinar experiences for large audiences. Built in integrations to Outlook and Google Apps make meeting scheduling automatic.

Avaya Cloud Office Built-in Video Conferencing

Texting for Business

Texting (SMS) may be the most common way today to engage with someone else. But texting from your personal account may not be appropriate or optimal. It requires sharing your personal number with business
contacts and makes it difficult to keep all your business communications in one stream. With Avaya Cloud Office, you get the same experience you are used to, but all from within your Avaya solution. No mixing up contacts or worrying about personal verses business communications – each kind of contact stays within its domain. And Avaya Cloud Office supports Multimedia Messaging Service (MMS) allowing you to send and receive images, videos and other multimedia content.

Simple Communications
with Avaya Cloud Office™
by RingCentral®

One Number Does It All

With Avaya Cloud Office, one number does it all – voice, FAX, texting and multimedia messages all come to your single number – easy to manage, easy to control, and easy to see at a glance. And you'll always know what's going on even if you can't pick up, through instant notifications for voice and FAX messages via email, SMS or the Avaya Cloud Office app.

Secure, Reliable Communications for your Critical Business Needs

The Avaya Cloud Office's platform ensures you receive the security, reliability and coverage you need to move your business forward. Enterprise-grade capabilities like multiple, globally distributed data centers, enterprise single sign-on, and flexible role and permissions for administrators ensure your critical business communications remain secure and available when you need them.

Integrations that Make Sense for the Way you Work

You rely on a variety of different tools to get your work done every day: desktop apps, workflow automation, and customer relationship management from such vendors as Google, Salesforce, Oracle and Microsoft. With Avaya Cloud Office, you can integrate those apps with your communications, creating a seamless experience that eliminates the need to switch between applications. Simple, intuitive and fast. It lets you get more done.

Understand your Communications. Understand your Business

Take the guess work out of understanding how communications work at your business. Avaya Cloud Office comes complete with an up-to-the-hour advanced call management system and analytics. Use the built-in reports or create your own dashboards with over 30 Key Performance Indicators (KPIs). You'll understand such metrics as your utilization, missed calls, time to answer, refused calls, meeting frequency, and system Quality of Service (QoS).

Avaya Cloud Office Business Analytics Dashboard

Go Beyond

With Avaya Cloud Office, you'll go beyond voice communications to a world where multi-media collaboration brings unprecedented productivity to your users and unprecedented responsiveness to your customers.

Flexible, easy to use, feature rich, mobile friendly and backed by Avaya's award-winning support, Avaya Cloud Office is available today to simplify your communications so you can focus on driving your business forward.

All New, All Free Telephones

The Avaya IX™ IP Phone J169

Avaya has agreed to provide a new J169 IP telephone with every licensed user. This is one of their premier IP telephones and represents the state-of-the-art in IP telephony HD endpoints.

By including these phones as a benefit to FSCC, Avaya is saving the University over $ 10,000 in potential telephone expense. This is an extremely aggressive offer by Avaya and is indicative of their desire to partner with FSCC. This offer requires at least a 36-month contract for Avaya Cloud Office.

The high-performing Avaya IP Phone J169 features a grayscale display, 4 soft keys, high-definition audio quality, integrated Gigabit Ethernet interface, headset support, and up to three 24-button Expansion Modules.

The J169 IP Phone leverages your enterprise IP network to deliver sophisticated voice communications from headquarters, remote locations, or home offices. Tightly integrated with the Avaya Cloud Office® and IP Office™ platforms, the IP Phone optimizes communications through a flexible architecture that leverages existing investments and accommodates changing business needs.

Key Features and Benefits
- Delivers high-definition audio that can increase productivity by reducing fatigue and provides easier-to-understand multi-party calls through the wideband audio codec in the handset and headset.
- Simplifies call control on the display using softkeys for everyday functions such as transfer, conference and forwarding; also makes it easy to perform everyday tasks such as quick access to the corporate directory.
- Provides visual cues that can speed task management through 8 dual-color Red / Green LED buttons.
- Improves flexibility through support of a secondary Gigabit Ethernet port for a PC.
- Enables high-speed call handling through support of up to three Avaya J100 Expansion Modules.
- The handset has built in volume boost for hearing impaired to avoid having to purchase a separate amplified headset.
- Accommodates advanced unified communications solutions through Session Initiation Protocol (SIP).
- Supports reduced energy consumption and lower costs through Power-over-Ethernet Class 1 design with "sleep mode".

A modern, connected, personalized experience for customers and addresses the need for secure, reliable voice communications for users within large enterprises and small and medium-sized companies.

WHAT HAPPENS AFTER YOU CHOOSE AVAYA?

What can FSCC expect?

Avaya and Yellow Dog are committed to helping your business get the maximum value out of your cloud solution. Our Technical Services and Customer Success teams work hand in hand through the initial configuration and set-up process to capture your needs, schedule a kickoff call, track delivery and assist with end user rollout.

Our support doesn't stop there. Our Customer Success team will continue to stay involved by analyzing usage, identifying potential areas for improvement and sharing new enhancements.

This white glove service is coupled with a self-administration portal, so you have the power to manage your solution and make ongoing changes based on your schedule. With Avaya, your cloud experience will not only be as seamless as possible, it can enrich the service you offer to your customers.

You Place Your Order	**System Programming**	**Equipment is Sent**	**Training and Set-up**	**Ongoing Support**
Avaya Customer Success sends welcome email with porting forms and implementation worksheet.	Kickoff call with Technical Services along with follow up email on implementation details.	We send you your hardware (if any) that you can plug right in. Nothing to configure. Number porting takes place.	Follow up training session. Individual users download soft client, learn how to use their devices, setup call handling (DND exception list, voicemail, mobile twinning, call forwarding).	User rollout and system turn-up. Support is included - provided by Avaya and Yellow Dog support teams.

3.   Pricing

FSCC's estimate (below) details the budgetary costs of Avaya's service as follows, based solely on information provided in your advertisement for bid and subsequent information:

YOUR CUSTOM QUOTE

The estimate (below) details the budgetary costs of Avaya's service as follows, Monthly subscription charges (based on per-seat or consumption) for a 36-month term. We have used a total user population of 165 phone users and 8 analog "basic service" accounts with ATA's provided.

- Taxes are not included on this quote, but 911 fees and compliance and administration fees have been included.

We have not included conference room phones with our bid. Those items are available, and pricing can be provided upon request. Enhanced Receptionists Phones with add-on modules are also available but have not been included in the bid,

Note: All prices in $USD. Prices good for 30 days and does not include applicable taxes.

Avaya Cloud Office Services for Monthly Billed Service – 36 Month Term

Fort Scott Community College Pricing Proposal 36 Month Contract			
Avaya Cloud Office Plan	User Count	Discounted Price	Total Cost
Avaya Cloud Office Standard Plan - DigitalLine Unlimited	162	$ 12.99	$ 2,103.93
Avaya Cloud Office Standard Plan - DigitalLine Basic	12	$ 7.50	$ 90.00
e911	174	$ 1.00	$ 174.00
Compliance and Administrative Cost Recovery Fee (CRF)	174	$ 3.50	$ 609.00
Total Office Monthly Costs*			**$ 2,976.93**

One Time Costs (Hardware and Labor)	Count	Discounted Price	Total Cost
Poly OBi302 ATA	8	$ 0.00	$ 0.00
Avaya IX IP Phone J169	162	$ 0.00	$ 0.00
Avaya Labor for Implementation			$ 4,900.00
Yellow Dog Labor for Implementation			$ 5,600.00
Total Hardware and Labor Costs*			**$ 10,500.00**

*Does not include taxes

**Does not include shipping and sales tax

Requires 36 Month Term Monthly Contract

Avaya Cloud Office Services for Annual Prepay Contract – 36 Month Term

Fort Scott Community College Pricing Proposal 36 Month Annual Prepay Contract				
Avaya Cloud Office Plan	User Count	Discounted Price	Total Discount	Total Cost
Avaya Cloud Office Standard Plan - DigitalLine Unlimited	162	$ 137.94	$ 2,106.45	$ 22,346.28
Avaya Cloud Office Standard Plan - DigitalLine Basic	12	$ 83.94		$ 1,007.28
e911	174	$ 12.00	$ 0.00	$ 2,088.00
Compliance and Administrative Cost Recovery Fee (CRF)	174	$ 42.00	$ 0.00	$ 7,308.00
Total Office Annual Costs*			**$ 2,106.45**	**$ 32,749.56**

One Time Costs (Hardware and Labor)	Count	Discounted Price	Total Discount	Total Cost
Poly OBi302 ATA	8	$ 0.00		$ 0.00
Avaya IX IP Phone J169	162	$ 0.00		$ 0.00
Avaya Labor for Implementation				$ 4,900.00
Yellow Dog Labor for Implementation				$ 5,600.00
Total Hardware and Labor Costs*				**$ 10,500.00**

*Does not include taxes

**Does not include shipping and sales tax

Requires 36 Month Term Monthly Contract