

LogMeIn USA, Inc.  
Response for  
Request for Proposal for  
Cloud-based Phone System

**Proposed to:**

Fort Scott Community College  
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Fort Scott, KS 66701  
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**Proposed on:** December 8 2020

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# Executive Overview

LogMeIn is pleased to present the GoToConnect, powered by Jive, Hosted Cloud Solution. LogMeIn is a leader in UCaaS, G2 just rated GoToConnect as the # 1 UCaaS solution.

GoToConnect's hosted Voice solution has been purpose-built to replace existing legacy systems with powerful, feature-rich unified communications that are cost effective, easy to manage, and reliable. Jive is a global leader in the Unified Communication Collaboration space. GoToConnect, powered by Jive is now part of UCASS trailblazer LogMeIn! Our solution provides an excellent level of functionality for today, as well as tomorrow. Jive has 170 developers, are constantly enhancing the homegrown platform.

## Unified Communications & Collaboration



### A GLOBAL, UNIFIED SOLUTION, INDIVIDUALIZED TO SITE-SPECIFIC NEEDS

The majority of our public sector customers have multiple, geographically dispersed locations with multiple, disparate communications systems in place to support all system users. Not only is this type of configuration difficult to manage and expensive to maintain, it also creates a dramatic technology gap. System fragmentation unnecessarily complicates life for employees daily, as well as for IT staff who are responsible for troubleshooting and supporting issues across all the different systems.

With GoToConnect, our customers immediately eliminate these technology gaps between users and locations. GoToConnect is set up for centralized management, billing, and analytics, resulting in consistent, tightly integrated experience for both customers and employees. At the same time, GoToConnect empowers each site to individualize the solution to meet their needs. From a simple, browser-based interface an individual school or government office can quickly and easily create and manage dial plans, auto attendants, messages, and other features to their specific needs.

### SIMPLIFIED, ONE-WINDOW SYSTEM MANAGEMENT

Telephone system management, including regular moves, adds, and changes (MAC work) has long been difficult and resource-intensive for every organization. In-house personnel, certified manufacturer

technicians, or telephone company resources must be dedicated to performing even the simplest tasks - from setting up a new employee, to reconfiguring a dial plan, or changing an auto attendant greeting.

With GoToConnect, powered by Jive, the entire system is managed from a simple, browser-based window. Authorized customer administrators can easily login to the GoToConnect, powered by Jive, Web administrator portal and customize every aspect of the solution using simple, drag and drop functionality and intuitive wizard guides. Even novice users can, with as little as one hour's training, manage complex dial plans, add and edit users, devices, or extensions, and access reports and analytics on their own and without any assistance from their internal IT resources.

## **SYSTEM RELIABILITY AND POWERFUL SURVIVABILITY OPTIONS**

Every level of our Cloud is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, our collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Within the Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.

Our Cloud offering operates from several dispersed, worldwide datacenter locations. Jive chooses datacenter facilities that are essential to the markets we serve, enabling us to provide highly available service and resilient network access to any geographic market. Jive's global datacenter footprint includes tier one centers in: Los Angeles, CA, New York, NY, Dallas, TX, Chicago, IL, and the United Kingdom. This distributed (not centrally hosted) model brings the following key advantages:

- Scalability. Every deployed instance of our Cloud offering is fully able to independently handle all system functions, including call routing, device registration, online configuration, etc.
- Load Balancing. Calls are routed from service to service based on a combination of system health and geographical distance. When a customer call is initiated, it is routed dynamically to the datacenter where call management can best be accommodated (e.g., most quickly, best quality, closest proximity, etc.) and where the service instance with the most capacity is located.
- Redundancy. Because multiple instances of a service are always available, the system is highly resilient to single service failures as well as full datacenter outages.

All of our selected datacenters have successfully completed AT-101 SOC II security audits. These audits stringently evaluate datacenter management, security, and controls over infrastructure and information, as well as the people, procedures, and systems which operate and support them.

In addition, the Business Continuity (JBC) product provides an extra layer of protection from public internet or WAN outages. Reinforcing the stability of the Jive Cloud platform, JBC delivers uninterrupted extension dialing, intercom access, prioritized 911 calls, and local survivability.

- Automate system failover and fallback. With JBC, you might not notice your next internet outage. JBC automatically kicks your system into failover mode and monitors the system until it can be fully restored.
- Preserve extension and outbound dialing. JBC allows you to make outbound calls and dial

internally so you can reach clients, family, employees, and emergency services. You can also receive prioritized inbound 911 calls.

- Prioritize your outbound emergency calls. In failover mode, your emergency calls should still take priority. That's why, during an outage, calls to 911 will take an open line or bump an active call to connect you with emergency services.

The JBC is unique among hosted providers. It offers our customers the reliability of a premises-based solutions, while allowing them to access the power of a fully hosted solution.

### **SIMPLIFIED, ALL-INCLUSIVE PRICING MODEL**

GoToConnect's, powered by Jive, simple, per-seat pricing model delivers all-inclusive monthly service costs. With Jive, there are no hidden fees, no additional charges for features, and no per-minute costs for all local and domestic long distance dialing. Jive also offers 24/7 full solution support for every customer at no additional cost and without requiring an additional service contract.

In addition, GoToConnect is completely responsible for all software maintenance and updates. We manage and maintain all infrastructure, software, and hardware involved in the solution and ensure everything is kept up-to-date. Our customers never pay for a user license or feature upgrade. Our service delivery platform is engineered in such a way that updates and maintenance do not require scheduled downtime but are instead rolled out across the platform during periods of low utilization.

We acknowledge we have received your terms and conditions. Upon award, LogMeIn reserves the right to negotiate in good faith the specific contractual terms relating to the proposed engagement. LogMeIn proposes to provide the services described in this proposal under terms materially consistent with its standard Terms of Service (see <https://secure.logmein.com/home/en/policies/terms-and-conditions>), subject to such modifications as may be agreed by the parties to incorporate terms and conditions of the RFP request.

# Response to Technical Requirements

## Section II: Common Requirements:

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

Voicemail, like all other components of GoToConnect's services, is delivered on a hosted basis. There is no practical limit to the number of voicemail boxes that can be supported on any given account and no additional charge. No additional equipment, software, or licensing is required for this feature.

- Unlimited Mailboxes. All GoToConnect users can have one or more voicemail boxes, as the solution supports unlimited individual and group voicemail boxes.
- Anywhere Access. Voicemail can be accessed from any location or telephone.
- Voicemail-to-Email. With GoToConnect, users can designate an email address to which a copy of the voicemails should be sent. The voicemail messages are attached as a .wav or a .wav49 file, and the email contains call information such as caller ID, duration, etc. This is an extremely popular feature, as it allows end-users to listen to their voicemail anywhere they have email access.
- Visual Voicemail. Through GoToConnect and the mobile app users can visually manage and listen to their voicemails without needing to dial into the voicemail IVR. Users can listen to a voicemail, delete, mark as listened to, scrub through the voicemail, and see the length of the message.

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

GoToConnect supports caller ID features at no additional cost. GoToConnect has options for modifying caller ID for outgoing or incoming calls, allowing users to control what information is seen before picking up a call. GoToConnect can interface with Caller ID offered from the local operating company as well as display both the name and the number of the caller. Calls can be viewed directly on the physical phone itself and call information is automatically maintained in call logs.

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

LogMeIn supports a softphone (GoToConnect, which can run either in a browser window or on the desktop (Mac or PC)) which provides the same basic features as a desktop hard phone PLUS web and video conferencing, screen sharing, and more. A smartphone app is also available for both the iPhone and Android, providing softphone capability on mobile devices. These apps allow a wide range of desktop features to be enjoyed on a mobile device, including 10-party conference calls, video calls, transfer, hold, and more.

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

See response to 3, above.

### 5. Location-based 911 Calling

LogMeIn provides E911 services. LogMeIn's E911 solution automatically associates a physical address with the caller's telephone number and routes calls to the most appropriate Public Safety Answering Point (PSAP) for that address. It displays the caller's address and information to the operator immediately upon call arrival, providing emergency responders with the location of the emergency without the caller having to provide it.

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

## **phone calls.**

GoToConnect currently supports traditional, hardware-based attendant consoles. An extension module (i.e., sidecar) is attached to an existing handset and allows the operator to transfer calls quickly and without having to enter an extension. The module also enables limited presence awareness capability.

A browser-based software application is currently in development. Once complete, it will offer more advanced functionality and will not require any additional hardware.

We can recommend a third-party software attendant console that is proven to work well with GoToConnect.

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

GoToConnect can support traditional and virtual faxing. To support traditional fax, LogMeIn provisions an ATA that, when connected to the LAN, outputs an FXS (analog) line delivering dial tone to a fax machine. This device is placed next to the fax machine; inbound and outbound faxing occurs as normal.

Please note that the Cloud-based solution provides a simpler fax functionality in that all users automatically have the ability to virtually send and receive faxes using their GoToConnect account. This feature is provided at no additional charge. Incoming faxes are converted to .PDF files and are received by the user in his or her email inbox. The same users can send faxes by attaching any of a number of supported file types to an email message and sending it to the destination fax number via GoToConnect's email-to-fax feature. When sending a fax, a user will be prompted to enter a PIN for authentication purposes. This PIN will have been supplied to each user by the system administrator.

## **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.**

LogMeIn's E911 services can send the actual room or office number (as part of the address) to the appropriate Public Safety Answering Point (PSAP). This feature requires that a unique DID (telephone number) be assigned to every handset for purposes of outbound calling (the specific room-based information is associated with that DID). Room-based information greatly facilitates emergency response and enables emergency personnel to locate exactly where their services are required in the event of an emergency.

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

GoToConnect seat licenses are all-inclusive - including 80+ features and access via hardphone, softphone, and mobile app. Users can use any or all of these methods to access the system without incurring additional charges. Unlimited domestic local and long-distance calling (including Canada) is included with GoToConnect for no additional charge.

## **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)**

Existing numbers can be ported (transferred) over to GoToConnect service. Upon receiving the bid award, LogMeIn will issue the port request form. This form is to be filled out by the client with all the complete and accurate information. When LogMeIn receives this request form, they will send it to the losing carrier. The losing carrier then has up to 72 hours to respond to the request. The process of porting existing numbers can take anywhere from 5–20 business days—depending on area and existing telephone provider. Incorrect/incomplete

information may cause the order to be rejected by the existing telephone provider. If a port request is rejected, the request will be resubmitted and the porting timeline will start over.

**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.**

Pricing for additional seats will remain constant throughout the term of the contract.

**Preferred:**

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

Direct inward dialing allows users to receive calls directly to their phone from any local, national, or international number. Upon award, LogMeIn will work with the customer to identify and screen all existing numbers for portability. LogMeIn offers full Local Number Portability (LNP) compliance and is easily able to port existing client DID numbers to their new GoToConnect accounts.

Additional DIDs can be purchased through the administration portal. The administrator is able to specify area codes and exchanges and search through available numbers.

**2. Approximately 165 Phones**

This is supported.

**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.**

LogMeIn uses proven best practices and a proactive, high-touch approach to manage the implementation of all new LogMeIn Voice and UC solutions. Applied across the following phases of the implementation life cycle, the LogMeIn approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

**Initiating:** LogMeIn Project Managers (PMs) review expectations and gather customer information and preferences required for system configuration and number porting. They clearly define transition activities, timelines, and responsibilities for the customer and the LogMeIn implementation team. Detailed statement of work, project plan (with schedule), and preliminary order paperwork are prepared and presented to the customer for review and approval. LogMeIn engineers assess the current communications environment and identify system needs. They prepare a detailed assessment report and network diagram(s) outlining recommended network configuration.

**Planning:** LogMeIn PMs prepare system configuration documentation to guide the building of the new GoToConnect solution. They establish a communications plan, scheduling regular status meetings with the customer and LogMeIn sales, engineering, training, project management, and deployment teams. They develop customized system testing and training plans for the completed solution.

**Executing:** LogMeIn engineers custom-configure GoToConnect, building dial plans and other features according

to customer-provided specifications and preferences. Engineers also complete any specialized integration requirements. Fulfillment specialists order equipment and monitor the number porting process. Regular status calls ensure the transition process stays on-track with established milestones and timelines.

**Testing:** LogMeIn quality assurance specialists test every feature to ensure it is operating correctly and in accordance with customer specifications. Engineers test the network configuration and, if applicable, test and turn up the LogMeIn broadband data connection. Fulfillment specialists test E911 configurations in compliance with Federal regulations. All LogMeIn hardware - including handsets, routers, and other equipment - arrives on the customer location pre-provisioned and ready for immediate plug-and-play. LogMeIn PMs and engineers work with the customer to test and verify all system features and functions. Dedicated project system trainers provide administrator and end user training to familiarize the customer with GoToConnect.

**Project Completion:** Numbers port from the losing carrier to LogMeIn, all system features and hardware endpoints are activated, and call processing (inward and outward) is initiated. Immediately following - and for 90 days after go-live - a dedicated LogMeIn Service Account Manager (SAM) is available to support the system and troubleshoot and resolve any service issues, provide on-the-spot answers to questions, and maximize the impact of GoToConnect.

**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.**

LogMeIn has read, understands and complies with this requirement.

**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.**

LogMeIn's deployment team works closely with customers to establish timelines and schedules to fit individual needs. LogMeIn's general installation timeline varies based on client requests and complexity of the overall project (generally between 3 and 45 days). The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase. In general the initial phases of the installation schedule have multiple tasks being managed at a single time. Each task is assigned to specific members on the project team and will include telephone number ordering and porting, fax number ordering and porting, data circuit provisioning, hardware procurement, system specification and design, telecom legal authorization, and approval documentation. The entire project management and implementation plan is online via the administrator portal. This provides real-time project management and feedback on status. The project is managed online with an administrator portal giving the district team real-time status on the project status.

LogMeIn has read, understands, and complies with the request for installation costs to be itemized separately from monthly service fees.

**4. We have 5 campus locations**

LogMeIn has read, understands and complies with this requirement.

**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.**



LogMeIn has read, understands and complies with this requirement.

#### **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.**

GoToConnect can support traditional and virtual faxing. To support traditional fax, LogMeIn provisions an ATA that, when connected to the LAN, outputs an FXS (analog) line delivering dial tone to a fax machine. This device is placed next to the fax machine; inbound and outbound faxing occurs as normal.

Please note that the Cloud-based solution provides a simpler fax functionality in that all users automatically have the ability to virtually send and receive faxes using their GoToConnect account. This feature is provided at no additional charge. Incoming faxes are converted to .PDF files and are received by the user in his or her email inbox. The same users can send faxes by attaching any of a number of supported file types to an email message and sending it to the destination fax number via GoToConnect's email-to-fax feature. When sending a fax, a user will be prompted to enter a PIN for authentication purposes. This PIN will have been supplied to each user by the system administrator.

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

LogMeIn has read, understands and complies with this requirement.

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

Each seat license gives a user three ways to access their extension - handset, GoToConnect softphone, and GoToConnect mobile app for their iOS or Android smartphone. They don't have to choose, they can use any of these at any time.

This enables users to work from wherever they need to. A physical phone can be plugged in to the user's network at home if required (and appropriate network requirements are met) or they can use the softphone on their laptop or the mobile app on their cell phone.

**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.**

Direct inward dialing allows users to receive calls directly to their phone from any local, national, or international number. Upon award, LogMeIn will work with the customer to identify and screen all existing numbers for portability. LogMeIn offers full Local Number Portability (LNP) compliance and is easily able to port existing client DID numbers to their new GoToConnect accounts.

# Implementation

LogMeIn uses proven best practices and a proven approach to manage the implementation of all new GoToConnect Voice and UC solutions. Applied across the following phases of the implementation life cycle, our approach delivers consistent, high-quality results that minimize pain points and maximize the impact of the Jive solution across your entire organization.

## **Implementation Team**

LogMeIn resources will be assigned at the time of contract acceptance to ensure that they will have sufficient time to dedicate to your project.

## **Initiating**

LogMeIn Project Managers (PMs) review expectations and gather customer information required for system configuration and number porting. A detailed statement of work, project plan (with schedule), and preliminary order paperwork are prepared and presented to the customer for review and approval. Jive engineers assess the current communications environment and identify system needs. They prepare a detailed assessment report and network diagram(s) outlining recommended network configuration.

## **Planning**

LogMeIn PMs prepare system configuration documentation to guide the building of the new Jive solution. They establish a communications plan with regular status meetings between the customer and members of the implementation team.

## **Executing**

Our engineers custom-configure the GoToConnect solution, building dial plans and other features according to customer-provided specifications and preferences. Fulfillment specialists order equipment and monitor the number porting process. Regular status calls ensure the transition process stays on-track with established milestones and timelines.

## **Testing**

Quality assurance specialists test every feature to ensure it is operating correctly and in accordance with customer specifications. All hardware - including handsets, routers, and other equipment - arrives on the customer location pre-provisioned and ready for immediate plug-and-play. PMs and engineers work with the customer to test and verify all system features and functions. Dedicated project system trainers provide administrator and end user training to familiarize the customer with the GoToConnect solution.

## **Project Completion**

Numbers port from the losing carrier to Jive's solution. All system features and hardware endpoints are activated and call processing (inward and outward) is initiated. Immediately following, a dedicated LogMeIn Service Account Manager (SAM) is available to support the system and maximize the impact of the Jive solution.

## **Training**

LogMeIn wants every customer to get the most out of their Jive solution. With a variety of training options, customers can select the time, method, and materials that best meet their organizational needs. All remote-based training is unlimited and included with the Jive solution at no additional cost. In addition to the options outlined below, on-site training for either Administrators, End Users, or both is

offered upon request and at a minimal charge.

### **Administrator Training**

LogMeIn follows a train the trainer methodology in its Jive administrator trainings, providing participants with the ability to train other members of the organization upon completion. The following administrator training options are available:

- **Customer On-boarding Training.** New Jive customers are invited to participate in on-boarding administrator trainings. These one-hour trainings, done over the phone with screen-sharing, are tailored to customer needs and provide an overview of how to configure and use the Jive solution specifically for their organization.
- **Online Video Tutorials.** For the Jive solution, we have created a series of training videos on our YouTube channel, which provide straightforward guidance on system configuration and features that can be accessed at any time.
- **Administrator Guide.** All users are provided with detailed written guides that include instructions on how to use all Jive features. Guides are always available online and can be made available for printed format upon request.
- **Ad Hoc Training.** Jive CSRs are available for phone-based trainings on an ad hoc basis. Customers may either schedule a time with a CSRs to attend a personalized administrator training or they may simply call Jive customer service with any questions they have.
- **Customized, On-Site Training.** LogMeIn can provide customized, on-site training for Jive's solution upon request. Additional fees apply.

### **End-User Training**

LogMeIn offers the following options for end-user training on Jive's solution:

- **Self-guided Training.** Online video tutorials, quick-start and quick reference guides, and interactive user manuals are provided for end users. These training references are available online at any time and are provided at no additional cost.
- **Administrator-Led Training.** LogMeIn will provide customers with access to training support materials to enable administrators who have completed Jive administrator training to train other members of their organization. Materials are available online at any time and are provided at no additional cost.
- **Ad Hoc Training.** Jive Customer Service Representatives are available for phone-based user training on an ad hoc basis. Customers may either schedule a time with a Representative to attend a personalized user training or they simply call Jive customer service with any questions they have. Ad hoc training is provided to all customers at no additional cost.
- **Customized, On-Site Training.** LogMeIn can provide customized, on-site training for Jive's solution upon request. Additional fees apply.

# Support

Our Customer Experience brings together the expertise of the Jive Service Account Management, Technical Support, and Customer Service teams to deliver world-class service and support. All Jive Customer Experience teams are Americas-based and available 24/7, through multiple channels, including toll free telephone, email, online, and chat. All access is unlimited, and no additional contracts or fees are required.

## Service Level Agreement (SLA)

GoToConnect's Service Level Agreement (SLA) describes the specific service level agreements and conditions for GoToConnect Cloud Voice and Unified Communications (UC). The SLA also specifies the measures to be taken in case of deviation or failure to meet the asserted service guarantees. LogMeIn guarantees Cloud Voice and UC will maintain four 9's (99.99%) in any given calendar year. The SLA can be furnished upon request.

## Service Account Management

Our Service Account Managers (SAMs) provide every customer with a dedicated, personal point of contact for a minimum of 90 days following deployment of your GoToConnect solution. Most commonly, our SAMs work one-on-one with customers to fine tune their Jive solution to best meet their needs. When you reach out to your SAM, you are immediately connected with someone who understands where you're coming from and has the resources necessary to help you.

In addition, our SAMs function as your intermediary across all GoToConnect departments. If you have network issues, or require specialized network attention, your dedicated SAM will work with you and GoToConnect Engineering to resolve your issues and ensure you are getting the most from your GoToConnect solution.

Even if you do not reach out directly to your SAM for additional assistance, a SAM will reach out to touch base with you. This best practice has been especially helpful for customers who may not have any visible issues with the system, but who could be more fully utilizing it.

## Technical Support / Customer Service

With GoToConnect, our Technical Support (TS) and Customer Service (CS) teams are fully integrated. Your call, email or chat is immediately answered by a TS/CS team member trained to evaluate your issue, assist you personally with resolving it, or connect you directly with the team member best able to assist you.

The majority of system issues can be quickly resolved by GoToConnect Customer Service Representatives (CSRs). All CSRs complete training certification in the Jive solution prior to answering customer calls, emails, or chats. Additionally, our Technical Support Representatives (TSRs) are trained and certified in the GoToConnect system.

## Monitoring and Maintenance

GoToConnect's solution is consistently managed and maintained to ensure everything is kept up-to-date. Our Cloud is engineered in such a way that updates and maintenance do not require scheduled downtime but are instead rolled out across the platform during periods of low utilization.

## 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
TOTAL					\$50.00

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
Polycom VVX 450 Skyline (w/ Power Supply)[Rental]	4	\$8.30	\$3.05	\$5.25	\$21.00
Polycom VVX 250 Skyline (w/ Power Supply)[Rental]	161	\$5.85	\$2.30	\$3.55	\$571.55
Cisco SPA112 [Rental]	8	\$3.10	\$0.80	\$2.30	\$18.40
Polycom VVX EM 50 Expansion Module[Rental] (EM50)	4	\$8.60	\$2.40	\$6.20	\$24.80
TAXES & FEES					\$585.03
TOTAL					\$3,997.03

**TODAY'S TOTAL**  
**\$50.00**

**MONTHLY TOTAL**  
**\$3,997.03**

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