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Cloud Technology. Simplifying Business



Unified Communications Proposal for: Tipton Community School Corp

PREPARED FOR:

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PREPARED BY:

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Introduction for Tipton Community School Corp

Dear Steven,

Thank you for the opportunity to provide you with the following sales proposal for a Unified Communication solution for Tipton Community School Corp. This is a fully hosted solution that eliminates the complexity and support typically associated with premise-based and traditional phone systems. Maintenance, upgrades and new features to your subscription plan are all included in your monthly subscription.



In addition, this solution from Level365 provides the following benefits:

- **Drive Efficiency in Communications for Tipton Community School Corp**
- **Predictable Monthly Cost**
- **No Long Term Contracts**
- **Grows with Your Business**

We look forward to working with you and earning your business every month!

Sincerely,

Nathan McCord

BENEFITS

WHAT ARE THE MOST POPULAR UNIFIED COMMUNICATIONS BENEFITS?

What is Unified Communications?

Unified Communications (UC) is the integration of enterprise communication services via a common platform that improves, enhances and facilitates better overall connectivity, information and end-to-end solutions. UC service enable users to manage their communications from one platform rather than separately.

What is the value of Unified Communications?

The value of UC is improved productivity through connectivity, real-time information, collaboration, flexibility and mobility. The need for UC is being driven by businesses who need more than just business phone service. While there is still the need for calling, UC offers a platform that integrates other communications along with voice.

What are some examples of Unified Communications?

Examples of UC include the ability to make and receive calls from your office phone number from either your computer or mobile device for a unified experience no matter what device you're using. Non-voice examples include text or chat, cloud faxing and integrated messaging including voicemail-to-email.

Affordability

Month-to-month service with no long-term contracts. We earn your business every month and if we don't there are no strings attached. Low upfront costs that are typically 10-20% of traditional phone system since there is no onsite switching equipment to purchase. Simple and predictable monthly pricing. Lowered overall TCO and no maintenance costs.

Features that support Affordability:

✓ Month-to-Month service

You can expand (or contract) as your business ebbs and flows without worry about long-term contracts or early termination fees.

✓ Lower Capital Expenses

Unlike onsite phone systems, there is no equipment to buy, install and maintain onsite, besides your desk phones. You can save thousands of dollars in upfront costs compared to other providers.

✓ Ongoing Support

Our service includes award-winning, U.S. based technical customer support before, during, and after the sale.

✓ Predictable Pricing

At Level365, we like simple, all-inclusive, and predictable pricing so our service includes all taxes and fees.

Scalability

No system capacity issues. Expand as you grow without adding expensive equipment or maintenance costs. We host your phone system in the cloud and maintain the equipment so you can worry about your business and not your phone system.

Features that support Scalability:

✓ **Month-to-Month service**

You can expand (or contract) as your business ebbs and flows without worry about long-term contracts.

✓ **Hosted Service**

You are not dependent on equipment to add more users. Traditional phone systems must be upgraded in multiples of 4 so adding one more employee can be costly if you have reached your capacity. Host Voice allows new phones to be added increments of one. Your only equipment expense as you grow is purchasing additional handsets.

✓ **No Maintenance**

We provide the upgrades and maintenance so you can focus on your business not your phone system.

Flexibility

No need to buy and maintain a separate phone systems. Connect multiple business locations under a single UC platform rather than having a separate phone system at each location. Allows for some centralization and efficiency. Calls can easily be transferred between office location.

Features that support Flexibility:

✓ **Auto Attendant**

Directs callers to departments and extensions quickly.

✓ **Call Groups**

Calls can be forwarded to a group of extensions that ring simultaneously. Good for sales and support teams.

✓ **Call Queues**

Call Center type of functionality including reporting and metrics.

✓ **Direct Dial numbers**

Ability to reach users by directly dialing their number rather than going through an attendant.

Connectivity

Ability to connect and integrate with CRMs, Help Desk applications and ERP systems. Gain access to a full sales and automation platform to improve your team's productivity.

Features that support Connectivity:

- ✓ **Business Systems Integrations**

Connect your phone systems with more than 40 different business system options. Gain access to a full sales and automation platform for your team.

- ✓ **SMS/Chat**

Chat with your teammates and text clients from within the Level365 Web Portal from your business phone number. Maintain your professional identity as you communicate.

- ✓ **Web Phone Client**

Allows users to make and receive calls using their business phone number from their computer or mobile device allowing them to stay connected even when they are in the field or working remotely.

Mobility

Work anytime, anywhere. You are no longer tied to the office for voice calls or other UC platform functionality. Support your field workforce with communication tools that increase productivity. Provide flexible options for onsite staff to work remotely from time-to-time.

Features that support Mobility:

✓ **Mobile app (DialTone by Level365)**

Web Client for Mobile App: Make & receive calls from your business phone number using your mobile device to keep your professional identity.

Check Voicemail remotely with a press of a button. No more calling and entering a PIN.

View Voicemail Transcription

View Call History including missed calls

One-touch callback dialing from VM or Call History

✓ **Web Portal**

Web Client for Web Portal: Make & receive calls from your PC using your business phone number.

Check Voicemail

View Voicemail Transcription

Manage Voicemail – delete, download or forward

Click-to-Dial

✓ **Find Me / Follow Me**

Have your calls ring to your mobile phone.

✓ **Simultaneous Ring**

Your phone can ring multiple devices at the same time.

We're Trusted and Proven

A service is only as good as the team behind it!



Excellent per usual. Did an excellent job listening to my question and answering ... then took the time to make sure I understood how to implement the solution. Doesn't get better than that.

Scott H.

Dental Practice



Really good service! Very prompt,, accurate, and professional. Level365 and their associates are so helpful and always on top of things. They are great

Jane W.

National Medical Staffing Firm



We are new to Level 365 and could not be happier. The transition from our old carrier has been seamless. From my initial contact to installation to help with our first issue, we couldn't be happier. In a world where customer service seems to be lacking, I sincerely appreciate you!!

Tina G.

Finanical Services Group



Level365 and the entire Support Team are fantastic! They know what they are doing and are great in explaining the ins and outs of what I need them to do for me. It is very much appreciated.

P.J.

Insurance Brokerage

Implementation & Onboarding

1	Information Collection	Our on-boarding specialist will schedule a kick-off call to introduce the Level365 team that will be handling your setup and installation and walk you through the entire process. Stakeholder information will be collected and a project plan is created.
2	Number Porting	Once we have collected all the necessary information and received copies of your current carriers telephone bills, we will prepare the port order through one of our partner carriers and get a confirmation date that confirms when your existing phone numbers are ready for transfer to your new Level365 UC.
3	Call Flow and User Setup	During this meeting, the call flow requirements and system programming needs are discussed and finalized. These discussions include reviewing the main line call flow, call restrictions, auto attendant options, call routing rules, ring/hunt group members, phone profiles, voicemail setup, and the inclusion of optional group features, such as page, pickup, shared line appearances, and custom hold music.
4	Training	Level365 provides both live and on-demand training via webinars and instructional videos to admins and end-users of our Unified Communications platform. We can also arrange an organization specific training webinar as required.
5	Installation and Go Live	Where the rubber meets the road! As your service is set to go live, we coordinate the porting from your previous carrier and make sure any hardware is configured and working properly. We work with your IT provider for any network setup. Users are sent activation emails for the UC portal.

Sales Order

Name	Price	QTY	Subtotal
One-Time Setup Charges			
UC Seat Install and Setup Provisioning and Setup Fee	\$15.00	194	\$2,910.00
One-Time Equipment Charges			
Yealink SIP-T43U Gigabit Color phone 4.3 inch TFT Color LCD Display with Backlight 16 SIP Line Built-in USB Port; Headset EHS Support Support Bluetooth Headset (Through USB Dongle); Yealink HD Voice (without Powe	\$90.00	194	\$17,460.00
Algo 8301 PAGING ADAPTER BALANCED LINE LEVEL Wideband IP Voice Paging Adapter & Bell Scheduler for Integrating Legacy Analog Amplifiers	\$349.00	3	\$1,047.00
One-Time Charges			\$21,417.00

Name	Price	QTY	Subtotal
Monthly Subscription Charges			
UC Premium Seat - School UC Premium Feature Set - Single Seat	\$12.00	194	\$2,328.00
UC Voice Connector - Tier 1B UC Two-Way with E911 and Directory Listing	\$5.00	5	\$25.00
UC DID Number UC Direct Inward Dial Number.	\$1.00	7	\$7.00
UC Paging Seat UC Paging and Intercom Seat	\$10.00	3	\$30.00
UC Edgeview UC Quality of Service Monitoring	\$25.00	4	\$100.00
UC Fax to Email Voice365 Hosted Fax to Email Service. Includes Local DID and Includes 250 Pages of Usage - .025 Per Additional Page	\$15.00	4	\$60.00
			\$2,550.00
Equipment Rental Charges			
2900E-901-C2E 2900e: EdgeMarc C2E Intelligent Edge Solution - QoS Subscription Required	\$0.00	4	\$0.00
Monthly Recurring Charges			\$2,550.00

Summary of Charges	
Your Total One-Time Charges	\$21,417.00
Your Monthly Subscription Charges	\$2,550.00

Terms and Acceptance of Proposal and Sales Order

By accepting this proposal and sales order, you agree to the following:

1. This Agreement between Level365 Holdings llc ("LEVEL365") and client name as listed on this sales order form ("CUSTOMER") shall consist of the specific terms set forth herein as well as the Terms and Conditions located at <http://www.level365.com/support/terms-and-conditions/>
2. LEVEL365 agrees to provide to the CUSTOMER the service configurations described above. Subsequent Sales Order Forms shall establish any changes to service.
3. Processing of the Customer order begins upon receipt of a signed sales order form and/or acceptance through our order and accounting portal located at <https://billing.level365.com/selfcare>
4. The initial term of this Agreement shall be **month to month** from the date of installation of the services specified above. Early Cancellation charges will apply as outlined in the Terms and Conditions.
5. Customer has read, understands and agrees that the Terms and Conditions located at <https://www.level365.com/support/terms-and-conditions/> are an integral part of this contract. Use of Level365 services constitutes acceptance of those Terms and Conditions.

REPRESENTATION OF AUTHORITY

Any individual signing this Agreement on behalf of an entity represents and warrants that he or she has full authority to do so. The signatories to this Agreement respectively warrant that they are fully authorized to enter into this Agreement on behalf of their respective entity or individual; that entities which are corporations, partnerships or limited liability companies are duly organized, validly existing and in good standing; and that the making, execution and performance of this Agreement have been duly approved by the entities governing bodies and do not violate any provision of the entities respective articles of incorporation, charters, by-laws, or partnership agreements.

Tipton Community School Corp

ACCEPTED BY (CUSTOMER)

PRINTED NAME

DATE OF CUSTOMER ACCEPTANCE

Nathan McCord

PREPARED BY Level365