

# TELECOMMUNICATIONS SERVICES PROPOSAL

provided by Velocity Networks



**Prepared For:**

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**Prepared On:**

1/16/2014

**Prepared By:**

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Quote # VOLQ15847  
This proposal is valid until 2/15/2014



Dear Robert Pepper,

We would like to thank you for the opportunity to become your telecommunications provider. We look forward to being an integral part of your success as you grow your business. My team has developed this proposal based on your requirements and an analysis of your current systems configuration. I am confident that the products and services included within this proposal will enhance your current communications systems to help your business grow and thrive. At Velocity Networks, we believe that your telecommunications should be a strategic asset, not just an expense. We are committed to offering unsurpassed quality and unequalled value, offering only the best services and proven equipment and technology in the industry. We fully back our products and services with exceptional, US based customer service, the best technical staff in the industry, and a comprehensive product line with solid service level guarantees.

Based on our commitment to quality and service, I have no doubt that we will be able to add to your success. We look forward to building a positive business relationship with you. Please do not hesitate contact any member of the Velocity Networks Team if you have any questions regarding our company or the contents of this proposal.

Best regards,

*Kurt Wolfgang*

Kurt Wolfgang  
CEO & Chairman

## Velocity Overview & Capabilities

- Velocity Networks provides voice and data services nationwide.
- 3 Super POPs located in Los Angeles, Salt Lake City and New York.
- Office locations in Los Angeles and Salt Lake City.
- Providing business grade technology solutions since 1998.



## Velocity Partners

- Velocity Networks partners with over 20 different national carriers including AboveNet, AT&T, XO, Qwest, Level 3, Global Crossing, and Verizon.
- Leveraging these strategic relationships enables Velocity to provide redundant solutions to our customers and provide service to over 90% of the US market and 40 other markets worldwide.

## Velocity Services

- Hosted VoIP & Call Center Solutions
- SIP Trunking / Microsoft OCS
- Broadband & Private Network Solutions
- Wholesale VoIP
- Data Center Services

## Velocity Customers

- Velocity's customers represent a variety of industries including retail, hospitality, manufacturing, financial institutions and leaders in the fast food industry.



## Recommended VoIP Phones and Network Equipment



**Polycom® SoundPoint® IP 321/331**  
Budget desktop phone



**Polycom® SoundPoint® IP 450**  
Mid-range desktop phone



**Polycom® SoundPoint® IP 550 / 560**  
Upper-range desktop phone



**Polycom® SoundPoint® IP 650**  
Executive desktop phone



**Polycom® SoundPoint® IP 670**  
Executive desktop phone



**Polycom® SoundStation® IP 6000**  
Conference room phone (small to mid)



**Polycom® SoundPoint® IP 7000**  
Conference room phone



**EdgeMarc Router**  
Converged Network Appliance



**DELL PowerConnect Switch**  
Web managed switch w/ QoS

## (Quality of Service) Recommendations

Velocity Networks highly recommends utilizing QoS enabled network equipment like Dell PowerConnect switches and EdgeMarc routers.

## Hosted VoIP Features

The Velocity Networks Hosted PBX service includes these popular features and many others:

Feature	Virtual Seat	Standard Seat	Premium Seat
Phone number (DID)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Voicemail box	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Voicemail to email	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Simple call forwarding	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Web portal	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call notify	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Extension dialing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Three way calling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call transfer	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call hold	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call waiting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Remote office	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Find me follow me	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Simultaneous ring	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Advanced call forwarding	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Shared call appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Selective call rejection	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Hosted VoIP Benefits

- **Cost Savings** - VoIP can be significantly cheaper vs. traditional telecommunications solutions.
- **Keep It Simple** - all telco services from one vendor.
- **Flat Rate Calling Plans** - no more variable telecom costs.
- **Portability** - no longer hard-wired into a location.
- **Self-Administrate Changes** - reduce maintenance costs by making changes via a web interface.
- **Flexible & Scalable** - no longer limited by plain old telephone lines.
- **Centralize** - one phone system can be shared across multiple locations.
- **Go Virtual** - easily integrate remote workers.
- **Integrate** - integrate with cell phones, MS Outlook, CRMs & Email.
- **Go Mobile** - forward calls to cell phones, receive voicemails as email attachments, etc.
- **Redundancy** - your phone system will be up and running if/when disaster strikes.
- **Full Featured** - get all the features your business needs including Call Center functionality.
- **Big Business Image** - small business can project a large business appearance.
- **24x7 Support** - our US based support team is ready to help when you need them.

## Hosted VoIP Call Reporting

The Velocity web-based call reporting tool includes the reports you need to run your business:

- Summary reports
- Call detail records
- Department reports
- Extension reports
- Export your data to pdf, csv, etc.
- Email your report data



## Call Details

### Outgoing Calls Only

**1** Choose a Date Range for this Report

Begin:   End:

**2** Build the Report **Build Report Now**

Thursday April 22, 2010 to Thursday April 29, 2010

Tables **Graph** Min Length  :

Total Found: 1600 | Pages: [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [11](#) [12](#) [13](#) [14](#) [15](#) [16](#) [17](#) [18](#) [19](#) [20](#) [All](#) [Next >>](#)

Date ▲	Time	Ext	Linenumber	Duration	Caller ID
4/29/2010	3:38:53 PM	3102634820		00:00:42	<a href="#">3102634854</a>
4/29/2010	3:38:33 PM	3102634813	Vince	00:01:01	<a href="#">3102634854</a>
4/29/2010	3:36:09 PM	3102634820		00:02:16	<a href="#">3102634854</a>
4/29/2010	3:35:40 PM	3102634820		00:00:07	<a href="#">3102634854</a>
4/29/2010	3:30:22 PM	3102634813	Vince	00:00:26	<a href="#">3102634851</a>
4/29/2010	3:30:15 PM	3102634820		00:00:47	<a href="#">3102634854</a>
4/29/2010	3:28:58 PM	3102634813	Vince	00:00:05	<a href="#">3102634854</a>
4/29/2010	3:26:14 PM	3102634858	Michael	00:01:00	<a href="#">3102634812</a>

### Report Preferences

Results Per Page: 50  
 Days to Display: 7 (begin with current day)  
 Report Window: 600 x 770 pixels  
 Minimum Call Length: None

## Call Recording Hosted VoIP Add-on Product

The Velocity Premium Call Recording Solution provides all the call recording functionality your business requires.

- Listen to & download recorded calls
- Dashboard summary of activity
- Monitor calls in progress
- Add comments to recorded calls
- Annotate recorded calls
- Categorize recorded calls
- Setup email alerts
- Permission based access



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 [Archive Tool](#) | 
 [Recent Alerts](#) | 
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(GMT-07:00) Mountain Time (US & Canada)

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Welcome, eric

Filter Show

Results Per Page: 10 | [Download](#) | [Export](#) | [Export All](#) | (No Category) | [Apply Category](#) | [Manage Categories](#) | [CRM Client Settings](#) | [Select Columns](#)

### 1560 Recorded Calls

	Number	Day Date	Time	From Number	From Caller ID	To Number	Redirected From	Duration	Recording	Annotate	CRM	Email	Comments	Category
<input type="checkbox"/>	3102634882	Thu 4/29/2010	4:26:22 PM	158	. Support - Michael Kitaoka	3102634882	3102634812	00:01:00						(No Category)
<input type="checkbox"/>	3102634820	Thu 4/29/2010	4:21:14 PM	3102634820	Thomaston Franco	*55		00:00:04						(No Category)
<input type="checkbox"/>	3102634854	Thu 4/29/2010	4:04:52 PM	144	Kent Fletcher	3102634820	3102634803	00:03:32						(No Category)
<input type="checkbox"/>	3102634820	Thu 4/29/2010	4:11:23 PM	3102634800	Thomaston Franco	3102634820		00:00:21						(No Category)
<input type="checkbox"/>	3102634820	Thu 4/29/2010	4:11:20 PM	3102634820	Thomaston Franco	3102634800		00:00:24						(No Category)
<input type="checkbox"/>	3102634854	Thu 4/29/2010	4:05:51 PM	3102634854	Robert Thompson	3102634852		00:03:44						(No Category)
<input type="checkbox"/>	3102634844	Thu 4/29/2010	4:04:52 PM	3102634844	Kent Fletcher	3102634854		00:04:40						(No Category)
<input type="checkbox"/>	3102634854	Thu 4/29/2010	4:04:52 PM	144	Kent Fletcher	3102634854		00:04:40						(No Category)
<input type="checkbox"/>	3102634882	Thu 4/29/2010	4:03:18 PM	158	. Support - Michael Kitaoka	3102634882	3102634812	00:00:44						(No Category)
<input type="checkbox"/>	3102634844	Thu 4/29/2010	3:58:59 PM	3102634844	Kent Fletcher	14155434620		00:05:32						(No Category)

1 2 3 4 5 6 7 8 9 10 ...

Results Per Page: 10 | [Download](#) | [Export](#) | [Export All](#) | (No Category) | [Apply Category](#) | [Manage Categories](#) | [CRM Client Settings](#) | [Select Columns](#)

## Hosted PBX Solution Summary

Hosted PBX is a VoIP based virtual phone service where all phone system hardware and software is owned and managed by Velocity Networks (think cloud computing). This solution is full featured, affordable, redundant, scalable, flexible and transparent across multiple locations. Note that minutes are pooled and shared across all seats in your enterprise. Velocity Networks, by including various Add-on products, can provide your business with a highly customized, fully supported voice and data solution.

We have designed a custom Hosted PBX solution based on your requirements. The details of this solution can be found on the following pages of this proposal. We have included a number of payment options for you to consider including various contract term lengths, a prepayment option and an equipment leasing option on a 3 year contract term (if your equipment costs exceed \$2,500).

Please contact me with any questions regarding this proposal. When you are ready to move forward, I will provide you everything you need to get your order started.

Best regards,

Attila Iuhasz  
 Account Manager

## Pricing Options Summary

We included pricing summary information for 2 and 3 year contract terms below for your convenience. Most of our customers prefer these options because of the additional cost savings.

### 24 Month Term

Recurring Payment Option	
One Time Costs :	\$2,745.00
First Month :	\$223.25
Sales Tax :	\$0.00
Recovery Fees & Taxes :	\$28.13
<b>Total Due Upfront :</b>	<b>\$2,996.38</b>
<b>*Total Monthly Recurring :</b>	<b>\$251.38</b>

\* tax rates may vary

### 36 Month Term

Recurring Payment Option	
One Time Costs :	\$2,745.00
First Month :	\$211.50
Sales Tax :	\$0.00
Recovery Fees & Taxes :	\$26.65
<b>Total Due Upfront :</b>	<b>\$2,983.15</b>
<b>*Total Monthly Recurring :</b>	<b>\$238.15</b>

\* tax rates may vary

OR

## Comments

- Includes 5000 minutes of outbound minutes to domestic USA and Canada and unlimited inbound calls.



## Solution Details: 36 Month Term

**Description:** 10% discount on VoIP MRC (monthly recurring charges), VoIP setup fees waived

QTY	Product #	Description	One Time Costs	Taxes	Unit Price	Ext. Price
----- VoIP: Monthly Recurring Charges -----						
10	VCVOIPSSLU	Enterprise Standard - Hosted PBX Seat w/ Standard Features & 500 minutes Local and Domestic Long Distance			\$18.90	\$189.00
1	VCVOIPAA	Auto Attendant			\$13.50	\$13.50
1	VCVOIPMOH	Music on Hold			\$4.50	\$4.50
1	VCVOIPE911S	E911 Service per location with single DID calling line ID			\$4.50	\$4.50
----- Non Recurring Charges -----						
3	VCVOIPPF	Number Port Fee	\$45.00			
10	VCVOIPHWIP550	Soundpoint IP 550 with Power Supply SIP 4-Line IP desktop phone. With HD Voice, Built in PoE, Microbrowser & Backlit display.	\$2,650.00			
10	SHIPPING - Standard	Standard Shipping 1-7 days	\$50.00			
			\$2,745.00	\$0.00		\$211.50

## Payment Options

Recurring Payment Option	OR	Pre-Payment Option
One Time Costs : \$2,745.00		One Time Costs : \$2,745.00
First Month : \$211.50		3 Year Total : \$7,614.00
Sales Tax : \$0.00		Sales Tax : \$0.00
Recovery Fees & Taxes : \$26.65		Recovery Fees & Taxes : \$959.36
<hr/>		5% Pre-Pay Discount : (\$380.70)
Total Due Upfront : \$2,983.15		<hr/>
*Total Monthly Recurring : \$238.15		*Total Due Upfront : \$10,937.66
<hr/>		<hr/>
* tax rates may vary		* tax rates may vary

## Solution Details: 24 Month Term

**Description:** 5% discount on VoIP MRC (monthly recurring charges), VoIP setup fees waived

QTY	Product #	Description	One Time Costs	Taxes	Unit Price	Ext. Price
----- VoIP: Monthly Recurring Charges -----						
10	VCVOIPSSLU	Enterprise Standard - Hosted PBX Seat w/ Standard Features & 500 minutes Local and Domestic Long Distance			\$19.95	\$199.50
1	VCVOIPAA	Auto Attendant			\$14.25	\$14.25
1	VCVOIPMOH	Music on Hold			\$4.75	\$4.75
1	VCVOIPE911S	E911 Service per location with single DID calling line ID			\$4.75	\$4.75
----- Non Recurring Charges -----						
3	VCVOIPPF	Number Port Fee	\$45.00			
10	VCVOIPHWPIP550	Soundpoint IP 550 with Power Supply SIP 4-Line IP desktop phone. With HD Voice, Built in PoE, Microbrowser & Backlit display.	\$2,650.00			
10	SHIPPING - Standard	Standard Shipping 1-7 days	\$50.00			
			\$2,745.00	\$0.00		\$223.25

## Payment Options

Recurring Payment Option	OR	Pre-Payment Option
One Time Costs : \$2,745.00		One Time Costs : \$2,745.00
First Month : \$223.25		2 Year Total : \$5,358.00
Sales Tax : \$0.00		Sales Tax : \$0.00
Recovery Fees & Taxes : \$28.13		Recovery Fees & Taxes : \$675.11
<hr/>		5% Pre-Pay Discount : (\$267.90)
Total Due Upfront : \$2,996.38		<hr/>
*Total Monthly Recurring : \$251.38		*Total Due Upfront : \$8,510.21
<hr/>		<hr/>
* tax rates may vary		* tax rates may vary

## Solution Details: 12 Month Term

**Description:** 50% off setup fees

QTY	Product #	Description	One Time Costs	Taxes	Unit Price	Ext. Price
----- VoIP: Monthly Recurring Charges -----						
10	VCVOIPSSLU	Enterprise Standard - Hosted PBX Seat w/ Standard Features & 500 minutes Local and Domestic Long Distance			\$21.00	\$210.00
1	VCVOIPAA	Auto Attendant			\$15.00	\$15.00
1	VCVOIPMOH	Music on Hold			\$5.00	\$5.00
1	VCVOIPE911S	E911 Service per location with single DID calling line ID			\$5.00	\$5.00
----- Non Recurring Charges -----						
3	VCVOIPPF	Number Port Fee	\$45.00			
10	VCVOIPHWIP550	Soundpoint IP 550 with Power Supply SIP 4-Line IP desktop phone. With HD Voice, Built in PoE, Microbrowser & Backlit display.	\$2,650.00			
10	SHIPPING - Standard	Standard Shipping 1-7 days	\$50.00			
			\$2,745.00	\$0.00		\$235.00

## Payment Options

Recurring Payment Option	OR	Pre-Payment Option
One Time Costs : \$2,745.00		One Time Costs : \$2,745.00
First Month : \$235.00		1 Year Total : \$2,820.00
Sales Tax : \$0.00		Sales Tax : \$0.00
Recovery Fees & Taxes : \$29.61		Recovery Fees & Taxes : \$355.32
<hr/>		5% Pre-Pay Discount : (\$141.00)
Total Due Upfront : \$3,009.61		<hr/>
*Total Monthly Recurring : \$264.61		*Total Due Upfront : \$5,779.32
<hr/>		<hr/>
* tax rates may vary		* tax rates may vary



## Ensuring Your Turn Up Goes Smoothly

Because Velocity Networks prides itself in providing our customers with smooth and timely turn up of services, we want to highlight important information that could impact your services with us if left unaddressed.

### Ordering New Phone Numbers

Velocity Networks can assist you in ordering new phone numbers in rate centers you wish to have a presence in. Velocity may or may not have phone numbers in inventory that match your request. Note that:

1. Any phone number orders (DIDs Velocity does not have in inventory) will add 5 to 10 business days to the completion of your order. You can operate with temporary phone numbers while waiting for the delivery of permanent numbers.
2. Some rate centers are highly competitive (i.e. 212 area code, Manhattan, New York City) and Velocity cannot guarantee phone numbers in these areas.
3. New telephone numbers to be assigned to your Velocity service account are not guaranteed until the actual day of conversion. Please give this great consideration if you plan to make changes to any print or advertising materials that would include to-be-assigned numbers. Velocity is not responsible for changes made to new numbers prior to actual service conversion.

### Porting Existing Numbers to Velocity

Velocity Networks can port most customer phone numbers and our provisioning team will do our very best to make the number porting process as efficient as possible.

1. Velocity, as the party requesting a number port, does not have control over port dates or times. Specific dates and time preferences can be requested but these dates are set by your current service provider.
2. Expect 4 to 6 weeks for the number port process.
3. Please submit the exact business information that is on file with your current provider(s). Even the smallest discrepancy can result in a rejection of the port request adding weeks to the port process.

To ensure an efficient number port experience, Velocity requires a few items from you:

1. A LOA (letter of authorization) form filled out clearly with the exact company name, address and phone number on file with your current service provider.
2. Submit separate LOA forms for each service provider that owns numbers you wish to port.
3. A copy of a current bill from your current provider(s) showing service address and porting numbers.
4. A list of all numbers to be ported separated by service provider.

During the porting process, you can forward your existing phone number(s) to temporary phone numbers that Velocity will assign you. You will need to arrange forwarding service with capacity to handle the number of concurrent call paths that you wish to support through your current service provider.

### Broadband Point of Demarcation

Velocity Networks is responsible for service on our side of the point of demarcation. It is the customer's responsibility to make arrangements and payments for any wiring or other vendor services that are not expressly agreed upon in writing by both you and Velocity Networks.

### 45 Day Service Termination Window

If Velocity is unable to deliver VoIP services to your satisfaction, Velocity will release you from your contract upon the receipt of a written termination request within 45 days of service turn up.

1. This termination window applies to Hosted PBX and SIP Trunking services only
2. The customer is responsible to pay for all services rendered
3. Used hardware is not refundable



## Service Level Guarantee

Velocity Networks understands that your business telecommunications services must be available twenty-four hours a day, seven days a week. As your trusted provider, we put our commitment to providing excellent service in the form of a Service Level Guarantee (SLA) which includes commitments in the following three key areas:

### Service Quality

- All service installations will be delivered within the timeframe established at order.
- All new installations will be assigned a dedicated service representative to act as liaison through the provisioning process.
- All network maintenance will occur at regularly scheduled off peak hours (Friday and Sunday at 12:01am to 3:01am PST, subject to change with 72 hour notification), and all affected customers will be notified via email no less than 72 hours in advance of the planned maintenance.

### Customer Care Quality

- All customers will have a dedicated account team to deal with sales and billing issues.
- All calls (24 hours a day, 7 days a week) to the Technical Support departments will be answered within an average 120 second hold time.
- All E-mail inquiries to Sales, Customer Service, or Technical Support departments will be returned no later than the end of the next business day.
- Telephone calls will be regularly monitored to maintain standards of courtesy and professionalism.

### Network Quality

- Velocity Networks is committed to maintaining the highest quality service. Each and every element of our network is monitored 24 hours a day 365 days a year for measured quality levels. If these levels fall below minimum specified performance specifications, corrective action is taken immediately to bring performance back to these levels.
- Network quality will be measured in two ways: service availability and service response time.

### Service Level Guarantee Terms

In the event a Client experiences a service outage on a Velocity Networks provided service for any period of time exceeding 40 contiguous minutes (see table below), and is unable to transmit and receive information from the Velocity Networks network, and Client notifies Velocity Networks immediately of such event, and Velocity Networks determines that such inability was caused by Velocity Networks failure to provide said services for reasons within Velocity Networks reasonable control, and not as a result of any actions or inactions of Client or any third parties, or suppliers (including failure of third party equipment), and such inability is not a result of standard scheduled maintenance of Velocity Networks equipment or services, Velocity Networks will, upon Client's written request, credit Client's account the related charges (see table below). Client credit shall not exceed 50% of one month's service fees in any single calendar month, and shall be only available as a credit to the Clients account.

### Amount of Service Credit for Network Unavailability

#### Duration of Network Unavailability\*

Greater than 40 minutes but less than 8 hours in a calendar month  
Greater than 8 hours but less than 24 hours in a calendar month  
Greater than 24 hours in a calendar month

#### Credit Eligibility

1 Day Service Credit  
5 Days Service Credit  
10 Days Service Credit

\* based on one contiguous period of time