

Confidential Service Proposal for Business Cloud Communications Solutions

Provided by:

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Our intelligent communications platform is designed to drive smarter decisions, faster action, and better business outcomes.

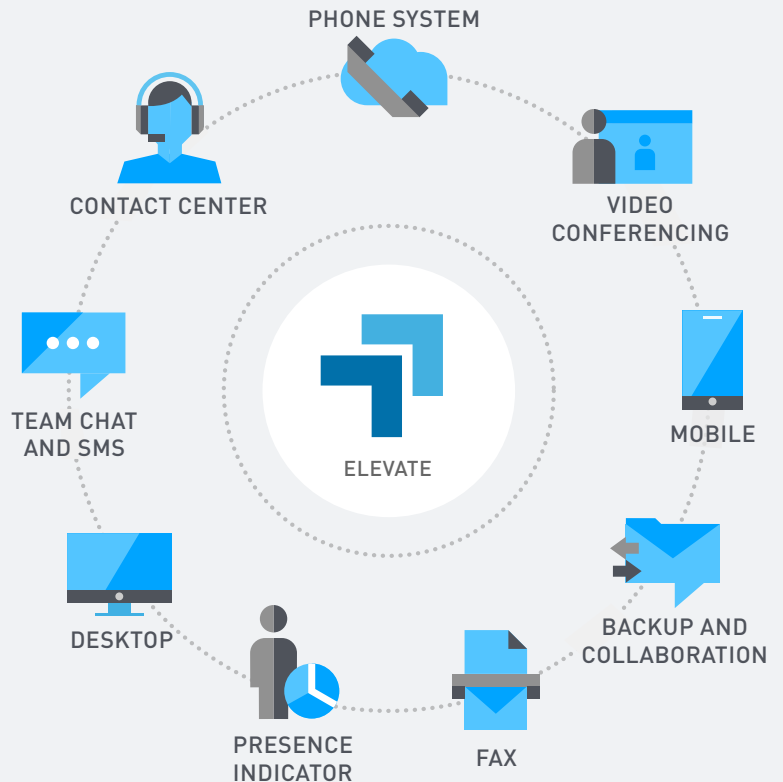


-  All-in-one business communications for anywhere you work
-  Better customer experiences with our intelligent contact center
-  Built-in AI that enhances every employee and customer interaction
-  Secure, reliable and proven platform with 99.999% uptime and triple shield security
-  Smarter insights empowering better decision-making with our DataHub
-  Desktop and mobile apps to make collaboration effortless

Elevate

Elevate is an easy-to-use cloud-based communication platform that helps employees to be more productive and collaborative.

It includes a full-featured phone system combined with chat, web/video conferencing, and file collaboration and backup capabilities.



ELEVATE INCLUDES

- Includes 90+ enterprise-grade calling features
- Free local and long distance calling to the US, Canada and Puerto Rico
- Elevate's pre-programmed, plug and play desk phones makes installation easy
- Flat, per-user rates
- The Elevate Mobile App makes any smart phone an essential collaboration tool
- The Elevate Desktop App integrates with company directory, showing employee availability and enabling click-to-call
- Changes to system settings, devices, or users can be performed by phone administrators online
- Powerful video conferencing, screen sharing and file sharing features facilitate better collaboration

Benefits to Your Business



INCREASED PRODUCTIVITY

Elevate makes a more productive workforce.

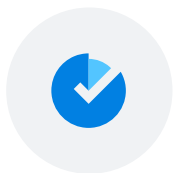
- Allows a user's mobile devices to interact seamlessly with the corporate phone system
- Virtually anywhere, anytime, and on any device - creates a more flexible workforce
- Integrated chat, video conferencing, screen sharing, file sharing, file backup and integrations extends reach and facilitates collaboration



LOWER COSTS

No phone system hardware to buy, install, manage, upgrade or replace.

- Reduces infrastructure and operating costs with no additional hardware to buy
- Consolidates voice and data onto one network
- Flat, per-user rates with no extra or hidden fees*
- 90+ enterprise-grade calling features INCLUDED in the service



HIGH RELIABILITY

The Elevate voice network is purpose-built for reliability.

- 99.999% uptime
- Proprietary Elevate VoIP tests help ensure a reliable connection and high voice quality
- Redundant East/West datacenters increase reliability and reduce latency



SIMPLIFIED SCALING & MANAGEMENT

Elevate scales according to the needs of any business.

- Mix and Match packages according to user needs: Essentials, Pro and Enterprise
- Order service according to the number of users; no guessing number of lines needed
- Ordering additional service is easy & can be done online; no technician or special expertise required
- Manage service and features using user-friendly HostPilot™ portal
- Scales to a large number of users per business



BUSINESS CONTINUITY

Never miss an important business call.

- Elevate automatically rings all your end points (desk phone, mobile, etc.) with every call and in the event that you don't answer, it routes the call to any number you choose (branch office, automated attendant, mobile number, etc.)



ENHANCED CUSTOMER EXPERIENCE

Contact Center delivers more responsive, informed, and positive customer experiences.

- Upgrade your Elevate Contact Center plan to access even more features (like omni-channel support) at any time
- Plans for businesses of all sizes, industries, and levels of sophistication

The Business-Class Features You Deserve



90+ ENTERPRISE-LEVEL FEATURES INCLUDED

- Call Forwarding
- Call Park
- Call Transfer
- Do Not Disturb
- Call Recording
- 3-way Calling
- Caller ID
- Extension Dialing
- HD Audio
- Call Waiting
- Receptionist Routing
- Music on Hold
- Spam Caller Protection
- ... And many more



VOICEMAIL

- Voicemail to email via WAV file
- SMS notifications
- Auto-delete of voicemail after 90 days
- Change personal greeting
- Remote voicemail access
- Voicemail transcription (Included with Pro and Enterprise packages only)



CONFERENCE BRIDGE

- Includes a unique local phone number
- Gather up to 200 participants
- Start conferences at any time with Always-On conferencing
- Ability to add video and screen sharing to your conference, if desired



TEAM CHAT

- Pin favorite contacts to the top of your list
- Chat messages automatically sync across desktop and mobile devices
- View free/busy/away statuses of all your contacts
- Chat messages are securely encrypted in transit and at rest



WEBFAX

- Users receive, view, manage faxes via the web, or as email attachments
- Users may send faxes from any Internet-connected PC
- Does not require an additional phone line

*Included with Pro and Enterprise packages only



COMPANY MESSAGING

- Enhances customer interaction by enabling the ability to send and receive text (SMS) and picture messages (MMS) to and from your main company number or toll-free phone number (SMS only)
- Easily create specific groups of one or more users to send and receive text messages all within the Elevate desktop and mobile applications
- Improves communication efforts with customers by providing fast and customized text responses



CONTACT CENTER

- Smart queueing technology tells customers their position in line, plus wait time
- Deep analytics and reporting help you visualize gaps and improve performance
- Access to Advanced Hunt Groups included with Elevate Pro and Enterprise
- Upgrade your contact center features to include omni-channel capabilities (SMS, chat, email) to connect with customers through their preferred modes of communication

The screenshot displays the Elevate Contact Center interface. At the top, there's a header with the Elevate logo and navigation tabs for 'Call details' and 'Classification'. Below this, a call log shows details for a call with 'Beatriz Brito' (Technical support) on 'Apr 18, 2021, 5:29 PM'. The main area features a table of evaluations with columns for Agent, Type, Date, Sen., Evaluation, Template, Status, Collaboration, and Acknowledgment. The table lists various agents and their performance metrics, such as 'Nicole Howell' with a 'PASSED' status and 'Disabled' collaboration.

Agent	Type	Date	Sen.	Evaluation	Template	Status	Collaboration	Ack.
William Sundin	IN	Apr 20, 2020	1	Maximums Casualty	Trainee probation	PASSED	Finished	
Maria Hernandez	OUT	Apr 20, 2020	1	Stone D'SGeorge	Trainee probation	PASSED	Finished	
Ingred Thulin	IN	Apr 20, 2020	1	Lara Ulrich	Trainee probation	PASSED	Finished	
Lawrence Cardine	IN	Apr 20, 2020	1	Maximums Casualty	Company ethics and p...	PASSED	Disabled	
Jordyn Vercos	IN	Apr 20, 2020	1	Maximums Casualty	Company ethics and p...	PASSED	Disabled	
Geoff Tate	OUT	Apr 19, 2020	1	Bernard Lee	Trainee probation	PASSED	Disabled	
Emily Smith	IN	Apr 19, 2020	1	Stone D'SGeorge	Company ethics and p...	IN PROGRESS		
Marshall Hendrix	OUT	Apr 19, 2020	1	Stone D'SGeorge	Production	PASSED		
Nicole Howell	OUT	Apr 19, 2020	1	Stone D'SGeorge	Monthly performance...	PASSED	Disabled	
Marilyn Nowak	IN	Apr 19, 2020	1	Stone D'SGeorge	Trainee probation	IN PROGRESS	Waiting for agent	
Simone Simons	OUT	Apr 19, 2020	1	Jessica Macomber	Trainee probation	IN PROGRESS	Agent responded	
Scott Kline	OUT	Apr 18, 2020	1	Stone D'SGeorge	Trainee probation	PASSED	Finished	
Isabella Picasso	IN	Apr 18, 2020	1	Maximums Casualty	Company ethics and p...	APPROVAL		
Taylor Mousman	OUT	Apr 18, 2020	1	Maximums Casualty	Trainee probation	PASSED	Finished	
Sarah Brighman	IN	Apr 18, 2020	1	Alexander Cooke	Trainee probation	PASSED	Finished	
Bruce Bailey	IN	Apr 18, 2020	1	Stephen Harris	Trainee probation	PASSED	Finished	

Apps/Productivity Included with Elevate



ELEVATE MOBILE APP

This powerful mobile application transforms your phone into an essential collaboration tool, making teamwork on-the-go easier than ever. See who is available, send chats and SMS messages, place calls and see voicemails - anytime, anywhere.

Never miss important calls

Extend your business phone number and extension to your mobile phone, so you can place and receive calls on-the-go or even transfer calls from your desktop phone to your mobile device—seamlessly, without interruption.

Easily collaborate from anywhere

Your full desktop chat history is synchronized with your mobile device so you can stay connected and continue conversations no matter where you are.



ELEVATE DESKTOP APP

Our desktop app brings essential collaboration tools together, making teamwork easier than ever. See who is available, send chats, place and receive calls, share screens, start video calls and share files - all from one application.*

Communicate your way

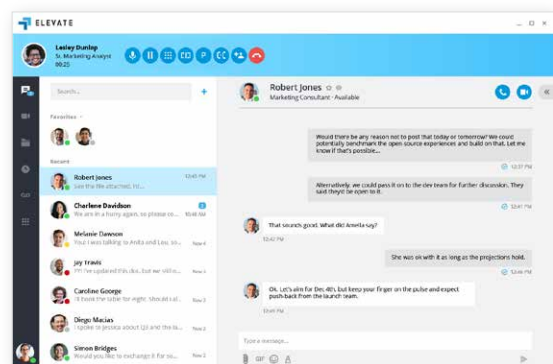
Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®.

One application for collaboration

One place to see the availability of coworkers, place a phone call, start team chat and launch a video conference.

Stay connected on-the-go

With the Elevate desktop and mobile applications, you take your contacts, files and conversations with you—wherever you are.



*Elevate Pro and Enterprise packages add SMS messaging to the Desktop App



ONLINE MEETING® VIDEO CONFERENCING

- HD video conferencing empowers teams with remote members to be more productive
- Screen sharing in real-time improves collaboration and speed of decision making
- Screen annotation can call out important points on a shared screen in during a meeting
- Includes a conference dial-in number, and custom URLs for meetings



SHARESYNC FILE MANAGEMENT

- The most current version of files from any device for easy and secure file sharing
- Reduced downtime from ransomware and other types of data loss
- Integration with Windows file server, Exchange Email, Active Directory, Outlook, and Microsoft 365
- Full control over files, users, devices, and sharing activities



ELEVATE ARCHIVING

Captures, stores and provides powerful search across chats, SMS, phone calls, voicemails and more so you can quickly find information when it's needed.

Automated data capture

Integrates with Elevate to automatically capture and retain data without administrative or user action.

Fast, powerful contextual search

Indexes both content and metadata using dozens of properties for fast and easy searching.

Retention

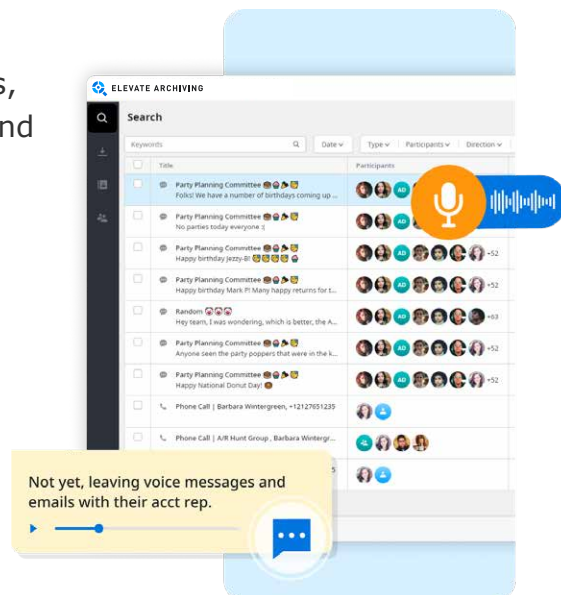
Stores data for as long as the business case requires with retention options ranging up to 10 years.

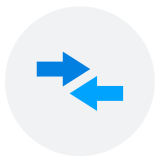
Regulations and compliance

Supports HIPAA, FINRA and MiFID II compliance programs, with optional WORM tamper-proof media storage to comply with SEC Rule 17a-4.

Security

Securely stores and encrypts data in transit and at rest with multi-factor authentication to protect access and limit export to authorized users.





ELEVATE EXTEND

Elevate Extend is an integrations platform that connects powerful voice, chat, video conferencing and contact center functionalities into everyday business applications like Google®, Microsoft®, Salesforce®, and more — driving higher productivity and increasing customer retention with no heavy costs.



Increase Employee Productivity

Embed communications into everyday business applications across various teams to streamline business workflows and maximize employee efficiency.



Drive customer retention and increase revenue

Combine powerful communication capabilities with relevant customer data to ensure sales and support teams have the right information at the right time.



No heavy IT investment

Our integrations are easy to use and easy to deploy, with no heavy training or implementation costs required.

Integrations packages:

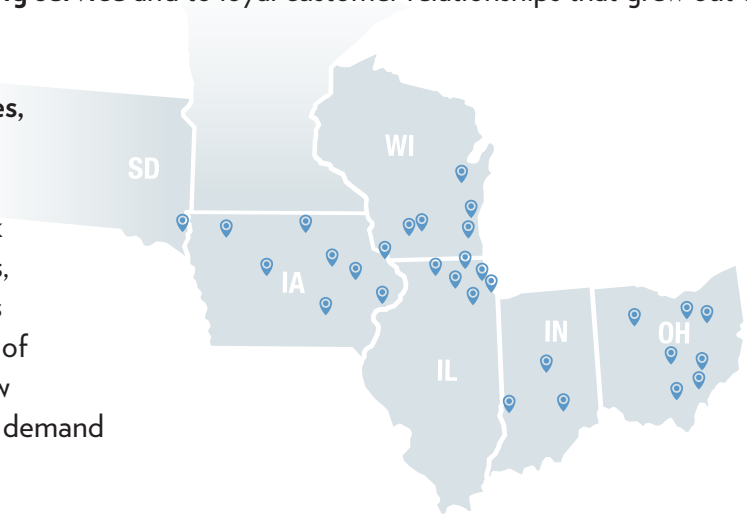
ELEVATE ESSENTIALS 	 Office 365	 Outlook	 INTERMEDIA UNITE® CRM SCREEN POPS
	 slack	G Suite	 Microsoft Teams
ELEVATE PRO 		 sugarcrm	 zendesk
ELEVATE ENTERPRISE	 servicenow	 Microsoft Dynamics 365	 salesforce
		ORACLE® NETSUITE	



GFC COMPANY OVERVIEW

In 1956, an entrepreneur named Gordon Flesch left the Royal Typewriter Company to take over a small 3M dealership selling what was, at the time, via breakthrough technology, the Thermo-Fax copier. In those early days Gordon Flesch not only sold the machines, but he was also their sole repairman as well. And he offered something else: **a commitment to uncompromising service** and to loyal customer relationships that grew out of that “do whatever it takes” approach.

Today, GFC has a network of **29 offices, in 6 states**, employing over 650 associates. The company continues as a vital, family-owned enterprise led by third generation Flesch family members, Patrick and Mark. They moved into senior leadership roles, ensuring that the ideals and spirit of our company’s founder will be preserved. The company’s breadth of products and services has diversified as well, as new technologies and workplace changes have created demand for more integrated, networked solutions.



GFC PROFESSIONAL SERVICES

Personalized Client Onboarding

Personalized, live and online training is provided by our **dedicated, local onboarding team** and customized to your system usage. Videos for impromptu system training needs are also included. Onboarding is the responsibility of our Elevate support operations, and provides for:

- Dedicated project manager
- Management of the number porting process
- Configuration of all call routing and call-handling requirements, including hunt groups and auto-attendants
- Shipping of pre-configured handsets, for easy plug-in and activation
- Onsite support, to answer questions and identify any issues

24/7 Help Desk Support

GFC’s Managed IT division, Elevity, will be supporting Elevate Managed Voice Services and are located in our **Appleton, WI facility**. In addition, after hours calls are answered by Elevate’s manufacturer in California, for full **100% onshore, 24/7 coverage**. When you need support, we’re here to help!

Help Desk service from Elevity includes unlimited support for:

- Diagnostics, troubleshooting and resolution of Elevate service issues
- Client questions on how to use your Elevate system
- Changes to the system, whether it’s adding, deleting or moving users or requesting changes to how the system is working

Prepared for
Galion City Health Department
113 Harding Way E
Galion, OH
44833-1902, United States

Provided by
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Summary of services

Description	Customer total	
	One-time	Monthly
Services		
Unified Communications Services	\$10.00	\$240.00
Equipment	Free	Free
Shipping	\$24.69	
Professional services & other items		
Onboarding	\$750.00	
Support		\$20.00
Subtotal	\$784.69	\$260.00
Surcharges & Other fees		\$49.70
Estimated taxes	\$2.76	\$1.15
TOTAL	\$787.45	\$310.85
	One-time	Monthly

Details

Main location 113 Harding Way E, Galion, Ohio 44833-1902

Description	Quantity		
Unified Communications Services			
Elevate Pro Includes advanced Cloud PBX with unlimited local and long-distance calling, calls to 33 countries, connection of up to 5 phone devices, including mobile and desktop apps, Chat, SMS/MMS (500 included, overage rates apply), File Sharing (50 GB/user), CRM integrations, AI capabilities, Advanced Hunt Groups and Queuing, Video Meetings (up to 100 participants) and 30-day Archiving. SMS functionality is restricted to the US, Canada, and Puerto Rico.	10		

Notes:

- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
- Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
- Shipping charges may be estimates only and are subject to change. Actual shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

Description	Quantity		
Archiving: 30 Days Retention For access to 30 days of historical UC data for the lifetime of the account	10		
Local Number Porting Fee	2		
Equipment			
 Yealink T73W PoE The Yealink T73W is a modern business IP phone offering excellent HD audio, a 2.8-inch color display, and flexible connectivity. Designed for everyday professional use, it combines performance, security, and wireless capability in a sleek, easy-to-use device. Does not come with a Power Supply Unit (PSU). Optional 5V 2A PSU sold separately.	10		

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