



Franklin County Government

Clearwave Hosted Phone Service over Fiber Proposal

October 22nd, 2019

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Gayla,

Thank you for the opportunity to present this proposal for Hosted Phone service over Clearwave's world-class fiber network. Based on the information you provided in your request for quote, please find below the customized, fully managed solution that we feel best meets your stated needs. I've included a cost comparison at the bottom of this page so you can easily see the net new monthly spend this solution represents compared to your currently contracted Clearwave telephone service at the Courthouse.

Franklin County Government

Proposed Service Plan:			
Location	Telephone Service over Fiber	Monthly	One-time
901 Public Square Benton, IL 62812	Hosted Phone Circuit (60 Month Term)	\$780.00	\$0.00
	Hosted Phone Installation	\$0.00	\$0.00
	(Qty: 8) Analog POTS Fax Lines over Fiber (Term Through 3/6/26)	\$200.00	\$0.00
		Monthly	One-time
Totals for Monthly Charges & One-time Charges		\$980.00	\$0.00
Pricing does not include monthly taxes, if applicable.			

Proposed Hosted Phone Circuit Includes:

- Minimum of (Qty: 39) Polycom VVX-501 Business Phones
- Minimum of (Qty: 2) Managed PoE switches dedicated to powering VVX-501 phones and delivering voice traffic
- Minimum of (Qty: 2) UPS Battery Backups dedicated to Clearwave's PoE switches
- Dedicated, separate Hosted Phone circuit that does not share bandwidth with your Clearwave fiber Internet connection
- Local PBX installation, management, training, and ongoing support from Clearwave
- Unlimited CONUS Outbound Long Distance Calling Plan
- Fully customizable call designs tailored to your specific needs
- Suite of features including Voicemail to E-Mail, Auto Attendant, Extension Dialing, Night Mode, and more
- The ability to keep your current phone numbers and directory listings the same
- Clearwave will maintain full ownership of all equipment required to deliver Hosted Phone Service
- Network cabling is not included in this proposal and is the responsibility of the Customer

Summary of Contracted Clearwave Telephone Services

The following is a breakdown of your current contracted Clearwave telephone services All amounts detailed are pre-tax.

Contracted Clearwave Telephone Service @ Courthouse			
Invoice Dated 9/25/19 (account ending in 5940)			
Description	Qty	Cost	Total
Analog POTS over Fiber Telephone Lines	15	\$25.00	\$375.00
Total Current Service Charges			\$375.00
Pricing does not include applicable monthly taxes/fees.			
Monthly Uptick:			\$605.00
Daily Uptick (Avg. 21 Business Days per Month):			\$28.81
Annual Cost Difference:			\$7,260.00

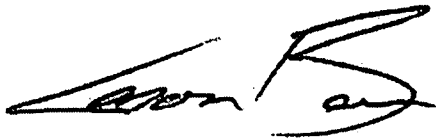
Service Descriptions	
Hosted Phone Service over Fiber	Hosted Phone Service is a customizable, feature-rich service using a user-friendly interface, built-in redundancy and 24-hour monitoring and maintenance, with the flexibility to grow with your business or municipality.
Analog POTS Line over Fiber	Plain Ordinary Telephone Service (POTS) is voice-grade telephone service employing analog signal transmission over fiber loops.
Long Distance	Domestic long distance service (continental U.S.A. excluding AK, HI, P.R.). Unlimited Outbound Domestic Long Distance Service (continental U.S.A. excluding AK, HI, P.R.). International rates may vary.
Term	Term Liability Agreement commences upon signing of agreement and remains in force through the agreed upon number of continuous months of billing for service. Carrier network equipment necessary to terminate and connect services will be provided by Clearwave and will remain property of Clearwave. Customer will be responsible for repair or replacement of equipment for any damage or loss due to any cause, including acts of God, excluding normal manufacturer defects and warranty covered repairs. See Master Service Agreement for complete terms and conditions.
Equipment	Necessary equipment needed to connect Fiber Services will be provided by Clearwave and will remain property of Clearwave. <i>(See Terms or Other for replacement cost)</i>
Pricing	Pricing is valid through October 2019. Pricing does not include monthly taxes, if applicable. Taxes and regulatory fees are always subject to change. Pricing assumes a single wiring closet at each location. Any changes to the proposed service configuration(s) may void entire pricing proposal.
Hosted Phone Installation	Installation will include the delivery and configuration of necessary equipment for initial setup at Customer's premise. Network cabling is not included in this proposal.

The Clearwave Fiber Advantage:

- Customized, cost-effective solution designed to fit your specific needs
- Fully managed solution with dedicated voice circuit
- Robust and scalable connectivity
- State-of-the-art, self-healing, redundant fiber optic ring architecture
- 24x7x365 monitoring for optimal network performance and reliability
- World-class data center and collocation facilities
- Phone numbers and directory listings can stay the same
- Locally staffed, enterprise level customer support

Thank you again for the opportunity to earn your business. Please feel free to contact me directly with any questions.

Best,



Jason Barr
Senior Account Executive
618-294-8037 (Office)
618-926-7133 (Cell)
877-552-9283 (Customer Care)

Gayla Sink

From: Jason Barr <jbarr@corp.clearwave.com>
Sent: Tuesday, October 22, 2019 11:10 AM
To: Gayla Sink
Cc: Jade Money
Subject: RE: [EXTERNAL] Phones needed for Campbell Building system
Attachments: Clearwave Hosted Phone Proposal - Franklin County Government.pdf

Good morning, Gayla:

Jason with Clearwave here. Hope all is well.

Per your request, please see attached our formal quote to provide Franklin County with our Hosted Phone and Analog POTS over Fiber telephone services.

Service details, pricing, etc. are all included in the attached quote. I'll do my best to provide additional high level context below. Please let me know what follow-up questions I can help answer for you:

- At its core, our Hosted Phone solution offers a brand new, fully managed, business class phone system with ongoing support over the life of the term installed at \$0.00 upfront cost owed to Clearwave
- The attached quote includes a cost comparison so you can easily see the net new monthly spend our Hosted Phone service represents compared to your already contracted Clearwave local/long distance telephone service at the Courthouse...as noted in the cost comparison, the net monthly uptick is \$605/month compared to what you're already contracted for...\$605/month extra over 60 months is \$36,300 total...we believe you'll have a difficult time finding a more competitive service quote that delivers a comparable set of hardware/features/functionality/overall value
- We will fully support, manage, train your employees, and maintain your Hosted Phone system for the duration of the term at no additional cost beyond what you see here (excluding standard telco taxes/fees or any outbound international calling you may use)...at the conclusion of the initial term we will negotiate a renewal term with you based on your specific needs at that time
- If a phone goes "belly up" due to natural causes over the course of the initial term we will dispatch and replace the phone at absolutely no additional charge to you...no dispatch fees, labor fees, etc.
- If you ever need to add additional phones or accessories just give me a call and our solution is easily scaled...adding equipment and/or features/functionality is the only time your monthly cost will increase during the term
- Unlike most VoIP providers, our Hosted Phone service is unique in that it does not go over the top of your fiber internet circuit...Hosted Phone uses a completely separate physical connection dedicated for voice traffic which helps ensure the overall quality of service for your internet and telephone services alike
- Unlimited outbound dialing within the Continental U.S. (CONUS) is included in our quote
- Any necessary inside network cabling/wiring is not included in the quote and will need to be completed by the customer prior to our Hosted Phone service going live

- As discussed, our Hosted Phone install schedule is already filled into January 2020 so we're going to have to expedite your project in order to try and meet your timeline...the sooner we can get a signed service order back from you the sooner we can begin planning the installation with the goal of having service ready at the Campbell Building when you need it
- When the time comes, we will relocate a TBD quantity of your phones from the Campbell Building into the new courthouse...it is the county's responsibility to provide dark fiber connectivity between the new courthouse and Clearwave's fiber demark inside the Campbell Building before we can successfully relocate the phones...the county will need to provide at least (2) dark fiber pairs dedicated for use with our phones at the courthouse...the fiber can be single mode or multi mode, but the county will need to let us know which type of fiber is being used so we can purchase the correct patch cables, SFP's, etc.

Appreciate the opportunity,
Jason

From: Gayla Sink <gaylasink@franklincountyil.org>
Sent: Thursday, October 17, 2019 8:06 AM
To: Jade Money <jmoney@corp.clearwave.com>
Cc: Jason Barr <jbarr@corp.clearwave.com>
Subject: [EXTERNAL] Phones needed for Campbell Building system
Importance: High

Jade,

The count per department is....

Circuit Clerk - 10 phones plus 1 fax line

County Clerk -- 8 phones plus 1 fax line

Treasurer - 8 phones plus 1 fax line

Security - 1 phone

Judges Chambers - 1 phone and 1 fax line

Court reporters - 1 phone and 1 fax line

Election – 2 phones and 1 fax line

Supervisor of Assessments – 7 phones and 1 fax line

County Board – 1 phone and 1 fax line

So we are looking at 39 phones and 8 fax lines for the Campbell Building.

I need a quote on this to present Tuesday to the County Board for their approval.

Thanks, Gayla

Regards,
Gayla Sink Prather
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