

Confidential Service Proposal for Business Cloud Communications Solutions

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

Provided by:

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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

All-in-one Intelligent Communications and Collaboration for Your Business



Business Voice

100+ Enterprise calling features, unlimited domestic calling, AI voice capabilities, Hunt Groups and Auto Attendant.



Business Texting

SMS on your business number or user's number for customer communication.



Chat

Unlimited real-time communication with direct, private and public channels, and an AI Assistant for streamlining tasks.



AI Solutions

Help employees get more done with AI Assistant and deliver faster, more responsive caller experiences with AI Receptionist.



Video Meetings

Secure HD meetings with screen share, annotation, meeting recording and AI Meeting Recap for summarization and notes.



Archiving

Securely capture and retain business communications to support compliance, security, and legal readiness. (Includes 30 days rolling archiving retention)



Advanced Hunt Groups

Assigned employee groups manage inbound calls through automated call distribution, helping connect customers with the appropriate employee.



Webfax & Filesharing

Send, receive and manage faxes within the app, and access, manage and share files securely.



Real-Time Dashboards

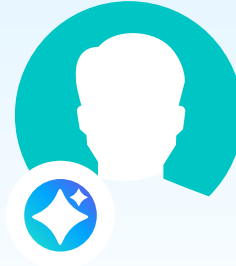
Monitor live performance data, including total active calls, calls in queue, average hold and handle time.

Run Your Business More Effectively With AI

Meet Your Digital Teammates



AI AGENTS
Work **ALONGSIDE** humans
(virtual worker)



AI ASSISTANTS
Work **FOR** humans
(personal assistant)

Imagine how much more productive your team could be with a fleet of AI digital teammates and assistants - AI Agents that automate the handling of repetitive tasks, and AI Assistants that support the needs of people.



AI RECEPTIONIST

Built directly into Intermedia Unite and Contact Center, AI Receptionist answers inbound calls, responds to business-specific questions, understands caller needs, and transfers callers to the right destination with a recap of the conversation, helping businesses stay responsive while reducing routine interruptions for employees.



AI ASSISTANTS: Digital Personal Assistants

AI Assistants support employees by helping interpret information, draft responses, summarize conversations, and reduce manual work - so people can focus on higher-value tasks.

AI CALL RECAP

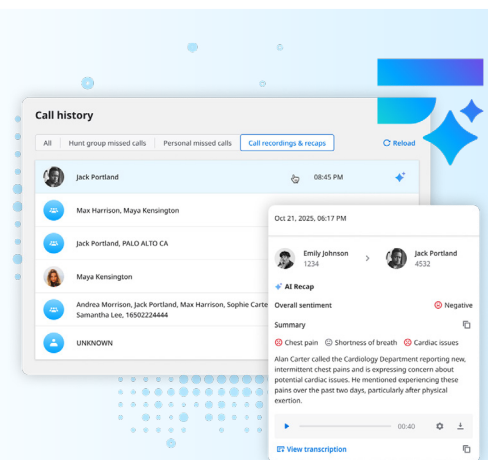
Automatically generate call summaries, transcripts, sentiment analysis, and action items to streamline follow-ups and improve visibility into customer interactions.

AI MEETING RECAP

Capture meeting notes, key decisions, topics, and next steps automatically to help teams stay aligned, productive, and informed.

AI ASSISTANT

Use Generative AI to create content, summarize emails, translate text, solve problems, and automate tasks, all within the Unite app.



AI-Powered Customer Interactions With Contact Center

For advanced customer engagement, intelligent call handling, personalized communication and expanded AI support capabilities, Contact Center (add-on) delivers a seamless omnichannel experience in one app, across voice, SMS, chat, email and WhatsApp.

Contact Center enhances the customer experience at every stage – before, during and after the interaction – with AI-powered tools that boost responsiveness, personalization and efficiency.

Before the Interaction

Prepare for success with smart tools that proactively manage engagement and reduce friction.

- **OMNICHANNEL COMMUNICATIONS:** Support voice, webchat, SMS, email, and WhatsApp from one interface.
- **AUTOMATED CUSTOMER OUTREACH:** Deliver proactive notifications and follow-ups via text, email, or voice.
- **SELF-SERVICE VOICE & AI CHAT:** Allow customers to resolve requests like hours, balances, and payments without agent involvement.
- **CRM INTEGRATIONS:** Connect to your system of record to inform call routing and personalize interactions.
- **WITH AI RECEPTIONIST:** Answer questions, understand caller needs, and connect customers to the right destination.

During the Interaction

Empower agents and supervisors with AI-driven tools that enhance live interactions and optimize outcomes.

- **SINGLE APP FOR ALL COMMUNICATIONS:** Let frontline employees manage customer conversations and team collaboration in one interface.
- **AI AGENT ASSIST:** Real-time transcription, live sentiment analysis, and instant access to business-specific knowledge via a chat-based assistant.
- **MICROSOFT TEAMS EMBEDDED SOLUTION:** Seamlessly deliver Contact Center capabilities within the Teams interface.

After the Interaction

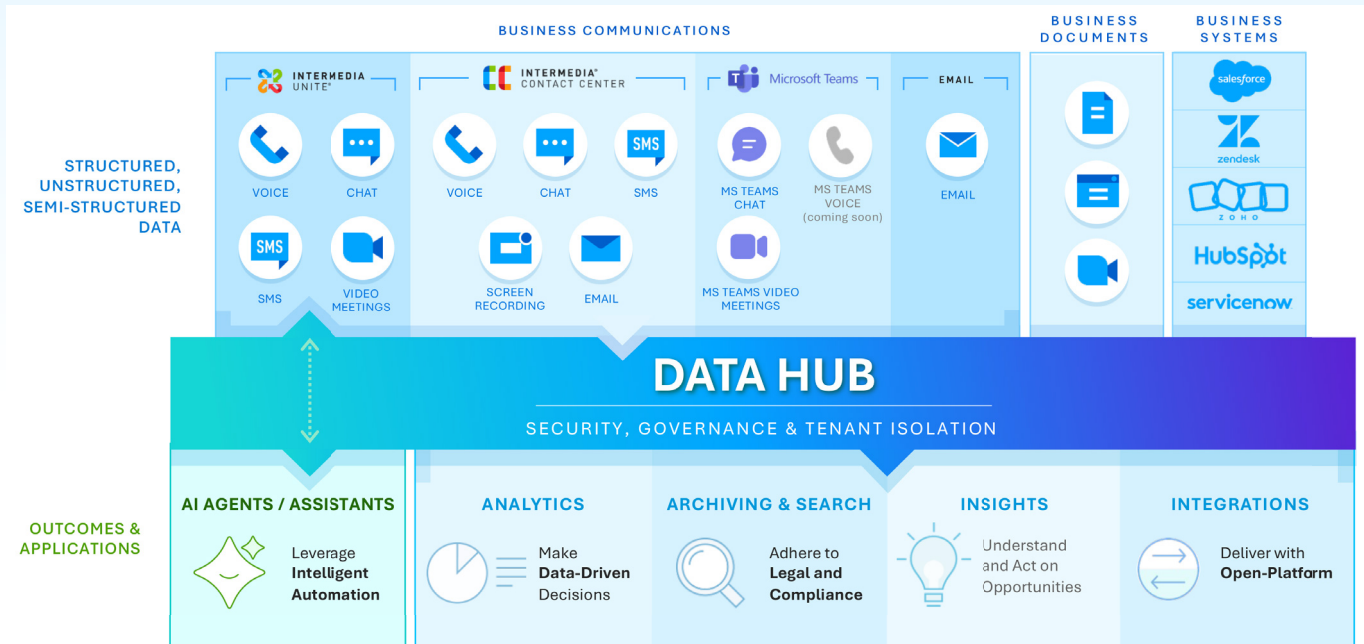
Unlock valuable insights and maintain compliance with automated analysis and archival tools.

- **AI TRANSCRIPTION & REDACTION:** Post-call automation of transcripts and redaction of sensitive data (PII, PHI, PCI) for compliance.



Turn Communications Data into Business Value

DataHub securely connects your business communications data across voice, SMS, video, chat, meetings, Contact Center, and business applications—making it easier to analyze, automate, govern, and improve customer and employee experiences.



AI AGENTS & AUTOMATION

Power AI Agents and workflows with connected communications data to drive smarter automation, personalized interactions and faster decision-making.

ANALYTICS & INSIGHTS

Gain visibility into calls, messaging, meetings, and user activity with powerful analytics and dashboards to improve productivity, customer experience and operational performance

ARCHIVING

Securely capture and store business communications in tamper-proof, cloud-based archives to support compliance, security, and legal readiness. Retention options up to 10 years.

EXTEND PLATFORM

Integrate voice, SMS, video, chat, contact center, and analytics with business applications like Microsoft 365, Google Workspace, Salesforce, CRMs, ERPs, and ticketing systems. We also offer purpose-built integrations for industries such as healthcare, legal, automotive, and more.

Prepared for

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**Summary of services**

Description	Customer total	
	One-time	Monthly
Services		
Unified Communications Services		\$130.95
Equipment	\$820.00	
Shipping	\$21.56	
Professional services & other items		
DigitalBay Programming / Setup/Training **No onsite labor**	\$200.00	
Strang Heating and Electric - Installation Strang Heating and Electric - Installation	\$750.00	
Subtotal	\$1,791.56	\$130.95
Surcharges & Other fees		\$24.85
Estimated taxes	\$72.69	\$8.71
TOTAL	\$1,864.25	\$164.51
	One-time	Monthly

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.
- Taxes, fees and shipping charges may be estimates only and are subject to change. Actual taxes, fees and 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.

Details

Main location 139 S Iowa St, Dodgeville, Wisconsin 53533-1549

Customer total

Description	Quantity	Unit price	One-time	Monthly
Unified Communications Services				
Unite Pro (3 yr) 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.	4	\$30.99		\$123.96
Resource Line (pay per use) Used to enable common area phones such as conference or lobby phones, all outbound calls are charged pay per use.	1	\$6.99		\$6.99
Equipment				
 Yealink CP925 Conference Phone An IP conference phone with a 4-inch colour touch screen and 20 foot microphone pickup range for medium sized conference rooms.	1	\$460.00	\$460.00	
 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.	3	\$120.00	\$360.00	
 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.	4	Free	Free	Free
Shipping				
200 Mason St Ste 8, # 8, Onalaska, Wisconsin 54650-7060	—	—	\$21.56	

Notes:

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Customer total				
Description	Quantity	Unit price	One-time	Monthly
Taxes & Fees				
Surcharges & Other fees	—	—		\$24.85
Estimated taxes	—	—	\$72.69	\$8.71
Total - Main location			\$914.25	\$164.51

Notes:

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