



Business Communications Solution

A Proposal Exclusively for: Hamburg Township



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CYTRACOM



CYTRACOM

Fully Managed UCaaS

A Partnership You Can Trust

Cytracom makes business connectivity and network security simple for Managed Service Providers across North America by delivering enterprise-grade voice, network, and security solutions. Founded in 2008 by a former Managed Service Provider and headquartered in Dallas, Texas, the company is committed to a 100% channel-focused go-to-market model and delivers services exclusively through authorized Managed Service Provider partners.

Connecting the Modern Workforce With:

- 1 A U.S.-based technical support team that can be reached in two minutes or less
- 2 Unmatched availability and uptime with fully redundant datacenters
- 3 Flexible pricing models

Your Business Phone System Plus So Much More

- Physical business phones included in monthly subscription (no hardware cost), fully warrantied and replaceable every 36 months
- Call, message, and fax from anywhere in the world
- Shared Inboxes service allows businesses to text to and from their primary business number, collaborate around inbound messages via private chat, and ultimately reply to the customer as the voice of the business
- App Marketplace allows meaningful integrations with the tools you already use
- Desktop and Mobile Apps to communicate seamlessly across all your devices
- Centralized management portal from a single pane of glass
- In-depth onboarding on setup, training, and support so you can focus on your core business

Business Communications Suite

Cytracom delivers a complete unified communications platform with cloud-based voice plus mobility, desktop integration, messaging and more—simplified for small to midsize businesses. Give your teams the flexibility and freedom to communicate with their teams, from any device and any location.

Everything You Need—and More

Get big business communication features in a solution that's easy to set up, simple to use and built to empower your teams. Some of the Cytracom features that customers love most include:



Unlimited Calls

Unlimited calling within the US and Canada.



One Number on all Devices

One number for your phone, desktop, and mobile.



Call Recording

Record incoming and outgoing calls to help with compliance and training.



Business Messaging

Team messaging and SMS from the Cytracom Apps.



Auto Attendant

Never miss a call with a virtual receptionist for your business.



Visual Voicemail

Read, listen to, and manage voicemail messages from a single screen.



Call Queuing

Place callers within a queue or line to wait for the next available agent or employee.



Local Support

Live answer support dedicated to simplifying voice for customers.



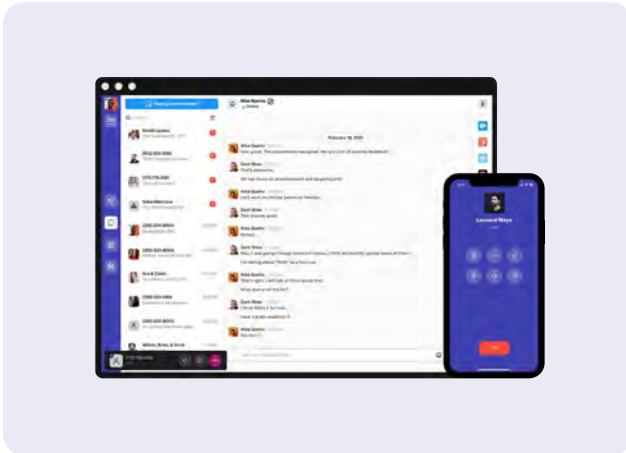
Dedicated Onboarding

An onboarding manager is with you at every step for initial setup, complimentary training, and more.



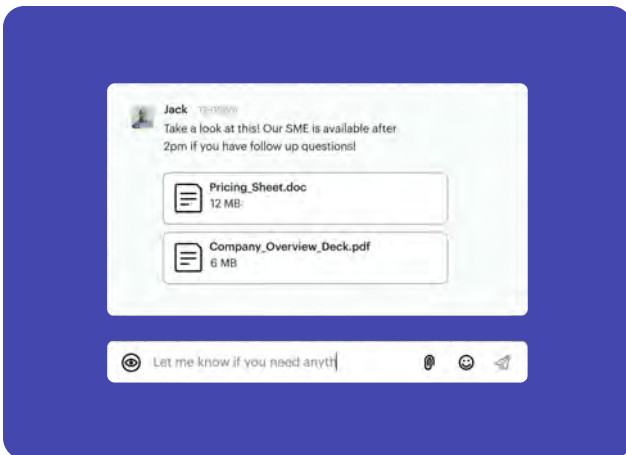
No Hardware Costs

Eliminate the hassle and expense of owning and operating your own phone system. Our sophisticated D2 desk phone features 24 digital presence indicators, HD audio, color LCD displays, dual gigabit ports, integrated POE—and it's free for all users. Plus, our phones are fully warrantied and upgraded every 36 months at no charge.



Intuitive Apps You'll Want to Use

Easily extend the simplicity of Cytracom across devices with our intuitive, integrated mobile and desktop apps. The apps work seamlessly to deliver a familiar and friendly communications experience with no training or configuration required.



Business Messaging

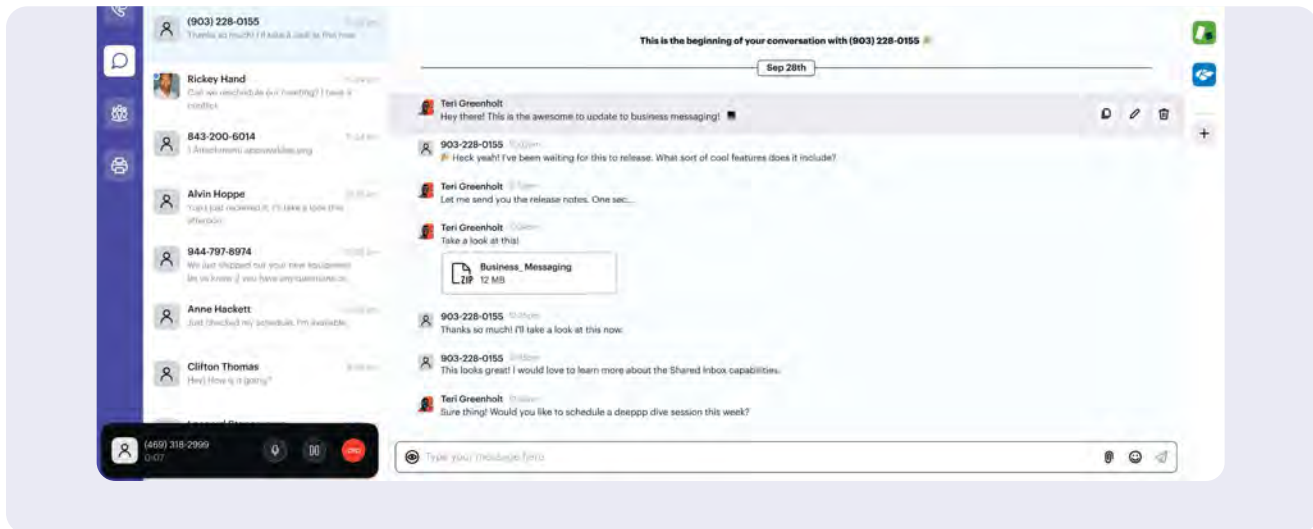
Need to do more than talk? Cytracom offers business messaging services with team messaging tools plus SMS capabilities for external stakeholders. From the Cytracom mobile and desktop apps, use your dedicated business number to send messages to anyone, create dedicated rooms or group chats for ongoing conversations, and share files, pictures and PDFs.

Business Messaging

Team Messaging for SMB

Cytracom Messaging enables your team to seamlessly communicate both inside and outside your company with advanced messaging capabilities. Collaborate anytime, anywhere across the Cytracom Mobile and

Desktop Apps and with any mobile device users outside of the company with SMS. Business Messaging requires zero configuration and it's ready to go when you sign into your Cytracom Apps.



Rooms

Create Rooms to enable collaboration & organize the conversations.



Integrated File Sharing

Share images, documents, & videos in Rooms or direct messages



Message Mobile Users

Cytracom users can message customers or partners on mobile devices using standard SMS.



Notifications

Get pop-up messages for incoming calls, voicemails, and other important notifications.

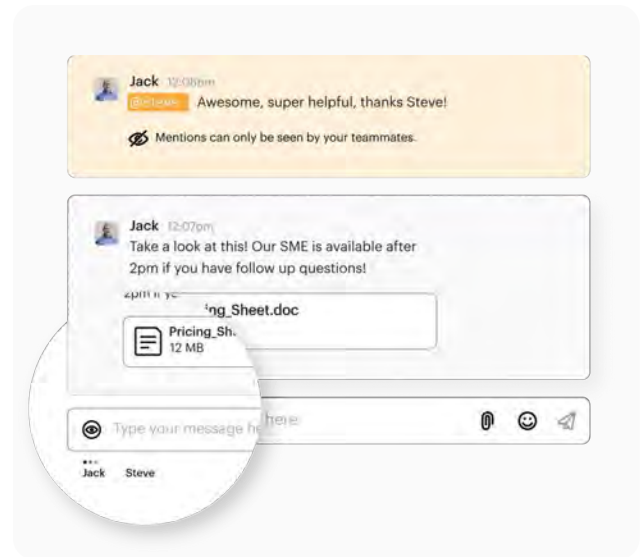
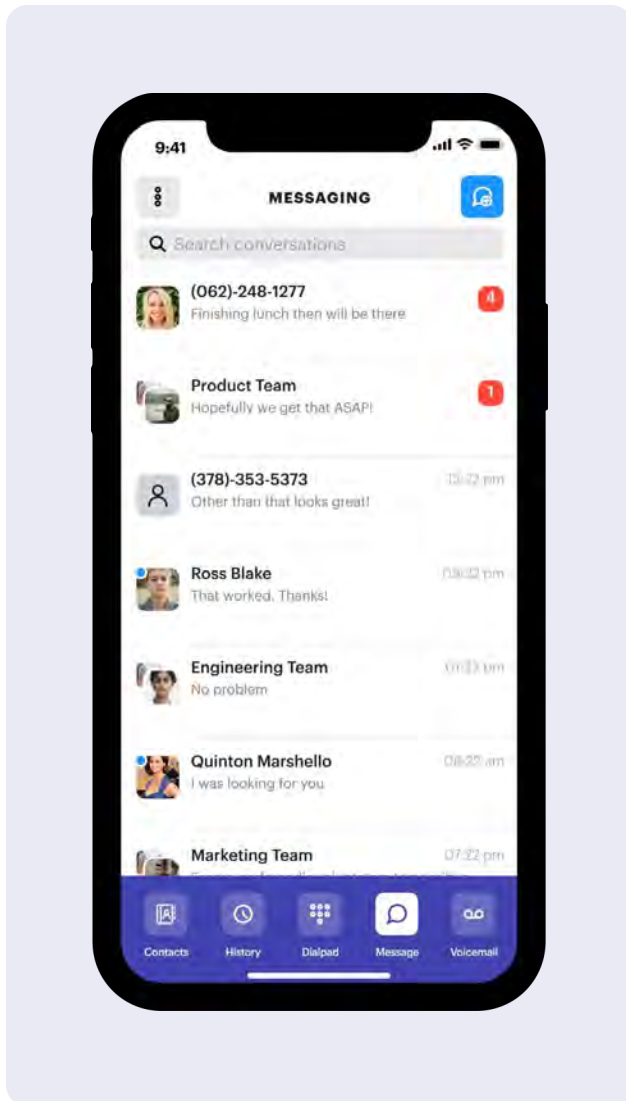
Make Every Conversation A Good One

Business Messaging lets you choose how you want to have a conversation. Do you want to work remotely? Great. Cytracom Mobile makes that possible. Do you need to multitask and talk? Cytracom Desktop lets you talk and text from a single pane of glass. Best of all, our

applications keep up with you. If you need to switch between apps in the middle of a conversation, you have the power to do so. That means you can talk anytime, anywhere.

Mobile Business Messaging

The Cytracom Mobile App enables shared text messaging on the go.



Take Text Messaging Further

Experience the power of a collaborative communication tool with the extendability of a phone number. Want to start a dedicated conversation about an upcoming project? Create a private room called “Top Secret.” Want to text a client or include them in a group text? You can do that, too. Even better, they can text you first, without a Cytracom app. With advanced features like file-sharing, presence, and the ability to pick up a conversation from any of our apps, you won’t have any trouble deciding what to talk about.

Cytracom goes the extra mile to make voice and messaging communications simple for customers with phones and apps that are easy to install and use. Our dedicated success team works alongside your managed service provider to ensure you receive the highest levels of quality and service. Your phones arrive pre-provisioned and ready to plug in and use. Plus, we offer free training and ongoing technical support for your teams—with some of the highest satisfaction ratings in the business.

ADVANCED BUSINESS COMMUNICATIONS

D2 Office Phone

The One Phone for Business

Simplify your communications with the one desk phone for all of your business needs. The phone comes pre-provisioned and allows simple plug and play to start making calls. Get the benefits of a big-business phone system—on devices that are simple for your team to use. Our phones feature an intuitive user interface with advanced functionality and complete customization at your fingertips.



24 digital presence keys

Custom programmable keys to manage your office communications and see the status of office users.

WiFi capable

WiFi-enabled (one-time fee upgrade) to allow connection with a wireless network.

POE

Power over Ethernet with gigabit passthrough to a desktop PC.

HD audio

Hear all call details in clear, high-definition sound, whether on a 1-to-1 or conference call.

Bluetooth

Seamlessly connect with headsets for hands-free calling.

Color LCD display

Clearly see who is available to take a call, or who is busy.

Plug and Play Convenience

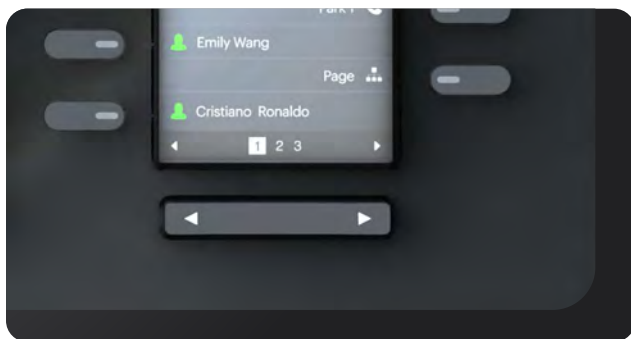
Phones are configured and ready to go when you take them out of the box. Simply plug your device into your network's Ethernet connection and go!

Centralized Device Management

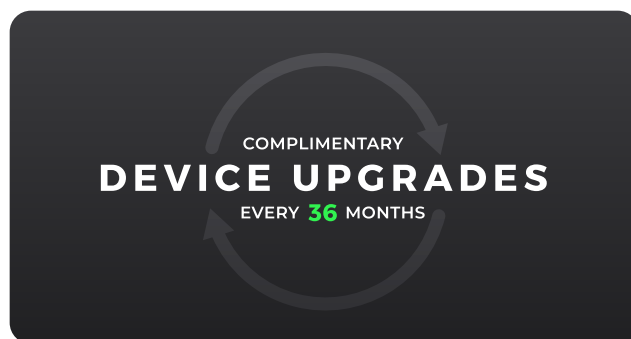
Manage every phone in your system from a unified portal. Easily push updates and customizations, add new users, and more.

Customizable Presence Indicators

Enable each employee to create a unique desk phone experience by customizing any of the 24 digital presence keys to match specific user preferences.



Customizable Presence Indicators



Phones That Evolve With Your Business

Most phones become outdated over time. Switch to a phone system that keeps up with your business. Through our Evolve program, you get new, upgraded devices every 36 months. This guarantees you will always have the latest firmware and hardware updates. We also cover full warranties—so if anything happens before your upgrade, we'll fix or replace the phone for free.

Why Cytracom?

With a reliable platform built on flexible, cloud-based technology, Cytracom delivers fully managed, enterprise-grade VoIP tailored to small business needs.



Free Phones

Get free business phones for every user.



36-Month Upgrades

Stay up-to-date with the latest phones.



Full Warranties

Eliminate maintenance fees with lifetime warranties.

Cytracom, LLC

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Allen, TX 75013
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Email: sales@cytracom.com

Customer Information

Hamburg Township
Tony Randazzo
1405 Merrill Road
Whitemore Lake, MI
48189
trandazzo@hamburg.mi.us

Proposal Information

Proposal Number: 119584
Date: 03-19-2025
Quote Valid Until: 04-18-2025
Contract Term: 1

Township Hall - 1405 Merrill Road, Whitemore Lake, MI 48189

Monthly Recurring Charges (MRC)				
Qty	Item ID	Description	Price	Total
48	MR831	Cytracom C2 User User for Cytracom C2 Plan	\$ 32.95	\$ 1581.60
50	MRX603	Local 10 Digit DID Local 10 Digit Telephone Number	\$ 0.00	\$ 0.00
50	CREDIT-03	Volume Discount- Extensions Discount per Volume Pricing Tiers	\$ -11.00	\$ -550.00
			Sub Total	\$ 1031.60
			Tax Total	\$ 229.82
			Total	\$ 1261.42

Monthly Non-Recurring Charges (NRC)				
Qty	Item ID	Description	Price	Total
48	OT612	Cytracom D2- Evolve Includes Dual LCD Display, Bluetooth, PoE, Power Supply	\$ 0.00	\$ 0.00
48	OT522	Shipping- Interstate Shipping out of Texas	\$ 7.00	\$ 336.00
			Sub Total	\$ 336.00
			Tax Total	\$ 0.00
			Total	\$ 336.00

Monthly Recurring Summary (this location)		Due at Activation (this location) ²	
Subtotal:	\$ 1031.60	Monthly Recurring Charges	\$ 1031.60
State:	\$ 27.00	Monthly Recurring Taxes ¹	\$ 229.82
Local:	\$ 5.93	Non-recurring Charges	\$ 336.00
Federal:	\$ 57.68	Non-recurring Taxes	\$ 0.00
Cost Recovery:	\$ 139.20		
Tax ¹ :	\$ 229.82	Total	\$ 1597.42
Total:	\$ 1261.42		

Confidential and Proprietary

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¹The amount shown here is an estimated monthly tax total for all federal, state and local jurisdictions as applicable to your services. Applicable taxes and tax amounts are subject to change.

² The first invoice, including the one-time costs for hardware/shipping, will be processed after we gather the information required to provision the account and / or hardware.No payment is due at signing.

Police Department - 10409 Merrill Road, Whitmore Lake, MI 48189

Monthly Recurring Charges (MRC)

Qty	Item ID	Description	Price	Total
10	MR831	Cytracom C2 User User for Cytracom C2 Plan	\$ 32.95	\$ 329.50
10	MRX603	Local 10 Digit DID Local 10 Digit Telephone Number	\$ 0.00	\$ 0.00
10	CREDIT-03	Volume Discount- Extensions Discount per Volume Pricing Tiers	\$ -11.00	\$ -110.00
			Sub Total	\$ 219.50
			Tax Total	\$ 53.04
			Total	\$ 272.54

Monthly Non-Recurring Charges (NRC)

Qty	Item ID	Description	Price	Total
10	OT612	Cytracom D2- Evolve Includes Dual LCD Display, Bluetooth, PoE, Power Supply	\$ 0.00	\$ 0.00
10	OT522	Shipping- Interstate Shipping out of Texas	\$ 7.00	\$ 70.00
			Sub Total	\$ 70.00
			Tax Total	\$ 0.00
			Total	\$ 70.00

Monthly Recurring Summary (this location)		Due at Activation (this location) ²	
Subtotal:	\$ 219.50	Monthly Recurring Charges	\$ 219.50
State:	\$ 7.50	Monthly Recurring Taxes ¹	\$ 53.04
Local:	\$ 4.30	Non-recurring Charges	\$ 70.00
Federal:	\$ 12.24	Non-recurring Taxes	\$ 0.00
Cost Recovery:	\$ 29.00		
Tax ¹ :	\$ 53.04		
Total:	\$ 272.54	Total	\$ 342.54

Fire Department - 10100 Veterans Memorial Drive, Hamburg, MI 48139

Monthly Recurring Charges (MRC)

Qty	Item ID	Description	Price	Total
5	MR831	Cytracom C2 User User for Cytracom C2 Plan	\$ 32.95	\$ 164.75
5	MRX603	Local 10 Digit DID Local 10 Digit Telephone Number	\$ 0.00	\$ 0.00
5	CREDIT-03	Volume Discount- Extensions Discount per Volume Pricing Tiers	\$ -11.00	\$ -55.00
			Sub Total	\$ 109.75
			Tax Total	\$ 33.62
			Total	\$ 143.37

Monthly Non-Recurring Charges (NRC)

Qty	Item ID	Description	Price	Total
5	OT612	Cytracom D2- Evolve Includes Dual LCD Display, Bluetooth, PoE, Power Supply	\$ 0.00	\$ 0.00
5	OT522	Shipping- Interstate Shipping out of Texas	\$ 7.00	\$ 35.00
			Sub Total	\$ 35.00
			Tax Total	\$ 0.00
			Total	\$ 35.00

Monthly Recurring Summary (this location)	
Subtotal:	\$ 109.75
State:	\$ 3.75
Local:	\$ 9.25
Federal:	\$ 6.12
Cost Recovery:	\$ 14.50
Tax ¹ :	\$ 33.62
Total:	\$ 143.37

Due at Activation (this location) ²	
Monthly Recurring Charges	\$ 109.75
Monthly Recurring Taxes ¹	\$ 33.62
Non-recurring Charges	\$ 35.00
Non-recurring Taxes	\$ 0.00
Total	\$ 178.37

Senior Center - 10407 Merrill Road, Township of Hamburg, MI 48189

Monthly Recurring Charges (MRC)

Qty	Item ID	Description	Price	Total
5	MR831	Cytracom C2 User User for Cytracom C2 Plan	\$ 32.95	\$ 164.75
5	MRX603	Local 10 Digit DID Local 10 Digit Telephone Number	\$ 0.00	\$ 0.00
5	CREDIT-03	Volume Discount- Extensions Discount per Volume Pricing Tiers	\$ -11.00	\$ -55.00
			Sub Total	\$ 109.75
			Tax Total	\$ 26.52
			Total	\$ 136.27

Monthly Non-Recurring Charges (NRC)

Qty	Item ID	Description	Price	Total
5	OT612	Cytracom D2- Evolve Includes Dual LCD Display, Bluetooth, PoE, Power Supply	\$ 0.00	\$ 0.00
5	OT522	Shipping- Interstate Shipping out of Texas	\$ 7.00	\$ 35.00
			Sub Total	\$ 35.00
			Tax Total	\$ 0.00
			Total	\$ 35.00

Monthly Recurring Summary (this location)		Due at Activation (this location) ²	
Subtotal:	\$ 109.75	Monthly Recurring Charges	\$ 109.75
State:	\$ 3.75	Monthly Recurring Taxes ¹	\$ 26.52
Local:	\$ 2.15	Non-recurring Charges	\$ 35.00
Federal:	\$ 6.12	Non-recurring Taxes	\$ 0.00
Cost Recovery:	\$ 14.50		
Tax ¹ :	\$ 26.52		
Total:	\$ 136.27	Total	\$ 171.27

DPW - 10405 Merrill Road, Whitmore Lake, MI 48189

Monthly Recurring Charges (MRC)

Qty	Item ID	Description	Price	Total
2	MR831	Cytracom C2 User User for Cytracom C2 Plan	\$ 32.95	\$ 65.90
2	MRX603	Local 10 Digit DID Local 10 Digit Telephone Number	\$ 0.00	\$ 0.00
2	CREDIT-03	Volume Discount- Extensions Discount per Volume Pricing Tiers	\$ -11.00	\$ -22.00
			Sub Total	\$ 43.90
			Tax Total	\$ 10.61
			Total	\$ 54.51

Monthly Non-Recurring Charges (NRC)

Qty	Item ID	Description	Price	Total
2	OT612	Cytracom D2- Evolve Includes Dual LCD Display, Bluetooth, PoE, Power Supply	\$ 0.00	\$ 0.00
2	OT522	Shipping- Interstate Shipping out of Texas	\$ 7.00	\$ 14.00
			Sub Total	\$ 14.00
			Tax Total	\$ 0.00
			Total	\$ 14.00

Monthly Recurring Summary (this location)		Due at Activation (this location) ²	
Subtotal:	\$ 43.90	Monthly Recurring Charges	\$ 43.90
State:	\$ 1.50	Monthly Recurring Taxes ¹	\$ 10.61
Local:	\$ 0.86	Non-recurring Charges	\$ 14.00
Federal:	\$ 2.45	Non-recurring Taxes	\$ 0.00
Cost Recovery:	\$ 5.80		
Tax ¹ :	\$ 10.61		
Total:	\$ 54.51	Total	\$ 68.51

Notes	Monthly Recurring Summary	Due at Activation ²
.	<div><div>Subtotal</div><div>\$ 1514.50</div><div>State:</div><div>\$ 43.50</div><div>Local:</div><div>\$ 22.49</div><div>Federal:</div><div>\$ 84.62</div><div>Cost Recovery:</div><div>\$ 203.00</div><div>Tax¹</div><div>\$ 353.61</div><div>Total</div><div>\$ 1868.11</div></div>	<div><div>Monthly Recurring Charges</div><div>\$ 1514.50</div><div>Monthly Recurring Taxes¹</div><div>\$ 353.61</div><div>Non Recurring Charges</div><div>\$ 490.00</div><div>Non-recurring Taxes</div><div>\$ 0.00</div><div>Total</div><div>\$ 2358.11</div></div>

To accept and add payment details, visit: <https://signup.cytracom.net/67dad549234a0>

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