



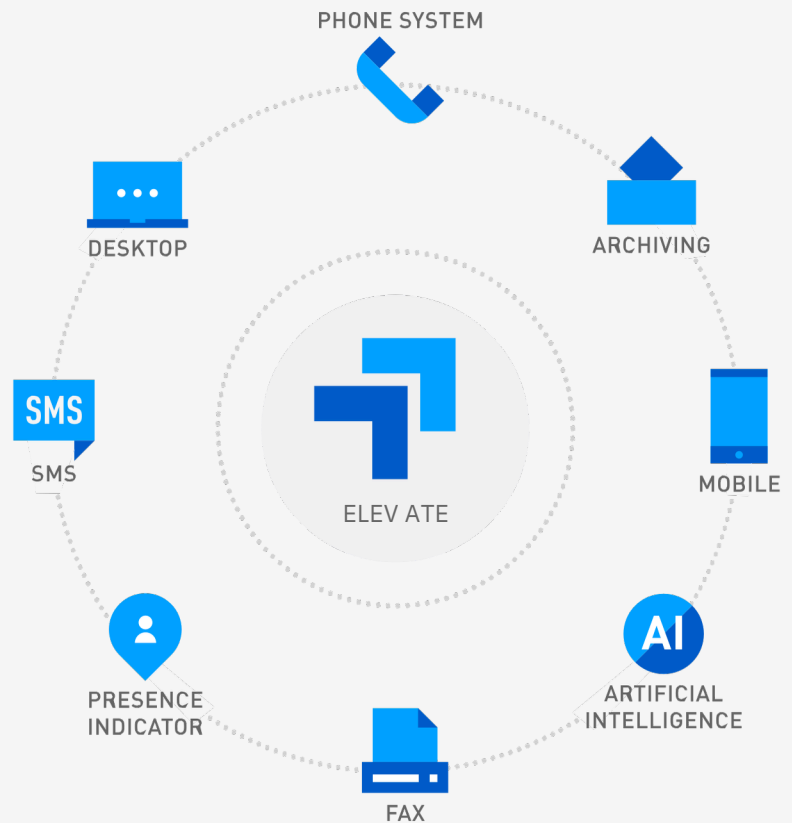
Confidential Service Proposal: Elevate for Teams Advanced

ALL YOUR BUSINESS COMMUNICATIONS –

FULLY INTEGRATED, EFFICIENT, AND RELIABLE



Elevate for Microsoft Teams Advanced is an easy-to-use cloud-based communication platform that helps employees to be more productive and collaborative by providing an enterprise-grade, cloud-based phone system directly inside of Microsoft Teams. For a seamless experience inside of Teams, use Teams for collaboration tasks such as chat, meetings, and file sharing and use Elevate for communication features like calling, queuing, and SMS.



ELEVATE FOR TEAMS ADVANCED INCLUDES

- 100+ enterprise-grade calling features
- Free local and long distance calling to the US, Canada and up to 33 countries
- Pre-programmed, plug and play desk phones simplify installation
- Easy to use Business SMS
- CRM integrations such as Salesforce, ServiceNow, and more
- Changes to system settings, devices, or users can be performed by phone administrators online
- The Elevate Teams Embedded App integrates with company directory, showing employee availability and enabling click-to-call
- The Elevate Mobile App maintains business continuity, keeping you connected on the go with all Elevate phone features

Benefits to Your Business



INCREASED PRODUCTIVITY

Elevate makes a more productive workforce.

- Utilize Teams for collaboration features such as chat, meetings, and file sharing and Elevate for calling and SMS
- Virtually anywhere, anytime, and on any device - creates a more flexible workforce
- Advanced routing ensures the right call gets to the right person or department 24/7



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 platform without a Teams Phone license
- Free local and long distance calling to the US, Canada and up to 33 countries
- 100+ enterprise-grade calling features INCLUDED in the service



HIGH RELIABILITY

The Elevate voice network is purpose-built for reliability.

- Proprietary 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.

- 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 control panel portal
- Scales easily as your business grows



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.)
- Combine Elevate and Teams for a layer of redundancy, ensuring you can still make calls via the mobile or web app if Teams loses connectivity

The Business-Class Features You Deserve



100+ 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
 - Click to call from Chrome browser
- ... 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



ARCHIVING FOR ELEVATE

- 30-days rolling Archiving retention included
- Have continual historical access to your company's last 30 days of Elevate calls and SMS free as part of your Elevate solution



CALL FLIP

- Allows the user to seamlessly move an active call from the desktop phone to a mobile phone or vice versa
- Flip calls multiple times during one conversation



CALL CENTER

- Easily group users to deliver calls
- Route calls based on rules
- Easily monitor, whisper or barge into a call
- View real-time call statistics on a PC or big screen



PERSONAL OR COMPANY TEXTING

- Send business SMS to individuals or groups from within the Elevate For Teams Advanced embedded app
- Engage with clients who prefer SMS, expanding your communication channels beyond email and voice calls
- Manage all business communications, including SMS, in one place



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



Apps/Productivity Included with Elevate for Teams Advanced



ELEVATE FOR TEAMS ADVANCED APP

The Elevate For Teams Advanced desktop app brings essential collaboration and communication tools together, making teamwork easier than ever. Seamlessly combine your telephony experience across Microsoft Teams' collaboration features, such as chat, meetings and file sharing, along with Elevate's advanced telephony capabilities and business SMS, all while enjoying easy setup and local support.

A Simplified Single-App Experience

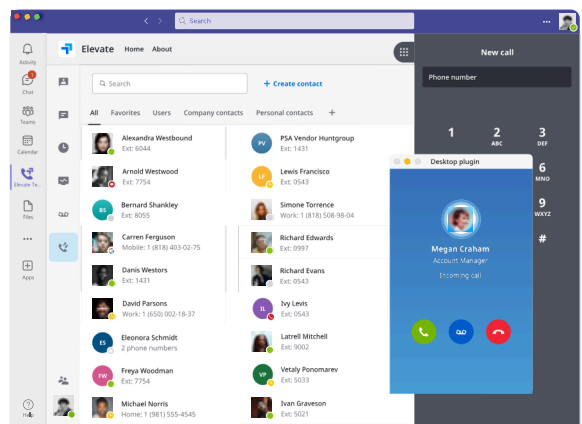
Teams users can use Elevate for SMS and to make calls within the familiar Teams app.

Microsoft Teams for Collaboration

Use Teams collaboration tools to manage chat, file sharing, and video meetings.

Elevate for Communications

Enhance your business communication with our enterprise-grade phone system featuring advanced call routing and integrated SMS.



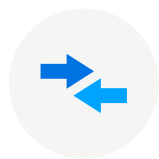
ELEVATE MOBILE APP

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 and receive SMS messages using the business phone number, place calls and read/listen to 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.





ELEVATE EXTEND

Elevate Extend is an integrations platform that connects powerful voice, chat, video meetings 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.



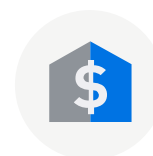
Increase Employee Productivity

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:

 Office 365

 slack


 Outlook

 G Suite

 ELEVATE[™]
CRM SCREEN POPS

 Microsoft Teams

 ZOHO

 sugarcrm

 zendesk

 servicenow[™]

 ORACLE[™] NETSUITE

 Microsoft
Dynamics 365

 salesforce



We have prepared a quote for you

City of Lansing Elevate for Teams Advanced Quote

Quote # 000778
Version 2

Prepared for:

City of Lansing

Joshua Gentzler
jgentzler@lansingks.org

Statement of Work

New Elevate services:

Towner Elevate for Teams Advanced Cloud Solution On-Site Implementation

Scope of Work:

1. Deployment of Towner Elevate Package:

- Provision of 60 Elevate for Teams Advanced user licenses.
- Supply and setup of 60 Fanvil V64 Phones.
- Transfer (Porting) of 68 existing Direct Inward Dialing (DID) numbers to the Towner Cloud service.

2. On-site Installation and Setup:

- Professional installation and configuration of the Cloud solution at the primary location in Lansing, KS.
- Registration of each physical location for Enhanced 911 (E911) services, ensuring accurate emergency response capabilities.

3. Configuration and Training:

- Programming of the Elevate for Teams Advanced licenses for end-users.
- Additional required software will be supplied to customer IT administrators/provider. The for Teams Advanced does require additional MS365 integration to be deployed for users Teams applications.
- Inclusive of one hour of remote training for end-users and one hour of remote training for administrators.

4. Hardware Provision:

- Inclusion of power adapters for each Fanvil V64 Phone, as per the quotation.

5. Pre-installation Requirements:

- Confirmation that all necessary cabling and network infrastructure are in place prior to installation.
- Notification that any deficiencies in infrastructure may lead to installation delays, service disruption, and incur additional costs.

6. Equipment Terms:

- Provision of equipment at no initial cost, contingent on a minimum one-year service commitment.
- Termination of service before completing one year will necessitate immediate payment of the remaining equipment costs.

7. Post-Installation Protocol:

- Execution of a testing checklist by the Towner Technician, with a review session with the customer post-installation.

Project Timeline and Next Steps:

- Estimated completion time for new Cloud installations ranges between 30 to 60 days. Customers are encouraged to suggest preferred completion dates, excluding weekends. Towner Communications endeavors to meet these timelines where feasible.
- A prerequisite for project initiation is the payment of the due-at-signing amount. The creation of accounts and ordering of equipment is contingent on this payment.
- Post-signature, customers will receive a welcome email outlining subsequent steps, including:
 - Completion of additional documentation.
 - Scheduling of a Kickoff call.
 - Submission of a recent phone bill and a Letter of Authorization (LOA) for number porting.
 - Provision of detailed requirements for system configuration, including existing extension/user lists and user email addresses.

Terms and Acknowledgment:

- By signing this agreement, the undersigned acknowledges and agrees to Towner Communications, LLC's Terms of

Statement of Work

Service and all incorporated Terms and Conditions, available for review at www.townerkc.com.

- An invoice for the Total Due at Signing will be issued upon agreement, The Initial invoice signifies pre-authorization and prepayment for the first service month. Regular billing begins 60 days from account creation, with NET 10 payment terms.
- Early termination of the contract by the customer necessitates full payment of the contract balance. Standard contract duration is 36 months unless otherwise specified.
- Acceptance of this proposal and agreement to the Terms and Conditions is confirmed by the customer's electronic signature on this Telecommunications Purchase Agreement.

Monthly Services

Description	Recurring	Price	Qty	Ext. Recurring	Ext. Price
Elevate for Teams Advanced Integrated into Microsoft Teams, this license includes Elevate advanced communications features such as full featured PBX, SMS, advanced hunting and queuing, CRM integrations, unlimited local and long distance plus calling to 33 countries and analytics, a	\$24.99	\$24.99	60	\$1,499.40	\$1,499.40
Elevate Archiving 3 Year Retention Elevate ArchivingEasily capture, store, and search through all your communications, including phone call logs and recordings, voicemail recordings and transcriptions, SMS, and Elevate Chat.The number of archiving licenses should match the number of Elev	\$5.00	\$5.00	60	\$300.00	\$300.00
Elevate AI Assistant (Beta) AI Assistant is a business productivity tool using Generative AI to help users access information more easily and automate repetitive or time-consuming tasks. (We are excited to offer this innovative service free of charge during this period. However, pl	\$0.00	\$0.00	60	\$0.00	\$0.00
Elevate Auto Attendant Auto Attendant (additional) - Elevate CloudOne Auto Attendant is included with the system. Any additional Auto Attendants require additional purchase.	\$8.50	\$8.50	2	\$17.00	\$17.00

Subtotal: **\$1,816.40**

Subtotal: **\$1,816.40**

Hardware

Description	Qty
Elevate Fanvil V64 (Promotional) An IP desk phone with a 3.5-inch 480x320 Color Screen, dual Gigabit Ethernet ports, built-in Bluetooth and Wi-Fi, and a USB port. Includes 8 physical line keys capable of 21 configurable positions for calls, presence, or speed dial.** FREE Promotional 10	60

Professional Services

Description	Price	Qty	Ext. Price
ProServices Pro ServicesProfessional system configuration with user/device provisioning services.	\$150.00	18	\$2,700.00
CLOUD-TRAIN-BASIC-REMOTE Total of 2 hours: 1 hr of end user training and 1 hr of admin training (REMOTE)	\$0.00	2	\$0.00

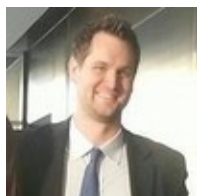
Subtotal: \$2,700.00

Fees & Tax

Description	Price	Qty	Ext. Price
Elevate Local Number Port Elevate Local Number Port Activation Fee	\$6.00	68	\$408.00
Shipping Shipping/HandlingShipping of equipment to Towner for provisioning services.	\$190.19	1	\$190.19
Elevate Fee Elevate Fee	\$298.20	1	\$298.20
Elevate Tax Elevate Estimated Tax (one time and recurring)	\$355.35	1	\$355.35

Subtotal: \$1,251.74

City of Lansing Elevate for Teams Advanced Quote



Prepared by:

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Prepared for:

City of Lansing

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Quote Information:

Quote #: 000778

Version: 2
Delivery Date: 03/04/2025
Expiration Date: 04/04/2025

Quote Summary

Description	Amount	
Monthly Services	\$1,816.40	
Professional Services	\$2,700.00	
Fees & Tax	\$1,251.74	
Total:		\$5,768.14

Recurring Summary

Description	Amount
Monthly Services	\$1,816.40
Total: \$1,816.40	

Quote includes monthly recurring additions and/or additional materials needed for your cloud service. These will be added into your original contract co-terminus to original date. The total amount of the quote or "Due At Signing" must be paid in order to process order if there are materials. To approve this order please sign and return to Towner, we will then generate an invoice and email it you for payment. Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors. The undersigned acknowledges that they have received, read, accepted, and agreed to the Towner Communications, LLC. Terms of Service, and ALL Towner Communications, LLC Terms and Conditions incorporated by this reference. Your below indicates your acceptance of this proposal and agreement to pay Total Due at Signing. Terms and Conditions are available for review on our website www.townerkc.com. An invoice for Total Due at Signing will be emailed. This payment serves as pre-authorization and prepayment for your first month of services. Your next invoice will be processed the month following your account activation date. Invoice terms are NET 10. Towner Communications, LLC may apply late fees to delinquent invoices. Free phone promo requires minimum 12 months of monthly recurring payments, if customer terminates before 12 months, the remaining balance of promo phone cost will be invoiced.

913-780-3166

City of Lansing

Date: 03/04/2025

Date: _____



Protect Your Organization and Leverage Intelligence:

The Value of Archiving for Your Unified Communications

Businesses' day-to-day communications are enriched with valuable knowledge, IP, and insights. Whether it's interactions with your customers and prospects, dialogues between your company's employees, or conversations with 3rd party stakeholders, they hold are substantial business value, and potentially business risks. Archiving allows organizations to better manage, analyse, and govern these interactions.

WHAT IS COMMUNICATION ARCHIVING?

Archiving automatically collects and preserves electronic communications such as voice calls, chats, SMS, video meetings, and email from your end-user channels and stores these items in a separate, centralized location.

This provides continuous historical access to your communications with intuitive unified search, preview, playback, exporting, and reporting functionality across all channels in a single, secure, and encrypted platform. Data retention durations are configurable based on business needs.

WHY SHOULD BUSINESSES HAVE ARCHIVING?

With the abundance of interactions being created every day across multimodal channels, organizations can utilize Archiving to safeguard and reap business value from these communications.



Address Disputes and Complaints

Disputes are unavoidable – Avoid the ‘he said, she said’ misinterpretations of the dispute. A call recording is a direct account of what occurred during the phone conversation and can help bring closure to a disagreement. Retain, retrieve and analyze contested calls quickly and efficiently.



Enhance Frontline User Performance

Frontline users are at the forefront of effectively representing your products, resolving issues, and answering customers’ questions. Review interactions for quality, feedback, and coaching. Leverage archived communications to develop skills and expertise for sales, customer service, and support agents.



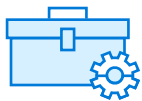
Adhere to Compliance

Preserve communications to comply with industry (HIPAA, FINRA, SEC, IROCC, etc.), state, and local regulations. Retaining these communications is mandatory by some regulators and is a must to avoid costly fines. Stay compliant with Archiving; preserve interactions, enable access controls, provide intuitive retrieval, and ensure tamper-proof storage.



Satisfy Legal Obligations

Produce interactions promptly for litigation cases, investigations, and eDiscovery requirements. Courts, regulators, and internal governance teams can rely on communication recordings as part of an investigation or court proceeding. Easily support identification, collection, and production of electronically stored communications.



Knowledge and Continuity

Whether due to employee turnover, temporary leaves of absence, or having a holistic view of a customer case, organizations can also preserve and share communications, ensuring continuity. Identify and resolve issues faster with Archiving and subsequently ensure higher customer satisfaction and overall experience.



Data Intelligence and Insights

Businesses can analyse and evaluate key themes, trends, and feedback from their conversations. Make more informed decisions, help generate revenue, and increase efficiency to reduce overall operational costs.

REAL-LIFE EXAMPLES



Logistics and Transportation

ORDER CONFIRMATION

Verify and confirm orders based on historic messages and verbal interactions.

Ensure you have the correct summary; re-listen to call records and review messages.

Solution

Archiving with 3 Year Retention



Auto Dealership

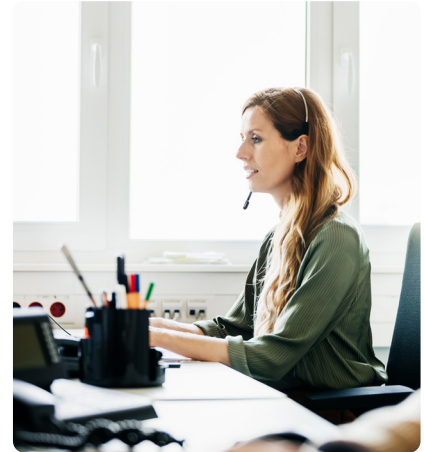
RESOLVE DISPUTES

A dispute has arisen over whether a payment-plan disclaimer was conveyed to a customer.

Recordings provide accurate accounts of conversations and facilitate accurate resolution.

Solution

Archiving with 3 Year Retention



Inside Sales

SALES COACHING

Managers are looking to review sales agent calls for correct selling practices and general performance.

Provide targeted feedback to employees and review agents' interactions over a sample of engagements.

Solution

Archiving with 1 Year Retention

ARCHIVING FOR UC

Our state-of-the-art Archiving platform is more than just information storage, it is designed to preserve and protect your organization's communications. Archiving automatically collects phone call recordings, voicemails, agent chats, SMS messages, video meetings, and more. With fast, powerful, contextual search, millions of files can be queried using dozens of properties in seconds. Choose to store data for as long as the business case requires – with retention options ranging up to ten years.

QUESTIONS? CONTACT US TODAY!



Archiving: Compliance Module

Enhance your Archiving platform with Supervision and Case Management functionality

Supervise and review electronic communications

Spot violations and risks before they become fines and headlines

Conduct eDiscovery and internal investigations

Compliance and Case Management made easy

Archiving empowers your business to capture, preserve and quickly retrieve all your unified communications interactions, covering calls, SMS, chat, video meetings and other communications capabilities.

With the Archiving Compliance Module, users can enhance and simplify compliance and e-discovery processes, reducing the time, cost and effort of supervision and case management of their archived communication data. Whether the need is to monitor these communications to stay compliant with global regulatory requirements, respond to litigation and regulatory requests, or prepare for investigations, Compliance Module has you covered.

Compliance Module offers enhanced functionality for:

1. SUPERVISION and MONITORING:

Helps you proactively spot and quickly review red flags in your employees and customers communications to more effectively prevent risk. Build supervision workflows to efficiently reveal risk using custom lexicons and policies.

2. LEGAL CASE MANAGEMENT:

Reduce the time and cost of e-discovery and review with powerful search and case management tools. Rapidly collect, analyze, and assess information across a broad range of communications, all preserved securely in evidentiary formats.

WHY BUSINESSES NEED COMPLIANCE MODULE:

With the recent regulatory updates in the Financial Services, Insurance, Energy and other regulated industries, compliance professionals are tasked with demonstrating reasonable supervision to regulators. This is driving compliance professionals to pursue new ways to be more effective and efficient in managing their organization's communication data with the same or fewer resources.

Additionally with the increase in litigations, investigations, and general regulations, legal, HR and executive teams must identify and preserve relevant communications, initiate legal holds, conduct first pass reviews, and export all electronic communications data on-demand with limited time and resources.

Professionals can leverage the Compliance Module functionality, simplifying the process of supervision and monitoring, as well as eDiscovery processes by enabling users to:

- Leverage a robust policy engine and purpose-built policies and automate the systematic process of identifying important and relevant communications associated with policy hits.
- Filter large communication data sets quickly down to a manageable size, ensuring a more efficient process of selecting and reviewing the relevant messages. Whether you are reviewing within the platform or exporting for further analysis in third party tools, reduce time for collection, review, and subsequent legal action.



COMPLIANCE MODULE CAPABILITIES:



SUPERVISION & MONITORING

Empower your compliance team with a purpose-built supervision solution:

Compliance Policies: Compliance users can create and back-test compliance policies that will be executed against all uploaded documents, allowing automatic categorization of spam or high-risk communications and significantly reducing the time to manually review data.

Lexicons: Users can create lexicon lists of key words and phrases. Multiple lexicon lists can be built and attached to policies.

Assign and Escalate: Assign documents to individuals within the compliance teams and escalate documents for additional review.



LEGAL CASE MANAGEMENT

Streamline your case management process, and respond to litigation, investigations or regulatory requests:

Case Management: Employ a complete case management workflow to identify communications that need further investigation, assign them to privileged users for review, and author case policies that will automatically add relevant documents to a case.

Tags and Filters: Surface relevant content and enrich with tags for further downstream legal review. Quickly reduce volume and export relevant data from the Archive for use in third-party legal review applications, or continue your legal reviews in-app.

Legal Holds: Legal Hold (litigation hold) enables organizations to preserve potentially relevant information when litigation is pending or reasonably anticipated. Quickly place an unlimited number of legal holds across all your captured content sources. All associated communications are protected from deletion and automatic disposal processes.

Export: Export all relevant documents to a standards-based format (e.g. CSV, Original Format). Ensure your end users and downstream legal review solutions get your data in seconds.

QUESTIONS? CONTACT US TODAY!

Towner Communications

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