



Prepared for:
City of Lathrup Village

Date : 6-11-2025

Confidential Service Proposal for Elevate

ALL YOUR BUSINESS COMMUNICATIONS –
INTEGRATED, EFFICIENT, AND RELIABLE

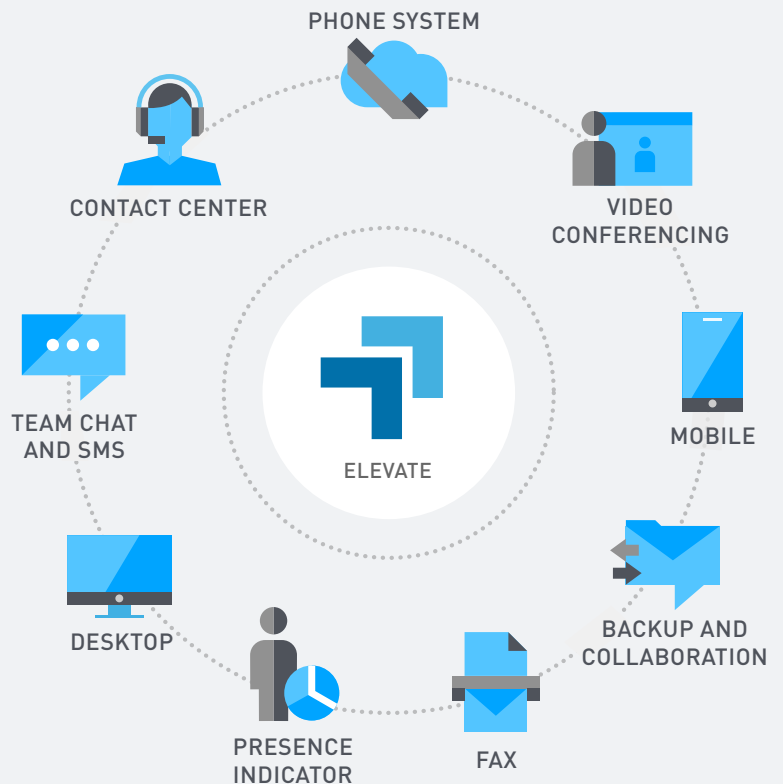
Provided by:
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Elevate

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% financially-backed uptime SLA
- 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, a call agent named Beatriz Brito is shown wearing a headset. Below her, a customer is visible on a call. The main part of the interface shows a list of evaluations for various agents. The table below is a representation of the data shown in the screenshot.

Agent	Type	Date	Sen.	Evaluation	Template	Status	Collaboration	Acknowledgment
Willis Sundin	IN	Apr 20, 2020	+	Maximiliano Cavallera	Trainee probation	PASSED	Finished	
Maria Hernandez	OUT	Apr 20, 2020	+	Steve DiGeorge	Trainee probation	PASSED	Finished	
Ingred Thulin	IN	Apr 20, 2020	+	Lara Ulrich	Trainee probation	PASSED	Finished	
Lawrence Cardone	IN	Apr 20, 2020	+	Maximiliano Cavallera	Company ethics and p...	PASSED	Finished	
Jordyn Vercos	IN	Apr 20, 2020	+	Maximiliano Cavallera	Company ethics and p...	PASSED	Disabled	
Geoff Tate	OUT	Apr 19, 2020	+	Bernard Loe	Trainee probation	PASSED	Disabled	
Emily Smith	IN	Apr 19, 2020	+	Steve DiGeorge	Company ethics and p...	IN PROGRESS		
Marshall Hendrix	OUT	Apr 19, 2020	+	Steve DiGeorge	Production	PASSED		
Nicole Howell	OUT	Apr 19, 2020	+	Steve DiGeorge	Monthly performance...	PASSED	Disabled	
Marilyn Nowak	IN	Apr 19, 2020	+	Steve DiGeorge	Trainee probation	IN PROGRESS	Waiting for agent	
Simone Simons	OUT	Apr 19, 2020	+	Jessica Macomber	Trainee probation	IN PROGRESS	Agent responded	
Scott Kline	OUT	Apr 18, 2020	+	Steve DiGeorge	Trainee probation	PASSED	Finished	
Suberly Picasso	IN	Apr 18, 2020	+	Maximiliano Cavallera	Company ethics and p...	APPROVED	Finished	
Taylor Mousman	OUT	Apr 18, 2020	+	Maximiliano Cavallera	Trainee probation	PASSED	Finished	
Sarah Brighman	IN	Apr 18, 2020	+	Alexander Cooke	Trainee probation	PASSED	Finished	
Bruce Bailey	IN	Apr 18, 2020	+	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

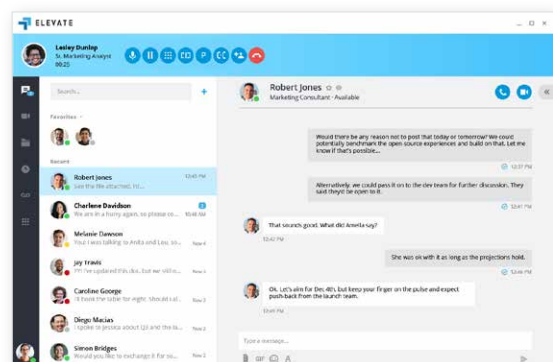
Have the flexibility to use your desktop application to place and receive calls in two ways, either as a call controller for your associated desk phone or as a softphone from your PC or Mac®.

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

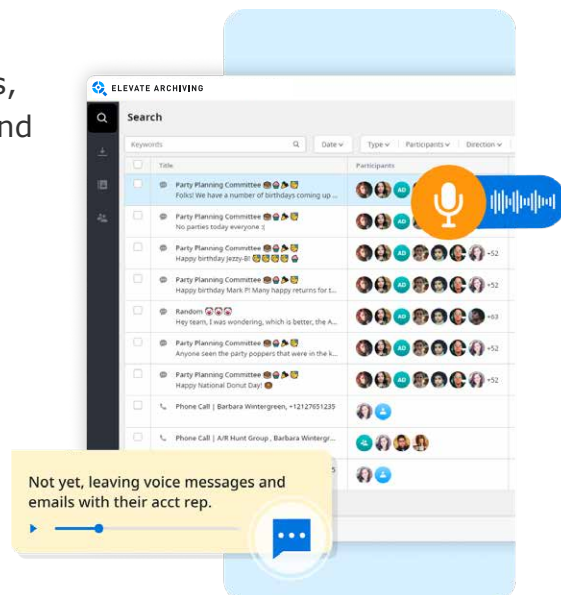
Stores data for as long as the business case requires with retention options ranging up to 10 years.

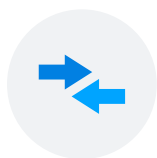
Regulations and compliance

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 +	zoho	sugarcrm	zendesk
ELEVATE ENTERPRISE	servicenow	Microsoft Dynamics 365	salesforce
		ORACLE® NETSUITE	



Managed "Unified Communications as a Service" Quote
City Of Lathrup Village

User Profiles and Resource Lines		Misc Info	Each	Monthly	One-Time
22	Elevate Essentials (Silver)		\$17.99	\$395.78	
		(User Profiles) Sub-Total		\$395.78	\$0.00
Miscellaneous Services		Misc Info	Each	Monthly	One-Time
2	Fax Line (500 min's)		\$12.99	\$25.98	
50	Local Number Porting Fee		\$3.00		\$150.00
		(Misc Services) Sub-Total		\$25.98	\$150.00
Telephones, Spkerphones, and Wall Mount Units		Misc Info	Each	Monthly	One-Time
1	Yealink T33G Desk Tel		\$91.00		\$91.00
20	Yealink T33G Desk Tel (Silver) (100% Dct)		FREE		FREE
1	Yealink T44W Desk Tel (Silver) (\$40 Dct)		\$101.00		\$101.00
		(Tel Devices) Sub-Total		\$0.00	\$192.00
Headsets		Misc Info	Each	Monthly	One-Time
1	Yealink WH64 Mono HS (Silver) (\$40 Dct)		\$148.00		\$148.00
		(Headsets) Sub-Total		\$0.00	\$148.00
Miscellaneous Devices		Misc Info	Each	Monthly	One-Time
2	Grandstream HT801 ATA (Elevate Faxing)		\$45.00		\$90.00
		(Misc,Devices) Sub-Total		\$0.00	\$90.00
Quote Presented by :		Summary		Monthly	One-Time
BSB Communications Inc		Totals from Above		\$421.76	\$580.00
Kevin Pough		Monthly Taxes		TBD	-
Kevin.Pough@gobsb.com		Monthly Surcharges / Fees		\$119.28	-
586.859.6357		One-Time Equipment Taxes		-	TBD
		One-Time Shipping		-	\$68.69
		One-Time Remote Install		-	\$2,350.00
		One-Time On-Site Install		-	\$1,750.00
* Elevate Quote is good for 30 days		(Summary) Totals		\$541.04	\$4,748.69

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