

Microsoft Operator Connect - iPILOT controlled

DATE: 08/28/2025

QUOTE #:	EC-04292025-1741	EXPIRATION DATE:	09/27/2025
NAME:	Dylan Mulfinger	EMAIL:	dmulfinger@cityofelwein.org
COMPANY NAME:	City of Oelwein	PHONE:	319-238-0039
OFFICE 365 ADMIN NAME:		OFFICE 365 ADMIN EMAIL:	
STREET ADDRESS:	20 2nd Ave SW	CITY, STATE, ZIP CODE:	Oelwein, Iowa 50662
MICROSOFT TENANT NAME:		TENANT PROVISIONER:	

MONTHLY RECURRING CHARGES

DESCRIPTION	QTY	UNIT	TOTAL
Please select between a Voice Group or per User Calling plan: <input type="checkbox"/> CALL PATH for MS Teams* <input checked="" type="checkbox"/> UNIFIED VOICE for MS Teams** (For details on Pricing Models, see Supplemental Details on Page 3)	70	5.5	385
1 DID (PORTED or NEW) is included per User account. For additional DID inventory, please fill out the qty needed here:	7	0.25	1.75
New DID's (New Numbers to be purchased through NuWave) if you need NEW DID's, annotate requested NPA-NXX here: <div>1st Option 2nd Option</div>		0	0
Ported DID's: (Owned Numbers from another Carrier to be ported over to NuWave) For more details on PORTS , see line 16 on Page 2	77	0	0
Temp DID's: (Temp DIDs are procured to assist with validation and for temporary use in the event of a pending port. Numbers will be disconnected once customer has ported active numbers or validation is complete and numbers are no longer needed)		0	0
Dynamic 911 Emergency Services Location Record(s) *MANDATORY* Service Location Updated: Yes Service record must match what is in the MS Admin Center. See Supplemental Details on Page 3 for more information.	70	0	0
Inbound Caller ID NAME Display (This allows the NAME to be displayed on an Incoming call) (For Outbound Name Display see Outbound Caller ID Preferences on Page 3)		2.00	0
SDWAN Network Upgrade - Select One -			0
Enable International Calling? (See Terms , International Rates , & Offshore Rates . Customer responsible for any International traffic, whether fraud or not.) <div> <input type="checkbox"/> Yes <input type="checkbox"/> No </div>			0
New Toll Free TN's (+per min usage .029) (New Toll Free Numbers to be purchased through NuWave)		.50	0
Ported Toll Free TN's (If you will be PORTING (AKA Resp Org), see line 17 on Page 2 for additional details.		0.50	0
iPILOT Single Pane of Glass platform for Microsoft Teams Direct Routing & Microsoft Operator Connect	Included with Unified Voice		0
13.			0
14.			0
15.			0
16.			0
17.			0
18.			0
19.			0
20.			0

MRC SUBTOTAL 386.75

NRC SUBTOTAL 539

TERM 3 Yr (as quoted)

TOTAL 925.75

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TECH POC NAME:		TECH POC EMAIL:	
STREET ADDRESS:	20 2nd Ave SW	CITY, STATE, ZIP CODE:	Oelwein, Iowa 50662
MICROSOFT TENANT NAME:		TENANT PROVISIONER:	

NON-RECURRING CHARGES

DESCRIPTION	QTY	UNIT	TOTAL
16. Microsoft Tenant Provisioning Fee Click here for more information about iPILOT	77	7.00	539
17. Local Number Portability (LNP) (If porting numbers please submit LOA and bill copy that is less than 30 days old. See Number Poring Guidelines & LOA .)	waived	6.00	0
18. Toll Free Port (If porting TF numbers please submit TF Resp Org Form and bill copy that is less than 30 days old. See TF Porting Instructions .)		0	0
Toll Free Provisioning: If you are porting over Toll Free(s) to your Teams Tenant please be sure to identify where your numbers will be provisioned to. Also please identify if the TF number(s) port needs to coincide with any DID's or if Toll Free can be ported over at any time.			
Is there a need to coordinate DID Port with the TF Port? <input type="checkbox"/> Yes <input type="checkbox"/> No If not, what is the Desired TF Port Date:			
19. SDWAN Setup Fee - Not Applicable -			
20.			0
21.			0
22.			0
23.			0
24.			0
25.			0
26.			0
27.			0

TERMS AND CONDITIONS:

See www.nuwave.com/policies for Terms and Conditions of this agreement and services. NUWAVE's rates and charges are exclusive of taxes, fees and surcharges.

By signing this document Customer acknowledges that NuWave Communications will seek association to your Microsoft Tenant ID under the Microsoft Partner Incentives program. This association will only be used for the purposes of becoming a claiming partner of record (CPOR). CPOR enables Microsoft to identify and recognize those partners who are helping customers achieve their business objectives and realize value in the O365 cloud.

To accept this agreement place your signature here and return a copy to orders@nuwave.com

NRC SUBTOTAL 539

MRC SUBTOTAL 386.75

TOTAL 925.75

Brett DeVore

Mayor

9/8/2025

Authorized Signature

Print Name

Title

Date



PARTNER DETAILS:

PARTNER COMPANY:	RSPN	PARTNER NAME:	Dave Hansen
PARTNER EMAIL:	dave.hansen@rspn.com	PARTNER PHONE #:	319-449-1240
MASTER AGENT NAME:			
NUWAVE SALES REPRESENTATIVE: Eric Chunn, Director of UC and Collaboration			



ADDITIONAL CUSTOMER DETAILS:

SERVICE ADDRESS: (If different from listed, main location)	CITY, STATE, ZIP CODE:
BILLING POINT OF CONTACT: (If different from listed, main point of contact)	BILLING EMAIL: (If different from listed, main contact email)



SUPPLEMENTAL DETAILS

CALL PATH Microsoft Teams calling plan - Microsoft TLS/SRTP Certified SIP Trunks/concurrent call paths/channels. Each Concurrent Call Path includes 750mins outbound (US48 & Canada) per month, UNLIMITED inbound, UNLIMITED Teams to Teams. If minute allocation is exceeded .019 applies. You can add an ADDITIONAL 1,250 minutes*** to your plan for \$5 a month per CALL PATH. No Service Interruption or Prepay required. HI is .0095min, AK is .10min

UNIFIED VOICE Microsoft Teams calling plan - Includes 1000 Domestic minutes per user pooled (mobile per minute usage rates apply in EU), 1 DID per user (Ported or New), and 1 Dynamic 911 Service Record per user. Terms & Conditions Apply. International calling rates apply. See our [International Rate Sheet](#) for more information on International Rates and mobile per minute usage rates. No Service Interruption or Prepay required. Offshore rates apply. Please refer to our [Offshore Rate Sheet](#).

***ADDITIONAL US48 & Canada OUTBOUND is an optional add-on to the CALL PATH model above.
AUP applies: an additional 1,250mins US48 & Canada Outbound per CALL PATH (for a total of 2,000 shared minutes a month).

Dynamic 911 SERVICE PRE-REQUISITES: [Click here for Microsoft's Guide to Adding Your Emergency Service Location](#)

1. In the left navigation of the Microsoft Teams admin center, click [Locations > Emergency addresses](#) then click [Add](#).
2. Enter a name and description for the location, select the country or region, and then enter the address.
3. If the address isn't found and you want to manually edit the address, turn on [Edit the address manually](#). Click [Save](#).
4. Please provide the Service Address that matches the address used in the MS Admin Center:

This step must be completed before we can process your order. NOTE: In order to avoid delays, the Service Address here must match EXACTLY what you provided Microsoft for NUWAVE to enable your service.

Outbound Caller ID preferences:

☐ [Main](#) DID CNAM ☐ [Individual](#) DID CNAM

1) What is outbound desired Outbound Caller ID NAME Display? (15) character limit, including spaces.



Telephony environment migrating from?

SFB (online or on-prem) or MSFT Teams PSTN? ☐ Yes ☐ No

[Discovery Questionnaire](#)

TeamsVoice licencing Requirements met? ☐ Yes ☐ No

At a minimum, the below TEST licences MUST be in place prior to onboarding with NuWave. As a Direct CSP, NuWave may be able to assist with Licence procurement-pls discuss with your sales partner

Supported TeamsVoice License combinations
can be found here: [Microsoft Teams Licensing](#)

- Option 1 - (2) E1 or E3 w/ the add on (2) Phone System Licenses
- Option 2 - (2) E5 licenses, as Phone System is included.

Professional Services:

For production agreements only - A Statement of Work will be required and agreed upon prior to any professional services being provided by Nuwave Communications. Professional Services will be calculated at a rate of \$225.00 per hour and hours will vary by customer and solution requirements.

