

Executive Summary

Class5, Inc. has provided a bid for a new Wildix Hosted (Cloud-based) VoIP telephone system for the City of Stevenson. It will be provisioned to support 8 IP phones and a dedicated conference phone with connectivity to an external HD speaker and microphone unit. Optionally, conference unit can be connected to a computer directly, thus eliminating the need for a dedicated phone. Each phone set connects directly to the customers local network via hard-wire Ethernet connection and provides a passthrough data port to share a single connection with an existing network device such as a computer. All Wildix hardware comes standard with a five (5) year warranty. Dial tone service is included for the entire system, including domestic Long Distance.

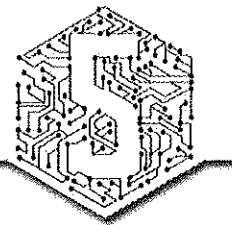
The true strength and benefit of the Wildix System is that it is a fully integrated Unified Communications platform that is designed from the ground up to be WEB enabled using the WEB RTC protocol and provides access to an impressive suite of features that normally are costly optional add-ons in other systems.

Wildix natively supports multi-party enterprise voice and video conferencing. Voice Messaging and Unified Communication (Voicemail to Email) is included. Desktop Integration and the Wildix Collaboration Mobile application for cellular devices include features such as: integration of desktop phones with end user cell phones, call history and logging with Caller ID, live call monitoring, presence, and chat. All WebRTC communications and hardware are natively encrypted for maximum security. System software updates and support are included for the length of term. Additional features include:

- Kite WebRTC (Voice call dialing, chat, or desktop sharing from the company Website)
- Contact Center Interactive Queues Management interface
- Outlook Integration, Predictive Dialer API, TAPI Support
- Attendant Console Web Application
- Call Detail Reporting (CDR)
- Voicemail Transcription
- Chat with Presence
- Call Recording

Once service is activated, all programming changes and updates that customer may need are performed free of charge via our support team. Typical change requests such as display name updates, password resets, button programming, and voicemail services, are typically implemented the same-day as customer requests are received without the need for a service call to site. A web based interface to directly manage the IP phones for individual users and system administrators is included should customer wish to perform self-management. Integration with third party productivity applications such as contact managers via an API is available.

The Wildix system is cloud based and hosted in the world-class Amazon Web Services (AWS) environment for the ultimate in security, survivability, resiliency, and up-time operations. A private, virtual phone system will be created just for The City of Stevenson utilizing the Wildix Unified Communication system and will perform all system features as defined in RFP, with some available as upgrade options and not included in quote pricing. The proposed solution is a "Turn-Key" system that will support The City of Stevenson as requested with full service and support and capable of growth into the future and for all your additional facility locations.



Company Background Information

What We Do

Class5 Technologies is a telephone, network, and computing services and installation company. Proudly serving customers in the Portland Metro Area and Columbia River Gorge from our offices in Vancouver, WA and Bingen, WA. Our local technicians have experience installing, servicing, and repairing telephone and networking systems. We specialize in complete start-to-finish installations from basic infrastructure to complex voice and data integration. Voice over IP, otherwise known as VoIP, is a favorite at Class5. We service and install pure IP systems or hybrid systems, depending on our clients' needs. Class5 also offers hosted options for our clients, running all over the country from our offices in Bingen, and Vancouver Washington.

Our History

Class5 Technologies has been serving Oregon and Washington based companies for over 28 years. Originally, Class5 was founded under the Northwest Communications name in 1985 as an Oregon based business. In 2005, Northwest Communications opened its Bingen, Washington office, changed ownership and company name to NW Communication Systems. Since then, we have grown and expanded into Vancouver, WA to support our clients in the greater Portland Metro area. NW Communication Systems has been an authorized Toshiba Dealer and installer since July of 2005. We also support and maintain a wide range of legacy systems by Toshiba, AT&T, Lucent, Avaya, Nortel, Norstar, Panasonic, and many others.

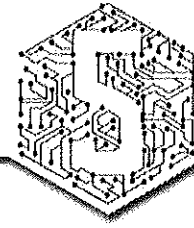
In 2017, NW Communication Systems merged its Telecom, IT, and Cloud Services divisions into a new entity now called Class5. As we continue to grow, we look forward to supporting our 600+ local business customers utilizing a wide array of systems. Our deep experience helps provide our clients with the best service possible.

What We're About

We at Class5 Technologies take pride in our work and service to our clients. At the heart of it, we are a service company that leverages technology to help our clients achieve their business goals. The technology we utilize has been carefully evaluated and selected to meet our customers' needs now and into the future. We deliver solutions, not just equipment. Each customer is unique and so are their IT needs. By putting each client's needs first, we form a business partnership that lasts well into the future beyond the initial sale. When clients win, so does Class5.

Vancouver, WA
360-949-1381
Bingen, WA
509-493-4353

CLASS



Formerly NW Communication Systems

Company Background Information Cont'd

Legal Name of the Company

Paskey Enterprises, Inc. DBA: Class5

Number of years in business

34 years. Founded in 1985, under current ownership since 2005 (14 years)

Headquarters location

5300 MacArthur Blvd., Ste. 102
Vancouver, WA 98661
509-493-4353
www.class5technologies.com

Company type

Founded in Washington State on July 14, 2005 as an "S" corporation.
DUNS# 016997269

Number of employees: 7

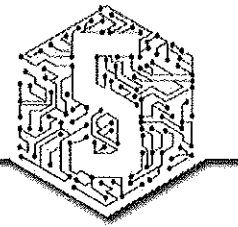
Customer Support & Operations: 1
Administrative Support: 1
Telecommunications: 4
Computer & Network: 1

Tax ID number

Federal Tax ID# 55-0901016

Company Experiences and References

See Exhibit A for reference information



1. Response to RFP Requirements

Proposers should provide in-line responses to all requirements outlined below:

Technical Requirements

Platform

Does the vendor develop and maintain the platform solution in-house or does it resell another vendor's solution? Resell of Wildix platform.

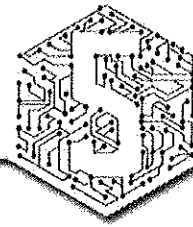
Where is the platform hosted? Is it centrally hosted or geographically distributed? Please provide a map or list of datacenter hosting locations. Describe guaranteed availability/up-time. Include standard Service Level Agreement (SLA). Nationally hosted in protected data centers in Portland, OR and replicated to other regional centers.

1. What business continuity / system survivability options are available? Cloud/Offsite Backup
2. What happens to service in the event of a local power or WAN outage?
 - Power automatically protected via multi-layered UPS and independent generator systems with infinite run-time.
 - Automatic protection from WAN outages via advanced routing protection algorithms and redundant multi-homed WAN service with multiple carriers.
3. Please describe platform security measure. How is call data protected?
 - High security controlled access data center via biometrics, and 24 hour security camera monitoring with alert notification, and alarm.
 - Call data fully encrypted in real-time and point-to-point call authentication enforced.

Service

City of Stevenson requires the following basic phone service requirements:

Service	Vendor Response (Y/N) / QTY*	Included or Optional**
Number portability for all numbers	YES/ALL	INCLUDED
Extension dialing, regardless of geographic location	YES	INCLUDED
Unlimited local dialing	YES	INCLUDED
Unlimited domestic long distance	YES	INCLUDED
International dialing (include current rates)	YES	Optional
Toll-Free service (include current rates)	YES	Optional



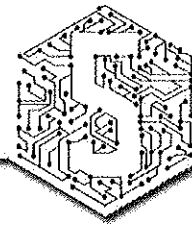
System Management

1. How is the system managed/administered? Please describe customer Administrator interface.
 - Administration included with service (Free). Customer can manage individual extensions via web interface if desired.
2. Is self-service supported? Yes
3. How are moves, adds, and changes performed? Remote Support Service
4. How is service added, removed? Remote Support Service
5. Please describe real-time reporting options. Call logs via WEB browser interface

Features / Functions

City of Stevenson requires the following basic features/functions:

Feature	Vendor Response	Included or
	(Y/N) *	Optional**
Cloud managed platform	YES	INCLUDED
Direct dial user number	YES	INCLUDED
Conference calling/Voice conference technology	YES	INCLUDED
Caller ID/Speaker phone	YES	INCLUDED
Call forwarding using mobile or desk application	YES	INCLUDED
Unified messaging	YES	INCLUDED
Hot desking	YES	INCLUDED
Virtual Fax	YES	INCLUDED
Intercom capabilities	YES	INCLUDED
Mobility/softphone	YES	INCLUDED
Find me/Follow me	YES	INCLUDED
Chat/Presence	YES	INCLUDED



5. Implementation

What is your standard operating procedure for implementing a project such as this? Please give a brief overview of your methodology, not a detailed project implementation plan.

1. Discuss the roles on your implementation team, such as Account Manager, Business Analyst, Project Manager, Tester, Trainer, etc.
 - Project Coordinator – Manages preparation and customer contact
 - Technician – Programming, implementation, training, and service
2. What are the typical challenges in this type of implementation? Network infrastructure
3. What is the typical timeline for an implementation of this nature?
 - 7-10 Business days for material procurement
 - 5 Business days for programming consultation
 - 1 Business day for installation and implementation
 - 1 Business day for training and programming adjustments

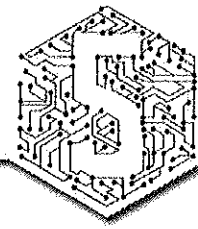
6. Support and Maintenance

Platform Maintenance

1. What is your strategy for ensuring connection is operating 24/7?
 - High survivability data center
 - Advanced multi-homed and redundant WAN
2. What is your strategy for upgrading your current service?
 - Quarterly scheduled maintenance windows to apply system updates
3. Is deployment of changes seamless, non-disruptive, and remote? Explain the process.
 - Varies according to update. Typically, minimal down-time and remotely performed.
4. Are new features automatically available to existing customers? Or is a service upgrade required? Typically, available after system updates.

Customer Service and Technical Support

1. What levels (tiers) of service do you offer and what are the details of each level of service?
 - Single level direct customer support.
2. Detail the issue resolution process.
 - Ticketing process with tracking
3. What is your average time to solve a moderate to difficult issue? 1 business day
4. Is support available 24x7?
 - Standard Support M-F 8AM-5PM
 - Emergencies 24x7x365 w/1 hour call-back



Survivability / Redundancy

1. How is the vendor's service delivery platform distributed?
 - Nationally
2. Are there multiple, redundant instances at geographically dispersed datacenters?
 - Yes
3. What happens to service in the event of a public Internet outage?
 - Typically, this instance is restricted to a single carrier outage and is resolved by automatically re-routing our connection at the data center through an alternate carrier.
4. What happens to service in the event of a local power or WAN failure?
 - This is interpreted as an outage at the customers (local) site. In such cases, your service will automatically still receive and route calls as defined by your auto attendant and voicemail handling rules. E.g., Calls to main number will reach auto attendant and route according to options defined. Calls will route to voicemail until local WAN service restored.
 - Messages left in Users voicemail boxes will continue to be delivered via email.
 - Optionally, if customer is using the Twinning feature with the cellphone app, calls will automatically ring to off-site destinations or cellular devices.
5. What routing options does the vendor provide in the event of an outage?
 - See response to #3 above.

7. Pricing

The RFP evaluation process is designed to award this procurement to the vendor whose proposal best meets the requirements of this RFP provided the cost is within the budget. The proposal shall include all costs for collecting, reporting and implementing the work to be done as required by the Scope of Work. **No estimates shall be excepted.** Vendors are required to collect and pay all Washington State sales tax, if applicable. Costs for subcontractors are to be broken out separately, if needed.

Proposers should complete the Pricing Proposal Form (Attachment 1 to this RFP). Additional vendor sales quotes, hardware details, or other pricing material may be included in this section.

See Quote Attachment: Powered by Wildix Hosted VoIP #RR000791 for details.



RFP Schedule

This schedule outlines the major activities that will occur in this bid process and the due dates. Any changes in deadlines will be communicated to all suppliers in writing. We reserve the right to disqualify any supplier who does not comply with these deadlines.

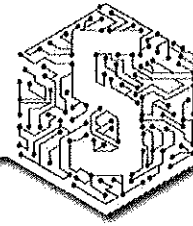
Activity	Date/Time
RFP Released	Wednesday, May 8, 2019
Deadline for Questions	Tuesday, May 28, 2019, 4:00 pm
Answers Released / Addenda Issued	Friday, May 31, 2019
Proposal Submission Deadline	Wednesday, June 5, 2019, 4:00 pm
Proposal Review	Thursday, June 6, 2019
Bidder Presentations / Negotiations	June 10-14, 2019
Award	Thursday, June 20, 2019
Contract Start	Monday, June 24, 2019
Implementation Period	June 24 – July 28, 2019
Go-Live	Monday, July 29, 2019

Cost of Preparing RFP Response

All costs associated with responding to this RFP are the sole responsibility of the responding company.

Non-Discrimination

All selected vendors must comply with the City of Stevenson’s equal opportunity requirements. The City of Stevenson is committed to a program of equal employment opportunity regardless of age, sex, marital status, sexual orientation, race, creed, color, national origin, honorably discharged veteran or military status, or the presence of any sensory, mental or physical disability. It is the City of Stevenson’s policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its programs and activities. Class5 is an Equal Opportunity Employer.



Non-Collusion

Submittal of a signed response to this RFP constitutes a sworn statement that the document is genuine and not a sham or collusive, and not made in the interest of any person not named, and that the vendor has not induced or solicited others to submit a sham submittal, or to refrain from responding. Affirmed.

Warranty

The vendor shall warranty that the information is true and correct at the time of the submission. Affirmed.

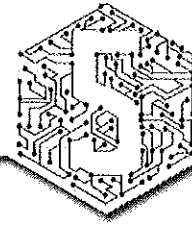
Additional Information

Submitted responses to this RFP become the property of the City of Stevenson, WA. The City of Stevenson reserves the right to use any and all ideas included in any response without incurring any obligations to the responding company or committing to procurement of the proposed services. Affirmed.

Attachments

- Pricing Proposal Form
 - See Quote Attachment: Powered by Wildix Hosted VoIP #RR000791 for details.

- City of Stevenson – Blank Professional Services Agreement, for informational purposes on our required contract language.
 - Professional Services Agreement to be negotiated upon award of project. City of Stevenson's standard agreement is not structured for a term service agreement with discount incentives that require performance assurances and will need to be updated.



Pricing Proposal Form

See Quote Attachment: Powered by Wildix Hosted VoIP #RR000791 for details.

Description	Unit Price	QTY	TOTAL
Account setup			
Project Management			
Solution Sales Engineering			
Number Porting			
Solution Configuration / Customization			
Solution Testing / Verification			
Deployment support			
User Training (remote)			
User Training (onsite)			
Administrator Training (remote)			
Administrator Training (onsite)			
Deployment Engineering / Technical Support (remote)			
Deployment Engineering / Technical Support (onsite)			
Hardware			
Standard Handset - Make/Model: _____ (Purchase option)			
Executive Handset - Make/Model: _____ (Purchase option)			
ATA device (for traditional fax, analog interface)			
Voice gateway (to support survivability options) (Optional)			

Exhibit A: Reference Information



Videoconference



SMS



Geo-location



Centralized Phonebook



Desktop Sharing



Mobility



Console Interface



Online History



Calls and Video calls



FAX-Server



File Sharing



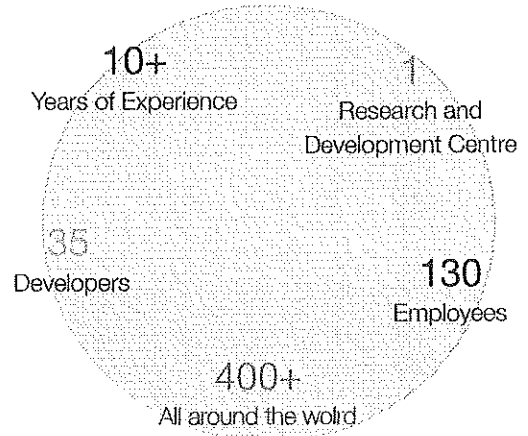
Chat

Browser-based Unified Communications
and VoIP PBX

Get to know Wildix

Wildix is a multinational company developing browser-based solutions for unified communications and VoIP products. The company relies on the network of certified business partners who install Wildix systems in Europe and the United States. In 2005, Wildix established its research and development centre in Odessa. Over the next few years, the company, headquartered in Italy, opened sales offices in France, Germany, the Netherlands, Estonia, the USA and the United Kingdom.

The Wildix solution is aimed at small and medium-sized enterprises with between 50 and 1,000 users, who need to provide their employees and associates with efficient but simple communication tools.

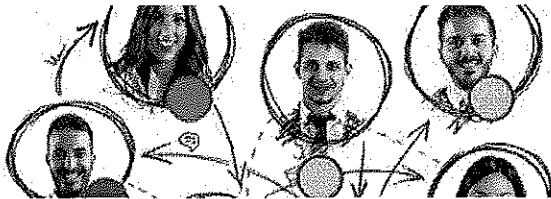


The Advantages of the Wildix Solution

- 1 Complete and scalable solution to improve communication.
- 2 Low rate of abandonment among users: positive ROI (return on investment).
- 3 Easy to use and manage.
- 4 Compatible with all web browsers, Windows and macOS. Mobile App for Android and iOS.
- 5 Unified Communications for Customer Service on your website with Wildix Kite.
- 6 Compatible with the most popular CRM and ERP systems.
- 7 Mobility: one phone number for all devices.
- 8 Phones with Android OS, touch screen, WLAN and Bluetooth.
- 9 No installation of client software.
- 10 Ready for the Cloud

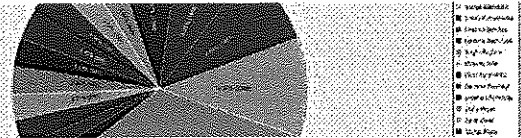
Increases Productivity | Increases Engagement | Shortens the Distance

Collaboration



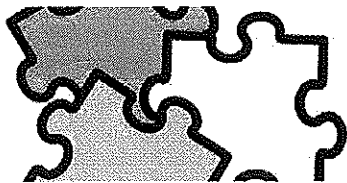
Wildix Collaboration is a **web-based tool** that allows your employees to communicate with colleagues in a convenient, fast and secure way. With just one click, they can join a conference, make a voice or video call, share their desktop, send a fax or send a reminder.

CDR-View



Evaluation and analysis of call activities and costs

TAPI and Web TAPI



Integration in Windows and Web-Applications

Kite and Videoconference



Wildix Kite is a professional solution for WebRTC-based business communication and enables the deployment of unified communications technologies on corporate websites.

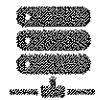
Chat, voice and video call, desktop sharing or file transfer
- everything can be started directly from the website with just one click.

The Most Complete Solution on the Market

PBX



Hardware PBX



Virtual PBX



Hardware PBX

Media Gateways / Switch



Media Gateways
ISDN / FXO / FXS / GSM

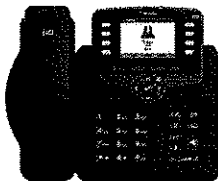


Switches

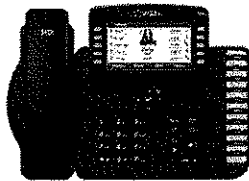
Telephones



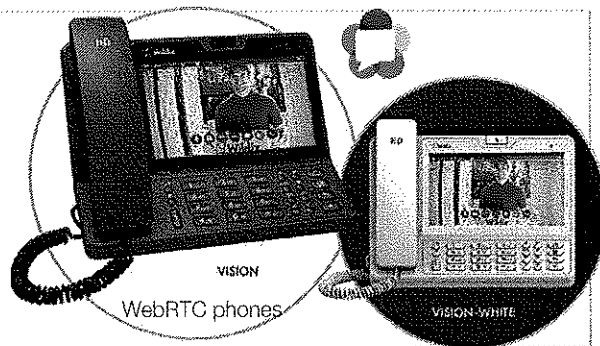
WP410



WP480G



WP490G



WebRTC phones



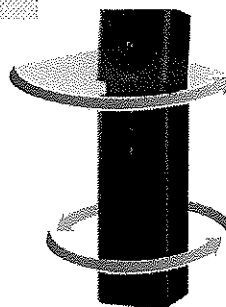
ubiconf - The Wildix WebRTC Videoconference



ubiconf-Voice
speakerphone



ubiconf-Voice
optional microphones



120°
super-wide
angle camera

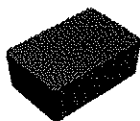
360°
microphone

ubiconf-Huddle

Accessories



WP490 EXT
Module



WPEHS Adapter



Data Storage

Headsets



WHS - mono

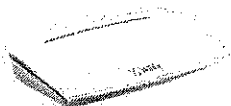


WHS - duo



Bluetooth

DECT-Solution



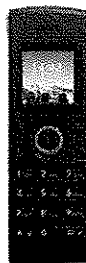
W-Air Base
Small Business



W-Air Base Station



Repeater



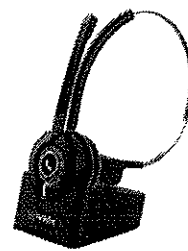
W-AIR 70



W-AIR 100



W-AIR 150



W-AIR HEADSET



5-year warranty for Wildix products

Wildix products are designed to be updated over time in order to adapt to changes in the IT landscape.

For this reason we want to ensure the perfect performance of our hardware and software upgrades for at least 5 years from the purchase date.

What our customers say about us:



One of the company's benefits is Wildix being an innovative IT company - open and transversal - not just another telephony company. This allowed us to create real synergy with Wildix."

Alessio Porcellati, IT Manager for **Tempur**



Thanks to the installation of a Wildix system we have cut down on our costs by at least 50%, and have introduced a new, faster system of communication between our collaborators abroad and the main headquarters, thanks to Unified Communications and Smartphone Apps."

Daniele Soldarini, Purchasing Manager for **Electronic Systems**

Hardware

Integrations

Software



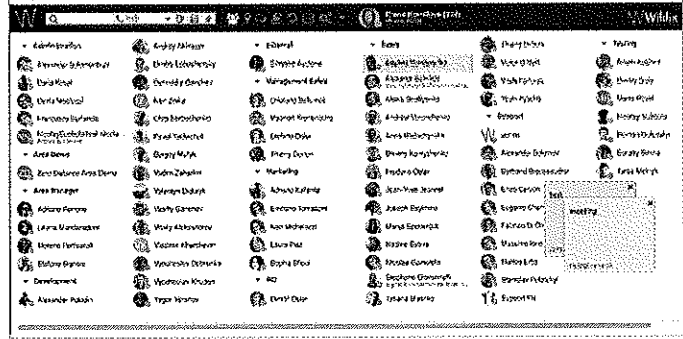
Wildix UK Ltd | Business Innovation Centre,
Harry Weston Rd, Coventry CV3 2TX
www.wildix.co.uk | Email: info@wildix.com
Tel: +44 3300 563 634

Collaboration | Datasheet

Collaboration web interface offers a customizable view of colleagues, grouped by work teams, and provides real time presence information of users. One click is enough to start communication with a colleague.

Basic features:

- no client to install
- call
- chat
- memo messages
- Fax and SMS
- video call
- screen sharing
- file transfer



Compatibility

Web-based, no installation is required
Mac OS X 10.8 or higher (accessible via the latest version of an HTML5 browser)

Microsoft Windows 7 or higher (accessible via the latest version of an HTML5 browser)

Linux (accessible via Chrome browser)
Apps for Android and IOS

Chat / Presence

Presence status (online / offline)
User-defined status (DND / Absent) and status message
Device status (ringing / talking)
Sync of user status on all the devices
Geolocation

Instant messaging
Multi-user chat
Personal images of users
Desktop sharing, remote control
File transfer

Possibility to see the calls of colleagues (limited via ACL)
Pop-up notifications of incoming calls and chat messages
Map view of colleagues

Audio, video, call management

Secure communication / advanced encryption
Audio / Video calls
Click2Call
Active device selection for call reception / call generation
Audio conference

WebRTC video conferencing
DTMF sending
Integrated Softphone
Place a call / Hang up / Answer a call / Hold / Mute / Conference / Blind and attended call transfer
Call recording

Attended Console (available in a separate browser tab)
Visualisation of caller name / number

Events history

Outgoing / Incoming calls / missed calls (synced on all the devices registered to account)
Redial

Faxes and Voicemail messages
Missed calls notifications (synced on all the devices)
New Voicemail notifications

CDR-View extension (analysis of call activity and reporting)
Access to faxes, call recordings, Voicemail messages

Phonebooks and Search of contact

Access to shared PBX phonebooks (MSSQL, MySQL, LDAP, Active Directory, Office 365, Microsoft Outlook, Google, Exchange Server, CSV)

Personal phonebooks
Access to phonebooks limited via ACL

Search field with quick action menu (call, fax, chat, SMS, email, call-me-back)

Fax / SMS / memo messages

Fax / SMS sending to one or more numbers
Outgoing faxes queue

Virtual memo messages and call-me-back requests (colleagues)

Personal memo messages
History of memo messages

Settings

Configuration of Function keys (BLF keys)
Interface languages: English, Italian, French, German, Spanish, Dutch, Russian, Bulgarian
Possibility to edit the personal colleagues list

Setting of DND / Absent status and status message
Activation of phone features (DND, Call forwarding, call waiting, call timeout, missed calls notification, Ringtone, Call waiting, mobility extension)

Pop-up URL settings
Possibility to add a personal image
Possibility to set geolocation

Additional components

Mac OS X / Microsoft Windows Integration Utility (allows user to start calls from various applications and web pages, to send faxes using Wildix Fax Printer, adds support for URIs click2call)

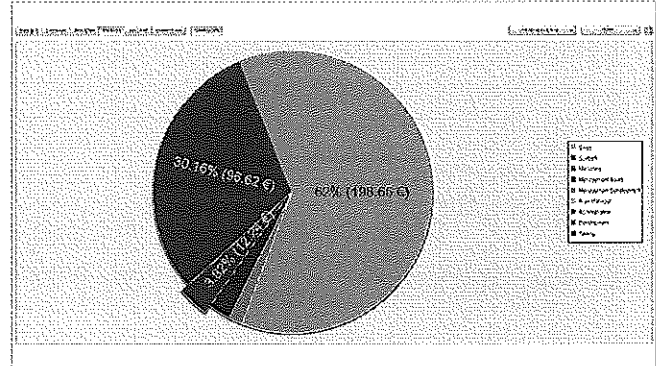
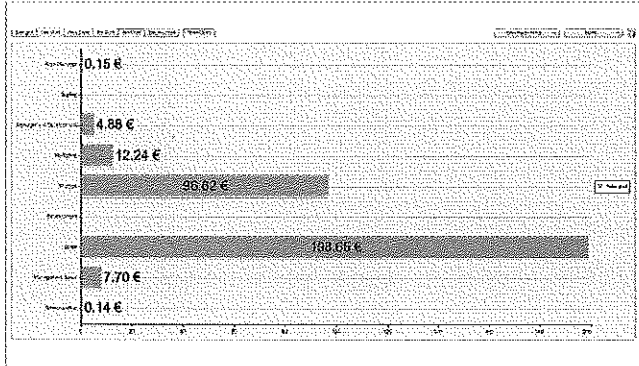
Screen sharing component (includes remote control)
Google Chrome browser extension (quick access and click2call from Chrome browser)

Headset integration (enables call answer and hang up and other features using a button on a compatible bluetooth headset)

Reporting and analysis of contact center performance and employees call activity.

Tool for call traffic monitoring at 360 degrees (quantity, duration, type, costs of calls, peak hours), helping you to calculate the company productivity and optimize the business strategies.

Without monitoring, control and analysis there is no strategy. Wildix offers efficient reporting tools that provide you with the information relative to the call activity of the employees, such as number, duration, type and costs of all the calls received and made by your call agents.



Technical Specifications

OS

Mac OS X 10.8 and higher

Microsoft Windows 7 and higher

Web browsers

Google Chrome / Safari / Mozilla Firefox (dernière version)

Access

Available in offline mode
Possibility to limit access via ACL groups

Access from Wildix Collaboration in a separate browser window

Wildix applications

Collaboration

Installation of CDR-View launcher (Integration Utility) via Wildix Collaboration

Filters

Predefined filters: By time / By group / By trunk / External calls / Outgoing calls / Incoming calls / Cost by / Trunk usage by group
Call list (a quick overview of call activity)

Adjustable filters: direction, services, cost, tags, talk time, period, trunk, PBX
Search by number / group / contact / search pattern

Grouping and Metrics

Grouping by: Hour / Hour of the day / Day / Day of the week / Week / Month / Month of the year / year / User / Group / Business partner / Company / Number / Trunk / Tag / Country / Class / Between Users / Between Groups

Metrics: Count of events (Count / Count by service / Count by status / Count by destination / Count by SLA); Cost of events (Cost / Cost by service / Avg. cost by service); Talk time of events (Talk time / Talk time by direction / Avg. talk time by direction)

Data view and export

Data grid / Line Chart / Area Chart / Column Chart / Bar Chart / Pie Chart
Save and share reports

Export: data grid - XLS/CSV ; charts - PNG

Settings

Possibility to select sync period

SLA settings


CLASS5

5300 MacArthur Blvd

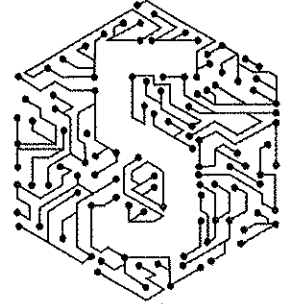
Suite 102

Vancouver, WA 98661

3609491381

 s5technologies.com

CLASS



Powered By Wildix Hosted VoIP (36 month)

Quote # RR000791 Version 1

Prepared for:

City of Stevenson

Prepared by:

Rick Refsland

Equipment Purchase - VOIP

Description	Discount	Price	Qty	Ext. Price
<p>WP480 Standard SIP phone WP480G Phone</p> <ul style="list-style-type: none"> • 2.8" color display 320*240 • 2 x Gigabit Port 10/100/1000 • PBX phonebooks • PoE IEEE 802.3af • Online call history • Visual / Audio BLF • Voicemail notification • Presence monitoring in phonebook • Caller image • Max 16 BLF keys • 802.3az Green Ethernet • Support of WPEHS • Quick DND key 	\$0.00	\$139.65	8	\$1,117.20
<p>Vision SIP phone - 7" color Touchscreen, 2mp Cam, WiFi, Bluetooth Vision Phone - Black</p> <ul style="list-style-type: none"> • 7" color display 1024*600 • Android 5.1 OS • Touchscreen • 2 x Gigabit Port 10/100/1000 • PBX phonebooks • 120 BLF keys • PoE IEEE 802.3af • Online call history • Presence monitoring in phonebook • Visual / Audio BLF • Voicemail notification • Quick DND key • 802.3az Green Ethernet • Support of WPEHS • Presence & Chat • 2MP webcam • WebRTC videoconference • WiFi 802.11b/g/n • Bluetooth 2.0 • USB 2.0 • Caller image 	\$0.00	\$472.00	1	\$472.00
Wildix Conference (5 year Wildix Manufacturers Warranty)				
<p>USB / Bluetooth conference HD speaker with 3 mic's ubiconf-Voice speakerphone is specially designed for Wildix WebRTC video conference and ensures efficient collaboration in large conference rooms.</p> <ul style="list-style-type: none"> • Plug&Play • Connect to PC via USB • Connect to mobile phone via Bluetooth • Talk time: 4 hours • Three built-in microphones with 360-degree coverage • Reception distance: up to 4 meters • Application: ubiconf conference, Mobile Apps for iOS / Android, Vision / SuperVision, WP600AXX, W-AIR 150 	\$0.00	\$261.45	1	\$261.45



Powered By Wildix Hosted VoIP (36 month)

Prepared by:
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 3609491381
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 7121 E. Loop Rd.
 PO Box 371
 Stevenson, WA 98648
 Leana Kinley
 (509) 427-5970
 leana@ci.stevenson.wa.us

Quote Information:
Quote #: RR000791
 Version: 1
 Delivery Date: 06/06/2019
 Expiration Date: 07/05/2019

Quote Summary

Description	Amount
Equipment Purchase - VOIP	\$1,850.65
Set Up Charges (Nonrecurring) - VOIP	\$230.00
Total:	\$2,080.65

Monthly Expenses Summary

Description	Amount
Powered By Wildix	\$239.55
Monthly Total:	\$239.55

Payment Options

Description	Payments	Interval	Amount
Term Options			
36 Months	36	Monthly	\$239.55
	1	One-Time	\$2,080.65

Summary of Selected Payment Options

Description	Amount
Term Options: 36 Months	
Selected Recurring Payment	\$239.55
Total of Recurring Payments	\$8,623.80
Total of Payments	\$2,080.65

Terms and Conditions

Terms and Conditions

CLASS5 MASTER TERMS AND CONDITIONS OF SERVICE (VoIP)

This document is between CLASS5(CLASS5) and the Customer ("Customer") of the VoIP voice service as identified on the Master Services Agreement. Any CLASS5 services or products ("Services") made available to Customer shall be governed by the terms and conditions herein. By activating the Services, Customer acknowledges reading, understanding and accepts the terms and conditions herein.

1. **TERMS AND CONDITIONS.** The terms and conditions stated herein are in lieu of and replace any and all terms and conditions set forth in any documents issued by Customer, including, without limitation, purchase orders and specifications. Any additional, different, or conflicting terms and conditions on any such document issued by Customer at any time are hereby objected to by CLASS5, and any such documents shall be wholly inapplicable to any sale made or service rendered here-under and shall not be binding in any way on CLASS5. No waiver or amendment to this contract or these terms and conditions shall be binding on CLASS5, unless made in writing expressly stating that it is such a waiver or amendment and signed by a duly authorized representative of CLASS5.

2. **TERM.** The term of this Agreement ("Term") begins on the date of installation and continues for a continuous thirty-six (36) month period, unless otherwise noted. At the end of Term, the Services are automatically renewed on a Month to Month basis. Customer agrees to pay for remaining Services for the duration of the Term. Expiration of the Term does not alleviate Customer of responsibility for paying all unpaid, accrued charges due here-under. Upon end of Term all Services will revert to current Month to Month pricing.

3. **911 AND SERVICE REQUIREMENTS.**

a. 911. Customer acknowledges that CLASS5's Services do not support traditional 911 emergency dialing at this time. CLASS5 does offer limited 911 services as described in the paragraph immediately below. Nevertheless, Customer agrees to notify as appropriate, any of its users of the Services, who may place calls using Customer's phone services, of the 911 limitation. CLASS5 advises Customer to maintain an alternative means of accessing traditional 911 services such as traditional telephone services or cellular phone services.

b. Outages due to Electrical, Internet or other General Failures. Customer acknowledges that the Services will not function in the absence of electrical power, access to the Internet or other general failures associated with the VOIP network. Customer acknowledges that the Services will not function if there is an interruption of Customer's broadband or high-speed Internet access service.

c. Non-Voice Systems. Customer acknowledges that the Services are not set up to function with out-dialing systems including home security systems, medical monitoring equipment, satellite television systems and some facsimile systems. Customer has no claim against CLASS5 for interruption or disruption of such systems by the Services.

4. **EQUIPMENT.** In offering the Services, CLASS5 may supply CLASS5 owned Equipment to Customer. All Equipment shipments are F.O.B. CLASS5's facility. CLASS5's liability for delivery shall cease, and title (if applicable) and all risk of loss or damage shall pass to Customer upon delivery to carrier. Customer shall be required to obtain authorization from CLASS5 to return any Equipment. CLASS5 will repair or replace Equipment if the Equipment is deemed to be defective. CLASS5 will not cover replacement for lost, stolen, mistreated or modified equipment. Unless and until any equipment is specifically purchased, all equipment remains the property of CLASS5.

5. **BILLING, CHARGES AND PAYMENT.**

a. **Payment.** Upon purchase of the Service, Customer must provide an authorization for automatic Electronic Funds Transfer or a valid credit card number from an accepted issuer (American Express, MasterCard or Visa). Customer authorizes CLASS5 to charge the Customer via EFT or credit card number for all charges arising from Customer's use of the Services. Customer agrees to notify CLASS5 of any change to the bank or credit card information including, but not limited to, changes in account number, expiration date or billing address. CLASS5 shall not be responsible for any charges made by the bank or credit card issuer to Customer's account for exceeding credit limit, insufficient funds or other reasons.

b. **Credit Terms.** All Services provided to Customer and covered by the Agreement shall at all times be subjected to credit approval or review by CLASS5. Customer will provide such credit information or assurance as is requested by CLASS5 at any time. CLASS5, in its sole discretion and judgment, may discontinue credit at any time without notice.

c. **Billing.** CLASS5 will send or make available to Customer a monthly invoice for the Services and bill all charges invoiced to Customer's account to the Customer credit card. Such charges shall include activation fees, monthly service fees, shipping charges, disconnection fees, equipment charges, toll charges, taxes and any other applicable charges. Monthly service fees are paid in advance of each month's service; toll charges and any other applicable charges are billed at the end of each month's service. CLASS5 reserves the right to charge the Customer credit card for toll charges at any time if Customer's cumulative toll charges for the current month exceed two hundred and fifty dollars (\$250.00). Billing for monthly service fees commences upon purchase of the Services, and the monthly service fee shall be prorated to take into account any partial month that may occur as the result of the date monthly service fees are initiated.

d. **Late/Non-Payment.** If any charges for the Services are due but unpaid for any reason including, but not limited to, non-payment, insufficient funds, or declined Customer credit card charges, CLASS5 may suspend or terminate the Services and all accrued charges shall be immediately due. CLASS5 may charge Customer interest (1.5% per month) on those charges and a late fee of 10% of the past-due balance. If customer fails to pay CLASS5 within 30 days of billing date, CLASS5 has the right to disconnect the Services without notice and/or send to collection. Upon disconnect, Customer agrees to immediately pay all amounts owed to CLASS5. CLASS5 reserves the right to charge Customer a \$150.00 reestablishment of service fee. Upon disconnect a valid credit or debit card will be required to reinstate service. If payment is not made in full within 60 days, CLASS5 has the right to repossess any CLASS5 owned items to offset monies owed without liability for damage or trespass.

e. **Taxes.** Prices for the Services do not include any applicable customs duties, sales, use, value added, excise, federal, state, local, public utility or other similar taxes. All such taxes shall be paid by Customer and will be added to any amounts otherwise charged to Customer unless Customer provides CLASS5 with an appropriate exemption certificate. If any amounts paid for the Services are refunded by CLASS5, applicable taxes may not be refundable.



- 12. TECHNICAL SUPPORT. CLASS5 will make available technical support to Customers via telephone and e-mail for the Services and the Equipment provided. Support for other applications and uses is not provided or implied unless agreed to in writing by CLASS5 and Customer.
- 13. BREACH. In the event of Customer's breach of the terms of the Agreement, including without limitation, failure to pay any sum due here-under, Customer shall reimburse CLASS5 for all attorney, court, collection and other costs incurred by CLASS5 in the enforcement of CLASS5's rights here-under and CLASS5 may keep any deposits or other payments made by End- User.
- 14. INDEMNIFICATION. Customer agrees to defend, indemnify and hold CLASS5, its affiliates and its vendors harmless from any claims or damages relating to this Agreement.
- 15. DISCLAIMER OF CONSEQUENTIAL DAMAGES. In no event shall CLASS5 or its vendors be liable for any special, incidental, indirect, punitive or consequential damages or for any damages, including but not limited to loss of data, loss of revenue or profits, or arising out of or in connection with the use or inability to use services or products provided here-under whether due to a breach of contract, breach of warranty, the negligence of CLASS5 or its vendors or otherwise.
- 16. WARRANTY AND LIABILITY LIMITATIONS. CLASS5 makes no warranties, express or implied, including, but not limited to, and implied warranties of merchantability or fitness for a particular purpose. Neither CLASS5 nor its vendors will be liable for unauthorized access to CLASS5's or Customer's transmission facilities or premise equipment or for unauthorized access to or alteration, theft or destruction of Customer's data files, programs, procedures or information through accident, fraudulent means or devices, or and other method, regardless of whether such damage occurs as a result of CLASS5's or its vendors' negligence. Any claim against CLASS5 must be made within 30 days of the event of the claim and CLASS5 has no liability thereafter. CLASS5's liability is limited to repair, replacement, credit or refund. CLASS5 may elect to provide a refund in lieu of credit, replacement or repair. All warranties cover only defects arising under normal use and do not include malfunctions or failures resulting from misuse, abuse, neglect, alteration, modification, improper installation, or repairs by anyone other than CLASS5. In no event shall CLASS5's total liability here-under exceed the amounts paid by the Customer to CLASS5 in the prior twelve (12) months from the date of claim.
- 17. EXPORT COMPLIANCE. Customer agrees to comply with U. S. Export laws concerning the transmission of technical data and other regulated materials via the Services. Customer agrees to comply with applicable local, state and federal regulations governing the locality in which the Equipment and Services are used.
- 18. PHONE NUMBERS AND WEB PORTAL DISCONTINUANCE. Upon expiration, cancellation or termination of the Services, Customer shall relinquish and discontinue use of any Numbers, voice mail access numbers and/or web portals assigned to Customer by CLASS5 or its vendors, except as provided in section #7 in this Agreement.
- 19. SOFTWARE COPYRIGHT. Any software used by CLASS5 in connection with the Services and any software provided to Customer in conjunction with providing the Services are protected by copyright law and international treaty provisions. Customer may not copy the software or any portion of it.
- 20. SURVIVAL. The provisions of section 4, 5, 14, 15, 16 and 17 shall survive any termination of the Agreement.
- 21. NOTICES. CLASS5 communicates with its Customers primarily via email. Notices to Customer shall be sent to the email address specified by Customer at the time of registration for the Services or as subsequently specified by Customer ("Email Address"). Customer is responsible for notifying CLASS5 of any Email address changes. Customer agrees that sending a message to the Email Address is the agreed upon means of providing notification. Email is used to communicate important information about the Services, billing, changes to the Services and other information. The information is time-sensitive in nature. It is required that Customer read any email sent to the Email Address in a timely manner in order to avoid any potential interruption in the Services provided here-under.
- 22. FORCE MAJEURE (EVENTS BEYOND OUR CONTROL). CLASS5 shall not be liable for any delay in performance directly or indirectly caused by or resulting from acts of God, fire, flood, accident, riot, war, government intervention, embargoes, strikes, labor difficulties, equipment failure, late delivery by suppliers or other difficulties of CLASS5 that may occur in spite of CLASS5's best efforts.

By _____

Print Name _____

Title _____

Date _____

By _____

Print Name _____

Title _____

Date _____