
INTEROFFICE MEMORANDUM

TO: ANTHONY NOBLE
FROM: DAWN BOCKELMAN
SUBJECT: VOIP/FIBER SERVICES
DATE: 12/13/21
CC: ELAINE HOMEISTER

You had asked for a recommendation on which company to use for VOIP services. I would choose NetExpress. Jeff with NetExpress has been extremely helpful and informative on what services they offer and the benefits to the Township. He has been willing to meet with myself and others in the Township to discuss any concerns. We would receive new hardware for all facilities along with on-site training. These services will offer much more flexibility and functionality for the Township. If and when we move to a new facility these services can be transferred.

If we were to choose NetExpress there would be an actual decrease in monthly costs. We currently spend roughly \$3,660 per month phone and cable services. If NetExpress is chosen we will save upwards of \$1,262 a month or \$15,144 a year.

Benefits and features of VOIP

ADMIN FEATURES	BUSINESS FEATURES	CALLING FEATURES	SYSTEM FEATURES
Call logs and detailed records	Audio conferencing	Block caller ID	Call pickup
On demand call recording	Fax to email/Email to fax	Call forward	Customize Music on hold
Dialing restrictions	Group message broadcast	Call parking	Dial by name directory
	Intercom calling	Call transfer	Time of day routing
	Overhead paging	Call waiting	Virtual receptionist option
		Last call return	Multi-device management
		Three-way calling	Multi-location solution
		Voicemail	
		Do not disturb	

TOWNSHIP WIDE BENEFITS

Call one number and connect to all facilities within White Lake Township. (Fire Stations, Dublin, DPS, Police Dept)

Ability to change settings and greetings off-site at any time

Ability to add call app to cell phone and answer anywhere

System maintenance is much easier and controlled in-house

Keeping Comcast as backup we will never go down for Elections

Current Monthly Costs

PHONE/CABLE	SERVICES	MONTHLY COSTS
AT&T	For all phone lines	\$2,254
Comcast	Twp, Dublin, Fire Stations, Annex, Police	\$1,190
Telegation	For all phone lines	\$157
Frontier	Station #3 only	\$59

Quotes received

VOIP/PHONE ONLY	REACURRING COSTS	ESTIMATED YEARLY COSTS	HARWARE/CONSTRUCTION	OTHER
8 X 8	\$1,150/month	\$13,800	\$5,600	Firewall, switch and install not included
Ring Central	\$2,507/month	\$30,084	\$15,884	Firewall, switch and install not included
OOMA	\$1,516/month	\$18,194	\$4,849	Firewall, switch and install not included

INTERNET ONLY	REACURRING COSTS	ESTIMATED YEARLY COSTS	TERMS	OTHER
AT & T	\$822/month	\$9,864	36 months	
Comcast	\$1,660/month	\$19,920	36 months	
Crown Castle Fiber	\$800/month	\$9,600	36 months	

VOIP/INTERNET	REACURRING COSTS	ESTIMATED YEARLY COSTS	TERMS	ADD'L HARDWARE
ATI Cloud	\$2,424/month	\$29,088	36 months	\$9,224
NetExpress	\$2,333/month	\$28,778	36 months	\$0



NET EXPRESS, INC. SERVICE CONTRACT

This Confirmation of Service Order ("Order") serves as a confirmation of Customer's agreement to purchase Telecom Service ("Service") under a term plan according to prices, quantities, terms and conditions set forth below.

Rates: Monthly Charges are based on term rate plans in effect at the time Service is ordered and are set forth on Page 2. Rates will not increase above Monthly Charges set forth on Page 2 for Service between the locations listed in this order and Addendum A. Monthly charges may change if a Service location is moved.

Term and Expiration: The Service term is the plan selected by Customer on Page 2. Upon expiration of the Service term, the Monthly Charges will revert to the prevailing month-to-month rates plus 25% unless Customer renews the term plan or terminates Service prior to completion of the Service term. Upon renewal, new Monthly Charges will be applied based on rates in effect at that time.

Term Plan Change: Prior to the completion of the selected Service term plan, Customer may renew or change to a different term plan without incurring early termination charges, provided the new term plan (i) is for an equal or greater dollar value as that the number ordered herein and (ii) is greater in length than the months remaining on the Service term plan ordered herein. Monthly charges for the new term plan will be based on rates in effect at the time the new plan is ordered.

Service Upgrade: Customer may upgrade Service to a higher speed Service without incurring early termination charges provided that the Upgrade Services (i) under a term plan that is equal to or greater in length than the number of months remaining in the term plans ordered herein and (ii) is installed within the locations herein. Non-Recurring Charges (NRC's) will apply to the Upgraded Service.

Move: In the event the Customer moves one end of service to a new location, Customer will not incur early termination charges provided termination of the old circuit and installation of the new circuit are ordered to occur concurrently. NRC's may apply at the new location. Any changes to the Monthly Charges will be based on rates in effect at that time. Revised Monthly Charges will be automatically applied for the months remaining in the Service term plan.

Early Termination: In the event the Customer terminates Service prior to the expiration of the Service term plan, said Customer will be liable for the remaining months of Service at 100% of the monthly recurring rate to fulfill this agreement.

Cancellation: In the event Customer cancels Service prior to the installation date of the Service, Customer will be liable for all Non-Recurring Charges and one (1) month's Service.

Assignment: Customer shall not assign or otherwise transfer any rights or obligations under this Order without prior written consent of Net Express, Inc. which consent shall not be unreasonable withheld or delayed. Any such assignments without the written consent of Net Express, Inc. will be void.

Customer Liability: Customer understands that Net Express, Inc. is a private network, and agrees that they will not use it to resell or otherwise provide services which may conflict with Net Express, Inc. and their user terms now or anytime in the future. Customer agrees that Net Express, Inc. is not responsible for any sites or service provided by other websites, email providers, and/or Internet Service Providers (including but not limited to Hotmail, MSN, EBay, Yahoo, etc.). Customer understands that they are receiving a direct Internet connection and that security, content filtering, and virus protection are their sole responsibility.

Liability: The liability of Net Express, Inc., its affiliates, successors, agents or "assigns" for damages to Service interruptions or defects shall not exceed the prorated amount of Monthly Charges for the time Service was affected.

Additional Terms and Conditions: Additional terms and conditions are hereby incorporated into this agreement by reference and are located at <http://www.goavd.com/general-terms.htm>

CONTRACT – PAGE 2 of 2

Line Activation Fee and Equipment Charges: The Line Activation Fee applies only to the cost of the circuit to be installed in the Smart Jack or Modem. The customer is liable for all Equipment Charges (detailed below) required for installation of service at their location. The Customer accepts responsibility for the installation of the physical line from the Smart Jack.

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INSTALLATION INFORMATION		
Customer: <i>White Lake Township.</i>	User Name:	
Physical Address: <i>7525 Highland Rd.</i>	Billing Address:	
City: <i>White Lake</i> State: <i>MI</i> Zip: <i>48383</i>	City:	State: Zip:
Phone: () <i>248-698-3300</i>	Other Contact #: ()	
CIRCUIT #1 (V) (D)	CIRCUIT #2 (V) (D)	FAIL-OVER (V) (D)
Provider _____ Speed _____	Provider _____ Speed _____	Provider _____ Hardware _____
Installation Fee: <i>Inc.</i>	Equipment Charges: <i>Inc.</i>	Monthly Charges: MRC <i>See Addendum</i>
Term: <i>3yr</i>		

Your signature acknowledges that you understand and accept the terms and conditions of this contract and that you are authorized to make commitments under this Order.

Customer Name (please print)

Signature

Date

Net Express Representative

Date

White Lake Township

	Number	Current Charges		Proposed Charges 3 Year term	
		Cost Per Line	Total Cost	Cost Per Line	Total Cost
Township/Annex and PD					
Voice Lines/ Unlimited Local and LD SIP Trunks	20		1,960.21		\$699.00
Telegration Long Distance			\$178.00		Inc.
Comcast 1G x 20M Internet			\$514.44		N/A
Comcast 200M x 25M Coax			N/A		\$200.00
Crown Castle 100M X 100M Fiber			N/A		\$600.00
Netfax	7		N/A		\$174.65
Music on Hold			N/A		\$11.95
Hardware			N/A		\$712.55
TOTAL			2,652.65		\$2,398.15

Hardware

Yealink T43U Handsets	74	Inc
Yealink T46U Handsets	5	Inc
Yealnk EXP40 Side Car	5	Inc
24 Port POE Switch	2	Inc
5 Port POE Switch	6	Inc
Sophos XG125	1	Inc
Sophos XG86	1	Inc
Mikrotik	3	Inc
Fax Bridge	9	Inc
Installation/Programming	79	Inc

Grand Total

Dublin Community Senior Center

Voice Lines/ Unlimited Local and LD SIP Trunks	Inc.		\$56.81		Inc.
Comcast 50M x 10M Internet and TV			\$157.24		\$157.24
White Lake Township Amortized 12 10 213/13/02	1		N/A		\$24.95

TOTAL			214.05		\$182.19
Fire Department #1					
Voice Lines/ Unlimited Local and LD SIP Trunks	Inc.		123.66		Inc.
Comcast 75M x 15M Internet and TV			\$247.15		\$247.15
Netfax			N/A		\$24.95
TOTAL			370.81		\$272.10
Fire Department #2					
Voice Lines/ Unlimited Local and LD SIP Trunks	Inc.		74.31		Inc.
Comcast 75M x 15M Internet and TV			\$247.15		\$247.15
TOTAL			321.46		\$247.15
Fire Department #3					
Voice Lines/ Unlimited Local and LD SIP Trunks	Inc.		52.76		Inc.
Comcast 75M x 15M Internet and TV			\$196.48		\$196.48
TOTAL			249.24		\$196.48