

Confidential Service Proposal for Business Cloud Communications Solutions Built for MS Teams Users

Provided by:
Intermedia
scollopy@intermedia.com
12066865605



No One Does Business Communications in MS Teams Better

Enhance your MS Teams with powerful business communications, customer engagement and archiving solutions – all in a seamless, single-app experience.

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UNIFIED COMMUNICATIONS (UC) FOR MS TEAMS EMBEDDED SOLUTION

Advanced calling features, SMS/MMS, call queue management, and more, fully embedded within Teams – no Teams phone license needed.

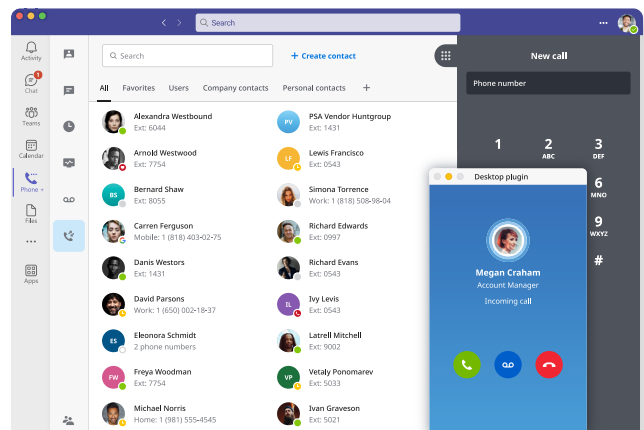
UC for Teams combines UC platform's feature-rich business phone system, SMS/MMS, contact center, and archiving with Microsoft Teams' chat, video meetings, and file sharing—all within a single, integrated Teams interface. This seamless experience enhances productivity while ensuring communication continuity, with UC's mobile and web apps keeping you connected even if Teams becomes unavailable.



Businesses that use MS Teams can enhance their communication capabilities with our UC for Teams integration which seamlessly combines Microsoft Teams' collaboration features with our advanced telephony capabilities and SMS, all with easy setup and best-in-class technical support. Contact Center is also available as an add-on within the UC for Teams embedded experience.

Best-In-Class Business Features:

- **PHONE SYSTEM:** Crystal-clear, reliable phone service within the Teams app. Stay connected with 100+ enterprise-grade calling features and excellent network call quality and uptime. Enhance communication in shared spaces with lobby and conference room phone support.
- **BUSINESS TEXTING:** Connect with customers on their preferred channel using SMS and MMS for fast, convenient, and effective communication.
- **MANAGE CUSTOMER COMMUNICATIONS:** Improve customer interactions with supervisor monitoring, scheduled reports, real-time dashboard, smart greetings, advanced call queuing, customizable call distribution, and agent wrap time. For advanced customer engagement needs, add Contact Center to the embedded UC Teams experience.



ALL UC & CC LICENSES INCLUDE 30-DAYS ROLLING ARCHIVING RETENTION

Have continual historical access to your company's last 30 days of UC calls, texts, SMS, and Contact Center communications as well as MS Teams chat and video meetings free as part of your UC and CC solution <https://go.intermedia.com/30-days-free-archiving/>

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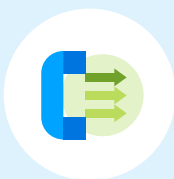
ADVANCED CUSTOMER COMMUNICATIONS

Resolving customer needs at scale takes a solution that can help you work intelligently to effectively meet customer expectations.

Our AI-powered customer experience solution helps businesses of all sizes drive more responsive, informed, and engaging customer interactions. Connect with customers across the communication channels they prefer, using our easy-to-use solution for customer care professionals, supervisors, and administrators – anywhere, any time.

Customer Communications Included with UC for Teams:

- **SMART CALL QUEUES:** Send inbound calls to a queue rather than a busy signal. Communicate current wait times and their position in the queue to reduce dropped calls.
- **ADVANCED HUNT GROUPS:** Assign groups of employees to manage inbound calls and set up automated call distribution to quickly connect customers with employees.
- **REAL-TIME DASHBOARDS:** Track live performance data against your service level agreement (SLA) including total active calls, calls in queue, average hold and handle time.
- **CALL MONITORING & REPORTS:** Let managers monitor customer calls, whisper to the employee, and take over a call. Use historical reporting to track employee and call performance.



CALL QUEUING



HUNT GROUPS



REAL-TIME DASHBOARDS



CALL MONITORING

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ADD AI-POWERED CUSTOMER INTERACTIONS WITH CONTACT CENTER INSIDE MS TEAMS

We enhance the customer experience at every stage—before, during, and after the interaction—with AI-powered tools that boost responsiveness, personalization, and efficiency, all from within the familiar MS Teams app.

Before the Interaction

Prepare for success with smart tools that proactively manage engagement and reduce friction.

- **OMNICHANNEL COMMUNICATIONS:** Support voice, webchat, SMS, email, and WhatsApp from one interface.
- **AUTOMATED CUSTOMER OUTREACH:** Deliver proactive notifications and follow-ups via text, email, or voice.
- **SELF-SERVICE VOICE & AI CHAT:** Allow customers to resolve requests like hours, balances, and payments without agent involvement.
- **CRM INTEGRATIONS:** Connect to your system of record to inform call routing and personalize interactions.
- **INTELLIGENT CONTACT ROUTING:** Route customers to the right person based on their input and business rules.

During the Interaction

Empower agents and supervisors with AI-driven tools that enhance live interactions and optimize outcomes.

- **SINGLE APP FOR ALL COMMUNICATIONS:** Let frontline employees manage customer conversations and team collaboration in one interface all from within the Microsoft Teams app.
- **AI AGENT ASSIST:** Real-time transcription, live sentiment analysis, and instant access to business-specific knowledge via a chat-based assistant.

After the Interaction

Unlock valuable insights and maintain compliance with automated analysis and archival tools.

- **AI TRANSCRIPTION & REDACTION:** Post-call automation of transcripts and redaction of sensitive data (PII, PHI, PCI) for compliance.



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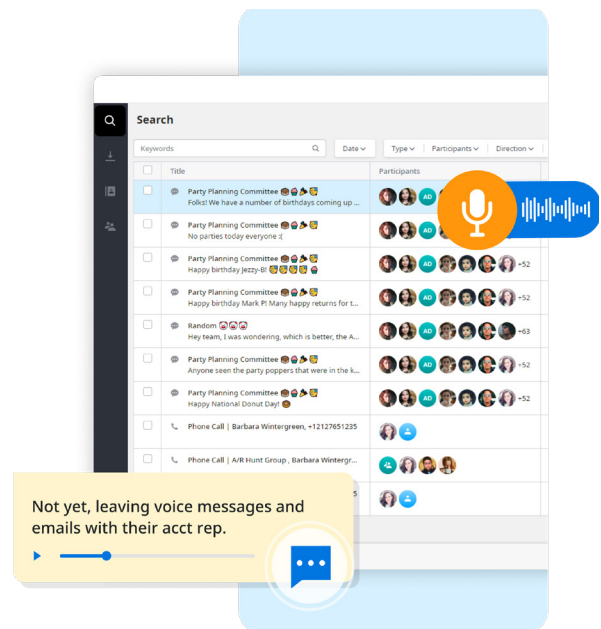
ADD ARCHIVING FOR UC FOR TEAMS, CONTACT CENTER & MS TEAMS INTERACTIONS

Protect your organization's interactions and leverage intelligence.

Archiving in UC for Teams captures and retains unified communications—such as phone calls, SMS/MMS, voicemails, and call recordings—alongside Microsoft Teams collaboration data, including chats and video meetings. Powerful search capabilities makes it easy to find the information you need, when you need it.

Best-in-Class Business Features:

- **AUTOMATED DATA CAPTURE:** Captures and retains UC and Contact Center call records, voicemails, SMS and MS Teams chats, video meetings, emails and more without administrative or user action.
- **FAST, POWERFUL CONTEXTUAL SEARCH:** Indexes both content and metadata using dozens of properties for fast and easy searching.
- **SEAMLESS INTEGRATION WITH UC FOR TEAMS:** Designed to be deployed in minutes to enable compliant retention of employee and consumer UC, Teams and Contact Center communications.
- **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 and role-based access control (manager/personal access) to protect access and limit export to authorized users.
- **EDISCOVERY AND LITIGATION SUPPORT:** Apply legal hold to override retention periods and utilise workflow and export features for all case documents.
- **DATA RESIDENCY:** Complies with US, Canadian, and European geographic datacenter location requirements.



Prepared for

Coalinga-Huron District Library
 305 N 4th St
 Coalinga, CA
 93210-2817, United States

Provided by

Intermedia
 scolopy@intermedia.com
 12066865605

**Included with your service**

Eligible Unified Communications Monthly Services Free - 1 month
 Prorated Charges Waived

Summary of services

Description	Customer total	
	One-time	Monthly
Services		
Unified Communications Services		\$273.59
Equipment	\$494.80	
Shipping	\$49.27	
Professional services & other items		
Install On-site install	\$1,500.00	
Subtotal	\$2,044.07	\$273.59
Surcharges & Other fees		\$119.28
Estimated taxes	\$243.92	\$6.36
TOTAL	\$2,287.99	\$399.23
	One-time	Monthly

Notes:

- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
- Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
- Shipping charges may be estimates only and are subject to change. Actual shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

Details

Main location 305 N 4th St, Coalinga, California 93210-2817

Customer total				
Description	Quantity	Unit price	One-time	Monthly
Unified Communications Services				
Elevate for Teams Pro Integrated into Microsoft Teams, includes advanced Cloud PBX with unlimited local and long-distance calling, calls to 33 countries, connection of up to 5 phone devices, including mobile and desktop apps, Chat, SMS/MMS (500 included, overage rates apply), CRM integrations, AI capabilities, Advanced Hunt Groups and Queuing and 30-day Archiving, all accessible via the Elevate icon within the Teams desktop app. MS Teams is used for collaboration features such as chat and meetings. No additional Microsoft phone license is required.	23	\$11.50		\$264.50
Archiving: 30 Days Retention For access to 30 days of historical UC data for the lifetime of the account	23	Free	Free	Free
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	23	Free	Free	Free
Resource Line (500 min) Used to enable common area phones such as conference or lobby phones, 500 minutes of outbound local calls included per month.	1	\$9.09		\$9.09
Equipment				
 Yealink W56H Cordless Phone A cordless handset designed exclusively for use with the Yealink W70B multi-line cordless base. Includes PSU.	2	\$32.00	\$64.00	
 Yealink W70B DECT Base A 10-line cordless base designed for use with the W56H handset. Supports up to 10 handsets.	2	\$101.40	\$202.80	
 Yealink T7-T85W-T87W PSU US-CAN US-CANADA 5V 2A Power Supply Unit (PSU) for Yealink T73W, T74W, T85W, T87W.	19	\$12.00	\$228.00	

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Customer total				
Description	Quantity	Unit price	One-time	Monthly
 Yealink T73W PoE The Yealink T73W is a modern business IP phone offering excellent HD audio, a 2.8-inch color display, and flexible connectivity. Designed for everyday professional use, it combines performance, security, and wireless capability in a sleek, easy-to-use device. Does not come with a Power Supply Unit (PSU). Optional 5V 2A PSU sold separately.	19	Free	Free	Free
Shipping				
4352 N Brawley Ave STE 101, Fresno, California 93722-7830	—	—	\$49.27	
Taxes & Fees				
Surcharges & Other fees	—	—		\$119.28
Estimated taxes	—	—	\$243.92	\$6.36
Total - Main location			\$787.99	\$399.23

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