

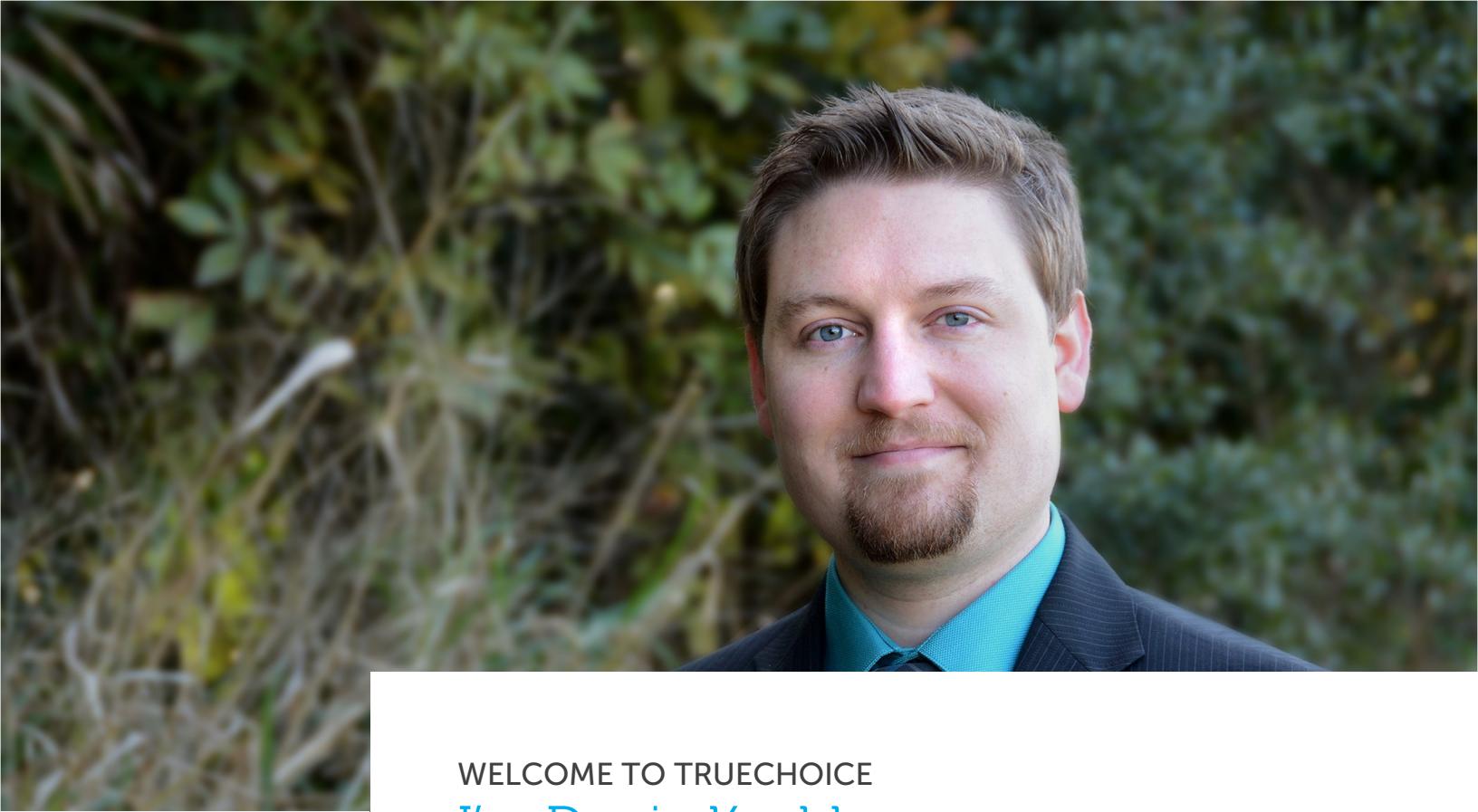
# Technology Services Proposal



MetroVista

PREPARED BY YOUR SOLUTIONS SPECIALIST DARRIN KOEHLER  
PREPARED FOR: METROVISTA





## Why TrueChoice?

Here are 10 Reasons Why

1. Telecom Concierge

2. Unbiased Options at Preferred Pricing

3. Impeccable Service & Support

4. Complete Coverage

5. Project Management & Moving Services

6. Voice Over IP (VoIP)

7. Cutting Edge Hardware

8. Redundancy

9. Infrastructure, Cabling & Wiring

10. Cloud Services

## WELCOME TO TRUECHOICE

### I'm Darrin Koehler, your Solutions Specialist

TrueChoice represents more than 65 providers of voice, data, connectivity, IT, and cloud services; therefore, we have the ability to provide the solution that best fits your technology needs.

We pride ourselves on exceptional service before, during, and long after the sale. TrueChoice is a “customer-centric”, vendor agnostic organization. Regardless of the size of your company, we'll act as an extension of your staff, meeting all of your technology needs - allowing you to focus on your business.

Thank you for giving me the opportunity to present this solution to you, and I stand ready to help you implement it as a complete upgrade to your technology infrastructure and management.

Here are the solution providers and hardware vendors I am recommending to suit your business technology needs

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- Feature-rich Unified Communications service integrates with customer Bandwidth
- Supports failover between three circuits and provides Quality of Service (QoS)
- Platform has 186,000 endpoints, and an "all in" feature package for Hosted VoIP
  
- Sixth largest cable provider in the country
- Serves more than 2.5 million customers
- Cisco® Master Service Provider Certification under Cisco Cloud and Managed Service Program



Where business gets personal.



- Business-class phones with user interfaces that deliver feature rich, high definition voice experiences.



- Leading-class switches, Power Over Ethernet (POE) capability and world-class reliability.



- WAN load balancing, WiFi capable, triple connectivity failover support as well as a protective firewall.



## BlueLine Telecom

Prepared for: Metrovista

Quote #: 00001683 | Date: 10-09-2015

Included you will find our evaluation of your business phone service needs. We believe this proposal reflects the greatest value because it combines economy with the most comprehensive features and benefits available on the market today.

Blueline is a unique business phone service company. We understand that complex network configurations internet speed and dependability all impact the quality of your phone calls. And, for that reason, I am here as your local VoIP expert, with an initial evaluation of your business phone service needs, ready to transition you to Business Class VoIP.



## FULL SERVICE

We are here to manage  
your business VoIP transition.

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LOCAL VOIP EXPERTS  
FROM SETUP TO  
TRAINING

DISASTER PROOF

STATE OF THE ART  
VOICEMAIL TO EMAIL

OPTIMIZED QOS  
MANAGEMENT

TRUE VOICE & DATA  
SEPARATION FOR HD  
VOICE

REMOTE PRESENCE &  
MONITORING

NO CONTRACTS

WEB BASED USER  
INTERFACE

Blueline's customer service is second to none. I had an issue and emailed Support at 3:55. A customer service tech called me back a few minutes after 4:00 and had my problem repaired in minutes....

[ANNA](#) Kestrel

The whole process was extremely quick, and the sound quality is great. The responsiveness and customer service was excellent. I'm really happy with the system.

[DR. RICK](#) For Eyes Optical



## IMPLEMENTATION. WHAT TO EXPECT.

We're with you at your location, every step of the way.

1

### MEET WITH YOUR LOCAL VOIP EXPERT

Your VoIP expert works with your team to determine your requirements, assesses your equipment needs, and establishes the most effective way to put it all together.

Unlike other providers, your VoIP expert will be with you every step of the way, making sure you have all of the solutions you need through implementation, installation, and training.

2

### UNDERSTAND THE UNIQUE DYNAMICS OF YOUR BUSINESS

To ensure that we understand the unique dynamics of your business, our technical experts walk you through all of the features and options available to help you determine which solutions best meet your needs.

We discuss your call routing in detail to determine where you want your calls to go, who should get them, how you want to appear to outside callers, and whether you want to operate differently at different times.

3

### DESIGN YOUR SOLUTION

Once we have worked with you to understand how our system can best serve your needs, our technicians design your solution by programming all of your choices so your system is as unique as your business.

4

### TEST YOUR CONNECTIONS

Your VoIP expert and our experienced technicians will work hand in hand to make sure your installation and continuation of service are seamless. We understand that telecommunications is one of the most important aspects of your business. We take every measure to ensure a smooth transition.

5

### IMPLEMENT

After you've had an opportunity to use your new system, determine what questions you have, and what you want to learn more about, our support team walks you through it, step by step. We also show you how to make changes and manage your system so you can do it yourself any time your needs change. For your convenience, we also offer the option of recording the training so that it can be reviewed later.

### VVX 600 with Expansion



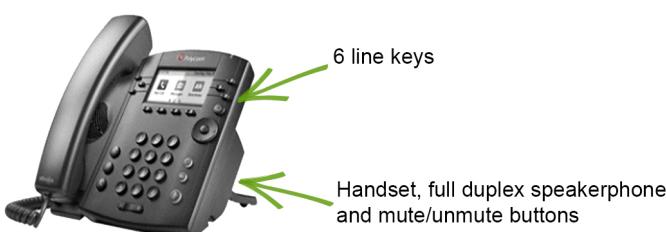
VVX 500



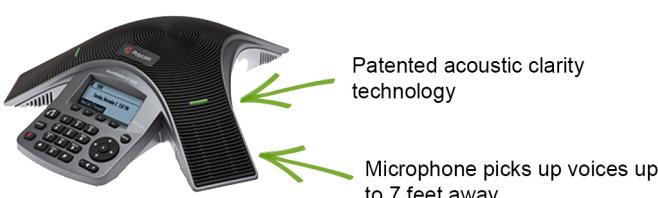
### VVX 410



### VVX 310



### Sound Station IP 5000



Accessorize your handset with a headset for hands-free mobility

### Also Includes:



Easy administrator, web-based portal to make changes and self-manage your phone system



Hundreds of features for customized call flow to time frames, auto attendants, groups, find me follow me and more



Contact call center

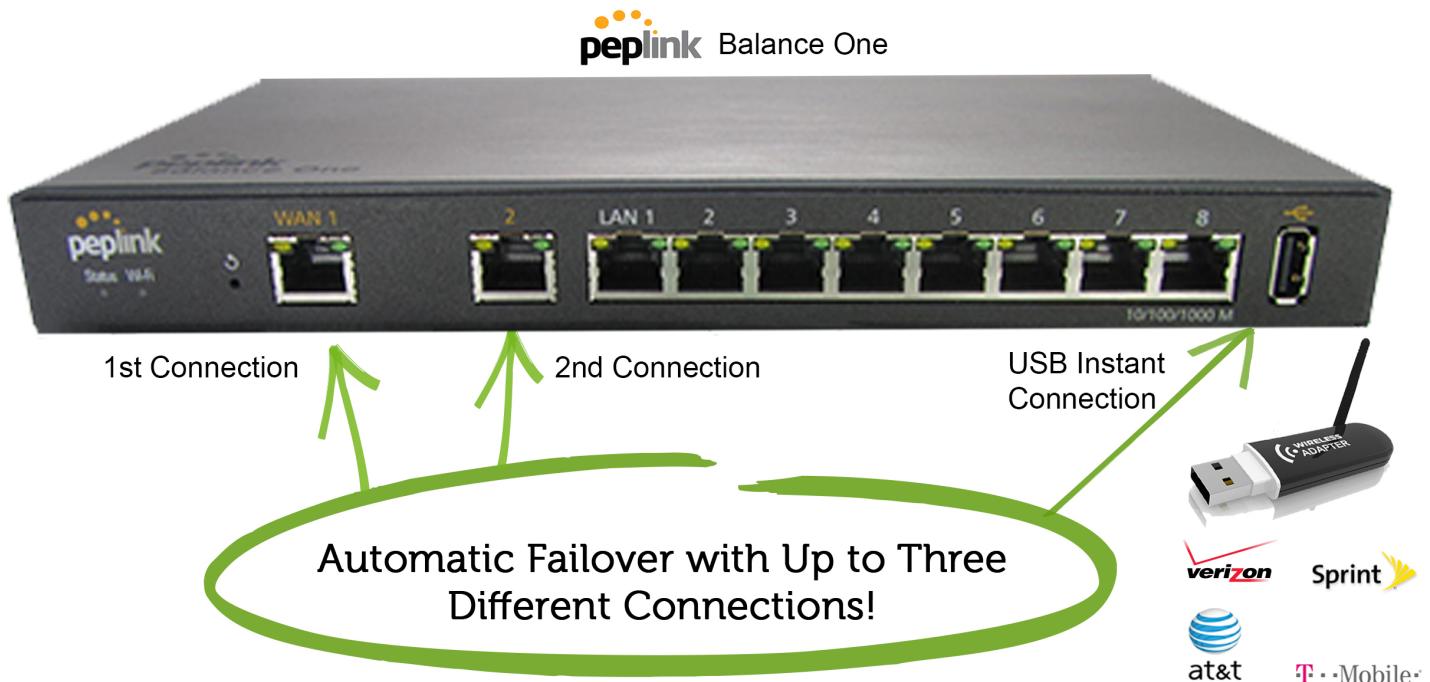


Voice mail to email, voice mail text notification and voice mail web portal



Fax to PDF, send faxes from your desktop

# Quality of Service (QOS) Device is the Key to A Successful Implementation



## Also Includes:



Monitoring of call quality using key metrics



Virtual Private Network (VPN)



Firewall to protect your computers using packet filters and stateful inspection



Managed WiFi with guest login



1,000 Mbps throughput

## Voice Packets Are Given Priority!

Date: 10/09/2015  
Quote Valid Until:

### YOUR VOIP EXPERT

**Darrin Koehler**  
Phone (407) 391-1483  
Fax (954) 449-0359  
dkoehler@truechoicetelecom.com

### MAIN CONTACT

**Nancy Frank**  
Phone 407-331-5100  
nancy@metrovista.com

### SERVICE ADDRESS

2000 Tree Fork Lane, Suite 106  
Longwood, FL 32750

### Taxes & Fees

Monthly Recurring Charges		Non-Recurring Charges	
QTY	DESCRIPTION	EACH	MONTHLY
7	<b>Business Class Extension</b>  Includes one extension associated with one device. All standard Hosted PBX features included.	\$4.95	\$34.65
2	<b>Unlimited Call Path</b>  Includes one call path for outbound or inbound calling with unlimited minutes of local and long distance domestic US and Canada out-bound calling, and unlimited inbound (non toll-free) calling. Each c	\$29.95	\$59.90
1	<b>Autoattendant</b>  Charge for Autoattendant 3 complimentary recordings included	\$14.95	\$14.95
1	<b>QoS Management</b>  Performance and call quality monitoring. Includes standard configuration management, troubleshooting, monitoring and reporting. Management fees apply separately to each QoS device installed.	\$39.95	\$39.95
1	<b>Hosted Cloud Managed PBX</b>  Hosted Cloud Managed PBX powered by Blueline Telecom, including all standard features except autoattendant, call recording, ACD call manager.	\$0.00	\$0.00
7	<b>Domestic Extension Rate</b>  One Extension or Telephone Number (TN) in one rate center	\$1.95	\$13.65
7	<b>E911 Service Charge</b>  Monthly E911 Service Fee per extension per Service Provider Terms of Service.	\$0.95	\$6.65
7	<b>IP Network Access Fee</b>  IP Network Access Fee per extension per Service Provider Terms of Service.	\$2.95	\$20.65

Monthly Recurring Subtotal (MRC) \$190.40 / mo

(Continued)

Date: 10/09/2015  
Quote Valid Until:

**Monthly Recurring Charges**

**Non-Recurring Charges**

**YOUR VOIP EXPERT**

**Darrin Koehler**  
Phone (407) 391-1483  
Fax (954) 449-0359  
dkoehler@truechoicetelecom.com

**MAIN CONTACT**

**Nancy Frank**  
Phone 407-331-5100  
nancy@metrovista.com

**SERVICE ADDRESS**

2000 Tree Fork Lane, Suite 106  
Longwood, FL 32750

QTY	DESCRIPTION	EACH	TOTAL
6	Polycom VVX 500 12-line Business Media Phone with HD Voice, PoE  VVX 500 bundle consisting of (1) VVX 500 12-line Business Media Phone with HD Voice with PoE (2200-44500-025)	\$245.00	\$1,470.00
1	VTech ErisTerminal VSP 600 Wireless DECT Phone  VTech ErisTerminal VSP 600 Wireless DECT Phone with one VSP 601 Handset	\$130.00	\$130.00
7	Cat 5E Ethernet Cable  Cat 5E Ethernet Cable	\$7.50	\$52.50
1	QoS Management Device  QoS Management Device up to 20 call paths	\$625.00	\$625.00
1	Cisco SG300-10PP 10-port Gigabit PoE Managed Switch  10 Ports - Manageable - 8 x POE+ - 2 x RJ-45 - 2 x Expansion Slots - 10/100/1000Base-T - Desktop	\$320.00	\$320.00
1.363	Installation  Installation and programming of phones and QoS device if applicable. Must have direct CAT 5 cable drop to each station which can be shared with a single computer.	\$495.00	\$674.69
1	Local Number Port (LNP) Charge  Fee per telephone number ported	\$24.95	\$24.95
1	Training  Basic training on features, call flow, call treatments, and user/admin portals included	\$0.00	\$0.00

Non-Recurring Subtotal (NRC) \$3,297.14

<input type="checkbox"/>	60 MONTH LEASE <b>\$77.86/mo.</b>	<input type="checkbox"/>	36 MONTH LEASE <b>\$119.84/mo.</b>	<input type="checkbox"/>	FULL PURCHASE <b>\$3,297.14</b>
MRC	\$190.40	MRC	\$190.40	MRC	\$190.40
NRC	\$3,297.14	NRC	\$3,297.14	NRC	\$3,297.14
NRC Lease	\$3,297.14	NRC Lease	\$3,297.14	USF	\$9.28
Lease Pmt.	\$77.86	Lease Pmt.	\$119.84	Sales Tax	\$244.13
NRC Bal.	\$0.00	NRC Bal.	\$0.00		
USF	\$9.28	USF	\$9.28		
Monthly	<b>\$277.55</b>	Monthly	<b>\$319.52</b>	Monthly	<b>\$199.68</b>
Due at Signing	\$199.68	Due at Signing	\$199.68	Due at Signing	\$3,740.95

The undersigned acknowledges that they have received, read, accepted, and agreed to the Blueline Telecom Group, LLC Terms of Service, and ALL Blueline Telecom Group, LLC Terms and Conditions incorporated by this reference.

Signature: \_\_\_\_\_ Title: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Confidential and Proprietary to Blueline Telecom Group, LLC This proposal is provided to the Entity(s) and Individual(s) listed above only, and may not be disclosed or forwarded to any other party without the express, written consent of Blueline Telecom Group, LLC

## Professional Studio Recording Services

### CUSTOM ON-HOLD MARKETING MESSAGES

Our team of experts will develop an on-hold message that is a personalized commercial for your business

- Review your website for insight into the company product & culture
- Conduct an interview to fine-tune the company message
- Write a script based upon research and your input
- Record the script in a professional studio with music

### AUTO ATTENDANT AND VOICEMAIL RECORDINGS IN ENGLISH AND SPANISH

Professionally recorded messages from scripts provided by you for both Auto Attendant and individual voicemail boxes

## Conferencing Services

### CONFERENCE SERVICES WITH LEADER IN ONLINE COLLABORATION

- No contracts, no registration fee, no cancellation fee, & no minimum
- Have up to fifty simultaneous users for only \$19.95
- Customizable personal landing page
- Share entire desktop or selected applications
- Free meeting recording
- Store documents and upload links

Powered By:



# Letter of Authorization for ACH Charge

The undersigned acting on behalf of the holder of the bank account noted below, hereby authorizes Blueline Telecom Group, LLC., to debit the bank account detailed below for the indicated amount applying to the services rendered to the customer below mentioned.

## ACH CHARGE INFORMATION

COMPANY NAME

BANK ACCOUNT TYPE

 Checking Savings

BANK ROUTING NUMBER

BANK ACCOUNT NUMBER

FOR

1222222222 000551115555 1027

## BILLING ADDRESS

BILLING CITY

STATE

ZIP

CONTACT PHONE

BILLING PHONE

MONTHLY PAYMENT AMOUNT

ONE-TIME PAYMENT  
DUE AT SIGNING

I agree and understand that any claim pertaining to the origin of such debit shall not be enforceable against Blueline Telecom Group, LLC

Signature:

Title:

Print Name:

Date:

For Company:

Confidential and Proprietary to Blueline Telecom Group, LLC This proposal is provided to the savings Entity(s) and Individual(s) listed above only, and may not be disclosed or forwarded to any other party without the express, written consent of Blueline Telecom Group, LLC

## YOUR VOIP EXPERT

### Darrin Koehler

Phone (407) 391-1483

Fax (954) 449-0359

dkoehler@truechoicetelecom.com

## MAIN CONTACT

### Nancy Frank

Phone 407-331-5100

nancy@metrovista.com

## SERVICE ADDRESS

2000 Tree Fork Lane, Suite 106  
Longwood, FL 32750

# Letter of Authorization for Credit Card Charge

The undersigned acting on behalf of the customer named below, hereby authorizes Blueline Telecom Group, LLC., to debit the Credit Card detailed below for the indicated amount applying to the services rendered to the customer below mentioned.

## CREDIT CARD CHARGE INFORMATION

CREDIT CARD TYPE  Visa  MasterCard  Amex  Discover

CARDHOLDER NAME

CREDIT CARD NUMBER

3 DIGIT SECURITY CODE

EXPIRATION MONTH

EXPIRATION YEAR



## BILLING ADDRESS

BILLING CITY

STATE

ZIP

CONTACT PHONE

BILLING PHONE

MONTHLY PAYMENT AMOUNT

ONE-TIME PAYMENT  
DUE AT SIGNING

Convenience fee of 2% added to one time charges paid with credit card.

I agree and understand that any claim pertaining to the origin of such debit shall not be enforceable against Blueline Telecom Group, LLC

Signature:

Title:

Print Name:

Date:

For Company:

Confidential and Proprietary to Blueline Telecom Group, LLC This proposal is provided to the savings Entity(s) and Individual(s) listed above only, and may not be disclosed or forwarded to any other party without the express, written consent of Blueline Telecom Group, LLC

## YOUR VOIP EXPERT

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Longwood, FL 32750



**blueline**<sup>®</sup>  
BUSINESS CLASS VOIP

Financing, simplified

## Credit Application

Fax to: 1 954.602.9840

<b>BUSINESS INFORMATION</b>	Full Legal Name		Tax Identification Number		
	Billing Street Address		Phone Number		
	City/County/State/Zip		Fax Number		
	Equipment Location (If different from above) Street Address/City/County/State/Zip			<input type="checkbox"/> Proprietorship	
	Contact		Email Address		<input type="checkbox"/> General Partnership
	Nature of Business		Years in Business	No. of Employees	<input type="checkbox"/> Limited Partnership
	Principal/Partner/Officer and Title		Social Security Number		<input type="checkbox"/> Corporation State of Inc. Date of Inc.
	Home Street Address				<input type="checkbox"/> Limited Liability
	City/State/Zip				
<b>VENDOR INFORMATION</b>	Vendor Name Blueline Telecom Group, LLC		Phone Number 954-449-4002	Fax Number 954-449-0034	
	511 SE 5th Ave., Suite 2 Lauderdale, FL 33301			Graybar Account # <input checked="" type="checkbox"/> Yes or <input type="checkbox"/> No	
	Contact Irwin Schechter		<b>Vendor E-mail Address</b> Irwin@mopanda.com		
<b>EQUIPMENT INFORMATION</b>	Lease Term (Months)	<input type="checkbox"/> Fair Market Value Purchase Option		Estimated Equipment Price	
	60	<input checked="" type="checkbox"/> \$ 1.00 Buyout Purchase Option		Estimated Software & Labor	
	Payment Quoted (excludes taxes)	<input type="checkbox"/> Equipment Finance Agreement		Estimated Taxes	
				<b>Estimated Grand Total Price</b>	
		Equipment Description			
<b>BANK REFERENCE</b>	Bank Reference Name		Account/Loan Officer	Phone Number	
	Address (City/State)		Account Number	Fax Number	
<b>BUSINESS PURPOSE</b>	You, the applicant, certify to us that you are applying for credit for a business purpose, and not for personal, Family, or household purposes.				
<b>AUTHORIZATION</b>	By signing below, you certify that all statements contained in this application are true and correct. You authorize Graybar Financial Services or its assignee to obtain further information regarding your personal or business credit standing, which may include obtaining personal credit bureau reports from a credit reporting agency.				
	<u>X</u>		Signature	Print Name	
				Date	

### DISCLOSURE OF RIGHT TO REQUEST SPECIFIC REASONS FOR CREDIT DENIAL GIVEN AT TIME OF APPLICATION (BUSINESS CREDIT)

If your application for business credit is denied, you have the right to a written statement of the specific reasons for the denial. To obtain the statement, please contact Credit Disclosure Administrator, Graybar Financial Services, 11885 Lackland Road, St. Louis, MO 63146, 800-241-7408 within 60 days from the date you are notified of the credit decision. We will send you a written statement of reasons for the denial of credit within 30 days of receiving your request for the statement.

**Notice:** The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has the capacity to enter into a binding contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning the credit is the Federal Trade Commission, Equal Credit Opportunity, Washington, DC 20580.

This page contains a notice required under the Equal Credit Opportunity Act. The Lessee is entitled to receive and retain a copy of this notice. When an application for business credit is made solely by telephone, compliance with the notice requirements may be satisfied by oral disclosure of the applicant's right to a statement of the reasons for a denial of credit.



# Satisfaction Guarantee



We are committed to providing you with a consistently superior customer experience, delivering reliable business products and services at an incredible value.

To prove it, we offer a *satisfaction guarantee*.

## 6 MONTH SATISFACTION GUARANTEE

*If within the first 6 months of service activation you are not completely satisfied with your Blueline Business Class VoIP Service, you may contact your TrueChoice Solutions Specialist to cancel your service, obtain another voice or data provider, and return your phones and hardware.*

Remaining lease payments will be assumed by Blueline provided the following terms are met:

- 1) All phones and hardware must be returned in good working order within the first 6 months of service activation.
- 2) You must use your TrueChoice Solutions Specialist to replace the services you wish to cancel.



### **Because Your Safety is Important...**

One of the benefits of using an IP service provider over traditional phone line service is the ability to move your phone to any location with broadband internet access. Given this portability, the FCC has established additional requirements for all VoIP service providers.

#### **Traveling With 911**

FCC requires that the physical location at which your service will be used be registered in our files. If you move or travel with your phone and/or phone adapter, it is necessary to provide an update by calling Blueline Telecom at 888.551.0811.

#### **Service Outages Can Prevent 911 Dialing**

Also due to FCC requirements, it is necessary that emergency response stickers be distributed to our customers, and that these stickers are placed on all VoIP devices, including phones and adapters. These emergency response stickers need to be affixed on each and every Blueline device.

Although the Blueline 911 dialing service operates differently than the traditional 911, Blueline provides a safe and reliable means of communication in times of emergency. Blueline offers Enhanced 911 (E911) in many areas across the country. With E911 service, Blueline delivers your registered address and phone number automatically to the proper local emergency call center. Your registered information appears on the dispatcher's screen automatically at the emergency call center.

Blueline also provides an additional safety net in case traditional 911 methods fail or are not available. The National 911 Emergency Response Center has trained emergency personnel standing by to help you get local help in the event your call cannot be routed via E911. Once you reach local emergency services, you may need to give them your address and telephone number.

911 dialing and Blueline service do not function during an electrical power or broadband provider outage.

For more information please read Blueline's Emergency 911 Disclaimer and Policy.



### **Emergency 911 FCC Disclaimer and Policy**

The Federal Communications Commission (FCC) requires that Blueline explain the potential limitations of the **Emergency 911 (E911)** services being provided, and obtains an acknowledgement from each subscriber which is kept on file. **E911** services are provided by a third party company and are subject to the following limitations:

1. May not function with the loss of electrical power, including the loss of power to telephone equipment or other equipment necessary to route **E911** calls to the appropriate emergency call center;
2. Will not function if the broadband connection is not operational;
3. Will not function at a remote location or may transmit incorrect physical location information for the caller if internal users are allowed to use their IP-based phones remotely;
4. Will not function if the telephone equipment or other equipment necessary to place calls is not correctly configured;
5. May not transmit the correct physical address for the **E911** call due to incorrect information provided by you, use of a non-native telephone number, or delays in loading or updating automatic number identification and location information into the **E911** databases;
6. May not be capable of being received and/or processed by an emergency call center due to the center's technical limitations; and
7. May be affected by other factors or major events, such as the quality of the broadband connection and network congestion. Your signature below will serve as your acknowledgement that Blueline has advised you of these potential limitations. Blueline will also provide labels to you that will alert users to the limitations discussed above. The FCC has suggested that these labels be placed on the telephone equipment associated with your service. The physical location which you provided to us prior to the initiation of service and at which our service is first used by you, shall be the registered location that will be provided to the emergency call center when you place a **911** call.
8. **If you move the location of Blueline phone, you must affirmatively activate the 9-1-1 dialing feature of that location by registering the address. If you fail to register your location or change the address to a new location, the 9-1-1 dialing feature will not function properly and potentially no emergency service will be sent to your location in the event of an emergency.**

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_