



Clear Rate Communications Business Solutions

Everything in life should be this clear...Clear Rate

Proposal for Business Services

Presented to:

The Dana Point Condominiums

By:

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The Dana Point Condominiums
1519 E Central Road
Arlington Heights, IL 60005

Dear Lisette,

Enclosed is the service proposal you requested. In it you will find a summary of the new business services we discussed.

Attached are two proposals, one for a 24 month term and one for a 36 month term. Each proposal is for a dedicated Voice TDM T-1 to deliver the copper POTS lines and also some separate dedicated copper POTS lines. You will receive unlimited local, local toll and long distance services with caller ID on all lines running over the T-1. The lines being delivered separate from the T-1 are for the elevator, alarm and pool lines and are a basic plan. Delivering the voice lines via a T-1 provides the Condominium with a more reliable and better quality solution. We are able to monitor the T-1 24/7 and detect any issues that may be happening and proactively address them.

Please feel free to call if you have any questions. I will be following up with you soon. When you're ready, we'll be able to get you started right away.

I look forward to working with you and your business.

Sincerely,

Bethany Miller

About Clear Rate Communications

Clear Rate provides service to thousands of business customers in the Midwest, Mid-Atlantic and nationwide.

We enable businesses to leverage innovative technology and increase productivity, providing a significant competitive advantage. Our Voice products include ISDN-PRI, SIP Trunking, Digital and Analog POTS Business lines. Our Data products include MPLS, Ethernet, High-Speed Internet, Fiber-Optic solutions, Collocation Data Center Services and many other advanced telecommunications products.

We are trusted by the public sector and almost every industry in the private sector to meet all of their telecommunications needs. In the public sector we provide service to police departments, fire departments, school districts, colleges and city and county governments. In the private sector, we provide service to hospitals, banks and credit unions, hotels, manufacturing facilities, car dealerships, Tier 1 automotive suppliers and many other businesses.

Our goal is to provide your business customized telecommunications services that are innovative, competitively-priced and the most reliable in the industry.



The Dana Point Condominiums

Proposal Date: 7/12/2013
Agreement Term: 24 months

Dedicated Voice Solution

<u>Service Name</u>	<u>Units</u>	<u>Local</u>	<u>Long Distance</u>	<u>Cost</u>	<u>Install</u>	<u>Total Install</u>	<u>Total</u>
Business POTS Lines	20			\$429.00	\$299.00	\$299.00	\$429.00
Delivered via T-1	1			\$0.00	\$0.00	\$0.00	\$0.00
Access Charge	1			\$0.00	\$0.00	\$0.00	\$0.00
Caller ID wth Name	20			\$0.00	\$0.00	\$0.00	\$0.00
Call Hunt	20			\$0.00	\$0.00	\$0.00	\$0.00
Call Forward Variable	3			\$0.00	\$0.00	\$0.00	\$0.00
Non-Published Listing	7			\$5.00	\$0.00	\$0.00	\$35.00
Local Calls	20	Unlimited		\$0.00	\$0.00	\$0.00	\$0.00
Long Distance	20		Unlimited	\$0.00	\$0.00	\$0.00	\$0.00
Business Basic Lines	4			\$27.95	\$0.00	\$0.00	\$111.80
Access Charge	4			\$8.56	\$0.00	\$0.00	\$34.24
Local Calls	4	\$0.25 /call		\$0.00	\$0.00	\$0.00	\$0.00
Long Distance	4		\$0.049 /minute	\$0.00	\$0.00	\$0.00	\$0.00
Install Total						\$299.00	
Monthly Total							\$610.04



The Dana Point Condominiums

Proposal Date: 7/12/2013
Agreement Term: 36 months

Dedicated Voice Solution

<u>Service Name</u>	<u>Units</u>	<u>Local</u>	<u>Long Distance</u>	<u>Cost</u>	<u>Install</u>	<u>Total Install</u>	<u>Total</u>
Business POTS Lines	20			\$399.00	\$99.00	\$99.00	\$399.00
Delivered via T-1	1			\$0.00	\$0.00	\$0.00	\$0.00
Access Charge	1			\$0.00	\$0.00	\$0.00	\$0.00
Caller ID wth Name	20			\$0.00	\$0.00	\$0.00	\$0.00
Call Hunt	20			\$0.00	\$0.00	\$0.00	\$0.00
Call Forward Variable	3			\$0.00	\$0.00	\$0.00	\$0.00
Non-Published Listing	7			\$5.00	\$0.00	\$0.00	\$35.00
Local Calls	20	Unlimited		\$0.00	\$0.00	\$0.00	\$0.00
Long Distance	20		Unlimited	\$0.00	\$0.00	\$0.00	\$0.00
Business Basic Lines	4			\$27.95	\$0.00	\$0.00	\$111.80
Access Charge	4			\$8.56	\$0.00	\$0.00	\$34.24
Local Calls	4	\$0.25 /call		\$0.00	\$0.00	\$0.00	\$0.00
Long Distance	4		\$0.049 /minute	\$0.00	\$0.00	\$0.00	\$0.00
Install Total						\$99.00	
Monthly Total							\$580.04



Frequently Asked Questions

1. Who is Clear Rate Communications?

Clear Rate Communications is a full-service telecommunications provider with its corporate headquarters located in Birmingham, Michigan.

2. Who are some of Clear Rate's business customers?

Clear Rate serves many businesses in the public and private sector. This includes government, school districts, colleges, banks and financial institutions, car dealerships, medical facilities, manufacturers, hotels and many other industries.

3. How long has Clear Rate been providing Voice, Internet and Data service?

Clear Rate has been providing service to residential and business customers for over 10 years and has been in business since 2001.

4. How can Clear Rate provide Voice, Internet and Data service at a lower cost than the local phone company?

- In some cases, Clear Rate will bypass the local phone company facilities completely.
- In other cases, Clear Rate will lease only one network element referred to as the "local loop" from the local phone company, which they are required to lease due to deregulation.
- All or most of the network elements are provided by Clear Rate via a SONET-Based Fiber-Optic Network. This allows Clear Rate to provide extremely reliable service at very competitive rates.

5. Is Clear Rate just reselling Voice, Internet and Data service like other providers do?

- No. Clear Rate provides service using its own network, fiber equipment, routers, switching facilities and equipment.
- Clear Rate is directly connected to the public telephone network and the 911 emergency systems.
- Many companies will buy all Voice, Internet and Data services wholesale and sell the service as their own which can lead to long repair and service change delays.

6. What makes Clear Rate service reliable?

The Fiber network, equipment and back-up systems Clear Rate uses are compliant with FCC standards for back-up power and redundancy. Our network has redundant Generator and HVAC systems that are monitored 24/7, receive regularly scheduled physical inspection and proactive maintenance to ensure continued operation even in extended power outages.

7. What are the main benefits of purchasing integrated Voice, Internet and Data service?

Integrated Voice, Internet and Data service provides reliable Business-Class service. Repair issues are uncommon and when they do occur, they have a repair interval of 4 hours on average.

8. How long will it take to install our business service?

- Standard installation is complete in 2-3 weeks after a signed agreement is received.
- We can schedule installation dates earlier or later than this to accommodate various customer needs.

9. Will I see a local phone technician or a Clear Rate technician?

It depends on the solution. In many cases a local phone technician will install the local loop, and a Clear Rate technician will install equipment and test your service prior to service turn-up.

10. Do I have to buy any special equipment?

No. Our equipment will work with virtually any phone system or customer-owned equipment.

11. Does Clear Rate provide any equipment?

Yes. Clear Rate will provide integrated access equipment and a power spike cube (a one-socket power strip to protect the Clear Rate equipment from power spikes).

12. Is there any downtime?

Yes. Downtime is typically less than 10 minutes on the day we transfer service. We conduct all work before the day of the service transfer, which minimizes downtime.

13. Can I transfer all of my existing phone numbers?

Yes, as well as add new telephone numbers.

14. If I select an unlimited calling plan, are there any calls I would be charged for?

- Yes. There is a charge associated with International calling, Directory-Assistance calls and customer-owned toll-free calls (incoming).
- Your local and domestic long-distance calls in the lower 48 states are free.

15. Who do I call if there is a service issue?

Please contact Clear Rate Repair at 1-866-366-4665 for any repair issues.

16. Is electronic billing and reporting available?

Yes. You can sign up at www.clearrate.com to view your account and service electronically. Additionally, you can access call usage reports.