INTERMEDIA®
CLOUD COMMUNICATIONS

MC MATRIX COMMUNICATIONS

Prepared for:

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Oneida, NY
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Confidential Service Proposal for Business Cloud Communications Solutions

Provided by:

MATRIX ACQUISITION GROUP LLC
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SPARK AI

A Leading, Proprietary, AI-Powered Cloud Communication, Collaboration, and Productivity Platform with Advanced Security & Compliance
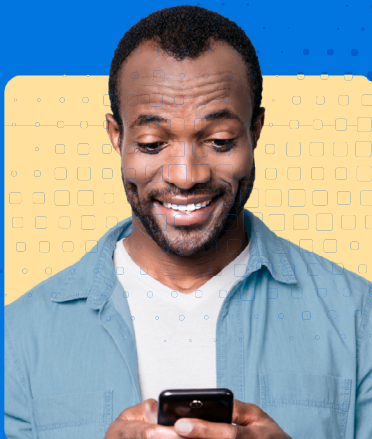

VOICE

CONTACT CENTER

VIDEO MEETINGS

CHAT/SMS

FILE COLLABORATION

ARCHIVING

# 1 | UNITE UNIFIED COMMUNICATIONS (UC)

All Your Business Communications – Integrated, Efficient, and Reliable

Wherever work takes you, a better way to communicate needs to come, too. With our intelligent UC platform, a full office communications suite goes wherever you go.

Unite combines a feature-rich business phone system with video meetings, chat, business texting, contact center, file sharing, and more, with integrated mobile and desktop apps that allow for wherever, whenever communication. And with Unite, they are all available on one integrated, secure, reliable, and easy-to-use platform.
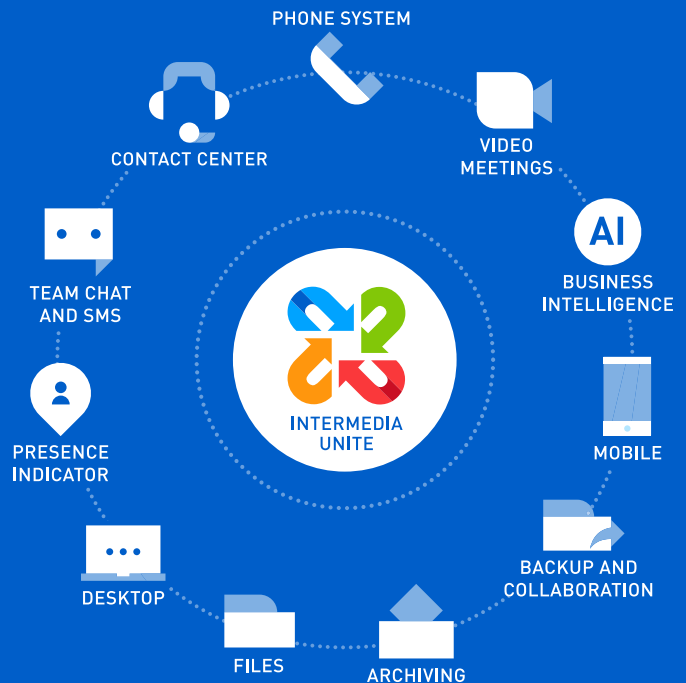
Best-in-Class Business Features:

- **PHONE SYSTEM AND HARDWARE:** Cloud-based phone service offering 100+ enterprise-grade calling features and excellent network call quality and uptime. System configuration and call reporting managed from a single web-based portal with built-in Spam Call Protection. A variety of plug-and-play devices available, pre-configured to cater to your business needs.

- **MOBILE + DESKTOP APPS:** The Unite App transforms smartphones and computers into essential collaboration tools with calls, chats, texting, video meetings, advanced voicemail features, and presence awareness.

- **VIDEO MEETINGS:** Secure 720p HD audio/video meetings from a conference room or remotely with screen sharing, interactive presentation tools, and an intelligent virtual assistant for transcriptions and meeting insights.

- **CHAT + SMS:** Real-time internal chat with direct, private and public channels, as well as convenient SMS communication with customers.

- **AI ASSISTANT:** Increased productivity using Generative AI to access information more easily and help with daily tasks right within the mobile and desktop app.

- **FILE MANAGEMENT:** Seamless file access across devices with user control, real-time backup, quick recovery, and up to 200 GB per user of file storage.

- **TRIPLE SHIELD SECURITY:** Protection for users and data from potential cyber threats with our secure datacenters, certified security team, encryption, password management, and 2FA.

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

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

2 | 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 Unite:

- **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 wit h 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.

3 AI-POWERED CUSTOMER INTERACTIONS WITH CONTACT CENTER

We enhance the customer experience at every stage—before, during, and after the interaction—with AI-powered tools that boost responsiveness, personalization, and efficiency.

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.

- **AI AGENT ASSIST:** Real-time transcription, live sentiment analysis, and instant access to business-specific knowledge via a chat-based assistant

- **MICROSOFT TEAMS EMBEDDED SOLUTION:** Seamlessly deliver Contact Center capabilities within the Teams interface.

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.

4 | ADD ARCHIVING FOR UNITE AND CONTACT CENTER
Protect your organization's interactions, and leverage intelligence.

Archiving captures, retains, and provides powerful search across employee and customer chats, phone calls, meetings, voicemails and more, so you can quickly find information when its needed.

Best-in-Class Business Features:

- **AUTOMATED DATA CAPTURE:** Captures and retains call records, voicemails, chats, SMS messages, 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 AND CC PLATFORMS:** Designed to be deployed in minutes to enable compliant retention of employee and consumer UC 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 data center location requirements.
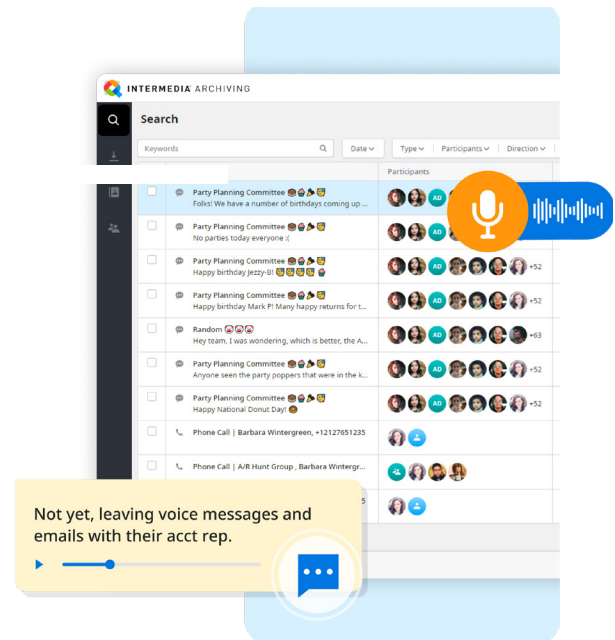
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Summary of services

	Customer total	
Description	One-time	Monthly
Services		
Unified Communications Services	$100.00	$1,487.00
Equipment	$300.00	
Shipping	$222.43	
Professional services & other items		
Matrix Services Configuration, port management, and testing of voice services	$400.00	
Matrix Services On Site installation of new telephones, and user support to be billed directly through Matrix.	$2,000.00	
Subtotal	$3,022.43	$1,487.00
Surcharges & Other fees		$370.27
Estimated taxes	$1,113.79	$141.27
TOTAL	**$4,136.22**	**$1,998.54**
	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.
- Taxes, fees and shipping charges may be estimates only and are subject to change. Actual taxes, fees and 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   109 N Main St, Oneida, New York 13421-1627

| | | | Customer total | |
Description	Quantity	Unit price	One-time	Monthly
Unified Communications Services				
Unite Essentials (3 yr) Includes Cloud PBX with unlimited local and long-distance calling, calls to 23 countries, connection of 1 phone device, including mobile and desktop apps, Chat, SMS/MMS (25 included, overage rates apply), File Sharing (5 GB/user), Video Meetings (up to 25 participants) and 30-days Archiving.	19	$18.50		$351.50
Unite Express (3 yr) Includes Cloud PBX with unlimited local and long distance calling in the US, CAN, and PR, connection of 1 phone device, including mobile and desktop apps.	1	$14.00		$14.00
Unite for Teams Pro (3 yr) 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-days Archiving, all accessible via the Unite 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.	51	$20.50		$1,045.50
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	71	Free	Free	Free
Geographic (local) Number One local number is included for each UC user, WebFax, Auto Attendant and Resource/Fax line that is created	10	$2.00		$20.00
Local Number Porting Fee	20	$5.00	$100.00	
Fax Line Used to enable fax machines, unlimited outbound local fax calls.	4	$14.00		$56.00

			Customer total	
Description	Quantity	Unit price	One-time	Monthly
Equipment				
Grandstream HT801 ATA The HT801 Adapter connects to your existing fax machine allowing you to send and receive faxes through the Cloud Phone System.	5	$60.00	$300.00	
Fanvil X303W An entry-level IP desk phone with a 2.4-inch 320x240 Color Screen, dual 10/100 Ethernet ports, & built-in Wi-Fi. Includes 3 physical line keys.	17	Free	Free	Free
Fanvil V64 An IP desk phone with a 3.5-inch 480x320 Color Screen, dual Gigabit Ethernet ports, built-in Bluetooth and Wi-Fi, and a USB port. Includes 8 physical line keys capable of 21 configurable positions for calls, presence, or speed dial.	51	Free	Free	Free
Shipping				
17 Technology Pl, East Syracuse, New York 13057-9685	—	—	$222.43	
Taxes & Fees				
Surcharges & Other fees	—	—		$370.27
Estimated taxes	—	—	$1,113.79	$141.27
Total - Main location			**$1,736.22**	**$1,998.54**