Welcome to Red Carpet Savings

We’re celebrating our PCMag Editors’ Choice Award and winning our category with one well-dressed deal packed with designer features.

Here’s your invitation to an exclusive upgrade from Professional to Ultimate Edition for just $24.99 per user, per month. But hurry! This red carpet rolls up January 31, 2016.
The Envelope, Please!

Open Up Fonality Ultimate Edition for 29% Less

Customers choose Fonality because our systems and services are reliable and affordable. Our cloud-based admin tools and Heads Up Display™ (HUD) software for web and mobile make a Fonality system more than just a phone system. We’ll help you sell, service, and collaborate during award season and every season. Whether you prefer to deploy in the cloud or using our Hybrid-Hosted® solution with an on-premises server, Fonality makes it easy.

The judges have spoken. No one in our category beats Fonality for phone system features or this great value.

Business Impact

Here are three of the many Ultimate Edition benefits:

Improved Employee Productivity and Responsiveness. Simple 4-digit dialing between team members and custom call routing help employees communicate in the most efficient way possible.

Sell More, Service Better. Fonality’s built-in contact center features have real bottom-line impact – queuing and delivering calls with real time dashboards.

Hire the Best, Not Just the Closest. With Fonality’s technology powering your business, employees across multiple physical locations can communicate like they’re in one office – even remote employees.

Terms and Conditions: Offer valid for new install Fonality customers who sign up on or before January 31, 2016. Subscription-based Public Cloud or Private Cloud services only with minimum one-year agreement. Not valid for one-time purchase agreements. Minimum subscription of 5 seats. Offer valid for Fonality Ultimate Edition only. Customer is responsible for taxes, regulatory fees, and shipping costs. Fonality’s standard Terms of Service and License Agreement apply. Changes and additions after the promotional period will be at regular price. No other discounts may apply, but additional restrictions may. Ask your sales representative for details.
Business Phone System Features
Fonality Ultimate Edition comes complete with all of the features you need from a phone system. Here are some of the 50+ features included with the system at no additional charge.

- Advanced Call Forwarding
- Alerts & Notifications
- Analog & IP Phones
- Auto-Attendant
- BLF Support
- Boomerang Mobile Integration
- Branch Office Support
- Call Forwarding
- Call Out
- Call Return
- Call Reports - Inbound/Outbound
- Call Screening
- Conference Calling
- Custom Caller ID
- Dial by Extension
- Dial by Name
- Direct Inward Dial
- Do Not Disturb
- Enhanced 911 Service
- Extension Groups
- IVR Authentication
- Mobile Phone Integration
- Music-on-hold
- Name Directory
- Nationwide Telephone Numbers
- Night Mode
- Paging
- Password Administration
- Personal Automated Attendant
- PSTN Fallback
- Real-Time Reporting
- Redial
- Find Me/Follow Me
- General Voice Mailbox
- Historical System Graphs
- Intercom
- Remote Phone Use
- Report Exporting
- Ring-All
- Routed by DIDs
- Shared Line Appearances
- Simple Queues
- Speed Dial
- Transfer – Announced
- Transfer – Unannounced
- Upload Voice Prompts
- Voicemail
- Web-based Control Panel

“Phones are an integral part of our business. The Fonality solution has absolutely been right for us. We’ve seen unexpected benefits, and received excellent support. Other attorneys are blown away when I tell them how affordable and easy to manage it has been for us. I consider Fonality a good call.”

Adam Mlynarczyk
Koontz Mlynarczyk, LLC
Heads Up Display
Fonality’s famous HUD makes it easy to manage your calls and connect with your team using built-in presence and instant messaging. Our web-based application is your communications dashboard for:

**HD Video Collaboration with Screen Sharing.** Hold high-definition video conferences with up to 25 participants from anywhere. Use your computer, smartphone, or tablet. Collaborate with your team using Screen Sharing. Eliminate separate, expensive video conferencing and online meeting services.

**Built-in Presence and Chat.** See which team members are on the phone and who is available for a quick chat using the built-in presence and IM capabilities.

**Drag and Drop Call Handling.** Quickly and easily put a call on hold or transfer calls to any extension or voicemail box.

**Audio Conference Control.** Start, join, or invite others to a conference call. No reservations are needed.

**Voicemail Management.** Access voicemail via phone, email, SMS, or the desktop. Voicemail transcription clients can read messages within HUD.

**Integrated Softphone.** Work from anywhere with the integrated softphone and a computer headset.

**Mobile Freedom.** Make and receive calls from your mobile device using your business phone number and enjoy HUD wherever you happen to be.

"Fonality was one of the easiest and best choices we’ve made for our business. I would recommend Fonality to any business regardless of size. The Heads Up Display and overall system is truly cutting edge and without equal."

Bo Freeland, Vice President, Cherry & Irwin
CRM Integration
The two most important technologies in your business are likely your phone system and your CRM system. Fonality brings them together to create a seamless work stream for your staff and powerful analytic data for management. We provide out-of-the-box integration with the most popular CRM systems, such as Salesforce.com, and API integration for other solutions.

Contact Center Features
Not every business has a formal contact center, but most can benefit from contact center functionality. That’s why Fonality Ultimate includes these features for all employees:

Unlimited Queues – Create queues for different departments; track calls into a specific number to measure marketing ROI.

On-Demand Call Recording – Record and store agent calls on-the-fly for training, quality assurance, and review. “Always-on” call recording is also available for an additional fee.

Skills-Based Routing – Leverage employee skill levels for increased productivity and revenue; send more calls to your experienced agents and fewer calls to those in training. Add an additional prioritization layer based on agent order so you can allow similarly skilled agents to receive calls in round-robin fashion.

Agent and Queue Reporting – Drill down to understand agent call patterns and productivity metrics, or view different parameters by queue.

Barge, Monitor, and Whisper – Allow managers to take over trickier calls when required, monitor customer calls for training and quality, or give direction for agent ears only.

Real-Time Queue Details – Convenient dashboard view of call volumes and available agents. Know who’s available, who’s on a call or who’s waiting for calls so you can reprioritize in a flash.

CRM Integration Feature Highlights

Click-to-Dial – Simply click on a number in the CRM system to dial your Fonality phone. No more wrong numbers and less wasted time.

Incoming Call Screen Pops – Deliver outstanding customer service by knowing who is on the line, and scanning their record before you pick up the phone.

Automated Call Logs – When calls are automatically added to the CRM, you get accurate records of every call so you can assess representative effectiveness, and identify sales and customer service best practices.
Unlimited VoIP Service
Fonality provides both business phone systems as well as phone service. Customers can supply their own phone service, such as a PRI, T1 line, or VoIP service from another carrier, or they can choose unlimited VoIP service from Fonality. Our voice service includes unlimited local calls and unlimited long distance calling to the United States and Canada.

Voicemail Transcription
Our voicemail transcription service makes it easy to read, respond to and archive your voicemail messages. Voicemail transcription makes it easy to be responsive wherever you are. In a noisy conference call or a quiet meeting? No problem. You can read your voicemails without making a sound.

Setting Up Your New System
By now, you probably won’t be surprised to hear we offer options for how you get up and running with Fonality. Whether you choose Assisted Setup, Full Service Setup, or Onsite Installation, our Customer Onboarding Group will help you cross the finish line to using your new system in record time. Whichever option you choose, ask your Fonality expert about the timeline based on the deployment model – or system type – you selected.

Optional – Fax Services
Faxing remains important for many businesses. So of course, it’s another communication tool Fonality can help you move into the cloud era with ease. We offer two high-tech twists on this old standby:

Paperless Fax eliminates the need for fax machine, paper, toner, maintenance, and a dedicated phone line. It’s as easy as emailing an attachment. Now you can fax wherever and whenever you can get email – even your smartphone. Bonus: Professional and Unlimited subscription options are available to meet different fax volume and needs – both at big savings versus traditional paper faxes.

FaxLync allows users to connect a traditional fax machine to the cloud, eliminating the need for an expensive analog phone line while adding security by transmitting documents via HTTPS. Perfect for places people want to send faxes the same way they always have and receive them via email or printed on your existing fax machine.

"Fonality has been a fantastic partner to my growing business. I needed a system that I could tailor to meet our specific needs and Fonality answered it. With incredible functions like instant message, emailed voice mail, voice mail text, call reporting, call quality monitoring, etc. It has allowed seamless interaction between locations. In addition to all of this, I saved 50% on my phone bill and have the same dollar amount due each month."

John A Larson III, President/CEO, American Insurance Agencies, LLC.
Deployment Options
The “brains” of the Fonality solution reside in our data centers and are delivered via the cloud. All configuration, moves/adds/changes, and reports are done through a web-based control panel. Fonality clients can choose between a cloud-based deployment for voice services and our Hybrid-Hosted® offering, which provides voice equipment at your location. The diagrams below describe how each option works.

Cloud-based Deployment

Hybrid-Hosted® Deployment

Switch Deployment Models
With Fonality, you’re not locked in to a specific deployment model. You can start in the cloud, and migrate to your own location. Or you can start on premise and migrate to the cloud. Even start with our public cloud and migrate to private cloud. You decide. And for customers with at least 25 seats, we’ll pay for your migration up to once per year.
Available Phones
This Fonality solution includes free softphone and mobile app as quoted. We also offer phones for sale or rent. You can also buy supported phones from another source.

Desktop phones are well suited for every day users who need crystal clear voice with an intuitive interface. These phones require minimal customization and are extremely easy to set up. Options in this category include the Yealink T21P E2, Polycom 331, 335, and VVX 400/410 as well as the GigE-enabled Yealink T23G.

Executive phones are perfect for management users who wish to support up to four lines. These phones are built with state-of-the-art hardware designed for busy professionals. With additional programmable hard keys and a more advanced user interface, executive phones satisfy the needs of executives and frequent phone users. Available executive phones include the Polycom VVX 500 and VVX 410 GigE-enabled as well as the Yealink T42G.

Reception models are designed to appeal to attendant users, who require advanced features, applications, and multiple line support. These phones come out of the box with up to 16 programmable hard keys so that calls can be routed with ease. If that’s not enough, all reception phones can be expanded with multiple sidecars to support even the largest office. Available reception phones include the GigE-enabled Polycom VVX 500 and the Yealink T46G.

In a world where conference calls with partners, vendors, remote workers and global teams are the norm, crystal-clear conversations are a must for productive meetings. The Polycom 5000 and 6000 deliver superb voice quality, advanced audio processing, and all the features that make conference calls seem as natural as being in the same room. The 6000 has the added benefits of automatic gain control, expandable microphone ports, and added pick-up range for even better call quality.

Wireless models expand beyond the desktop without the need for a separate wireless network. With a range of up to 150 feet indoors, your employees are no longer tethered to their desks. If your employees need even more range with their wireless phone, an RT10 repeater can be added to extend the range. The Yealink W52P boasts a high average battery life, running off of 2 AAA rechargeable batteries and has 6 programmable keys.
Every Proposal Includes

- Remote Installation
- Web-based Administration
- Technical Support From Experts
- Free Updates and Maintenance
- Best Practice Configuration Guidance

Location Detail
433 Estudillo Ave, Ste 101, San Leandro CA 94577

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Add-Ons

| Features: Ported Paperless | 1 | $ 10.00 | $ 10.00 |
| Professional Fax License  |   |         |        |
| Phones: Polycom 335       | 10 | $ 110.00 | $ 1,100.00 |
| Calling Plans: Advanced Caller ID Name Service | 1 | $ 15.00 | $ 15.00 |
| Phone Numbers: Ported Paperless | 1 | | |
| Fax Number                |   |         |        |
| Fax Porting Service Fee   | 1 | $ 35.00 | $ 35.00 |
| Professional Installation: Fonality Full Service Setup up to 10 Seats | 1 | $ 150.00 | $ 150.00 |

Subtotal $ 1,285.00 $ 274.90

Shipping

UPS Ground $ 28.00

Taxes and Fees

See Details Below $ 110.00 | $ 96.17

Grand Total $ 1,423.00 $ 371.07

Footnotes

1 This is the term of your agreement with us. Even though we offer a “No Commitment” promise on our default agreement, you still have a contract that defines our relationship on the last page of this quotation.

2 Recurring charges include all charges and taxes except those for extra services that you consume, such as excess fax usage or some international calls. These vary depending on your usage and your location.

3 Taxes and Fees are based on your location and charges.
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Our One-Pager

We believe in providing easy-to-use solutions, and that starts with an easy-to-understand customer agreement. As a customer of Fonality, your agreement with us and our agreement with you isn’t complicated. In fact, this is it.

We agree to provide you with great service, and we know that if we do, we’ll earn your loyalty and referrals to other customers to help us grow.

For subscriptions, we will charge you once per month for all services, and send you a bill showing a summary of those charges. This will include recurring charges for the upcoming month, and any non-recurring charges that may have been consumed or ordered in the prior month. For other charges, such as installations, license fees, and equipment, we will usually charge or invoice you in advance. In many cases, we will charge a stored credit card. Regardless, you agree to pay us, or we may have to stop supporting you and providing you with service, so please ensure your charges are always paid. The current pricing for our products and services is shown on the quotes we provided for you. Those quotes and orders, when attached to this one-pager, are our agreement.

We hope you won’t, but you can cancel when your contract expires and we’ll agree to port-out any of your telephone numbers as required. If you don’t cancel, we’ll continue to provide you with great service and support, and will automatically renew your agreement for an additional period of time equal to your initial term (indicated on any quotes or orders) unless you let us know between two and three months in advance.

Because our lawyers made us add this, you also agree to use our service in a lawful way, and each of us shall not have any liability to the other regardless. There are also some other things that you should know, mostly about how emergency services work when using a service like ours and other regulatory matters and cancellation details. They’re incorporated here: http://www.fonality.com/terms/sept2015.

Thank you for choosing us, and thank you for trusting us. We’ll work hard to exceed your expectations.