



**FICEK ELECTRIC
& COMMUNICATION SYSTEMS, INC.**

Prepared for:

Streator Grade School Dist. 44
Bryan Venturi
1520 N Bloomington St
Streator, IL
61364-1312, United States

Confidential Service Proposal for Business Cloud Communications Solutions Built for Education

Provided by:

Ficek Electric & Communication Systems,
Inc.
jstiel@ficekelectric.com
18152247314

A Secure, AI-Powered Cloud Communication, Collaboration,
and Productivity Platform for K-12 and Higher Education Institutions

Now with embedded support for Microsoft Teams—ideal for schools that standardize on Teams for collaboration.



VOICE



CONTACT CENTER



VIDEO MEETINGS



CHAT/SMS



FILE COLLABORATION

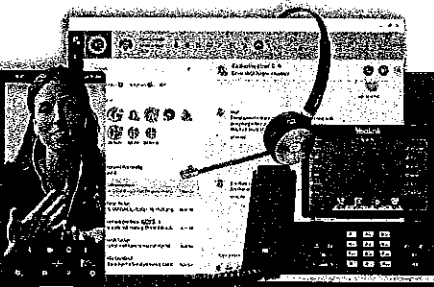


ARCHIVING

1

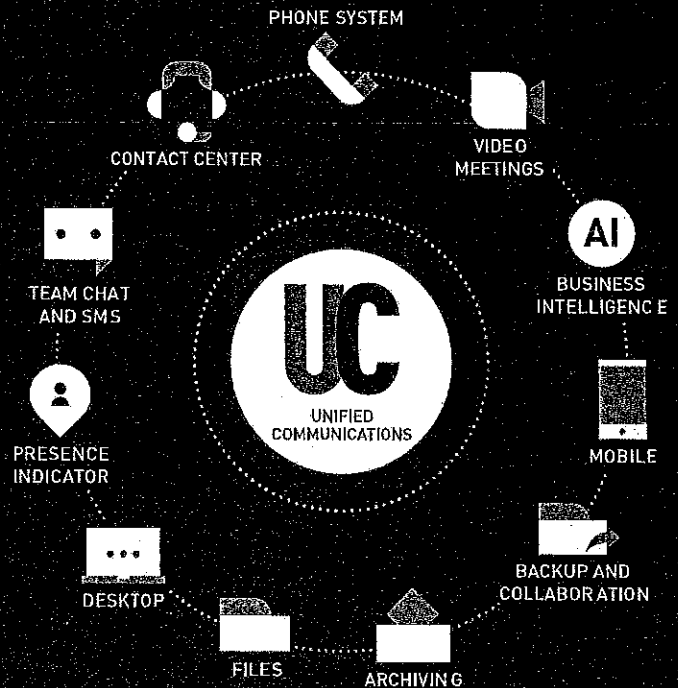
UNIFIED COMMUNICATIONS (UC)

All Your Business Communications – Integrated, Efficient, and Reliable



Our UC provides a complete

communications platform tailored for education. From classroom to administration, enable seamless voice, chat, SMS, and video capabilities across devices. For schools using Microsoft Teams for collaboration, our UC offers a fully embedded Teams experience that enables calling and SMS directly within the Teams app. Teachers, staff, students, and parents can communicate and collaborate with confidence.



Best-in-Class Features:

- **PHONE SYSTEM AND HARDWARE:** Cloud-based with 100+ enterprise features, ideal for classrooms, offices, and paging. Includes excellent network call quality and uptime. System configuration and call reporting are 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 school's needs.
- **MOBILE + DESKTOP APPS:** Teachers and staff use the UC App for secure calling, texting, and meetings, and advanced voicemail features.
- **EMBEDDED MICROSOFT TEAMS INTEGRATION:** For schools that rely on Microsoft Teams, our UC can be embedded directly into the Teams interface—enabling calling, SMS, and more without leaving the app.
- **VIDEO MEETINGS:** Hold virtual parent-teacher conferences, staff meetings, or remote learning sessions. 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:** Communicate with parents and staff using private channels and SMS—without exposing personal numbers.
- **UC AI ASSISTANT:** Use built-in AI to help educators manage tasks using Generative AI to access information more easily and help with daily tasks right within the mobile and desktop app.
- **E911 COMPLIANCE:** UC plans with outbound PSTN calling support compliance with Kari's Law and RAY BAUM's Act by enabling direct 911 dialing, transmitting a valid callback number, providing a dispatchable location, and notifying designated personnel when 911 is dialed.
- **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.serverdata.net/30-days-free-archiving/>

2

ADVANCED CUSTOMER COMMUNICATIONS FOR EDUCATION

Support centralized communication across your district or campus, including attendance hotlines, registration offices, help desks, and parent engagement centers

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

School or Campus Communication Management Included with our UC:

- **SMART CALL QUEUES:** Ensure parents, students, and staff never get a busy signal. Communicate expected wait times.
- **ADVANCED HUNT GROUPS:** Direct inbound calls to appropriate departments or school offices.
- **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:** Enable quality assurance, parent/student dispute resolution, and compliance reviews.

3

INTELLIGENT CONTACT CENTER FOR EDUCATION

We enhance communication across your school, district, or campus—before, during, and after each interaction—with AI-powered tools that improve responsiveness, consistency, and efficiency

Before the Interaction

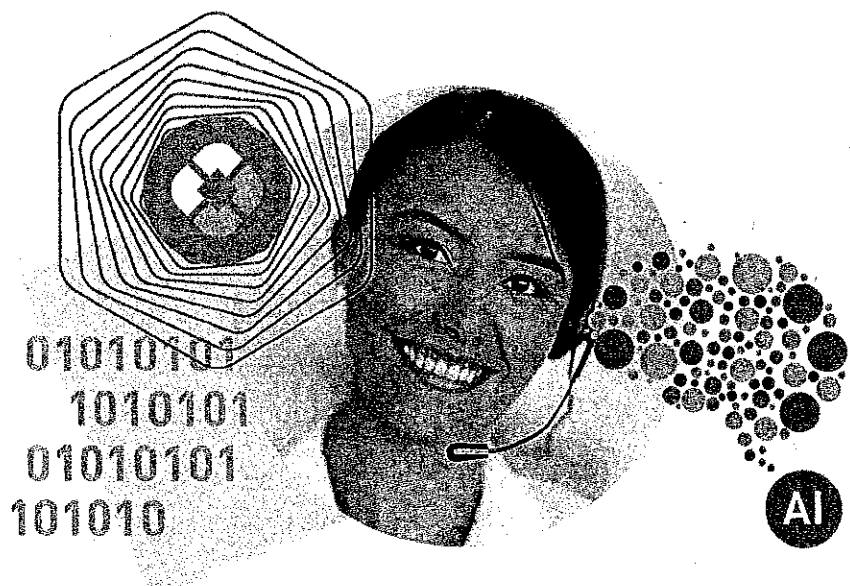
Prepare your teams with smart tools that proactively manage outreach and reduce communication gaps.

- **OMNICHANNEL COMMUNICATIONS:** Support voice, webchat, SMS, email, and WhatsApp from one interface.
- **AUTOMATED SCHOOL OUTREACH:** Deliver proactive updates, alerts, or reminders via text, email, or voice.
- **SELF-SERVICE VOICE & AI CHAT:** Allow parents or students to get answers about schedules, closures, or policies without staff intervention.
- **SIS & CRM INTEGRATIONS:** Connect to your student information or case management systems to route inquiries and personalize responses.
- **INTELLIGENT CONTACT ROUTING:** Direct parents, students, or staff to the right school contact based on their input.

During the Interaction

Support staff with AI-driven tools that enhance live engagement and improve communication outcomes.

- **SINGLE APP FOR ALL COMMUNICATIONS:** Staff manage conversations and collaborate with colleagues in one platform.
- **AI AGENT ASSIST:** Real-time transcription, live sentiment insight, and quick access to school-specific knowledge.
- **MICROSOFT TEAMS EMBEDDED SOLUTION:** Access full capabilities within your existing Teams environment.



After the Interaction

Capture insights and ensure compliance with education-friendly tools.

- **AI TRANSCRIPTION & REDACTION:** Post-call automation of transcripts and redaction of sensitive data (PII, PHI, PCI) for compliance.
- **AI RECAP:** Auto-generate call summaries for follow-up or supervisor review.
- **AI AGENT EVALUATOR:** Track tone, trends, and metrics to support quality assurance.
- **ADVANCED REPORTING & ANALYTICS:** Visualize performance and response trends across communication channels.

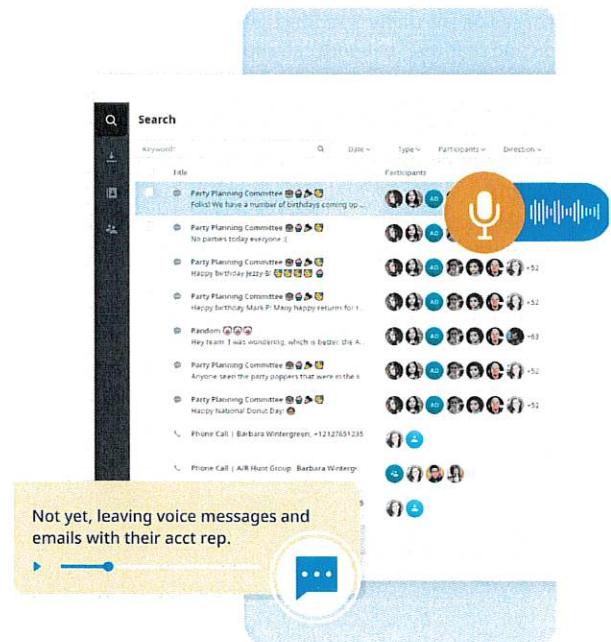
4

ADD ARCHIVING FOR UC AND CONTACT CENTER

Help protect institutional records and support compliance efforts with applicable state and federal regulations, including FERPA and HIPAA, by preserving communications data in a secure, searchable archive

Best-in-Class Features:

- **AUTOMATED DATA CAPTURE:** Record calls, voicemails, texts, video meetings, and chats without manual intervention.
- **FAST SEARCH:** Locate records quickly for audits, investigations, or parent complaints.
- **INTEGRATION:** Works across UC and Contact Center platforms including Microsoft Teams, with the ability to archive Teams chats and video meetings.
- **RETENTION POLICIES:** Store data for up to 10 years based on school policy or legal requirements.
- **SECURITY:** Multi-layer encryption, 2FA, role-based access, and audit trails.
- **EDISCOVERY:** Place legal holds and export records for compliance teams or legal counsel.
- **DATA RESIDENCY:** Choose where your data is stored—U.S., Canada, or EU datacenters.



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**FICEK ELECTRIC
 & COMMUNICATION SYSTEMS, INC.**

Summary of services



Description	Customer total	
	One-time	Monthly
Services		
Unified Communications Services	\$150.00	\$2,649.25
Equipment	\$3,410.00	
Shipping	\$403.94	
Professional services & other items		
Managed Services Managed Services		\$50.00
Disclaimer Quote based on the understanding that customer has a minimum of CAT5E cabling to each phone location and that their network can support Elevate.		
Term 36 month term.		
Installation Installation is based on time/materials on day of installation. \$145 per hour. One time fee.		
	Subtotal	\$3,963.94
		\$2,699.25
	Surcharges & Other fees	\$465.58
	TOTAL	\$3,963.94
	One-time	Monthly
		\$3,164.83

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 1520 N Bloomington St, Streator, Illinois 61364-1312


Description	Quantity	Unit price	Customer total	
			One-time	Monthly
Unified Communications Services				
Educator Bundle For Educators/instructors, includes Cloud PBX with unlimited local and long-distance calling, calls to 23 countries, connection of up to 5 phone devices, including mobile and desktop apps, voicemail with transcription, Chat, SMS/MMS (500 included, overage rates apply), File Sharing (5 GB/user), Video Meetings (up to 25 participants) and 1-year Archiving. One Classroom license provided for free with Educator Bundle.	15	\$13.00		\$195.00
Local Number Porting Fee	4	\$3.00	\$12.00	
Auto Attendant (additional) Greets callers and provides call routing options. For calls forwarded outside of the network, includes 1,000 minutes of outbound local calls per month.	1	\$4.99		\$4.99
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.	2	\$12.99		\$25.98
Equipment				
 Yealink T34W An IP desk phone with a 2.4-inch color LCD, dual Gigabit Ethernet ports, built-in Wi-Fi and a USB port. Includes 4 physical line keys with up to 12 DSS keys.	14	\$59.00	\$826.00	
Grandstream HT801V2 The HT801V2 Adapter connects to your existing fax machine allowing you to send and receive faxes through the Cloud Phone System.	1	\$47.00	\$47.00	
 Yealink T44W PoE 8-line IP phone with 2.8" color display, Wi-Fi, Bluetooth, dual USB ports, and PoE. No PSU included; optional 5V 2A PSU sold separately.	1	\$59.00	\$59.00	

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Description	Quantity	Unit price	Customer total	
			One-time	Monthly
Shipping				
12 Gunia Dr, La Salle, Illinois 61301-9768	—	—	\$43.34	
Taxes & Fees				
Surcharges & Other fees	—	—		\$47.29
Total - Main location			\$987.34	\$273.26

Northlawn 202 E 1st St, Streator, Illinois 61364-1591

Description	Quantity	Unit price	Customer total	
			One-time	Monthly
Unified Communications Services				
Educator Bundle For Educators/instructors, includes Cloud PBX with unlimited local and long-distance calling, calls to 23 countries, connection of up to 5 phone devices, including mobile and desktop apps, voicemail with transcription, Chat, SMS/MMS (500 included, overage rates apply), File Sharing (5 GB/user), Video Meetings (up to 25 participants) and 1-year Archiving. One Classroom license provided for free with Educator Bundle.	73	\$13.00		\$949.00
Local Number Porting Fee	44	\$3.00	\$132.00	
Auto Attendant (additional) Greets callers and provides call routing options. For calls forwarded outside of the network, includes 1,000 minutes of outbound local calls per month.	1	\$4.99		\$4.99
Voicemail box (additional) Stand-alone voicemail box to segregate voicemails for specific purposes	8	\$3.99		\$31.92
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	\$12.99		\$12.99
Equipment				
 Yealink T34W An IP desk phone with a 2.4-inch color LCD, dual Gigabit Ethernet ports, built-in Wi-Fi and a USB port. Includes 4 physical line keys with up to 12 DSS keys.	19	\$59.00	\$1,121.00	

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- 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.
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Description	Quantity	Unit price	Customer total	
			One-time	Monthly
 Yealink T33G PoE 4-line IP phone with color display, HD audio, and PoE support. No PSU included; optional 5V 0.6A PSU sold separately.	53	Free	Free	Free
 Yealink T44W PoE 8-line IP phone with 2.8" color display, Wi-Fi, Bluetooth, dual USB ports, and PoE. No PSU included; optional 5V 2A PSU sold separately.	1	\$59.00	\$59.00	
Shipping				
12 Gunia Dr, La Salle, Illinois 61301-9768	—	—	\$158.12	
Taxes & Fees				
Surcharges & Other fees	—	—		\$186.74
Total - Northlawn			\$1,470.12	\$1,185.64




Centennial 614 Oakley Ave, Streator, Illinois 61364-1020

Description	Quantity	Unit price	Customer total	
			One-time	Monthly
Unified Communications Services				
Educator Bundle For Educators/instructors, includes Cloud PBX with unlimited local and long-distance calling, calls to 23 countries, connection of up to 5 phone devices, including mobile and desktop apps, voicemail with transcription, Chat, SMS/MMS (500 included, overage rates apply), File Sharing (5 GB/user), Video Meetings (up to 25 participants) and 1-year Archiving. One Classroom license provided for free with Educator Bundle.	49	\$13.00		\$637.00
Local Number Porting Fee	1	\$3.00	\$3.00	
Auto Attendant (additional) Greets callers and provides call routing options. For calls forwarded outside of the network, includes 1,000 minutes of outbound local calls per month.	1	\$4.99		\$4.99
Voicemail box (additional) Stand-alone voicemail box to segregate voicemails for specific purposes	32	\$3.99		\$127.68

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Customer total

Description	Quantity	Unit price	One-time	Monthly
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	\$12.99		\$12.99
Equipment				
 Yealink T34W An IP desk phone with a 2.4-inch color LCD, dual Gigabit Ethernet ports, built-in Wi-Fi and a USB port. Includes 4 physical line keys with up to 12 DSS keys.	10	\$59.00	\$590.00	
 Yealink T33G PoE 4-line IP phone with color display, HD audio, and PoE support. No PSU included; optional 5V 0.6A PSU sold separately.	38	Free	Free	Free
 Yealink T44W PoE 8-line IP phone with 2.8" color display, Wi-Fi, Bluetooth, dual USB ports, and PoE. No PSU included; optional 5V 2A PSU sold separately.	1	\$59.00	\$59.00	
Shipping				
12 Gunia Dr, La Salle, Illinois 61301-9768	—	—	\$105.39	
Taxes & Fees				
Surcharges & Other fees	—	—		\$126.98
Total - Centennial			\$757.39	\$909.64

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Customer total

Description	Quantity	Unit price	Customer total	
			One-time	Monthly
Unified Communications Services				
Educator Bundle For Educators/instructors, includes Cloud PBX with unlimited local and long-distance calling, calls to 23 countries, connection of up to 5 phone devices, including mobile and desktop apps, voicemail with transcription, Chat, SMS/MMS (500 included, overage rates apply), File Sharing (5 GB/user), Video Meetings (up to 25 participants) and 1-year Archiving. One Classroom license provided for free with Educator Bundle.	40	\$13.00		\$520.00
Local Number Porting Fee	1	\$3.00	\$3.00	
Auto Attendant (additional) Greets callers and provides call routing options. For calls forwarded outside of the network, includes 1,000 minutes of outbound local calls per month.	1	\$4.99		\$4.99
Voicemail box (additional) Stand-alone voicemail box to segregate voicemails for specific purposes	26	\$3.99		\$103.74
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	\$12.99		\$12.99
Equipment				
 Yealink T34W An IP desk phone with a 2.4-inch color LCD, dual Gigabit Ethernet ports, built-in Wi-Fi and a USB port. Includes 4 physical line keys with up to 12 DSS keys.	10	\$59.00	\$590.00	
 Yealink T33G PoE 4-line IP phone with color display, HD audio, and PoE support. No PSU included; optional 5V 0.6A PSU sold separately.	29	Free	Free	Free
 Yealink T44W PoE 8-line IP phone with 2.8" color display, Wi-Fi, Bluetooth, dual USB ports, and PoE. No PSU included; optional 5V 2A PSU sold separately.	1	\$59.00	\$59.00	

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Customer total

Description	Quantity	Unit price	One-time	Monthly
Shipping				
12 Gunia Dr, La Salle, Illinois 61301-9768	—	—	\$97.09	
Taxes & Fees				
Surcharges & Other fees	—	—		\$104.57
Total - Kimes			\$749.09	\$746.29

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STREATOR GS DIST. 44

Service Company	Account #	Phone Numbers	Type of Service	LOCATION	PHONE	ELEVATE
FRONTIER	815-672-1325-051491-5	815-672-1325	POTS	ADMIN	\$ 650.07	
FRONTIER	815-672-4550-040210-5	815-672-4550	POTS	NORTHLAWN	\$ 295.29	
FRONTIER	815-672-6116-100186-5	815-672-6116-	POTS	CENTENNIAL	\$ 147.19	
FRONTIER	815-672-3745-062104-5	815-672-3745	POTS	KIMES	\$ 220.05	
FRONTIER	815-673-4240-073008-5	815-673-4240	PRI	ADMIN	\$ 4,235.84	
AT&T BIZ	051 566 4854 001	815-672-4865	LONG DIST	DISCONNECT	\$ 50.79	
AT&T	171-791-2944-706		???	DISCONNECT / ???	\$ 92.73	
VERIZON	942679450-00001	815-992-1091	CELL	DISCONNECT / ???	\$ 198.20	
ELEVATE				CLOUD PBX WITH UNLIMITED LOCAL AND LONG DISTANCE CALLING. CONNECTION TO 5 ADDITIONAL DEVICES. VIDEO CONFERRENCING, FILE SHARING.	\$ -	\$3,164.83
TOTALS					\$ 5,890.16	\$3,164.83

MONTHLY SAVINGS \$ 2,725.33

ALL FRONTIER ACCOUNTS, INCLUDING PRI, ARE OUT OF CONTRACT

AT&T LONG DISTANCE IS TIED TO 815-672-4865. NO CONTRACT. NO LONG DISTANCE ACTIVITY.

MYSTERY ACCOUNT. REACHED OUT TO AT&T REP. AWAITING RETURN CALL.

WAS NOT ALLOWED ACCESS TO VERIZON ACCOUNT. DON'T KNOW CONTRACT. REPLACE CELL WITH ELEVATE APP.