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“QUICK & EASY PRICING: THE 5 COMPONENTS”

- 1. LAN/WAN (LOCAL AREA NETWORK/WIDE AREA NETWORK)**
- 2. POLYCOM PHONE HANDSETS (PHONE HARDWARE)**
- 3. TRUNKS/PHONE LINES (“Simultaneous Call Paths”)**
- 4. PHONE SEATS/USERS (Extensions)**
- 5. OPTIONAL PROFESSIONAL SERVICES — Includes Installation, Porting Coordination, Project Management, Implementation & Training, Etc. Provided by Nationwide FreedomVoice Master Dealer**

Updated: April 2, 2013

1. **LAN/WAN (LOCAL AREA NETWORK / WIDE AREA NETWORK)** – Internet Bandwidth (“BYOB”), Router/Firewall, Network Switch(es), All Other Network Equipment/Configuration, Etc. – These are all items generally provided by the customer, their IT vendor or another 3rd party, but NOT FreedomVoice.
 - a. **INTERNET BANDWIDTH:** In general, you can use most *HIGH QUALITY* internet connections for VoIP (note that speed does NOT equal quality; consult your IT vendor or dealer for details). FreedomVoice offers “Bring Your Own Bandwidth” (BYOB), which in most cases allows you to keep your existing ISP. You should allocate approximately 75 kbps of bandwidth per *simultaneous* call.
 - i. **VoIP Speed Test:** Prior to ordering VoIP service, it is recommended that you run some basic tests to analyze your internet connection. While this test is only a “snapshot in time” (just like a photograph of the weather outside), and not a guarantee, it will still provide a good indication if your network can properly support VoIP with good call quality:
 1. Link: <http://www.freedomiq.com/voip-speed-test/> (Choose “San Diego” POP)
 2. Please email us a screen shot of your “Test Results” and your “Test Number”
 - ii. **FRIL (Front Range Internet, Inc.)** – www.frii.com – For any customers located in the State of Colorado, this is our recommended ISP because they are the **ONLY** bandwidth provider in the state who has setup a dedicated “Priority Route” to FreedomVOICE, with Level 3 as the underlying provider, to insure the best call quality, since the traffic never travels openly on the public internet! In other locations, the next best alternative is to use the Level 3 network, but this is certainly not a requirement.
 - b. **ROUTER/FIREWALL:** FreedomVoice recommends Adtran, Cisco and SonicWall brand devices, but also maintains a list of other supported and unsupported hardware that should be reviewed prior to implementation. An Adtran 3120, 3130 or 3448 router/firewall would generally be suggested for the following reasons (and these particular brand devices can be obtained directly from FreedomVoice):
 - i. Provides central firewall functionality (as opposed to having to install/manage software firewalls on each computer and/or having a separate firewall device).
 - ii. Can configure to “QoS” (quality of service) to prioritize *upstream* VoIP traffic over other regular data/internet traffic (comes pre-programmed if ordered directly from FreedomVoice).
 - iii. Extensive reporting for network monitoring and troubleshooting.
 - iv. Adtran Router Details Link: <http://www.freedomiq.com/voip-phones/voip-routers.shtml>
 - v. Recommended, Compatible & Incompatible Router/Firewall List (All Brands):
<http://cdn.freedomvoice.com/static/weblink/agent/Compatible-Incompatible-Routers-and-Modems.pdf>
 - c. **NETWORK SWITCHES:**
 - i. Single Wire vs. Dual Drop to the Desktop – With the first, you only have a single network wire from the switch to each user/desk. The VoIP phone plugs into the network jack on the wall, and then the computer plugs into the VoIP phone (requiring only a single network switch). With the second option, you run 2 totally separate networks (using multiple switches), with one dedicated to “voice” (phones) and the other to “data” (computers).
 - ii. Power over Ethernet (PoE) – While not required, it is advisable to use a PoE switch to provide network (line) power to the VoIP phones, because the alternative requires purchasing separate

power adapters (transformers) for each phone (and having a 110V outlet available to plug them in), which adds about \$20 to the cost of each phone set. If you are purchasing a new PoE switch, make sure that it has an adequate power output and PoE available on ALL ports (some less expensive switches only provide PoE on 50% of the ports).

- iii. 10/100 vs. Gigabit Speed Switches – For most customers, 10/100 will be more than adequate for your switch speed (and SIGNIFICANTLY less expensive; about \$400 versus \$2,000), but if you do use a Gigabit switch, be sure that you also upgrade to “Gigabit” VoIP phones to pass that speed on to the computer.
 - d. **WIRING:** The deployment of VoIP phones requires that high quality CAT 5/6 wiring be utilized. It should be installed, tested and CERTIFIED by a professional. Commercial quality “Ethernet” wiring, connectors, terminations and patch panels should be utilized for each and every wiring drop.
 - e. **GENERAL VoIP NETWORK INFORMATION & CONFIGURATION REQUIREMENTS:**
 - i. VoIP Connectivity Table: <http://www.pcgtelecom.com/upload/pcg/file/VoIP-Connectivity-Table.pdf>
 - ii. VoIP 101 White Paper: <http://www.pcgtelecom.com/upload/pcg/file/VoIP-101-White-Paper.pdf>
 - iii. More VoIP Resource Documents: <http://www.pcgtelecom.com/en/VoIP-Resources.html>
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2. **POLYCOM PHONE HANDSETS** - <http://www.freedomiq.com/voip-phones/compare-voip-phones.shtml>

- a. **Option A:** Purchase new Polycom phones from FreedomVOICE - *See Tab #1 of Excel Worksheet Quote*
 - i. Brand new phones – come out of the box programmed from FreedomVOICE
 - ii. Most Support Speakerphone, Headset, Future HD Voice and More!
 - iii. Purchase Prices Range from \$150 to \$425 + Shipping (Depending Upon Model)
 - 1. *Verify PoE or Optional Power Adapters (Transformers)*
 - 2. *Verify 10/100 or Upgraded “Gigabit” Speed Phones*
 - iv. Phones will generally be drop shipped directly to the customer – feel free to unbox, place on desks, connect to network, etc.
 - v. Month-to-Month (MTM) Contract Term
 - vi. **See below for Promotional Offers and Competitive Trade-In Information**
- b. **Option B:** Re-Use Certain Existing Polycom VoIP Phones with FreedomVOICE
 - i. Depending upon the model, they MAY be able to work on the FreedomVoice platform. Please verify in advance.
 - ii. If the existing phones are Phones are 3-5+ years old, they will likely be out of warranty, and no longer supported by Polycom.
 - iii. Generally requires +/- 30 minutes to re-program each phone individually (costing ~ \$125 per phone). This process can sometimes be difficult and time consuming, and there are no guarantees of usability.
 - iv. Month-to-Month (MTM) Contract Term
- c. **Option C:** Rent/Bundle New Polycom VoIP Phones from FreedomVOICE - *See Tab #3 of Excel Worksheet Quote*
 - i. Brand new phones – come out of the box programmed from FreedomVOICE
 - ii. Most Support Speakerphone, Headset, Future HD Voice and More!
 - iii. Rental Prices Range from \$7 to \$24 per month + Shipping (Depending Upon Model)
 - 1. *Verify PoE or Optional Power Adapters (Transformers)*
 - 2. *Verify 10/100 or Upgraded “Gigabit” Speed Phones*
 - iv. Phones will generally be drop shipped directly to the customer – feel free to unbox, place on desks, connect to network, etc.

- v. 36-Month Contract Term Required (Minimum of 10 Phones & Approved Credit Required)
 - d. **Polycom Trade-In / Competitive Rebate Program – Expires Soon!**
 - i. Polycom’s new Competitive Trade-In Program allows you to trade in your old desktop phones and receive a rebate of up to \$200 per phone when buying new, qualifying Polycom VoIP phones.
 - ii. Details: <http://static.freedomvoice.com/freedomIQ/Trade-inProgramQ12013.pdf>
 - 1. (please see pages 2 through 6 and follow their directions to obtain your rebate)
 - e. **FreedomVoice Polycom Phone Promotions:** From time-to-time, FreedomVoice offers special promotional pricing and discounts on the purchase and/or rental of qualified Polycom VoIP phones – please check with your dealer sales consultant for details on any current promotions.
 - f. **Soft Phone Clients (CounterPath Bria Software):** Can be used *in addition to* or *in lieu of* traditional desk phones (requires USB headset for computer version). Note that soft clients still incur the monthly seat/extension charges from FreedomVoice and only a single extension “clone” is allowed.
 - i. Windows PC/Apple Software (Free Download): <http://www.counterpath.com/x-lite.html>
 - ii. SmartPhone/iPad Application (\$7.99 Download): <http://www.counterpath.com/bria-iphone-edition.html>
 - iii. Additional Details: <http://www.freedomiq.com/voip-features/softphone-software/>
 - g. **Receptionist Consoles:** Not currently supported with FreedomVoice, but much of the same functionality can be obtained from the new “Dashboard” in the WebLink 4 browser-based portal.
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3. TRUNKS/PHONE LINES (“Simultaneous/Concurrent Call Paths”)

- a. **\$44/mo each** - Includes unlimited local calling and domestic outbound long distance (US & Canada)
 - b. Recommend a 1:3 or 1:4 trunk-to-extension ratio for most businesses (will need to also increase trunks in the future as you add extensions to maintain this ratio).
 - c. Optional “Overflow Protection” will allow for trunk bursting during busy or seasonal times.
 - i. Details: http://static.freedomvoice.com/weblink/agent/Understanding_Trunks_&_Call_Capacity_Dealer.pdf
 - d. 800/888/877/8XX Toll-Free Numbers are available for an additional charge – see Excel Quote Worksheet for options and details.
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4. PHONE SEATS/USERS (Extensions)

- a. **\$14/mo for each “seat” (extension/user)**
 - i. Charged for either a traditional Polycom phone handset, ATA, or “soft client”
 - ii. Includes 1 direct “DID” number for each phone/extension (in addition to 1 main company number with an auto attendant)
 - iii. FreedomVoice charges a one-time Activation Fee of \$45 per seat/extension
- b. **Optional Features** – Most things that competitors charge extra for are included standard with FreedomVoice, but please see the Excel quote worksheet for details. A few of the most popular options are as follows (all prices are monthly):
 - i. Additional “Virtual” Numbers - \$10
 - ii. Call Recording - \$69.95
 - iii. Outlook/SalesForce/API Integration - \$50
 - iv. Caller ID “Name” Delivery (CID “Number Only” is Already Included) – Price Varies
 - v. 411 Directory Listing - \$3

5. OPTIONAL PROFESSIONAL SERVICES – Includes: Installation, Porting Coordination, Project Management, Implementation & Training, Etc. Provided by Nationwide FreedomVoice Master Dealer.

- a. Charged on an “hourly” basis as follows (ALL are FreedomVoice Certified Engineers):
 - i. Labor Charges are \$250/hr (billed in ¼ hour increments)
 - ii. There is a \$75 trip fee for each site visit (+ Any Travel Costs & Per-Diem)
 - iii. Typical installations require 5-25 total labor hours (\$1,250 to \$6,250), depending upon the scope of work and the level of involvement from the customer. *Customers who are well prepared and who assist with the physical phone deployment, basic network configuration, overall coordination, and end user training, etc. can GREATLY reduce their installation costs.*
 - b. Typical Scope of Work
 - i. “Pre Installation” Configuration Planning Meeting
 - ii. Completion of Detailed Configuration Workbook
 - iii. Initial System Setup, Programming & Testing
 - iv. User/Agent/Receptionist/Admin Training
 - c. Charges will be billed directly by FreedomVoice Master Dealer following project completion
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