



GoTo Communications, Inc.
Response to
Request for Proposal and Specifications for an Enterprise
Phone System Managed Solution

Proposed to:

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COMPANY OVERVIEW

Since 1999, Communications Technologies (CTI) has been providing cutting-edge communication, security and safety, and network connectivity solutions to businesses of all sizes.

We are proudly veteran owned and operated, so strategy and service are in our DNA. As strategic consultants, we provide a single cohesive team to partner with and identify optimal technology to meet project goals and budget, while providing the service needed from design to installation to training.

CTI was founded selling and installing traditional phone systems, and over the past 10 years, CTI has seen a growing interest from our clients in Cloud Voice Solutions.

As a result, CTI has broadened its focus and increased its service offerings and expertise, making us an excellent candidate to work with Health Care, Municipalities', and School Districts Nationwide.

Leveraging our strong relationship with GoTo and our existing hardware distributors, **CTI will rebate \$30,000.00 to The Magnolia Health Center for the out of pocket cost of some of the hardware, once in billing status. Based on a 36 month contract.** Upon completion of the project and end billing start. Taxes on the hardware will be removed once a tax exempt letter has been provided.



Why CTI -

A powerful differentiator for CTI is our expertise with health care, municipalities, and school districts. We project manage the entire GoTo implantation from beginning to end and provide ongoing support at no cost to the County. Our team of experts will ensure as smooth as a transition as possible.

All our technicians are professionally trained and certified on all the platforms we provide, and CTI is a preferred GoTo vendor throughout the country. We are veteran owned, based in Chesterfield, MO, and have clients throughout the nation.

Thank you for the opportunity to participate in this RFP. We feel confident with the expertise we can bring to the table to assist the Magnolia Regional Health Center team. We look forward to answering any questions and hopefully working with you on this project.

Respectfully,

Natasha Osborn

Executive Summary

GoTo is pleased to present the GoToConnect Hosted Cloud Solution. We take pride in being at the forefront of UCaaS, recently securing the #1 rating from G2. Our evolution into GoTo signifies a commitment to innovation and excellence in crafting and supporting solutions tailored for IT management, support, and seamless communication experiences. At GoTo, our mission is clear – to simplify and enhance the lives of IT professionals everywhere through intuitively designed software that streamlines deployment and usage, boasting a strong track record of reliability. Our versatile tools are scalable, seamlessly catering to the needs of organizations of all sizes.

GoTo stands alone as the only company capable of empowering you to seamlessly achieve both with a single application.

- **Simple:** Our software has been meticulously crafted to be simple yet powerful – tailored for small organizations yet robust enough for large enterprises. Purchasing, managing, and using our tools are all effortlessly streamlined, because we understand that simplicity is paramount for organizations of every size.
- **Secure:** Trust is the cornerstone of our company, and it has been since Day 1. Countless third-party and consumer review sites recognize us for our unwavering commitment to trustworthiness, evidenced by our stellar reputation for uptime, customer support, reliability, and overall product performance. We don't compromise on this trust; instead, we innovate upon it. As pioneers of Zero-Trust security, we provide a level of security that is unparalleled in the industry.
- **Flexible:** Flexibility is the key to staying ahead, and we achieve this through bleeding-edge partnerships. With over 100 strategic alliances, our global network of trusted technology and channel partners enables us to unlock unmatched value for your unique business needs. Our API integration strategy ensures simple, secure, and flexible experiences across various verticals, giving you the freedom to tailor your solutions to fit your business model seamlessly.

At the heart of it all is our GoTo portfolio of flexible-work software. Our simple, integrated solutions are designed to empower your employees to unleash their full potential. Become part of the GoTo family, where we make Business Communications and IT Support easy for small-to-medium sized businesses, communities, and organizations. Elevate your operations with an all-in-one solution that transforms essential connections into a strategic advantage.

A legacy of simplicity and innovation:

Since our inception in 2003, GoTo has been on a mission to make IT easy. With a foundation rooted in the DNA of remote work, we've evolved into a billion-dollar business and emerged as an innovative leader in United Communications as a Service (UCaaS), Contact Center as a Service (CCaaS), and Remote Support. In the pivotal year of 2020, our products and services became indispensable as businesses worldwide sought ways to seamlessly connect and support their customers and employees. To aid in this global shift to hybrid and remote work, we provided free Emergency Remote kits, showcasing our commitment to supporting all organizations during unprecedented times.

Our rebranding from LogMeIn to GoTo in 2022 reflects our dedication to providing essential services that keep businesses and communities running even in uneasy times. As the all-in-one solution for essential connections, we are poised to continue evolving with your needs.

GoTo stands out as one of the few solutions that not only keeps your employees connected, supported, and secure but also does so with an unwavering commitment to affordability. Our software is designed to help you optimize your tech stack, introducing efficiencies in a cost-saving manner. With GoTo, we help you make the most of your resources while ensuring seamless connectivity and support for your team.

Safe, Secure, Privacy-Conscious

GoTo is dedicated to keeping your sensitive information safe. We're compliant with the latest industry security and privacy standards

- Meet in private and keep sensitive information private with AES 256-bit encrypted video conferencing and data at rest.
- Keep unwanted guests out with security features like one-time passwords and meeting lock, disabled recordings and in-session chat, and more.



AICPA SOC2
Type II
AICPA SOC3



BSI C5



Privacy Shield



TRUSTe Verified
Privacy

Company Background

Legal Name of Company: GoTo Communications, Inc.

Number of Years in Business: 20 years

Company Type: Private Corporation

Number of Employees: 2941

Tax ID Number: 02-0783048

Since day one, we've helped people and businesses do their best work – simply and securely – from anywhere. Today, work and life are intertwined. At GoTo, we like to think of ourselves as your go-to. We help you focus on the things that matter most throughout the day: your projects, your professions, and even your personal passions.

GoTo is a private corporation. Since its founding in 2003, GoTo, formerly known as LogMeIn, has built its portfolio through strategic acquisitions and mergers. As a result, GoTo offers a diverse array product that meet the needs of an evolving SaaS industry and simplify how people work.

Recent mergers and acquisitions include:

- 2022: GoTo acquires Miradore, a cloud-based device management provider. The acquisition has brought additional mobile device management (MDM) capabilities to the GoTo portfolio and GoTo Resolve IT support platform.
- 2022: LogMeIn rebranded to GoTo to reflect our deep dedication to making IT easy, anywhere. GoTo's announcement went far beyond a new name and logo, as we also launched a simplified product portfolio with a single application and two flagship products: the all-new IT management & support product, [GoTo Resolve](#), and a new experience for the unified-communications-as-a-service (UCaaS) product, [GoTo Connect](#).
- 2021: LogMeIn announced the intent to establish LastPass as a standalone company. By establishing LastPass as a standalone business, the company plans to increase investment in the customer experience, go- to-market functions and engineering to accelerate its organic growth in password management, Single Sign-On (SSO) and Multi-factor Authentication (MFA). Customers will experience planned enhancements on an accelerated timeline in 2022, with the benefit of additional dedicated LastPass resources.
- 2020: The LogMeIn group of companies are privately held entities under their holding company parent, LMI GP, Inc., which is 51% owned by Francisco Partners a leading technology-focused global private equity firm, and 49% owned by Evergreen Coast Capital Corporation, the private equity affiliate of Elliott Management Corporation.
- 2020-2019: In December 2019, we entered into a definitive agreement (or the "Agreement") to be acquired in a transaction led by affiliates of Francisco Partners, a leading technology-focused global private equity firm, and including Evergreen Coast Capital Corporation ("Evergreen"), the private equity affiliate of Elliott Management Corporation ("Elliott").

- 2018: LogMeIn acquires Jive Communications, a rising star in cloud-based Unified Communications. Jive offers a UC portfolio that includes voice, video, contact center and mobile applications from a full cloud-based PBX phone system to high-quality video calling to advanced contact center controls and monitoring.

We help businesses of all sizes to:

- **Empower business continuity in the face of disruptions** keeping your teams and operations running.
- **Enable the new normal remote and flex work policies**, keeping your employees happier, safer and more productive.
- **Maximize your business impact** by accelerating your ability to hit sustainability goals and while reducing costs.

And we make all of this possible with products that are secure, flexible and built to win over users by the hundreds, thousands and even millions.

Our values focus on how it's not just what we do, it's how we go all in:

- **Be Real:** Be authentic and bring your whole self to work. Be mindful to create space to celebrate diversity of thought, background, and perspective. Give back wherever you can.
- **Think Big:** Play to win and aim high. Be inventive to solve our customers' needs. Don't be afraid to try something new.
- **Move Fast:** Speed over perfection. Disagree but commit. Make progress every day. Simplify, take action, and own outcomes.
- **Keep Growing:** Always be curious and learning. Embrace feedback and grow from your mistakes. Share your learnings with others.

Our Headquarters are located in Boston, MA and we have offices located worldwide in the following countries: United States, Canada, Brazil, Guatemala, Mexico, Ireland, Hungary, Germany, India, Singapore and Australia.

Qualifications & Experience

Awards and Recognition

GoTo's UCC solutions have been recognized as leaders in the industry. Several examples include but are not limited to the following:

- 2023: [GoTo Wins 15 TrustRadius Best of Awards and Two Most Loved Awards Based on Customer Feedback](#)
- 2022 TMCNet Product of the Year Award for exceptional innovation following February's rebrand and launch of a new product experience.
- [TrustRadius recognizes GoTo products for twelve of their 2022 Top Rated Awards following GoTo's recent rebrand from LogMeIn](#)
- 2021: [TMC](#), a global, integrated media company, has named GoToConnect Contact Centre as a 2021 Contact Centre Technology Award winner, presented by [CUSTOMER Magazine](#)
- 2022 Shortlist Awards for VoIP and Call Centre Software
- Leader in G2's Spring 2022 Grid Reports for VoIP Providers
- 2022 TrustRadius Top Rated Awards in Unified Communications as a Service (UCaaS), VoIP and Video Conferences

<p>Top-Rated Hosted VoIP Provider</p>	<h3>Gartner</h3> <ul style="list-style-type: none"> • Challenger for Meeting Solutions • Challenger for UCaaS Solutions • Customers' Choice for Meeting Solutions 	<p>Top-Rated Hosted VoIP Provider</p> <hr/> <p>100 Tech Cares Companies</p>
<ul style="list-style-type: none"> • Best Video Conferencing Provider • Best Webinar Software • Best VOIP Provider / Leader in UCaaS 	<p>Shortlist Best SaaS Product for Small Business</p>	<p>Customer Service Company of the Year</p>

GoTo is the All-In-One Solution for Essential connections. We provide all of the business communications and IT support software that your business needs to easily and efficiently connect and support your employees and community. With a zero-trust security architecture, 99.999% uptime and 24/7 dedicated support, we have been trusted for reliability and security since 2003. In addition, we have numerous integrations, such as with Slack and Teams, plus a global network of partners to help you to connect from anywhere.

We currently have 2.7 million paying UCaaS users. Below is a sample of our customers and additional customer case studies and success stories can be found at: <https://www.goto.com/resources/connect>

Unique Advantage

GoTo Connect offers several unique advantages and competitive differentiators that set it apart from other Unified Communications providers:

- **Admin Tools:** GoTo Connect continually invests in research and development, resulting in an easy-to-use admin experience. Its intuitive Visual Dial Plan editor and other tools work cohesively to simplify phone system management. Compared to other top competitors in the Unified Communications market, GoTo Connect excels in industry Ease of Admin.
- **Customer Support:** GoTo Connect boasts exceptional customer support rated #1 by end users. With 24/7 availability, they prioritize providing top-notch assistance to customers of all sizes. GoTo aims to

answer 80% of calls within 2 minutes of a call landing in the queue, offering prompt assistance. GoTo also responds to emails within 24 hours, ensuring quick issue resolution.

- **Simplicity:** The user interface of GoTo Connect is designed with simplicity in mind, providing customers with everything they need and nothing they don't. This approach makes the platform incredibly user-friendly. Additionally, GoTo's all-inclusive pricing model allows for scalability and easy end-user adoption, avoiding complex billing structures.
- **Reliable and Secure:** GoTo guarantees a Service Level agreement of 99.996% uptime which is included in every contract and is met every year. GoTo Connect has been recognized for its robust security measures, ensuring that communication remains confidential and protected from unauthorized access. This is especially crucial when dealing with sensitive business information and conversations.
- **User-Friendly Interface:** The platform is designed to be user-friendly, allowing both employees and administrators to easily set up and manage communication channels without extensive technical expertise. This ease of use reduces the learning curve and speeds up the adoption process within organizations.
- **Cost-Effective:** By consolidating multiple communication tools into one platform, GoTo Connect can help businesses save on costs associated with purchasing and maintaining separate systems. This consolidated approach can lead to more efficient resource utilization and streamlined billing processes.
- **Scalability and Flexibility:** GoTo Connect is designed to cater to businesses of all sizes, from small startups to large enterprises. Its scalable infrastructure allows companies to expand or downsize their communication needs according to their requirements, ensuring cost-effectiveness and adaptability.
- **Value:** The Value for Money proposition of GoTo Connect translates into significant savings, with potential reductions of up to 33% when compared to competitors. Being a Unified Communications and Collaboration provider that owns its technology, GoTo Connect is billed as software rather than telecom, leading to lower taxes and fees, averaging around ~12% compared to up to 40% from competitors.
- **Comprehensive Offerings:** GoTo Connect stands out as the only UCaaS vendor providing a unique offering encompassing 18 products in its portfolio. These products include phones, meetings, messaging, webinars, training, ticketing, remote access, and more, enabling businesses to address all essential communication needs within a single platform.

Project Team

Your implementation team will consist of a Project Manager, Field Engineer, Project System Trainer, and others from GoTo. All members of your implementation team are highly qualified and skilled at implementing, maintaining and administering the GoToConnect solution. Specific information regarding qualifications can be provided once team members are assigned at time of contract acceptance.

You will have the support of an experienced Project Manager who has years of experience in the industry and supporting projects like this implementation. Your Project Manager:

- Serves as a product & systems expert available to support your needs and how our solution can meet them.
- Develops, promotes, implements and manages remote training functions.
- Consults and collaborates with key stakeholders to best meet customer's needs.
- Creates, administers, and evaluates appropriate team assessments for advancement.
- Effectively manages contacts in multiple organizations.
- Collaborates with sales organization and channel partners to conduct client education and training.
- Simultaneously handles and prioritizes client escalations and issues.

Your specific account management team will be determined further along in the sales cycle. As we progress in the sales cycle then we can provide bios and further details.

Qualifications

GoTo is on a very specific mission, to provide effortless communications & unrivaled value to customers that are operating with stretched budgets and limited resources. There is nowhere in the market where customers can spend their money and get so much easy to deploy and easy to consume value, and our build ethos and investment in UX is at the core of everything we do. We have evolved far from our PBX/UCaaS roots to offer a single platform CX solution that layers over an entire organization to enable the back office and front office to work together to offer customers a seamless experience. The core components of our vision build together into a tight, deeply interconnected solution, starting with a single platform, advanced customer experience builder, persona specific interfaces, automation and orchestration layer, deep integrations, AI and unified whole platform reporting.

GoTo is the only vendor on the market that allows businesses to keep employees and customers connected, supported, and secure. We offer both Remote Support/Access solutions and UCaaS and CCaaS GoTo offers a fit for purpose integrated UCaaS and CCaaS solution designed for small and mid-sized business with a full suite of powerful features at an affordable price.

We help customers improve their phone environment by providing them the opportunity to upgrade existing legacy telephony & consolidate multiple communications software vendors into a single provider through our unified communications (UCaaS) platform. Our calling plans are simple and inclusive, including international dialing options.

Our mobile app also gives users unparalleled flexibility. GoTo offers unlimited POPs and we provide our customers with the ability to purchase first-party phones directly from GoTo, with GoTo Connect boasting one of the widest ranges of hardware support on the market.

We have the ability to allocate phone numbers and plans to customers. For voicemail, we have unlimited voicemail boxes and transcription from voicemail to email.

GoTo has over 2.7 Million users of our UCaaS solution. We have numerous case studies and testimonials for your review at: <https://www.goto.com/resources>

GoTo Technical and Functional Overview

GoTo is proposing our GoTo Connect solution, an award-winning phone system with meetings and messages included.



For growing enterprises, from businesses to municipalities to schools and healthcare institutions, GoTo Connect Phone System is the ideal cloud-based phone system to modernize your communications, centralize your interactions, and effortlessly elevate your customer experiences.



An award-winning phone system including meeting and messaging capabilities.

A robust phone system with 100+ enterprise grade features (minus the enterprise price tag) such as unlimited call routing, dial plans, auto attendant, a customizable softphone and much more. GoTo Connect has everything you need to communicate and collaborate – with teams and customers – all in one place.



The best solution for the office, home or on the go

GoTo Connect is one business phone system that works across any device, anywhere, on the go, in the office or on desk phones – built for the way you work. It's packed with our superb softphone that can be customized to fit your workflows on both desktop and mobile, an intuitive user interface, and top-rated mobile apps that means your staff have everything they need, wherever they need it.



Super-simple setup, remarkably easy to manage.

Configure call flows in seconds with our unique drag-and-drop visual dial plan editor to update your call flows easily. Track phone system performance and health with GoTo Connect's pre-built dashboards and get set up in just one day with our streamlined onboarding process which walks you through the implementation process.



Do more for your customers with GoTo Connect

Need more ways to engage with your customers and boost staff performance over more channels such as SMS, web chat, social, video and more? We've got you covered! Get in touch to find out how you can grow your business by adding GoTo's Customer Engagement and Complete CX solutions to your plan.

GoTo Works For You

- **99.999% uptime:** Low bandwidth usage and distributed cloud architecture keep you up and running.
- **#1- rated support:** Our 24/7 customer support is #1 on the most trusted independent review sites.
- **Top-notch security:** Enterprise-grade security and compliance with standards like SOC 2 Type II and GDPR keep your data safe.

GoTo Meeting, included with GoToConnect

With an extensive series of updates to the product, GoToMeeting delivers a flawless experience from start to finish for both IT and end users. Shaped by thousands of customer conversations, the new GoToMeeting revolutionizes the way you communicate with features designed to save you time, so you can build stronger relationships and collaborate with ease. We're by your side before, during, and after your meetings take place – modernizing workforce productivity that will prepare your organization for years to come.

Pre-Meeting:

Get started with meeting tools that make launching and joining meetings easy.

- **Business messaging:** Communicate anytime with integrated chat. Start or join meetings in a single click – right from your current conversation. [Learn More.](#)
- **Your personal online meeting room:** Create a custom meeting link that makes it easy to invite attendees to your own personal meeting room, reserved just for you. [Learn More.](#)
- **Call Me:** Let GoTo Meeting call your phone when it's time for a meeting to start. [Learn More.](#)
- **Join from your phone:** Participants can dial in to the meeting from their phone for added flexibility on-the-go. Toll-free in over 50 countries.
- **Webcam preview:** Test and preview your webcam before entering a meeting to check your connection and video.

In-Meeting:

Share, collaborate and come up with new ideas with in real-time with these GoTo Meeting features.

- **Screen sharing:** Easily share your desktop, smartphone, or tablet screen with everyone. Present, collaborate and keep everyone on the same page. [Learn More.](#)
- **Meeting drawing tools:** Draw on your screen to collaborate, brainstorm or present in real-time. [Learn More.](#)
- **Commuter Mode for mobile meetings:** Call in with a distraction-free environment while on the go. Commuter mode turns your entire phone screen into a color-coded audio/mute button that uses up to 90% less bandwidth. [Learn More.](#)
- **Custom backgrounds:** Customize your webcam background and truly work from “anywhere.”
- **Presenter control:** Give meeting guests presenter control so they can share their screen and help run the meeting. You can even share control of your keyboard or mouse.

After your meeting

See what went well in your meeting and find action items or key takeaways.

- **Meeting transcriptions:** Easily share automatic transcripts of your recorded meetings or look back for important notes and action items. [Learn More.](#)
- **Cloud recording:** Record your meetings locally or in the cloud and share or revisit them later. [Learn More.](#)
- **Meeting diagnostic reports:** View stats and analysis of meeting performance on an individual level, for quick troubleshooting.

Integrate with your favorite tools: Integrate GoTo Meeting with apps you already use in your workflow. Launch meetings directly from Slack, Outlook, Chrome, or Salesforce for a smoother, more convenient meeting experience.

Compare GoTo Connect Plans

PBX Features	Basic	Standard
	Feature-limited business phone system with messaging and basic video conferencing	Robust, reliable and secure phone system with full featured voice, video, and messaging
Call Queues	1	Unlimited
Visual Dial Plan Editor	1 Dial Plan	Unlimited
Multi-Site Compatible	Single Site	Unlimited
Auto Attendants	1	Unlimited
Extensions	Unlimited	Unlimited
Ring Groups	1	Unlimited
24/7 Customer Support	Self-Service Only	✓
Integrations	Outlook and G Suite	Popular and Vertical-Specific Integrations
Integration Licenses Included	None	None
Toll-Free #	Add-on	Add-on
Vanity #	Add-on	Add-on
International Calling <small>*subject to fair use</small>	Per Minute	50 + Countries Included (other countries per minute)
Toll-Free Minutes	.03/minute	1000 Included per Account (.019/minute thereafter)
Standard DID	1 Included, Extra Add-on	1 Included, Extra Add-on
International DID	Add-on	Add-on
Call Routing Optimizer & Analytics		✓
Hot Desking		✓
Shared Line Appearance		✓
Virtual Fax		✓
Intercom		✓
Call Recording		✓
Softphone Capability NEW	✓	✓
e911 Capability NEW	✓	✓
Paging		✓
Report Caller Hold Time		✓
Premium On-boarding		

*Subject to fair use

PBX Features	Basic	Standard
Real-time analytics		✓
Unlimited Local & Long Distance Calling*	✓	✓
Number Porting	✓	✓
Cloud PBX	✓	✓
Corporate/Local Directory on Phone	✓	✓
Custom Hold Music	✓	✓
Custom Messages & Greetings	✓	✓
Dial by Extension	✓	✓
Dial by Name Directory	✓	✓
Directory Assistance	✓	✓
Voicemail	✓	✓
Voicemail to Text	✓	✓
Visual Voicemail	✓	✓
Call Forwarding	✓	✓
Call On Hold	✓	✓
Call Park/Pickup	✓	✓
Call/Extension Transfers	✓	✓
Call Waiting	✓	✓
Dynamic Caller ID	✓	✓
Find Me/Follow Me	✓	✓
Call Screening/Blocking/Filters	✓	✓
Caller ID Swap NEW	✓	✓
Unlimited Call Routing	✓	✓
Local or Geographic Phone Numbers	✓	✓
Message Waiting Indicator	✓	✓
Speed Dial	✓	✓
SMS Texting/MMS	✓	✓
Unlimited Team Messaging	✓	✓
Emergency Calling	✓	✓
Simultaneous Ring	✓	✓

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PBX Features	Basic	Standard
Do Not Disturb	✓	✓
Presence Monitoring	✓	✓
Missed Call Indicator	✓	✓
Multiple Calls per Line	✓	✓
Last Number Redial	✓	✓
Busy Lamp Field	✓	✓
Call Continuity	✓	✓
Line Failover	✓	✓
Network Failover	✓	✓
Call Flip	✓	✓
Desktop Application	✓	✓
iOS & Android Mobile App	✓	✓
Unified User interface	✓	✓
Single Sign On Support	✓	✓
Zero Touch Desk Phone Provisioning	✓	✓
Call Analytics	✓	✓
Call Logs	✓	✓
Call History	✓	✓
Security and Compliance Certifications	✓	✓
Hardware Purchase Options (contact sales)	✓	✓
Hardware Rental Options (contact sales)		✓
Extension Summary Reports	✓	✓
Work From Anywhere Compatible	✓	✓
End - to - End Encryption NEW	✓	✓
Meeting Duration	Unlimited	Unlimited
HD Video Conferencing Participants	150	250
Miro Integration		✓
Smart Notes		✓
Cloud Meeting Recording		✓
Meeting Transcriptions		✓

PBX Features	Basic	Standard
International Dial-In		✓
Call Me		✓
50 Simultaneous Webcams	✓	✓
InRoom Link (H.323.SIP)		✓
Webinar Add-on		✓
Share Screen on iPhone/iPad	✓	✓
Designate Meeting Co-Organizers	✓	✓
1 year Storage (recordings and transcriptions)		✓
One-Time/Recurring Meetings	✓	✓
Audio Conferencing	✓	✓
Personal Meeting Room	✓	✓
Screen Sharing	✓	✓
Meeting Lock	✓	✓
Password Protection	✓	✓
Google and Microsoft Calendar Integration	✓	✓
Mobile Join	✓	✓
Mute/Excuse Attendees	✓	✓
Meeting Diagnostic Reports	✓	✓
In-Session Chat	✓	✓

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Get one app for all your communication needs.

See how GoTo Connect Phone System helps grow your business with one solution for every conversation.

Contact us today! Contact your account representative, visit GoTo.com or call us at 1 800 514 1317.

[Learn More](#)

Response to Scope of Work

7 EXISTING SOLUTION

7.1 Hardware

7.1.1 Cisco phone system with multiple models of Cisco IP Phones both wired and wireless

GoTo understands that this is your existing hardware

7.2 Software:

GoTo understands your existing solution.

7.3 Current device locations are all on Owner premises.

GoTo has read and understands the current device locations.

8 OWNER RESPONSIBILITIES

8.1 Vendor will provide all new network infrastructure and configuration.

GoToConnect has been designed to deploy OTT (over the top) of the customer's existing network infrastructure and broadband internet connection.

8.2 Vendor will provide all solution licenses.

GoToConnect seat licenses are all-inclusive - including 80+ features and access via hardphone, softphone, and mobile app. Users can use any or all of these methods to access the system without incurring additional charges. Also available are "Low Usage" licenses. These include the same 80+ features, but only allow a single line on a phone. In addition, there is a limit of 50 minutes of calling per month on low usage licenses (pooled across the customer account, i.e. 6 low usage phones = 300 minutes per month to be used by those 6 phones in any combination). The Low Usage license is intended for common area and classroom phones. Contact Center licenses vary depending on which tier of contact center is chosen.

8.3 Owner will provide all remote access for solution management.

Remote Access is supported wherever an internet connection is available. Note that the home networks of remote workers will need to comply with the same network requirements as the corporate network. Many SOHO routers are not supported due to certain hard-coded settings (SIP ALG, for example, which must be disabled). GoTo does offer the JMR - Jive Managed Router - which is perfect for home offices with 1-5 phones.

In addition, the softphone on a laptop or desktop can provide an alternative.

All of GoTo's support products use SSL for remote access and machines will use Kerberos for authentication when logging in, additionally GoTo forces multifactor authentication for all employees.

8.4 Owner will be responsible for taking initial incident calls and triaging.

We have 3 tiers of support – L1 (general support), L2 (escalated support), and L3 (further escalation and preparation for review by our product or engineering teams). Typically our L1 and L2 team use a "5 whys" approach to understanding an issue. L3 teams also use this approach, but look for trends using more of a Fault Tree or Affinity process. Our Strategy/Product/Engineering teams may all the above to resolve an issue, but look at larger trends in our Customer Action Team Meetings. These meetings are comprised of cross-functional groups that focus in on customer experience, understanding trends, issues, and concerns. They incorporate not only information gathered from support cases, but from different listening posts (OSAT surveys, RNPS surveys, etc).

8.5 Owner will provide management of all directory services and domain name services.

GoTo has read and understands.

8.6 Owner will provide escalation of incidents to vendor.

The entry point into the escalation process is through the local Technical Support Center. When connected, ask for the Escalation Manager. Please have any relevant case numbers available to help GoTo quickly identify the case owners. Advise the Duty Manager of the situation including what actions you feel are required from GoTo, production dates or deadlines that may be adversely affected, and any other anticipated business impact if the case is not promptly resolved. The Duty Manager is empowered to make a judgment on next steps. However, if the situation is complex and has the possibility of a severe business impact, the Escalation Manager can assign a dedicated Manager who will assume ownership of the problem and become your management point of contact during the escalated condition. This Manager has access to a team of escalation leaders who are empowered to maintain the momentum of resolving the case. These leaders will, where appropriate, engage the right executives within GoTo.

8.7 Vendor will provide all initial endpoint deployment.

GoTo's Professional Services team provides personalized support no matter the size of your business. Our expert team will guide you through the entire implementation process, from project inception through go-live, with best practice recommendations to help your business thrive.

Managed Install includes hands-on project management, implementation, and deployment. You will have a dedicated team of experienced technical experts assigned to your account.

The following are included with Managed Install -

- An Implementation Project Manager
- Weekly check-in calls
- An assigned Field Engineer (virtual)
- A Dedicated Trainer
- Program Plan and Strategy
- Network Verification
- Porting Guidance
- Call flow configuration
- System Test and Activation
- Training for Admins and Users
- Go-Live Support.

Once the deal closes, our Professional Services team will kick off the onboarding process by scheduling an initial meeting with you to introduce you to your Professional Services team. The onboarding experience includes dedicated resources to keep everyone accountable to the tasks and milestones of the project. We will schedule weekly calls with you and the Project Manager, Field Engineer, and System Trainer to track installation progress.

The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase. In general the initial phases of the installation schedule have multiple tasks being managed at a single time. Each task is assigned to specific members on the project team and will include telephone number ordering and porting, fax number ordering and porting, hardware procurement, system specification and design, telecom legal authorization, and approval documentation.

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across the following phases of the implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

Initiating: GoTo Project Managers (PMs) review expectations and gather customer information and preferences required for system configuration and number porting. They clearly define transition activities, timelines, and

responsibilities for the customer and the GoTo implementation team. Detailed statement of work, project plan (with schedule), and preliminary order paperwork are prepared and presented to the customer for review and approval. GoTo engineers assess the current communications environment and identify system needs. They prepare a detailed assessment report and network diagram(s) outlining recommended network configuration.

Planning: The Project System Trainer or Field Engineer will hold a training with the customer and work together, with the customer, to build out the PBX. They establish a communications plan, scheduling regular status meetings with the customer and GoTo sales, engineering, training, project management, and deployment teams. They will work with you through system testing and training plans for the completed solution most fit for your needs.

Executing: GoTo engineers help to configure GoToConnect, providing requested guidance with dial plans and other features according to customer-provided specifications and preferences. Engineers also complete any specialized integration requirements, upon further scoping. Fulfillment specialists order equipment and monitor the number porting process. Regular status calls ensure the transition process stays on-track with established milestones and timelines.

Testing: GoTo quality assurance specialists test every feature to ensure it is operating correctly and in accordance with customer specifications. Engineers test the network configuration and, if applicable, test and turn up the GoTo broadband data connection. Fulfillment specialists test E911 configurations in compliance with Federal regulations. All GoTo hardware - including handsets, routers, and other equipment - arrives on the customer location pre-provisioned and ready for immediate plug-and-play. GoTo PMs and engineers work with the customer to test and verify all system features and functions. Dedicated project system trainers provide administrator and end user training to familiarize the customer with GoToConnect.

Project Completion: Numbers port from the losing carrier to GoTo, all system features and hardware endpoints are activated, and call processing (inward and outward) is initiated. Once live, a dedicated GoTo Customer Success Manager (CSM) is available to support the system and troubleshoot and resolve any service issues.

8.8 Owner will provide a single point of contact.

GoTo will work with the designated single point of contact.

9 VENDOR RESPONSIBILITIES

9.1 On completion of the solution and periodically throughout the implementation period, the Owner's representative will inspect the Vendor's work and will submit a punch list of unfinished and incorrect work. All punch list work and corrections shall be resolved no later than 10 business days after notification.

Your Project Manager will work with you throughout deployment to ensure all action items are taken care of. Your Customer Success Manager will work with you to ensure that any punch list items are addressed. We are open to discussing the best approach to address any punch list items and corrections.

9.2 The Vendor shall guarantee availability of service by factory-trained personnel from an authorized distributor of the equipment manufacturer.

GoTo strives for high redundancy and availability of our services and infrastructure. Publicly available status updates are available for each product. Service Level Agreements are mutually agreed upon and covered in the Terms of Service and/or written agreement for the GoTo services with our customers. To see the status of any of our offerings and sign up for updates please see:

<https://www.goto.com/company/trust/status>

9.3 The Vendor shall warrant that the title for equipment and license for any software provided in response to this RFP shall be valid and its transfer rightful, and shall be delivered free from any security interest or other lien or encumbrances. THE VENDOR SHALL INDEMNIFY AND HOLD OWNER

HARMLESS FROM ANY AND ALL CLAIMS, COSTS, LOSSES, SUITS OR DAMAGES INCURRED BY OWNER AS A RESULT OF ANY BREACH OF THESE WARRANTIES BY THE VENDOR.

Hardware: All of the hardware endpoints that are used for delivery of the hosted services are covered under warranty. In the case of the VoIP handsets, the hardware has a one-year manufacturer's warranty. Warranties on any routers and switches sold vary by manufacturer and model, but are never less than five years (and in some cases are lifetime). GoTo's services manufacture warranties for products we sell. For customers under contract who are renting the phones, GoTo provides warranty support for the duration of the contract. All other maintenance and support services (regardless of warranty agreement) are available 24/7 at no additional charge.

If a handset fails within the warranty time window, GoTo will send an advance replacement handset to the customer, pre-programmed to replace the faulty device. Alternatively, some clients maintain a number of extra handsets—those can be programmed via GoToConnect's online administrator portal controls to replace the faulty device at any given moment, minimizing any downtime. If the handset is outside of warranty, a replacement can be purchased from GoTo, programmed, and sent to the customer site (next-day shipping is available).

Platform: A primary advantage of the hosted delivery model is the vendor is completely responsible for all software maintenance and updates. GoTo manages and maintains all of the infrastructure, software, and hardware involved in delivering the solution, and makes sure that everything is always up to date. Jive Cloud, our service delivery platform, is engineered in such a way that updates and maintenance do not typically require scheduled downtime but can instead be rolled out across the platform during periods of low utilization. Further details in our Terms of Service: <https://www.goto.com/company/legal/terms-and-conditions>

9.4 Any damage or injury to the Owner premises caused by the vendor, his employees, agents or sub-contractors shall be repaired in a timely fashion by the vendor to the owner's satisfaction, or by the owner or the owner's contractor at the vendor's expense.

As a hosted solution we will not require to be on the Owner premises. However, if the instance were to arise please see what is outlined in our Terms of Service: <https://www.goto.com/company/legal/terms-and-conditions>

9.5 This RFP with attachments and the Vendor's response to this RFP shall be considered a part of the final agreement between the Owner and Vendor. Any interpretations, corrections or changes to this RFP or the Vendor's response shall be made in writing, issued by the Owner's representative and accepted by the Owner and Vendor. Interpretations, corrections or changes made in any other manner will not be binding.

GoTo has read, understands and can comply with this requirement.

9.6 This agreement shall not be sub-assigned, nor shall the performance of the Vendor duties be delegated to any other party without prior written consent of the Owner.

GoTo has read, understands and can comply with this requirement.

9.7 The Vendor agrees that all Vendor staff will follow all Owner policies, procedures, and quality and safety guidelines while performing work on Owner's property.

GoTo has read, understands and can comply with this requirement, as applicable. We are a hosted solution so little to no work on Owner's property will be done.

9.8 The Vendor shall complete and comply with the terms of the Owner's Business Associate Agreement.

A BAA can be signed; however we request that you review our BAA and we determine mutual BAA to be signed. Our BAA is available at: <https://www.goto.com/-/media/PDFs/trust%20-%20resource%20center/GoToBusinessAssociateAgreement2022v1SAMPLEpdf>

9.9 The Vendor shall complete the Owner's Cyber-Security Questionnaire.

Upon a signed NDA, this can be done.

9.10 The Vendor shall provide a corporate certificate of good standing.

This can be provided further along in the sales cycle.

9.11 The Vendor shall include in contract or statement of work the following terms:

9.11.1 Vendor agrees that until the expiration of four (4) years after the furnishing of services and pursuant to this contract, it shall make available upon request of the Secretary of the Department of Health and Human Services, or upon request to the Comptroller General, or any of their duly authorized representatives, the contracts, books, documents and records that are necessary to certify the nature and extent of payments to Vendor.

GoTo acknowledges receipt of these terms. If awarded the contract, we proposes to deliver the services outlined in our proposal under terms that are materially consistent with our standard Terms of Service (see <https://www.goto.com/company/legal/terms-and-conditions>), however, we are open to mutually agreed upon modifications to align with the RFP terms Our services meet relevant industry standards and regulatory requirements, ensuring secure and reliable solutions tailored to our customers.

9.11.2 Contract must include the following indemnification clause: Consultant shall defend, indemnify and hold the County, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from the acts, errors or omissions of the Consultant in performance of this Agreement, except for injuries and damages caused by the sole negligence of the County. To the extent allowed by Mississippi Law.

GoTo acknowledges receipt of these terms. If awarded the contract, we proposes to deliver the services outlined in our proposal under terms that are materially consistent with our standard Terms of Service (see <https://www.goto.com/company/legal/terms-and-conditions>), however, we are open to mutually agreed upon modifications to align with the RFP terms Our services meet relevant industry standards and regulatory requirements, ensuring secure and reliable solutions tailored to our customers.

9.11.3 Any payment terms shall reflect at Net 45 term.

Our standard terms are Net 30, but we are happy to discuss further along in the sales cycle.

10 DEALERS, SUB-CONTRACTORS AND DAY-LABOR

10.1 Where dealers, subcontractors and/or day labor are utilized, all responsibility for project supervision, coordination, compliance with insurance requirements, compliance with work-rules, compliance with cyber-security rules and compliance with the terms and conditions set forth in this RFP shall remain with the Vendor.

GoTo has read and understands this requirement.

10.1.1 Proof of \$1,000,000.00 liability insurance policy shall be included with Contract at signing.

Our Certificate of Insurance has been provided with our response.

10.2 Any changes to dealers, subcontractors and/or day labor utilized requires notification and authorization by Owner.

GoTo has read and understands this requirement.

10.3 If dealers and/or sub-contractors will be used for any portion of the work, provide a list of sub-contractors and a description of the work to be performed by each.

GoTo has read and understands this requirement.

10.4 Provide a brief company history for each dealer and/or sub-contractor (limit two pages for each), annual report or current financial statement and list of references (with contact names and telephone numbers).

Not applicable. A partner may be involved but they are not a dealer or sub-contractor.

10.5 Will day labor be used on this project?

No, day labor will not be used.

11 SCOPE OF WORK / WORK REQUIREMENTS

11.1 Scope of Work

11.1.1 Vendor shall supply a client success manager or team who manages the on-going support coordination between Owner and Vendor teams, with the role of focusing on overall delivery excellence and as a point of contact for escalations.

Your implementation team will consist of a Project Manager, Field Engineer, Project System Trainer, and others from GoTo. All members of your implementation team are highly qualified and skilled at implementing, maintaining and administering the GoToConnect solution. Specific information regarding qualifications can be provided once team members are assigned at time of contract acceptance. You will have the support of an experienced Project Manager who has years of experience in the industry and supporting projects like this implementation. Your Project Manager:

- Serves as a product & systems expert available to support your needs and how our solution can meet them.
- Develops, promotes, implements and manages remote training functions.
- Consults and collaborates with key stakeholders to best meet customer's needs..
- Creates, administers, and evaluates appropriate team assessments for advancement.
- Effectively manages contacts in multiple organizations.
- Collaborates with sales organization and channel partners to conduct client education and training.
- Simultaneously handles and prioritizes client escalations and issues

11.1.2 Vendor shall provide Tier 3 triage support and issue escalations based on a Tier 3 technical support model for the Phone System. Tier 3 support is defined as expert level product and service support with highly skilled product specialists, which may include the designers, chief architects, or engineers who create/build phone system offerings, available for problem resolution.

GoToCustomer Experience brings together the expertise of the GoTo Service Account Management, Technical Support, and Customer Service teams to deliver world-class, personalized service and support. All GoTo Customer Experience teams are Americas-based and available 24/7, through multiple channels, including toll free telephone and email. All access is unlimited and included in your monthly service fees. No additional contracts are required or fees apply.

Once you are onboarded and have reached Go-Live, a Customer Success Manager will be assigned to your account.

GoTo provides extensive online help through our support page - <https://support.goto.com/connect>. Here you can search for the topic you have questions about and find numerous articles and videos to help. Each article also has a link to "Contact Support" if you need additional information. This link will route you to the support team members who know the most about that particular topic.

If you prefer to be placed in the general support queue, click on the "Contact Support" button on this page: <https://support.goto.com/connect/help/how-do-i-contact-customer-support>. From the support site "My Cases" link at the top of the page, you can also view a list of your cases and get the latest status on them.

In addition, GoTo also offers optional VIP Support, which does have a cost associated with it. This additional level of support provides access to:

- A dedicated team of Technical Account Managers
- Priority-based responses and a committed SLA
- A dedicated phone number and case routing
- A VIP Support portal for submitting and managing cases
- Proactive notification for emergencies, maintenance, and product updates

11.1.3 Vendor shall provide 24x7 support for incidents in scope.

This is supported.

11.1.4 Vendor shall provide 24x7 monitoring of phone system.

GoTo tracks the performance of GoTo Connect Cloud (GoTo's service delivery platform) with over 1200 different parameters. These statistics are constantly monitored to ensure they are functioning within acceptable bounds. Any variances out of normal bounds triggers automatic alarming of NOC staff (via email, text message, and flashing red lights in the NOC itself). Monitored items include network, hardware, and software components. Tolerances are set such that alarms are issued well before an issue escalates to the point of causing service degradation.

GoTo automatically detects and notifies clients of any event, natural disaster or otherwise, which affects its hosted services. These notifications are posted to the GoTo Connect status website

(<https://status.gotoconnect.com/>) and include information related to the event including description, time, location, scope of impact, and other relevant details.

In addition, GoTo Connect VIP support provides proactive notifications for emergencies, maintenance, or product updates.

Our current status is always available at <https://status.gotoconnect.com/>.

In addition, within the Administration Portal, there is a System Health dashboard which allows client administrators to monitor the following areas:

- Audio Quality and Call Volume - Total number of call legs and audio quality over 24 hours. This shows the hourly call volume with Mean Opinion Score (MOS), which measures audio quality based on how a listener would rate a call's clarity.
- Average Audio Quality - Mean Opinion Score. The Mean Opinion Score is a measure of quality based on how a listener would rate a call's clarity from 1-5. This is a useful benchmark for the overall audio quality of your phone system.
- Audio Delay - Average latency in milliseconds. This is how long it takes for your system to send and receive voice data over the internet. Delays longer than 100 ms can cause audio to lag in conversations.
- Audio Connection - Percent of packets lost. This measures the percentage of voice data packets lost out of all of those sent from a phone to your system. Too many packets lost (above 1%) may cause the audio to noticeably drop in and out. Higher numbers may cause the call to drop completely.
- Device Statistics - Number of devices online and offline. A device is "online" when it can readily communicate with other devices and is "offline" when not turned on or connected to other devices.

11.1.5 Vendor shall port approximately 700 existing phone numbers to be used in the phone system

Existing numbers can be ported (transferred) over to GoToConnect service. Upon receiving the bid award, GoTo will issue the port request form. This form is to be filled out by the client with all the complete and accurate information. When GoTo receives this request form, they will send it to the losing carrier. The losing carrier then has up to 72 hours to respond to the request. The process of porting existing numbers can take anywhere from 5–20 business days—depending on area and existing telephone provider. Incorrect/incomplete information may cause the order to be rejected by the existing telephone provider. If a port request is rejected, the request will be resubmitted and the porting timeline will start over.

It is also possible to submit port requests directly from within the GoTo Admin portal. The system walks you through a simple process of providing the required information, GoTo submits the port request, and the process updates are visible in the Admin portal.

11.1.6 Vendor shall assume POTS lines

GoTo recommends that the customer maintain POTS lines that support alarms and other analog devices such as elevators. These devices should be kept separate from the GoToConnect solution. Any analog endpoints - either phones or fax machines - can interface with GoToConnect using an ATA or the phone numbers can be ported to GoTo. GoTo recommends porting as it results in an overall cost savings, a fully unified solution, and better customer experience.

11.1.7 Vendor shall provide scaling of existing backend phone system to support Owner's growth.

GoTo's Hosted VoIP platform, GoTo Connect Cloud, was designed as a true Cloud-based architecture. Jive Cloud was built to scale gracefully to hundreds of thousands of users on a single virtual cluster. GoTo's services are particularly scalable from the standpoint of adding services to an existing account. Individual capacity can be added as needed to accommodate growth, including new handsets. GoTo also has many of the largest purely Hosted VoIP installations ever deployed.

Adding services to your account is accomplished without any downtime. Because of the hosted delivery model, services can be remotely provisioned and activated on the Customer account in a way that is completely unobtrusive to existing users, and that causes zero service disruption. In most cases, new endpoints are programmed by GoTo and sent to the Customer, where they merely need to be connected to the LAN and WAN.

GoTo Connect Cloud, the platform over which the hosted services are delivered, scales linearly to accommodate subscriber growth. GoTo delivers our solutions using a true Cloud-based architecture, which allows for rapid deployment of additional resources as required.

11.1.10 Vendor shall provide weekly status reports / meetings with Owner's technical team during implementation and upon request.

GoTo's deployment team works closely with customers to establish timelines and schedules to fit individual needs. GoTo's general installation timeline varies based on client requests and complexity of the overall project (generally between 3 and 45 days). The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase. In general the initial phases of the installation schedule have multiple tasks being managed at a single time. Each task is assigned to specific members on the project team and will include telephone number ordering and porting, fax number ordering and porting, hardware procurement, system specification and design, telecom legal authorization, and approval documentation. The entire project management and implementation plan is online via a tool called GuideCX, which provides real-time project management and feedback on status.

11.1.11 Vendor shall provide an Issue Tracking System with the ability to monitor issue status through an online portal.

GoTo provides a status page to track any known issues that may be impactful to our customers. Our status page can be found at <https://status.gotconnect.com/>.

For cases and incidences directly related to your account, we provide My Cases to you. This webpage shows all your current and past support cases to you with their current status.

11.1.12 Vendor shall provide monthly scorecard reports/meeting detailing the status of the Phone System to include:

11.1.12.1 License Usage status.

GoTo's Unified Admin Portal has a dashboard that shows licenses in use.

11.1.12.2 Open incidents

For cases and incidences directly related to your account, we provide My Cases to you. This webpage shows all your current and past support cases to you with their current status.

11.1.12.3 Average line usage

This information is available to you as part of our call reports.

11.2.2 Caller ID compatible.

Yes

11.2 Phone System Requirements:

11.2.1 Easily scalable and upgradeable to meet future growth needs.

GoTo's Hosted VoIP platform, GoTo Connect Cloud, was designed as a true Cloud-based architecture. GoTo Connect Cloud was built to scale gracefully to hundreds of thousands of users on a single virtual cluster. GoTo's services are particularly scalable from the standpoint of adding services to an existing account. Individual capacity can be added as needed to accommodate growth, including both new handsets and additional Broadband Internet. GoTo also has many of the largest purely Hosted VoIP installations ever deployed.

Adding services to your account is accomplished without any downtime. Because of the hosted delivery model, services can be remotely provisioned and activated on the Customer account in a way that is completely unobtrusive to existing users, and that causes zero service disruption. In most cases, new endpoints are programmed by GoTo and sent to the Customer, where they merely need to be connected to the LAN and WAN.

GoTo Connect Cloud, the platform over which the hosted services are delivered, scales linearly to accommodate subscriber growth. GoTo delivers our solutions using a true Cloud-based architecture, which allows for rapid deployment of additional resources as required.

GoTo's strategy for upgrades and new releases of GoTo Connect Cloud is based on an Agile Methodology of continuous integration and rapid iteration. All upgrades and new releases of Jive Cloud are free of charge to GoTo Hosted VoIP customers.

Every enhancement, upgrade, new feature, or software patch is introduced seamlessly into GoTo Connect Cloud once ready for release. In general, GoTo releases updates to GoTo Connect Cloud every two weeks, based on the length of developer sprints and milestones.

The integration of the new functionality begins by following a beta-testing process (with select beta customers) before the feature is released to mainline customers over a period of time. The period is often defined by the size of the enhancement, the service it affects, or the number of clients utilizing the feature. GoTo Connect Cloud is engineered in such a way that updates and maintenance do not typically require scheduled downtime but can instead be rolled out across the platform during periods of low utilization.

11.2.3 DID (Direct Inward Dialing).

Direct inward dialing allows users to receive calls directly to their phone from any local, national, or international number. Upon award, GoTo will work with the customer to identify and screen all existing

numbers for portability. GoTo offers full Local Number Portability (LNP) compliance and is easily able to port existing client DID numbers to their new GoToConnect accounts.

11.2.4 < 3 days turn-up for new users; expedited upon request.

Clients are able to add users and extensions at any time on GoToConnect's administrator portal, which automatically adds these services to their monthly statement. Our Support teams are able to assist with this if desired.

11.2.5 Voicemail with Voicemail-to-email and transcription.

Voicemail, like all other components of GoToConnect's services, is delivered on a hosted basis. There is no practical limit to the number of voicemail boxes that can be supported on any given account and no additional charge. No additional equipment, software, or licensing is required for this feature.

- Unlimited Mailboxes. All GoToConnect users can have one or more voicemail boxes, as the solution supports unlimited individual and group voicemail boxes.
- Anywhere Access. Voicemail can be accessed from any location or telephone.
- Voicemail-to-Email. With GoToConnect, users can designate an email address to which a copy of the voicemails should be sent. The voicemail messages are attached as a .wav or a .wav49 file, and the email contains call information such as caller ID, duration, etc. This is an extremely popular feature, as it allows end-users to listen to their voicemail anywhere they have email access.
- Visual Voicemail. Through GoToConnect and the mobile app users can visually manage and listen to their voicemails without needing to dial into the voicemail IVR. Users can listen to a voicemail, delete, mark as listened to, scrub through the voicemail, and see the length of the message.

11.2.6 Voice Solution Management Software (Web Based or Installable).

Further clarity needed on this question.

GoTo supports a softphone (GoToConnect, which runs in a browser window or as a desktop app for PC and Mac) which provides the same basic features as a physical device. A smartphone app is also available for both the iPhone and Android, providing softphone capability on mobile devices. In many cases, this is an excellent solution for bridging the gap between desktop and mobile. GoTo supports softphone only user deployments as well as the option to deploy physical phones. Users can access the softphone if desired in addition to their physical phone for no additional charge.

11.2.7 All-Inclusive PBX Station/User Seat (All PBX features included). No tiered feature users.

GoToConnect seat licenses are all-inclusive - including 80+ features and access via hardphone, softphone, and mobile app. Users can use any or all of these methods to access the system without incurring additional charges. Also available are "Low Usage" licenses. These include the same 80+ features, but only allow a single line on a phone. In addition, there is a limit of 50 minutes of calling per month on low usage licenses (pooled across the customer account, i.e. 6 low usage phones = 300 minutes per month to be used by those 6 phones in any combination). The Low Usage license is intended for common area and classroom phones.

Contact Center licenses vary depending on which tier of contact center is chosen.

11.2.8 Cloud base VOIP phone system (must be Geo-Redundant).

GoTo Connect Cloud has been purpose-built from the ground up to be an extremely reliable, scalable, and economic communications platform. This greatly strengthens the stability of the firm and also allows for greater flexibility, as GoTo isn't obligated to any third-party developers or market influences. GoTo's ownership of its platform provides our clients with responsive issue resolution, frequent feature enhancements, and industry-leading uptime.

GoTo manufactures, develops, and maintains GoTo Connect Cloud with an in-house team of software developers, network engineers, and system administrators. GoTo Connect Cloud is housed in several SSAE16 certified datacenters across the United States and has fully redundant computing and networking components. GoTo collocates with top-tier datacenter facilities, offering high levels of security, redundancy (power, cooling, and network), and scalability. Datacenters are geographically situated to provide fast and reliable network access, and to minimize round-trip latency for GoTo's hosted services.

GoTo's Hosted VoIP is based on open standards and is multi-vendor interoperable. Gateways are used for survivability and analog integration into existing telephony platforms for project phasing. GoTo Connect Cloud can operate with a variety of client network configurations. In a typical GoTo standalone VoIP deployment, IP handsets are connected to a network configured to prioritize voice traffic. GoTo's computing platform is built on standards-based, x86-based hardware, ensuring easy access to additional components as necessary. Computing resources are virtualized and clustered to create a true Cloud-computing environment. Enterprise-quality network components provide reliable access to all computing resources.

11.2.9 Full e911 functionality with adherence to Kari's Law and RAY BAUM's Act with Dynamic e911 preferred.

GoTo provides E911 services to users based in the U.S. and Canada and is compliant with all relevant laws including Kari's Law and Ray Baum's Act.

In the event that a 911 call is made from a device or a user's softphone/mobile app, GoTo Connect will provide the location and callback number for the physical phone or softphone/mobile app to the appropriate Public Safety Answering Point (PSAP). The location is a dispatchable location which can include sub-location information such as floor or room number. The callback number is important in case the call gets disconnected and emergency services needs to call the caller back.

The E911 feature also allows users to set their own personal emergency location from the GoTo Connect web/desktop/mobile app. When a location has been registered successfully it will be included on any emergency calls, ensuring that calls are routed to their local PSAP (public-safety answering point). A user's default location will be configured by their account admin via the admin portal with the location specified via the GTC app acting as an override. The location override will remain in effect until it is manually deleted or updated by the GTC user.

- The E911 feature is currently only supported for users whose PBX region is set to U.S. or Canada.
- A user's emergency location is shared across all devices, meaning an update applied on mobile will appear on the web or desktop and vice versa.
- If the user deletes their emergency location from the GTC app, the location originally set by the admin will go back into effect.
- A user's emergency location can be updated at any time, by editing the address fields and clicking the save button.

When a user dials 911, they will be prompted to confirm that they are at the location last known by GoTo Connect (default or override). If they confirm, GoTo Connect will direct the call to their local PSAP. If they do not confirm, they will need to provide their address to the operator at the National PSAP.

11.2.10 Conference Calling & Conference Bridge support.

Audio Only: Every GoToConnect user is provided with an unlimited number of complimentary dial-in audio conference bridges. Each bridge is accessible with either a 10-digit telephone number or an extension. These conference bridges can host up to 25 simultaneous users. All call participants are notified when new members enter or exit the call. Calls can be initiated and participants added with or without reservations. Parties may continue after the originating party has hung up (if using a conference

bridge, as opposed to three-way calling). There are two ways for callers to get into a conference room: 1. When a user calls in, you can transfer them to the conference room extension. 2. The caller can navigate to the conference room via your dial plan. When the caller reaches an auto attendant, they can dial the conference room extension.

Video & Audio: With GoToConnect you combine the power and reliability of GoTo's cloud VoIP phone system with GoToMeeting's web, audio, and video conferencing into one simple, reliable, and flexible solution. GoToConnect conference rooms support up to 250 participants and 25 HD Video webcams. These conference rooms offer dial-in options as well as the option to have the meeting conveniently call you. Each user will have their own personal meeting room URL, the ability to schedule meetings, and record their meetings. All call participants are notified when new members enter or exit the call. Calls can be initiated and participants added with or without reservations.

11.2.11 Complete installation and onboarding.

GoTo's Professional Services team provides personalized support no matter the size of your business. Our expert team will guide you through the entire implementation process, from project inception through go-live, with best practice recommendations to help your business thrive. Managed Install includes hands-on project management, implementation, and deployment. You will have a dedicated team of experienced technical experts assigned to your account.

The following are included with Managed Install -

- An Implementation Project Manager
- Weekly check-in calls
- An assigned Field Engineer (virtual)
- A Dedicated Trainer
- Program Plan and Strategy
- Network Verification
- Porting Guidance
- Call flow configuration
- System Test and Activation
- Training for Admins and Users
- Go-Live Support.

Once the deal closes, our Professional Services team will kick off the onboarding process by scheduling an initial meeting with you to introduce you to your Professional Services team. The onboarding experience includes dedicated resources to keep everyone accountable to the tasks and milestones of the project. We will schedule weekly calls with you and the Project Manager, Field Engineer, and System Trainer to track installation progress.

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presented to the customer for review and approval. GoTo engineers assess the current communications environment and identify system needs. They prepare a detailed assessment report and network diagram(s) outlining recommended network configuration.

Planning: The Project System Trainer or Field Engineer will hold a training with the customer and work together, with the customer, to build out the PBX. They establish a communications plan, scheduling regular status meetings with the customer and GoTo sales, engineering, training, project management, and deployment teams. They will work with you through system testing and training plans for the completed solution most fit for your needs.

Executing: GoTo engineers help to configure GoToConnect, providing requested guidance with dial plans and other features according to customer-provided specifications and preferences. Engineers also complete any specialized integration requirements, upon further scoping. Fulfillment specialists order equipment and monitor the number porting process. Regular status calls ensure the transition process stays on-track with established milestones and timelines.

Testing: GoTo quality assurance specialists test every feature to ensure it is operating correctly and in accordance with customer specifications. Engineers test the network configuration and, if applicable, test and turn up the GoTo broadband data connection. Fulfillment specialists test E911 configurations in compliance with Federal regulations. All GoTo hardware - including handsets, routers, and other equipment - arrives on the customer location pre-provisioned and ready for immediate plug-and-play. GoTo PMs and engineers work with the customer to test and verify all system features and functions. Dedicated project system trainers provide administrator and end user training to familiarize the customer with GoToConnect.

Project Completion: Numbers port from the losing carrier to GoTo, all system features and hardware endpoints are activated, and call processing (inward and outward) is initiated. Once live, a dedicated GoTo Customer Success Manager (CSM) is available to support the system and troubleshoot and resolve any service issues.

11.2.12 Training for IT staff on phone system management.

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across all phases of the implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

Part of this process is training. The following types of training are available, all at no extra charge to the customer with the exception of onsite training requirements.

Administrator Training

GoTo follows a “train the trainer” methodology in its administrator trainings, providing participants with the ability to train other members of the organization upon completion. All trainings, with the exception of on-site classes, are provided for no additional cost. The following administrator training options are available:

- Customer On-Boarding Training. GoTo provides on-boarding administrator trainings provided by specialized GoTo customer service personnel. These one-hour trainings, done over the phone with screen-sharing, are tailored to customer needs and provide an overview of how to configure and use GoToConnect specifically for their organization. Customers may schedule additional follow-up sessions as required at any time.
- Online Video Tutorials. GoTo has created a series of training videos demonstrating the configuration and utilization of GoToConnect. The videos are located here: <https://support.goto.com/connect/user-guide/getting-started-users>
- Administrator Guide. GoTo has detailed written guides that provide instructions on how to use all features included with GoToConnect. Guides are available online here:

<https://support.goto.com/connect/user-guide/getting-started-admins> and can also be provided in printed format.

- Ad Hoc Training. GoTo Customer Service Representatives are available for phone-based trainings on an ad hoc basis. Customers may either schedule a time with a Customer Service Representative to attend a personalized training or they may simply call GoTo customer service with any questions they have. Ad hoc training is provided to all customers at no additional cost.
- On-Site Administrator Training Classes. On-site classes include training on the web-based PBX controls (administrator software), Dial Plan Editor, and Call Reporting applications. Classes are administered on the customer site; additional charges may apply.

End-User Training

GoTo also offers several training options for end-users, all for no additional cost. Training topics range from actual handset utilization (e.g. "how do I transfer") to voicemail settings. The following options are available:

- Self-Guided Training. GoTo provides online video tutorials, quick-start and quick reference guides, and interactive user manuals similar to those provided for administrators for end users. These training references are available online at any time and are provided at no additional cost. GoTo Getting Started for Users can be found here: <https://support.goto.com/connect/user-guide/getting-started-admins>
- Administrator-Led Training. GoTo will provide customers with access to training support materials to enable administrators who have completed GoTo administrator training to train other members of their organization. Materials are available online at any time.
- Ad Hoc Training. GoTo Customer Service Representatives are available for phone-based user training on an ad hoc basis. Customers may either schedule a time with a Representative to attend a personalized user training or they simply call GoTo customer service with any questions they have.
- On-Site User Training Classes. On-site classes include training on end-user features like Find Me/ Follow Me settings and voicemail configuration, as well as an overview of handset operations and settings. Classes are administered on-site upon request; additional charges may apply.

11.2.13 Training for all staff on the physical hardware.

This is supported; see response above.

11.2.14 Training for select staff on the Voice Solution Management Software.

This is supported; see response above.

11.2.15 Additional training resources via an online knowledgebase.

This is supported. See response above.

11.2.16 Provide remote programming and remote support at no cost for life of agreement, including moves, adds or changes.

Account activities such as moves, adds, and changes, as well as call-flow configuration, are all done via GoToConnect's secure administrator portal. If assistance is needed, GoTo does not charge hourly rates for our customer and technical support services.

11.2.17 Provide warranty on all system components for the lifetime of the contract, including VOIP phones.

Hardware: All of the hardware endpoints that are used for delivery of the hosted services are covered under warranty. In the case of the VoIP handsets, the hardware has a one-year manufacturer's warranty. Warranties on any routers and switches sold vary by manufacturer and model, but are never less than five years (and in some cases are lifetime). GoTos services manufacture warranties for products we sell. For customers under contract who are renting the phones, GoTo provides warranty

support for the duration of the contract. All other maintenance and support services (regardless of warranty agreement) are available 24/7 at no additional charge.

If a handset fails within the warranty time window, GoTo will send an advance replacement handset to the customer, pre-programmed to replace the faulty device. Alternatively, some clients maintain a number of extra handsets—those can be programmed via GoToConnect's online administrator portal controls to replace the faulty device at any given moment, minimizing any downtime. If the handset is outside of warranty, a replacement can be purchased from GoTo, programmed, and sent to the customer site (next-day shipping is available).

Platform: A primary advantage of the hosted delivery model is the vendor is completely responsible for all software maintenance and updates. GoTo manages and maintains all of the infrastructure, software, and hardware involved in delivering the solution, and makes sure that everything is always up to date. Jive Cloud, our service delivery platform, is engineered in such a way that updates and maintenance do not typically require scheduled downtime but can instead be rolled out across the platform during periods of low utilization.

11.2.18 Vendor will provide hot spares on Owner premise for quick deployment or replacement. Additional phones over the required number for active users can be purchased and kept on-site in case a swap is needed.

11.2.19 Voicemail shall be remotely accessed via web browser. This is fully supported.

11.2.20 Remote support has 1-hour work-start response on emailed support tickets & 30sec hold times when calling support.

All GoTo Connect customers have 24x7 customer support included. Customer Support SLAs are as follows:

Customer Support SLAs

1. We aim to answer 80% of our calls within 2 minutes of a call landing in our queue. This does not include time spent making choices in the phone system.
2. We respond to emails within 24 hours.
3. We automatically close correspondence with a customer after 72 hours of no response.

Setup Team SLAs

- We aim to achieve a 2-minute average speed of answer for inbound calls to the Setup Team. We currently maintain an 80% success rate.
- We assign voicemails within 24 hrs and respond within 24 hrs of being assigned.
- We assign initial email correspondence within 24 hrs and respond within 24 hrs of being assigned.
- We respond to follow up emails within 24 hours. We follow up on emails with no reply every four business days.
- We automatically close correspondence with a customer after 24 business days of no response.

Support Engineers SLAs

Note: This is our highest level of escalation within Customer Support.

- We aim to achieve a 3-minute average speed of answer for inbound calls to Support Engineering. We currently maintain a 90% success rate.
- We assign voicemails within the hour and respond within an hour of being assigned.
- We assign initial email correspondence within the hour and respond within an hour of being assigned.
- We respond to follow up emails within 24 hours.
- For enterprise customers with specialized contracts, please refer to SLA requirements listed in your contract.
- We automatically close correspondence with a customer after 72 hours of no response.

11.2.21 Desktop telephone models must have a color LCD display and 3-line capability, minimum.

Supported SIP handset endpoints include hardware from enterprise vendors including Polycom, Yealink, Cisco and many others. GoTo can provide phones from low end common area phones (with or without wall mount capability) to high end phones complete with color touchscreens, expansion modules and more, as well as conference phones and cordless DECT phones from these three manufacturers.

See a full listing of available phones here: <https://www.goto.com/connect/phones>

11.2.22 Wireless telephone models must have a color LCD display and 1-line capability, minimum.

We have cordless phones with color screens available.

11.2.23 Include desktop telephone accessories (Corded or Wireless Headsets, Sidecar/Expansion Module, etc.) as requested.

Yes, we carry expansion modules and headsets if needed.

11.2.24 Message Waiting Indicator.

All GoTo-recommended handsets include a message-waiting indicator light. This light blinks when new voicemail messages are available. In addition, users are notified of a new message via a stutter tone that plays when the phone is taken off-hook.

11.2.25 Speakerphone.

All of the GoTo-supported VoIP handsets support intercom and paging over the two-way speakerphone. This feature is accessed by simply dialing a * (asterisk) before the extension number. This feature can be used on a one-to-one basis, or groups can be created that allow one-to-many paging (two-way audio is only available in one-to-one handset paging). For convenience, privacy, and administrative flexibility, this feature can be deactivated on an extension-by-extension basis. If questioning specifically about the speakerphone when on a VOIP call, our solutions pair with physical phones with speakerphone capabilities.

11.2.27 Fully Customizable Per-User Answering Rules. Each user can have 1 or more unique call routes.

Call flows are simple and intuitive to create within GoTo Connect. Using the award-winning Dial Plan Editor through the GoTo Connect administrator portal allows customer administrators to map out call flows visually using a drag-and-drop canvas. Plan exactly where incoming calls will go with elements like wait times, auto attendants, voicemail boxes, sound clips, ring groups, modify caller ID nodes, and more. Make dial plan changes in real time with endless configuration possibilities. Additionally, different call patterns can be set to accommodate variable work hours, after hours, or holiday hours. Using Dial Plan Insights, administrators can view voice traffic patterns through different nodes in the dial plan. This can help them optimize call flows over time.

GoToConnect allows subscribers to create and configure call queues to match their organization's requirements. Multiple queues can be created in every account; these queues are configured using the administrator portal. Each queue is highly customizable and can feature its own unique hold music, ring strategies, timeouts, weighting, and a wide variety of other custom settings.

Users can log in and out of the queue(s) they are assigned to by dialing a code on their phone. They can also pause or un-pause their availability within their queue(s) using a different code on their phone. Users may be logged in to multiple queues at once.

If a user is also a contact center agent (using GoTo Contact Center), the agent may control their participation in queues via the GoTo Contact Center agent screen in their softphone.

An unlimited number of call queues are included on all accounts at no additional charge, regardless of whether they are used in general operations, a help desk/service center, or any other application.

11.2.26 DND functionality.

Do Not Disturb (DND) is a feature on the phone and mobile app that allows users to block all incoming calls. Do Not Disturb can be enabled/disabled on the user's physical phone or the mobile app. When DND is enabled, all calls go to voicemail automatically without the phone ringing. Do Not Disturb may be overridden by an incoming page or intercom.

11.2.28 Multiple Time of Day routing options.

Advanced time-of-day routing is supported with GoToConnect. Using a simple calendar-type interface, administrators are able to configure the solution to route calls based on the time of day. This scheduling solution allows unique scheduling for each day of the week, and provides maximum administrative flexibility. Administrators are also able to override the schedule, forcing the system to route calls based on either the open or closed schedule (often used for holidays, etc).

11.2.29 Organize users by Department and Site.

We provide user groups so that users can be grouped together by department and/or site.

11.2.30 Call Logging and Reporting with automatic export. Including customized reports.

GoTo Connect provides system reporting through a variety of reports. These include data such as mean/min/max reports and time-of-day reports for all extensions and numbers, and downloadable call detail reports. The following list details GoTo Connect's capabilities for providing enhanced visibility into our call accounting solution:

- Call Logs: Detailed call information that includes dates, times, extensions, numbers, duration, type, and direction of all calls.
- Call Analytics. Interactive reports, charts, tables, maps, and graphs that provide overview and aggregated information on GoTo Contact Center Hosted VoIP usage.
- Queue Usage. Detailed information on call center agents and queue activity including historical wait times, abandon rates, and more.
- User Lists. Specific details on users of GoToConnect Hosted VoIP including names, extensions, voicemail boxes, DIDs, fax settings, device information, and other configuration information.
- Monthly Invoices. Detailed information on billable services including number of handsets, DIDs, toll free and international usage, recently added handsets, etc.
- Aggregated Invoice Statements. Combined billing report for all sub-entities which includes totals and line items for each account associated with a parent account.

In addition to the capabilities listed above, GoTo can provide any number of custom reports at your request. Like all of GoTo Connect's features, system reporting capabilities are provided at no additional cost.

11.2.31 Unlimited Auto Attendant/Hunt Groups.

GoToConnect supports unlimited ring groups/hunt groups. GoToConnect expands the usefulness of this feature by assigning ring groups a unique extension and simplifying the process of adding/removing users from a group. There is no limit to the number of ring groups that are allowed on the system, nor is there any charge for this feature.

Ring groups provide "ring all" service. Also included with the standard GoTo Connect license is the ability to set up queues, which will provide additional ring strategies. One difference is that users will need to log in to the queues to participate.

For analytics and reporting on the use of queues, as well as agent and supervisor capabilities, a GoTo Contact Center license is required. But basic queue use is included as a standard feature of GoTo Connect without additional charge.

The GoTo Connect IVR / auto attendant provides callers with automated answering, prompting, and call routing based on caller input, without the need for a live attendant. All auto attendant settings are configured and customized within the GoTo Connect administrator portal (aka GoTo Admin) using the Dial Plan Editor and include: unlimited menu options, individualized greetings, and schedule-based call routing. With the GoTo Connect solution, unlimited auto attendants are an integrated part of the basic telephone system, included at no additional cost and without requiring the support of a separate server or external system.

11.2.32 Unlimited Calls to US-CA-MX, and no long-distance charges.

Unlimited domestic local and long-distance calling (including Canada) is included with GoTo Connect for no additional charge. Additionally, calls to landlines and some mobile numbers in 52 countries are included for no additional charge. Other international calls are metered at a per-minute rate and will be included on monthly invoices. To view international calling rates, please visit

<https://www.goto.com/connect/international-calling>.

Toll-free calling is 1.9 cents per minute.

GoToConnect offers unlimited local and long distance calling at the standard seat price, without add-ons or service upgrades. GoTo's solution also has some of the most competitive international calling rates in the industry; these rates can be viewed at <https://www.goto.com/connect/international-calling>.

11.2.33 Included Call Recording retained for 90 days (Additional retention time to be available upon request for additional cost).

GoToConnect's call recording application allows users to record some or all of the calls to and from their account. Administrators can enable system-wide recording or set up recording only on specific phone numbers and extensions. These settings can also be adjusted on an on-demand basis but must be in place before call recording can be initiated. Users can pause and resume call recording during a call if call recording has been enabled by dialing a code on their phone.

Call recordings are stored in the Cloud, so they can be accessed from virtually anywhere. Each customer has a choice regarding where the recordings are stored - They can set up their own AWS S3 storage bucket and provide credentials to the GoToConnect admin portal or they can opt to have call recordings hosted by GoTo. With the first option, the customer has full control of retention and access policies. In the second option, GoTo will keep the recordings for 13 months, then they will be deleted. It is possible, however, for the customer to download the recordings prior to that time.

Recordings are stored as .MP3 files if stored by GoTo. Users opting to store recordings in their own AWS S3 bucket can choose between MP3, WAV and WAV49 formats. GoToConnect automatically creates and organizes stored files by year, month, and day, respectively. Recordings can be accessed through Call Detail Reports where there is a link to play a particular recording as well as the button to download the recording.

11.2.34 Optional Call Recording transcription availability.

Voicemail transcription is supported and can be enabled for any user(s).

Call transcription is a newly released feature that is part of GoTo Contact Center **Conversation Review**.

Within the Queue Caller — Summary table, you are able to access **Conversation Review**, which is designed to enhance the ability to analyze customer interactions and improve overall service quality. Conversation Review provides a comprehensive view of call details, recording playback, interaction journey, notes and call transcript.

11.2.35 Mobile App (Android/iOS).

The GoToConnect Mobile softphone application mirrors the functionality of the desktop handset, allowing users to access similar features and functionality from their iOS or Android smartphone or

tablet device. GoToConnect Mobile allows users to make, receive, and transfer calls the same way they would from their office, without giving out their personal cell phone number.

11.2.36 Messaging via SMS/MMS.

The GoToConnect unified client allows users to exchange SMS text messages using their business phone number. In addition, chat functionality (ie instant messaging) is built-in to the solution. Collaboration is accomplished through the meetings and chat functionality that is part of GoToConnect.

11.2.37 Ability for Virtual FAX Users to add “Store & Forward FAX” Analog Adapter if needed.

GoTo Connect can support traditional and virtual faxing. To support traditional fax, GoTo provisions an ATA that, when connected to the LAN, outputs an FXS (analog) line delivering dial tone to a fax machine. This device is placed next to the fax machine; inbound and outbound faxing occurs as normal.

Please note that the cloud-based solution provides a simpler fax functionality in that all users automatically have the ability to virtually send and receive faxes using their GoTo Connect account. This feature is provided at no additional charge. Incoming faxes are converted to .PDF files and are received by the user in his or her email inbox or in their GoTo Connect app (desktop, web, or mobile). The same users can send faxes by attaching any of a number of supported file types to an email message and sending it to the destination fax number via GoTo Connect’s email-to-fax feature or using their GoTo Connect app (desktop, web, or mobile).

For a user to be able to fax from/to their GoTo Connect app, the administrator needs to have created a virtual fax machine and given the user permissions to use it.

11.2.38 Unlimited Virtual FAX Users.

Yes, this is supported.

11.2.39 Ability for Virtual FAX Users to add “Store & Forward FAX” Analog Adapter if needed.

Answered previously.

11.2.40 Physical fax machines will be equipped to send and receive faxes.

GoTo Connect can support traditional and virtual faxing. To support traditional fax, GoTo provisions an ATA that, when connected to the LAN, outputs an FXS (analog) line delivering dial tone to a fax machine. This device is placed next to the fax machine; inbound and outbound faxing occurs as normal.

Please note that the cloud-based solution provides a simpler fax functionality in that all users automatically have the ability to virtually send and receive faxes using their GoTo Connect account. This feature is provided at no additional charge. Incoming faxes are converted to .PDF files and are received by the user in his or her email inbox or in their GoTo Connect app (desktop, web, or mobile). The same users can send faxes by attaching any of a number of supported file types to an email message and sending it to the destination fax number via GoTo Connect’s email-to-fax feature or using their GoTo Connect app (desktop, web, or mobile).

For a user to be able to fax from/to their GoTo Connect app, the administrator needs to have created a virtual fax machine and given the user permissions to use it.

11.2.41 CDS and Xmedius fax servers will have necessary equipment to properly send and receive faxes.

We provide our own fax servers.

11.2.42 Fax failure rate average will be 5% or less.

We have a 93% success rate on the first try. In the case of fax transmission failures, an email will be sent with the reason for the failure in easy to understand verbiage.

11.2.43 Unlimited Virtual FAX Users.

Answered previously.

11.2.44 Available Voice backup solution for network/internet redundancy

In the event of failure -

1. On the GoTo side - Every level of GoTo Connect Cloud is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Within GoTo Connect Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy.
2. On the customer side, WAN failure - Best practice is to have redundant WAN connections. In addition, GoTo offers an on premise gateway called GoTo Business Continuity. It requires 2, 4, or 8 analog lines and provides backup in the event of a failure of internet connectivity to customer location. It provides automated failover if it detects loss of WAN connection and provides continuation of extension to extension dialing in addition to several analog lines for calling out, especially intended for but not limited to E911 calls. Finally, with the GoToConnect Mobile app on employees' Android or iOS cell phones, calls will ring directly on the app on their phones, even if the internet is down at a particular site.

11.2.45 Ability to create call trees and record greetings. Multiple greetings to be available for selection and/or time based scheduling.

GoToConnect's award-winning Dial Plan Editor is the only tool in the industry that allows user administrators to map out call flows visually using a drag-and-drop canvas. Plan exactly where incoming calls will go with elements like wait times, auto attendants, voicemail boxes, sound clips, http notify nodes, ring groups, modify caller ID nodes, and more. Make dial plan changes in real time with endless configuration possibilities. Additionally, different call patterns can be set to accommodate variable work hours, after hours, or holiday hours.

GoToConnect provides users with the ability to create an unlimited number of greetings or messages. These greetings/messages can be used at any point in their dial plans (with or without an auto attendant). Messages can be played to all callers, only those reaching a specific department, or even to specific VIP callers based on their incoming number. Notifications and marketing messages can be recorded directly into the system through the GoToConnect administration portal or imported in just a few easy steps, and updated and changed in real time right from the desktop.

11.2.46 Hold queues.

GoTo Connect offers call hold as a basic feature for all its clients. Administrators choose whether callers listen to a customized hold music playlist or an uploaded sound clip until the call is picked up again.

11.2.47 Call Center capability.

GoTo Contact is one contact center for both inbound and outbound activity.

Get real-time visibility - Supervisors can keep an eye on every customer interaction and gain insights into call activity. Assign agents where they're needed most and manage staffing on the fly for smoother experiences.

Use analytics to improve performance - Gauge how the team is doing with call analytics and agent-specific dashboards. See stats like total talk time and wait time and find ways for your team to improve.

Inbound

- Boost customer satisfaction and improve retention with a system built for inbound support.
- Customize call flows and dashboards and create a system that works for your team
- Put customers in touch with the right people with intelligent call routing and auto-queue callback
- Listen to calls and give agents real-time feedback with Whisper and Barge modes
- Track call activity and agent performance with analytics
- And more

Outbound

- Supercharge your sales org with powerful features built for outbound calling and prospecting.
- Maximize revenue and never miss a call with Outbound Dialer
- Save reps time and boost productivity with pre-recorded agent messages
- Keep waiting callers engaged with in-queue SMS chat
- And more

11.2.48 Capable and configured for overhead paging including zoning.

GoTo can interface with existing paging/intercom equipment, preserving that investment in existing infrastructure. To do this, an ATA (analog telephone adapter) device is provisioned that (when connected to the LAN) connects GoToConnect and the existing paging infrastructure. Both amplified and non-amplified audio can be output from the paging adapter. When implemented, the paging adapter is simply dialable as an extension on the system (for security a password can be required before connecting).

11.2.49 Available Voice backup solution for network/internet redundancy. Vendor must be a healthcare focused services partner, specializing in clinical workflow automation for both On-Premise and Cloud resources.

GoTo understands that system reliability and uptime are of paramount importance to all of our customers. Every level of GoTo Connect is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability.

GoTo Connect is currently hosted in a combination of public cloud and private infrastructure and has fully redundant computing and networking components. In the public cloud, GoTo is leveraging both AWS and Oracle Cloud Infrastructure (OCI), specifically in the West Coast (Oregon, Phoenix), East Coast (N. Virginia, Washington), South America (São Paulo) and Asia Pacific (Singapore) regions. In addition, GoTo collocates with top-tier data center facilities, offering high levels of security, redundancy (including power, cooling, and network), and scalability. Data centers are geographically situated to provide fast and reliable network access and to minimize round-trip latency for GoTo's hosted services. GoTo data centers are located in Chicago IL and Los Angeles CA. Additional GoTo data centers located outside the US are in Frankfurt DE, London UK and Sydney AU.

This allows us to guarantee an uptime of 99.99% in any calendar year. While we guarantee and promote our 99.99% uptime, we are constantly tracking this and have seen 99.995% or better uptime for the last 6+ years. That equates to roughly 2 minutes and 10 seconds of downtime a month, or 26 minutes and 5 seconds a year.

12 VENDOR'S COMMITMENT AND APPROACH

12.1 Vendor Company Background

12.1.1 The Vendor will provide its qualifications for this project including a brief company history, company ownership, factories and offices, list of products and manufacturers represented, and significant projects completed. The Vendor will also indicate any additional information that will be helpful to the owner's evaluation.

This has been outlined in our proposal.

12.1.2 Description of the Vendor's Proposed Approach and Technical Solution:

12.1.2.1 The Vendor will describe overall implementation process, both before and after the effective date of the contract. The process will include identifying and initiating the Vendor's Management Team and the timing of that team being on board. The implementation plan should include:

- **The overall approach. Vendor shall include a detailed work plan and recommended phasing plan with this RFP response.**
- **The major activities and schedules.**
- **The roles and responsibilities of the parties during the transition period and after onboarding is complete.**
- **List all costs the Vendor expects others to assume that are not already stated within this RFP.**

This has been outlined in our proposal.

12.1.2.2 Proposed Vendor's Project Team and Staffing Plan

Your implementation team will consist of a Project Manager, Field Engineer, Project System Trainer, and others from GoTo. All members of your implementation team are highly qualified and skilled at implementing, maintaining and administering the GoToConnect solution. Specific information regarding qualifications can be provided once team members are assigned at time of contract acceptance.

You will have the support of an experienced Project Manager who has years of experience in the industry and supporting projects like this implementation. Your Project Manager:

- Serves as a product & systems expert available to support your needs and how our solution can meet them.
- Develops, promotes, implements and manages remote training functions.
- Consults and collaborates with key stakeholders to best meet customer's needs..
- Creates, administers, and evaluates appropriate team assessments for advancement.
- Effectively manages contacts in multiple organizations.
- Collaborates with sales organization and channel partners to conduct client education and training.
- Simultaneously handles and prioritizes client escalations and issues

12.1.2.3 Provide a list of project team members including name, office location, qualifications, experience, and time with the company and project responsibilities for each.

This will be determined upon award of contract.

12.1.2.4 Where subcontractors, distributors or local service offices are utilized, responsibility for project supervision and completion will remain with the Vendor.

GoTo has read and understands.

13 FINAL PRICING & RESPONSE

13.1 Magnolia Regional Health Center considers all pricing configurations, provided herein, to be best and final when submitted by Vendors. Adjustments to the configuration or pricing will not be accepted after submission of this document unless solicited by Magnolia Regional Health Center or the owner's representative.

GoTo has read and understands.

13.2 Provide a bill-of-materials for the proposed solution including an itemized listing of all proposed materials, components and labor. If applicable, the bill-of-materials shall include model number, description, quantity, unit list price and discounted price for each item.

GoTo has provided this within our proposal.

13.3 What is the annual cost(s) for full solution support/maintenance:

	Phone System Service Solution	
A. For the first year service	\$ 0.00	/year
B. For the second year service:	\$ 0.00	/year
C. For the third year service:	\$ 0.00	/year

As a hosted cloud based solution we provide remote service and 24/7 support at no additional charge.

13.4 What are your normal business hours for maintenance and repair calls?

GoToCustomer Experience brings together the expertise of the GoTo Service Account Management, Technical Support, and Customer Service teams to deliver world-class, personalized service and support. All GoTo Customer Experience teams are Americas-based and available 24/7, through multiple channels, including toll free telephone and email. All access is unlimited and included in your monthly service fees. No additional contracts are required or fees apply.

Once you are onboarded and have reached Go-Live, a Customer Success Manager will be assigned to your account.

GoTo provides extensive online help through our support page - <https://support.goto.com/connect>. Here you can search for the topic you have questions about and find numerous articles and videos to help. Each article also has a link to "Contact Support" if you need additional information. This link will route you to the support team members who know the most about that particular topic.

If you prefer to be placed in the general support queue, click on the "Contact Support" button on this page: <https://support.goto.com/connect/help/how-do-i-contact-customer-support>. From the support site "My Cases" link at the top of the page, you can also view a list of your cases and get the latest status on them.

In addition, GoTo also offers optional VIP Support, which does have a cost associated with it. This additional level of support provides access to:

- A dedicated team of Technical Account Managers
- Priority-based responses and a committed SLA
- A dedicated phone number and case routing
- A VIP Support portal for submitting and managing cases
- Proactive notification for emergencies, maintenance, and product updates

13.5 What is your response time for routine maintenance and repair calls that cannot be handled by the owner's technician during normal business hours:

All GoTo Connect customers have 24x7 customer support included. Customer Support SLAs are as follows:

Customer Support SLAs

- We aim to answer 80% of our calls within 2 minutes of a call landing in our queue. This does not include time spent making choices in the phone system.
- We respond to emails within 24 hours.
- We automatically close correspondence with a customer after 72 hours of no response.

Setup Team SLAs

- We aim to achieve a 2-minute average speed of answer for inbound calls to the Setup Team. We currently maintain an 80% success rate.
- We assign voicemails within 24 hrs and respond within 24 hrs of being assigned.
- We assign initial email correspondence within 24 hrs and respond within 24 hrs of being assigned.
- We respond to follow up emails within 24 hours. We follow up on emails with no reply every four business days.
- We automatically close correspondence with a customer after 24 business days of no response.

Support Engineers SLAs

Note: This is our highest level of escalation within Customer Support.

- We aim to achieve a 3-minute average speed of answer for inbound calls to Support Engineering. We currently maintain a 90% success rate.
- We assign voicemails within the hour and respond within an hour of being assigned.
- We assign initial email correspondence within the hour and respond within an hour of being assigned.
- We respond to follow up emails within 24 hours.
- For enterprise customers with specialized contracts, please refer to SLA requirements listed in your contract.
- We automatically close correspondence with a customer after 72 hours of no response.

The entry point into the escalation process is through the local Technical Support Center. When connected, ask for the Escalation Manager. Please have any relevant case numbers available to help GoTo quickly identify the case owners. Advise the Duty Manager of the situation including what actions you feel are required from GoTo, production dates or deadlines that may be adversely affected, and any other anticipated business impact if the case is not promptly resolved. The Duty Manager is empowered to make a judgment on next steps. However, if the situation is complex and has the possibility of a severe business impact, the Escalation Manager can assign a dedicated Manager who will assume ownership of the problem and become your management point of contact during the escalated condition. This Manager has access to a team of escalation leaders who are empowered to maintain the momentum of resolving the case. These leaders will, where appropriate, engage the right executives within GoTo.

- | | |
|--------------------------------------|---------------------------------|
| A. Target response time: | <u>See response above</u> hours |
| B. Typical response time: | <u>See response above</u> hours |
| C. Guaranteed maximum response time: | <u>See response above</u> hours |

13.6 What is your response time for maintenance and repair calls that cannot be handled by the owner's technician after normal business hours:

- A. Target response time: See response to 13.5 hours
- B. Typical response time: See response to 13.5 hours
- C. Guaranteed maximum response time: See response to 13.5 hours

13.7 What is your response time for emergency repairs for major system failures:

- A. Target response time: See response to 13.5 hours
- B. Typical response time: See response to 13.5 hours
- C. Guaranteed maximum response time: See response to 13.5 hours

13.8 Will the 24-hour service number be answered by a company employee or answering service?

- A. 24-hour service number: 866 - 890 - 8931

13.9 Will vendor assign a primary technician to this account?

Yes

13.10 Vendor's proposal shall include a problem escalation procedure including names, titles and telephone numbers for personnel involved in escalation procedure. Provide flow chart and time expectations for response before invoking next step of escalation procedure.

The entry point into the escalation process is through the local Technical Support Center. When connected, ask for the Escalation Manager. Please have any relevant case numbers available to help GoTo quickly identify the case owners. Advise the Duty Manager of the situation including what actions you feel are required from GoTo, production dates or deadlines that may be adversely affected, and any other anticipated business impact if the case is not promptly resolved. The Duty Manager is empowered to make a judgment on next steps. However, if the situation is complex and has the possibility of a severe business impact, the Escalation Manager can assign a dedicated Manager who will assume ownership of the problem and become your management point of contact during the escalated condition. This Manager has access to a team of escalation leaders who are empowered to maintain the momentum of resolving the case. These leaders will, where appropriate, engage the right executives within GoTo.

All GoTo Connect customers have 24x7 customer support included. Customer Support SLAs are as follows:

Customer Support SLAs

- We aim to answer 80% of our calls within 2 minutes of a call landing in our queue. This does not include time spent making choices in the phone system.
- We respond to emails within 24 hours.
- We automatically close correspondence with a customer after 72 hours of no response.

Setup Team SLAs

- We aim to achieve a 2-minute average speed of answer for inbound calls to the Setup Team. We currently maintain an 80% success rate.
- We assign voicemails within 24 hrs and respond within 24 hrs of being assigned.
- We assign initial email correspondence within 24 hrs and respond within 24 hrs of being assigned.

- We respond to follow up emails within 24 hours. We follow up on emails with no reply every four business days.
- We automatically close correspondence with a customer after 24 business days of no response.

Support Engineers SLAs

Note: This is our highest level of escalation within Customer Support.

- We aim to achieve a 3-minute average speed of answer for inbound calls to Support Engineering. We currently maintain a 90% success rate.
- We assign voicemails within the hour and respond within an hour of being assigned.
- We assign initial email correspondence within the hour and respond within an hour of being assigned.
- We respond to follow up emails within 24 hours.
- For enterprise customers with specialized contracts, please refer to SLA requirements listed in your contract.
- We automatically close correspondence with a customer after 72 hours of no response.

Further information, such as name and numbers will be provided further along in the sales cycle.

13.11 Vendor's proposal shall include sanctions for not meeting included metrics.

Our SLA has been provided with our response.

14 EXCEPTIONS

14.1 List below and explain any exceptions taken (Note: failure to list any exception will signify compliance with the specifications, requirements, terms and conditions stated herein):

GoTo acknowledges receipt of your Terms and Conditions. If awarded the contract, we proposes to deliver the services outlined in our proposal under terms that are materially consistent with our standard Terms of Service (see <https://www.goto.com/company/legal/terms-and-conditions>), however, we are open to mutually agreed upon modifications to align with the RFP terms Our services meet relevant industry standards and regulatory requirements, ensuring secure and reliable solutions tailored to our customers.

14.2 Vendor to list specific assumption of any work that is to be provided by others.

None to state.

I certify that the equipment and software being bid, meets or exceeds the requirements as set forth in these specifications.

Company: GoTo Communications, Inc.

Signature: *Laura Lau*

Name & Title: Laura Lau, Account Executive

Date: August 13, 2024



GoTo Communications, Inc.
333 Summer Street, 5th Floor
Boston, MA 02210-1702

ORDER FORM

CONTACT INFORMATION.

<p>Customer: Magnolia Regional Health Center Address: 611 Alcorn Dr, Corinth, Mississippi United States, 38834-9321 611 Alcorn Drive</p> <p>Main Contact: Email:</p> <p>Phone:</p> <p>VAT/TVA/ABN Number:</p>	<p>GoTo Representative:</p> <p>Name: Laura Lau Email: laura.lau@goto.com</p> <p>Phone:</p> <p>Fax:</p> <p>QUOTE OR OID #: Q-877990</p> <p>UID #:</p> <p>Opp ID #: 2407297669308</p> <p>Quote Date: 08-13-2024</p> <p>Quote Expiration Date: 09-11-2024</p>
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TERM & BILLING INFORMATION.

<p>Payment Method: Invoice Term & Billing Frequency: Annual Monthly Payment Terms: Net 15</p>
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AGREEMENT.

This Order Form is governed by the terms of the Terms of Service found at <https://www.goto.com/company/legal/terms-and-conditions> unless: Customer has a written agreement mutually agreed upon by GoTo for such Services, in which case such written agreement will govern; or (ii) to the extent otherwise set forth in the Supplemental Terms below. The foregoing shall exclude any terms and conditions referenced on a Customer purchase order and will incorporate the [Contracting Entities Table](#) and the [Service Descriptions](#).

Supplemental Terms: Notwithstanding anything to the contrary in the Agreement, the following supplemental Terms apply:

Purchase Order Process:

If the order is in excess of 50K USD, or this order's currency equivalent, GoTo requires a PO with the executed order in the name of the contracting entity noted above. Please complete:

Require a PO?

Requires a PO, see below:

Customer PO#:

PO Expiration Date (if applicable):

SIGNATURES. By signing below, the signatory represents it is legally authorized to enter into the Agreement and agrees to be bound to all terms contained in the Agreement.

CUSTOMER: Magnolia Regional Health Center		If Billing Contact is different than above, please provide:	
Signature:		Billing Address:	
Name:		Billing/Invoicing Contact:	
Title:	Customer Authorized Signatory	Telephone:	
Date:		Email:	

CTI's REBATE to Magnolia Reginal Health Center IS \$30,000

Please note: Rebate is paid out upon project completion and once in billing status.

The dates shown are based on the date the quote was created by the rep and these dates will adjust based on the date the contract is signed			
Service Start Date	08-13-2024	Billing Start Date	10-12-2024
Number of Free Months	2	First Invoice Date	11-01-2024
Contract End Date	08-31-2027		

SERVICES & FEE SUMMARY. Estimated taxes and fees are included where indicated below.

TODAY'S TOTAL:					
Name	Quantity	MSRP	Discount	Jive Price	Total
Professional Services - Per Seat GTC Managed Install (Over 50 Licenses)	700	USD 50.00	USD 40.00	USD 10.00	USD 7,000.00
Voice Number DID Port - Configuration Fee	700	USD 5.00	USD 5.00	USD 0.00	USD 0.00
Poly VVX 450 (w/ Power Supply)	50	USD 361.95	USD 216.19	USD 145.76	USD 7,288.00
Poly VVX 250 (w/ Power Supply)	650	USD 236.95	USD 194.91	USD 42.04	USD 27,326.00

Poly VVX EM 50 Expansion Module (EM50)	50	USD 251.95	USD 107.64	USD 144.31	USD 7,215.50
Taxes and Fees:					USD 2,928.07
TOTAL AMOUNT:					USD 51,757.57

MONTHLY TOTALS:						
Name	Contract Terms (Months)	Quantity	MSRP	Discount	Jive Price	Total Price
GoToConnect Standard	36	700	USD 22.00	USD 9.05	USD 12.95	USD 9,065.00
Voice - Standard DID - Monthly Charge	36	700	USD 5.00	USD 4.75	USD 0.25	USD 175.00
Taxes and Fees:					USD 1,029.29	
TOTAL AMOUNT:					USD 10,269.29	

The dates shown are based on the date the quote was created by the rep and these dates will adjust based on the date the contract is signed					
Service Start Date	08-13-2024	Billing Start Date	10-12-2024		
Number of Free Months	2	First Invoice Date	11-01-2024		
Service Renewal Date	09-01-2027				

CTI's REBATE to Magnolia Reginal Health Center IS \$30,000
Please note: Rebate is paid out upon project completion and once in billing status.

APPENDIX

Implementation Plan

GoTo's Professional Services team provides personalized support no matter the size of your business. Our expert team will guide you through the entire implementation process, from project inception through go-live, with best practice recommendations to help your business thrive.

Managed Install includes hands-on project management, implementation, and deployment. You will have a dedicated team of experienced technical experts assigned to your account.

The following are included with Managed Install -

- An Implementation Project Manager
- Weekly check-in calls
- An assigned Field Engineer (virtual)
- A Dedicated Trainer
- Program Plan and Strategy
- Network Verification
- Porting Guidance
- Call flow configuration
- System Test and Activation
- Training for Admins and Users
- Go-Live Support.

Once the deal closes, our Professional Services team will kick off the onboarding process by scheduling an initial meeting with you to introduce you to your Professional Services team. The onboarding experience includes dedicated resources to keep everyone accountable to the tasks and milestones of the project. We will schedule weekly calls with you and the Project Manager, Field Engineer, and System Trainer to track installation progress. The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase. In general, the initial phases of the installation schedule have multiple tasks being managed at a single time. Each task is assigned to specific members on the project team and will include telephone number ordering and porting, fax number ordering and porting, hardware procurement, system specification and design, telecom legal authorization, and approval documentation.

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across the following phases of the implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization.

- **Initiating:** GoTo Project Managers (PMs) review expectations and gather customer information and preferences required for system configuration and number porting. They clearly define transition activities, timelines, and responsibilities for the customer and the GoTo implementation team. Detailed statement of work, project plan (with schedule), and preliminary order paperwork are prepared and presented to the customer for review and approval. GoTo engineers assess the current communications environment and identify system needs. They prepare a detailed assessment report and network diagram(s) outlining recommended network configuration.
- **Planning:** The Project System Trainer or Field Engineer will hold a training with the customer and work together, with the customer, to build out the PBX. They establish a communications plan, scheduling regular status meetings with the customer and GoTo sales, engineering, training, project management, and deployment teams. They will work with you through system testing and training plans for the completed solution most fit for your needs.

- **Executing:** GoTo engineers help to configure GoToConnect, providing requested guidance with dial plans and other features according to customer-provided specifications and preferences. Engineers also complete any specialized integration requirements, upon further scoping. Fulfillment specialists order equipment and monitor the number porting process. Regular status calls ensure the transition process stays on-track with established milestones and timelines.
- **Testing:** GoTo quality assurance specialists test every feature to ensure it is operating correctly and in accordance with customer specifications. Engineers test the network configuration and, if applicable, test and turn up the GoTo broadband data connection. Fulfillment specialists test E911 configurations in compliance with Federal regulations. All GoTo hardware - including handsets, routers, and other equipment - arrives on the customer location pre-provisioned and ready for immediate plug-and-play. GoTo PMs and engineers work with the customer to test and verify all system features and functions. Dedicated project system trainers provide administrator and end user training to familiarize the customer with GoToConnect.
- **Project Completion:** Numbers port from the losing carrier to GoTo, all system features and hardware endpoints are activated, and call processing (inward and outward) is initiated. Once live, a dedicated GoTo Customer Success Manager (CSM) is available to support the system and troubleshoot and resolve any service issues.

Schedule

GoTo's deployment team works closely with customers to establish timelines and schedules to fit individual needs. GoTo's general installation timeline varies based on client requests and complexity of the overall project (generally between 3 and 45 days). The details of each location and the overall project will be discussed and agreed upon at the initiation of the implementation phase. In general, the initial phases of the installation schedule have multiple tasks being managed at a single time. Each task is assigned to specific members on the project team and will include telephone number ordering and porting, fax number ordering and porting, hardware procurement, system specification and design, telecom legal authorization, and approval documentation. The entire project management and implementation plan is online via a tool called GuideCX, which provides real-time project management and feedback on status.

Onboarding Process: Enterprise Project Management

Phase 1: Project Planning (1-2 Days)

- Review Project Requirements
- Assign Project Resources
- Prepare Statement of Work and Project Plan
- Schedule External Kickoff call with Customer

Team Members: Project Manager

Phase 2: External Kickoff (1-2 Days)

- External Kickoff call
- Review and Sign Statement of Work
- Outline Implementation Plan
- Paperwork Orientation
- Project Risk Assessment

Team Members: Project Manager, Partner/Customer

Phase 3: Preparation and Submission (10-14 Days)

- Complete and Return Paperwork
- Assist Engineer in network assessment.
- Order Equipment
- Submit Number Transfer Request
- Schedule Onsite Work (if purchased)

Team Members: Project Manager, Engineer/Trainer, Partner/Customer

Phase 4: Implementation (4-6 weeks)

- Onsite phone placement (if purchased)
- Provide training on platform and phones.
- Onsite network implementation (if purchased)
- Configure network to support phones.
- Build-out and configure Call Flow
- Transfer numbers to GoTo.
- Route numbers to destinations in bulk
- Pre Go-Live Check

Team Members: Engineer/Trainer,
Partner/Customer

Phase 5: Testing and Finalization (2 weeks)

- Go Live
- Test Network Equipment Failover (if applicable)

- Test calls to 911.
- Test Phones
- Resolve any Outstanding Issues
- Transition Account to Normal Operations

Team Members Involved: Project Manager,
Partner/Customer, Client Success Manager

Training & Support Plan

GoTo uses proven best practices and a proactive, high-touch approach to manage the implementation of all new GoTo Voice and UC solutions. Applied across all phases of the implementation life cycle, the GoTo approach delivers consistent, high-quality results that minimize the pain traditionally associated with changing your telephone service provider while at the same time maximizing the impact of GoToConnect across your entire organization. Part of this process is training. The following types of training are available, all at no extra charge to the customer with the exception of onsite training requirements.

Administrator Training

GoTo follows a “train the trainer” methodology in its administrator trainings, providing participants with the ability to train other members of the organization upon completion. All trainings, with the exception of on-site classes, are provided for no additional cost. The following administrator training options are available:

4. **Customer On-Boarding Training.** GoTo provides on-boarding administrator trainings provided by specialized GoTo customer service personnel. These one-hour trainings, done over the phone with screen-sharing, are tailored to customer needs and provide an overview of how to configure and use GoToConnect specifically for their organization. Customers may schedule additional follow-up sessions as required at any time.
5. **Online Video Tutorials.** GoTo has created a series of training videos demonstrating the configuration and utilization of GoToConnect. The videos are located here: <https://support.goto.com/connect/user-guide/getting-started-users>
6. **Administrator Guide.** GoTo has detailed written guides that provide instructions on how to use all features included with GoToConnect. Guides are available online here: <https://support.goto.com/connect/user-guide/getting-started-admins> and can also be provided in printed format.
7. **Ad Hoc Training.** GoTo Customer Service Representatives are available for phone-based trainings on an ad hoc basis. Customers may either schedule a time with a Customer Service Representative to attend a personalized training or they may simply call GoTo customer service with any questions they have. Ad hoc training is provided to all customers at no additional cost.
8. **On-Site Administrator Training Classes.** On-site classes include training on the web-based PBX controls (administrator software), Dial Plan Editor, and Call Reporting applications. Classes are administered on the customer site; additional charges may apply.

End-User Training

GoTo also offers several training options for end-users, all for no additional cost. Training topics range from actual handset utilization (e.g. “how do I transfer”) to voicemail settings. The following options are available:

- **Self-Guided Training.** GoTo provides online video tutorials, quick-start and quick reference guides, and interactive user manuals similar to those provided for administrators for end users. These training references are available online at any time and are provided at no additional cost. GoTo Getting Started for Users can be found here: <https://support.goto.com/connect/user-guide/getting-started-admins>
- **Administrator-Led Training.** GoTo will provide customers with access to training support materials to enable administrators who have completed GoTo administrator training to train other members of their organization. Materials are available online at any time.
- **Ad Hoc Training.** GoTo Customer Service Representatives are available for phone-based user training on an ad hoc basis. Customers may either schedule a time with a Representative to attend a personalized user training or they simply call GoTo customer service with any questions they have.
- **On-Site User Training Classes.** On-site classes include training on end-user features like Find Me/ Follow Me settings and voicemail configuration, as well as an overview of handset operations and settings. Classes are administered on-site upon request; additional charges may apply.

Technical Support

GoTo Customer Experience brings together the expertise of the GoTo Service Account Management, Technical Support, and Customer Service teams to deliver world-class, personalized service and support. All GoTo Customer Experience teams are Americas-based and available 24/7, through multiple channels, including toll free telephone and email. All access is unlimited and included in your monthly service fees. No additional contracts are required, or fees apply.

Once you are onboarded and have reached Go-Live, a Customer Success Manager will be assigned to your account.

GoTo provides extensive online help through our support page - <https://support.goto.com/connect>. Here you can search for the topic you have questions about and find numerous articles and videos to help. Each article also has a link to "Contact Support" if you need additional information. This link will route you to the support team members who know the most about that particular topic.

If you prefer to be placed in the general support queue, click on the "Contact Support" button on this page: <https://support.goto.com/connect/help/how-do-i-contact-customer-support>. From the support site "My Cases" link at the top of the page, you can also view a list of your cases and get the latest status on them.

In addition, GoTo also offers optional VIP Support, which does have a cost associated with it. This additional level of support provides access to:

- A dedicated team of Technical Account Managers
- Priority-based responses and a committed SLA
- A dedicated phone number and case routing
- A VIP Support portal for submitting and managing cases.
- Proactive notification for emergencies, maintenance, and product updates



SERVICE LEVEL AGREEMENT – GOTOCONNECT SERVICES

Introduction

This Service Level Agreement (“SLA”) supplements your service agreement and describes the specific service level agreement for the GoToConnect Hosted VoIP service, GoTo’s cloud-based telephony service which routes voice calls over the Internet from our data centers to your office location and vice-versa (“Service”), provided by GoTo through its communications subsidiary (“GoTo”).

Service Commitment

GoTo will use commercially reasonable efforts to maintain Availability of at least 99.99% in any given calendar quarter (“Service Commitment”).

Service Credits

If Availability drops below 99.99% as a result of Critical Error(s) or any other reason (excluding a Force Majeure Failure) for any calendar quarter, GoTo may issue you a credit against recurring charges on your next invoicing cycle, in an amount corresponding to the credit table below, as follows:

AVAILABILITY	CREDIT ON RECURRING CHARGES
<99.99%	0%
<99.90%	5%
<99.80%	10%
<99.70%	15%
<99.60%	20%
<99.50%	25%
<99.40%	30%
<99.30%	35%
<99.20%	40%
<99.10%	45%
<99.00%	50%

For purposes of clarification, any Critical Errors induced to resolve an initial Critical Error shall not be counted as separate events (for example, if an inability to hear by multiple callers requires a re-boot of the machine, it shall be treated as a single event for the purposes of these calculations).

A Service Credit may only be applied to invoices issued after the calendar quarter in which the Service Commitment was not met. Service Credits are not cumulative and may not be redeemed for cash or refunded upon termination. Upon termination or expiration of your Services, any unapplied Service Credits will expire.

Request Reporting and Submission

Follow GoTo’s reporting procedure carefully to ensure any service credits are applied properly. Before reporting an issue, confirm the problem is replicable from one or more sources internally. Only authorized contacts listed on the client account can formally report issues to GoTo. The following table provides examples of potential issues that are reported to GoTo and may affect service credits:

PRIORITY	SUMMARY	EXAMPLE(S)	RESOLUTION TARGETS
1	Total loss of service. Voice quality deemed unusable.	Inbound calls do not connect. Users cannot dial outbound. Incomprehensible audio.	Initial Response: Within 15 min. Best Effort Resolution: Within 4 hrs.
2	Degraded service performance. Isolated call incidents. Impaired feature functionality	Calls sound choppy. Dropped calls. Cannot dial a certain number.	Initial Response: Within 4 hrs. Best Effort Resolution: Within 24 hrs.
3	Service change request. Issues impacting a single user/phone.	A phone will not connect. Need to change inbound call routing.	Initial Response: Within 24 hrs. Best Effort Resolution: Within 72 hrs.

To make a credit request:

1. Create a ticket online at <https://support.goto.com/connect>. In your ticket:
 - a. Describe issue (e.g., "Inbound calls to number xxx-xxx-xxxx not ringing through")
 - b. Include relevant details (e.g., "Start time, how to replicate, scope of affected users")
 - c. State priority level (e.g., "1, 2, or 3 based on the above table")
2. You will receive a ticket number response, indicating a ticket has been opened for the issue.

The issue will be internally logged and confirmed by the GoTo Communications support team. We will make reasonable efforts to review your open ticket in accordance with the target resolution times stated above. Your response will then be processed via phone or email, and a resolution path suggested.

You must submit your request within 5 business days of the end of the calendar quarter in which the incident occurred. If GoTo confirms that it failed to meet its Service Commitment, then GoTo will provide the applicable Service Credit to your account. Failure to provide a request as required above will disqualify you from receiving a Service Credit.

Exclusions

The Service Commitment above does not apply to any performance issues: (i) caused by any Force Majeure Failure or any unavoidable outages that occur due to Internet or router problems, or other downtime outside of GoTo's control; (ii) that result from your equipment, software, or other technology and/or third-party equipment, software, or other technology (other than third-party equipment within our direct control); and (iii) that result from Scheduled Downtime. You retain responsibility for your own connection to the Internet including maintenance of sufficient bandwidth to run the Service and the functionality of your own private systems and network.

Definitions

"Availability" means the amount of time that the Services are available to make and receive calls from internal and external extensions and access administrative controls in the applicable calendar quarter, expressed as a percentage and rounded to the nearest minute and is calculated as follows:

$$\frac{(\text{Time in Period} - \text{Unscheduled Downtime} - \text{Scheduled Downtime})}{\text{Time in Period} - \text{Scheduled Downtime}} \times 100 = \text{Availability}$$

"Critical Error" occurs when the Service fails to function in accordance with its documentation provided to you at the time you ordered the Service and you are unable to make or receive calls without a fix to the problem or a work-around solution provided by GoTo.

"Force Majeure Failure" occurs when there is a failure of the telephone grid/service on which the Service relies, or any other hardware and software used by GoTo to provide the Service due to fires, flood, storm, explosions, earthquakes, strikes or acts of God.

"Scheduled Downtime" means any scheduled, ad hoc, or periodic downtime and maintenance activities that cause a service outage or adversely impact the performance of the Services (including, for example, required upgrade, testing, corrections and maintenance work, or modifications).

"Service Credit" means dollar amount credits against your future purchase of Services, if any, in the amounts described above.

"Time in Period" means from the beginning of the first day of the calendar quarter to the end of the last day of the calendar quarter.

"Unscheduled Downtime" occurs when the Service is not accessible by multiple callers as the result of a Critical Error or any other reason other than a Force Majeure Failure or Scheduled Downtime.

GoToConnect Reliability

Every level of GoToConnect is engineered for redundancy and provides high availability and fault tolerance, achieving industry-leading uptime and reliability. At a basic level, GoTo's collocation facilities are best-in-breed and offer extremely high resilience to and redundancy against natural and man-made disasters. Within GoToConnect powered by Jive Cloud, redundant equipment and network paths are maintained and deliver a highly available computing environment. Redundancy is even greater within this computing environment, as virtualization and true Cloud architecture provide complete software- and process-level redundancy. Jive Cloud is currently hosted in a combination of public cloud and private infrastructure and has fully redundant computing and networking components. In the public cloud, GoTo is leveraging AWS, specifically in the US West (Oregon), US East (N. Virginia) and Asia Pacific (Singapore) Regions. In addition, GoTo collocates with top-tier data center facilities, offering high levels of security, redundancy (including power, cooling, and network), and scalability. Data centers are geographically situated to provide fast and reliable network access and to minimize round-trip latency for GoTo's hosted services.

This allows us to guarantee an uptime of 99.99% in any calendar year. While we guarantee and promote our 99.99% uptime, we are constantly tracking this and seeing 99.995% or better uptime.

Datacenters are geographically situated to provide fast and reliable network access, and to minimize round-trip latency for GoToConnect. GoToConnect phones are set up to connect to our data centers by using GeoDNS - which gives the phone the capability to connect to the closest datacenters to it. The phone maintains a list of 3 data centers, a primary, secondary and tertiary. If one of the data centers becomes unavailable, the phone will query for a new data center to replace the one that is unavailable.

If a failure happens within a datacenter, a call in progress will continue but there won't be any call control - i.e. transferring, etc. Phones will register to the backup datacenter and service continues.

If an entire datacenter fails, a call in progress will be dropped except in the case where media release is enabled, and the call is internal. (Media release keeps internal communications within the customer network.)

Phones will register to the backup datacenter and service continues.

In addition - GoTo provides PSTN Failover as a feature associated with GoTo Connect via the Business Continuity appliance solution. The Business Continuity appliance provides service continuity and survivability in the event of a local outage, ensuring calls can still be made if Jive Cloud is inaccessible to the phones.

In the simplest terms, the GoTo Connect Business Continuity appliance allows continuation of internal calling. With the addition of POTS lines to the device, outbound calling is preserved as well. This was initially designed to ensure that schools could always call 911, regardless of internet connectivity.

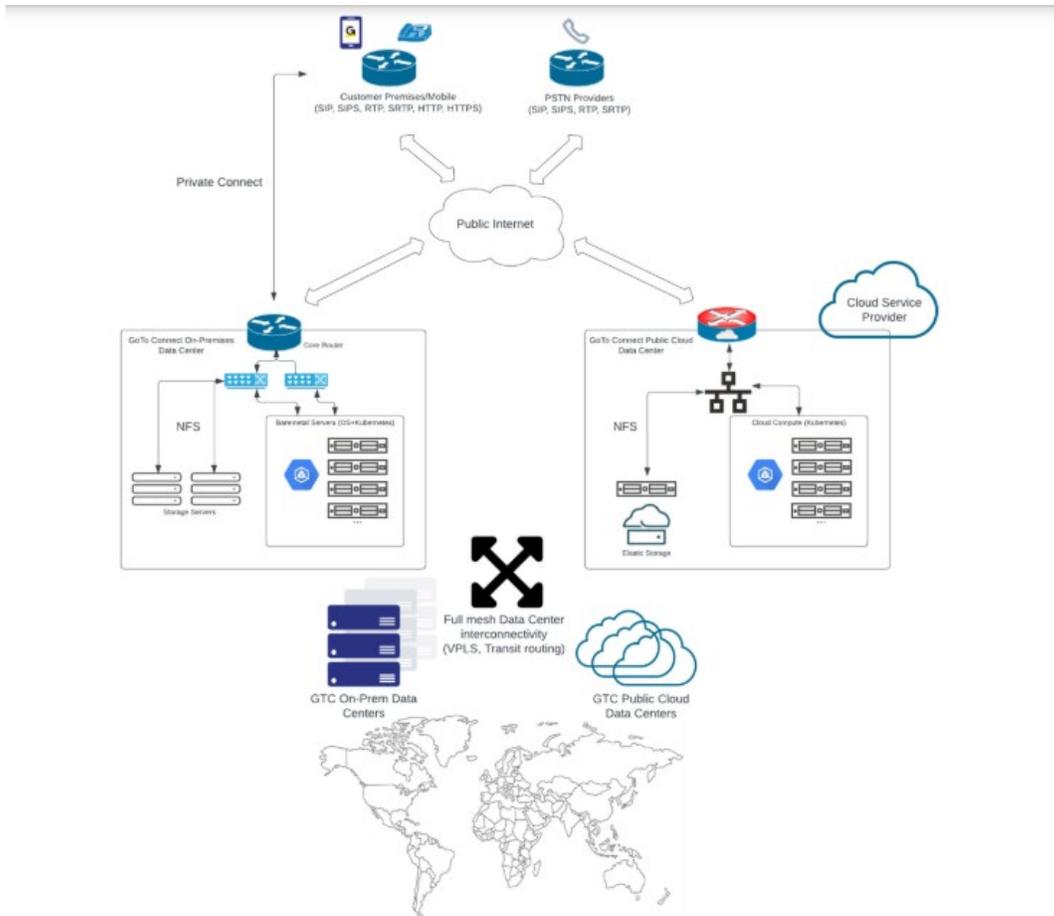
Note that GoTo Connect includes a mobile app that is available to every user. This provides users the ability to continue to make and take phone calls regardless of the situation at their location (internet, power, etc.) as long as they have a cell signal. Callers will not know that anything is different on the user's end.

The Business Continuity appliance provides the following features:

- Built in Jive NetView Appliance for voice network monitoring.
- SIP Proxy configuration for Internal Dialing during an outage.
- WAN failure (Detection, Failover and Fallback)
- Emergency Analog Failover (via the addition of POTS lines)
- Outbound Calls Analog Failover and Emergency (911) Priority
- Logging and Monitoring
- VPN services to allow remote management by GoTo.
- DNS Server
- STP, SIP over TLS
-

Network Infrastructure

GoToConnect has been designed to deploy OTT (over the top) of the customer's existing network infrastructure and broadband internet connection. This can significantly save on costs - both OPEX and CAPEX - as it allows your new voice system to utilize equipment and connectivity already in place. Often, it requires only minimal configuration for your network. Having redundant connections to the internet is best practice for availability.



Security, Privacy and Compliance

An Information Security Policy has been established at GoTo and assist in defining the role of technology and management at our organization. It is aligned to ISO27001:2013. At least annually, applicable policies are reviewed by management to ensure that any procedures or standards are updated in accordance with contractual and legal commitments and company requirements/standards. In order to ensure the confidentiality, integrity, and availability of GoTo Information and IT systems we do not send customers these documents. Security Policies are relayed to employees at the time of hire and available in the Employee Handbook. They are also communicated to all Global Employees on a regular basis. Additionally, they are hosted on our internal site.

GoTo employees and temporary workers are informed on a continuous basis, as determined by the company, about security and privacy guidelines, procedures, policies, and standards through various mediums of

communication such as awareness campaigns, new hire on-boarding kits, webinars with the CISO, annual policy compliance, security training targeting specific roles (such as software developers), security champion programs, as well as visual media campaigns.

As the global “work from anywhere” company, GoTo provides products that simplify how people connect with each other and the world around them. With users in nearly every country around the world, we maintain a global data privacy program designed to secure and protect the data entrusted to us by our customers, users, and end-users. GoTo’s data privacy program is designed to respond to today’s applicable privacy rules and regulations and takes into account many of the world’s major data protection regimes, including, but not limited to:

- Australia’s Privacy Act (1988)
- Brazil’s General Data Protection Law (LGPD)
- California Consumer Privacy Act (CCPA)
- General Data Protection Regulation (GDPR)
- United Kingdom’s Data Protection Act (2018)

Annually, third party penetration tests are conducted on each of our applications. We rescan the systems on a quarterly basis to ensure any findings have been resolved or mitigated to a lower level.

GoTo complies with applicable legal, financial, data privacy, and regulatory requirements, and maintains compliance with the following certifications and external audit reports:

- TRUSTe Enterprise Privacy & Data Governance Practices Certification to address operational privacy and data protection controls that are aligned with key privacy laws and recognized privacy frameworks.
- American Institute of Certified Public Accountants’ (AICPA) Service Organization Control (SOC) 2 Type 2 attestation report. BSI Cloud Computing Catalogue (C5).
- American Institute of Certified Public Accountants (AICPA) Service Organization Control (SOC) 3 Type II attestation report
- Payment Card Industry Data Security Standard (PCI DSS) compliance for GoTo’s eCommerce and payment environments
- Internal controls assessment as required under a Public Company Accounting Oversight Board (PCAOB) annual financial statements audit.

Please reference our Trust Center for further details: <https://www.goto.com/company/trust/>

Success Story:

Ayrfield Medical Practice

“GoTo Connect has been transformative for our practice. It’s so much easier for everyone to use and takes away so much stress from handling phone calls, which is so important when you’re dealing with people who are unwell.”

Ronan Kearney

Practice Manager, Ayrfield Medical Practice

Established 70 years ago, Ayrfield Medical Practice is the largest GP practice in Kilkenny city. It employs ten GPs and eight nurses, offering a wide range of medical services to 22,000 patients at its primary care centre and in the community

www.ampk.ie



Challenge

The growing practice had seen incoming call volumes increase exponentially, from 200 per day to around 700 – putting considerable strain on its existing PBX phone system. The call queuing system was ineffective, patients didn’t know where they were in the queue, and some calls were cut off. When Covid-19 struck, call volumes increased further and GPs needed to make more outgoing calls as well as holding video consultations.

Paula Scott, IT Administrator at Ayrfield Medical Practice, says: “The phone system was cumbersome, complicated and not very user-friendly. Patients were frustrated by it, and receptionists found it stressful to use – often having to begin calls with an apology. When the pandemic hit, the phone system simply couldn’t function with all the extra needs placed upon it. We urgently needed a replacement.”



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“GoTo Connect is so versatile and has so many features, it makes the whole call-handling experience more user-friendly for our staff.”

Ronan Kearney
Practice Manager,
Ayrfield Medical Practice



Solution

The practice contacted several phone system specialists, including unified communications solutions provider and GoTo partner, GreenFire. Gerard McDonald from GreenFire listened to the practice’s requirements and recommended GoTo Connect, the cloud-hosted phone and meeting system from GoTo.

Paula says: “We were impressed by GreenFire, which had a good reputation for VoIP. GoTo Connect offered so many extra services and features, which were a big attraction for us, and we were keen to use IP phone technology. GreenFire arranged a trial of GoTo Connect, including its contact-centre capability, which was a great success.”

GreenFire handled the installation of GoTo Connect for the practice, providing capacity for 50 users. This involved installing hardware and an extra fibre connection to ensure resilience, as well as porting phone numbers from the old system. The practice switched over to GoTo Connect one morning, with no interruption to its phone services.



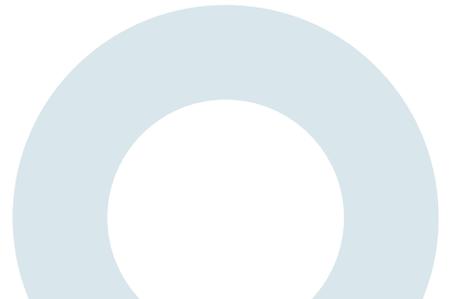
Results

GoTo Connect transformed the phone service provided by Ayrfield Medical Practice to patients overnight. When they call, patients now know exactly where they are in the queue and there are no lost calls, resulting in far fewer complaints.

The call-centre capabilities provide features that remove many of the stresses for receptionists, enabling them to easily manage call queues, see who is on a call, and provide a more professional service.

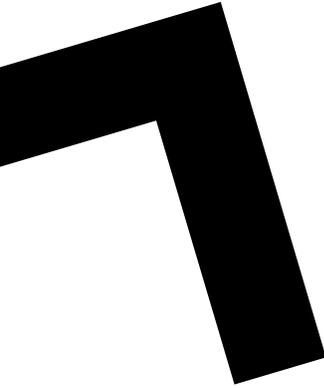
“GoTo Connect is so versatile and has so many features, it makes the whole call-handling experience more user-friendly for our staff, and makes the experience of calling us much simpler and more reliable for patients. We can easily manage high volumes of calls alongside video consultations and meetings, without overburdening the system.”

Doctors, nurses and support staff can make and receive calls from any phone, including their mobiles, wherever they are working. It enables people to work remotely, when necessary, and provide the same level of service to patients.





Practice Manager, Ronan Kearney, says: “GoTo Connect is so versatile and has so many features, it makes the whole call-handling experience more user-friendly for our staff, and makes the experience of calling us much simpler and more reliable for patients. We can easily manage high volumes of calls alongside video consultations and meetings, without overburdening the system.”



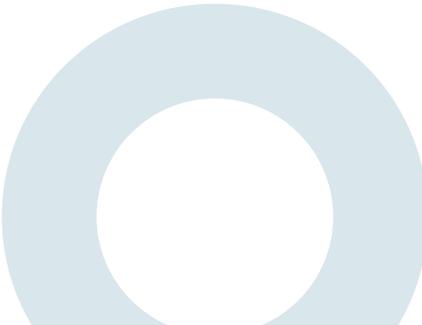
GREEN FIRE
Unified Communications Solutions

Green Fire UCS is a communications infrastructure solutions provider for mainly small to medium sized companies across Ireland. It specialises in providing complete end-to-end unified communications solutions for businesses. Offices in Dublin and Limerick.

www.greenfire.ie



Learn how GoTo Connect can help your organization by visiting GoTo.com/connect or call us at **0800 640 4005** (United Kingdom) or **1800 943 635** (Ireland).



Learn more

