

Resolution No. 2024.08.123

**RESOLUTION OF THE CITY OF MIDFIELD, ALABAMA,
AWARDING THE CONTRACT BETWEEN THE CITY OF
MIDFIELD, ALABAMA AND DIGITAL PERSISTENCE LLC.
IN PARTNERSHIP WITH AIRESRING FOR MANAGED
INTERNET CIRCUITS, FIREWALLS, AND PHONE
SYSTEM SERVICES FOR THE CITY OF MIDFIELD,
ALABAMA**

WHEREAS, THE CITY OF MIDFIELD, ALABAMA issued a solicitation for bids for new internet circuits, firewalls, and phone system services for Midfield City Hall, the Midfield Senior Center, the Public Works Department, the Midfield Recreations Center, the Midfield Public Library, and the Midfield Fire Department; and

WHEREAS, The Bid opening was held at the Midfield City Hall conducted by the Midfield Police Chief, Jesse Bell at 9:00 a.m. on October 8th, 2024; and

WHEREAS, The only lowest responsible bidder to submit a quote in response to the Midfield solicitation for services was Digital Persistence LLC. in partnership with Airespring for the aforementioned services; and

WHEREAS, The services provided under the proposed contract are necessary for the proper and efficient delivery of government services provided by the City of Midfield, Alabama to the general public and therefore serve a public purpose.

NOW THEREFORE BE IT RESOLVED THAT the City of Midfield, Alabama does hereby award the contract for the services described and contained in Exhibit A attached to Digital Persistence, LLC.

Approved this 14th Day of October 2024

Attest: _

Falencia Ratcliff

Gary R. Richardson,



Requested Managed Services Proposal

Prepared for:
City of Midfield

Presented by:
Mike Dunn
Digital Persistence, LLC

In partnership with:
AireSpring



Company: City of Midfield
 Agent: Mike Dunn



Quote: 1124750506
 Date: 10/02/2024
 Expires: 10/22/2024

City Hall - 725 BESSEMER SUPER HWY, MIDFIELD AL 35228-1703 (205-923)

Proposal: 375077-001

Qty	Description	Unit MRC	Unit NRC	Total MRC	Total NRC
1	FortiGate Management Device 40F - 3-Year Term FortiGate to manage connected FortiSwitches and FortiAPs. Such devices are not included and must be purchased separately. No SD-WAN or Firewall capabilities included. IPSEC Throughput: N/A Threat Protection Throughput: N/A SSL Inspection Throughput: N/A Ports/Interfaces: Ports: 5x GE RJ45	\$52.00	\$0.00	\$52.00	\$0.00
1	AlreMonitor, AireAlert and AireAutomate 24/7 Monitoring, Alerting and Auto-Support Case Creation for Airespring provided circuits and equipment.	FREE	\$0.00	FREE	\$0.00
1	AlreControl Customer Portal for 360° Complete Visibility and Control Our Proprietary AI-powered IT Service Management Platform unifies every process, device, circuit and data point into a single cloud application.	FREE	\$0.00	FREE	\$0.00
Services Subtotal				\$52.00	\$0.00

Qty	Connectivity 3-Year Term	Total MRC	Total NRC
1	Internet Broadband - 100 Mbps / 100 Mbps - Loop - AT&T ABF	\$56.33	\$0.00
1	Internet Broadband - 100 Mbps / 100 Mbps - Port	\$65.00	\$0.00
1	IP Addresses - AT&T (ABF): 8 (Usable: 5) - Month-Month Term	FREE	\$0.00
Connectivity Subtotal		\$121.33	\$0.00
Location Total		\$173.33	\$0.00

Senior Center - 904 9TH AVE, MIDFIELD AL 35228-2815 (205-491)

Proposal: 375077-002

Qty	Description	Unit MRC	Unit NRC	Total MRC	Total NRC
1	FortiGate Management Device 40F - 3-Year Term FortiGate to manage connected FortiSwitches and FortiAPs. Such devices are not included and must be purchased separately. No SD-WAN or Firewall capabilities included. IPSEC Throughput: N/A Threat Protection Throughput: N/A SSL Inspection Throughput: N/A Ports/Interfaces: Ports: 5x GE RJ45	\$52.00	\$0.00	\$52.00	\$0.00
1	AlreMonitor, AireAlert and AireAutomate 24/7 Monitoring, Alerting and Auto-Support Case Creation for Airespring provided circuits and equipment.	FREE	\$0.00	FREE	\$0.00

Qty	Description	Unit MRC	Unit NRC	Total MRC	Total NRC
1	AlreControl Customer Portal for 360° Complete Visibility and Control Our Proprietary AI-powered IT Service Management Platform unifies every process, device, circuit and data point into a single cloud application.	FREE	\$0.00	FREE	\$0.00
Services Subtotal				\$52.00	\$0.00

Qty	Connectivity 3-Year Term	Total MRC	Total NRC
1	Internet Fast Ethernet - 20 Mb/s - Loop - AT&T	\$178.62	\$0.00
1	Internet Fast Ethernet - 20 Mb/s - Port	\$220.00	\$0.00
1	IP Addresses - AT&T (Fiber): 8 (Usable: 5) - Month-Month Term	FREE	\$0.00
Connectivity Subtotal		\$398.62	\$0.00
Location Total		\$450.62	\$0.00

Public Works - 600 WOODFIELD RD, Midfield AL 35228 (000-000)
Proposal: 375077-003

Qty	Description	Unit MRC	Unit NRC	Total MRC	Total NRC
1	FortiGate Management Device 40F - 3-Year Term FortiGate to manage connected FortiSwitches and FortiAPs. Such devices are not included and must be purchased separately. No SD-WAN or Firewall capabilities included. IPSEC Throughput: N/A Threat Protection Throughput: N/A SSL Inspection Throughput: N/A Ports/Interfaces: Ports: 5x GE RJ45	\$52.00	\$0.00	\$52.00	\$0.00
1	AlreMonitor, AireAlert and AireAutomate 24/7 Monitoring, Alerting and Auto-Support Case Creation for Airespring provided circuits and equipment.	FREE	\$0.00	FREE	\$0.00
1	AlreControl Customer Portal for 360° Complete Visibility and Control Our Proprietary AI-powered IT Service Management Platform unifies every process, device, circuit and data point into a single cloud application.	FREE	\$0.00	FREE	\$0.00
Services Subtotal				\$52.00	\$0.00

Qty	Connectivity 3-Year Term	Total MRC	Total NRC
1	Internet Fast Ethernet - 20 Mb/s - Loop - AT&T	\$178.62	\$0.00
1	Internet Fast Ethernet - 20 Mb/s - Port	\$220.00	\$0.00
1	IP Addresses - AT&T (Fiber): 8 (Usable: 5) - Month-Month Term	FREE	\$0.00
Connectivity Subtotal		\$398.62	\$0.00
Location Total		\$450.62	\$0.00

Rec Center - 410 GRANT ST, MIDFIELD AL 35228-2712 (205-923)

Proposal: 375077-004

Qty	Description	Unit MRC	Unit NRC	Total MRC	Total NRC
1	FortiGate Management Device 40F - 3-Year Term FortiGate to manage connected FortiSwitches and FortiAPs. Such devices are not included and must be purchased separately. No SD-WAN or Firewall capabilities included. IPSEC Throughput: N/A Threat Protection Throughput: N/A SSL Inspection Throughput: N/A Ports/Interfaces: Ports: 5x GE RJ45	\$52.00	\$0.00	\$52.00	\$0.00
1	AlreMonitor, AireAlert and AireAutomate 24/7 Monitoring, Alerting and Auto-Support Case Creation for Airespring provided circuits and equipment.	FREE	\$0.00	FREE	\$0.00
1	AlreControl Customer Portal for 360° Complete Visibility and Control Our Proprietary AI-powered IT Service Management Platform unifies every process, device, circuit and data point into a single cloud application.	FREE	\$0.00	FREE	\$0.00
Services Subtotal				\$52.00	\$0.00

Qty	Connectivity 3-Year Term	Total MRC	Total NRC
1	Internet Broadband - 100 Mbps / 100 Mbps - Loop - AT&T ABF	\$56.33	\$0.00
1	Internet Broadband - 100 Mbps / 100 Mbps - Port	\$65.00	\$0.00
1	IP Addresses - AT&T (ABF): 8 (Usable: 5) - Month-Month Term	FREE	\$0.00
Connectivity Subtotal		\$121.33	\$0.00
Location Total		\$173.33	\$0.00

Midfield Public Library - 400 BRELAND DR, MIDFIELD AL 35228-2732 (205-923)

Proposal: 375077-005

Qty	Description	Unit MRC	Unit NRC	Total MRC	Total NRC
1	FortiGate Management Device 40F - 3-Year Term FortiGate to manage connected FortiSwitches and FortiAPs. Such devices are not included and must be purchased separately. No SD-WAN or Firewall capabilities included. IPSEC Throughput: N/A Threat Protection Throughput: N/A SSL Inspection Throughput: N/A Ports/Interfaces: Ports: 5x GE RJ45	\$52.00	\$0.00	\$52.00	\$0.00
1	AlreMonitor, AireAlert and AireAutomate 24/7 Monitoring, Alerting and Auto-Support Case Creation for Airespring provided circuits and equipment.	FREE	\$0.00	FREE	\$0.00
1	AlreControl Customer Portal for 360° Complete Visibility and Control Our Proprietary AI-powered IT Service Management Platform unifies every process, device, circuit and data point into a single cloud application.	FREE	\$0.00	FREE	\$0.00
Services Subtotal				\$52.00	\$0.00

Qty	Connectivity 3-Year Term	Total MRC	Total NRC
1	Internet Broadband - 100 Mbps / 100 Mbps - Loop - AT&T ABF	\$56.33	\$0.00
1	Internet Broadband - 100 Mbps / 100 Mbps - Port	\$65.00	\$0.00
1	IP Addresses - AT&T (ABF): 8 (Usable: 5) - Month-Month Term	FREE	\$0.00
Connectivity Subtotal		\$121.33	\$0.00
Location Total		\$173.33	\$0.00

Fire Dept - 704 DR MARTIN LUTHER KING JR DR, Midfield AL 35228 (205-923)
Proposal: 375077-006

Qty	Description	Unit MRC	Unit NRC	Total MRC	Total NRC
1	FortiGate Management Device 40F - 3-Year Term FortiGate to manage connected FortiSwitches and FortiAPs. Such devices are not included and must be purchased separately. No SD-WAN or Firewall capabilities included. IPSEC Throughput: N/A Threat Protection Throughput: N/A SSL Inspection Throughput: N/A Ports/Interfaces: Ports: 5x GE RJ45	\$52.00	\$0.00	\$52.00	\$0.00
1	AireMonitor, AireAlert and AireAutomate 24/7 Monitoring, Alerting and Auto-Support Case Creation for Airespring provided circuits and equipment.	FREE	\$0.00	FREE	\$0.00
1	AireControl Customer Portal for 360° Complete Visibility and Control Our Proprietary AI-powered IT Service Management Platform unifies every process, device, circuit and data point into a single cloud application.	FREE	\$0.00	FREE	\$0.00
Services Subtotal		\$52.00	\$0.00	\$52.00	\$0.00

Qty	Connectivity 3-Year Term	Total MRC	Total NRC
1	Internet Broadband - 100 Mbps / 100 Mbps - Loop - AT&T ABF	\$56.33	\$0.00
1	Internet Broadband - 100 Mbps / 100 Mbps - Port	\$65.00	\$0.00
1	IP Addresses - AT&T (ABF): 8 (Usable: 5) - Month-Month Term	FREE	\$0.00
Connectivity Subtotal		\$121.33	\$0.00
Location Total		\$173.33	\$0.00

Total For All Locations

Monthly Fee: \$1,594.56

One-Time Fee: \$0.00

All orders are subject to engineering, pricing and facilities verification.



1	2	3	4	5	6	7
STRATEGY & DESIGN	EXPERT DEPLOYMENT	AIREPOD TIER 3 SUPPORT	REAL-TIME MONITORING	INSTANT ALERTING	AI AUTOMATED CASE CREATION	GRANULAR ANALYTICS
<ul style="list-style-type: none"> • Certified Network Architects • Security Experts • Customized Network Architecture Diagrams 	<ul style="list-style-type: none"> • Dedicated Project Managers • Dedicated Tier 3 Managed Services Engineers • Dedicated Escalation SWAT Team • On-Site Technicians • Global Hardware Configuration 	<ul style="list-style-type: none"> • Replace Legacy, Reactive Support with Dedicated Tier 3 Engineering AlrePODs • Your Assigned Engineering POD Stays With You From End to End • Available To Assist Within 10 Minutes Of Opening A Case 	<ul style="list-style-type: none"> • Real-Time 24/7/365 Live Monitoring of Every Device, Service & Circuit • Multiple Geographically Diverse Network Operations Centers (NOC) 	<ul style="list-style-type: none"> • Omnichannel Alerting • Customized Alert Configuration • Email Alerts • Text Alerts • Group Alerting 	<ul style="list-style-type: none"> • AI Automation Instantly Opens Support Case • Support Cases Are Auto-Assigned • Immediate Action Taken To Resolve Issue • 92% of All Support Cases Are Opened Proactively 	<ul style="list-style-type: none"> • Granular Insights & Details • Top Application Usage • Security Issues • Threat Vectors • Bandwidth Overutilization



Our Proprietary AI-powered IT Service Management (ITSM) Platform Offers 360° Complete Visibility & Control Unifying Every Process, Device, Circuit and Data Point Into a Single Cloud Application

THE AIRESPRING ADVANTAGE™

Fully Managed Network with QoS

Our fully managed, owned and operated IP network with end-to-end QoS provides exceptional voice quality. Multi-carrier and multi-network redundancy delivers maximum security and uptime (available with AireSpring Managed Connectivity).

Eliminate Finger Pointing Between Providers

All services are delivered by a single vendor on a fully managed network, allowing you to avoid the finger pointing that can occur when multiple vendors are involved (available with AireSpring Managed Connectivity).

Reliable and Diversified Network

AireSpring's geo-redundant network provides true network diversity and supports disaster recovery options, helping to ensure business continuity.

FREE On-Premises Enterprise-Grade Router/Gateway

We provide a fully managed, enterprise-grade router/gateway to manage VoIP and Data traffic, (available with AireSpring Managed Connectivity).

Online Access via our AireCare™ Customer Portal

Our advanced online billing reporting portal provides 24/7 access to your billing and service details.

Free 24/7 Proactive WAN Network Monitoring Service

Our Managed Connectivity services include free 24/7 professional monitoring with the AireNMS network monitoring service. Our NOC proactively monitors your network to pinpoint and fix potential problems before they affect your business (available with AireSpring Managed Connectivity).

Personalized Service

AireSpring delivers outstanding customer service, featuring one bill and a single point of contact for all your service needs.



AireSpring has received numerous industry awards for "Product of the Year," "Best Telecom Deal," "Members Choice Top Reseller," "Best in Show," and "Top Channel Program."

Ready to find out more? Contact us at 888-389-2899, email sales@airespring.com, or visit our website at www.airespring.com

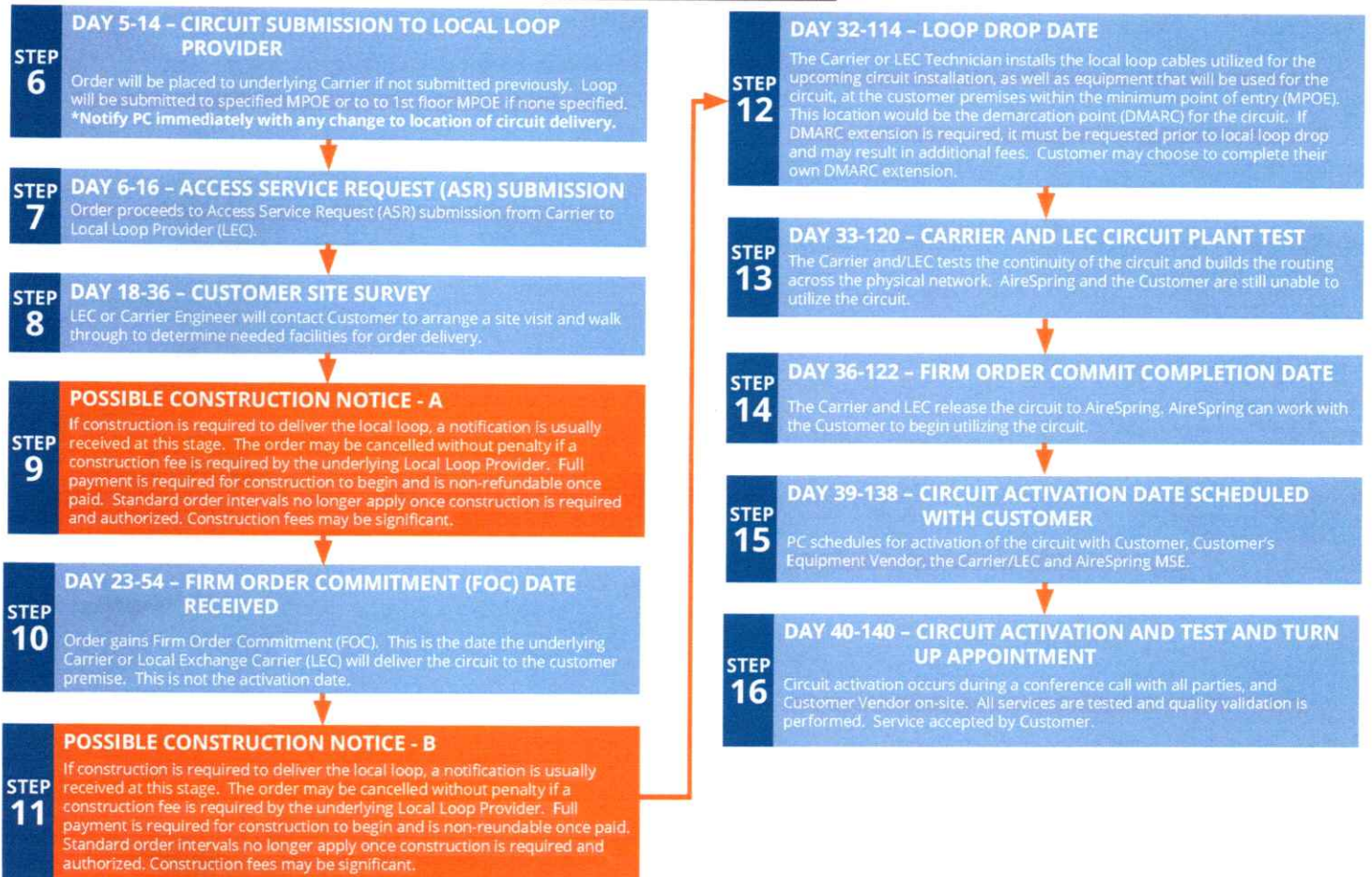


INT

ORDER ENTRY THROUGH QUALITY ASSURANCE: 4-13 BUSINESS DAYS



**ORDER SUBMISSION THROUGH SERVICE ACTIVATION:
36-127 BUSINESS DAYS**



THE FOLLOWING FACTORS ARE THE MOST USUAL REASONS FOR DELAYS IN TIMELINES:

1. Customer has failed to provide, or delayed in making available, necessary information, including bill copies, technical data or specifications, credit material, completed forms, etc.
2. Inability or delays in AireSpring retrieving customer service record (CSR) from the Customer's current Service Provider.
3. Incorrect physical address, point of demarcation (DMARC), and/or minimum point of entry (MPOE) are identified or provided to AireSpring.
4. Physical local loop issues by the underlying Service Provider, including facility buildouts, construction, trenching, augments, and loop qualification.
5. Failure, by Customer or Vendor, to extend DMARC to customer facility or provide physical access to the facility.
6. Customer equipment is not ready and/or Customer Vendor not prepared/qualified to complete a turn-up.

All Days Are Estimates Only

Internet Access Enterprise Class, Flexible and Scalable

Reliable high speed internet connectivity provides the bandwidth your business depends on every day. However, there's more to internet connectivity than just having a high amount of bandwidth. That's why AireSpring offers enterprise class internet access.

AireSpring Internet Access offers the flexibility and scalability to meet the needs of your business both today and in the future. Our nationwide fully managed IP network with 24/7 proactive monitoring delivers internet connectivity you can count on to support your critical applications and ensure your data reaches its destination.



Meet your bandwidth demands today
and get the flexibility to support your
expansion tomorrow.

FEATURES

- Flexible and scalable internet connectivity at competitive rates
- Variety of access options deliver the bandwidth you need for your business critical applications
- Symmetrical connectivity with dependable and constant data throughput for both up and down stream traffic
- Multiple carriers and diverse network routes provide reliability and security
- Rapid turn up gets you connected quicker

ACCESS OPTIONS

A variety of options let you choose the connectivity that is right for your business.

- Fast Ethernet
- Gigabit Ethernet
- 10 Gigabit Ethernet
- DS1 – 1.5 Mbps, Bonded 3.0 to 12 Mbps
- Ethernet over Copper available in expanded coverage areas
- Wireless
- Broadband
- Satellite
- Fixed Wireless



POWERED BY
Switchvox[®]
Cloud



Budget-Friendly Cloud Business Communications Solution

Switchvox Cloud is a fully-featured Unified Communications as a Service (UCaaS) solution designed for single-site SMBs. Built to be user-friendly and intuitive, Switchvox Cloud allows users to get the most from their system with a range of features that accelerate your business.

Switchvox Cloud Features & Benefits



Switchvox Switchboard

Call control, collaboration, contact center features, and training tools – all in one. Provides a user customizable web-based interface accessible from anywhere in the world!



Workplace Flexibility

Today's hybrid environments require employees to be work-flexible - whether in the office, their home, or both - and still have full access to communication, collaboration, and productivity tools. Sangoma users can log in wherever they are!



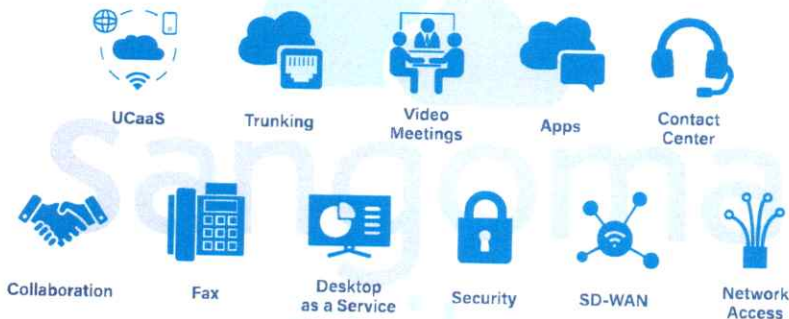
Integration with Your Existing Tools

Enable click-to-dial and screen-pop from within the tools you use, including Microsoft Teams and Outlook, Salesforce, Zendesk, and your web browser.



Easy to Manage

An intuitive point-and-click interface allows you to manage every aspect of Switchvox from anywhere you have Internet access. Empower your employees to manage their own status and voicemail boxes. You can easily view the "who, what, when, and where" of your business calls using Switchvox's extensive features.



Communicate Your Way

Take control of your business communications with Sangoma. With flexible pricing, discounts on multiple as-a-service products, and innovative features- you can pick the bundle that is right for your business and receive discounts on other services to round out your communications ecosystem!

What's Included

What's Included	Standard	Advanced
Sangoma Talk UCaaS - US DID Included	Unlimited United States Calling	Unlimited United States, Canada, and Mexico Calling
Sangoma Meet Video Meetings	Standard	Advanced
Sangoma Chat Collaboration	Included	Included
Call Queues	Standard	Advanced
Sangoma Apps Productivity Apps / CPaaS	100 SMS, 100 Emails, 100 Voice TTS Minutes	100 SMS, 250 Emails, 100 Voice TTS Minutes
Sangoma Microsoft Teams Connector	Included	Included

Add-Ons

Add-Ons	Standard	Advanced
Sangoma P-Series Phones	Available for Purchase or Rental	Sangoma P315 Included
Sangoma Electronic Fax	Available for Purchase	Available for Purchase
Sangoma Managed SD-WAN	5% Discount	Additional Discounts Available with Bundle
Sangoma Managed Security	5% Discount	Additional Discounts Available with Bundle

3rd Generation IP Phones Brilliantly Designed with Switchvox Cloud in Mind

Sangoma's line of P-Series phones is designed to deliver the features you need for every user type at a competitive price point. All models include high-definition audio, streamlined plug-and-play deployment, and advanced built-in applications that include voicemail, call log, contacts, phone status, user presence, parking, and more!



P-Series	P310 & P315 Value Models	P320, P325, P330 Mid-Range Models	P370 Executive Model	PM200 Expansion Module
Display	2.4" 320x240, Color	4.3" 480x272, Color, IPS	7.0" 800x1280, Color, IPS, Touch	4.3" 272x480, Color, IPS
Touchscreen	No	No	Yes	No
SIP Accounts	2	P320: 4, P325: 6 P330: 12	16 Using Soft-Keys	N/A
Programmable Keys (for Speed Dial/BLF or more SIP Accounts)	2	P320: 4, P325: 6 P330: 12	16 Using Soft-Keys	2 Rows of 10 Keys
Virtual Pages of Added Functionality	N/A	P320: N/A, P325: 20 P330: 10	Up to 20 Features or Favorites on Screen with up to 100 with Scrolling	20 Keys and 3 Pages
Ethernet LAN	P310: 100 Mbps P315: Gigabit	Gigabit	Gigabit	N/A
Bluetooth and Built-in Wi-Fi (2.4/5G/802.11n)	No	P320 & P325: No P330: Yes	Yes	N/A
Expansion Module Support	No	P320 & P325: No P330: Yes	Yes	Yes

*Some apps require server-side support that may vary between platforms.



Choose Sangoma

Sangoma believes all organizations should have access to affordable, powerful, innovative communications solutions. Our hope is that deploying these solutions will help businesses grow, connect, and collaborate in exciting, new ways that they haven't before.

100 Renfrew Drive, Suite 100, Markham ON L3R 9R6 Canada | +1(256) 428-6000 or 1(877) 344 4861 (toll free in N. America)

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Prepared For: Jesse Bell
 Email: jbell@cityofmidfield.com
 Phone: (205) 923-7578

Sales Agent: Mike Dunn
 Email: mdunn@digitalpersistence.net
 Phone: (205) 793-1138
 Quote: #QDC1054085
 Date: 10/1/2024
 Valid Until: 10/31/2024

Upfront Costs

Includes first month's service

Item	Part Number	Quantity	Price	Ext. Price
Switchvox Cloud	SWVX0001			
Switchvox Cloud Monthly Seat Charge, 3 Year Term		26	\$19.99	\$519.74
Common Area Phone Extensions		2	\$14.99	\$29.98
E911 Local Numbers		5	\$2.00	\$10.00
Local Phone Numbers		25	\$1.00	\$25.00
Switchvox Cloud Seat Activation	1DCS01018	26	\$25.00	\$650.00
Switchvox Cloud Seat Activation Discount				-\$650.00
Local Number Transfer	1DCS02004	30	\$5.00	\$150.00
H10 Headset with EHS, 3 Year Contract	1DCS05112	6	\$8.00	\$48.00
H20 Headset with EHS, 3 Year Contract	1DCS05113	6	\$10.00	\$60.00
DCS Rental P320 IP Phone with NA Power Supply, 3 Year Term	1DCS05120	23	\$4.00	\$92.00
DCS Rental P330 IP Phone with NA Power Supply, 3 Year Term	1DCS05122	5	\$9.00	\$45.00
Expansion, sidecar for P330 and P370 phones, 3 Year Term	1DCS05124	1	\$6.00	\$6.00

Upfront Charges*: \$985.72

Monthly Recurring Costs

Item	Part Number	Quantity	Price	Ext. Price
Switchvox Cloud	SWVX0001			
Switchvox Cloud Monthly Seat Charge, 3 Year Term		26	\$19.99	\$519.74
Common Area Phone Extensions		2	\$14.99	\$29.98
E911 Local Numbers		5	\$2.00	\$10.00
Local Phone Numbers		25	\$1.00	\$25.00
H10 Headset with EHS, 3 Year Contract	1DCS05112	6	\$8.00	\$48.00
H20 Headset with EHS, 3 Year Contract	1DCS05113	6	\$10.00	\$60.00
DCS Rental P320 IP Phone with NA Power Supply, 3 Year Term	1DCS05120	23	\$4.00	\$92.00
DCS Rental P330 IP Phone with NA Power Supply, 3 Year Term	1DCS05122	5	\$9.00	\$45.00
Expansion, sidecar for P330 and P370 phones, 3 Year Term	1DCS05124	1	\$6.00	\$6.00

Recurring Charges*: \$835.72

Usage Rates

Item	Part Number	Rate
Directory Assistance Calls	SWVX0001	\$1.00

Special Instructions

Quote valid for 30 days. All amounts in US dollars. Shipping, Tax and FCC fees are not included in the quote. All services charged to customer credit card on monthly statement date. All services provided by Sangoma US Inc. Inbound toll free services are charged separately by the minute. International calling must be activated by customer request and is charged separately on the basis of destination(s) called. This quote does not include on-site installation or other value add services that can be offered by a Sangoma reseller. If you need on-site installation, training, network analysis or other IT related services, we can provide a local Sangoma reseller to assist with your project.

*Total excludes taxes. Applicable taxes will be applied at time of invoice.



The Sangoma Master Service Agreement can be viewed at: <https://sangoma.com/legal>

This Sangoma Quote can be used to place an order at: <https://my.digiumcloud.com/quote-checkout/quo-7a403eb1-05c1-43f5-a7c2-dda9a9730665>

SALES	SERVICE DELIVERY	SERVICE REPAIR	CUSTOMER SERVICE	BILLING	CUSTOMER SUCCESS
<p><i>Quotes, Order Entry and Sales Issues.</i></p> <p>LEVEL 1</p> <p>ASSIGNED SALES OPERATIONS REPRESENTATIVES 888-864-8616</p> <p>LEVEL 2</p> <p>AMY GALLARDO DIRECTOR OF CUSTOMER EXPERIENCE Office: 818-738-1925 Cell: 661-755-0399 E-mail: amy.gallardo@airespring.com</p> <p>LEVEL 3</p> <p>ASSIGNED CHANNEL MANAGER https://bit.ly/46vN83x</p> <p>LEVEL 4</p> <p>ASSIGNED REGIONAL CHANNEL DIRECTOR https://bit.ly/46vN83x</p> <p>LEVEL 5</p> <p>JOHN YOUNG SENIOR VICE PRESIDENT CHANNEL SALES Office: 818-738-1912 Cell: 405-514-3200 E-mail: john.young@airespring.com</p> <p>LEVEL 6</p> <p>DANIEL LONSTEIN PRESIDENT AND CHIEF REVENUE OFFICER Office: 818-738-1902 E-mail: daniel@airespring.com</p> <p>LEVEL 7</p> <p>AVI LONSTEIN CHIEF EXECUTIVE OFFICER Office: 818-453-7872 E-mail: avi@airespring.com</p>	<p><i>Service Implementation and Changes.</i></p> <p>LEVEL 1</p> <p>ASSIGNED PROJECT MANAGER 844-832-8514 NEW SERVICES: orders@airespring.com MOVES, ADDS & CHANGES: macd@airespring.com</p> <p>LEVEL 2</p> <p>STEPHANIE BAKER CUSTOMER EXPERIENCE SUPERVISOR Office: 818-922-1870 Cell: 720-528-6801 E-mail: stephanie.baker@airespring.com</p> <p>LEVEL 3</p> <p>REGINA TARGETE DIRECTOR OF SERVICE DELIVERY Office: 818-738-1895 Cell: 818-620-8284 E-mail: regina.targete@airespring.com</p> <p>LEVEL 4</p> <p>STEVE WOLOD SENIOR VICE PRESIDENT SERVICE DELIVERY Cell: 818-438-1536 E-mail: steve.wolod@airespring.com</p> <p>LEVEL 5</p> <p>RUSSELL SHIPLEY CHIEF OPERATING OFFICER Office: 818-922-1055 E-mail: russell.shipley@airespring.com</p> <p>LEVEL 6</p> <p>DANIEL LONSTEIN PRESIDENT AND CHIEF REVENUE OFFICER Office: 818-738-1902 E-mail: daniel@airespring.com</p> <p>LEVEL 7</p> <p>AVI LONSTEIN CHIEF EXECUTIVE OFFICER Office: 818-453-7872 E-mail: avi@airespring.com</p>	<p><i>(Trouble Tickets) 24 hours, 7 days per week, 365 days per year.</i></p> <p>LEVEL 1</p> <p>DEDICATED SERVICE TECHNICIAN: 888-288-5010, Option 1 tt@airespring.com</p> <p>ON DUTY MANAGER 818-984-2461</p> <p>LEVEL 2</p> <p>JONATHAN STILL 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