

## CUSTOM QUOTE - ANNUAL - PENDING AUTHORIZATION



111 N. Market Street, Suite 1000  
 San Jose, CA 95113  
 Tel: 888-825-0800  
 Web: www.virtualpbx.com

Date: 1/7/14  
 Quote Expires 2/6/14  
 Quote Number: 1000083292

Sales Rep: Lawrence Raj  
 Tel: 888-825-0800 x3802  
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### Customer Information

Customer: Zephyr Consulting  
 Contact: Robert Pepper  
 Telephone: 914.472.4351  
 Email: [robertbpepper@gmail.com](mailto:robertbpepper@gmail.com)

Address: 10 N. Fulton Ave  
 City: Mt. Vernon  
 State: NY  
 Zip: 10550

### Summary of Charges

	Description	Quantity	Unit Price	Due at Signup	Monthly Recurring	Annual Recurring	Notes
System	VPBX Office 2-19 Lines	10	\$23.99	\$2,878.80	—	\$2,878.80	30-day money-back guarantee; unlimited inbound/outbound calls through local number; fair use policy applies
Phones	Polycom SoundPoint IP 331	10			—	—	Free phone(s) included with annual plan
					—	—	FCC requires e911 capability for all hardware VoIP phones; charged per hardware VoIP phone, including ATA boxes
Add-Ons	Local Number (Included)	1				—	Included in system cost
	Toll-Free Number (Included)	1				—	Included in system cost
Extras						—	
	Porting	1	\$25.00	\$25.00	—	—	One-time cost for moving number(s) from your current carrier to Virtual PBX

### TOTALS

	Due at Signup	Monthly Recurring	Annual Recurring	
<b>Sub-Totals:</b>	\$2,903.80		\$2,878.80	
<b>Fees:</b>				
e911 Fee:	\$19.90	\$19.90	—	Hardware VoIP phones only
Regulatory Recovery Fee:	\$259.09		\$259.09	
<b>Estimated Standard Shipping:</b>	\$75.00	—	—	Estimated delivery date only; delivery date can vary depending on shipping method chosen and location in U.S.
Est. Delivery Date: 1/17/14				
<b>TOTALS:</b>	<b>\$3,257.79</b>	<b>\$19.90</b>	<b>\$3,137.89</b>	See notes 1 and 2 in Terms & Conditions below

### General Notes

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## Approval

**BY SIGNING BELOW, CUSTOMER AGREES TO THE VIRTUAL PBX TERMS SET FORTH BELOW AND ANY OTHER TERMS AND CONDITIONS GOVERNING THE VIRTUAL PBX SERVICE.**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Terms & Conditions

- 1 Due at Signup includes annual and monthly amounts, phone costs, add-ins and extras, as well as e911 and regulatory fees
- 2 When Annual Recurring is due (13th month, 25th month, etc.), invoice will include annual recurring fee as well as monthly recurring fee (listed in gray above)
- 3 Sub totals do not include applicable public switched telephone network (PSTN) call traffic.
- 4 Additional taxes and government fees may apply, including, but not limited to, sales, use, excise, and public utility taxes.
- 5 All hardware costs are subject to state taxes depending on location of customer's business address.
- 6 Actual shipping costs may vary and will be assessed at the time of shipping.
- 7 First month of service, hardware phone costs, hardware phone activation fees, and shipping are due at time of signup. Signup date will be considered the billing cycle date.
- 8 Customer's credit card will be debited 3 days after each billing cycle date.
- 9 Cancellation requests must be made in writing or by email to [billing@virtualpbx.com](mailto:billing@virtualpbx.com) as per section 1.12 of Virtual PBX Terms & Conditions.
- 10 Customer's order for Virtual PBX Services are subject to the terms contained herein and to the Virtual PBX Terms & Conditions located at <http://www.virtualpbx.com/agreement>.
- 11 This document does not take the place of a valid credit card authorization form.
- 12 No refunds will be issued for any phones not returned in their original shipping containers, along with ALL associated manuals, materials, and parts. Phones shipped back in any other condition will be returned to sender, customer's account will be billed return shipping fees and customer will receive no credit or refund.
- 13 Annual plans must be pre-paid for 1 full year
- 14 Free phone may be a refurbished or new phone
- 15 For any free phones, customer must provide a copy of their picture ID -- driver's license or passport
- 16 Annual payments must be paid at time of signup or conversion
- 17 At the end of the annual agreement, the plan will automatically recharge for another 1-year agreement
- 18 If customer cancels annual plan inside of 12 months, there will be a 4-month minimum charge plus 20% penalty. Free phones must be returned in like-new condition with all materials included; or customer can pay 50% of phone cost and keep the phones