



# SOLUTIONS PROPOSAL



Dear Galveston Ind School District,

I want to personally thank you for inviting us to submit a proposal to Galveston Ind School District!

When my mother, Claudia Anderson, founded Audio Enhancement over 40 years ago, we never imagined the impact our services would have on education today. Through customer feedback, we have grown from offering classroom audio solutions to providing district-wide communication and safety technology. We have impacted over 4,500 districts, 43,000 schools, and over 1,300,000 classrooms across the world. We are excited for the opportunity to help you!

Our team focuses on hiring employees with a passion to make a difference in education. We look forward to developing a deeper partnership with Galveston Ind School District through building friendship and trust during the ongoing stages of your project.

It is our pleasure to submit this proposal to Galveston Ind School District. As with all proposals, revisions can be made at any time.

We look forward to your response and are available to answer any questions during the review process.

From all of us here at Audio Enhancement, thank you!

Sincerely yours,



A handwritten signature in black ink, appearing to read "Jeff Anderson", written over a white background.

**Jeff Anderson**  
Audio Enhancement, CEO

# COMPANY HISTORY

## *Making a Difference In Education*

For more than forty years, Audio Enhancement® has served the schools throughout the United States, providing both classroom audio enhancement systems as well as integration services for classroom technology. Audio Enhancement is headquartered in Utah, and has facilities in Georgia and Florida.

Audio Enhancement was founded in 1978 by Claudia Anderson around the simple idea that “learning begins with hearing.” Having two hearing impaired children; the first Audio Enhancement systems were designed specifically for the hearing impaired. Early in our history, technological advancements made it possible to also provide whole classroom sound systems, benefiting all students. Audio Enhancement has been the innovator and leader in this field.

By 2004, it was clear that classroom audio enhancement systems were a key part of the overall technology landscape in the classroom. Based on our high level of support, outstanding customer service, and training that was provided for the audio systems, several school districts came to us and requested that we expand our product offerings. Based on these requests, we undertook an initiative to increase our capabilities in order to provide a complete integrated technology package for the classroom. These offerings include display devices, control, video/audio playback devices and interactive technologies. By utilizing the principles developed over thirty years of providing classroom audio systems to the schools, we were able to provide both technical integration, teacher in-servicing, training, and professional development to help the schools ensure the success of their technology goals.

Moving the company forward, in 2008, Audio Enhancement was incorporated: Jeff Anderson, President and CEO, Jennifer Crum, CFO, Jeremy Anderson, CAO, and Justin Anderson, COO. Today, the Audio Enhancement product line improves student achievement, decreases teacher vocal fatigue and absenteeism, and creates positive student behavior. Audio Enhancement systems also increase focus and attention and supports classroom management.



**The Anderson Family**

# MAP OF DESIGN



## Zones and Legends











- Kitchen
- Admin
- Hallways 1-1
- Hallways 1-2
- Hallways 2
- Hallways 3
- Exterior 1
- Exterior 2
- Exterior 3

<span style="color: red;">◆</span> 4 Speaker Optimum ... 29	<span style="color: green;">◆</span> Existing Headend w ... 1	<span style="color: red;">◆</span> 8 Speaker Optimum ... 3
<span style="color: green;">◆</span> 6 Speaker Optimum ... 6	<span style="color: brown;">◆</span> Kitchen 1	<span style="color: brown;">◆</span> Admin 1
<span style="color: blue;">◆</span> Hallways 1-1 1	<span style="color: green;">◆</span> Hallways 1-2 1	<span style="color: brown;">◆</span> Hallways 2 1
<span style="color: green;">◆</span> Hallways 3 1	<span style="color: brown;">◆</span> Exterior 1 1	<span style="color: green;">◆</span> Exterior 2 1
<span style="color: green;">◆</span> Exterior 3 1	<span style="color: red;">◆</span> SAFE w Enclosure S... 2	<span style="color: green;">◆</span> 2-Way 1 Speaker SA... 3
<span style="color: green;">◆</span> 70V CZA Classroom 2	<span style="color: green;">◆</span> 2-Way 2 Speaker SA... 1	<span style="color: magenta;">◆</span> 2 Speaker Optimum ... 1
<span style="color: green;">◆</span> Gym 70V CZA Class... 1	<span style="color: green;">◆</span> Hallway Double Side... 10	<span style="color: yellow;">◆</span> 2x2 Existing Speaker 12
<span style="color: magenta;">◆</span> Library 70V CZA Cla... 1	<span style="color: green;">◆</span> 4 Speaker MS-600 C... 2	<span style="color: green;">◆</span> 4 Existing Stock 2x... 2

# MAP OF DESIGN



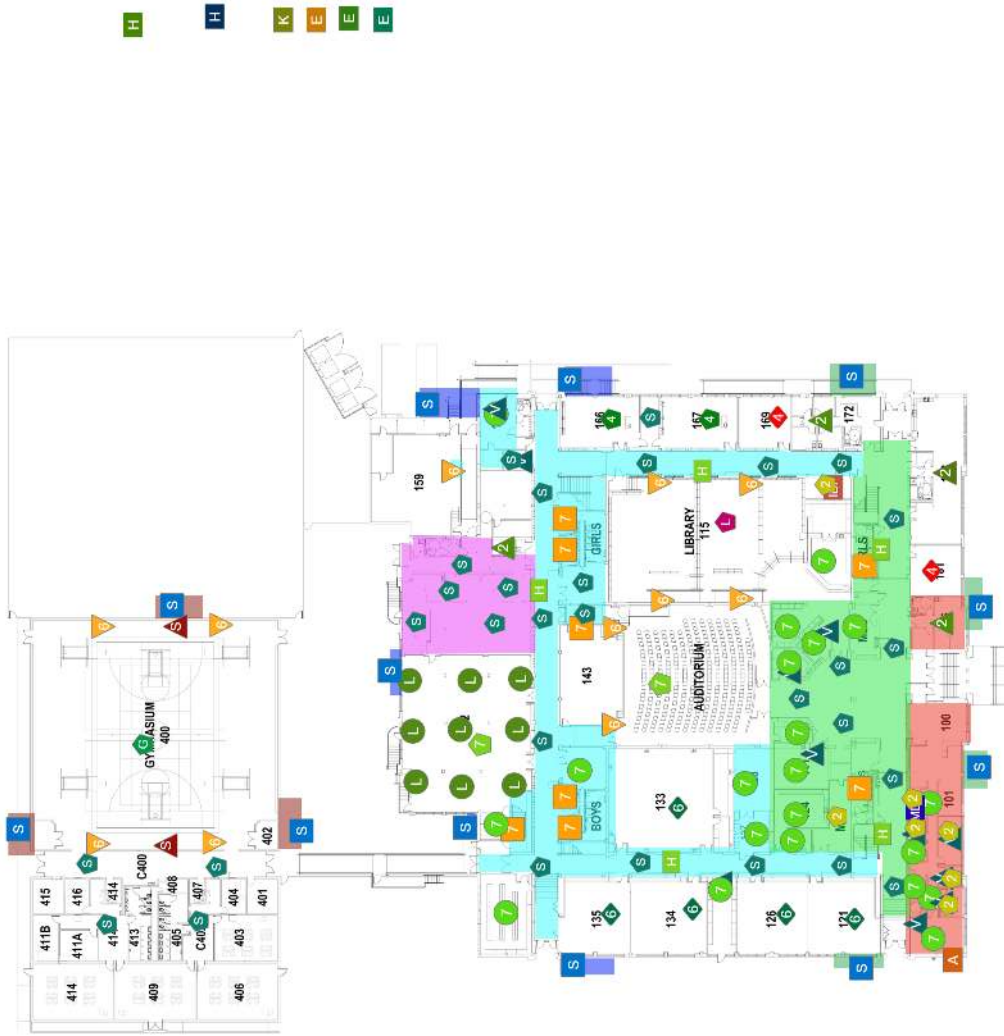
## Zones and Legends (continued)

 SP-1022 Existing Stock	1	 SP-0300 Existing Stock	70	 MDF	2
 IDF	2	 70V Ceiling Speaker,...	21	 Volume Control 25/7...	26
 Low Profile Speaker	9	 Speaker Quam Syst...	12	 70V Slanted, Square...	17
 6.5" 70V Outdoor/In...	11				

# MAP OF DESIGN



## First Floor



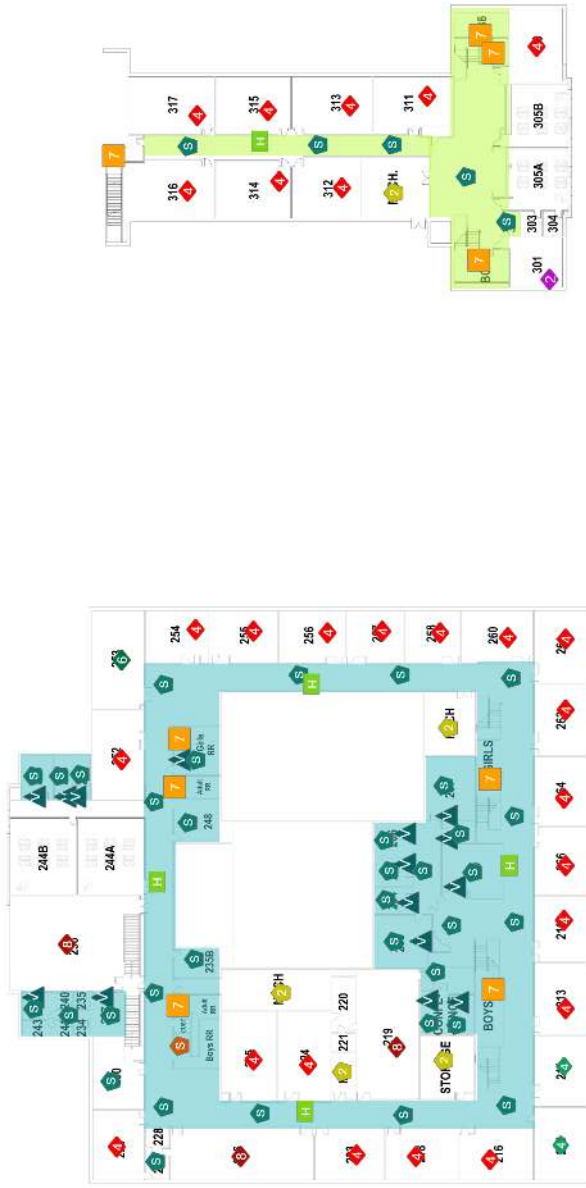
**FIRST FLOOR**  
1/16" = 1'-0" ⊕

**AUSTIN ELEMENTARY SCHOOL**  
GALVESTON ISD

# MAP OF DESIGN



## Second & Third



**SECOND & THIRD FLOORS**  
1/16" = 1'-0" ⊕

**AUSTIN ELEMENTARY SCHOOL**  
GALVESTON ISD

# PRICING PROPOSAL



Quote 128259

Pricing Valid for 90 Days - August 6, 2026

## Galveston Ind School District - Austin ES Remaining Spaces V8

Classroom Equipment		\$148,432.89
EPIC System School Equipment		\$40,197.39
InfoView Equipment		\$26,843.90
Services		\$97,732.00
Contingency		\$17,200.00
Training		\$500.00
		<hr/>
	Discount	(\$61,623.44)
	Taxes	\$0.00
	Shipping	\$5,098.06
		<hr/>
Galveston Ind School District Price		\$274,380.80

By sending in a Purchase Order in response to this proposal, the customer is agreeing to the Audio Enhancement terms and conditions which can be viewed at [Audioenhancement.com/terms](http://Audioenhancement.com/terms).

Audio Enhancement will invoice equipment at the time of shipment with payment due within terms. Services completed by Audio Enhancement will be invoiced upon substantial completion with payment due within terms.

If there are any questions about this process, please reach out to our Receivables Team – [receivables@audioenhancement.com](mailto:receivables@audioenhancement.com)

**\*\*\*Audio Enhancement will not be responsible for removal of existing equipment and cabling.\*\*\***

# DETAILED BILL OF MATERIALS



Quote **128259**

## BoM 1

Part#	Product Name	Qty	Unit Price	Total
	<b>Category : Classroom Equipment</b>			
	<b>System : 4 Speaker Optimum System with Programming</b>			
ST-SP-0001	CS-12 Ceiling Speaker, Circle Cut In, Plenum Rated, Set of 4	29	\$381.88	\$11,074.52
AC-0003	50' Speaker Wire Plenum Rated, White	29	\$25.83	\$749.07
AC-0200	50' 3.5 Male - 3.5 Male Plenum Rtd, Shielded	29	\$46.06	\$1,335.74
ST-PA-8010	Interactive Touch Controller Bundle	29	\$375.00	\$10,875.00
AM-3250.P	MS-700 Network Amp with Integrated XD Receiver with Programming	29	\$2,089.38	\$60,592.02
ST-XD-9026	XD Teacher Box with Teacher Pendant Microphone	29	\$264.08	\$7,658.32
	<b>System : Existing Headend w XD Solo</b>			
XD-1100	XD Solo (XD Microphone not Included)	1	\$1,288.78	\$1,288.78
PA-0016	Portable Mount for XD Solo	1	\$151.84	\$151.84
PA-0051	XD Solo Speaker Stand Bag Tote	1	\$41.60	\$41.60
ST-XD-9061	XD Teacher Box with Teacher Pendant and Student Handheld Microphone	1	\$510.19	\$510.19
	<b>System : 8 Speaker Optimum System with Programming</b>			
ST-SP-0001	CS-12 Ceiling Speaker, Circle Cut In, Plenum Rated, Set of 4	3	\$381.88	\$1,145.64
ST-SP-0001	CS-12 Ceiling Speaker, Circle Cut In, Plenum Rated, Set of 4	3	\$381.88	\$1,145.64
AC-0003	50' Speaker Wire Plenum Rated, White	3	\$25.83	\$77.49
ST-PA-8010	Interactive Touch Controller Bundle	3	\$375.00	\$1,125.00
AM-3250.P	MS-700 Network Amp with Integrated XD Receiver with Programming	3	\$2,089.38	\$6,268.14
ST-XD-9026	XD Teacher Box with Teacher Pendant Microphone	3	\$264.08	\$792.24
	<b>System : 6 Speaker Optimum System with Programming</b>			
ST-SP-0001	CS-12 Ceiling Speaker, Circle Cut In, Plenum Rated, Set of 4	6	\$381.88	\$2,291.28

# DETAILED BILL OF MATERIALS



Quote **128259**

Part#	Product Name	Qty	Unit Price	Total
AC-0003	50' Speaker Wire Plenum Rated, White	6	\$25.83	\$154.98
AC-0200	50' 3.5 Male - 3.5 Male Plenum Rtd, Shielded	6	\$46.06	\$276.36
CK-4010	Classroom Wiring Kit - (2) 75' Plenum Speaker Wires, 35' 3.5 Plenum Shielded	6	\$104.77	\$628.62
ST-SP-9102	CS-12 Ceiling Speaker, Circle Cut In, Plenum Rated, Set of 2	6	\$190.94	\$1,145.64
ST-PA-8010	Interactive Touch Controller Bundle	6	\$375.00	\$2,250.00
AM-3250.P	MS-700 Network Amp with Integrated XD Receiver with Programming	6	\$2,089.38	\$12,536.28
ST-XD-9026	XD Teacher Box with Teacher Pendant Microphone	6	\$264.08	\$1,584.48
	<b>System : SAFE w Enclosure System Extender MS-775 with Programming</b>			
PA-0086	Outdoor Enclosure for MS Devices	2	\$248.81	\$497.62
	<b>System : 2-Way 1 Speaker SAFE System Extender MS-775 with Programming</b>			
CK-4010	Classroom Wiring Kit - (2) 75' Plenum Speaker Wires, 35' 3.5 Plenum Shielded	3	\$104.77	\$314.31
SP-0001	Classroom Speaker, Ceiling, Circle Cut In, Plenum Rated	3	\$95.47	\$286.41
ST-PA-8010	Interactive Touch Controller Bundle	3	\$375.00	\$1,125.00
	<b>System : 70V CZA Classroom</b>			
ST-XD-0601	XD Receiver with 3' Cat6	2	\$463.55	\$927.10
WP-0001	Wall Plate, WPA-701, Ambient Mic with Decora Plate	2	\$67.70	\$135.40
ST-PA-8010	Interactive Touch Controller Bundle	2	\$375.00	\$750.00
AC-0210	100' 3.5 Male to 3.5 Male Plenum Rated - Shielded	2	\$121.68	\$243.36
ST-XD-9061	XD Teacher Box with Teacher Pendant and Student Handheld Microphone	2	\$510.19	\$1,020.38
	<b>System : 2-Way 2 Speaker SAFE System Extender MS-775 with Programming</b>			
CK-4010	Classroom Wiring Kit - (2) 75' Plenum Speaker Wires, 35' 3.5 Plenum Shielded	1	\$104.77	\$104.77

# DETAILED BILL OF MATERIALS



Quote **128259**

Part#	Product Name	Qty	Unit Price	Total
ST-SP-9102	CS-12 Ceiling Speaker, Circle Cut In, Plenum Rated, Set of 2	1	\$190.94	\$190.94
ST-PA-8010	Interactive Touch Controller Bundle	1	\$375.00	\$375.00
	<b>System : 2 Speaker Optimum System with Programming</b>			
AC-0003	50' Speaker Wire Plenum Rated, White	1	\$25.83	\$25.83
ST-SP-9102	CS-12 Ceiling Speaker, Circle Cut In, Plenum Rated, Set of 2	1	\$190.94	\$190.94
ST-PA-8010	Interactive Touch Controller Bundle	1	\$375.00	\$375.00
AM-3250.P	MS-700 Network Amp with Integrated XD Receiver with Programming	1	\$2,089.38	\$2,089.38
ST-XD-9026	XD Teacher Box with Teacher Pendant Microphone	1	\$264.08	\$264.08
	<b>System : Gym 70V CZA Classroom</b>			
ST-XD-0601	XD Receiver with 3' Cat6	1	\$463.55	\$463.55
PA-0086	Outdoor Enclosure for MS Devices	1	\$248.81	\$248.81
WP-0001	Wall Plate, WPA-701, Ambient Mic with Decora Plate	1	\$67.70	\$67.70
ST-PA-8010	Interactive Touch Controller Bundle	1	\$375.00	\$375.00
AC-0210	100' 3.5 Male to 3.5 Male Plenum Rated - Shielded	1	\$121.68	\$121.68
ST-XD-9026	XD Teacher Box with Teacher Pendant Microphone	1	\$264.08	\$264.08
	<b>System : Library 70V CZA Classroom</b>			
ST-XD-0601	XD Receiver with 3' Cat6	1	\$463.55	\$463.55
WP-0001	Wall Plate, WPA-701, Ambient Mic with Decora Plate	1	\$67.70	\$67.70
ST-PA-8010	Interactive Touch Controller Bundle	1	\$375.00	\$375.00
AC-0210	100' 3.5 Male to 3.5 Male Plenum Rated - Shielded	1	\$121.68	\$121.68
ST-XD-9061	XD Teacher Box with Teacher Pendant and Student Handheld Microphone	1	\$510.19	\$510.19
	<b>System : 4 Speaker MS-600 Classroom w Existing</b>			

# DETAILED BILL OF MATERIALS



Quote **128259**

Part#	Product Name	Qty	Unit Price	Total
ST-SP-0001	CS-12 Ceiling Speaker, Circle Cut In, Plenum Rated, Set of 4	2	\$381.88	\$763.76
SE-0083.	Install Supply Kit	2	\$65.00	\$130.00
AC-0003	50' Speaker Wire Plenum Rated, White	2	\$25.83	\$51.66
ST-PA-8010	Interactive Touch Controller Bundle	2	\$375.00	\$750.00
ST-XD-9026	XD Teacher Box with Teacher Pendant Microphone	2	\$264.08	\$528.16
	<b>System : 4 Existing Stock 2x1 Speakers Optimum System with Programming</b>			
AC-0003	50' Speaker Wire Plenum Rated, White	2	\$25.83	\$51.66
ST-PA-8010	Interactive Touch Controller Bundle	2	\$375.00	\$750.00
AM-3250.P	MS-700 Network Amp with Integrated XD Receiver with Programming	2	\$2,089.38	\$4,178.76
ST-XD-9026	XD Teacher Box with Teacher Pendant Microphone	2	\$264.08	\$528.16
	<b>Miscellaneous</b>			
AC-3209	RJ45 To Screw Terminal Block Adapter	16	\$5.15	\$82.40
	<b>Category : EPIC System School Equipment</b>			
	<b>System : Kitchen</b>			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
	<b>System : Admin</b>			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
	<b>System : Hallways 1-1</b>			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
	<b>System : Hallways 1-2</b>			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00

# DETAILED BILL OF MATERIALS



Quote **128259**

Part#	Product Name	Qty	Unit Price	Total
	<b>System : Hallways 2</b>			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
	<b>System : Hallways 3</b>			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
	<b>System : Exterior 1</b>			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
IN-0126	Surge Protector Wall Mount 4 Channel	1	\$55.00	\$55.00
IN-0127	Surge Protection Module, 75V Screw Term	1	\$65.00	\$65.00
	<b>System : Exterior 2</b>			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
IN-0126	Surge Protector Wall Mount 4 Channel	1	\$55.00	\$55.00
IN-0127	Surge Protection Module, 75V Screw Term	1	\$65.00	\$65.00
	<b>System : Exterior 3</b>			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
IN-0126	Surge Protector Wall Mount 4 Channel	1	\$55.00	\$55.00
IN-0127	Surge Protection Module, 75V Screw Term	1	\$65.00	\$65.00
	<b>System : SAFE w Enclosure System Extender MS-775 with Programming</b>			
AM-3253.P	MS-775 Network Interface for SAFE Alert Extender with Programming (Requires PoE+)	2	\$847.00	\$1,694.00
	<b>System : 2-Way 1 Speaker SAFE System Extender MS-775 with Programming</b>			
AM-3253.P	MS-775 Network Interface for SAFE Alert Extender with Programming (Requires PoE+)	3	\$847.00	\$2,541.00
	<b>System : 70V CZA Classroom</b>			

# DETAILED BILL OF MATERIALS



Quote **128259**

Part#	Product Name	Qty	Unit Price	Total
PA-1068	Tilt-out Rack 2U Surface-mount	2	\$1,138.80	\$2,277.60
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	2	\$1,014.00	\$2,028.00
AC-0149	1' CAT6A Patch Cable, White	2	\$5.25	\$10.50
	<b>System : 2-Way 2 Speaker SAFE System Extender MS-775 with Programming</b>			
AM-3253.P	MS-775 Network Interface for SAFE Alert Extender with Programming (Requires PoE+)	1	\$847.00	\$847.00
	<b>System : Gym 70V CZA Classroom</b>			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
	<b>System : Library 70V CZA Classroom</b>			
ST-AM-1028.P	CZA-1300 EPIC Common Zone Amplifier with Network Interface 1 X 300W 70V, 1U with Programming	1	\$1,014.00	\$1,014.00
AC-0149	1' CAT6A Patch Cable, White	1	\$5.25	\$5.25
SP-0300	70V Ceiling Speaker, Circle Cut In	21	\$124.80	\$2,620.80
PA-0191	Volume Control 25/70V	26	\$31.45	\$817.70
SP-1036	Low Profile Speaker	9	\$432.00	\$3,888.00
SP-1091	Speaker Quam System 36VPS 70v Loudspeaker	12	\$249.60	\$2,995.20
SP-1028	70V Slanted, Square, Wall Mount Speaker	17	\$64.02	\$1,088.34
SP-1097	6.5" 70V Outdoor/Indoor Speaker 2-way	11	\$240.00	\$2,640.00
AC-0152	CAT6A by the Foot, Plenum Rated - White	1000	\$0.97	\$970.00
	<b>Category : InfoView Equipment</b>			
	<b>System : Hallway Double Sided - Wall, Visual Messaging Display</b>			
ST-EP-0231	Double-sided InfoView Display with Wall Mount (Requires PoE+)	10	\$2,684.39	\$26,843.90
	<b>Category : Services</b>			
	<b>System : 2x2 Existing Speaker</b>			

# DETAILED BILL OF MATERIALS



Quote **128259**

Part#	Product Name	Qty	Unit Price	Total
SE-1068	Installation of 70V Ceiling Speaker/ Equipment	12	\$180.00	\$2,160.00
	<b>System : 4 Speaker MS-600 Classroom w Existing</b>			
SE-0035	Installation of Audio System	2	\$416.00	\$832.00
SE-0081	Installation of Wallplate	2	\$86.00	\$172.00
	<b>System : SP-1022 Existing Stock</b>			
SE-1068	Installation of 70V Ceiling Speaker/ Equipment	1	\$180.00	\$180.00
	<b>System : SP-0300 Existing Stock</b>			
SE-1068	Installation of 70V Ceiling Speaker/ Equipment	70	\$180.00	\$12,600.00
	<b>Category : Training</b>			
	<b>Miscellaneous</b>			
EP-0035	EPIC Administrator Training	1	\$500.00	\$500.00

# DETAILED BILL OF MATERIALS



Quote **128259**

## Additional BOM Items

Part#	Product Name	Qty	Unit Price	Total
	<b>Category : Classroom Equipment</b>			
SE-0083.	Install Supply Kit	45	\$65.00	\$2,925.00
	<b>Category : EPIC System School Equipment</b>			
AC-0004	18/2 Spooled Speaker Wire Plenum Rated Per Foot, White	6000	\$0.71	\$4,260.00
	<b>Category : Services</b>			
SE-0002	Installation Labor Per Hour	6	\$86.00	\$516.00
SE-0037	Installation of 2-Way Intercom System	6	\$453.00	\$2,718.00
SE-0038	Installation of Common Zone Amplifier	13	\$265.00	\$3,445.00
SE-0025	Travel Fee	1	\$1,650.00	\$1,650.00
SE-0078	Installation of Double Display	10	\$494.00	\$4,940.00
SE-0073	Project Management Services	70	\$120.00	\$8,400.00
SE-0032	Inspection & Commissioning	70	\$110.00	\$7,700.00
TX-0005	Final Testing and Configuration	7343	\$1.00	\$7,343.00
SE-1072	Installation of 70V Wall Speaker/Equipment	17	\$375.00	\$6,375.00
SE-1073	Installation of 70V Outdoor Speaker/Equipment	11	\$425.00	\$4,675.00
SE-1068	Installation of 70V Ceiling Speaker/Equipment	68	\$180.00	\$12,240.00
SE-0035	Installation of Audio System	41	\$416.00	\$17,056.00
SE-0081	Installation of Wallplate	55	\$86.00	\$4,730.00
	<b>Category : Contingency</b>			
SE-0067	Optional Contingency	172	\$100.00	\$17,200.00

# LIMITED WARRANTY



Audio Enhancement® is pleased to offer a limited manufacturer’s warranty (“Limited Warranty”) in which Audio Enhancement warrants that the product will be free from defects in materials and workmanship under normal use. The warranty duration depends on the product as defined by the table included with this document. The limited warranty applies only if the products are installed according to the manufacturer’s instructions, by an Audio Enhancement certified installer where specified, and there is no evidence of misuse, abuse, mishandling, neglect, unauthorized modification, or repair.

WARRANTY LENGTH	EQUIPMENT COVERED
<b>7 Years</b>	MS-700, MS-720, MS-775, XD Teacher Microphone (STM-24), XD Student Microphone (SHH-24), XD Receiver (SRC-24), Ceiling Speaker, Wall Speaker, and 70 V Speakers
<b>5 Years</b>	XD Solo®, BEAM, EPIC System Hard Drives, and EPIC Head End Appliance
<b>3 Years</b>	Educam360® (All Variants), EduCamPTZ (All Variants), Interactive Touch Controller (ITC), InfoView Displays, EPIC System Kiosk, and EPIC Kiosk Microphone
<b>1 Year</b>	Uninterrupted Power Supply (UPS), Adaptors, Mic360®, and Lithium-ion Batteries (supplied by Audio Enhancement®)
<b>Other Manufacturers</b>	Any product that is not specifically mentioned in one of the other categories. Products supplied as part of a system that are from other manufacturers carry their manufacturers warranty, or the Audio Enhancement one year warranty, whichever is greater.

*SAFE System® (Signal Alert For Education—patent pending) is an alert notification system not intended to be a life-saving device or prevent emergencies. Audio Enhancement, our agents, employees, subsidiaries, affiliates and parent companies are exempt from liability for any loss, damage, injury or other consequence arising directly or indirectly from the application of our equipment. In the event of misuse or malfunction of the SAFE System or any of its components, Audio Enhancement, our agents, employees, subsidiaries, affiliates and parent companies are exempt from liability for any loss, damage, injury or other consequence arising directly or indirectly therefrom.*

# TECHNICAL SUPPORT

Audio Enhancement® Technical Support Representatives are available to assist by phone, chat, and email. With offices in West Jordan, Utah; Apopka, Florida; and Alpharetta, Georgia, we offer additional regional resources to ensure our customers have all the support to meet their needs.

## Contact Support

**Hours** - Monday - Friday, 7:00 AM - 8:00 PM EST

**Phone** - 800.932.3578

**Email** - [Support@AudioEnhancement.com](mailto:Support@AudioEnhancement.com)

**Chat and RMA** - [www.AudioEnhancement.com/Support/](http://www.AudioEnhancement.com/Support/)

## Additional Support

**Training Website** - [Training.AudioEnhancement.com](http://Training.AudioEnhancement.com)

**YouTube** - [YouTube.com/user/AudioEnhancementInc](https://www.YouTube.com/user/AudioEnhancementInc)

## Support Levels

**Level 1** - Support for basic audio systems. Tickets are created when a phone call is made, RMA is submitted, or an email is sent to support. Level 1 support services include troubleshooting with microphones, batteries, cabling, volume levels, information requests, and basic EPIC troubleshooting and setup.

**Level 2** - When a higher level of support is required, tickets are escalated to Level 2 support. This type of support includes advanced audio troubleshooting. Enhanced EPIC support including device configuration, SIP integration, LDAF integration, and configuration of VIEWPath and VIEWPath Live.

**Level 3** - Final escalations are handled by Audio Enhancement engineers and developers with 10+ years of experience.

## Additional Support Personnel

Audio Enhancement is headquartered in West Jordan, Utah with two offices in Apopka, Florida and Alpharetta, Georgia. Between our three offices and field services reps across the country, Audio Enhancement can provide additional onsite support when needed.

# STATEMENT OF FEATURES



## Project Information

### Project Summary \*

This is not a new construction quote, but I've included in here the construction documents and quotes from our last project for you to account for in this design. We need to quote the remaining spaces and hallways not covered by the construction phase and take-offs. Server is already installed and operational at campus.

### Request design team to design your school? \*

Yes

### When do you need the design completed by?

Standard Turn Around Time

### Will this project be using a Contract? \*

TIPS/TAPS

### Will Audio Enhancement be Installing? \*

Yes

### Does this project utilize Davis Bacon rates or Prevailing Wage?

No

### Site Status at Any Point During Implementation \*

None of the above

### Are there any drawings or specifications we are required to meet for this project? \*

No

### Are we reusing existing intercom speakers?

No

### Will Audio Enhancement be Commissioning?

Yes