CFS Phone Cost and Equipment Summary

based on the 2022 Affiliated Com-Net agreement, Hawk iSolutions proposal, and Mar. 2026 invoice

Monthly recurring charge	Documented one-time charges	Best current reading
$257.05/month in the signed 2022 Affiliated agreement. A Mar. 2026 invoice shows $274.39/month currently billed.	Affiliated agreement: $793.44. Hawk proposal: $3,793.44, including $3,000 deployment/programming.	This looks more like an ongoing hosted-service arrangement than rent-to-own. The documents do not show automatic transfer of ownership after 36 months.

Key points

- The signed Affiliated Com-Net agreement shows a 3-year term and a monthly service-plan total of $257.05.
- That agreement also lists one-time installation and activation fees totaling $793.44.
- A separate Hawk iSolutions configuration sheet shows the same monthly amount but higher up-front charges because it includes a $3,000 deployment/programming line.
- The contract language says monthly charges begin at installation/service inception, so total paid to date depends on the actual billing start date and any partial first month.
- The Mar. 2026 invoice indicates monthly charges continued after the initial 36-month term, which suggests the term was a service commitment rather than a clear rent-to-own schedule.
- The provider-managed voice/router design appears to have imposed routing restrictions that make maintenance, network changes, and ISP transitions more difficult for CFS.

Estimated recurring total paid

Scenario	Months	Total
If full monthly billing began Sep. 2022 and continued through Mar. 2026	43	$11,053.15
If the first full month billed was Oct. 2022 and continued through Mar. 2026	42	$10,796.10

Why monthly charges may still continue

- Hosted PBX / cloud voice service
- DID numbers and SIP/voice paths
- E911 and regulatory fees
- Licensing, support, and maintenance
- Possible continuing device-related service charges

Recommended next check: Obtain the full executed agreement, equipment schedule, and a current invoice detail before assuming CFS owns the phones/router or that monthly device charges should have ended after month 36.

Illustrative UniFi Talk comparison

Estimated cost comparison assuming 2 outside numbers and 10 extensions:

Option	Up-front cost	Monthly cost	42-43 month result
Affiliated Com-Net (documented paid to date)	$793.44 documented one-time charges	$257.05 / month	$11,590-$11,847 paid to date
UniFi Talk (estimate)	$1,489 10 phones + 1 console	$19.98 / month 2 numbers	$2,328-$2,348 over the same period
Estimated savings with UniFi Talk	-	-	**$9,261-$9,498 less**

Recommendation

Based on the costs paid to date, CFS's modest telephony needs, and the operational constraints created by the current provider-managed voice/router design, **CFS should strongly consider replacing the current Affiliated arrangement with UniFi Talk or a similarly simple VoIP platform**. A change would likely lower recurring costs, simplify administration, improve network flexibility, and remove restrictions that currently complicate maintenance, future network additions or updates, and ISP changes.

Notes: UniFi Talk estimate assumes 10 desk phones at about $129 each, one modest UniFi console at about $199, and 2 outside numbers at $9.99 each per month. It does not include separate migration labor or outside support. The current provider arrangement also appears to have enforced routing constraints through its managed voice/router design, complicating maintenance, network changes, and ISP transitions.

Prepared for Bret Blackford | March 25, 2026

2022 Affiliated Com-Net signed service agreement

AFFILIATED

Service Agreement: 22915-02

This agreement valid until: September 18, 2022

This Service Agreement (Agreement), together with the Terms of Service (TOS) available at www.AffliatedCom.com/TOS constitutes the entire Agreement between Affiliated ComNet and Christian Family Services Inc (Customer), where Affiliated ComNet will provide Customer with Service, Usage, Product, and Customer Support, and Customer will pay monthly Service and Product Charges (Monthly Service Charge) along with Local Taxes and Regulatory Fees (USF, PUC, etc.) based on the rate herein. All Service Charges, Usage Charges, Regulatory Fees ($USD) will commence from the date of installation and service inception.

Services and Products (Monthly Service Charge)

		Term: 3-Year	
Monthly Services	Qty	Each	Extended
Clear Cloud SIP Trunk/Channel (Burstable)	2	$14.89	$29.78
DID Numbers (1 to 9)	5	$4.76	$23.80
e911 Edatabase Registration	1	$2.52	$2.52
Enhanced RTU License	13	$9.90	$128.70
Automated Attendant/Directory (Ch/Qty)	2	$1.08	$2.16
4-Line, 4-BLF Keys, Color LCD, 1G, PoE Phone w/Pwr	10	$3.80	$38.00
6-Line, Color LCD, 1G, PoE Phone w/Pwr +BT	3	$6.83	$20.49
QoS Security Router (to 500M Int.)	1	$11.60	$11.60
		Monthly Service Plan - Services	**$186.96**
		Monthly Service Plan - Equipment	**$70.09**
		Monthly Service Plan - TOTAL	**$257.05**

Installation/Activation of Products (1-Time Fee)

		Term: 3-Year	
Install Equipment/Service	Qty	Each	Extended
Automated Attendant/Directory (Ch/Qty)	2	$4.32	$8.64
Telephone Number Porting/Routing/Provisioning	5	$15.60	$78.00
Enhanced RTU License Configuration	13	$3.60	$46.80
4-Line, 4-BLF Keys, Color LCD, 1G, PoE Phone w/Pwr	10	$42.00	$420.00
6-Line, Color LCD, 1G, PoE Phone w/Pwr +BT	3	$42.00	$126.00
QoS Security Router (to 500M Int.)	1	$114.00	$114.00
		Service Install Fee	**$133.44**
		Equipment Install Fee	**$660.00**
		Service Equipment Install Fee - TOTAL	**$793.44**

Outbound calls placed to destinations within the contiguous 48 United States and Canada will not incur Usage Charges. Calls placed to Alaska, Hawaii, and other international locations will incur International Usage Charges at the current standard rate. Customers with Inbound Toll Free numbers incur a Usage Charge of $0.035 per minute for calls originated in the lower 48 United States, and $0.045 per minute for calls originated in Canada. Service Charges, Usage Charges, Regulatory Fees, and Taxes are invoiced the first week of each month, and include Service and Product Charges for the subsequent month. Usage Charges are invoiced one month in arrears. The first month's Service Charge will be prorated from the date of Service.

Invoices are sent the first week of the month with each invoice Payment due in full by the 20th day of the same month. Payments received after the 20th day of the same month incur a 10% Late Fee (10% of total invoice value). Payments not received by the last day of the month may result in a disconnection of Service until all payments in arrears have been made.

Fax over IP to legacy paper fax machines, as well as other devices using analog modems, may be unreliable due to technology limitations. Therefore, legacy paper fax machines, analog modems, analog Point-Of-Sale Terminals, and other devices using analog modems are recommended to remain on dedicated/shared analog lines.

All Products in the Monthly Service Charge, Services, and Labor provided by Affiliated ComNet are covered under Warranty for the duration of Service by the Customer. Any fees associated to remedy any defective Affiliated ComNet Product or Service provided herein will be incurred by Affiliated ComNet. Should a Product provided by Affiliated ComNet be deemed defective, Affiliated ComNet will replace the Product with New, or "Like New" same Product, or similar New, or "Like New" Product if the Product has been discontinued by the manufacturer at the time of the defect.

All Services and Products provided herein are scalable up throughout the duration of this Service Agreement at the prices shown herein (*excluding promotional items). The Customer may also include any additional Affiliated ComNet Products or Services not included in this Service Agreement at the Affiliated ComNet current price and/or monthly rate.

Location of Services*

Customer Name: Christian Family Services, Inc.
Address1: 7955 Big Bend Blvd
Address2:
City, State, Zip: St Louis MO 63119
County: St Louis County
Phone Number: 314-968-2216
Primary Contact: Jodi Mitchell
Primary Contact Email: jmitchell@cfserve.org

Billing Address ✓ *Check Here if Same as Location of Services*

Customer Name:
Address1:
Address2:
City, State, Zip:
Tax Exempt: Yes No
Phone Number:
Primary Contact:
Primary Contact Email:

I affirm that I am of legal age and authorized to enter into this Service Agreement on behalf of the Customer. By signing below, I confirm that I have read and agree to this Service Agreement and the Terms of Service (TOS) available at www.AffliatedCom.com/TOS.

Signature: [signature] Date 8/9/22
Customer

Printed Name: Steven M. Autrey
Customer

Signature:________ Date________
Affiliated ComNet

Printed Name:________
Affiliated ComNet

* **This is the address that will be supplied to the 911 service in your area.** IF YOU MOVE THE SERVICE OR ANY PRODUCT USED TO ACCESS THE SERVICE TO ANOTHER LOCATION, YOU MUST NOTIFY AFFILIATED COMNET OF THE NEW ADDRESS BY SENDING

2022 Hawk iSolutions configuration / pricing sheet

Custom configuration for

Christian Family Services

HiSG2203-2

		Qty	MRC Unit Price	MRC Extended Price	NRC Unit Price	NRC Extended Price
HAWKi PHONE						
	36-month contract					
	Clear Cloud SIP Trunk/Channel	2	$14.89	$29.78	$0.00	$0.00
	DID Numbers (Porting, Provisioning, Routing)	5	$4.76	$23.80	$15.60	$78.00
	E-DATABASE (911 Records)	1	$2.52	$2.52	$0.00	$0.00
	Enhanced RTU License	13	$9.90	$128.70	$3.60	$46.80
	Auto-Attendant/Directory	2	$1.08	$2.16	$4.32	$8.64
GS GXP2135	4-Line, Color LCD, 4-BLF, 1GB, PoE Phone	10	$3.80	$38.00	$42.00	$420.00
GS GXP2170	6-Line, Color, LCD, 24-BLF, 1GB, PoE Phone	3	$6.83	$20.49	$42.00	$126.00
	QoS Security Router	1	$11.60	$11.60	$114.00	$114.00
	Premise deployment (phones and router), Auto-Attendant, Programming - (includes changes 30-days after installation)	1	$0.00	$0.00	$3,000.00	$3,000.00
	Single Product Hardware Total			$257.05		$3,793.44
	Quantity of Systems	1				
	Product Hardware Total			$257.05		$3,793.44

March 2026 Affiliated Com-Net invoice

AFFILIATED

Affiliated Com-Net, Inc.
800 Jupiter Rd - Suite 200
Plano, TX 75074-3770
Phone: 972-852-4000
Fax: 972-422-9867

Invoice

Number: 2026-04-00057
Date: March 02, 2026

Bill To: Ship To:

Christian Family Services Inc.
7955 Big Bend Blvd
Webster Groves, MO 63119

mennis@cfserve.org

Acct. No. C3149682216 Hosted Services Terms: Net 15

Quote	Qty	Description	Each	Extended
		SERVICE PERIOD 04-01-2026 THRU 04-30-2026		
22962-00	10	4-Line, 4-BLF Keys, Color LCD, 1G, PoE Phone w/Pwr	$3.80	$38.00
	3	6-Line, Color LCD, 1G, PoE Phone w/Pwr +BT	$6.83	$20.49
	2	Automated Attendant/Directory (Ch/Qty)	$1.08	$2.16
	2	Clear Cloud SIP Trunk/Channel (Burstable)	$14.89	$29.78
	4	DID Numbers (1 to 9)	$4.76	$19.04
	1	e911 Edatabase Registration	$2.52	$2.52
	14	Enhanced RTU License	$9.90	$138.60
	1	QoS Security Router (to 500M Int.)	$11.60	$11.60
		Federal Regulatory Fee Recovery		$0.12
		Federal USF Recovery		$11.92
		E911 State and Local Fee Administration		$0.16
		TOTAL AMOUNT DUE:		$274.39

ACH 3/5
pd by 3/12/26

3/5/26
JodiRMitchell

Christian Family Services (CFS)
Network Diagram
As of March 2026

state 0

Charter Modem
EN2251
B522231F562

Charter Router
A92218330ADC
192.168.44.??
192.168.1.1 admin/admin??

Netgear FS728TP switch
24 x 10/100 Mbps RJ-45 PoE, 2 x 1Gb Copper, 2 x 1Gb Combo SFP
192.168.44.13
192.168.0.239 admin/password

PANDUIT
patch panel

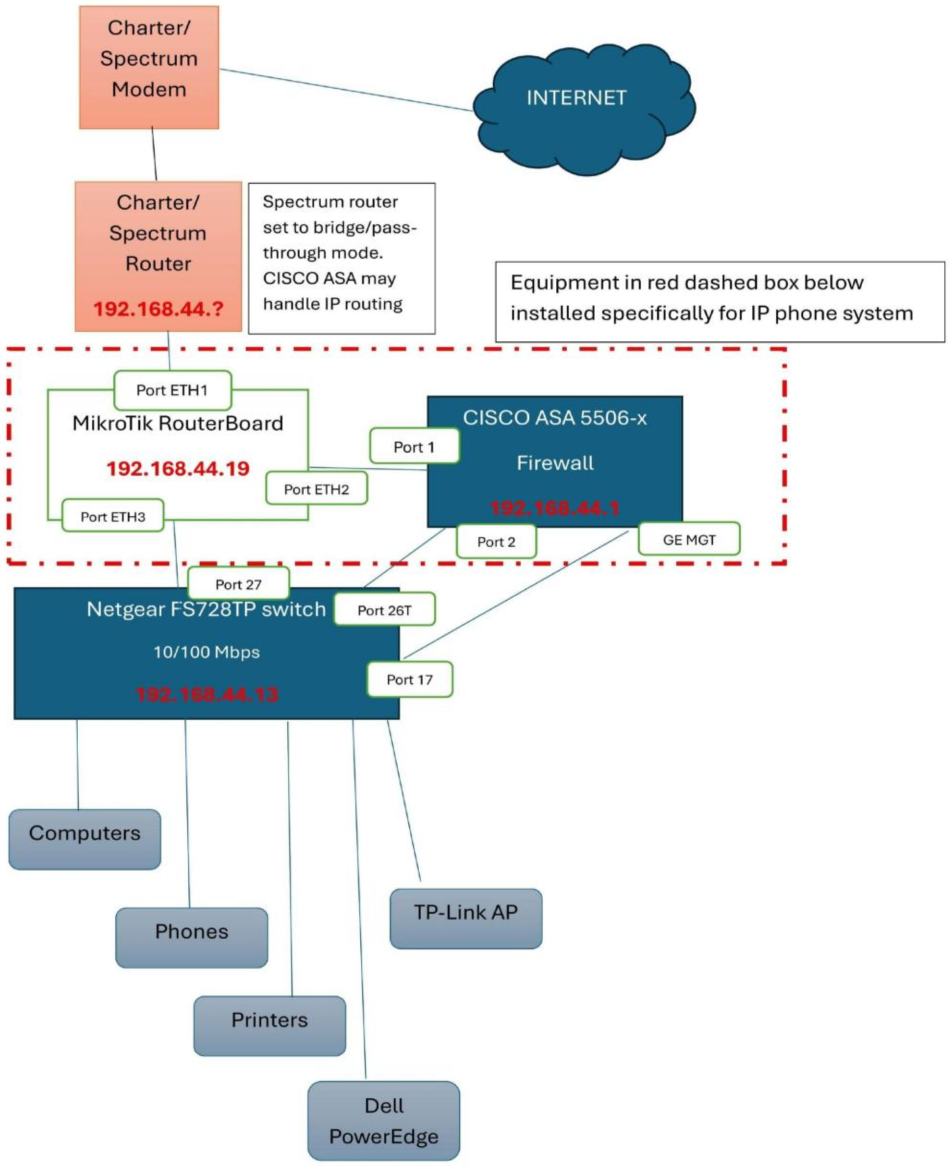
APC Back-UPS CS 350

MikroTik RouterBoard
RB3011UiAS-RM
192.168.44.19

CISCO ASA 5506-x
firewall
192.168.1.1

TP-Link
wifi access point

Dell
PowerEdge R720
5FH48Y1
> CFSDC2 (Domain Controller)
192.168.44.60
> CFSFS (File Server)
192.168.44.61
> CFSPRN (Print Server)
192.168.44.62
> VJUMP (Jump Box/Admin VM)
192.168.44.30



This is the current state of the CFS IT network architecture as of March 14, 2026.