

CFS IT review – initial documents for your review

From: M Bret Blackford (bret_blackford@yahoo.com)

To: emcpherson@cfserve.org

Cc: bret_blackford@yahoo.com

Date: Thursday, March 26, 2026 at 08:18 AM CDT

Eric,

I am still working on the full write-up of the CFS IT environment and possible next steps, but I wanted to send these attached documents ahead of that larger report. They reflect two key parts of what I plan to share and may be easier to review separately.

One attachment is a memo regarding expectations for CIO-level services under the Fix It Solutions agreement. My concern is not with routine support, which appears to be getting done, but whether CFS is receiving the level of strategic IT leadership, documentation, vendor oversight, budgeting guidance, and roadmap planning that the agreement appears to contemplate. The contract specifically references monthly reporting, quarterly Virtual CIO meetings, budgeting, roadmap planning, and ongoing network documentation, which is why I believe it is reasonable for CFS to expect more than basic maintenance and patching.

The second attachment summarizes phone-system costs and related observations. Based on the documents reviewed so far, the current phone arrangement appears relatively expensive for an organization of CFS's size, and it may also be contributing to some network constraints that make maintenance, future changes, and ISP flexibility more difficult than they should be. The summary also outlines a possible lower-cost alternative if CFS decides to revisit that area.

There is no urgency on any of this, but I do think there are some meaningful improvements that could be made to the CFS IT environment. Some of those improvements may require modest consulting fees and some replacement equipment. My initial impression is that the core network changes could potentially be done for less than \$2,000, while any phone-system replacement would likely cost more, depending on the direction chosen.

Once I complete the full write-up, I would be glad to sit down with you over coffee (fee for my services) and walk through what I am seeing, what I think is worth addressing first, and a possible timeline. After that, it may also be helpful for you, Kevin Romain, and me — and perhaps Mary Ennis as well — to meet together and discuss the findings and possible next steps.

I also want to be respectful of boundaries. I do not want to overstep my role as a volunteer, but I do want you to know that I am willing to help to whatever extent you believe would be useful and appropriate.

---- Bret

again - full documentation should be emailed later today or tomorrow

Memo

To: Eric McPherson, Executive Director, Christian Family Services

From: Bret Blackford

Date: March 2026

Subject: Expectations for CIO Services Under the Fix It Solutions Agreement

Bottom line: CFS should expect more than routine maintenance and server patching from an outsourced IT management provider. If the contract includes virtual CIO services, those services should actively protect both CFS's IT health and its IT spending.

Christian Family Services has appropriately outsourced much of its IT support to Fix It Solutions. That is sensible for an organization of CFS's size, especially when internal technical leadership is limited. At the same time, an **outsourced IT management relationship should deliver more than routine maintenance and reactive support**. Based on the current-state review and the 2024 Fix It Solutions agreement, CFS should reasonably expect stronger CIO-level leadership and better overall stewardship of both its technology environment and its IT spending.

This is not meant as a criticism of Kevin Romain personally. Kevin appears to be helpful and dependable in routine account maintenance, server patching, and day-to-day support work. Those services matter. The concern is that the agreement appears to call for more than that. It includes monthly reporting, a Virtual CIO function, quarterly review meetings, project discussion, vendor and best-practice guidance, budgeting assistance, roadmap planning, and ongoing network documentation covering hardware, software, network settings, IP addresses, firewall settings, and related information.

If those CIO-level services are being provided, the results are not clearly visible in the current CFS environment. The documented environment appears older, more complex, and more fragmented than it should be for a small nonprofit. Routing, telephony, switching, and support responsibilities appear to be spread across multiple vendors and legacy devices. The Cisco ASA, MikroTik, older Netgear switch, and legacy server footprint all point to an architecture that may still function, but does not appear modern, unified, or easy to manage.

The same concern applies to stewardship of IT spending. The current review suggests that CFS may be spending more than it should in certain areas without receiving the level of architectural guidance and cost oversight that should accompany a managed-services relationship. Phone and internet arrangements deserve closer scrutiny, and the broader network design appears to reduce flexibility and make future provider or architecture changes harder than they should be. Even if some of these costs can be explained, they should be actively reviewed and challenged by whoever is serving in the CIO role.

In my judgment, the strongest conclusion is not that routine support has been poor, but that CFS does not appear to be receiving enough visible CIO-level leadership in the areas of planning, vendor oversight, documentation, budgeting, and architectural modernization. Those are strategic management functions, and they should be part of an outsourced IT leadership relationship.

I believe CFS should reset expectations with Fix It Solutions. At a minimum, CFS should expect a current network diagram, clear documentation of routing and system dependencies, regular strategic review meetings, proactive recommendations to simplify and modernize the environment, and stronger attention to cost stewardship. If Fix It Solutions wishes to continue in a broader strategic role, CFS should expect those outcomes. If not, CFS may need to decide whether separate strategic IT guidance is needed while retaining Fix It for maintenance and support.

Addendum A

2024 Fix It Solutions Agreement

Managed Services Agreement 2024



Managed Services Offerings	
Unlimited On-site and Remote Support	✓
Unlimited Automated Support	✓
PC Monitoring, Maintenance, Patching	✓
Office 365 Support	✓
Cloud File Sync & Share	
Endpoint Protection / Antivirus	✓
Security Threat Detection and Remediation	
Security Awareness Training	
Cloud Backup	✓
Backup Disaster Recovery Appliance	
Monthly Reporting	✓
Virtual CIO	✓
\$1036.80	

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Description of Services

Unlimited On-Site and Remote Support

Fix-IT Solutions, LLC. will provide maintenance and support for the existing hardware and software including all equipment listed in the Addendum as well as installed 3rd party software and a line of business applications. FIX-IT SOLUTIONS, LLC will provide support and troubleshooting for remote access solutions including VPN access, remote desktop and webmail including remote access setup of off-site computers. FIX-IT SOLUTIONS, LLC will make its best effort to resolve as many issues as possible remotely and will come On-Site in the event remote resolution is not possible. Remote support of other staff home computers is not included for VPN access to the network. Projects outside the scope of the above to maintain the existing network are billed separately including but not limited to setting up 2nd or additional offices or system changes expanding beyond what is currently in use in the network are beyond the scope of this Agreement. Charges will be billed separately at FIX-IT SOLUTIONS, LLC's then hourly rate for service, currently \$70.

Unlimited Automated Support

Through the use of Fix-IT Solutions, LLC's Remote, Monitoring and Management (RMM) software, unlimited support by these systems will be provided. This includes the installation of critical updates for Windows Operating Systems, Apple Operating Systems, Microsoft Office 2013/2016. Automated support includes remediation for installed malware, failed services, drive clean-up (temp and unnecessary files), drive optimization, virus, malware and spyware scans, as well as hardware and software auditing. Fix-IT Solutions, LLC's remote monitoring and management software will monitor all PC's that are powered on 24/7 for critical errors. Critical errors will automatically create a Service Ticket in Fix-IT Solutions, LLC's ticket management system to be addressed by a technician or Fix-IT Solutions, LLC's automation service which provides automatic response to resolve critical issues. Errors that occur during the maintenance window such as viruses found or machines that are unavailable will trigger a Service Ticket to be automatically created in FIX-IT SOLUTIONS, LLC's ticket management system.

All time billed for software support by FIX-IT SOLUTIONS, LLC's Automated Support software will be covered under the terms of this agreement. Hardware issues are not covered under these terms and will be billed at an hourly rate.

Endpoint Protection / Antivirus

All antivirus licensing is included for Servers, MAC's and PC's. Antivirus software is business grade antivirus (Webroot). Fix-IT Solutions, LLC monitors the antivirus software 24/7 and in the event of a virus/worm/ad-ware/spyware being detected a ticket will automatically be created in Fix-IT Solutions, LLC's ticket management system. Fix-IT Solutions, LLC will address viruses as requiring an emergency response by a technician to confirm virus removal.



Online Cloud Backup

Automatically backs up select files and network shares stored on the Servers to a secure online location. Gigabytes will be purchased for \$ 0.14 per 1 gigabyte block to be added to the monthly billing. Backups will be performed each night after 10 pm. This includes AES-256 bit DOD Level Encryption of all data. Clients must have a 5 megabyte or higher Internet connection (both upload and download).

Monthly Reporting

Fix-IT Solutions, LLC will provide clients with monthly reporting detailing resolved tickets, patching, antivirus performance, service availability and network reliability.

Virtual CIO

Fix-IT Solutions, LLC provides quarterly meetings with clients to review ongoing issues, go over upcoming project work, discuss changes in vendors, advise on best practices, create budgets and plan the technology roadmap for the next period.

*Annual increase of 3% to the total

Managed Services Response Times

Trouble	Priority	Response Time 9am-5:30pm Weekdays	Response Time 5:30pm-9am Weekdays/Holidays
Service not available (all users and functions unavailable. Ex: Server down).*	1	Remote within 2 hours On-Site within 3 hours	Remote within 3 hours On-Site within 4 hours
Significant degradation of service (large number of users or business critical functions affected).*	2	Remote within 3 hours On-Site within 4 hours	Remote within 3 hours On-Site within 4 hours
Limited degradation of service (limited number of users or functions affected, business process can continue).**	3	Remote within 8 hours On-Site within 48 hours	Remote within 12 hours On-Site within 48 hours
Small service degradation (business process can continue, one user affected).**	4	Remote within 24 hours On-Site within 72 hours	Remote within 24 hours On-Site within 72 hours

*For same day services on priority 3 and 4 tickets must be entered before 4pm.

**Clients may request a specific technician, however Fix-IT Solutions, LLC will at its discretion assign a technician to address a service ticket or project work.

Client agrees that weather, traffic conditions or Force Majeure outside the control of Fix-IT Solutions, LLC may extend or prevent remote or onsite response.

Managed Services Requirements

1. PC's, Servers and network equipment including routers, switches, backup devices and media must be less than 10 years old or turning 10 years old in the first 11 months of the agreement. Servers should be replaced by clients upon reaching the age of 10 years. Replacement installation costs are billed outside the monthly service amount at FIX-IT SOLUTIONS, LLC's then hourly rate. Servers must be covered by an active hardware warranty. FIX-IT SOLUTIONS, LLC will coordinate warranty diagnostics, repairs and return to service.
2. PC's (laptops/desktops/Macs) in excess of 5 years in age that fail will need to be replaced by the client with a new machine or one that is less than 5 years in age. Support to restore or replace failing equipment older than 5 years will be billed at the agreed on-demand hourly rate.
3. All Servers, Desktop PC's and Notebooks/Laptops with Microsoft Windows or Apple operating systems must be running an operating system supported by Microsoft or Apple with support expected to continue 12 months or more with the latest service packs and critical updates installed. As Microsoft or Apple stops supporting an operating system Client must update their operating system or remove it from any access to the network.
4. Clients will maintain service/support contracts for hardware such as routers, firewalls and switches and specialty software applications.
5. If a client has software particular to its business which is installed on its network, the client is responsible for obtaining installation, training and continuing technical support from the software provider. Fix-IT Solutions, LLC technicians are able to assist with network support, but they are not experts in all software applications and rely on the software manufacturer to provide software support at Client's expense.
6. This Agreement covers users and their associated computers and other devices as detailed in the appendix. Clients shall provide a desktop and laptop which are less than 5 years old in good functioning condition to serve as a hot spare. A hot spare will not be counted as an operating computer for purposes of this Agreement until added to the client group.
7. All server and desktop software must be genuine, licensed. Vendor supported equipment is highly recommended.
8. The network must have a currently licensed, vendor-supported hardware firewall between the internal network and the Internet.
9. All wireless data traffic in the environment must be securely encrypted.
10. There must be an outside static IP address assigned to a network device, allowing VPN access.

Agreement

Clients and FIX-IT SOLUTIONS, LLC agree to the following:

- Fix-IT Solutions, LLC will provide the Managed Services listed on the Managed Services Offerings. The term of this Agreement is 36 months beginning 11/01/2021. This Agreement will automatically renew for successive 36-month terms unless at least 6 months prior to the expiration of each such term, either party notifies the other party in writing of non-renewal. Fix-IT Solutions, LLC or Client may terminate this contract at any time, after an initial 36-month period with at least 6 months prior written notice. Client acknowledges and agrees Client is responsible to pay monthly fees for service offerings during the Notice Period, regardless if Client requests not to receive service offerings during the Notice Period. Service to be provided to Client is for the network located at the address set forth in the attached Description of Network Equipment Supported for the equipment described therein.
 - The initial managed service agreement dated 11/01/2021 was reviewed on 02/21/2024 and both parties, Christian Family Services, Inc. and Fix-IT Solutions, LLC agreed upon an 8% increase for services provided to allow for inflation. This document reflects those changes.
- Client agrees to all requirements in the preceding pages of this document.
- Client will pay Fix-IT Solutions, LLC monthly on or before the 1st day of each month the amount of \$1036.80 beginning 03/01/2024. Clients will execute the ACH form attached to this Agreement and authorize the monthly drafting of their account for the monthly managed service. If the client is in a jurisdiction which charges sales tax on services the stated price does not include tax.
- Fix-IT Solutions, LLC's hourly rate for additional services for onsite is \$70 and remote \$70, weekdays 9-5.
- This Agreement covers only the client's locations as referenced in the addendum and its IT assets, services, service hours, and covered days defined within this Agreement.
- The addition of locations, IT assets, services, service hours, and covered days not set out in this Agreement will require billing as additional services or a project or result in an adjustment to the Client's monthly charges. For example, clients moving to a new location or adding additional users requiring additional routers and networks are Projects. All services requested by clients which are not included in the coverages set out in this Agreement are billed as "Additional Services" or a "Project" and will be quoted and billed as Separate Charges at Fix-IT Solutions, LLC's then hourly rate plus expenses.
- The cost of any equipment necessary to perform the additional services or project will be paid by the Client before installation. The estimated charges for projects and additional services will be paid in full prior to the commencement of the Project. Client agrees to make payment in full within



30 days of billing for additional services not anticipated in the initial estimated charges plus expenses.

- Fix-IT Solutions, LLC will begin and maintain network documentation: on-going documentation of hardware, software, network settings, IP addresses, firewall settings and related network information.
- Clients will comply with the Policies and Responsibilities and also the Managed Services Requirements.

This Agreement includes the Managed Services Offerings, Managed Services Requirements and also the Terms and Conditions; these documents are incorporated herein by reference.

Client (Christian Family Services)

By 

Date 3/21/24

Fix-IT Solutions, LLC, Inc.

By _____

Date _____

Terms and Conditions

1. Confidentiality During the term of this Agreement, and thereafter in perpetuity, neither party shall without the prior written consent of the other, disclose to anyone any Confidential Information of the other. "Confidential Information" for the purposes of this Agreement shall include each party's proprietary and confidential information such as, but not limited to, customer lists, business plans, marketing plans, financial information, designs, drawing, specifications, models, software, source codes, and object codes. Confidential Information shall not include any information that client makes publicly available or information which becomes publicly available through no act of Fix-IT Solutions, LLC or Client or is rightfully received by either party from a third party.
2. Client and Fix-IT Solutions, LLC both agree that they will not solicit for hire and it will not hire or otherwise engage any of each other's employees or contractors, either directly or indirectly during any period services are provided under this agreement or in the 24-month period immediately following termination of this agreement.
3. Force Majeure: Neither party shall be liable for any failure of or delay in performance of its obligations under this Agreement to the extent such failure or delay is due to circumstances beyond its reasonable control, including, without limitation, acts of God, acts of a public enemy, pandemics, fires, floods, wars, civil disturbances, sabotage, accidents, insurrections, terrorism, blockades, embargoes, storms, explosions, labor disputes (whether or not the employees' demands are reasonable and within the party's power to satisfy), acts of any governmental body, failure or delay of third parties or governmental bodies from whom approvals, authorizations, licenses, franchises or permits must be obtained, or inability to obtain labor, materials, equipment, or transportation or illness of FIX-IT SOLUTIONS, LLC's technical staff (collectively referred to herein as "Force Majeure"). Each party shall use reasonable efforts to minimize the duration and consequences of any failure of or delay in performance resulting from a Force Majeure event.
4. If the Client work is substantially changed due to a Force Majeure, Fix-IT Solutions, LLC will evaluate the need for change to IT services to Client and related change of managed service fees. Recognizing there are ongoing expenses to Fix-IT Solutions, LLC of maintaining backups, remote monitoring, other vendor support software/licensing and availability of technicians to service on going needs, FIX-IT SOLUTIONS, LLC will review with Client the need for change of fees if any. Late fees will not be charged under an agreed scenario below:

A flat fee charge per month. If the change is a flat fee per month then billing will resume upon Client's resumption of services as mutually agreed between FIX-IT SOLUTIONS, LLC and Client. This may be an evaluation between the parties of a gradual resumption of workers and network activity or an immediate resumption of workers and network activity.
5. Fix-IT Solutions, LLC shall not be liable to Client or any of its affiliates for any damages, whether incidental, direct, indirect, special, consequential or punitive damages arising out of service or equipment provided hereunder, including but not limited to loss of profits or revenue, loss of use of equipment, lost data, or loss to person or property, costs of substitute equipment or other costs

even if Fix-IT Solutions, LLC has been advised of the possibility of such damages. Regardless of the form of action, Fix-IT Solutions, LLC's cumulative liability shall be only for loss or damage directly attributable to negligence of a Fix-IT Solutions, LLC employee or contractor, for the cost of restoring the network to its condition prior to the negligence. If a collection action is initiated by either party or if Fix-IT Solutions, LLC has to defend any action by Client, Fix-IT Solutions, LLC is entitled to its reasonable attorney fees and expenses to be paid by Client.

6. Implied Warranties are expressly disclaimed by Fix-IT Solutions, LLC. An Fix-IT Solutions, LLC contractor is a technician or contractor who operates on behalf of Fix-IT Solutions, LLC, is paid by Fix-IT Solutions, LLC and has access to Fix-IT Solutions, LLC's service ticket management system for making time entries and charges for their work. Fix-IT Solutions, LLC is not responsible for the acts of other technicians, contractors or consultants providing service to Client not under its control and direction. If Client purchases equipment from Fix-IT Solutions, LLC it understands and agrees that it will look to the manufacturer for all remedies and warranties and agrees that Fix-IT Solutions, LLC is not responsible for functioning of the equipment and has not made any express or implied warranties. Fix-IT Solutions, LLC shall not be liable for any claim or demand against the Client by any third party on account of errors or omissions performed hereunder.
7. Remote access to personal computers and/or networks. If or when Client transitions to home or alternative networks, Fix-IT Solutions, LLC will make best effort to make connections and serviceability. However, home or alternative networks may not have adequate internet connectivity and equipment to effectively work. Fix-IT Solutions, LLC is not responsible for inadequacies in those home or alternative networks or to secure those connections. Home equipment will not be as secure and may not have Fix-IT Solutions, LLC's software and security features. Fix-IT Solutions, LLC is not responsible for the security of the home or alternative networks. Work on a home or alternative network unless otherwise included is outside the scope of this Agreement and Fix-IT Solutions, LLC may charge its then hourly rate for work on home or alternative networks.
8. In the event of a Force Majeure Fix-IT Solutions, LLC is not required to have technicians work during periods or at places where their safety or health could be in jeopardy and in any event will not require technicians to go on site.
9. Client agrees to carry liability insurance and property insurance covering any damage to its network as well as to any clients of the Client adversely affected by Client's network functioning or transmissions from its network.
10. Fix-IT Solutions, LLC may apply changes or additional terms, conditions and provisions to this Agreement upon 30 days advance written notice to client containing the proposed addition or change. If the additions or changes are not objected to then they shall take effect at the end of the 30 days. Within the 30 days Client may submit changes or objections to the proposed changes or additional terms. If the parties do not agree on the change or addition then it shall not become part of the Agreement. All the terms, conditions and provisions of this Agreement will continue to apply during any renewal term. Both parties agree to negotiate in good faith rates to



be mutually agreed under any renewed contractual service term to be effective at the end of the initial term.

11. Failure to pay: If payment is not received by the first of the month for that month of service Fix-IT Solutions, LLC reserves the right to put a hold on rendering on-site and remote services until monthly fee has been paid, provided Fix-IT Solutions, LLC gives a five (5) business day notice of late payment.
12. It is understood that any Federal, State or Local Taxes applicable shall be added to each invoice for services or materials provided by FIX-IT SOLUTIONS, LLC. Client shall pay any such taxes unless a valid exemption certificate is furnished to FIX-IT SOLUTIONS, LLC for the jurisdiction of use, except in cases when FIX-IT SOLUTIONS, LLC procures or sources the incorrect equipment and / or software and / or support services any incorrect items or software shall be returned to FIX-IT SOLUTIONS, LLC.
13. This Agreement is fully assignable by FIX-IT SOLUTIONS, LLC. Immediately upon assignment the assignee's name, address and contact information shall be provided to the other party. This Agreement shall be fully binding and enforceable as against all permitted assignees and successors in interest.
14. This Agreement and any amendments and its validity, construction and performance shall be governed by the laws of Missouri. Exclusive jurisdiction and venue for all matters relating to this Agreement shall be in the county and state of the FIX-IT SOLUTIONS, LLC, and the parties agree and consent to such jurisdiction and venue.
15. Client shall not modify, create any derivative work of, or incorporate any other software into the computer software programs or any portion thereof with the exception of allowing automatic updates to commence or confirming the installation of an automatically scheduled update or fully supported software for which client has purchased technical support and has scheduled such installation with FIX-IT SOLUTIONS, LLC. Programs must be installed by an FIX-IT SOLUTIONS, LLC technician or software technical support with an FIX-IT SOLUTIONS, LLC technician assisting. FIX-IT SOLUTIONS, LLC shall not be responsible for maintenance of or for repair of errors or malfunctions occasioned by any installation, modification or enhancement to the Programs made by Client or by anyone other than FIX-IT SOLUTIONS, LLC unless FIX-IT SOLUTIONS, LLC has agreed. Corrections of unauthorized modifications shall be at the rate of \$70 per hour and may be grounds for immediate termination by FIX-IT SOLUTIONS, LLC of this Managed Services Agreement. Client agrees to prohibit others, including its principals, officers and employees from installing hardware, working on the technical aspects of the operating systems on the Servers and PC's or to give anyone Domain Administrator access. Only FIX-IT SOLUTIONS, LLC will make administrative or technical changes to the servers.



Addendum

Network Information to be filled in by Client and confirmed by FIX-IT SOLUTIONS, LLC technician
Location Addresses: 7955 Big Bend Blvd, St. Louis, MO 63119
Number of full-time users on site: 3 supported with agreement
Number of full-time remote users: 3 supported with agreement
Number of part-time users on site: _____
Number of part-time remote users: _____
Number of email accounts: _____
Network Equipment Supported: _____

Equipment	Number
Desktops	2
Laptops	1
Servers*	4
MAC Desktops	N/A
MAC Laptops	N/A
iPhones	N/A
iPads	N/A
Android Phones	N/A
Android Tablets	N/A
Network Printers	Supported at on-demand rate
Standalone Printer	N/A

*Identify role of Servers
1) CFSDC2 – Domain controller
2) CFSFS – File Server
3) CFSPRN – Print Server
4) CFSQB – QuickBooks Server

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

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.

2022 Affiliated Com-Net signed service agreement



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.AffiliatedCom.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)				Installation/Activation of Products (1-Time Fee)			
		Term: 3-Year				Term: 3-Year	
Monthly Services	Qty	Each	Extended	Install Equipment/Service	Qty	Each	Extended
Clear Cloud SIP Trunk/Channel (Burstable)	2	\$14.89	\$29.78	Automated Attendant/Directory (Ch/Qty)	2	\$4.32	\$8.64
DID Numbers (1 to 9)	5	\$4.76	\$23.80	Telephone Number Porting/Routing/Provisioning	5	\$15.60	\$78.00
e911 Edatabase Registration	1	\$2.52	\$2.52	Enhanced RTU License Configuration	13	\$3.60	\$46.80
Enhanced RTU License	13	\$9.90	\$128.70	4-Line, 4-BLF Keys, Color LCD, 1G, PoE Phone w/Pwr	10	\$42.00	\$420.00
Automated Attendant/Directory (Ch/Qty)	2	\$1.08	\$2.16	6-Line, Color LCD, 1G, PoE Phone w/Pwr + BT	3	\$42.00	\$126.00
4-Line, 4-BLF Keys, Color LCD, 1G, PoE Phone w/Pwr	10	\$3.80	\$38.00	QoS Security Router (to 500M Int.)	1	\$114.00	\$114.00
6-Line, Color LCD, 1G, PoE Phone w/Pwr + BT	3	\$6.83	\$20.49	Service Install Fee		\$133.44	
QoS Security Router (to 500M Int.)	1	\$11.60	\$11.60	Equipment Install Fee		\$660.00	
Monthly Service Plan - Services		\$186.96		Service Equipment Install Fee - TOTAL		\$793.44	
Monthly Service Plan - Equipment		\$70.09					
Monthly Service Plan - TOTAL		\$257.05					

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*	Billing Address ☒ Check Here if Same as Location of Services
Customer Name: <u>Christian Family Services, Inc.</u>	Customer Name: _____
Address1: <u>7955 Big Bend Blvd</u>	Address1: _____
Address2: _____	Address2: _____
City, State, Zip: <u>St Louis MO 63119</u>	City, State, Zip: _____
County: <u>St Louis County</u>	Tax Exempt: Yes No
Phone Number: <u>314-968-2216</u>	Phone Number: _____
Primary Contact: <u>Jodi Mitchell</u>	Primary Contact: _____
Primary Contact Email: <u>jmitchell@cfserve.org</u>	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.AffiliatedCom.com/TOS.

Signature: <u>Steven M. Rutrey</u> Date: <u>8/9/22</u>	Printed Name: <u>Steven M. Rutrey</u>
Customer	Customer
Signature: _____ Date: _____	Printed Name: _____
Affiliated ComNet	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 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
Jodi Romithell

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

