



# TUSCOLA COUNTY

## Committee of the Whole

### MEETING AGENDA

Monday, February 9, 2026 - 8:00 AM

H. H. Purdy Building Board Room  
125 W. Lincoln Street, Caro, MI 48723

***Public may participate in the meeting electronically:***

**Join by phone:** (US) +1 929-276-1248 PIN:112 203 398#

**Join by Hangouts Meeting ID:** [meet.google.com/mih-jntr-jya](https://meet.google.com/mih-jntr-jya)

8:00 AM	Call to Order -Vice-Chairman Bardwell Roll Call - Clerk Fetting	Page
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#### New Business

1. Stepping Up Resolution for Mental Health at the Jail - Brittney Davis, Project Coordinator for the Center for Behavioral Health
2. Request to Promote Vicki Crumby to a Full-Time Vacant Position and Hire a Vacant Part-Time Person - Marianne Brandt, Register of Deeds
3. 2026 Seasonal Employees Hire Request - Larry Zapfe, Mosquito Abatement Director [2026 Seasonal Employees](#) 3
4. Mosquito Abatement Purchase Request - Larry Zapfe, Mosquito Abatement Director [Mosquito Purchase Request](#) 4
5. Medical Care Community Funds Transfer Request - Erica Dibble - Controller/Administrator [Medical Care Community Request to Transfer Funds](#) 5 - 51
6. 2025 Financial Update - Connie Keinath, Chief Accountant [2025 Financial Update 2.9.2026](#) 52 - 57

#### Old Business

#### Finance/Technology

Committee Leader **Commissioner Bardwell** and Commissioner Koch

**Primary Finance/Technology**

**On-Going and Other Finance**

**On-Going and Other Technology**

### **Building and Grounds**

Committee Leader **Commissioner Lutz** and Commissioner Koch

**Primary Building and Grounds**

**On-Going and Other Building and Grounds**

### **Personnel**

Committee Leader **Commissioner Barrios** and Commissioner Vaughan

**Primary Personnel**

**On-Going and Other Personnel**

### **Other Business as Necessary**

### **Public Comment Period**

### **Adjournment**



## TUSCOLA COUNTY MOSQUITO ABATEMENT

1500 Press Drive  
Caro, Michigan 48723-9291  
989-672-3748 Phone ~ 989-672-3724 Fax  
*Larry Zapfe, Director*

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To: Tuscola County Board of Commissioners and County  
Controller/Administrator Erica Dibble

From: Larry Zapfe, Director

Date: February 9, 2026

Re: Respectfully, request to hire the following seasonal employees for the 2026  
mosquito season, pending the results of a background check and physical.

1. Mike Sherman	12. Rick Domenick
2. Kirk Bauer	13. Rod Reid
3. Rodney Spiers	14. Jason Hall
4. Dennis Haley	15. Richard Myer
5. Joe Benjamin	16. Chance Snyder
6. Ron Turner	17. Dan Sochocki
7. John Adamczyk	18. Jessica Dopp
8. Lee Garnsey	19. Katie Knap
9. Richard Letts	20. Mike Putnam
10. Mike Emery	21. Larry Langenburg
11. Brandy Wynn	

Thank you for your time and consideration.

Larry Zapfe, Director



## TUSCOLA COUNTY MOSQUITO ABATEMENT

To: Tuscola County Board of Commissioners and County Controller/Administrator Erica Dibble

From: Larry Zapfe, Director

Date: February 9, 2026

Re: Request to purchase mosquito control products for the upcoming 2026 season and 2 new ULV truck foggers.

- Respectfully, request to purchase 6,325 gallons of Kontrol 4-4 adulticiding material from Veseries Inc. at a cost of \$22.69 a gallon. Total cost \$143,514.25.
- Respectfully, request to purchase 12,800 lb. of BTI larviciding material from Valent BioScience LLC at a contracted cost of \$1.286 per pound. Total cost \$16,460.80.
- Respectfully, request to purchase 2 new ULV truck foggers from Clarke Inc. to replace 2 older worn-out units. Total cost \$37,948.00

All the above requested purchases were anticipated, budgeted for and would be removed from the 2026 Mosquito Abatement Budget.

Thank you for your time and consideration.

Larry Zapfe, Director

# Tuscola County Medical Care Community

Your Care Partner in Skilled Nursing and Rehabilitation Therapy

1285 CLEAVER ROAD ♦ CARO, MICHIGAN 48723  
PHONE (989) 673-4117 ♦ FAX (989) 673-6665

## Executive Management

Robert C. Rabideau, RN, NHA – Chief Executive Officer  
Maggie Root, CHC – Chief Financial Officer  
Mandy Palmer, RN – Chief Nursing Officer  
Arshad Aqil., M.D. – Certified Medical Director



Tuscola County Department of Health & Human Services and  
Tuscola County Medical Care Facility  
Board of Directors  
Alissa Boulton - Chairperson  
Cheryl Dewald – Vice Chair  
Sue Morris - Member

February 3, 2026

Mrs. Erica Dibble, Chief Accountant  
Tuscola County Board of Commissioners  
125 W. Lincoln Street  
Caro, MI 48723

RE: Funds Transfer Request for various Capital Projects

Dear Mrs. Dibble:

This letter is to request a Transfer of Funds **from Millage Fund 298-000-001-000 to General Fund Account 291-000-001-000** for several capital improvements completed by TCMCC:

1. Phone System Upgrade – Balance on Completion Vendor: Fusion I.T. LLC	\$68,034.84
2. Replace Kitchen Rooftop HVAC Unit Vendor: John E. Green	\$149,650.00

**The total amount of this request is \$217,684.84.** Thank you for your assistance.

Sincerely,

*Robert C. Rabideau*

Robert Cody Rabideau, RN, BSN, MSHAL, NHA, CEO

Cc: Ashley Bennett, Tuscola County Treasurer

Fusion IT LLC

104685

Invoice Number	Description	Date	Amount	Discount	Withheld	Net Amount
2521754	2521754 - 3 yr. Final Amt. from Project	01/14/2026	45,987.69	0.00	0.00	45,987.69
10-00-12951	CIP - FF&E MME - Phase 1		45,987.69			
2523563	2523563 - MiVoice Final Invoice	01/14/2026	22,047.15	0.00	0.00	22,047.15
10-00-12951	CIP - FF&E MME - Phase 1		22,047.15			

Millennia Technologies, LLC  
4380 Brockton Dr SE  
Suite 1  
Grand Rapids, MI 49512  
(616) 828-5360

## Down Payment



Bill To:
Tuscola County Medical Care Facility Attn: Marie Hornbacher 1285 Cleaver Rd Caro, MI 48723-9241 United States

Date	INVOICE
12/31/2025	2521754
Account	C-006601

Terms	Due Date	Customer PO#	Reference
Net 30	01/30/2026	1817414-20250919	Mitel MiVB Support Agreement 3YR - Final Amount from Projects - MiVoice Business Migration

Other Charges	Amount
Billable Other Charges	
3YR Support Level Agreement	\$45,987.69
Downpayment Invoice	
For your convenience, ACH and credit card payments are now available or please checks payable to: Millennia Technologies, LLC	<b>Invoice Subtotal:</b> \$45,987.69
For all billing questions or concerns, please contact our finance office within 48 hours to better serve you. Phone: 616-828-5360 Email: finance@fusion-it.net	<b>Sales Tax:</b> \$0.00
	<b>Invoice Total:</b> \$45,987.69
	<b>Payments:</b> \$0.00
	<b>Credits:</b> \$0.00
	<b>Balance Due:</b> \$45,987.69

For all billing questions or concerns, please contact our finance office within 48 hours to better serve you.  
P: 616-828-5360  
E: finance@mtvoip.com

PD: 5183130  
Cont: Phone Upgrade  
00-12951

RECEIVED  
JAN 07 2026

1.14.22 PM  
POSTED

Millennia Technologies, LLC  
 4380 Brockton Dr SE  
 Suite 1  
 Grand Rapids, MI 49512  
 (616) 828-5360



INVOICE

Date	INVOICE
12/31/2025	2523563
Account	
C-006601	

Bill To:
Tuscola County Medical Care Facility Attn: Alex Weeks 1285 Cleaver Rd Caro, MI 48723-9241 United States

Ship To
Tuscola County Medical Care Facility Attn: Alex Weeks 1285 Cleaver Rd Caro, MI 48723-9241 United States

Terms	Due Date	PO Number	Reference
Net 30	01/30/2026	1817414-20250919	
Final invoice for Approved Migration to MiVoice Business (Virtual Only) Quote #MTPV006798   Version 1			

Project Name	Projects - MiVoice Business Migration - CWC7317		
<b>Billing Type</b>	Standard		
<b>Original Downpayment</b>	\$57,672.77		
<b>Amount</b>	\$42,256.00		
<b>Contact Name</b>	Alex Weeks		
Products & Other Charges	Quantity	Price	Amount
<b>Billable Products &amp; Other Charges</b>			
Grandstream powerful 8-port VoIP gateway with 8 FXS ports and an integrated Gigabit NAT router. Built for users looking for a strong analog-to-VoIP converter Serial Number(s): 35706DDA57, 35706DFC0B	2.00	\$159.69	\$319.38
Powerful 4 Port FXS Gateway with Gigabit NAT Router Serial Number(s): 35704A47B6, 35704AC8E3	2.00	\$140.00	\$280.00
Fixed Fee			\$42,256.00
<b>Agreement: Trouble Free VoIP - Bronze - 2025 12Mo</b>			
NPUM Record A Call	1.00	\$0.00	\$0.00
SIP TRUNKING CHANNEL PROXY	30.00	\$17.32	\$519.60
MiVoice Border Gateway Virtual	1.00	\$87.50	\$87.50
MiCollab Virtual Appliance	1.00	\$367.50	\$367.50
UCCv4.0 Entry User for MiVoice Bus x1	72.00	\$82.25	\$5,922.00
UCCv4.0 STND User for MiVoice Bus x1	1.00	\$119.00	\$119.00
AG4124 Universal (w/o AC cord) Serial Number(s): DA44121415900191	1.00	\$629.80	\$629.80
AG4172 Universal (w/o AC cord) Serial Number(s): DA45032724850117, DA45032724850118	2.00	\$1,805.65	\$3,611.30
AG4124 Installation Kit	3.00	\$20.10	\$60.30
MiVB Ent Virtual Hosp s/w bundle	1.00	\$2,512.50	\$2,512.50

MiVoice Business License -IDS Connection	1.00	\$904.50	\$904.50
MiVB Hospitality Voice Mailbox	20.00	\$5.69	\$113.80
MiVoice Bus Hosp Reg Single Line Ext	140.00	\$21.10	\$2,954.00
PWR CRD C13 10A 125V - NA Plug	3.00	\$10.07	\$30.21
6910 IP Phone Serial Number(s): 3DLWN2530A04246, 3DLWN2530A0424C, 3DLWN2530A0428B, 3DLWN2530A042ET, 3DLWN2530A042MA, 3DLWN2530A042RS, 3DLWN2530A042TR, 3DLWN2530A042UE, 3DLWN2530A042UG, 3DLWN2530A042UP, 3DLWN2530A042UU, 3DLWN2530A042UV, 3DLWN2530A042V2, 3DLWN2530A042VS, 3DLWN2530A042VY, 3DLWN2530A042W1, 3DLWN2530A042W8, 3DLWN2530A042WB, 3DLWN2530A042WK, 3DLWN2530A042WP, 3DLWN2530A042WZ, 3DLWN2530A042X3, 3DLWN2530A042X6, 3DLWN2530A042XD, 3DLWN2530A042XE, 3DLWN2530A042XL, 3DLWN2530A042XP, 3DLWN2530A042XU, 3DLWN2530A042XW, 3DLWN2530A042XY, 3DLWN2530A042Y8, 3DLWN2530A042Y9, 3DLWN2530A042YE, 3DLWN2530A042YL, 3DLWN2530A042Z4, 3DLWN2530A042ZB, 3DLWN2530A042ZM, 3DLWN2530A0430G, 3DLWN2530A0430L	39.00	\$140.40	\$5,475.60
6970 IP Conference Phone Serial Number(s): 3BUFW2438A361GP, 3BUFW2438A361GZ	2.00	\$375.20	\$750.40
6800/6900 Wall Mount	10.00	\$33.15	\$331.50
6920w IP Phone Serial Number(s): 3MJWN2502C030GW, 3MJWN2502C030M4, 3MJWN2502C030N0, 3MJWN2502C030PA, 3MJWN2502C030PC, 3MJWN2502C030PM, 3MJWN2502C030XK, 3MJWN2502C030XR, 3MJWN2502C030XZ, 3MJWN2502C030YL, 3MJWN2502C030ZD, 3MJWN2502C030ZR, 3MJWN2502C03111, 3MJWN2502C0311C, 3MJWN2502C0311D, 3MJWN2502C0311G, 3MJWN2502C0311J, 3MJWN2502C0311R, 3MJWN2502C0311T, 3MJWN2502C0311U, 3MJWN2502C0311W, 3MJWN2502C0311Y, 3MJWN2502C0311Z, 3MJWN2502C0312H, 3MJWN2502C0312J, 3MJWN2502C0312L, 3MJWN2502C0312M, 3MJWN2502C0312Z, 3MJWN2502C03131, 3MJWN2502C03135, 3MJWN2502C03136, 3MJWN2502C03137, 3MJWN2502C0313E, 3MJWN2502C0313K, 3MJWN2502C03140, 3MJWN2502C03142, 3MJWN2502C0314A, 3MJWN2502C0314H, 3MJWN2502C0314L, 3MJWN2502C0314M, 3MJWN2502C0315T, 3MJWN2502C0316H, 3MJWN2502C03171, 3MJWN2502C03172, 3MJWN2502C03175, 3MJWN2502C0317G, 3MJWN2502C0317W, 3MJWN2502C0317X, 3MJWN2502C03184, 3MJWN2502C03189, 3MJWN2502C031A8, 3MJWN2502C031AZ	52.00	\$162.00	\$8,424.00
Viking Electronics FXO/FXS/Telecom Smart Paging Interface - Wall Mountable for Paging System, Telephone	1.00	\$200.70	\$200.70
50 Pin Telco / Amphenol Low Profile Gender Changer - Male to Male	7.00	\$24.53	\$171.71
Grandstream VoIP Gateway - 2 x RJ-45 - 1 x FXS - 1 x FXO - Fast Ethernet Serial Number(s): 357014C3E9	1.00	\$85.24	\$85.24
Professional Services - Provided by Millennia Technologies - 5 Years - Phone Warranty	1.00	\$2,737.81	\$2,737.81
Shipping	1.00	\$855.57	\$855.57
<b>Total Products &amp; Other Charges:</b>			<b>\$79,719.92</b>
<b>Adjustments:</b>		<b>Quantity:</b>	<b>Amount:</b>
Covered by Downpayment			(\$57,672.77)
Remaining Balance: \$0.00			Page 9 of 57
<b>Total Adjustments:</b>			<b>(\$57,672.77)</b>

Make checks payable to Millennia Technologies, LLC Please contact us if you would like to setup automatic credit card payment.	<b>Invoice Subtotal:</b>	\$22,047.15
	<b>Sales Tax:</b>	\$0.00
	<b>Invoice Total:</b>	<b>\$22,047.15</b>
	<b>Payments:</b>	\$0.00
	<b>Credits:</b>	\$0.00
	<b>Balance Due:</b>	<b>\$22,047.15</b>

For all billing questions or concerns, please contact our finance office within 48 hours to better serve you.

P: 616-828-5360  
 E: finance@mtvoip.com

PO: 5183130  
 Cnt: Phone Upgrade  
 00-12951

**Invoice Time Detail**

**Invoice Number:** 2523563  
**Company:** Tuscola County Medical Care Facility

**Charge To:** Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317CompletionFirst  
**Week Follow Up** Location: Main

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
01/02/2026	Sharrow, Kirk		<b>Project Phase:</b> Completion <b>Project Activity:</b> First Week Follow Up Reviewed Punch list items and current issues / requests  MS Teams integration - Attempted to finish integration - MS Teams to CloudLink presence is where we are at in the process - need to review steps and create SoP as the presence from MS teams to CloudLink is failing initial connectivity with UPN (User principal name)	2.00	197.00	\$394.00

**Subtotal:** \$394.00

**Charge To:** Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Cutover & PortingCutover (Remote & Onsite) Location: Main

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/29/2025	Emerick, Becky		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Cutover (Remote & Onsite) Remote upgrade of existing 6920 phones to prep for move to new system	0.75	257.00	\$192.75
12/29/2025	Sharrow, Kirk		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Cutover (Remote & Onsite) Annex - Placing phones and verify registration - (Sarah Dicks phone in web recovery - swapped out)	1.00	197.00	\$197.00
12/29/2025	Emerick, Becky		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Cutover (Remote & Onsite) working on issue with phone that would not upgrade and migrate over  also started SIP wireless registrations	1.50	257.00	\$385.50
12/29/2025	Sharrow, Kirk		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Cutover (Remote & Onsite) Alderman - Analog connection to AG's physical verification ATA - Paging testing	3.75	197.00	\$738.75
12/29/2025	Emerick, Becky		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Cutover (Remote & Onsite) wireless SIP phone registrations	0.50	257.00	\$128.50
12/29/2025	Sharrow, Kirk		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Cutover (Remote & Onsite)	0.50	197.00	\$98.50

	Baldwin & Cortland location - Attempted to register ATA's for remaining 20 analog phones. Could not get access to ATA's via network - Heading to Annex for troubleshooting with Alex			
12/29/2025 Sharrow, Kirk	<p><b>Project Phase:</b>Cutover &amp; Porting</p> <p><b>Project Activity:</b>Cutover (Remote &amp; Onsite)</p> <p>Annex - troubleshooting ATA's - Unable to access via network - Defaulted ATA's (2x 814v2 / 2x 818v2) -</p> <p>Reprogrammed Baldwin and Cortland ATA's (818v2 and 2x 814v2 accordingly)</p> <p>Alex - Troubleshooted the network and added "workstation" vlan untagged / Phone vlan tagged to network ports. - ATA's accessible .</p> <p>Heading to Courtland and Baldwin</p>	1.50	197.00	\$295.50
12/29/2025 Emerick, Becky	<p><b>Project Phase:</b>Cutover &amp; Porting</p> <p><b>Project Activity:</b>Cutover (Remote &amp; Onsite)</p> <p>cut-over of main lines</p> <p>checking phone status</p> <p>assisting with registrations of phones and analog</p>	2.00	257.00	\$514.00
12/29/2025 Nelson, Phil	<p><b>Project Phase:</b>Cutover &amp; Porting</p> <p><b>Project Activity:</b>Cutover (Remote &amp; Onsite)</p> <p>ATA ,gateway issues and testing.</p>	5.00	197.00	\$985.00
12/29/2025 Sharrow, Kirk	<p><b>Project Phase:</b>Cutover &amp; Porting</p> <p><b>Project Activity:</b>Cutover (Remote &amp; Onsite)</p> <p>Cortland ATA - Connected analogs to ATA and test - successfully</p> <p>Baldwin ATA - Connected analogs to ATA's and test - successfully</p> <p>Back to Annex for review</p> <p>Call with Becky</p>	3.50	197.00	\$689.50
12/29/2025 Emerick, Becky	<p><b>Project Phase:</b>Cutover &amp; Porting</p> <p><b>Project Activity:</b>Cutover (Remote &amp; Onsite)</p> <p>configuring MAC address for phones and checking registrations and call with Kirk</p>	0.50	257.00	\$128.50
12/29/2025 Sharrow, Kirk	<p><b>Project Phase:</b>Cutover &amp; Porting</p> <p><b>Project Activity:</b>Cutover (Remote &amp; Onsite)</p> <p>Review with Alex and Rory on progress and tomorrow's agenda ( AG / analog connectivity / MiCollab Client testing for Alex and Rory / any urgent issues / changes)</p>	0.75	197.00	\$147.75
12/30/2025 Emerick, Becky	<p><b>Project Phase:</b>Cutover &amp; Porting</p> <p><b>Project Activity:</b>Cutover (Remote &amp; Onsite)</p> <p>troubleshooting analog issues with outside calls not completing on ag4172</p>	3.00	257.00	\$771.00

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Subtotal: \$5,272.25

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Cutover & PortingFirst Day Support (Remote & Onsite) Location: Main						
Date	Staff	Agreement	Notes	Hours	Rate	
12/30/2025	Sharrow, Kirk		<p><b>Project Phase:</b>Cutover &amp; Porting</p> <p><b>Project Activity:</b>First Day Support (Remote &amp; Onsite)</p> <p>MiCollab deployment for Alex and Rory configuration / ran through setup</p> <p>Social worker group - Individual VM's just ring - Fixed Call rerouting set to 2</p> <p>Removed voicemail buttons for Health/billing</p> <p>Replaced Sarah Dicks phone - web recovery mode</p> <p>Baldwin and Courtland extension testing from Annex</p>	4.25	197.00	\$837.25
12/30/2025	Nelson, Phil		<p><b>Project Phase:</b>Cutover &amp; Porting</p> <p><b>Project Activity:</b>First Day Support (Remote &amp; Onsite)</p>	8.25	197.00	\$1,625.25
12/30/2025	Sharrow, Kirk		<p><b>Project Phase:</b>Cutover &amp; Porting</p> <p><b>Project Activity:</b>First Day Support (Remote &amp; Onsite)</p> <p>Reported ext 155 (173A) extension at Alderman is able to receive external calls and internal, but is unable to make external calls (permissions not allowed)</p> <p>Review of users and services profile - verified set correct compared to another working ext 100 AG configuration</p> <p>troubleshoot with phil and found that 173B could also not call out. further troubleshooting found all users on Slot 2 on AG 16.27 could not make external calls, slot 0 and 1 (48 users) worked, as well as the other users on 16.28 and 16.29 AG's. Isolated to only AG 16.27 slot 2.</p> <p>Unable to determine cause</p>	1.00	197.00	\$197.00
12/30/2025	Sharrow, Kirk		<p><b>Project Phase:</b>Cutover &amp; Porting</p> <p><b>Project Activity:</b>First Day Support (Remote &amp; Onsite)</p> <p>Call with Becky and Phil to troubleshoot AG 16.27 slot 2 issue</p> <p>After verifying the analog connectors were not at fault (old wiring) -</p> <p>Becky was able to determine that the calls from slot 2 were sending 0.0.0.0 in SDP header unlike other extensions in AG's / Slots.</p> <p>0.0.0.0 was resolved.</p> <p>New issue with 16.27 AG and extension 155 - able to call out but goes fast busy once a call is connected on analog side, called side - stays active.</p>	3.25	197.00	\$640.25

		Further troubleshooting found a mismatch settings in AG 16.27 - MWI enabled - Disabled MWI enabled - Force SRTP was enabled. Disabled Force SRTP		
		Call works as expected		
12/30/2025 Sharrow, Kirk	<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> First Day Support (Remote & Onsite)  Review with Alex and Rory Fixed users with VM's ringing - Call reroute 2 missing Micollab MSI file and Micollab settings for end users Clean up / pack up	0.50	197.00	\$98.50

**Subtotal: \$3,398.25**

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Cutover & PortingPhone Deployment at Cutover - qty 115 Location: Main						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/29/2025 Nelson, Phil		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Phone Deployment at Cutover - qty 115		6.00	197.00	\$1,182.00
12/29/2025 Maul, Brian		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Phone Deployment at Cutover - qty 115  Work at Tuscola		7.75	157.00	\$1,216.75
12/29/2025 Nelson, Austin		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Phone Deployment at Cutover - qty 115  Work at Tuscola		4.50	157.00	\$706.50

**Subtotal: \$3,105.25**

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Cutover & PortingTravel Location: Main						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/28/2025 Nelson, Phil		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Travel  Drive to customer Site-Picked up Kirk in Cedar Springs-Rain and ice entire way. stayed in Hotel in Saginaw 5200 fashion sq. blvd.		1.00	571.55	\$571.55
12/28/2025 Maul, Brian		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Travel  Travel to Kingsway Inn		3.00	157.00	\$471.00
12/28/2025 Sharrow, Kirk		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Travel  Travel to Fairfield Hotel in Saginaw with Phil		1.00	571.55	\$571.55
12/29/2025 Nelson, Phil		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Travel  Drive from Hotel-saginaw - to customer site.		1.00	571.55	\$571.55
12/29/2025 Sharrow, Kirk		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Travel  Drive from Hotel-Saginaw - to TCMCF Annex		1.00	571.55	\$571.55
12/29/2025 Maul, Brian		<b>Project Phase:</b> Cutover & Porting	0.25	157.00	\$39.25	

		<b>Project Activity:</b> Travel Travel from Kingsway Inn to Tuscola			
12/29/2025 Nelson, Austin		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Travel Drive to Tuscola	2.00	157.00	\$314.00
12/29/2025 Nelson, Austin		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Travel Return to Base	2.50	157.00	\$392.50
12/29/2025 Maul, Brian		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Travel Drive back home	3.00	157.00	\$471.00
12/30/2025 Sharow, Kirk		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Travel Drive to TCMCF Annex from Hotel Saginaw	1.00	571.55	\$571.55
12/30/2025 Nelson, Phil		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Travel Drive to customer site from Hotel	1.00	571.55	\$571.55
12/30/2025 Nelson, Phil		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Travel	3.00	0.00	\$0.00
12/30/2025 Sharow, Kirk		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Travel Drive from Tuscola TCMCF Saginaw to Phils house	3.00	0.00	\$0.00
12/30/2025 Sharow, Kirk		<b>Project Phase:</b> Cutover & Porting <b>Project Activity:</b> Travel Drive from Phils house Kentwood to my house Ravenna.	1.00	0.00	\$0.00

**Subtotal: \$5,117.05**

<b>Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317DiscoveryInformation Gathering &amp; Planning Location: Main</b>						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
11/21/2025 Sharow, Kirk			<b>Project Phase:</b> Discovery <b>Project Activity:</b> Information Gathering & Planning License review of design / solution / Mitel SLS vs data collection of users / numbers and configuration Summary 1 Standard → UCC Standard •72 Entry -> UCC Entry •260 Phone-Only -> 246 Single Line (bundle covers all, extra headroom) Hospitality: •108 Hospitality User licenses •100 Hospitality Mailboxes •60 EVM ports  SIP/Trunks: •Need 23 -> Bundle gives 30 SIP + 30 proxy •Fully covered	1.50	197.00	\$295.50

<p>Analog:</p> <ul style="list-style-type: none"> <li>• AG4172 x2 + AG4124 x1 (120 ports)</li> <li>• All covered under Single Line licenses</li> </ul> <p>McCcollab:</p> <ul style="list-style-type: none"> <li>• 1 UCC Standard + 72 UCC Entry - &gt; Good</li> </ul>					
12/01/2025	Sharrow, Kirk	<b>Project Phase:</b> Discovery	3.50	197.00	\$689.50

**Subtotal: \$985.00**

<p>Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Engineering Admin</p> <p>TimeDiscovery &amp; Acceptance - Technical Location: Main</p>					
Date	Staff	Agreement	Notes	Hours	Rate
10/29/2025	Emerick, Becky	<b>Project Phase:</b> Engineering Admin Time	0.75	257.00	\$192.75
		<b>Project Activity:</b> Discovery & Acceptance - Technical technical meeting			
11/05/2025	Emerick, Becky	<b>Project Phase:</b> Engineering Admin Time	0.75	257.00	\$192.75
		<b>Project Activity:</b> Discovery & Acceptance - Technical review design with Kirk			

**Subtotal: \$385.00**

<p>Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Engineering Admin</p> <p>TimeMeetings Location: Main</p>					
Date	Staff	Agreement	Notes	Hours	Rate
10/08/2025	Emerick, Becky	<b>Project Phase:</b> Engineering Admin Time	0.50	257.00	\$128.50
		<b>Project Activity:</b> Meetings external kick off meeting			
10/08/2025	Nelson, Phil	<b>Project Phase:</b> Engineering Admin Time	0.50	197.00	\$98.50
		<b>Project Activity:</b> Meetings			
11/12/2025	Sharrow, Kirk	<b>Project Phase:</b> Engineering Admin Time	0.50	197.00	\$98.50
		<b>Project Activity:</b> Meetings weekly cadence call			
11/19/2025	Emerick, Becky	<b>Project Phase:</b> Engineering Admin Time	0.25	257.00	\$64.25
		<b>Project Activity:</b> Meetings weekly meeting			
11/19/2025	Sharrow, Kirk	<b>Project Phase:</b> Engineering Admin Time	0.25	197.00	\$49.25
		<b>Project Activity:</b> Meetings Tuscola meeting - teams died			
11/26/2025	Emerick, Becky	<b>Project Phase:</b> Engineering Admin Time	0.50	257.00	\$128.50
		<b>Project Activity:</b> Meetings			

	weekly meeting with client			
12/02/2025 Sharrow, Kirk	<b>Project Phase:</b> Engineering Admin Time  <b>Project Activity:</b> Meetings Firewall / DHCP / Configuration	2.00	197.00	\$394.00
12/03/2025 Emerick, Becky	<b>Project Phase:</b> Engineering Admin Time  <b>Project Activity:</b> Meetings weekly meeting	0.25	257.00	\$64.25
12/09/2025 Sharrow, Kirk	<b>Project Phase:</b> Engineering Admin Time  <b>Project Activity:</b> Meetings Meeting with Alex and Rory Sucessfully connected to LDAP  requested that users be put in a differnet group in AD pertaining to phone users. requested DNS records be added for each server FQDN	3.25	197.00	\$640.25
12/10/2025 Emerick, Becky	<b>Project Phase:</b> Engineering Admin Time  <b>Project Activity:</b> Meetings weekly meeting	0.50	257.00	\$128.50
12/10/2025 Sharrow, Kirk	<b>Project Phase:</b> Engineering Admin Time  <b>Project Activity:</b> Meetings Tuscola Weekly Cadence	0.50	197.00	\$98.50
12/17/2025 Emerick, Becky	<b>Project Phase:</b> Engineering Admin Time  <b>Project Activity:</b> Meetings weekly call	0.25	257.00	\$64.25

Subtotal: \$1,957.25

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Paging & Analog IntegrationConfig & Test: ATA/Analog FXS - qty 199 (Remote & Onsite) Location: Main						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/22/2025 Sharrow, Kirk			<b>Project Phase:</b> Paging & Analog Integration  <b>Project Activity:</b> Configure & Test: ATA/Analog FXS - qty 199 (Remote & Onsite)  ATA firmware updates and programming (x2 GS818, x2 814 and 813)  Ext registration prefilled - should be able to plug and play on site	2.25	197.00	\$443.25
12/23/2025 Nelson, Phil			<b>Project Phase:</b> Paging & Analog Integration  <b>Project Activity:</b> Configure & Test: ATA/Analog FXS - qty 199 (Remote & Onsite)	4.00	197.00	\$788.00
12/23/2025 Sharrow, Kirk			<b>Project Phase:</b> Paging & Analog Integration  <b>Project Activity:</b> Configure & Test: ATA/Analog FXS - qty 199 (Remote & Onsite)  Testing Analog user extensions Cordless configuration AG re-import and testing after rack mounted GS814v2 issue - not registering client softphone registration issue	5.00	197.00	\$985.00

Subtotal: \$2,216.25

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Paging & Analog Integration						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/29/2025	Emerick, Becky		<b>Project Phase:</b> Paging & Analog Integration <b>Project Activity:</b> Configure & Test: Paging - qty 2 Connections (Remote & Onsite) Paging ATA configuration	2.25	257.00	\$578.25

Subtotal: \$578.25

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Paging & Analog Integration						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/23/2025	Nelson, Phil		<b>Project Phase:</b> Paging & Analog Integration <b>Project Activity:</b> Travel	3.00	0.00	\$0.00

Subtotal: \$0.00

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Phone Programming						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/16/2025	Emerick, Becky		<b>Project Phase:</b> Phone Programming <b>Project Activity:</b> Engineer Communication & Planning Prepping and testing config for migrating phones from MiVC to MiVb	1.50	257.00	\$385.50
12/22/2025	Nelson, Phil		<b>Project Phase:</b> Phone Programming <b>Project Activity:</b> Engineer Communication & Planning	1.00	197.00	\$197.00
12/23/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone Programming <b>Project Activity:</b> Engineer Communication & Planning Teams Integration Azure pre-req's setting up APP registrations and configuring mite.io cloudlink portal config	2.00	197.00	\$394.00
12/26/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone Programming <b>Project Activity:</b> Engineer Communication & Planning Teams Integration: Presence Sync from Cloudlink to Teams via Mitel.io cloudlink portal.  User was created and link sent to Alex for authorization of teams users for presence sync. Once the user is fully prorogated alex will let us know so we can test presence sync	0.25	197.00	\$49.25
12/26/2025	Emerick, Becky		<b>Project Phase:</b> Phone Programming <b>Project Activity:</b> Engineer Communication & Planning Adding MiVC 6920 phones to RCS, audit of phones configured	1.50	257.00	\$385.50

12/31/2025	Sharrow, Kirk	and comm to team	0.25	197.00	\$49.25
		<b>Project Phase:</b> Phone Programming <b>Project Activity:</b> Engineer Communication & Planning Weekly Cadence meeting with Rory - Day after first day support. Discussed Punchlist items created and service tickets after project close			

Subtotal: \$1,460.50

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Phone Programming Onsite Programming of Phones - qty 95 (Remote & Onsite) Location: Main						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/16/2025	Nelson, Phil		<b>Project Phase:</b> Phone Programming <b>Project Activity:</b> Onsite Programming of Phones - qty 95 (Remote & Onsite)	1.50	0.00	\$0.00
12/18/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone Programming <b>Project Activity:</b> Onsite Programming of Phones - qty 95 (Remote & Onsite) Arrived on site - Went to different location Moved materials inside Moved to different room for pre-deployment plugged in phones were having issues connecting to the MiVB/MiCollab server Added phone mac addresses to the RCS server (teleworker) registration - This allowed phones to register bypassing internal network from network switches we were given. After review with Alex and Rory we determined multiple issues were at cause Network switch - Wrong ports configured / Network switch throughput throttling, DHCP leases were exhausted Verified firewall rules and DHCP options were correct Started configuration of the Analog gateways before leaving for the day.	7.00	197.00	\$1,379.00
12/18/2025	Nelson, Austin		<b>Project Phase:</b> Phone Programming <b>Project Activity:</b> Onsite Programming of Phones - qty 95 (Remote & Onsite)	7.00	157.00	\$1,099.00
12/18/2025	Nelson, Phil		<b>Project Phase:</b> Phone Programming <b>Project Activity:</b> Onsite Programming of Phones - qty 95 (Remote & Onsite)	7.00	197.00	\$1,379.00
12/19/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone Programming	5.50	197.00	\$1,083.50

	<b>Project Activity:</b> Onsite Programming of Phones - qty 95 (Remote & Onsite)  Troubleshoot and added remaining phone MAC's that were having issues for registration. Looked at other location for AG rack and stack, analog lines coming in. took pictures for phil.		
12/19/2025 Nelson, Austin	<b>Project Phase:</b> Phone Programming  <b>Project Activity:</b> Onsite Programming of Phones - qty 95 (Remote & Onsite)  Finished up setting up phones on my end - ended up being ~8 phones left that had issues getting setup - - 3 10's were missing, need one more 20 setup (had Shoretel software instead of Mitel) - got almost everything needed for setup on 12/29	6.50	157.00

**Subtotal: \$5,961.00**

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Phone Programming Travel Location: Main						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/18/2025 Nelson, Austin			<b>Project Phase:</b> Phone Programming  <b>Project Activity:</b> Travel Drive to Tuscola	2.50	157.00	\$392.50
12/18/2025 Nelson, Austin			<b>Project Phase:</b> Phone Programming  <b>Project Activity:</b> Travel Return to Base	1.50	157.00	\$235.50
12/18/2025 Nelson, Phil			<b>Project Phase:</b> Phone Programming  <b>Project Activity:</b> Travel Drive from customer site- stopped for gas rained entire way home. took 75 to 69 to 96 to M-6. off at kzoo	3.00	0.00	\$0.00
12/19/2025 Sharrow, Kirk			<b>Project Phase:</b> Phone Programming  <b>Project Activity:</b> Travel Travel to Tuscola County Medical	1.00	571.55	\$571.55
12/19/2025 Nelson, Austin			<b>Project Phase:</b> Phone Programming  <b>Project Activity:</b> Travel Drive to Tuscola	1.50	157.00	\$235.50
12/19/2025 Nelson, Austin			<b>Project Phase:</b> Phone Programming  <b>Project Activity:</b> Travel Return to base	1.50	157.00	\$235.50
12/19/2025 Sharrow, Kirk			<b>Project Phase:</b> Phone Programming  <b>Project Activity:</b> Travel Travel from Tuscola County Medical to Home.	3.00	0.00	\$0.00
12/23/2025 Nelson, Phil			<b>Project Phase:</b> Phone Programming  <b>Project Activity:</b> Travel Travel to customer site. Stopped and picked up Kirk in Cedar	1.00	571.55	\$571.55

Subtotal: \$2,242.10

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Phone System ConfigurationBasic Call Flow Testing (Remote & Onsite) Location: Main						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/23/2025	Emerick, Becky		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Basic Call Flow Testing (Remote & Onsite) testing mobile and softphone, found issues with registration	1.00	257.00	\$257.00
12/23/2025	Emerick, Becky		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Basic Call Flow Testing (Remote & Onsite) Testing and troubleshooting softphone and mobile registrations	1.75	257.00	\$449.75
12/29/2025	Montgomery, Cyndi		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Basic Call Flow Testing (Remote & Onsite) Tested Auto Attendants, had to reprogram	2.50	197.00	\$492.50
12/29/2025	Emerick, Becky		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Basic Call Flow Testing (Remote & Onsite) worked with Cyndi to update ring groups with name tag hunt groups for ones that overflow to VM	1.25	257.00	\$321.25
12/30/2025	Montgomery, Cyndi		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Basic Call Flow Testing (Remote & Onsite) tested Ring Groups	0.50	197.00	\$98.50
12/30/2025	Montgomery, Cyndi		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Basic Call Flow Testing (Remote & Onsite) Tested Ring Group coverage	1.00	197.00	\$197.00

Subtotal: \$1,816.00

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Phone System ConfigurationConfigure Call Flow: Auto-Receptionists/IVR - qty 30 Location: Main						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/18/2025	Montgomery, Cyndi		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Call Flow: Auto-Receptionists/IVR - qty 30  worked on AA programming	0.50	197.00	\$98.50
12/19/2025	Montgomery, Cyndi		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Call Flow: Auto-Receptionists/IVR - qty 30  Started building Auto Attendants	0.50	197.00	\$98.50
12/19/2025	Montgomery, Cyndi		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Call Flow: Auto-Receptionists/IVR - qty 30	0.75	197.00	\$147.75

	continued programming AA			
12/22/2025 Montgomery, Cyndi	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Call Flow: Auto-Receptionists/IVR - qty 30  worked on Auto Attendant programming	1.50	197.00	\$295.50
12/22/2025 Montgomery, Cyndi	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Call Flow: Auto-Receptionists/IVR - qty 30  Finished up auto attendant builds and selector codes	0.50	197.00	\$98.50
12/23/2025 Montgomery, Cyndi	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Call Flow: Auto-Receptionists/IVR - qty 30	0.75	197.00	\$147.75
12/23/2025 Montgomery, Cyndi	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Call Flow: Auto-Receptionists/IVR - qty 30	0.50	197.00	\$98.50

**Subtotal: \$985.00**

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Phone System Configuration Configure Call Flow: Call Queues/Groups - qty 34 Location: Main						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/10/2025	Montgomery, Cyndi		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Call Flow: Call Queues/Groups - qty 34  Programmed Ring Groups	0.25	197.00	\$49.25
12/10/2025	Montgomery, Cyndi		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Call Flow: Call Queues/Groups - qty 34  Programmed Ring Groups	0.25	197.00	\$49.25
12/10/2025	Montgomery, Cyndi		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Call Flow: Call Queues/Groups - qty 34  Programmed Ring Groups	1.25	197.00	\$246.25
12/17/2025	Montgomery, Cyndi		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Call Flow: Call Queues/Groups - qty 34  Worked on adding members to groups and checking overflow	1.25	197.00	\$246.25
12/18/2025	Montgomery, Cyndi		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Call Flow: Call Queues/Groups - qty 34  Final details for Group programming	0.75	197.00	\$147.75
12/23/2025	Emerick, Becky		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Call Flow: Call Queues/Groups - qty	0.25	257.00	\$64.25

34				
	paging groups			
12/30/2025 Montgomery, Cyndi	<b>Project Phase:</b> Phone System Configuration	0.25	197.00	\$49.25
	<b>Project Activity:</b> Configure Call Flow: Call Queues/Groups - qty 34			

**Subtotal: \$852.25**

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Phone System Configuration						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/03/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Sites - qty 4  Review and adjusting number scheme per client interest of each site	2.25	197.00	\$443.25
12/03/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Sites - qty 4  Created FoC / ARS / CoS/CoR imports imported  Documented quick reference guides	2.50	197.00	\$492.50
12/05/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Sites - qty 4  Imported ARS/ COR/COS after change  Change template to match locations / zone	0.75	197.00	\$147.75
12/17/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Sites - qty 4  Screenshare with Alex - Firewall rules and communication between sites and appliances. Teleworker fixed  Lets Encrypt issue still persists.	3.00	197.00	\$591.00
12/17/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Sites - qty 4  Lets Encrypt issue - trace with firewall to and from. Unsure of what is wrong - Will talk to becky and proceed with Mitel if need be.	0.75	197.00	\$147.75
12/26/2025	Emerick, Becky		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Sites - qty 4  Reach out regarding CESID/E911	0.50	257.00	\$128.50
12/26/2025	Emerick, Becky		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Sites - qty 4	0.75	257.00	\$192.75

	correspondence regarding E911			
12/26/2025 Sharrow, Kirk	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Sites - qty 4  Discussion and documentation on DID's avil for CESID with Alex	0.50	197.00	\$98.50
12/26/2025 Emerick, Becky	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Sites - qty 4  Further work on CESID comm	0.75	257.00	\$192.75
12/26/2025 Emerick, Becky	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure Sites - qty 4  CESID config completed	0.50	257.00	\$128.50

**Subtotal: \$2,563.25**

<b>Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Phone System Configuration</b> <b>Configure: Full Users - qty 73</b> <b>Location: Main</b>						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/03/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Full Users - qty 73  User Template and data collection workbook	1.25	197.00	\$246.25
12/04/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Full Users - qty 73  LDAP prep	0.50	197.00	\$98.50
12/04/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Full Users - qty 73  Sent Rory instructions for todays meeting.  Ran into an issue with network connectivity to Micollab. Verified MiVB and MBG access from MPA / internal server and production mitel server no issue. - only affecting Micollab. I was on a session last night with an active Micollab via MPA and lost connection MPA instance was updated last night - most logical reason why i could not access Micollab, or any container SNMP alarm - unreachable at 2am MPA registered containers today  Remedy steps Rebooted Micollab VM Gained access via MPA / Internal / and production mitel server Unable to login - password invalid reset password via MSL password reset KB article	2.00	197.00	\$394.00
12/04/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Full Users - qty 73	0.75	197.00	\$147.75

		Gained access to MiCollab via MPA Created LDAP connection Paused due to Rory concern over the security settings of his LDAP forest. All users have read/write permissions.  I recommended creating a separate forest/OU just for phone users.  Rory would like to wait until Monday to continue this so he can prep his side.			
12/10/2025	Sharrow, Kirk	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Full Users - qty 73  LDAP integration of new security group Connectivity failed - unable to connect to ldap server	0.50	197.00	\$98.50
12/10/2025	Sharrow, Kirk	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Full Users - qty 73  Micollab Templates - Unable to save templates - PBX unable to synchronize with Micollab services. System name for network adaptors were too long and needed to be reconfigured. Fixed, Micollab and PBX syncing properly.	1.25	197.00	\$246.25
12/10/2025	Sharrow, Kirk	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Full Users - qty 73  New Security group configured by Rory - Testing - Failed. Unable to connect with password.	0.25	197.00	\$49.25
12/15/2025	Emerick, Becky	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Full Users - qty 73  found Idaps is not configured, need to enable to go further. Kirk to follow up	0.25	257.00	\$64.25
12/15/2025	Sharrow, Kirk	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Full Users - qty 73  Call with Becky to look at LDAP / Teleworker / Lets Encrypt issue	2.75	197.00	\$541.75
12/16/2025	Emerick, Becky	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Full Users - qty 73  worked through ldap issues...got sync working, imported all AD users, will import remaining users tomorrow	2.00	257.00	\$514.00
12/23/2025	Emerick, Becky	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Full Users - qty 73  configured caller ID and assigned network zones where applicable	1.00	257.00	\$257.00

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Phone System Configuration						
Configure: Limited Users - qty 246 Location: Main						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/09/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Limited Users - qty 246 MiCollab Templates / Roles	1.25	197.00	\$246.25
12/16/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Limited Users - qty 246 AD Integration - Setting up LDAPS on DC1 and DC2 - pre-req for LDAP integration  Lets Encrypt - issue with certificate generation for Teleworker Client users  Test internal LAN / DHCP of a 6920 on site	6.25	197.00	\$1,231.25
12/17/2025	Emerick, Becky		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Limited Users - qty 246 Working with Cyndi on user imports	1.00	257.00	\$257.00
12/17/2025	Montgomery, Cyndi		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Limited Users - qty 246 Programmed the Non Voicemail users	4.25	197.00	\$837.25
12/17/2025	Emerick, Becky		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Limited Users - qty 246 cont work on users	1.00	257.00	\$257.00
12/17/2025	Emerick, Becky		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Limited Users - qty 246 cont work on users	0.50	257.00	\$128.50
12/17/2025	Emerick, Becky		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Limited Users - qty 246 cont work on user info	0.50	257.00	\$128.50
12/17/2025	Emerick, Becky		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Limited Users - qty 246 General mailboxes and SIP users	1.75	257.00	\$449.75
12/17/2025	Emerick, Becky		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Limited Users - qty 246 working on SIP users for analog and Gen MB	0.50	257.00	\$128.50
12/22/2025	Emerick, Becky		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Limited Users - qty 246 imported all remaining	2.00	257.00	\$514.00

	SIP/Analog users			
12/22/2025 Montgomery, Cyndi	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Limited Users - qty 246  Assisted with programming ATA's	0.75	197.00	\$147.75
12/23/2025 Emerick, Becky	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Configure: Limited Users - qty 246  MWI and Custom Buttons completed	0.50	257.00	\$128.50

**Subtotal: \$4,454.25**

<b>Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Phone System ConfigurationEngineer Communication &amp; Planning Location: Main</b>						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
11/05/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Engineer Communication & Planning  Review of Tuscola design and documents	1.00	197.00	\$197.00
11/07/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Engineer Communication & Planning  Updated VMware tech document - original save lost - laptop issue sent over to Alex	0.75	197.00	\$147.75
12/03/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Engineer Communication & Planning  Weekly Cadence	0.50	197.00	\$98.50
12/10/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Engineer Communication & Planning  Discussion with Rory about LDAP DN and user location	0.25	197.00	\$49.25
12/10/2025	Montgomery, Cyndi		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Engineer Communication & Planning  emailed Alex about Group Ring Questions	0.25	197.00	\$49.25
12/10/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Engineer Communication & Planning  Email to Alex and Rory about LDAP integration and specific examples required.	0.50	197.00	\$98.50
12/26/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> Engineer Communication & Planning  Discussion with alex on Page groups / Monday cut day times Responding to questions about deployment day Discussed Team integration Started Monday deployment action items email	1.00	197.00	\$197.00

**Subtotal: \$837.25**

**Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Phone System ConfigurationTravel Location: Main**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/18/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration <b>Project Activity:</b> Travel Travel to Tuscola county medical with phil	1.00	571.55	\$571.55
12/18/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration <b>Project Activity:</b> Travel Travel to Phil's house and then my house so i can use the vehicle for tomorrow's trip back to Tuscola county medical	4.00	0.00	\$0.00

**Subtotal: \$571.55**

**Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Phone System ConfigurationUser & Call Flow Data Collection Location: Main**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
11/24/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration <b>Project Activity:</b> User & Call Flow Data Collection Tuscola Data Configuration workbook	2.25	197.00	\$443.25
11/25/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration <b>Project Activity:</b> User & Call Flow Data Collection Users - ext with VM / ext only / VM only	1.00	197.00	\$197.00
11/25/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration <b>Project Activity:</b> User & Call Flow Data Collection Continuing users Started Analog mapping / Call Groups / AA / DID-Phone numbers	2.25	197.00	\$443.25
11/25/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration <b>Project Activity:</b> User & Call Flow Data Collection Continued / finished Analog mapping / Call Groups / AA / DID-Phone numbers Started paging groups / general mailboxes Filled in all the information possible. Highlighted areas for Alex to review on Friday. Will discuss any questions he may have. ***NOTE*** This took almost 2 hours more, but that was due to a mistake I made after attempting to save the document - I did not include that time.	2.00	197.00	\$394.00
11/26/2025	Sharrow, Kirk		<b>Project Phase:</b> Phone System Configuration	1.00	197.00	\$197.00

	<b>Project Activity:</b> User & Call Flow Data Collection  review data collection workbook for the meeting per Alex email about miss assigned DID's			
12/02/2025 Sharrow, Kirk	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> User & Call Flow Data Collection  Data Collection Workbook - Alex mentioned that new users were added within the last two weeks. I am sending the final workbook over with the intention of any move adds changes from here on during the project will be completed in punch list phase.	1.75	197.00	\$344.75
12/03/2025 Sharrow, Kirk	<b>Project Phase:</b> Phone System Configuration  <b>Project Activity:</b> User & Call Flow Data Collection  Meeting to clarify user locations and extension scheme.  Verified phone counts and licenses vs current data workbook scheme.  All set.  Sent remaining discrepancies to Alex for review	3.00	197.00	\$591.00

**Subtotal: \$2,610.25**

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Physical Appliance DeploymentEngineer Communication & Planning Location: Main						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/17/2025 Sharrow, Kirk			<b>Project Phase:</b> Physical Appliance Deployment  <b>Project Activity:</b> Engineer Communication & Planning  Gathering materials / creating user check list for on site programming	1.00	197.00	\$197.00
12/22/2025 Nelson, Phil			<b>Project Phase:</b> Physical Appliance Deployment  <b>Project Activity:</b> Engineer Communication & Planning  Hotel and Location setup for travel and overnight. communication with Mandy on Hotel bookings. Checkin with austin and brian on timing and game plan. training with brian on how process with go and how phones are setup.	0.75	197.00	\$147.75
01/02/2026 Nelson, Phil			<b>Project Phase:</b> Physical Appliance Deployment  <b>Project Activity:</b> Engineer Communication & Planning	0.25	197.00	\$49.25
01/02/2026 Nelson, Phil			<b>Project Phase:</b> Physical Appliance Deployment  <b>Project Activity:</b> Engineer Communication & Planning	0.25	197.00	\$49.25

**Subtotal: \$443.25**

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/19/2025	Sharrow, Kirk		<p><b>Project Phase:</b>Physical Appliance Deployment</p> <p><b>Project Activity:</b>Mitel Analog Gateways - qty 3 (Remote &amp; Onsite)</p> <p>Continued programming of AG and grand streams.</p> <p>AG are on site and online - Need to integrate AG's into MiVB import user list to MiVB and AG</p> <p>The Grand Streams would NOT register regardless programming - I was able to program GS818 and GS814, but the remainder grand streams would not show up on network. Alex troubleshooted to see if there was an issue with the network switch we were using, but did not find any evidence.</p> <p>I told Alex I would take the grand streams back to MT for firmware updates and static programming.</p>	2.50	197.00	\$492.50
12/22/2025	Sharrow, Kirk		<p><b>Project Phase:</b>Physical Appliance Deployment</p> <p><b>Project Activity:</b>Mitel Analog Gateways - qty 3 (Remote &amp; Onsite)</p> <p>AG user import for AG 1</p> <p>AG 2 and 3 - Configuration and user registration</p>	3.00	197.00	\$591.00

**Subtotal: \$1,083.50**

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Physical Appliance DeploymentTravel Location: Main						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
12/18/2025	Nelson, Phil		<p><b>Project Phase:</b>Physical Appliance Deployment</p> <p><b>Project Activity:</b>Travel</p> <p>Drive to customer site-Picked up Kirk in Cedar springs. Gas. Rained and slush the entire drive. went to main site. wrong location drove to green roof building next door.</p>	1.00	571.55	\$571.55

**Subtotal: \$571.55**

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Project AdministrationUPDATE DESIGN: MiVoice Business Migration Location: Main						
Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
07/19/2024	Emerick, Becky		<p><b>Project Phase:</b>Project Administration</p> <p><b>Project Activity:</b>UPDATE DESIGN: MiVoice Business Migration</p>	0.50	165.00	\$82.50
07/22/2024	Emerick, Becky		<p><b>Project Phase:</b>Project Administration</p> <p><b>Project Activity:</b>UPDATE DESIGN: MiVoice Business Migration</p>	1.75	165.00	\$288.75
07/22/2024	Emerick, Becky		<p><b>Project Phase:</b>Project Administration</p>	0.25	165.00	\$41.25

	<b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration			
07/24/2024 Emerick, Becky	<b>Project Phase:</b> Project Administration  <b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration	0.75	165.00	\$123.75
07/24/2024 Emerick, Becky	<b>Project Phase:</b> Project Administration  <b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration	3.00	165.00	\$495.00
08/05/2024 Emerick, Becky	<b>Project Phase:</b> Project Administration  <b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration	1.00	165.00	\$165.00
08/07/2024 Emerick, Becky	<b>Project Phase:</b> Project Administration  <b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration	1.25	165.00	\$206.25
06/20/2025 Emerick, Becky	<b>Project Phase:</b> Project Administration  <b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration  Re-scoping and updating design. Reached out to Andy Floyd to ask for more info on hospitality solution.	1.50	165.00	\$247.50
06/24/2025 Emerick, Becky	<b>Project Phase:</b> Project Administration  <b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration	0.25	165.00	\$41.25
06/24/2025 Emerick, Becky	<b>Project Phase:</b> Project Administration  <b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration	1.25	165.00	\$206.25
06/24/2025 Emerick, Becky	<b>Project Phase:</b> Project Administration  <b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration	0.25	165.00	\$41.25
06/24/2025 Emerick, Becky	<b>Project Phase:</b> Project Administration  <b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration	0.50	165.00	\$82.50
06/25/2025 Emerick, Becky	<b>Project Phase:</b> Project Administration  <b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration	1.00	165.00	\$165.00
06/25/2025 Emerick, Becky	<b>Project Phase:</b> Project Administration  <b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration	0.25	165.00	\$41.25
06/25/2025 Emerick, Becky	<b>Project Phase:</b> Project Administration  <b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration	3.25	165.00	\$536.25
06/27/2025 Emerick, Becky	<b>Project Phase:</b> Project Administration	1.00	165.00	

<b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration					
06/30/2025 Nelson, Phil	<b>Project Phase:</b> Project Administration	1.00	197.00		\$197.00
	<b>Project Activity:</b> UPDATE DESIGN: MiVoice Business Migration				

**Subtotal:** \$3,125.75

<b>Charge To:</b> Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317 <b>Project Management:</b> EKOM - external kickoff <b>Location:</b> Main						
Date	Staff	Agreement	Notes	Hours	Rate	
10/08/2025	Sisson, Andrea		<b>Project Phase:</b> Project Management  <b>Project Activity:</b> EKOM - external kickoff  kickoff call notes to client schedule timeline discussion	0.50	227.00	\$113.50

**Subtotal:** \$113.50

<b>Charge To:</b> Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317 <b>Project Management:</b> Plan Execution Review <b>Location:</b> Main						
Date	Staff	Agreement	Notes	Hours	Rate	
10/17/2025	Sisson, Andrea		<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Plan Execution Review  timeline discussion with Becky and Kirk follow up to client with status email to Kae/Laurie about licensing schedule another meeting for timeline discussion	1.25	227.00	\$283.75
10/17/2025	Emerick, Becky		<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Plan Execution Review  review of project requirements, starting to create timeline for project	1.00	257.00	\$257.00
10/17/2025	Sharow, Kirk		<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Plan Execution Review  Tuscola Time line review	1.00	197.00	\$197.00
10/20/2025	Emerick, Becky		<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Plan Execution Review  finish timeline	0.75	257.00	\$192.75
10/20/2025	Sisson, Andrea		<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Plan Execution Review  timeline development meeting talk to Phil, Austin, Bree about proposed dates (all ok - will approve through Deb) Send to client with questions	1.50	227.00	\$340.50
10/20/2025	Sharow, Kirk		<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Plan Execution	0.75	197.00	\$147.75

Review  
Continuation of Timeline

Subtotal: \$1,418.75

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Project  
ManagementPlanning | Meetings | Communication | Location: Main

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
09/23/2025	Sisson, Andrea		<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication review project documents	0.50	227.00	\$113.50
09/24/2025	Sisson, Andrea		<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication Talk with Becky about project plan Create Teams channel Assign team Build work plan & assign resources Send acknowledgement	1.00	227.00	\$227.00
10/06/2025	Sisson, Andrea		<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication email to client to schedule kickoff call	0.25	227.00	\$56.75
10/06/2025	Sisson, Andrea		<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication schedule kickoff call	0.25	227.00	\$56.75
10/06/2025	Sisson, Andrea		<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication prep for kickoff call	0.50	227.00	\$113.50
10/07/2025	Sisson, Andrea		<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication finish kickoff call prep	0.25	227.00	\$56.75
10/21/2025	Sisson, Andrea		<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication follow up to Kae about licensing	0.25	227.00	\$56.75
10/21/2025	Sisson, Andrea		<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication begin schedule engineering work	1.00	227.00	\$227.00
10/23/2025	Sisson, Andrea		<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication Laurie advised that license certificates now attached notice to Kirk & Becky	0.25	227.00	\$56.75
10/27/2025	Sisson, Andrea		<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication	0.50	227.00	\$113.50

		email to Deb for approval to use Austin & Bree schedule holds for onsite work follow up to client with status and to schedule tech call and weekly calls			
10/28/2025	Sisson, Andrea	<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Planning   Meetings   Communication  schedule onsite work talk to Deb, Brian, Austin set up technical meeting set up weekly cadence meetings	0.75	227.00	\$170.25
10/29/2025	Sisson, Andrea	<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Planning   Meetings   Communication  technical discussion	0.75	227.00	\$170.25
11/12/2025	Sisson, Andrea	<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Planning   Meetings   Communication  prep for weekly cadence	0.25	227.00	\$56.75
11/12/2025	Sisson, Andrea	<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Planning   Meetings   Communication  weekly cadence, notes to client	0.25	227.00	\$56.75
11/19/2025	Sisson, Andrea	<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Planning   Meetings   Communication  prep for weekly cadence chat with kirk about status	0.25	227.00	\$56.75
11/19/2025	Sisson, Andrea	<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Planning   Meetings   Communication  weekly cadence notes to client	0.25	227.00	\$56.75
11/25/2025	Sisson, Andrea	<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Planning   Meetings   Communication  prep for weekly cadence	0.25	227.00	\$56.75
11/26/2025	Sisson, Andrea	<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Planning   Meetings   Communication  weekly cadence call	0.50	227.00	\$113.50
12/03/2025	Sisson, Andrea	<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Planning   Meetings   Communication  prep for weekly cadence	0.25	227.00	\$56.75
12/03/2025	Sisson, Andrea	<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Planning   Meetings   Communication  weekly meeting and notes to client	0.25	227.00	\$56.75
12/09/2025	Sisson, Andrea	<b>Project Phase:</b> Project Management  <b>Project Activity:</b> Planning   Meetings   Communication	0.25	227.00	\$56.75

	prep for weekly cadence			
12/10/2025 Sisson, Andrea	<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication weekly cadence notes to client	0.50	227.00	\$113.50
12/17/2025 Sisson, Andrea	<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication prep for weekly cadence talk to onsite team about plans for tomorrow (arrival time, etc)	0.75	227.00	\$170.25
12/17/2025 Sisson, Andrea	<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication weekly cadence notes to client send dispatch confirmation	0.50	227.00	\$113.50
12/18/2025 Sisson, Andrea	<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication communication with site team about status	0.25	227.00	\$56.75
12/19/2025 Sisson, Andrea	<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication talk to phil about onsite work send dispatch notices	0.75	227.00	\$170.25
12/26/2025 Emerick, Becky	<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication communication regarding cut-over	0.50	257.00	\$128.50
12/31/2025 Sisson, Andrea	<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication prep for cadence meeting added Punch List doc to Teams channel	0.25	227.00	\$56.75
12/31/2025 Sisson, Andrea	<b>Project Phase:</b> Project Management <b>Project Activity:</b> Planning   Meetings   Communication weekly cadence/punchlist meeting	0.25	227.00	\$56.75

**Subtotal:** \$2,852.50

<b>Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317</b> <b>Training - qty 4</b> <b>Location: Main</b>					
Date	Staff	Agreement	Notes	Hours	Rate
12/23/2025	Nelson, Phil		<b>Project Phase:</b> Training <b>Project Activity:</b> End User Training - qty 4 Set up Onsite training-tear down	3.00	197.00

**Subtotal:** \$591.00

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<b>Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317</b> <b>Trunk</b>
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DeploymentConfigure: SIP Circuits - qty 1 Location: Main				Hours	Rate	Ext Amt
Date	Staff	Agreement	Notes			
12/17/2025	Emerick, Becky		<b>Project Phase:</b> Trunk Deployment <b>Project Activity:</b> Configure: SIP Circuits - qty 1 configured SIP trunks/Peer Profile and network elements	0.50	257.00	\$128.50

**Subtotal: \$128.50**

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Trunk				Hours	Rate	Ext Amt
Date	Staff	Agreement	Notes			
12/17/2025	Emerick, Becky		<b>Project Phase:</b> Trunk Deployment <b>Project Activity:</b> Configure: SIP Trunks - qty 30 configured ARS and SIParator to allow outbound dialing and tested	0.50	257.00	\$128.50
12/22/2025	Emerick, Becky		<b>Project Phase:</b> Trunk Deployment <b>Project Activity:</b> Configure: SIP Trunks - qty 30 imported DID #s	0.25	257.00	\$64.25

**Subtotal: \$192.75**

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Virtual System				Hours	Rate	Ext Amt
Date	Staff	Agreement	Notes			
11/24/2025	Emerick, Becky		<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Acquiring Media & Licensing from Mitel assigning ARIDs/EID	0.50	257.00	\$128.50

**Subtotal: \$128.50**

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Virtual System				Hours	Rate	Ext Amt
Date	Staff	Agreement	Notes			
11/25/2025	Sharrow, Kirk		<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG MBG profile - LAN ICP profile Cluster - join as peer (aux)	0.75	197.00	\$147.75
12/09/2025	Sharrow, Kirk		<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG Template creation for each location Micollab	1.00	197.00	\$197.00
12/10/2025	Sharrow, Kirk		<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG Dissolve cluster due to version mismatch. Install .72 manifest	0.50	197.00	\$98.50
12/10/2025	Sharrow, Kirk		<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG	1.75	197.00	\$344.75

	Teleworker setup				
12/11/2025 Sharrow, Kirk	<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG Firewall rule set Reconfigured firewall rule sets via port list based on Internal / Internet / NAT Set Policy To and FROM mbg based off port list and Mitel Documentation	1.25	197.00		\$246.25
12/11/2025 Sharrow, Kirk	<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG Reviewed Firewall rules / testing of Teleworker - no registration	3.00	197.00		\$591.00
12/12/2025 Emerick, Becky	<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG follow up with Alex on DNS records.	0.25	257.00		\$64.25
12/12/2025 Sharrow, Kirk	<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG Teleworker testing - Registration sucess - Green LAN status Unable to issue lets encrypt after DNS change from Alex	1.00	197.00		\$197.00
12/15/2025 Sharrow, Kirk	<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG rebuild of Micollab and MiVB integration / reach through. Rebuild of MBG cluster	3.25	197.00		\$640.25
12/15/2025 Emerick, Becky	<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG Troubleshooting MBG Teleworker issues, phone is registering successfully but no audio Need have them confirm firewall rules are opened need port 80 opened for Let's Encrypt certificate. need to have them plug phone in and confirm if they can hear the VM menu Need to have external FQDN be updated to be same FQDN as micollab server	4.00	257.00		\$1,028.00
12/15/2025 Emerick, Becky	<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG	0.25	257.00		\$64.25

	Follow up to client			
12/16/2025 Emerick, Becky	<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG testing remote phone, still working through issues with this.	0.50	257.00	\$128.50
12/22/2025 Emerick, Becky	<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG <p>Worked through firewall issues. Had to move policy for port 80 and the MBG up in the list to prioritize it over other policies and then had to create an SNAT for outbound traffic from the MiCollab and MBG servers to show the Charter IP address.</p> <p>Have Let's Encrypt certs working now on both MiCollab and MBG. Deployed a client and confirmed can connect.</p> <p>Looks like port 36008 still needs to be opened for deployment profile and remote SIP phone to work properly though. Kirk to follow up tomorrow with Alex as session was closed out at end of day when we found this.</p>	2.50	257.00	\$642.50
12/22/2025 Sharow, Kirk	<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG testing firewall and lets encrypt verification rules and firewall configuration 36008 needs to be open	2.25	197.00	\$443.25
12/23/2025 Sharow, Kirk	<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MBG Configured firewall to allow 36008,36007,36006 Adjusted priorities	1.00	197.00	\$197.00

**Subtotal: \$5,030.25**

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Virtual System InstallationConfigure VM: MiCollab Location: Main

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
11/25/2025 Sharow, Kirk			<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MiCollab Configured / verified NTP match SDS sharing - MBG cluster - main UCM - will need to verify settings are correct after SIP / teleworker is active	0.50	197.00	\$98.50
12/12/2025 Emerick, Becky			<b>Project Phase:</b> Virtual System Installation <b>Project Activity:</b> Configure VM: MiCollab	1.25	257.00	\$321.25

Subtotal: \$419.75

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Virtual System  
InstallationConfigure VM: MiVB Location: Main

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
11/25/2025	Sharrow, Kirk		<p><b>Project Phase:</b>Virtual System Installation</p> <p><b>Project Activity:</b>Configure VM: MiVB</p> <p>Configured: backup admin NTP Trusted Networks SMTP</p> <p>- The OVF template will install the MSL with the MiVB blade already configured. This does not allow the MiVoice Business link to show up under applications. You will need to remove the blade and then download the image again in order to get the MiVB setup</p> <p>IP of second ethernet did not save - Had to reprogram twice after resetting login default username and password. MiVB is successfully up Configured network elements</p>	1.00	197.00	\$197.00
11/25/2025	Sharrow, Kirk		<p><b>Project Phase:</b>Virtual System Installation</p> <p><b>Project Activity:</b>Configure VM: MiVB</p> <p>Configured Network elements for SDS VM ports for embedded voicemail System Feature settings Micollab administrator for API access Verified licenses are allocated SDS enabled</p>	1.25	197.00	\$246.25
12/12/2025	Emerick, Becky		<p><b>Project Phase:</b>Virtual System Installation</p> <p><b>Project Activity:</b>Configure VM: MiVB</p>	1.75	257.00	\$449.75

Subtotal: \$893.00

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Virtual System  
InstallationEngineer Communication & Planning Location: Main

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
11/26/2025	Sharrow, Kirk		<p><b>Project Phase:</b>Virtual System Installation</p> <p><b>Project Activity:</b>Engineer Communication &amp; Planning</p> <p>weekly cadence call - reviewed portions of the data workbook</p>	0.50	197.00	\$98.50

Subtotal: \$98.50

Charge To: Tuscola County Medical Care Facility / Projects - MiVoice Business Migration - CWC7317Virtual System  
InstallationInstallation of Virtual Hosts Location: Main

Date	Staff	Agreement	Notes	Hours	Rate	Ext Amt
11/13/2025	Sharrow, Kirk		<p><b>Project Phase:</b>Virtual System Installation</p> <p><b>Project Activity:</b>Installation of Virtual Hosts</p>	4.50	197.00	\$886.50

	<p>Downloading and transferring .iso's to client - issue with one drive / share</p> <p>configured MiVB, MiCollab and MBG</p> <p>Ran into issue with uploading iso's on cluster host</p> <p>workaround - upload iso to datastore on ESXI host and then configure VM via cluster host.</p> <p>Note the .iso deployment seems buggy. Configuration settings that were apart of the initial spin up did not transfer over to server config once fully up.</p> <p>Still need to finish the Micollab - there was a different setup menu that i had seen before.</p>		
11/21/2025 Sharow, Kirk	<p><b>Project Phase:</b>Virtual System Installation</p> <p><b>Project Activity:</b>Installation of Virtual Hosts</p> <p>Fixed access with spinning up a new simplehelp</p> <p>Discussion with Alex on DMZ vs server-gateway</p> <p>DMZ decided the route to go.</p> <p>when it got to the portion of external NAT - Alex stated they do not have a DMZ set up currently.</p> <p>Switching deployment to Server-gateway single nic of the MBG</p> <p>Reinstalled MBG image and Micollab.</p>	3.25	197.00
11/25/2025 Sharow, Kirk	<p><b>Project Phase:</b>Virtual System Installation</p> <p><b>Project Activity:</b>Installation of Virtual Hosts</p> <p>Assignment of ARIDS</p> <p>- Issue with MSL12 and having the default password with a symbol in it. Once you change the default password (after VM is spun up) you are prompted to change your password again. Upon the change being successful, the new password you input will not authenticate as well as the default password.</p> <p>Documented in Operations Notebook KB - MSL 12 changing root password</p>	1.00	197.00

**Subtotal: \$1,723.75**

Web PO #	Customer PO #	BillTo/ShipTo
20250919	1817414-20250919	Tuscola County Medical Care Community 1285 Cleaver Rd. Caro, MI 48723 989-673-6665 (Fax) 989-673-4117 (Phone)
Vendor Information		Signature:
1	Fusion IT LLC	

Order  
2025-09-19

Vendor #	Product	Internal #	Line #	Description	Qty	Price	Unit	Extended
1	1		1	Phone Upgrade Project	1	124,788.46	Ea	124,788.46

1	2	2	Shipping	1	855.57	Ea	855.57
				GLCode			10-49-70503

**Total: 125,644.03**

RECEIVED  
JAN 07 2026

Web PO #	Customer PO #	BillTo/ShipTo
20250919	5183130-20250919	Tuscola County Medical Care Community 1285 Cleaver Rd. Caro, MI 48723 989-673-6665 (Fax) 989-673-4117 (Phone)
Vendor Information		Signature:
Fusion IT LLC		

Order  
2025-09-19

Vendor #	Product	Internal #	Line #	Description	Qty	Price	Unit	Extended
	1		1	Phone Upgrade Project	1	124,788.46	Ea	124,788.46

	2		2	Shipping	1	855.57	Ea	855.57
					GLCode			10-49-70503

**Total: 125,644.03**

RECEIVED

JAN 09 2026

## AP INVOICE REGISTER

Batch ID: 0002 Millennia Tech

## Accounts Payable

AP Account: 10-00-20100

Vendor Code	Vendor Name/Comments	Invoice No	Alt / Accrue	Inv Date/ Accrue Dt	Due Date	Hld	Disc Date	Freight	Discount Sales Tax	Term	Purch Ord	1099 Amt/BU	Taxable Amt Withhld	Invoice Amt GL Acct	Distribution Amount
															Posting Period: 12/2025
4685	Fusion IT LLC 3 yr. Final Amt. from Project	2521754	1	No No	01/14/2026 00/00/0000	01/16/2026	N	00/00/0000 0.00	0.00 0.00	1	5183130	0.00	45,987.69		
	Long Invoice No	2521754			CIP - FF&E MME - Phase 1			0.00	0.00			10-00-12951		45,987.69	
															Posting Period: 12/2025
4685	Fusion IT LLC MiVoice Final Invoice	2523563	1	No No	01/14/2026 00/00/0000	01/16/2026	N	00/00/0000 0.00	0.00 0.00	1	5183130	0.00	22,047.15		
	Long Invoice No	2523563			CIP - FF&E MME - Phase 1			0.00	0.00			10-00-12951		22,047.15	
Vendor Code Hash	Number of Invoices:		2	Register Total: (Freight & Sales Tax)				0.00 0.00	0.00 0.00			0.00	68,034.84	68,034.84	
Total	209370														

## **Smillie Plumbing & Heating Inc**

**Client Acct #** tusco

### **Vendor Code**

102962

Invoice Number	Description	Date	Amount	Discount	Withheld	Net Amount
29817	29817 - Kitchen Rooftop Unit	01/26/2026	149,650.00	0.00	0.00	149,650.00
10-57-70501	Capital Outlay - Building, BC, BSE		149,650.00			

**SMILLIE PLUMBING AND HEATING, INC. 1**

10270 PIERCE ROAD  
FREELAND, MI 48623  
USA

Voice: (989) 695-5133

Fax: (989) 695-2226

**INVOICE**

Invoice Number: 29817  
Invoice Date: Jan 21, 2026  
Page: 1  
*Duplicate*

Bill To:
TUSCOLA COUNTY MEDICAL CARE FAC. 1285 CLEAVER RD CARO, MI 48723

Service Address\Notes
Make Up Air Rooftop Unit Replace

Customer ID	Customer PO	Payment Terms
TUSCO		Net 20 Days
		Due Date
		2/10/26

Item	Description	Amount
	Replaced Make up Air Unit as Quoted.	149,650.00

**POSTED**  
1-26-26 11:10

51-70501

All past due amounts are subject to a service charge of 1.5% per month, or the maximum allowed by law.

**TOTAL DUE** 149,650.00

**SMILLIE PLUMBING AND HEATING, INC. 1**  
10270 PIERCE ROAD  
FREELAND, MI 48623  
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Fax: (989) 695-2226

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		Due Date
		2/10/26

Item	Description	Amount
	Replaced Make up Air Unit as Quoted.	149,650.00
	<i>OK to pay MAD 1-22-26</i>	

All past due amounts are subject to a service charge of 1.5% per month, or the maximum allowed by law.

**TOTAL DUE** 149,650.00

**SMILLIE**  
**Plumbing & Heating, Inc.**  
10270 Pierce Road  
Freeland, MI 48623  
Phone (989) 695-5133 – Fax (989) 695-2226

## **JOB QUOTE**

**DATE:** 10/9/25 ✓

**TO:** Tuscola Medical

**ATTN:** Dan Manwell

**Total pages being sent including this one:** 1

**FROM:** Tom Van Paris / John Smillie

**JOB NAME:** Make Up Air Rooftop Unit Replacement

**QUOTING:** HVAC

**WE HEREBY PROPOSE TO FURNISH ALL LABOR AND MATERIALS TO COMPLY  
WITH THE GIVEN PLANS AND SPECIFICATIONS FOR THE WORK STATED. FOR THE  
SUM OF:**

- Disconnect power, refrigeration piping and controls from make-up air unit and chiller. Reclaim refrigerant from chiller and prepare for turn over to owner. Remove all from roof with crane. Transport make-up air unit to scrapyard.
- Cap off make-up circuit above ceiling in kitchen.
- Rework existing 250-amp chiller circuit for new self-contained make-up air unit.
- Add junction box above ceiling in kitchen to splice and extend existing circuit.
- Install new self-contained indirect fire Greenheck make-up air unit on new curb adapter.
- Rework and reconnect gas piping, power, controls and condensate piping.
- Install new thermostat in kitchen.
- Startup and checkout.
- Crane fees included.
- Permit fees included.

**TOTAL: \$149,650.00**

**\*NOTE:**

- All kitchen work above ceiling shall be performed after 8 PM.
- It is not known where the existing chiller is being fed from. Cost will be added if a new breaker is needed.

**\*EXCLUSIONS:**

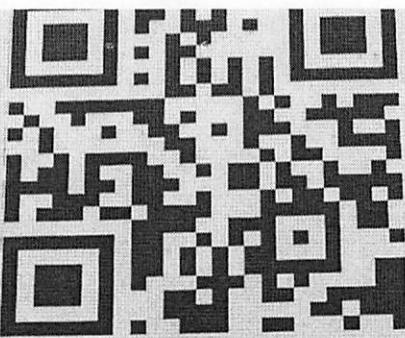
- Fire alarm or Ansul system alterations.
- BMS Integration if required.

**PRICING BREAKOUT:**

**Equipment and materials: \$119,500.00**

**Labor: \$24,650.00**

**Crane and permit fees: \$5,500.00**



SCAN FOR DOAS SUPPORT FAQ'S

919717

UNIT SPECIFICATIONS:

THIS APPLIANCE SHALL BE INSTALLED IN ACCORDANCE  
WITH NATIONAL WIRING REGULATONS.

SUITABLE FOR OUTDOOR USE

YES

IPX RATING

IPX4

BMS COMMUNICATION TYPE

NONE

CLASS I APPLIANCE

MAXIMUM ALTITUDE: 11154 FT OR 3400 M



Intertek

5022271

110 ENTERPRISE DR.  
KINGS MOUNTAIN, NC  
28086

CONFORMS TO  
UL STD 60335-2-40  
CERTIFIED TO CSA STD C22.2  
NO.60335-2-40-19

3010 NORTH DAVID  
PATRICK AVE.  
BUILDING #100 OR #500  
TULSA, OK 74116

206248589

920043



ASSEMBLED IN USA

MODEL **RY-150-401-0-E2**

© MARK **RY-1**

TAG **RY-1**

S/N **23132996**

1-715-359-6171

[www.greenheck.com](http://www.greenheck.com)



**CAUTION**



**ATTENTION**

**SMILLIE**  
**Plumbing & Heating, Inc.**  
10270 Pierce Road  
Freeland, MI 48623  
Phone (989) 695-5133 – Fax (989) 695-2226

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- BMS Integration if required.

**PRICING BREAKOUT:**

**Equipment and materials: \$119,500.00**

**Labor: \$24,650.00**

**Crane and permit fees: \$5,500.00**

Reviewed w/ Mark Wolfe on 10/13/05.  
Verbal approval to proceed w/ procurement  
of equipment + supplies for this project  
utilizing Smithie Plumbing as bid here.

*R.L. King, P.E.*  
10/13/05



# 2025 FINANCIAL UPDATE

Connie Keinath, Chief Accountant

Unaudited As of 2/6/2026

# 2025 Use of Fund Balance in General Fund

2025 Originally Budgeted use of fund balance \$650,958

2025 All Funds Budget Presented by Fund						Effects on Fund Balance
Fund	Fund Name	2025 Beginning Fund Balance	2025 Budgeted Revenue and Transfers In	2025 Budgeted Expenditures and Transfers Out	2025 Estimated Ending Fund Balance	
<b>General Fund</b>						
101	Nonspendable	597,134			597,134	
	Restricted	-			-	
	Committed Resident Co Hospital					
	Assigned (Budgeted use of fund balance)	650,958		650,958	-	
Assigned 17% Reserves (Policy) Effective 4-25-2024		2,917,926			2,917,926	
	Unassigned (including PGS Funds)	2,178,931		-	2,178,931	
<b>Total General Fund</b>		<b>6,344,949</b>	<b>17,162,844</b>	<b>17,162,844</b>	<b>5,693,991</b>	<b>(650,958)</b>

# 2025 Use of Fund Balance in General Fund

Budget Amendment 10/23/25  
Reducing Expected Use of Fund Balance By **\$192,084**

For a Reduced Expected Use of **\$428,172.00**

General Fund Use of Fund Balance as of 2/6/2026	<b>\$195,257.55</b>
Beginning Fund Balance	<b>6,344,949.66</b>
Net of Revenues VS Expenditures	<b>(195,257.55)</b>
Ending Fund Balance	<b>6,149,692.11</b>

Currently trending lower than expected use of Fund Balance by \$232,914 as of 2/6/26.

**\*\*\*Subject to change as the Fiscal Year is finalized and audit is completed\*\*\***

# Transactions That Will Impact Fund Balance

- Outstanding 2025 Invoices received before 2/28/2026
- Expected 2025 Revenue received before 2/28/2026
- 2025 Financial Auditor Adjustments
- Internal Fiscal Year End procedures in progress

Auditor Field work on site beginning today (2/9/2026)

Auditor Field work on site week of March 23, 2026 and week of March 30, 2026

# 2026 Focus

- ✓ Completion of the Michigan Universal Chart of Accounts Conversion in BS&A (required per State of Michigan and audit findings in 2023 & 2024)
- ✓ Continue to improve processes & workflows
- ✓ Focus on compliance with Government Accounting Standards & Regulations
- ✓ Monthly reports to Board of Commissioners at the Committee of the Whole

# 2026 Goals

- Regularly Scheduled Budget Review Sessions with Departments
  - Collaboration with departments to:
    - Reduce expenditures
    - Increase revenues where applicable
    - Be proactive (not reactive)
    - Improve process for Budget Year 2027
    - Determine interdepartmental efficiencies & improvements