

**Channel Service Agreement Order Form**

Customer Name: El Dorado County	Contract Number: 229-S0911	Page 1	total pages 10
Sold To number: MULTIPLE (see attachments 1-9)			
Equipment Location Address:	Customer Contact: Tom Straling	Installation Date: N/A	
City State Zip	Customer Contact Telephone Number: 530-621-5415	Service Commencement Date: 10/1/2008	
Services start date*: For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the order.			

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Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced based on the coverage option and pricing reflected at the main site or location.

Sold To	Address	City	Term in months	8x5 Parts + Remote	Monthly or Annual	Total Price
3146914	330 FAIR LN	Placerville	48	8x5 Parts + Remote	M	\$3,163.20
3146935	455 SILVA VALLEY PRKWY	El Dorado Hills	48	8x5 Parts + Remote	M	\$360.88
3146968	1359 JOHNSON BLVD	S. Lake Tahoe	48	8x5 Parts + Remote	M	\$847.34
3147000	3368 LAKE TAHOE BLVD	S. Lake Tahoe	48	8x5 Parts + Remote	M	\$221.52
3146925	2441 HEADINGTON RD	Placerville	48	8x5 Parts + Remote	M	\$222.44
3146958	931 SPRING	Placerville	48	8x5 Parts + Remote	M	\$560.56
3146980	971 SILVER DOLLAR AVE	S. Lake Tahoe	48	8x5 Parts + Remote	M	\$463.84
3147012	3057 BRIW RD	Placerville	48	8x5 Parts + Remote	M	\$745.68
3146946	495 MAIN ST	Placerville	48	8x5 Parts + Remote	M	\$460.72
Total						\$7,046.18

Customer signature below indicates customer has read and agrees to the terms and conditions of the attached Channel Service Agreement or the Master Purchase/Service Agreement in place between the parties, if applicable.

Customer El Dorado County By: (Authorized Signature)	Avaya Inc.	Sold-To: 9/3/08
Typed Name	Accepted By: Pamela McCain	On: (Date)
Address 360 Fair Lane	Address 14400 Hertz Quail Spring Parkway	City Oklahoma City, OK 73134
City Placerville-CA 95667	State	Zip

FOR INTERNAL USE ONLY:

Business Partner Co. Name:	Customer Sold-to Number: Multiple
Business Partner HQ Address: 1865 Broadway 12 Floor NY, NY 10023	Business Partner Sales Associate: Liz Guezzale
Avaya Siebel Parent ID:	Phone Number: 858 551 0616
Main Telephone #:	email: lguezzale@servicesonly.com

Distribute to: Part 1 (BPCC) Part 2 (Customer) Part 3 (Avaya Authorized BusinessPartner)



Channel Service Agreement Order Form

Customer Name:	EL DORADO COUNTY OF	Contract #:	Page 1 total pages 1
Sold To number:	3146914	229-S0911	
Equipment Location Address:	330 FAIR LN	Customer Contact:	Installation Date:
City	State	Zip	Tom Straling Renewal
PLACERVILLE	CA	95667-4103	Customer Contact Telephone Number: 530-621-5415
			Service Commencement Date*: Services start date*; For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the order.

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Material Codes	Qty	Description	Term in months	Coverage	Monthly or Prepaid	Unit Price	Total Price
195250	8	IPSI2 CP TN2312BP RHS	48	90 Parts+Remote 8X5	M	\$ -	\$ -
195251	4	C-LAN INTF CIRCUIT PACK TN799DP RHS	48	90 Parts+Remote 8X5	M	\$ -	\$ -
195307	1	S8720 SERVERS RHS	48	90 Parts+Remote 8X5	M	\$ -	\$ -
198226	1	DAL2 FOR S8720 SERVER	48	90 Parts+Remote 8X5	M	\$ -	\$ -
203027	1	VAL CIRCUIT PACK TN2501AP	48	90 Parts+Remote 8X5	M	\$ -	\$ -
203071	4	IP 320 MEDIA RESOURCE TN2602AP	48	90 Parts+Remote 8X5	M	\$ -	\$ -
700394950	12	G650 MEDIA GATEWAY RHS	48	90 Parts+Remote 8X5	M	\$ -	\$ -
700406135	12	G650 AC/DC PWR SUPPLY 655A RHS	48	90 Parts+Remote 8X5	M	\$ -	\$ -
196640	1	R9&PRIOR TO CM4 S87XX MIG SFTW LIC	48	90 Parts+Remote 8X5	M	\$ -	\$ -
196704	1702	CMEE R4 1001+ MULTI UPG LIC	48	90 Parts+Remote 8X5	M	\$ -	\$ -
700409519	1	CUST SOL TERM SRVR 4PT RHS	48	81 Full Coverage 8X5	M	\$ 35.00	\$ 35.00
101097	1	CSU 551 T1	12	90 Parts+Remote 8X5	M	\$ 14.30	\$ 14.30
187730	1	SFTW ENTITLEMENTS LIC	48	90 Parts+Remote 8X5	M	\$ -	\$ -
106941073	1	DCS UPG SFTW LIC	48	90 Parts+Remote 8X5	M	\$ -	\$ -
205390	1	AAN R4 RFA ENABLE	48	87 Full Cov+Upgrds 7X24	M	\$ -	\$ -
205834	1	AAN CM CNVRGD NET ANALYZR ENTITL	48	87 Full Cov+Upgrds 7X24	M	\$ -	\$ -
205835	1	AAN CM ADAPT PATH ENTITLEMENT	48	87 Full Cov+Upgrds 7X24	M	\$ -	\$ -
102907	10	CP ANLG LN TN742 8PT	48	90 Parts+Remote 8X5	M	\$ -	\$ -
102909	30	DIGITAL LINE CIRCUIT CARD TN754C	48	90 Parts+Remote 8X5	M	\$ -	\$ -
102935	6	CSU MODULE 120A4	48	90 Parts+Remote 8X5	M	\$ -	\$ -
102947	13	DEF CP DGTL 2 WIRE TN2224	48	90 Parts+Remote 8X5	M	\$ -	\$ -
109423	6	SYS75 TRUNK INTF DS1/DMI	48	90 Parts+Remote 8X5	M	\$ -	\$ -
118651	2	DEF INTG CAMA TRNK	48	90 Parts+Remote 8X5	M	\$ -	\$ -
195311	16	INTEGRATED CSU RHS	48	90 Parts+Remote 8X5	M	\$ -	\$ -
196886	15	SWRM 110AC ADMIN RHS	48	90 Parts+Remote 8X5	M	\$ -	\$ -
103557187	2	CP TN765 PROC INTF	48	90 Parts+Remote 8X5	M	\$ -	\$ -
103557211	2	CP TONE CLOCK TN768	48	90 Parts+Remote 8X5	M	\$ -	\$ -
103557294	4	CP EXP INTF TN776	48	90 Parts+Remote 8X5	M	\$ -	\$ -
103557435	2	CP TN790 PROC	48	90 Parts+Remote 8X5	M	\$ -	\$ -
103557450	2	CP TN792 DUP INTF S1:1	48	90 Parts+Remote 8X5	M	\$ -	\$ -
103557476	2	CP NTWK CNTL TN794	48	90 Parts+Remote 8X5	M	\$ -	\$ -
105167266	2	CP TN747B CNTRL OFC TRNK INTF	48	90 Parts+Remote 8X5	M	\$ -	\$ -
106405616	1	CP TN763D AUX TRUNK INTF	48	90 Parts+Remote 8X5	M	\$ -	\$ -
106502552	5	CP TONE DETECTOR TN748D	48	90 Parts+Remote 8X5	M	\$ -	\$ -
107058950	3	SWRM AUX FIELD	48	90 Parts+Remote 8X5	M	\$ -	\$ -
107214710	9	CP DS1/DMI TRNK UPG TN767E	48	90 Parts+Remote 8X5	M	\$ -	\$ -
107760373	4	REFURM TN767C/E DS1	48	90 Parts+Remote 8X5	M	\$ -	\$ -
107784001	1	CP CALL CLASS TN744D	48	90 Parts+Remote 8X5	M	\$ -	\$ -
107784019	2	CP TONE CLOCK TN2182B	48	90 Parts+Remote 8X5	M	\$ -	\$ -
107985616	1	CP TN753B DID INTF TRNK 8PT	48	90 Parts+Remote 8X5	M	\$ -	\$ -
108032947	1	CP TN429C DID TRUNK	48	90 Parts+Remote 8X5	M	\$ -	\$ -
601817422	1	FLASH CARD 4MB	48	90 Parts+Remote 8X5	M	\$ -	\$ -
700059652	23	CP TN2224CP DGTL LN 24PT	48	90 Parts+Remote 8X5	M	\$ -	\$ -
700393408	4	FACILITY TEST CP TN771DP RHS	48	90 Parts+Remote 8X5	M	\$ -	\$ -
700394497	8	BUS TERMINATOR CP AHF110 RHS	48	90 Parts+Remote 8X5	M	\$ -	\$ -
700394638	3	CALL CLASSIFIER CP TN744E RHS	48	90 Parts+Remote 8X5	M	\$ -	\$ -

700394794	16	DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	M	\$	-	\$	-
700405020	2	USB MODEM V.92 56K RHS	48	90	Parts+Remote 8X5	M	\$	-	\$	-
107760019F	33	DEF CP ANLG 16 PT TN746 REMAN	48	90	Parts+Remote 8X5	M	\$	-	\$	-
201130	1	IM ASA VAM CLIENT CM LIC	48	90	Parts+Remote 8X5	M	\$	-	\$	-
201131	1	IM NMC CM LIC	48	90	Parts+Remote 8X5	M	\$	-	\$	-
201132	1	IM VMM CM LIC	48	90	Parts+Remote 8X5	M	\$	-	\$	-
101877	1	ADAPTER	48	81	Full Coverage 8X5	M	\$	2.08	\$	2.08
101891	1	VCE TERM PWR KS22911	48	90	Parts+Remote 8X5	M	\$	-	\$	-
114462	3	SPEAKERPHONE MODULE	48	90	Parts+Remote 8X5	M	\$	-	\$	-
407105683	1	RINGER EXTL	48	90	Parts+Remote 8X5	M	\$	-	\$	-
101526	1	TT DESK SET 3100-1TD	48	90	Parts+Remote 8X5	M	\$	-	\$	-
101556	26	TT WALL SET 3100-TWR	48	90	Parts+Remote 8X5	M	\$	-	\$	-
101898	12	TELSET 2500 ANLG 3178 NHL	48	90	Parts+Remote 8X5	M	\$	-	\$	-
101899	328	TELSET 2500 ANLG 3178 SYS	48	90	Parts+Remote 8X5	M	\$	-	\$	-
157947	10	8110 ANALOG SHPKPHN	48	90	Parts+Remote 8X5	M	\$	-	\$	-
101886	3	DGTL DISP MOD D401B	48	90	Parts+Remote 8X5	M	\$	-	\$	-
101888	3	TELSET DGTL 7405	48	90	Parts+Remote 8X5	M	\$	-	\$	-
101917	8	TELSET DGTL DISP 7406D01A	48	90	Parts+Remote 8X5	M	\$	-	\$	-
101919	5	TELSET DGTL DISP 7406	48	90	Parts+Remote 8X5	M	\$	-	\$	-
101941	1	TELSET DGTL 49B 7434	48	90	Parts+Remote 8X5	M	\$	-	\$	-
150882	1	7405 DIGITAL SET	48	90	Parts+Remote 8X5	M	\$	-	\$	-
103976601	58	TELSET DGTL W/DISP 7406	48	90	Parts+Remote 8X5	M	\$	-	\$	-
108544511	4	EXPANSION MOD 6416/24D+M GLOBAL GRAY	48	90	Parts+Remote 8X5	M	\$	-	\$	-
700258577	375	TELSET DGTL 6408D+ GLOBAL GRY	48	90	Parts+Remote 8X5	M	\$	-	\$	-
700276132	33	TELSET DGTL 6424D+M GLOBAL GRY	48	90	Parts+Remote 8X5	M	\$	-	\$	-
205710	10	IP SOFTPHONE R6 RTU ONE LIC 1-5	48	90	Parts+Remote 8X5	M	\$	-	\$	-
700345192	35	IP PHONE 4621D01A-2001	48	90	Parts+Remote 8X5	M	\$	-	\$	-
700383920	10	IP PHONE 9640 GRY 9640D01A	48	90	Parts+Remote 8X5	M	\$	-	\$	-
194384	2	UPS ONLINE 1500VA W/SNMP/RAIL, 120V	48	81	Full Coverage 8X5	M	\$	16.99	\$	33.98
198476	1	S87XX IP/MULTI CONN CM V4	48	90	Parts+Remote 8X5	M	\$	-	\$	-
179234	1916	TDM ports (switch & terminals coverage)	48	90	Parts+Remote 8X5	M	\$	1.56	\$	2,988.96
184748	44	Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	M	\$	2.02	\$	88.88
179449	0	Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	M	\$	58.50	\$	-
179450	0	Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	M	\$	16.25	\$	-
179451	0	WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	M	\$	178.75	\$	-
179455	0	Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	M	\$	1.07	\$	-
179456	0	IP Agent	48	90	Parts+Remote 8X5	M	\$	0.94	\$	-
					Total				\$	3,163.20



Channel Service Agreement Order Form

Customer Name:	EL DORADO COUNTY OF	Contract #:	Page 1 total pages
Sold To number:	3146925	229-S0911	
Equipment Location Address:	2441 HEADINGTON RD	Customer Contact:	Installation Date:
City	State	Zip	Tom Straling
PLACERVILLE	CA	95667-5215	530-621-5415
			Renewal
			Service Commencement Date*:
			Services start date*; For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the

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Material Codes	Qty	Description	Term in months	Coverage	Monthly or Prepaid	Unit Price	Total Price
407105691	2	RINGER LOUD EXTL	48	90	Parts+Remote 8X5	M	\$ 3.58 \$ 7.16
108373	1	SSP UPG SFTW LIC 100PTS	48	90	Parts+Remote 8X5	M	\$ - \$ -
182020	200	ADD ENHD FEATURES R9-CM1 1 PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
106941073	1	DCS UPG SFTW LIC	48	90	Parts+Remote 8X5	M	\$ - \$ -
108314857	1	DEF SFTW R7 SI UPG RTU	48	90	Parts+Remote 8X5	M	\$ - \$ -
102907	1	CP ANLG LN TN742 8PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
102909	2	DIGITAL LINE CIRCUIT CARD TN754C	48	90	Parts+Remote 8X5	M	\$ - \$ -
107980	1	SYS75 CARR UPG G1 SCC/R6 ESCC	48	90	Parts+Remote 8X5	M	\$ - \$ -
109432	2	DEFr ADDL OPTICAL DISC	48	90	Parts+Remote 8X5	M	\$ - \$ -
118651	1	DEF INTG CAMA TRNK	48	90	Parts+Remote 8X5	M	\$ - \$ -
154057	1	ANLG 16 LN INTERFACE	48	90	Parts+Remote 8X5	M	\$ - \$ -
195311	1	INTEGRATED CSU RHS	48	90	Parts+Remote 8X5	M	\$ - \$ -
103557112	1	CP POOLED MDM TN758 2PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
103557187	1	CP TN765 PROC INTF	48	90	Parts+Remote 8X5	M	\$ - \$ -
103557435	1	CP TN790 PROC	48	90	Parts+Remote 8X5	M	\$ - \$ -
103557476	1	CP NTWK CNTL TN794	48	90	Parts+Remote 8X5	M	\$ - \$ -
103982724	1	CP-TN722B	48	90	Parts+Remote 8X5	M	\$ - \$ -
105167266	1	CP TN747B CNTRL OFC TRNK INTF	48	90	Parts+Remote 8X5	M	\$ - \$ -
106706948	1	CP TN2181 DGTL LINE 16PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
107784001	1	CP CALL CLASS TN744D	48	90	Parts+Remote 8X5	M	\$ - \$ -
107784019	1	CP TONE CLOCK TN2182B	48	90	Parts+Remote 8X5	M	\$ - \$ -
108032947	1	CP TN429C DID TRUNK	48	90	Parts+Remote 8X5	M	\$ - \$ -
601817422	1	FLASH CARD 4MB	48	90	Parts+Remote 8X5	M	\$ - \$ -
700393408	1	FACILITY TEST CP TN771DP RHS	48	90	Parts+Remote 8X5	M	\$ - \$ -
700394794	1	DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	M	\$ - \$ -
103339	1	PWAY SFTW TAPI SVC PROV UPG FOR DEF	48	90	Parts+Remote 8X5	M	\$ - \$ -
101556	4	TT WALL SET 3100-TWR	48	90	Parts+Remote 8X5	M	\$ - \$ -
101899	38	TELSET 2500 ANLG 3178 SYS	48	90	Parts+Remote 8X5	M	\$ - \$ -
106886	1	TELSET DGTL 7406 W/DISP	48	90	Parts+Remote 8X5	M	\$ - \$ -
103976601	5	TELSET DGTL W/DISP 7406	48	90	Parts+Remote 8X5	M	\$ - \$ -
179234	138	TDM ports (switch & terminals coverage)	48	90	Parts+Remote 8X5	M	\$ 1.56 \$ 215.28



Channel Service Agreement Order Form

Customer Name:	EL DORADO COUNTY OF	Contract #:	Page 1 total pages
Sold To number:	3147012	229-S0911	
Equipment Location Address:	3057 BRIW RD	Customer Contact:	Installation Date:
City	State	Zip	Customer Contact Telephone Number:
PLACERVILLE	CA	95667-5321	530-621-5415
			Tom Straling Renewal Service Commencement Date*:
			<small>Services start date*: For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the order.</small>

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118235	3	SIZE SENSITIVITY FOR 100PTS	48	90	Parts+Remote 8X5	M	\$ - \$ -
108373	1	SSP UPG SFTW LIC 100PTS	48	90	Parts+Remote 8X5	M	\$ - \$ -
182020	500	ADD ENHD FEATURES R9-CM1 1 PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.07E+08	1	DCS UPG SFTW LIC	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.08E+08	1	DEF SFTW R7 SI UPG RTU	48	90	Parts+Remote 8X5	M	\$ - \$ -
102907	2	CP ANLG LN TN742 8PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
102909	9	DIGITAL LINE CIRCUIT CARD TN754C	48	90	Parts+Remote 8X5	M	\$ - \$ -
102919	14	CP ANALOG LINE 16PT TN746B	48	90	Parts+Remote 8X5	M	\$ - \$ -
102927	1	CP PKG PROC INTF TN765	48	90	Parts+Remote 8X5	M	\$ - \$ -
107980	1	SYS75 CARR UPG G1 SCC/R6 ESCC	48	90	Parts+Remote 8X5	M	\$ - \$ -
109423	2	SYS75 TRUNK INTF DS1/DMI	48	90	Parts+Remote 8X5	M	\$ - \$ -
109432	3	DEFr ADDL OPTICAL DISC	48	90	Parts+Remote 8X5	M	\$ - \$ -
118651	1	DEF INTG CAMA TRNK	48	90	Parts+Remote 8X5	M	\$ - \$ -
195311	2	INTEGRATED CSU RHS	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	1	CP POOLED MDM TN758 2PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	1	CP TN790 PROC	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	1	CP NTWK CNTL TN794	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.06E+08	1	CP TN763D AUX TRUNK INTF	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.07E+08	1	CP TONE DETECTOR TN748D	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.08E+08	1	CP CALL CLASS TN744D	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.08E+08	1	CP TONE CLOCK TN2182B	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.08E+08	1	CP TN429C DID TRUNK	48	90	Parts+Remote 8X5	M	\$ - \$ -
6.02E+08	1	FLASH CARD 4MB	48	90	Parts+Remote 8X5	M	\$ - \$ -

7E+08	1	FACILITY TEST CP TN771DP RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
7E+08	2	DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
179234	478	TDM ports (switch & terminals coverage)	48	90	Parts+Remote 8X5	M	\$ 1.56	\$ 745.68
184748	0	Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	M	\$ 2.02	\$ -
179449	0	Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	M	\$ 58.50	\$ -
179450	0	Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	M	\$ 16.25	\$ -
179451	0	WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	M	\$ 178.75	\$ -
179455	0	Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	M	\$ 1.07	\$ -
179456	0	IP Agent	48	90	Parts+Remote 8X5	M	\$ 0.94	\$ -
189985	1	DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	M	\$ -	\$ -
					Total			\$ 745.68



Channel Service Agreement Order Form

Customer Name:	EL DORADO COUNTY OF	Contract #:	Page 1 total pages
Sold To number:	3146958	229-S0911	
Equipment Location Address:		Customer Contact:	Installation Date:
931 SPRING ST		Tom Straling	Renewal
City State Zip		Customer Contact Telephone Number:	Service Commencement Date*:
PLACERVILLE CA 95667-4543		530-621-5415	Services start date*; For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the order.

This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreement or Customer Agreement that includes Maintenance Services Terms (Attachment D) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement.

The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

*The Maintenance Services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced based on the coverage option and pricing reflected at the main site or location.

Material Codes	Qty	Description	Term in months	Coverage	Monthly or Prepaid	Unit Price	Total Price
118235	1	SIZE SENSITIVITY FOR 100PTS	48	90	Parts+Remote 8X5	M	\$ - \$ -
108373	2	SSP UPG SFTW LIC 100PTS	48	90	Parts+Remote 8X5	M	\$ - \$ -
182020	500	ADD ENHD FEATURES R9-CM1 1 PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.07E+08	1	DCS UPG SFTW LIC	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.08E+08	1	DEF SFTW R7 SI UPG RTU	48	90	Parts+Remote 8X5	M	\$ - \$ -
102907	2	CP ANLG LN TN742 8PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
102909	10	DIGITAL LINE CIRCUIT CARD TN754C	48	90	Parts+Remote 8X5	M	\$ - \$ -
102930	4	CP DS1/DMI TRNK UPG TN767E SX	48	90	Parts+Remote 8X5	M	\$ - \$ -
107980	1	SYS75 CARR UPG G1 SCC/R6 ESCC	48	90	Parts+Remote 8X5	M	\$ - \$ -
109432	2	DEFr ADDL OPTICAL DISC	48	90	Parts+Remote 8X5	M	\$ - \$ -
118651	1	DEF INTG CAMA TRNK	48	90	Parts+Remote 8X5	M	\$ - \$ -
195311	2	INTEGRATED CSU RHS	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	1	CP POOLED MDM TN758 2PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	1	CP TN765 PROC INTF	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	1	CP TN790 PROC	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	1	CP NTWK CNTL TN794	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	2	CP-TN722B	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.06E+08	1	CP TN763D AUX TRUNK INTF	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.08E+08	1	CP CALL CLASS TN744D	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.08E+08	1	CP TONE CLOCK TN2182B	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.08E+08	1	CP TN429C DID TRUNK	48	90	Parts+Remote 8X5	M	\$ - \$ -
6.02E+08	1	FLASH CARD 4MB	48	90	Parts+Remote 8X5	M	\$ - \$ -
7E+08	1	FACILITY TEST CP TN771DP RHS	48	90	Parts+Remote 8X5	M	\$ - \$ -
7E+08	2	DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	M	\$ - \$ -

101877	1	ADAPTER	48	81	Full Coverage 8X5	M	\$ 2.08	\$ 2.08
101556	4	TT WALL SET 3100-TWR	48	90	Parts+Remote 8X5	M	\$ -	\$ -
101899	73	TELSET 2500 ANLG 3178 SYS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.04E+08	1	TELSET DGTL W/DISP 7406	48	90	Parts+Remote 8X5	M	\$ -	\$ -
179234	358	TDM ports (switch & terminals coverage)	48	90	Parts+Remote 8X5	M	\$ 1.56	\$ 558.48
184748	0	Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	M	\$ 2.02	\$ -
179449	0	Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	M	\$ 58.50	\$ -
179450	0	Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	M	\$ 16.25	\$ -
179451	0	WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	M	\$ 178.75	\$ -
179455	0	Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	M	\$ 1.07	\$ -
179456	0	IP Agent	48	90	Parts+Remote 8X5	M	\$ 0.94	\$ -
189985	1	DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	M	\$ -	\$ -
					Total			\$ 560.56



Channel Service Agreement Order Form

Customer Name:	EL DORADO COUNTY OF	Contract #:	Page 1 total pages
Sold To number:	3146946	229-S0911	
Equipment Location Address:	495 MAIN ST	Customer Contact:	Installation Date:
City State Zip	PLACERVILLE CA 95667-5628	Tom Straling	Renewal
		Customer Contact Telephone Number:	Service Commencement Date*:
		530-621-5415	Services start date*; For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the order.

This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreement or Customer Agreement that includes Maintenance Services Terms (Attachment D) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement.

The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

*The Maintenance Services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced based on the coverage option and pricing reflected at the main site or location.

Material Codes	Qty	Description	Term in months	Coverage	Monthly or Prepaid	Unit Price	Total Price
118235	1	SIZE SENSITIVITY FOR 100PTS	48	90	Parts+Remote 8X5	M	\$ - \$ -
108373	3	SSP UPG SFTW LIC 100PTS	48	90	Parts+Remote 8X5	M	\$ - \$ -
182020	400	ADD ENHD FEATURES R9-CM1 1 PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.07E+08	1	DCS UPG SFTW LIC	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.08E+08	1	DEF SFTW R7 SI UPG RTU	48	90	Parts+Remote 8X5	M	\$ - \$ -
102907	3	CP ANLG LN TN742 8PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
102909	7	DIGITAL LINE CIRCUIT CARD TN754C	48	90	Parts+Remote 8X5	M	\$ - \$ -
102913	1	CP AUX TRUNK INTF TN763D	48	90	Parts+Remote 8X5	M	\$ - \$ -
102930	1	CP DS1/DMI TRNK UPG TN767E SX	48	90	Parts+Remote 8X5	M	\$ - \$ -
107980	1	SYS75 CARR UPG G1 SCC/R6 ESCC	48	90	Parts+Remote 8X5	M	\$ - \$ -
109432	3	DEFr ADDL OPTICAL DISC	48	90	Parts+Remote 8X5	M	\$ - \$ -
118651	1	DEF INTG CAMA TRNK	48	90	Parts+Remote 8X5	M	\$ - \$ -
195311	2	INTEGRATED CSU RHS	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	1	CP POOLED MDM TN758 2PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	1	CP TN765 PROC INTF	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	1	CP TN790 PROC	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	1	CP NTWK CNTL TN794	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	2	CP-TN722B	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.05E+08	1	CP TN747B CNTRL OFC TRNK INTF	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.07E+08	1	CP TONE DETECTOR TN748D	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.07E+08	1	CP TN2181 DGTL LINE 16PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.08E+08	1	CP CALL CLASS TN744D	48	90	Parts+Remote 8X5	M	\$ - \$ -

1.08E+08	1	CP TONE CLOCK TN2182B	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.08E+08	1	CP TN429C DID TRUNK	48	90	Parts+Remote 8X5	M	\$ -	\$ -
6.02E+08	1	FLASH CARD 4MB	48	90	Parts+Remote 8X5	M	\$ -	\$ -
7E+08	1	FACILITY TEST CP TN771DP RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
7E+08	2	DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
101877	1	ADAPTER	48	81	Full Coverage 8X5	M	\$ 2.08	\$ 2.08
101556	6	TT WALL SET 3100-TWR	48	90	Parts+Remote 8X5	M	\$ -	\$ -
101899	140	TELSET 2500 ANLG 3178 SYS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.04E+08	17	TELSET DGTL W/DISP 7406	48	90	Parts+Remote 8X5	M	\$ -	\$ -
179234	294	TDM ports (switch & terminals coverage)	48	90	Parts+Remote 8X5	M	\$ 1.56	\$ 458.64
184748	0	Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	M	\$ 2.02	\$ -
179449	0	Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	M	\$ 58.50	\$ -
179450	0	Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	M	\$ 16.25	\$ -
179451	0	WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	M	\$ 178.75	\$ -
179455	0	Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	M	\$ 1.07	\$ -
179456	0	IP Agent	48	90	Parts+Remote 8X5	M	\$ 0.94	\$ -
189985	1	DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	M	\$ -	\$ -
					Total		\$	\$ 460.72



Channel Service Agreement Order Form

Customer Name:	EL DORADO COUNTY OF	Contract #:	Page 1 total pages
Sold To number:	3146935	229-S0911	
Equipment Location Address:	455 SILVA VALLEY PARKWAY	Customer Contact:	Installation Date:
City	State	Zip	Renewal
EL DORADO HILLS	CA	95762	Service Commencement Date*:
			Services start date*; For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the order.

This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreement or Customer Agreement that includes Maintenance Services Terms (Attachment D) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement.

The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

*The Maintenance Services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced based on the coverage option and pricing reflected at the main site or location.

Material Codes	Qty	Description	Term in months	Coverage	Monthly or Prepaid	Unit Price	Total Price
108373	2	SSP UPG SFTW LIC 100PTS	48	90	Parts+Remote 8X5	M	\$ - \$ -
106941073	1	DCS UPG SFTW LIC	48	90	Parts+Remote 8X5	M	\$ - \$ -
108314857	1	DEF SFTW R7 SI UPG RTU	48	90	Parts+Remote 8X5	M	\$ - \$ -
102904	1	SYS75 ATTD DISP CNSL	48	90	Parts+Remote 8X5	M	\$ - \$ -
102906	1	ATTD SELECTOR CNSL	48	90	Parts+Remote 8X5	M	\$ - \$ -
102907	1	CP ANLG LN TN742 8PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
102909	4	DIGITAL LINE CIRCUIT CARD TN754C	48	90	Parts+Remote 8X5	M	\$ - \$ -
102930	1	CP DS1/DMI TRNK UPG TN767E SX	48	90	Parts+Remote 8X5	M	\$ - \$ -
107980	1	SYS75 CARR UPG G1 SCC/R6 ESCC	48	90	Parts+Remote 8X5	M	\$ - \$ -
118651	1	DEF INTG CAMA TRNK	48	90	Parts+Remote 8X5	M	\$ - \$ -
103557112	1	CP POOLED MDM TN758 2PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
103557187	1	CP TN765 PROC INTF	48	90	Parts+Remote 8X5	M	\$ - \$ -
103557435	1	CP TN790 PROC	48	90	Parts+Remote 8X5	M	\$ - \$ -
103557476	1	CP NTWK CNTL TN794	48	90	Parts+Remote 8X5	M	\$ - \$ -
105167266	1	CP TN747B CNTRL OFC TRNK INTF	48	90	Parts+Remote 8X5	M	\$ - \$ -
106405616	1	CP TN763D AUX TRUNK INTF	48	90	Parts+Remote 8X5	M	\$ - \$ -
107784001	1	CP CALL CLASS TN744D	48	90	Parts+Remote 8X5	M	\$ - \$ -
107784019	1	CP TONE CLOCK TN2182B	48	90	Parts+Remote 8X5	M	\$ - \$ -
601817422	1	FLASH CARD 4MB	48	90	Parts+Remote 8X5	M	\$ - \$ -
700393408	1	FACILITY TEST CP TN771DP RHS	48	90	Parts+Remote 8X5	M	\$ - \$ -
101877	1	ADAPTER	48	81	Full Coverage 8X5	M	\$ 2.08 \$ 2.08
407105683	1	RINGER EXTL	48	90	Parts+Remote 8X5	M	\$ - \$ -
101552	32	TT DIAL RECALL DESK SET	48	90	Parts+Remote 8X5	M	\$ - \$ -
101556	3	TT WALL SET 3100-TWR	48	90	Parts+Remote 8X5	M	\$ - \$ -
101899	40	TELSET 2500 ANLG 3178 SYS	48	90	Parts+Remote 8X5	M	\$ - \$ -
106887	9	TELSET DGTL 7406 W/O DISP	48	90	Parts+Remote 8X5	M	\$ - \$ -
113175	1	TELSET DGTL W/ DISP 7406	48	90	Parts+Remote 8X5	M	\$ - \$ -
103976601	1	TELSET DGTL W/DISP 7406	48	90	Parts+Remote 8X5	M	\$ - \$ -

179234	230	TDM ports (switch & terminals coverage)	48	90	Parts+Remote 8X5	M	\$ 1.56	\$ 358.80
179449	0	Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	M	\$ 58.50	\$ -
179450	0	Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	M	\$ 16.25	\$ -
179451	0	WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	M	\$ 178.75	\$ -
179455	0	Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	M	\$ 1.07	\$ -
179456	0	IP Agent	48	90	Parts+Remote 8X5	M	\$ 0.94	\$ -
184748	0	Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	M	\$ 2.02	\$ -
189985	1	DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	M	\$ -	\$ -
Total							\$	360.88

Item	QTY	Description	Unit	Rate	Amount	Category	Sub-Category	Material
179234	230	TDM ports (switch & terminals coverage)	48	90	358.80	Parts+Remote	8X5	M
179449	0	Survivable Remote Processor (SRP)	48	90	0	Parts+Remote	8X5	M
179450	0	Local Survivable Processor (LSP)	48	90	0	Parts+Remote	8X5	M
179451	0	WAN Spare Processor (WSP)	48	90	0	Parts+Remote	8X5	M
179455	0	Callmaster Terminals (administered)	48	90	0	Parts+Remote	8X5	M
179456	0	IP Agent	48	90	0	Parts+Remote	8X5	M
184748	0	Administered IP Ports - Basic Support	48	90	0	Parts+Remote	8X5	M
189985	1	DEFINITY G3si v8 EXT SUP	48	90	0	Parts+Remote	8X5	M
Total							\$	360.88



Channel Service Agreement Order Form

Customer Name:	EL DORADO COUNTY OF	Contract #:	Page 1 total pages
Sold To number:	3146968	229-S0911	
Equipment Location Address:		Customer Contact:	Installation Date:
1359 JOHNSON BLVD		Tom Straling	Renewal
City State Zip		Customer Contact Telephone Number:	Service Commencement Date*:
SOUTH LAKE TAHOE CA 96150-8203		530-621-5415	Services start date*: For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the order.

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The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

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Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced based on the coverage option and pricing reflected at the main site or location.

Material Codes	Qty	Description	Term in months	Coverage		Monthly or Prepaid	Unit Price	Total Price
118235	3	SIZE SENSITIVITY FOR 100PTS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
101097	1	CSU 551 T1	12	90	Parts+Remote 8X5	M	\$ 14.30	\$ 14.30
108373	1	SSP UPG SFTW LIC 100PTS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
182020	500	ADD ENHD FEATURES R9-CM1 1 PT	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.07E+08	1	DCS UPG SFTW LIC	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.08E+08	1	DEF SFTW R7 SI UPG RTU	48	90	Parts+Remote 8X5	M	\$ -	\$ -
102907	11	CP ANLG LN TN742 8PT	48	90	Parts+Remote 8X5	M	\$ -	\$ -
102909	14	DIGITAL LINE CIRCUIT CARD TN754C	48	90	Parts+Remote 8X5	M	\$ -	\$ -
102930	3	CP DS1/DMI TRNK UPG TN767E SX	48	90	Parts+Remote 8X5	M	\$ -	\$ -
109423	3	SYS75 TRUNK INTF DS1/DMI	48	90	Parts+Remote 8X5	M	\$ -	\$ -
109432	2	DEFr ADDL OPTICAL DISC	48	90	Parts+Remote 8X5	M	\$ -	\$ -
118651	1	DEF INTG CAMA TRNK	48	90	Parts+Remote 8X5	M	\$ -	\$ -
195311	3	INTEGRATED CSU RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.04E+08	1	CP POOLED MDM TN758 2PT	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.04E+08	1	CP TN765 PROC INTF	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.04E+08	1	CP TN790 PROC	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.04E+08	1	CP NTWK CNTL TN794	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.05E+08	1	CP TN747B CNTRL OFC TRNK INTF	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.06E+08	1	CP TN763D AUX TRUNK INTF	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.07E+08	2	CP TONE DETECTOR TN748D	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.08E+08	1	CP CALL CLASS TN744D	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.08E+08	1	CP TONE CLOCK TN2182B	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.08E+08	1	CP TN753B DID INTF TRNK 8PT	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.08E+08	1	CP TN429C DID TRUNK	48	90	Parts+Remote 8X5	M	\$ -	\$ -
6.02E+08	1	FLASH CARD 4MB	48	90	Parts+Remote 8X5	M	\$ -	\$ -
7E+08	1	FACILITY TEST CP TN771DP RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -

7E+08	3	DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
101526	1	TT DESK SET 3100-1TD	48	90	Parts+Remote 8X5	M	\$ -	\$ -
101556	13	TT WALL SET 3100-TWR	48	90	Parts+Remote 8X5	M	\$ -	\$ -
101899	100	TELSET 2500 ANLG 3178 SYS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.04E+08	15	TELSET DGTL W/DISP 7406	48	90	Parts+Remote 8X5	M	\$ -	\$ -
179234	534	TDM ports (switch & terminals coverage)	48	90	Parts+Remote 8X5	M	\$ 1.56	\$ 833.04
184748	0	Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	M	\$ 2.02	\$ -
179449	0	Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	M	\$ 58.50	\$ -
179450	0	Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	M	\$ 16.25	\$ -
179451	0	WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	M	\$ 178.75	\$ -
179455	0	Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	M	\$ 1.07	\$ -
179456	0	IP Agent	48	90	Parts+Remote 8X5	M	\$ 0.94	\$ -
189985	1	DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	M	\$ -	\$ -
					Total			\$ 847.34



Channel Service Agreement Order Form

Customer Name:	EL DORADO COUNTY OF	Contract #:	Page 1 total pages
Sold To number:	3146980	Customer Contact:	229-S0911
Equipment Location Address:	971 SILVER DOLLAR AVE	Installation Date:	Tom Straling
City State Zip	SOUTH LAKE TAHOE CA 96150-7761	Customer Contact Telephone Number:	530-621-5415
			Services start date*: For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of

This Order Form is subject to the terms and conditions of the attached General Conditions of Maintenance and Managed Services. However, if there is a Master Purchase/Service Agreement or Customer Agreement that includes Maintenance Services Terms (Attachment D) already in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement. The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

Material Codes	Qty	Description	Term in months	Coverage	Monthly or Prepaid	Unit Price	Total Price
118235	4	SIZE SENSITIVITY FOR 100PTS	48	90	Parts+Remote 8X5	M	\$ - \$ -
117579	1	DEF BCS SFTW R6SI BSC SYS RTU 1272-6US	48	90	Parts+Remote 8X5	M	\$ - \$ -
182020	400	ADD ENHD FEATURES R9-CM1 1 PT	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.07E+08	1	DCS UPG SFTW LIC	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.08E+08	1	DEF SFTW R7 SI UPG RTU	48	90	Parts+Remote 8X5	M	\$ - \$ -
102909	3	DIGITAL LINE CIRCUIT CARD TN754C	48	90	Parts+Remote 8X5	M	\$ - \$ -
102910	2	CP CNTRL OFC TRNK INTF TN747B	48	90	Parts+Remote 8X5	M	\$ - \$ -
102919	7	CP ANALOG LINE 16PT TN746B	48	90	Parts+Remote 8X5	M	\$ - \$ -
102927	1	CP PKG PROC INTF TN765	48	90	Parts+Remote 8X5	M	\$ - \$ -
102930	4	CP DS1/DMI TRNK UPG TN767E SX	48	90	Parts+Remote 8X5	M	\$ - \$ -
109404	1	SYS75 UPG 75XE/386XE TO R6SI RISC	48	90	Parts+Remote 8X5	M	\$ - \$ -
109432	2	DEFr ADDL OPTICAL DISC	48	90	Parts+Remote 8X5	M	\$ - \$ -
109440	1	CAB ENHANCED SNGL CARR G3IXE-G3I	48	90	Parts+Remote 8X5	M	\$ - \$ -
114813	1	DEF R5SI/R6SI TO R7SI	48	90	Parts+Remote 8X5	M	\$ - \$ -
118651	1	DEF INTG CAMA TRNK	48	90	Parts+Remote 8X5	M	\$ - \$ -
195311	1	INTEGRATED CSU RHS	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	1	CP TN790 PROC	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	1	CP NTWK CNTL TN794	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	1	CP-TN722B	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.08E+08	1	CP TONE CLOCK TN2182B	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.08E+08	1	CP TN429C DID TRUNK	48	90	Parts+Remote 8X5	M	\$ - \$ -
6.02E+08	1	FLASH CARD 4MB	48	90	Parts+Remote 8X5	M	\$ - \$ -
7E+08	1	FACILITY TEST CP TN771DP RHS	48	90	Parts+Remote 8X5	M	\$ - \$ -
7E+08	1	DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	M	\$ - \$ -
101877	1	ADAPTER	48	81	Full Coverage 8X5	M	\$ 2.08 \$ 2.08
101556	1	TT WALL SET 3100-TWR	48	90	Parts+Remote 8X5	M	\$ - \$ -
101899	61	TELSET 2500 ANLG 3178 SYS	48	90	Parts+Remote 8X5	M	\$ - \$ -
1.04E+08	6	TELSET DGTL W/DISP 7406	48	90	Parts+Remote 8X5	M	\$ - \$ -
179234	296	TDM ports (switch & terminals coverage)	48	90	Parts+Remote 8X5	M	\$ 1.56 \$ 461.76
184748	0	Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	M	\$ 2.02 \$ -
179449	0	Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	M	\$ 58.50 \$ -

179450	0	Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	M	\$ 16.25	\$ -
179451	0	WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	M	\$ 178.75	\$ -
179455	0	Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	M	\$ 1.07	\$ -
179456	0	IP Agent	48	90	Parts+Remote 8X5	M	\$ 0.94	\$ -
189985	1	DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	M	\$ -	\$ -
Total								\$ 463.84

Item #	Qty	Description	Unit Price	Total Price	Part #	Unit Price	Total Price
179450	48	Local Survivable Processor (LSP)	16.25	780.00			
179451	48	WAN Spare Processor (WSP)	178.75	8487.00			
179455	48	Callmaster Terminals (administered)	1.07	51.36			
179456	48	IP Agent	0.94	45.12			
189985	48	DEFINITY G3si v8 EXT SUP	-	0.00			
Total				8463.84			



Channel Service Agreement Order Form

Customer Name:	EL DORADO COUNTY OF	Contract #:	Page 1 total pages
Sold To number:	3147000	229-S0911	
Equipment Location Address:	3368 LAKE TAHOE BLVD	Customer Contact:	Installation Date:
City State Zip	SOUTH LAKE TAHOE CA 96150-7913	Tom Straling	Renewal
		Customer Contact Telephone Number:	Service Commencement Date*:
		530-621-5415	Services start date*; For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the order.

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The Maintenance service unit price associated with Call Center Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at commencement of Maintenance services for that site. Such per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

*The Maintenance Services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period.

Avaya will, at its discretion, perform a true up on no more than a quarterly basis to reconcile future billing on any items which have been added (activated) or removed (deactivated) during the previous period. No credits or cash payments will be issued against previously paid amounts.

Service charges for IP ports and certain Communication Manager applications (including but not limited to Wan Spare Processor, Local Spare Processor, Survivable Remote Processor & IP Agents) located at remote customer sites that are priced under the utility pricing methodology will be invoiced at customer's main/media server location. These service charges will be invoiced based on the coverage option and pricing reflected at the main site or location.

Material Codes	Qty	Description	Term in months	Coverage		Monthly or Prepaid	Unit Price	Total Price
108373	1	SSP UPG SFTW LIC 100PTS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
182020	300	ADD ENHD FEATURES R9-CM1 1 PT	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.07E+08	1	DCS UPG SFTW LIC	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.08E+08	1	DEF SFTW R7 SI UPG RTU	48	90	Parts+Remote 8X5	M	\$ -	\$ -
102907	1	CP ANLG LN TN742 8PT	48	90	Parts+Remote 8X5	M	\$ -	\$ -
102909	3	DIGITAL LINE CIRCUIT CARD TN754C	48	90	Parts+Remote 8X5	M	\$ -	\$ -
102913	1	CP AUX TRUNK INTF TN763D	48	90	Parts+Remote 8X5	M	\$ -	\$ -
107980	1	SYS75 CARR UPG G1 SCC/R6 ESCC	48	90	Parts+Remote 8X5	M	\$ -	\$ -
109423	1	SYS75 TRUNK INTF DS1/DMI	48	90	Parts+Remote 8X5	M	\$ -	\$ -
118651	1	DEF INTG CAMA TRNK	48	90	Parts+Remote 8X5	M	\$ -	\$ -
195311	1	INTEGRATED CSU RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.04E+08	1	CP POOLED MDM TN758 2PT	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.04E+08	1	CP TN765 PROC INTF	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.04E+08	1	CP TN790 PROC	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.04E+08	1	CP NTWK CNTL TN794	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.05E+08	1	CP TN747B CNTRL OFC TRNK INTF	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.08E+08	1	CP CALL CLASS TN744D	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.08E+08	1	CP TONE CLOCK TN2182B	48	90	Parts+Remote 8X5	M	\$ -	\$ -
1.08E+08	1	CP TN429C DID TRUNK	48	90	Parts+Remote 8X5	M	\$ -	\$ -
6.02E+08	1	FLASH CARD 4MB	48	90	Parts+Remote 8X5	M	\$ -	\$ -
7E+08	1	FACILITY TEST CP TN771DP RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
7E+08	1	DS1 INTFC TN464HP RHS	48	90	Parts+Remote 8X5	M	\$ -	\$ -
179234	142	TDM ports (switch & terminals coverage)	48	90	Parts+Remote 8X5	M	\$ 1.56	\$ 221.52
184748	0	Administered IP Ports - Basic Support	48	90	Parts+Remote 8X5	M	\$ 2.02	\$ -
179449	0	Survivable Remote Processor (SRP)	48	90	Parts+Remote 8X5	M	\$ 58.50	\$ -

179450	0	Local Survivable Processor (LSP)	48	90	Parts+Remote 8X5	M	\$ 16.25	\$ -
179451	0	WAN Spare Processor (WSP)	48	90	Parts+Remote 8X5	M	\$ 178.75	\$ -
179455	0	Callmaster Terminals (administered)	48	90	Parts+Remote 8X5	M	\$ 1.07	\$ -
179456	0	IP Agent	48	90	Parts+Remote 8X5	M	\$ 0.94	\$ -
189985	1	DEFINITY G3si v8 EXT SUP	48	90	Parts+Remote 8X5	M	\$ -	\$ -
					Total			\$ 221.52