

**EL DORADO COUNTY  
 AVAYA MAINTENANCE  
 EXHIBIT 1 TO SERVICE AGREEMENT ORDER  
 May 8,2011**

SOLDTO	ADDRESS	CITY	COVERAGE	ANNUAL COST		ANNUAL SRM QUOTE	MSQT TDM Ports	MSQT IP Ports	
				ANNUAL HW&SSUQUOTE	07/01/11-06/30/12 HW & SSU				
3146968	1359 JOHNSON BLVD	SOUTH LAKE TAHOE	24X7 PARTS + REMOTE	293898	\$ 7,498.20	23721529	\$ 4,935.84	572	0
3146914	330 FAIR LN	PLACERVILLE	24X7 PARTS + REMOTE	293898&23726239	\$ 70,885.44	23721528	\$ 14,341.68	1548	104
3147012	3057 BRIW RD	PLACERVILLE	8X5 PARTS + REMOTE	293900	\$ 9,981.12		\$ -	562	0
3147000	3368 LAKE TAHOE BLVD	SOUTH LAKE TAHOE	8X5 PARTS + REMOTE	293900	\$ 5,221.44		\$ -	294	0
3146946	495 MAIN ST	PLACERVILLE	8X5 PARTS + REMOTE	293900	\$ 5,650.08		\$ -	314	0
3146958	931 SPRING ST	PLACERVILLE	8X5 PARTS + REMOTE	293900	\$ 6,518.52		\$ -	366	0
3146935	7455 SILVA VALLEY PARKWAY	EL DORADO HILLS	8X5 PARTS + REMOTE	293900	\$ 3,250.68		\$ -	182	0
3146925	2441 HEADINGTON RD	PLACERVILLE	8X5 PARTS + REMOTE	293900	\$ 2,940.00		\$ -	162	0
<b>SUBTOTALS</b>					<b>\$ 111,945.48</b>		<b>\$ 19,277.52</b>	<b>4000</b>	<b>104</b>

**ANNUAL TOTAL 07/01/11 (12 months) \$ 131,223.00 /YR**

Contract initial coverage term 07/01/2011 - 06/30/2014

**NOTES:**

Plus applicable taxes

Annual prepay (includes an additional 6% discount). Based on 36 month term.

Pricing includes software upgrades to 330 Fair Lane (Core) & remote at 1359 Johnson

**Software Release Management** - Avaya is responsible for all remote firmware and software updates and patches. We will identify and implement necessary updates, resulting in improved reliability of your system and increased productivity of your staff.

**On Site Support** - Avaya will, at the County's request, provide on site support at the rate of \$200. per hour with a one-hour minimum if the support is provided during Standard business hours and at a rate of \$200. per hour with a three-hour minimum if the work is outside normal business hours. Standard business hours are Monday to Friday 8AM to 5PM in the specific time zone, and excluding Avaya Holidays.