



## **Avaya Phone System Upgrade Package**

Pages 1-13.....Advantel Networks, Scope of Work

Pages 14-15.....Hardware Quote #3043618

Pages 16-18.....Software Quote #3043619

Pages 19-20.....Implementation Services Quote #3043620

Pages 21-27..... Customer Service Agreement Form,  
Maintenance Annual Support Quote

CM8 Upgrade

*Scope of Work*



*The past, present,  
and future of  
solutions integration  
is our business.*

**Submitted To:** El Dorado County

**Account Manager:** Tom Aldine  
916-504-4140

taldine@advantel.com

**Creation Date:** 10/9/2018

**SCOPE OF WORK  
El Dorado County  
CM8 Upgrade**

This Scope of Work (SOW) is the summary of all services and deliverables included in this installation project. Advantel’s technical staff and/or its contractors will perform these services for the stated installation price for El Dorado County, hereafter referred to as “Customer”.

No additions to this SOW will become included in the project without a written request from the Account Manager (AM) and a written confirmation, with price adjustment if warranted, from Advantel’s Project Management Staff. Communication with the AM, Advantel’s technical staff, or other parties outside those in written form shall not be deemed a modification to this SOW until confirmed in writing.

Company	El Dorado County
Contact	Jon Henry, Director of IT
Address	360 Fair lane, Placerville , CA 95667
Phone	(530) 621-5452
Email	
URL	
	31868
SOW Contact/Number	Tom Aldine/916-504-4140

Acceptance of the customer quote/proposal indicated above is inclusive of this SOW and is subject to Advantel Network’s Terms and Conditions in Advantel Networks Master Customer Agreement. Please refer to specific “Payment Terms” later in this document.

## Table of Contents

Section 1: Introduction ..... 4

Section 2: Solution Summary ..... 4

Section 3: Scope of Services..... 6

Section 4: Assumptions ..... 7

Section 5: Exclusions ..... 9

Section 6: Customer Responsibilities ..... 10

Section 7: Payment Terms ..... 10

Section 8: Change Order Process ..... 11

Section 9: Disclaimer..... 11

Section 10: Scope of Work (SOW) Signoff ..... 12

Section 11: Change Request Approval Form ..... 13

## Section 1: Introduction

This Scope of Work is a collaborative document that defines the tasks to be performed and the responsibilities of both Advantel Inc. and El Dorado County.

This SOW is governed by the Advantel Master Customer Agreement between Advantel and Customer (<http://www.advantel.com/legal/>). Unless defined in the text, capitalized terms used in this SOW will have the meanings specified in the Agreement. In the event of a conflict between this SOW and the “Advantel Terms & Conditions”, the order of precedence specified in the Terms & Conditions will apply. If there is no order of precedence specified, the terms of the “Advantel Terms & Conditions” will control.

The services detailed being proposed ordered in connection with this SOW are the entirety of this transaction which is independent in terms of acceptance, payment and warranty commencement of any other concurrent or future orders which you may place with Advantel.

Services and/or Deliverables will be provided to the following location(s):

- 360 Fair lane , Placerville , CA 95667
- 1360 Johnson BLVD South Lake Tahoe, CA 96150 Sold-to 5387687
- 360 Fair Lane Placerville, CA 95667 Sold-to: 3146914

## Section 2: Solution Summary

### SOLUTION OVERVIEW DETAILS:

CM7 Upgrade on Avaya Virtual Platform (AVP) 2 Servers

Upgrade includes the following:

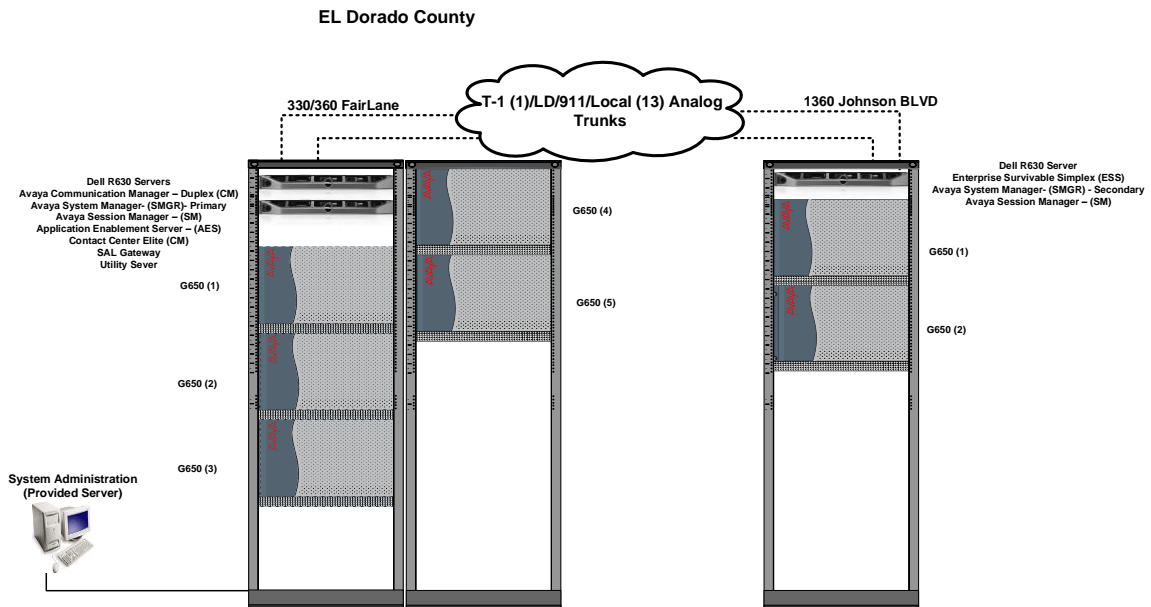
- Duplex Communication Manager (CM)\_
- System Manager (SMGR-HA) Primary (Secondary will be in South Lake Tahoe)
- Session Manager (SM)
- SAL Gateway
- Utility Server
- WebLM
- G650 FW Upgrade
- ESNA Email Verification

360 Fair Lane Placerville, CA 95667

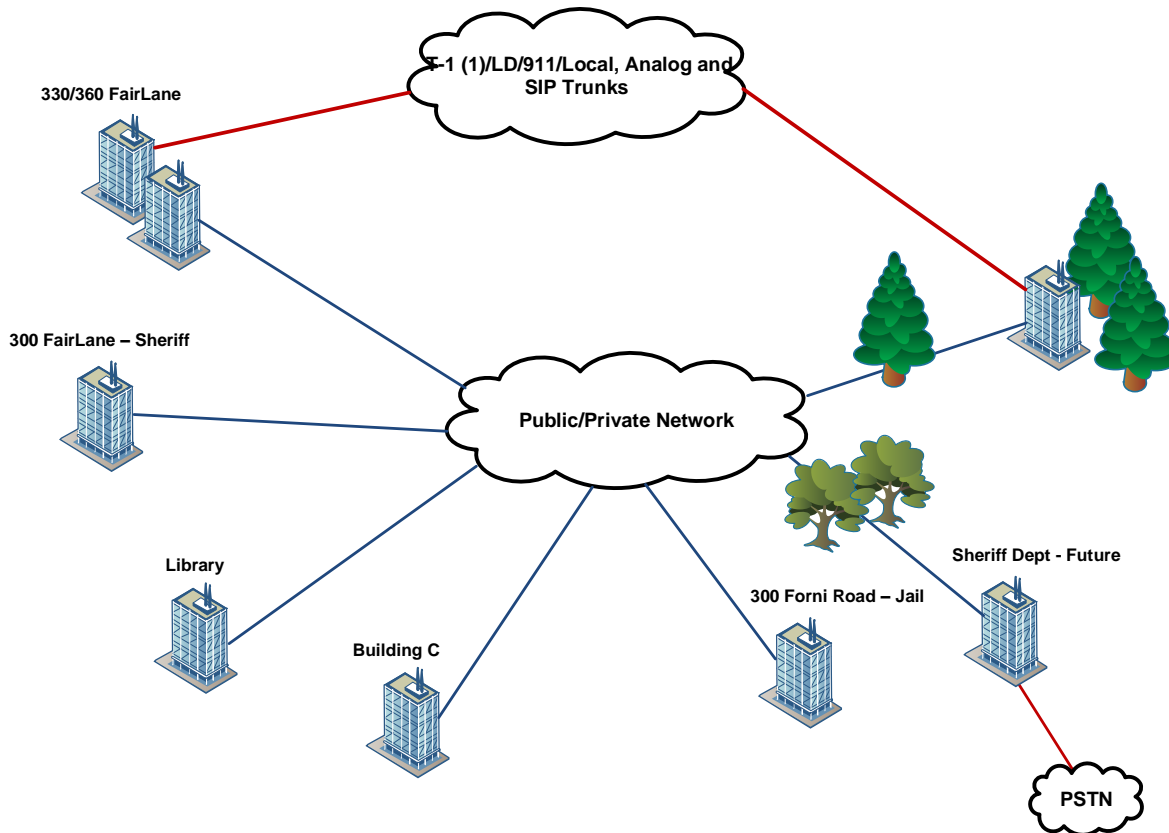
- Upgrade G650 FW

1360 Johnson BLVD South Lake Tahoe, CA 96150

- Enterprise Survivable Server (ESS)
- System Manager (SMGR – HA) Secondary
- Session Manager (SM)
- G650 FW Upgrade



**Overview**



## Section 3: Scope of Services

### 3.1 Project Management

#### 3.1.1 Planning and Initiation Stage

- Conduct a project kick-off meeting to review project objectives, scope and confirm Customer requirements.
- Facilitate development of cutover plan, test plan and contingency plans upon kick-off meeting and start of project.
- Develop and maintain a project schedule.
- Discuss payment schedule.
- Coordinate equipment delivery and inventory management for Advantel Networks hardware and software.
- Schedule Voice Pre Deployment Assessment (if applicable).
- Determine project resource requirements and coordinate scheduling of resources.

#### 3.1.2 Installation Stage

- Confirm site readiness.
- Confirm installation pre-requisites are complete.
- Confirm resource availability.
- Perform inventory if local. If remote, work with Customer to provide packing slips.
- Confirm that configuration and programming pre-requisites are complete.
- Provide oversight of Advantel Networks hardware installation and facilitate any issue resolution.

#### 3.1.3 Testing Stage

- Confirm that systems are running as designed with Customer.

#### 3.1.4 Knowledge Transfer/Training Stage

- Training not applicable for this project.

#### 3.1.5 Cutover/Implementation Support Stage

- Confirm cutover readiness.
- Coordinate implementation and cutover activities with Customer.
- Facilitate development of cutover plan and contingency plans.
- Communicate cutover information to Advantel Networks' technical resources.
- Provide Customer with Advantel Networks Customer Service contact information.
- Coordinate and provide oversight of Advantel Networks implementation activities.
- Oversee FDOB (first day of business) and facilitate any issue resolution.

### 3.1.6 Closure Stage

- Product registration.
- Final inventory.
- Handoff to Service for Post Installation Warranty.
- Overall project review (lessons learned).
- Project Closure Form signed by Customer.
- Submit Customer Service Satisfaction Survey to Customer.
- Initiate final invoice.

## Section 4: Assumptions

The Price and Advantel's ability to perform the work described in this document is based on the following assumptions. The parties agree that changes occurring to any of the described assumptions below will constitute an unanticipated event resulting in a possible delay of the project and/or change in project costs.

- All Project Management support will be performed remotely. Should on-site support be required, addition costs may apply, and all travel charges will be billed as actual.
- Neither party will be obligated for the Deliverables and/or Services described in this SOW until Advantel and the Customer mutually agree by signature below.
- Completion of the deliverables and performance of the Services are based on the parties carrying out their responsibilities as defined in this Scope of Work in a timely manner. The parties will rely on a mutually agreed upon change management process to address any changes, delays or disruptions in Advantel's continuous performance of Services.
- Quantities not specified in this SOW are set forth in the applicable Quote Number, Opportunity Number, or design document, as referenced in "Payment Terms" of this SOW.
- All documentation and/or custom developed materials provided by Advantel will be in a format to be determined by Advantel.
- Unless otherwise stated, Advantel's Services will be delivered remotely.
- If the customer's Network Vendor is unable to meet the agreed upon timeframes to install the customer's network/trunks, and it causes additional work and/or premise visits to be made by Advantel, there may be additional charges.
- All Alarm systems, Burglar, Fire, Motion, Panic, Glass Intrusion and any other life or property safety systems, that require PSTN access (POTS or 1MB lines), shall not be connected through the phone PBX equipment under any circumstances. This service is solely the responsibility of the customer, the Alarm Company and the Phone Company. Advantel will assume no involvement or responsibilities in this matter, unless a Letter of Authorization is approved, and a Managed Services offer is purchased from Advantel to cover Carrier Services.



- In the case of equipment being replaced by Advantel, Customer is responsible for removal from its premises and disposal of the replaced equipment unless otherwise stated and agreed to in writing or on the original quote.
- For interoperability issues that arise during the implementation by Advantel, Advantel will work with Customer and other vendors to identify the cause of the issues. Once it is established that the issue is not related to Advantel work or components, Customer will be responsible to work with its vendors to identify the cause and work toward resolution. Additional charges may apply for work performed if the root cause is not a cause of Advantel.
- Advantel is responsible for the registration of the product(s), onboarding the solution(s) and correction of the customer maintenance records to ensure any product components, no longer required, are removed from the customer's records.

## 4.2 Work Hours

- Advantel's Standard Service Hours are 08:00 to 17:00 (USA local time) Monday through Friday, excluding Advantel designated holidays.
- Non service-affecting work will be performed during Standard Service Hours.
- This project is not quoted to include support during Non-Standard Service Hours, Monday through Friday, 17:00 to 08:00 (USA local time) or any time on Saturday. If it becomes necessary for Advantel to perform the cutover or other work outside of Standard Service hours and or on a Sunday or an Advantel's designated holiday, additional charges will apply unless otherwise stated on the quote.

## 4.3 Travel Costs

- Travel costs are not included in the pricing of this project. Advantel will invoice travel at actual costs. These costs include ground, air, rail, or other charged transportation fees. All travel will be booked with economy pricing whenever available. Also included are accommodations at a mid-tier property. In certain circumstances, this can change based on availability or client proximity. Charges will include Per Diem expenses as allowed by IRS guidance for specific Introduction. Advantel's employee travel time will be billed at \$75.00 per hour flat rate in addition to the travel costs.

## 4.4 Technical

- For remotely delivered Services, Advantel requires a high speed internet connection prior to the start of all work activities. A system user ID and password with appropriate permissions will be required. If Customer is unable to provide remote access, then additional on-site labor and travel charges will apply.
- Network access will only be used to perform the activities described in this SOW.
- For VoIP (Voice over Internet Protocol) Solutions, Customer will have a network ready to support VoIP traffic.

- If Voice Pre-Deployment Assessment (VPDA) is required it can be provided by Advantel for a flat rate charge. Should any VoIP-affecting network deficiencies be identified during the assessment, these will need to be resolved by the client prior to implementation of VoIP.
- Customer's hardware, software and network must meet minimum Advantel's requirements to support the solution.
- Servers targeted for integration must be attached to a network with no impediments to intercommunication between the devices.
- Customer's system may be unavailable during cutover. Advantel will notify Customer of any potential outages associated with the implementation of this SOW. Advantel will notify Customer in advance of each planned cutover.
- Servers targeted for integration must be attached to a network with no impediments to intercommunication between the devices.
- Customer's system may be unavailable during cutover. Advantel will notify Customer of any potential outages associated with the implementation of this SOW. Advantel will notify Customer in advance of each planned cutover.

## Section 5: Exclusions

The following activities are not included in the scope of Services to be performed by Advantel Networks as priced within this Scope of Work:

### 5.1 Standard Service Exclusions

- Product certification and installation instruction.
- Training is not provided unless otherwise indicated in this SOW
- Testing of Customer-provided equipment.
- Resolving interoperability issues with other vendors not acting as a sub-contractor to Advantel Networks.
- Any engineering, or re-engineering, of existing equipment not currently included in this SOW whether previously supplied by Advantel or by another vendor.
- Any re-installation or modification of previously installed equipment, conduit, cable racks, or fiber ducts.
- Coordinating the installation of cabling or inside wiring at Customer premises.
- Testing for network-wide integration of Customer network.
- Cable lacing associated with equipment.
- Removal and disposal of any previously installed Customer-owned equipment or cabling.
- Performing any work requiring an electrician.
- Any operating system patches and anti-virus software installation.
- Any modification to existing customized applications or third-party vendor solutions.
- Network issues, such as bandwidth, static, call quality, packet loss, jitter, delay, and other impediments.
- Network and Security settings that prevent application protocols from executing as designed.

- Any additional functionality not mentioned in this Scope of Work document.
- Security Hardening: System security scans, hardening and remediation are not included in the scope of this project.
- 3rd Party Security Certificates: Unless otherwise stated in this SOW, design work and implementation regarding 3rd party security certificates are not in scope, yet available against additional fees through the Change Order Process.
- Any operating system patches and anti-virus software installation of customer provided/owned servers.
- All Customer provided server hardware and the loading and maintaining of its OS.

## Section 6: Customer Responsibilities

Customer will be responsible for the following.

### 6.1 General

- Verify that location(s) meet the Advantel Networks’ environmental requirements.
- Ensure project team member(s) participation.
- Provide input and approve schedule prior to Installation Stage.
- Designate a single Customer point of contact (SPOC) for project. The individual will have a thorough understanding of Customer’s business requirements and technical environment, and will be able to represent Customer on all business and technical decisions.
- Prepare and execute the user acceptance test (UAT) plan.
- Complete forms and questionnaires as required by Advantel.
- Provide access to all parts of Customer network that are within the scope of this project, as required for the delivery of the Services.
- Provide written or verbal information as required by Advantel to complete the Services.
- Provide resolution of network issues, such as bandwidth, static, call quality, packet loss, jitter, delay, or other impediments.

## Section 7: Payment Terms

Payment for 50% of the equipment subtotal will be due upon proposal acceptance, and the remaining 50% of the equipment subtotal will be due upon equipment delivery.

Advantel labor charges will be invoiced individually upon completed cutover of each product at each site.

The cutover is defined as the date when the installed product is operational and able to perform substantially the function for which it is intended. Minor omissions or substitutions in availability of certain features which do not materially affect the functioning of the entire system will not affect the cutover date. At completion of cutover, an invoice will be processed for payment.

Federal, State, and Local Taxes are not included.

Shipping costs are not included unless otherwise noted in this Scope of Work or Quote.

## Section 8: Change Order Process

Until such time as any change requested is formally agreed to by authorized signature, Advantel shall continue to perform to the terms and scope of the original SOW.

- Either party may request changes to this Scope of Work (SOW) at any time. Customer and Advantel will each designate a single point of contact for the authorization of project change requests. Customer and Advantel will use only the procedure under this Section to control changes to the SOW.
- Since a change could affect the price, schedule, or other terms of this SOW, both Advantel and Customer must approve each change before amending the SOW. All change requests will be submitted in writing using the Advantel Change Request Approval Form (See Section 11). Customer and Advantel will describe the change and include whatever rationale and estimated effect the change will have on the SOW.
- Customer and the Advantel's Project Manager will review the Change Request Approval Form. For any change requested, Advantel shall be entitled to adjust the time of performance and the charges for the work to be performed. Any adjustments to the time of performance or the charges for the work to be performed, which result from a change request shall be set forth on the Change Request Approval Form.
- The change will then be accepted for submission to the other party, or it will be rejected. If rejected, the Change Request Approval Form and a rejection rationale will be returned to the originator.
- If the Change Request Approval Form is submitted to the other party, the receiving party shall have three business days to agree to the proposed change by signing the Change Request Approval Form.
- Approved changes as reflected on an authorized and executed Change Request Approval Form will then be incorporated into the SOW and become part of the agreement between the parties.

## Section 9: Disclaimer

If Customer fails to meet its obligations under this SOW or as otherwise provided in the Customer's commercial agreement with Advantel, Advantel may delay or suspend its delivery of Products or performance of Services relating to Customer's failure and charge Customer for resulting reasonable out-of-pocket expenses. If the failure continues for thirty (30) days following Advantel's written request to Customer to meet these obligations, in addition to the remedies above, Advantel may treat the order as if Customer cancelled the order after delivery. Costs incurred by Advantel due to non-performance by Customer or Customer's vendor(s) may result in additional charges, which Advantel will identify in writing for Customer. This quote is exclusive of any failures or other circumstantial events specifically related to re-using any hardware currently deployed that may delay or prevent successful completion of this project. Any applications or services not listed in this SOW are exclusive of this offer for services.

**Section 10: Scope of Work (SOW) Signoff**

CUSTOMER’S SIGNATURE BELOW ACKNOWLEDGES THAT THE CUSTOMER HAS REVIEWED AND AGREES TO THIS SCOPE OF WORK ("SOW").

Revision	Date	Author	Notes

**Customer**

**Advantel Networks**

X  
\_\_\_\_\_  
Signature

X  
\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**Section 11: Change Request Approval Form**

<b>Change Request Number:</b>	<b>Original Contract Date:</b>	<b>Account Number:</b>	
<b>Customer Name:</b>	<b>Service Order Number(s):</b>		
<b>Customer Address:</b>	<b>City:</b>	<b>State:</b>	<b>Zip:</b>
<b>Date Requested:</b>	<b>Requested By:</b>	<b>Requestor Phone:</b>	<b>Requestor Email:</b>
<b>Date Required:</b>	<b>Site Contact:</b>	<b>Site Contact Phone:</b>	<b>Site Contact Email:</b>
<b>Synopsis of Change Requested:</b>			
<b>Impact of Change Requested:</b>			
<b>Change Approval/Disapproval</b>			
<b>Final Disposition (i.e. Approved or Denied):</b>			
<b>Project Manager:</b>		<b>Phone Number:</b>	<b>E-mail Address:</b>
<b>Project Manager Signature:</b>			<b>Date Signed:</b>
<b>Senior Management:</b>		<b>Phone Number:</b>	<b>E-mail Address:</b>
<b>Senior Management Signature:</b>			<b>Date Signed:</b>
<b>Customer Name/Title:</b>		<b>Phone Number:</b>	<b>E-mail Address:</b>

**Submitted to:**

El Dorado County  
360 Fair lane  
Placerville, CA 95667 U.S.A.

**Job Site:**

El Dorado County  
360 Fair lane  
Placerville, CA 95667 U.S.A.  
Acct #: 1000267

**Account Manager:**

Tom Aldine  
(916) 504-4140 Office  
taldine@advantel.com

**Contact:** David Dannenbrink

**Date:**

10/24/2018

**Phone:**

**Solution Summary -**

Advantel Proposal provides an Avaya Phone System Upgrade from existing V6.3 to V7.1 for County of El Dorado

Avaya NASPO Contract Pricing Applies, Contract # AR603, Expiration 5/31/2019  
Avaya Federal Tax ID: 22-3713430

Combined Advantel Proposal provides Avaya Equipment, Licensing, Software, Avaya Maintenance, plus Advantel installation services and project management

Current Avaya V6.3 has gone end of Design Maintenance (no updates, patches, bug fixes, or additional firmware releases and no new license capacity expansion) on 7/9/18

Avaya G650 Gateways are not being replaced as part of this proposal. These gateways go end of sale on June 10th, 2018.

Quote is Advantel confidential and proprietary between County of El Dorado and Advantel Networks . Quote is not to be shared with any 3rd party without written consent from Advantel

To order: Please have Purchase Order emailed to: taldine@advantel.com

Thank you, Advantel sincerely appreciates the opportunity to earn the business of the County !  
Tom

**--- Detailed Items Included ---**

Quantity	Item ID	Description	List Price	Unit Price	Extended Price
<b>Fair Lane</b>					
2	383548	R630 SERVER MEDIUM APPLIANCE VIRTUALIZATION PLATFORM	\$18,040.00	\$11,365.20	\$22,730.40
4	405362641	POWER CORD USA	\$23.00	\$14.49	\$57.96
<b>Johnson</b>					
1	383548	R630 SERVER MEDIUM APPLIANCE VIRTUALIZATION PLATFORM	\$18,040.00	\$11,365.20	\$11,365.20
2	405362641	POWER CORD USA	\$23.00	\$14.49	\$28.98

<b>Product and Software</b>	
Product:	\$34,182.54
Estimated Sales Tax @ 8%:	\$2,734.60
Total Amount:	<b>\$36,917.14</b>
<b>Summary Pricing Above</b>	



Advantel Networks  
 2222 Trade Zone Blvd., San Jose, CA 95131  
 Main (800) 377-4911 Fax (408) 435-3820

**Quote**  
**3043618**  
 Page 2 of 2

<b>Submitted to:</b> El Dorado County 360 Fair lane Placerville, CA 95667 U.S.A.	<b>Job Site:</b> El Dorado County 360 Fair lane Placerville, CA 95667 U.S.A. Acct #: 1000267	<b>Account Manager:</b> Tom Aldine (916) 504-4140 Office taldine@advantel.com
<b>Contact:</b> David Dannenbrink <b>Phone:</b>		<b>Date:</b> 10/24/2018

This quote is valid for 60 days and is subject to Advantel Networks terms and conditions located at <http://www.advantel.com/about-us/legal/>  
 Acceptance of this quote by signature, PO, or payment by Customer shall constitute Customer's Acceptance of such terms of service and accompanying statement of work (if applicable), and notice to Advantel Networks to proceed with the work described in this quote.  
 Compliance with Laws - The parties hereby incorporate the requirements of 41 C.F.R. §§ 60-1.4(a)(7), 60-300.5 and 60-741.5, if applicable.

**For Advantel Networks signature only**  
 Prepared By: Tom Aldine  
 For Advantel Networks \_\_\_\_\_ Date: \_\_\_\_\_

**CUSTOMER ACCEPTANCE OF PROPOSAL. The above prices, specifications and conditions are satisfactory and are hereby accepted.**

For El Dorado County  
 Authorized Signature: \_\_\_\_\_ Date of Acceptance: \_\_\_\_\_  
 Print Name: \_\_\_\_\_ Title: \_\_\_\_\_



**Submitted to:**

El Dorado County  
360 Fair lane  
Placerville, CA 95667 U.S.A.

**Job Site:**

El Dorado County  
360 Fair lane  
Placerville, CA 95667 U.S.A.  
Acct #: 1000267

**Account Manager:**

Tom Aldine  
(916) 504-4140 Office  
taldine@advantel.com

**Contact:** David Dannenbrink

**Date:**

10/12/2018

**Phone:**

**Solution Summary -**

Advantel Proposal provides an Avaya Phone System Upgrade from existing V6.3 to V7.1 for County of El Dorado

Avaya NASPO Contract Pricing Applies, Contract # AR603, Expiration 5/31/2019  
Avaya Federal Tax ID: 22-3713430

Combined Advantel Proposal provides Avaya Equipment, Licensing, Software, Avaya Maintenance, plus Advantel installation services and project management

Current Avaya V6.3 has gone end of Design Maintenance (no updates, patches, bug fixes, or additional firmware releases and no new license capacity expansion) on 7/9/18

Avaya G650 Gateways are not being replaced as part of this proposal. These gateways go end of sale on June 10th, 2018.

Quote is Advantel confidential and proprietary between County of El Dorado and Advantel Networks . Quote is not to be shared with any 3rd party without written consent from Advantel

To order: Please have Purchase Order emailed to: taldine@advantel.com

Thank you, Advantel sincerely appreciates the opportunity to earn the business of the County !  
Tom

**--- Detailed Items Included ---**

Quantity	Item ID	Description	List Price	Unit Price	Extended Price
<b>Fair Lane</b>					
2	185446	AVAYA COMMUNICATIONS SOLUTION	\$0.00	\$0.00	\$0.00
1	184716	CM S8700 MULTI CONNECT MODEL UPGRADE	\$0.00	\$0.00	\$0.00
2	381277	APPLIANCE VIRTUAL PLATFORM R7+ DUAL CPU COMMON SERVER LIC:	\$900.00	\$890.90	\$1,781.80
2,273	397100	AURA R8 CORE SUITE UPGRADE/UPLIFT UA SOFTWARE LIC: NU;CU;SR	\$25.00	\$14.75	\$33,526.75
2,273	397114	AURA SUITE R8 AES UNIFIED DESKTOP R8 /E LIC:CU	\$0.00	\$0.00	\$0.00
650	397115	AURA SUITE R8 ASBCE R8 STANDARD SERVICES /E LIC:CU	\$0.00	\$0.00	\$0.00
325	397116	AURA SUITE R8 ASBCE R8 ADVANCED SERVICES /E LIC:CU	\$0.00	\$0.00	\$0.00
650	397117	AURA SUITE R8 ASBCE R8 STANDARD HIGH AVAIL LIC /E LIC:CU	\$0.00	\$0.00	\$0.00
325	397118	AURA SUITE R8 ASBCE R8 ADVANCED HIGH AVAIL LIC /E LIC:CU	\$0.00	\$0.00	\$0.00

**Product and Software**

Product: \$36,199.45

Estimated Sales Tax @ 8%: \$0.00

Total Amount: **\$36,199.45**

**Summary Pricing Above**



Advantel Networks  
 2222 Trade Zone Blvd., San Jose, CA 95131  
 Main (800) 377-4911 Fax (408) 435-3820

**Quote**

**3043619**

Page 2 of 3

**Submitted to:**

El Dorado County  
 360 Fair lane  
 Placerville, CA 95667 U.S.A.

**Job Site:**

El Dorado County  
 360 Fair lane  
 Placerville, CA 95667 U.S.A.  
 Acct #: 1000267

**Account Manager:**

Tom Aldine  
 (916) 504-4140 Office  
 taldine@advantel.com

**Contact:** David Dannenbrink

**Date:**

10/12/2018

**Phone:**

This quote is valid for 60 days and is subject to Advantel Networks terms and conditions located at <http://www.advantel.com/about-us/legal/>  
 Acceptance of this quote by signature, PO, or payment by Customer shall constitute Customer's Acceptance of such terms of service and accompanying statement of work (if applicable), and notice to Advantel Networks to proceed with the work described in this quote.  
 Compliance with Laws - The parties hereby incorporate the requirements of 41 C.F.R. §§ 60-1.4(a)(7), 60-300.5 and 60-741.5, if applicable.

**For Advantel Networks signature only**

Prepared By: Tom Aldine  
 For Advantel Networks \_\_\_\_\_ Date: \_\_\_\_\_

**CUSTOMER ACCEPTANCE OF PROPOSAL. The above prices, specifications and conditions are satisfactory and are hereby accepted.**

For El Dorado County  
 Authorized Signature: \_\_\_\_\_ Date of Acceptance: \_\_\_\_\_  
 Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

**Submitted to:**

El Dorado County  
360 Fair lane  
Placerville, CA 95667 U.S.A.

**Job Site:**

El Dorado County  
360 Fair lane  
Placerville, CA 95667 U.S.A.  
Acct #: 1000267

**Account Manager:**

Tom Aldine  
(916) 504-4140 Office  
taldine@advantel.com

**Contact:** David Dannenbrink

**Date:**

10/12/2018

**Phone:**

--- Detailed Items Included Continued ---

Quantity	Item ID	Description	List Price	Unit Price	Extended Price
2,273	397120	AURA SUITE R8 AVAYA MULTIMEDIA MSG ENHANCED USER /E LIC:NU	\$0.00	\$0.00	\$0.00
2,273	397124	AURA SUITE R8 EQUINOX IPAD /E LIC:NU	\$0.00	\$0.00	\$0.00
2,273	397126	AURA SUITE R8 EQUINOX MOBILE /E LIC:NU	\$0.00	\$0.00	\$0.00
2,273	397127	AURA SUITE R8 EC500 SINGLE MODE /E LIC:NU	\$0.00	\$0.00	\$0.00
2,273	397128	AURA SUITE R8 ONE-X CES /E LIC:CU	\$0.00	\$0.00	\$0.00
2,273	397132	AURA SUITE R8 COMMUNICATOR FOR MS LYNC /E LIC:NU	\$0.00	\$0.00	\$0.00
2,273	397133	AURA SUITE R8 EQUINOX FOR WEB /E LIC:CU	\$0.00	\$0.00	\$0.00
2,273	397135	AURA SUITE R8 AVAYA BREEZE R3 USER /E LIC:CU	\$0.00	\$0.00	\$0.00
2,273	397153	AURA SUITE R8 PRESENCE SERVICES R8 UPGRADE ENTITLE /E LIC:NU	\$0.00	\$0.00	\$0.00
1	397163	AURA R8 LARGE ENTERPRISE DUPLEX SOLUTION UPGRADE TRACKING	\$0.00	\$0.00	\$0.00
1	397174	AURA R8 CM VE VAPPLIANCE SYS ENABLEMENT	\$0.00	\$0.00	\$0.00
1	397175	AURA R8 CM DUPLICATE MAC VE VAPPLIANCE SYS ENABLEMENT	\$0.00	\$0.00	\$0.00
2,273	397184	AURA SUITE R8 MESSAGING SEAT BASIC R7 /E LIC:NU	\$0.00	\$0.00	\$0.00
1	397272	AURA SYSTEM MANAGER R8 VE VAPPLIANCE SYSTEM ENABLEMENT	\$0.00	\$0.00	\$0.00
1	397279	AURA SYSTEM MANAGER R8 UPGRADE ENTITLE LIC:DS	\$0.00	\$0.00	\$0.00
1	397503	CC R8 ELITE AGENT ENTITLE LIC:CU	\$0.00	\$0.00	\$0.00
2	397514	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT	\$0.00	\$0.00	\$0.00
1	397903	SESSION MANAGER R8 VE VAPPLIANCE SYSTEM ENABLEMENT	\$0.00	\$0.00	\$0.00
1	397937	DEVICE SERVICES R8 VE VAPPLIANCE SYSTEM ENABLEMENT	\$0.00	\$0.00	\$0.00
1	397947	SESSION MANAGER R8 ADDITIONAL SYSTEM LICENSE UPGRADE LIC:D	\$0.00	\$0.00	\$0.00
1	397951	SESSION MANAGER R8 SYSTEM UPGRADE ENTITLEMENT LIC:DS;NU;SF	\$0.00	\$0.00	\$0.00
<b>Johnson</b>					
1	185446	AVAYA COMMUNICATIONS SOLUTION	\$0.00	\$0.00	\$0.00
1	184716	CM S8700 MULTI CONNECT MODEL UPGRADE	\$0.00	\$0.00	\$0.00
1	381277	APPLIANCE VIRTUAL PLATFORM R7+ DUAL CPU COMMON SERVER LIC:	\$900.00	\$890.90	\$890.90
1	397174	AURA R8 CM VE VAPPLIANCE SYS ENABLEMENT	\$0.00	\$0.00	\$0.00
1	397514	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT	\$0.00	\$0.00	\$0.00
1	397903	SESSION MANAGER R8 VE VAPPLIANCE SYSTEM ENABLEMENT	\$0.00	\$0.00	\$0.00
1	397937	DEVICE SERVICES R8 VE VAPPLIANCE SYSTEM ENABLEMENT	\$0.00	\$0.00	\$0.00

**Submitted to:**

El Dorado County  
360 Fair lane  
Placerville, CA 95667 U.S.A.

**Job Site:**

El Dorado County  
360 Fair lane  
Placerville, CA 95667 U.S.A.  
Acct #: 1000267

**Account Manager:**

Tom Aldine  
(916) 504-4140 Office  
taldine@advantel.com

**Contact:** David Dannenbrink

**Date:**

10/12/2018

**Phone:**

**Solution Summary -**

Advantel Proposal provides an Avaya Phone System Upgrade from existing V6.3 to V7.1 for County of El Dorado

Avaya NASPO Contract Pricing Applies, Contract # AR603, Expiration 5/31/2019  
Avaya Federal Tax ID: 22-3713430

Combined Advantel Proposal provides Avaya Equipment, Licensing, Software, Avaya Maintenance, plus Advantel installation services and project management

Current Avaya V6.3 has gone end of Design Maintenance (no updates, patches, bug fixes, or additional firmware releases and no new license capacity expansion) on 7/9/18

Avaya G650 Gateways are not being replaced as part of this proposal. These gateways go end of sale on June 10th, 2018.

Quote is Advantel confidential and proprietary between County of El Dorado and Advantel Networks . Quote is not to be shared with any 3rd party without written consent from Advantel

To order: Please have Purchase Order emailed to: taldine@advantel.com

Thank you, Advantel sincerely appreciates the opportunity to earn the business of the County !  
Tom

**--- Detailed Items Included ---**

Quantity	Item ID	Description	Unit Price	Extended Price
<b>Labor</b>				
6.00	TRAVEL	Travel - Fair Lane	\$125.00	\$750.00
8.00	TRAVEL	Travel - Johnson Blvd	\$125.00	\$1,000.00

<b><u>Product and Software</u></b>	
Implementation:	\$57,631.49
Estimated Sales Tax @ 8%:	\$0.00
Total Amount:	<b><u>\$57,631.49</u></b>
<b>Summary Pricing Above</b>	



Advantel Networks  
 2222 Trade Zone Blvd., San Jose, CA 95131  
 Main (800) 377-4911 Fax (408) 435-3820

**Quote**  
**3043620**  
 Page 2 of 2

**Submitted to:**

El Dorado County  
 360 Fair lane  
 Placerville, CA 95667 U.S.A.

**Job Site:**

El Dorado County  
 360 Fair lane  
 Placerville, CA 95667 U.S.A.  
 Acct #: 1000267

**Account Manager:**

Tom Aldine  
 (916) 504-4140 Office  
 taldine@advantel.com

**Contact:** David Dannenbrink

**Date:**

10/12/2018

**Phone:**

This quote is valid for 60 days and is subject to Advantel Networks terms and conditions located at <http://www.advantel.com/about-us/legal/>  
 Acceptance of this quote by signature, PO, or payment by Customer shall constitute Customer's Acceptance of such terms of service and accompanying statement of work (if applicable), and notice to Advantel Networks to proceed with the work described in this quote.  
 Compliance with Laws - The parties hereby incorporate the requirements of 41 C.F.R. §§ 60-1.4(a)(7), 60-300.5 and 60-741.5, if applicable.

**For Advantel Networks signature only**

Prepared By: Tom Aldine  
 For Advantel Networks \_\_\_\_\_ Date: \_\_\_\_\_

**CUSTOMER ACCEPTANCE OF PROPOSAL. The above prices, specifications and conditions are satisfactory and are hereby accepted.**

For El Dorado County  
 Authorized Signature: \_\_\_\_\_ Date of Acceptance: \_\_\_\_\_  
 Print Name: \_\_\_\_\_ Title: \_\_\_\_\_



RENEWAL

N

NEW MAINTENANCE ORDER (at Product POS)

Y

Customer Service Agreement Order Form

CSA Ref # or QRN #	AUS3774441	Parent QRN	AUS3773025
Currency	USD	Unique Approval Identifier	L2GEPB-US-D2_AUS3774441
Customer Company Name:	EL DORADO COUNTY OF		

Main Location			
Sold To Number:	0003146914		
Payer Number:	100979522		
Street Address:	330 FAIR LN		
City:	PLACERVILLE	State:	CA
		Zip:	95667-4103

Customer Contact	
Name:	Dave Dannenbrink
Telephone #:	530-621-5411
Email Address:	david.dannenbrink@edcgov.us

Contractual Details

The support services ordered hereunder and the associated billing may commence, in some cases, during the Avaya Product warranty period. If this order is for replacement services or changed services for a Product currently covered by another Avaya support service, Customer hereby agrees to terminate the replaced service effective the date of implementation of the replacement service. Customer acknowledges that additional charges may apply in accordance with the terms in the Support Services Description documents listed in this form and Customer's commercial agreement.

If this Order includes Services for Supported Products being added to Supported Products or Supported Sites covered by a pre-existing Services Order, Customer acknowledges and agrees that in the event this Order is not timely returned by Customer, the term of this Order as set forth in the Duration (months) column below may be shortened, at Avaya's discretion, such that this Order shall terminate on the termination date of the pre-existing Services Order. The fees and coverage shall likewise be reduced to the shortened term.

NOTICE: THIS ORDER IS SUBJECT TO THE TERMS AND CONDITIONS OF AVAYA'S MASTER MAINTENANCE AND MANAGED SERVICES TERMS FOUND AT <https://downloads.avaya.com/css/P8/documents/100172253> IN EFFECT AS OF THE DATE OF THIS ORDER, AND SUCH TERMS AND CONDITIONS ARE INCORPORATED INTO THIS ORDER BY REFERENCE. ANY TERMS AND CONDITIONS ON CUSTOMER'S PURCHASE ORDER OR OTHER SUBMITTED DOCUMENTATION OR WEBSITES SHALL HAVE NO FORCE AND EFFECT. However, if Avaya and Customer have executed a master or frame agreement that includes maintenance and managed services terms and conditions that is currently in effect between the parties, this Order Form shall be subject to the terms and conditions of such agreement. The support services ordered herein are described and subject to the terms of the **Support Service Description (e.g., Service Agreement Supplement, Statement of Work, Service Description) (the 'SAS')** in effect as of the date of the Order, which SAS is incorporated by reference into this Order. Customer authorizes Avaya to release information related to inventory and billing for this customer location to the authorized Avaya Business Partner/Distributor. This information will enable the Avaya Business Partner/Distributor to accurately quote to Customer future Avaya products and services. Unless otherwise specified, this authorization shall remain in effect until the earlier of written notification by the Customer or the termination/expiration of maintenance by the original Business Partner whose name appears on this Order Form.

**Comments - Distributor/Business Partner**

**Additional Information**

**MAINTENANCE ORDER - Summary**

Quote Reference Number (Parent QRN)	Payer #	Location Number	Location Address	Location Name		Estimated 1st Invoice Value	Subsequent Invoice Value	Total Contract Value (TCV)
AUS3773025	100979522	See Detail	See Detail	See Detail	<b>Total</b>	3,963.15	5,284.20	9,247.35

**Service Agreement Supplements (SAS)**

Version #	Offer	SAS Title	Link Id (If Applicable)
3.2	Advanced Parts Replacement Support - 24x7x4 hours	Parts & Onsite Support	<a href="http://earlyrenewals.avaya.com/sas/#/na">http://earlyrenewals.avaya.com/sas/#/na</a>

3.2	Preferred Support	Essential & Preferred Support	<a href="http://earlyrenewals.avaya.com/sas/#/na">http://earlyrenewals.avaya.com/sas/#/na</a>
3.2	SA SW PREF+UA	Essential & Preferred Support	<a href="http://earlyrenewals.avaya.com/sas/#/na">http://earlyrenewals.avaya.com/sas/#/na</a>

**Customer Signature**

Customer signature below indicates customer has read and agrees to the terms and conditions of the applicable agreement including the SASs.

Customer Company Name:		EL DORADO COUNTY OF					
Authorized Signature:							
Typed Name:						Date:	
Street Address:		330 FAIR LN					
City:		PLACERVILLE	State:	CA	Zip:	95667-4103	

**Avaya Signature**

Authorized Signature:							
Typed Name:						Date:	
Email Address:							

**MAINTENANCE ORDER - Summary By Location**

Quote Reference Number	Payer #	Location Number	Location Address	Location Name	Service Term	Estimated 1st Invoice Value	Subsequent Invoice Value	Total Contract Value (TCV)
AUS3773025	100979522	0003146914	330 FAIR LN, PLACERVILLE, CA, 95667-4103	Fair Lane	21	2,642.13	3,522.84	6,164.97
AUS3773321	100979522	0005387687	1360 JOHNSON BLVD, SOUTH LAKE TAHOE, CA, 96150	Johnson	21	1,321.02	1,761.36	3,082.38
Total						3,963.15	5,284.20	9,247.35

**Maintenance Order – Coverage Summary by Location**



qrn	Payer #	Location Number	Location Address	Location Name	Service Term	Coverage	Payment Term	Estimated 1st Invoice Value	Subsequent Invoice Value	Total Contract Value (TCV)
AUS3773025	100979522	0003146914	330 FAIR LN, PLACERVILLE, CA, 95667-4103	Fair Lane	21	SA SW PREF+UA	Annual	0.00	0.00	0.00
AUS3773025	100979522	0003146914	330 FAIR LN, PLACERVILLE, CA, 95667-4103	Fair Lane	21	SA SW PREF+UA	null	0.00	0.00	0.00
AUS3773025	100979522	0003146914	330 FAIR LN, PLACERVILLE, CA, 95667-4103	Fair Lane	21	Supt Advtg Parts 24x7x4	Annual	2,216.16	2,954.88	5,171.04
AUS3773025	100979522	0003146914	330 FAIR LN, PLACERVILLE, CA, 95667-4103	Fair Lane	21	Supt Advtg Preferred	Annual	425.97	567.96	993.93
AUS3773321	100979522	0005387687	1360 JOHNSON BLVD, SOUTH LAKE TAHOE, CA, 96150	Johnson	21	SA SW PREF+UA	null	0.00	0.00	0.00
AUS3773321	100979522	0005387687	1360 JOHNSON BLVD, SOUTH LAKE TAHOE, CA, 96150	Johnson	21	Supt Advtg Parts 24x7x4	Annual	1,108.08	1,477.44	2,585.52
AUS3773321	100979522	0005387687	1360 JOHNSON BLVD, SOUTH LAKE TAHOE, CA, 96150	Johnson	21	Supt Advtg Preferred	Annual	212.94	283.92	496.86

Maintenance Order – Location Detail										
Location Name: Fair Lane				Location QRN: AUS3773025				Location Number: 0003146914		
Material Code	Qty	Description	Service Term	Coverage ID	Coverage Type	Billing Frequency	Extended Price	Estimated 1st Invoice Value		
344372	1	SA PREFER SUPT UPG AURA R8 TRACKING	21	555	SA SW PREF+UA		0.00	0.00		
344589	1	SA PREFER SUPT SESS MANAGER R8 SYSTEM 3YR AN PREPD	21	555	SA SW PREF+UA	AN	0.00	0.00		
344373	1	SA PREFER SUPT UPG CC R8 TRACKING	21	555	SA SW PREF+UA		0.00	0.00		
344375	1	SA PREFER SUPT UPG SESSION MGR R8 TRACKING	21	555	SA SW PREF+UA		0.00	0.00		
293668	2	SA PREFER SUPT AAVP R7 DUAL CPU CMN SRV 3YR AN PREPD	21	402	Supt Advtg Preferred	AN	47.33	425.97		
255661	2	SA PARTS 24X7X4 SUPT CM MEDIUM SRV R2-D 3YR AN PREPD	21	408	Supt Advtg Parts 24x7x4	AN	246.24	2,216.16		

397174	1	AURA R8 CM VE VAPPLIANCE SYS ENABLEMENT						
383548	2	R630 SERVER MEDIUM APPLIANCE VIRTUALIZATION PLATFORM						
397175	1	AURA R8 CM DUPLICATE MAC VE VAPPLIANCE SYS ENABLEMENT						
397184	2273	AURA SUITE R8 MESSAGING SEAT BASIC R7 /E LIC:NU						
397272	1	AURA SYSTEM MANAGER R8 VE VAPPLIANCE SYSTEM ENABLEMENT						
397279	1	AURA SYSTEM MANAGER R8 UPGRADE ENTITLE LIC:DS						
397503	1	CC R8 ELITE AGENT ENTITLE LIC:CU						
397514	2	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT						
397903	1	SESSION MANAGER R8 VE VAPPLIANCE SYSTEM ENABLEMENT						
397937	1	DEVICE SERVICES R8 VE VAPPLIANCE SYSTEM ENABLEMENT						
397947	1	SESSION MANAGER R8 ADDITIONAL SYSTEM LICENSE UPGRADE LIC:DS;NU;SR						
397951	1	SESSION MANAGER R8 SYSTEM UPGRADE ENTITLEMENT LIC:DS;NU;SR						
397100	2273	AURA R8 CORE SUITE UPGRADE/UPLIFT UA SOFTWARE LIC: NU;CU;SR						
405362641	4	POWER CORD USA						
700512710	22	AVAYA VANTAGE K165 WITHOUT CAMERA						
700513905	22	AVAYA VANTAGE K175 DUAL PORT WITH CAMERA						
397114	2273	AURA SUITE R8 AES UNIFIED DESKTOP R8 /E LIC:CU						
397115	650	AURA SUITE R8 ASBCE R8 STANDARD SERVICES /E LIC:CU						
397116	325	AURA SUITE R8 ASBCE R8 ADVANCED SERVICES /E LIC:CU						
397117	650	AURA SUITE R8 ASBCE R8 STANDARD HIGH AVAIL LIC /E LIC:CU						
397118	325	AURA SUITE R8 ASBCE R8 ADVANCED HIGH AVAIL LIC /E LIC:CU						
397120	2273	AURA SUITE R8 AVAYA MULTIMEDIA MSG ENHANCED USER /E LIC:NU						
185446	1	AVAYA COMMUNICATIONS SOLUTION						
232253	1	SUPPORT ADVANTAGE COMMUNICATION MANAGER MODEL						
232282	1	SUPPORT ADVANTAGE MODEL						
397163	1	AURA R8 LARGE ENTERPRISE DUPLEX SOLUTION UPGRADE TRACKING						
397153	2273	AURA SUITE R8 PRESENCE SERVICES R8 UPGRADE ENTITLE /E LIC:NU						
397135	2273	AURA SUITE R8 AVAYA BREEZE R3 USER /E LIC:CU						
397133	2273	AURA SUITE R8 EQUINOX FOR WEB /E LIC:CU						
397132	2273	AURA SUITE R8 COMMUNICATOR FOR MS LYNC /E LIC:NU						
397128	2273	AURA SUITE R8 ONE-X CES /E LIC:CU						

397127	2273	AURA SUITE R8 EC500 SINGLE MODE /E LIC:NU						
397126	2273	AURA SUITE R8 EQUINOX MOBILE /E LIC:NU						
397124	2273	AURA SUITE R8 EQUINOX IPAD /E LIC:NU						
381277	2	APPLIANCE VIRTUAL PLATFORM R7+ DUAL CPU COMMON SERVER LIC:SR						
185446	1	AVAYA COMMUNICATIONS SOLUTION						
184716	1	CM S8700 MULTI CONNECT MODEL UPGRADE						

Code	Qty	Description	Estimated 1st Invoice Value	Subsequent Invoice Value	Total Contract Value	Coverage ID	Service Term	Billing Frequency
------	-----	-------------	-----------------------------	--------------------------	----------------------	-------------	--------------	-------------------

**Summary Support Advantage**

344372	1	SA PREFER SUPT UPG AURA R8 TRACKING	0.00	0.00	0.00	555	21	
344589	1	SA PREFER SUPT SESS MANAGER R8 SYSTEM 3YR AN PREPD	0.00	0.00	0.00	555	21	AN
344373	1	SA PREFER SUPT UPG CC R8 TRACKING	0.00	0.00	0.00	555	21	
344375	1	SA PREFER SUPT UPG SESSION MGR R8 TRACKING	0.00	0.00	0.00	555	21	
293668	2	SA PREFER SUPT AAVP R7 DUAL CPU CMN SRV 3YR AN PREPD	425.97	567.96	993.93	402	21	AN
255661	2	SA PARTS 24X7X4 SUPT CM MEDIUM SRV R2-D 3YR AN PREPD	2,216.16	2,954.88	5,171.04	408	21	AN
		Total Summary Support Advantage	2,642.13	3,522.84	6,164.97			

<b>Location Total</b>			2,642.13	3,522.84	6,164.97			
-----------------------	--	--	----------	----------	----------	--	--	--

**Maintenance Order – Location Detail**

<b>Location Name: Johnson</b>			<b>Location QRN: AUS3773321</b>			<b>Location Number: 0005387687</b>		
-------------------------------	--	--	---------------------------------	--	--	------------------------------------	--	--

Material Code	Qty	Description	Service Term	Coverage ID	Coverage Type	Billing Frequency	Extended Price	Estimated 1st Invoice Value
255661	1	SA PARTS 24X7X4 SUPT CM MEDIUM SRV R2-D 3YR AN PREPD	21	408	Supt Advtg Parts 24x7x4	AN	123.12	1,108.08
344345	1	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R8	21	555	SA SW PREF+UA		0.00	0.00
293668	1	SA PREFER SUPT AAVP R7 DUAL CPU CMN SRV 3YR AN PREPD	21	402	Supt Advtg Preferred	AN	23.66	212.94
185446	1	AVAYA COMMUNICATIONS SOLUTION						
184716	1	CM S8700 MULTI CONNECT MODEL UPGRADE						
381277	1	APPLIANCE VIRTUAL PLATFORM R7+ DUAL CPU COMMON SERVER LIC:SR						
383548	1	R630 SERVER MEDIUM APPLIANCE VIRTUALIZATION PLATFORM						
397174	1	AURA R8 CM VE VAPPLIANCE SYS ENABLEMENT						
397514	1	APPLIANCE VIRTUAL PLATFORM R8 UTILITIES VAPP ENABLEMENT		26				
397903	1	SESSION MANAGER R8 VE VAPPLIANCE SYSTEM ENABLEMENT						

397937	1	DEVICE SERVICES R8 VE VAPPLIANCE SYSTEM ENABLEMENT							
405362641	2	POWER CORD USA							
232253	1	SUPPORT ADVANTAGE COMMUNICATION MANAGER MODEL							
Code	Qty	Description	Estimated 1st Invoice Value	Subsequent Invoice Value	Total Contract Value	Coverage ID	Service Term	Billing Frequency	
<b>Summary Support Advantage</b>									
255661	1	SA PARTS 24X7X4 SUPT CM MEDIUM SRV R2-D 3YR AN PREPD	1,108.08	1,477.44	2,585.52	408	21	AN	
344345	1	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R8	0.00	0.00	0.00	555	21		
293668	1	SA PREFER SUPT AAVP R7 DUAL CPU CMN SRV 3YR AN PREPD	212.94	283.92	496.86	402	21	AN	
		Total Summary Support Advantage	1,321.02	1,761.36	3,082.38				
<b>Location Total</b>			1,321.02	1,761.36	3,082.38				

Business Partner Company				Business Partner Preparer			
Company Name:	Advantel Networks - San Jose			Name:	Dianne Smith		
Street Address:	2222 Trade Zone Blvd			Telephone #:	408-954-5137		
City:	San Jose			Email Address:	dsmith@advantel.com		
State:	CA	Zip:	95131				
Main Telephone #	408-954-8100						
Avaya Siebel ID:	386						

Distributor Company				Distributor Sales Associate			
Company Name:	Westcon Group Inc			Name:	Tim Hare		
Street Address:	520 White Plains Road			Telephone #:	412-209-1085		
City:	Tarrytown			Email Address:	maintenance@westcon.com		
State:	NY	Zip:	10591-5116				
Main Telephone #	800-511-7240						
Avaya Siebel ID:	548						