



Service Agreement Detail Document  
El Dorado County- 24x7 PPR 36 mo  
For

El Dorado County

Quote Reference Number: 293898

Quote Produced on May 9, 2011

Quote Expires on Sep 6, 2011

Estimated Service Agreement Start Date: Jul 1, 2011

Hardware Maintenance Payment Frequency: Annual Prepaid

Hardware Maintenance Quote Term in Months: 36

Port Pricing Type: Switch and Terminal

Region: United States

Currency: USD

\* Estimated Subsequent Invoice Amount is for informational purposes only & does not reflect 1) changes associated with utility measurements gathered at true-up, 2) subsequent component additions to already covered product categories or 3) Invoice amounts for items eligible for coverage in yearly increments. Estimated subsequent invoice amounts are calculated assuming that coverage is still available in subsequent years.

\* The quoted items included in this report must be covered by a current, unexpired contract to generate a complete quote detail.

The Maintenance Services being ordered on this Order Form 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 some 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.

Maintenance service unit price associated with CMS Administered Agents and Administered Voice Mail Boxes will remain fixed based on the number of units located at the site at time of the maintenance contract start date. This per unit charge will remain unchanged for the contracted term of maintenance support, independent of quantity changes recorded during true-ups.

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.



SAP Sold to: 0003146914  
 FL: 0003146914  
 Organization Code: B001  
 Distribution Channel: 01  
 Payer Ref Number: 0000000000  
 FL Address:  
 EL DORADO COUNTY OF  
 330 FAIR LN  
 Placerville , CA 95667-4103

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price
<b>Converged Voice Products</b>				<b>36-Month Term</b>			<b>Parts Plus Remote Support 24x7</b>	
000000000000185701	IP MEDIA RESOURCE CIRCUIT PACK TN2602AP	5			\$0.00	\$0.00	\$0.00	\$0.00
000000000000195250	IPS12 CIRCUIT PACK TN2312BP RHS	8			\$0.00	\$0.00	\$0.00	\$0.00
		8			\$0.00	\$0.00	\$0.00	\$0.00
000000000000195251	C-LAN INTERFACE CIRCUIT PACK TN799DP RHS	4			\$0.00	\$0.00	\$0.00	\$0.00
000000000000195307	S8720 SERVERS RHS	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000000198226	DAL2 FOR S87XX SERVERS	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000000203027	VAL CIRCUIT PACK TN2501AP	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000000203071	IP 320 MEDIA RESOURCE TN2602AP	4			\$0.00	\$0.00	\$0.00	\$0.00
000000000700394950	G650 MEDIA GATEWAY RHS	12			\$0.00	\$0.00	\$0.00	\$0.00
000000000700406135	G650 AC/DC POWER SUPPLY 655A RHS	12			\$0.00	\$0.00	\$0.00	\$0.00
		12			\$0.00	\$0.00	\$0.00	\$0.00
<b>MPC Totals -</b>						<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Custom Solutions</b>				<b>36-Month Term</b>			<b>Full Coverage 24x7</b>	
000000000700409519	CUST SOL TERMINAL SERVER 4 PORT ROHS	1		36	\$30.79	\$369.48	\$369.48	\$1,108.44
<b>MPC Totals -</b>						<b>\$369.48</b>	<b>\$369.48</b>	<b>\$1,108.44</b>
<b>DEFINITY Software</b>				<b>36-Month Term</b>			<b>Parts Plus Remote Support 24x7</b>	
000000000000187730	SFTW ENTITLEMENTS LIC:DS; 5EC500, 5IPSFT LIC:NU; 5IPSTA, 5200AGT LIC:CU	1			\$0.00	\$0.00	\$0.00	\$0.00
<b>MPC Totals -</b>						<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Enterprise Peripherals</b>				<b>36-Month Term</b>			<b>Parts Plus Remote Support 24x7</b>	
000000000000106551	DATA STANDALONE HOUSING MODULES AND CORD	3			\$0.00	\$0.00	\$0.00	\$0.00

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price
<b>MPC Totals -</b>						<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Enterprise Voice Systems</b>	<b>36-Month Term</b>	<b>Parts Plus Remote Support 24x7</b>						
00000000000102907	CP ANLG LN TN742 8PT	11			\$0.00	\$0.00	\$0.00	\$0.00
00000000000102909	DEFINITY CIRCUIT PACK TN754C DIGITAL LINE 8 PORT	20			\$0.00	\$0.00	\$0.00	\$0.00
00000000000102935	CSU MODULE 120A4	6			\$0.00	\$0.00	\$0.00	\$0.00
00000000000102947	DEFINITY CIRCUIT PACK DIGITAL 2 WIRE 24 PORTS	13			\$0.00	\$0.00	\$0.00	\$0.00
00000000000109453	DEFINITY MULTI CARRIER EXPANSION PORT NETWORK MODEL 2	1			\$0.00	\$0.00	\$0.00	\$0.00
00000000000195311	INTEGRATED CSU RHS	16			\$0.00	\$0.00	\$0.00	\$0.00
00000000000196886	SWITCHROOM 110AC ADMINISTRATION RHS	15			\$0.00	\$0.00	\$0.00	\$0.00
000000000103557468	CIRCUIT PACK TN793 ANALOG LINE 24 PORT	2			\$0.00	\$0.00	\$0.00	\$0.00
000000000105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	2			\$0.00	\$0.00	\$0.00	\$0.00
000000000106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000107058950	SWITCHROOM AUXILIARY FIELD	3			\$0.00	\$0.00	\$0.00	\$0.00
000000000107784001	CIRCUIT PACK CALL CLASSIFIER TN744D	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000107985616	CIRCUIT PACK TN753B DID INTERFACE TRUNK 8 PORT	2			\$0.00	\$0.00	\$0.00	\$0.00
000000000108032947	CIRCUIT PACK TN429C DID TRUNK	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000108772583	CIRCUIT PACK TN2501AP VOICE ANNOUNCEMENT	2			\$0.00	\$0.00	\$0.00	\$0.00
000000000601817422	FLASH CARD 4 MEGABITE	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000700059652	CP TN2224CP DGTL LN 24PT RT	13			\$0.00	\$0.00	\$0.00	\$0.00
000000000700393408	FACILITY TEST CIRCUIT PACK TN771DP RHS	4			\$0.00	\$0.00	\$0.00	\$0.00
000000000700394497	BUS TERMINATOR CIRCUIT PACK AHF110 RHS	8			\$0.00	\$0.00	\$0.00	\$0.00
000000000700394638	CALL CLASSIFIER CIRCUIT PACK TN744E RHS	2			\$0.00	\$0.00	\$0.00	\$0.00
000000000700394794	DS1 INTERFACE TN464HP RHS	8			\$0.00	\$0.00	\$0.00	\$0.00
000000000700405020	USB MODEM V.92 56K RHS	2			\$0.00	\$0.00	\$0.00	\$0.00
<b>MPC Totals -</b>						<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>INTEGRATED SYSTEM MGT SOFTWARE</b>	<b>36-Month Term</b>	<b>Parts Plus Remote Support 24x7</b>						
00000000000201130	INTEGRATED MANAGEMENT ASA VOICE ANNC MANAGER CLIENT CM LIC:CU,SR	1		36	\$0.00	\$0.00	\$0.00	\$0.00
00000000000201131	INTEGRATED MANAGEMENT NETWORK MANAGEMENT CONSOLE CM LIC:DS,CU,SR	1		36	\$0.00	\$0.00	\$0.00	\$0.00
<b>MPC Totals -</b>						<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Paging Systems</b>	<b>36-Month Term</b>	<b>Full Coverage 24x7</b>						
00000000000101877	ADAPTER	4		36	\$1.83	\$87.84	\$87.84	\$263.52
<b>MPC Totals -</b>						<b>\$87.84</b>	<b>\$87.84</b>	<b>\$263.52</b>
<b>Terminals</b>	<b>36-Month Term</b>	<b>Parts Plus Remote Support 24x7</b>						
00000000000101891	VOICE TERMINAL POWER	6			\$0.00	\$0.00	\$0.00	\$0.00

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price
00000000000114462	SPEAKERPHONE MODULE	3			\$0.00	\$0.00	\$0.00	\$0.00
000000000407105683	RINGER EXTERNAL	1			\$0.00	\$0.00	\$0.00	\$0.00
<b>MPC Totals -</b>						<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Terminals - Analog</b>		<b>36-Month Term</b>		<b>Parts Plus Remote Support 24x7</b>				
00000000000101526	TT DESK SET 3100-1TD	1			\$0.00	\$0.00	\$0.00	\$0.00
00000000000101556	TT WALL SET 3100-TWR	26			\$0.00	\$0.00	\$0.00	\$0.00
00000000000101898	TEL SET 2500 ANALOG 3178 NHL	12			\$0.00	\$0.00	\$0.00	\$0.00
00000000000101899	TEL SET 2500 ANALOG 3178 SYSTEM	328			\$0.00	\$0.00	\$0.00	\$0.00
00000000000157947	8110 ANALOG SHPKPHN	10			\$0.00	\$0.00	\$0.00	\$0.00
<b>MPC Totals -</b>						<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Terminals - Digital</b>		<b>36-Month Term</b>		<b>Parts Plus Remote Support 24x7</b>				
00000000000101886	DIGITAL DISPLAY MODULE D401B	3			\$0.00	\$0.00	\$0.00	\$0.00
00000000000101888	TEL SET DIGITAL 7405	3			\$0.00	\$0.00	\$0.00	\$0.00
00000000000101917	TEL SET DIGITAL WITH DISPLAY	8			\$0.00	\$0.00	\$0.00	\$0.00
00000000000101919	TEL SET DIGITAL WITH DISPLAY	5			\$0.00	\$0.00	\$0.00	\$0.00
00000000000101941	TEL SET 7434 DIGITAL 49 BUTTON	1			\$0.00	\$0.00	\$0.00	\$0.00
00000000000150882	7405 DIGITAL SET	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000103976601	TELSET DGTL W/DISP 7406	58			\$0.00	\$0.00	\$0.00	\$0.00
000000000108544511	XM 24 MODULE FOR 6416/24 D+M GRAY(REQUIRES POWER)	4			\$0.00	\$0.00	\$0.00	\$0.00
000000000700258577	TELSET DIGITAL 6408D+ GLOBAL GRAY	100			\$0.00	\$0.00	\$0.00	\$0.00
		275			\$0.00	\$0.00	\$0.00	\$0.00
000000000700276132	TELSET DIGITAL 6424D+M GLOBAL GRAY	8			\$0.00	\$0.00	\$0.00	\$0.00
		25			\$0.00	\$0.00	\$0.00	\$0.00
<b>MPC Totals -</b>						<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Terminals - IP</b>		<b>36-Month Term</b>		<b>Parts Plus Remote Support 24x7</b>				
00000000000205710	IP SOFTPHONE R6 RIGHT TO USE 1-5 LIC:NU	10			\$0.00	\$0.00	\$0.00	\$0.00
000000000700345192	IP PHONE 4621 GRAY D01A-2001	35			\$0.00	\$0.00	\$0.00	\$0.00
000000000700383920	IP TELEPHONE 9640 AVAYA CHARCOAL GRAY 9640D01A	10			\$0.00	\$0.00	\$0.00	\$0.00
<b>MPC Totals -</b>						<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Uninterruptible Power Systems</b>		<b>36-Month Term</b>		<b>Full Coverage 24x7</b>				
00000000000194384	UPS ONLINE 1500VA W/SNMP, 4-POST RAIL KIT, 120V	2		36	\$14.95	\$358.80	\$358.80	\$1,076.40
<b>MPC Totals -</b>						<b>\$358.80</b>	<b>\$358.80</b>	<b>\$1,076.40</b>
<b>Utility Communication Manager</b>		<b>36-Month Term</b>		<b>Remote Only HW Support APR 24x7</b>				
00000000000179449	Survivable Remote Processor (SRP)	0		36	\$49.49	\$0.00	\$0.00	\$0.00
00000000000179450	Local Survivable Processor (LSP)	0		36	\$13.75	\$0.00	\$0.00	\$0.00

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price	
000000000000179451	WAN Spare Processor (WSP)	0		36	\$151.22	\$0.00	\$0.00	\$0.00	
000000000000179455	Callmaster terminals (administered)	0		36	\$0.91	\$0.00	\$0.00	\$0.00	
000000000000202844	TDM ports (switch & terminals coverage) H01	1548		36	\$0.96	\$17,832.96	\$17,832.96	\$53,498.88	
000000000000202848	Administered IP ports - Basic Support H01	104		36	\$0.96	\$1,198.08	\$1,198.08	\$3,594.24	
000000000000212700	S87XX IP/MULTI CON CM V5.0	1		36	\$0.00	\$0.00	\$0.00	\$0.00	
<b>MPC Totals -</b>						<b>\$19,031.04</b>	<b>\$19,031.04</b>	<b>\$57,093.12</b>	
<b>Data</b>			<b>12-Month Term</b>					<b>Full Coverage 24x7</b>	
000000000000101097	CSU 551 T1	1		12	\$19.36	\$232.32	\$232.32	\$232.32	
<b>MPC Totals -</b>						<b>\$232.32</b>	<b>\$232.32</b>	<b>\$232.32</b>	
<b>SQRN: 167329</b>						<b>Sold To Totals -</b>	<b>\$20,079.48</b>	<b>\$20,079.48</b>	<b>\$59,773.80</b>



SAP Sold to: 0003146968  
 FL: 0003146968  
 Organization Code: B001  
 Distribution Channel: 01  
 Payer Ref Number: 0000000000  
 FL Address:  
 EL DORADO COUNTY OF  
 1359 JOHNSON BLVD  
 South Lake Tahoe , CA 96150-8203

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price
<b>CONVERGED_PERIPHERALS</b>				<b>36-Month Term</b>			<b>Parts Plus Remote Support 24x7</b>	
00000000000216261	S8510 ESS & LSP	1		36	\$34.37	\$412.44	\$412.44	\$1,237.32
<b>MPC Totals -</b>						<b>\$412.44</b>	<b>\$412.44</b>	<b>\$1,237.32</b>
<b>Converged Voice Products</b>				<b>36-Month Term</b>			<b>Parts Plus Remote Support 24x7</b>	
00000000000224271	IPSI2 CIRCUIT PACK TN2312BP - NON GSA	2			\$0.00	\$0.00	\$0.00	\$0.00
00000000000224272	C-LAN INTERFACE CIRCUIT PACK TN799DP - NON GSA	2			\$0.00	\$0.00	\$0.00	\$0.00
00000000000224273	VAL CIRCUIT PACK TN2501AP - NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00
00000000000224274	IP320 MEDIA RESOURCE CIRCUIT PACK TN2602AP NON GSA	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000700394950	G650 MEDIA GATEWAY RHS	3			\$0.00	\$0.00	\$0.00	\$0.00
000000000700460041	G650 AC/DC POWER SUPPLY 655A NGS	3			\$0.00	\$0.00	\$0.00	\$0.00
000000000700464506	USB MODEM USR5637-OEM 56K ROHS 6	1			\$0.00	\$0.00	\$0.00	\$0.00
<b>MPC Totals -</b>						<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Custom Solutions</b>				<b>36-Month Term</b>			<b>Full Coverage 24x7</b>	
000000000700409683	CUST SOL SECURE TERMINAL SERVER 2 PORT	1		36	\$22.00	\$264.00	\$264.00	\$792.00
<b>MPC Totals -</b>						<b>\$264.00</b>	<b>\$264.00</b>	<b>\$792.00</b>
<b>Enterprise Voice Systems</b>				<b>36-Month Term</b>			<b>Parts Plus Remote Support 24x7</b>	
00000000000102907	CP ANLG LN TN742 8PT	11			\$0.00	\$0.00	\$0.00	\$0.00
00000000000102909	DEFINITY CIRCUIT PACK TN754C DIGITAL LINE 8 PORT	14			\$0.00	\$0.00	\$0.00	\$0.00
00000000000102930	CIRCUIT PACK DS1/DMI TRUNK UPGR ADE TN767E	3			\$0.00	\$0.00	\$0.00	\$0.00
00000000000109423	SYSTEM 75 TRUNK INTERFACE DS1/DMI	3			\$0.00	\$0.00	\$0.00	\$0.00
00000000000109432	DEFr ADDL OPTICAL DISC	2			\$0.00	\$0.00	\$0.00	\$0.00
00000000000118651	DEFINITY INTEGRATED CAMA TRUNK	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000001195310	SWITCHROOM SNEAK FUSE RHS	1			\$0.00	\$0.00	\$0.00	\$0.00

MPC/Material Code	Description	*Qty	Delayed Billing Date	Months	Monthly Unit Price	Initial Invoice Amount	*Estimated Subsequent Invoice Amount	*Estimated Total Price
00000000000195311	INTEGRATED CSU RHS	3			\$0.00	\$0.00	\$0.00	\$0.00
000000000103557112	DEFINITY CIRCUIT PACK POOLED MODEM TN758 2 PORTS	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000105167266	CIRCUIT PACK TN747B CENTRAL OFFICE TRUNK INTERFACE	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000106405616	CIRCUIT PACK TN763D AUX TRUNK INTERFACE	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000106502552	CIRCUIT PACK TONE DETECTOR TN748D	2			\$0.00	\$0.00	\$0.00	\$0.00
000000000107784001	CIRCUIT PACK CALL CLASSIFIER TN744D	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000107784019	CIRCUIT PACK TONE CLOCK TN2182B	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000107985616	CIRCUIT PACK TN753B DID INTERFACE TRUNK 8 PORT	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000108032947	CIRCUIT PACK TN429C DID TRUNK	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000601817422	FLASH CARD 4 MEGABITE	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000700393317	AUX TRUNK INTERFACE TN763D RHS	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000700393408	FACILITY TEST CIRCUIT PACK TN771DP RHS	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000700394794	DS1 INTERFACE TN464HP RHS	3			\$0.00	\$0.00	\$0.00	\$0.00
000000000700437924	CALL CLASSIFIER CIRCUIT PACK TN744FP	1			\$0.00	\$0.00	\$0.00	\$0.00
000000000700463508	BUS TERMINATOR CIRCUIT PACK AHF110 - NON GSA	2			\$0.00	\$0.00	\$0.00	\$0.00
000000000700463524	24PT ANALOG LINE CIRCUIT PACK TN793CP - NON GSA	2			\$0.00	\$0.00	\$0.00	\$0.00
000000000700466014	DS1 INTERFACE CIRCUIT PACK TN464HP - NON GSA	3			\$0.00	\$0.00	\$0.00	\$0.00
<b>MPC Totals -</b>						<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Terminals - Analog</b>		<b>36-Month Term</b>		<b>Parts Plus Remote Support 24x7</b>				
00000000000101526	TT DESK SET 3100-1TD	1			\$0.00	\$0.00	\$0.00	\$0.00
00000000000101556	TT WALL SET 3100-TWR	13			\$0.00	\$0.00	\$0.00	\$0.00
00000000000101899	TEL SET 2500 ANALOG 3178 SYSTEM	100			\$0.00	\$0.00	\$0.00	\$0.00
<b>MPC Totals -</b>						<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Terminals - Digital</b>		<b>36-Month Term</b>		<b>Parts Plus Remote Support 24x7</b>				
000000000103976601	TELSET DGTL W/DISP 7406	15			\$0.00	\$0.00	\$0.00	\$0.00
<b>MPC Totals -</b>						<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Utility Communication Manager</b>		<b>36-Month Term</b>		<b>Remote Only HW Support APR 24x7</b>				
000000000000179455	Callmaster terminals (administered)	0		36	\$0.91	\$0.00	\$0.00	\$0.00
000000000000202844	TDM ports (switch & terminals coverage) H01	572		36	\$0.96	\$6,589.44	\$6,589.44	\$19,768.32
000000000000212700	S87XX IP/MULTI CON CM V5.0	1		36	\$0.00	\$0.00	\$0.00	\$0.00
<b>MPC Totals -</b>						<b>\$6,589.44</b>	<b>\$6,589.44</b>	<b>\$19,768.32</b>
<b>Data</b>		<b>12-Month Term</b>		<b>Full Coverage 24x7</b>				
00000000000101097	CSU 551 T1	1		12	\$19.36	\$232.32	\$232.32	\$232.32
<b>MPC Totals -</b>						<b>\$232.32</b>	<b>\$232.32</b>	<b>\$232.32</b>
<b>SQRN: 62485</b>						<b>\$7,498.20</b>	<b>\$7,498.20</b>	<b>\$22,029.96</b>
<b>Sold To Totals -</b>								

**Grand Totals -**

**\$27,577.68**

**\$27,577.68**

**\$81,803.76**