



Avaya Phone System Sheriff Expansion Package

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

Pages 14-16.....Hardware Quote #3043621

Pages 17-19.....Software Quote #3043624

Pages 20-21.....Implementation Services Quote #3043623

Pages 21-28..... Customer Service Agreement Form,
Maintenance Annual Support Quote

New G450 – LSP Install

Scope of Work



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

Submitted To: El Dorado County Sheriff's Office

Account Manager: Tom Aldine
916-504-4140
taldine@advantel.com

Creation Date: 10/10/2018

SCOPE OF WORK
El Dorado County Sheriff's Office
New G450 - LSP Install

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 Sheriff's Office, 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 Sheriff's Office
Contact	Michael Chaloupka
Address	300 Fair Lane, Placerville, CA 95667
Phone	5306216047
Email	chaloupm@edso.org
URL	
Opportunity #	32203
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.

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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 Sheriff's Office.

This SOW will become invalid if not signed by Customer within 60 calendar days from date of this Scope of Work.

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):

- 300 Fair Lane, Placerville, CA 95667
- 200 Industrial Drive Diamond Springs, CA 95619

Section 2: Solution Summary

SOLUTION OVERVIEW DETAILS:

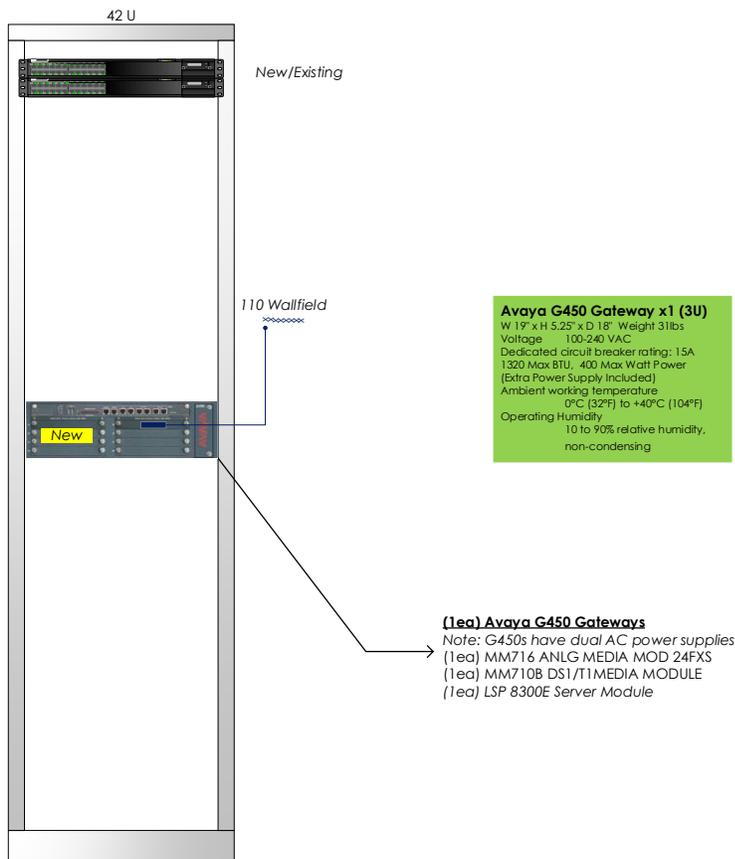
Advantel will Install G450 with redundant power and LSP8300E connected back to Main Core in Placerville. Configure and place 160 IP Sets. Sixteen (16) consecutive training classes on how to use the phones will be held for all users. To determine any network deficiencies, Advantel will be requiring a Voice-Pre Deployment Assessment (VPDA) since this will be a new location off of the main system.

Advantel will:

- Rack and Install G450 with Redundant Power Supply
- Install LSP 8300E Module
- Install 1- MM716 Analog trunk Media Module
- Install 1- MM710B DS1-T1 Media Module
- Install Place and Configure 160 IP Phones
- Configure and Sync back to core
- Test and Verify

Customer responsibility:

- Provide Rack for G450 3U
- Provide IP Addresses and DNS



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.
- Coordinate and provide oversight of Advantel Networks' test activities and facilitate issue resolution

3.1.4 Knowledge Transfer/Training Stage

- Coordinate Training efforts 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.

4.1 General

- 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 access to facilities and personnel as necessary for Advantel to perform its responsibilities.
- 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

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

Submitted to:

El Dorado County Sheriff - New Facility
200 Industrial Drive
Diamond Springs, CA 95619 U.S.A.

Job Site:

El Dorado County Sheriff - New Facility
200 Industrial Drive
Diamond Springs, CA 95619 U.S.A.
Acct #: 1020683

Account Manager:

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

Contact: Michael Chaloupka

Date:

10/14/2018

Phone:

Solution Summary -

Advantel Proposal provides an expansion of County's Avaya Phone System to serve the Sheriff Department's build out of the new facility

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. Upgrade of existing Avaya at the County needs to be addressed prior to or in conjunction with this expansion at the Sheriff's Dept.

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

Advantel Labor Proposal assumes all hardware and licensing is sourced through Advantel. If project items are sourced through another vendor additional labor charges will apply to address items beyond our control (delivery coordination/hardware OS updates/DOA equipment/returns & exchanges/delivery delays/equipment registration/and related items. Such charges will be handled in the form of a project change order.

Advantel will only utilize new factory sealed equipment and licensing sourced from an authorized Avaya distributor. No gray market, used, re-furb, unauthorized equipment will be acceptable to our installation.

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
1	700510424	AV APPLICATION VIRTUAL PLATFORM R7 MEDIA KIT	\$150.00	\$88.50	\$88.50
2	405362641	POWER CORD USA	\$23.00	\$14.49	\$28.98
1	700406416	CABLE ASSEMBLY B25A 25 FEET RHS	\$46.00	\$28.98	\$28.98
1	700466634	MM710B E1/T1 MEDIA MODULE - NON GSA	\$3,000.00	\$1,890.00	\$1,890.00
1	700466642	MM716 ANALOG MEDIA MODULE 24 FXS - NON GSA	\$3,000.00	\$1,890.00	\$1,890.00
1	700506956	G450 MP160 MEDIA GATEWAY NON GSA	\$10,525.00	\$6,630.75	\$6,630.75
1	700507394	G450 R2 POWER SUPPLY	\$1,000.00	\$630.00	\$630.00
1	700508955	S8300E SERVER - NON GSA	\$3,600.00	\$2,268.00	\$2,268.00
150	700383326	IP PHONE 96XX REPLACEMENT LINE CORD	\$8.51	\$6.72	\$1,008.00
1	700395445	120A CSU CABLE 50 FEET RHS	\$97.00	\$61.11	\$61.11



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

Quote
3043621
 Page 2 of 3

Submitted to:

El Dorado County Sheriff - New Facility
 200 Industrial Drive
 Diamond Springs, CA 95619 U.S.A.

Job Site:

El Dorado County Sheriff - New Facility
 200 Industrial Drive
 Diamond Springs, CA 95619 U.S.A.
 Acct #: 1020683

Account Manager:

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

Contact: Michael Chaloupka

Date:

10/14/2018

Phone:

Product and Software

Product:	\$47,312.98
Estimated Sales Tax @ 8%:	\$3,785.04
Total Amount:	<u>\$51,098.02</u>

Summary Pricing Above

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 Sheriff - New Facility
 Authorized Signature: _____ Date of Acceptance: _____
 Print Name: _____ Title: _____



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

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Contact: Michael Chaloupka

Date:

10/14/2018

Phone:

--- Detailed Items Included Continued ---

<u>Quantity</u>	<u>Item ID</u>	<u>Description</u>	<u>List Price</u>	<u>Unit Price</u>	<u>Extended Price</u>
2	700505424	IP TELEPHONE 9608G GREY GIGABIT ETHERNET	\$407.00	\$240.13	\$480.26
37.00	700510905	IP PHONE 9608G GRAY GLOBAL 4 PACK	\$1,480.00	\$873.20	\$32,308.40

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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
		Fair Lane			
1	185446	AVAYA COMMUNICATIONS SOLUTION	\$0.00	\$0.00	\$0.00
1	185840	CM MODEL ADDITIONS	\$0.00	\$0.00	\$0.00
160	380399	AURA R7 CORE SUITE ADD SOFTWARE LIC:NU;CU;SR	\$300.00	\$177.00	\$28,320.00
46	380413	CORE SUITE R7 ASBCE R7 STD SVCS /E LIC:CU	\$0.00	\$0.00	\$0.00
23	380414	CORE SUITE R7 ASBCE R7 ADV SVCS /E LIC:CU	\$0.00	\$0.00	\$0.00
46	380415	CORE SUITE R7 ASBCE R7 STD HA LIC /E LIC:CU	\$0.00	\$0.00	\$0.00
23	380416	CORE SUITE R7 ASBCE R7 ADV HA LIC /E LIC:CU	\$0.00	\$0.00	\$0.00
160	380418	CORE SUITE R7 AVAYA MULTIMEDIA MSG BASIC USER R6 /E LIC:NU	\$0.00	\$0.00	\$0.00
160	380419	CORE SUITE R7 EQUINOX IPAD R3 /E LIC:NU	\$0.00	\$0.00	\$0.00

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Date:

10/14/2018

Phone:

Product and Software

Product:	\$28,467.50
Estimated Sales Tax @ 8%:	\$0.00
Total Amount:	<u>\$28,467.50</u>

Summary Pricing Above

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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 Sheriff - New Facility
Authorized Signature: _____ Date of Acceptance: _____
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Tom Aldine
 (916) 504-4140 Office
 taldine@advantel.com

Contact: Michael Chaloupka

Phone:

Date:

10/14/2018

--- Detailed Items Included Continued ---

Quantity	Item ID	Description	List Price	Unit Price	Extended Price
160	380420	CORE SUITE R7 EQUINOX WIN R3 /E LIC:CU	\$0.00	\$0.00	\$0.00
160	380421	CORE SUITE R7 EQUINOX MOBILE R3 /E LIC:NU	\$0.00	\$0.00	\$0.00
160	380422	CORE SUITE R7 AES UNIFIED DESKTOP R7 /E LIC:CU	\$0.00	\$0.00	\$0.00
160	380424	CORE SUITE R7 EC500 SINGLE MODE R9 /E LIC:NU	\$0.00	\$0.00	\$0.00
160	380425	CORE SUITE R7 ONE-X CES R6 /E LIC:CU	\$0.00	\$0.00	\$0.00
160	380426	CORE SUITE R7 VIDEO R7 /E LIC:NU	\$0.00	\$0.00	\$0.00
160	380429	CORE SUITE R7 PRESENCE SERVICES R7 /E LIC:NU	\$0.00	\$0.00	\$0.00
160	380430	CORE SUITE R7 AVAYA BREEZETM R3 USER /E LIC:CU	\$0.00	\$0.00	\$0.00
160	380432	CORE SUITE R7 CMM R7 /E LIC:NU	\$0.00	\$0.00	\$0.00
160	380434	CORE SUITE R7 EQUINOX MAC R3 /E LIC:NU	\$0.00	\$0.00	\$0.00
160	380435	CORE SUITE R7 ONE-X COMMUNICATOR R6 /E LIC:NU	\$0.00	\$0.00	\$0.00
160	380436	CORE SUITE R7 COMMUNICATOR FOR MS LYNC R6 /E LIC:NU	\$0.00	\$0.00	\$0.00
160	392475	CORE SUITE R7 MESSAGING SEAT BASIC R7 /E LIC:NU	\$0.00	\$0.00	\$0.00
		Sheriff			
1	185446	AVAYA COMMUNICATIONS SOLUTION	\$0.00	\$0.00	\$0.00
1	185840	CM MODEL ADDITIONS	\$0.00	\$0.00	\$0.00
1	380349	AURA R7 CM VE VAPPLIANCE SYS LIC:DS,SR	\$0.00	\$0.00	\$0.00
1	380361	AURA R7 UTILITY SERVICES VE VAPPLICANCE SYS LIC:DS,SR	\$0.00	\$0.00	\$0.00
1	381276	APPLIANCE VIRTUAL PLTFRM R7+ SINGLE CPU EMBEDDED SERVER LIC	\$150.00	\$147.50	\$147.50
1	391427	AVAYA AURA UTILITY SERVICES R7.1 AVP SYSTEM LIC:DS,SR	\$0.00	\$0.00	\$0.00
1	193806	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE	\$0.00	\$0.00	\$0.00
1	272731	APS NETWORK READINESS ASSESSMENT SURVEY - VENDOR PROVIDED	\$0.00	\$0.00	\$0.00

Submitted to:

El Dorado County Sheriff - New Facility
200 Industrial Drive
Diamond Springs, CA 95619 U.S.A.

Job Site:

El Dorado County Sheriff - New Facility
200 Industrial Drive
Diamond Springs, CA 95619 U.S.A.
Acct #: 1020683

Account Manager:

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

Contact: Michael Chaloupka

Date:

10/14/2018

Phone:

Solution Summary -

Advantel Proposal provides an expansion of County's Avaya Phone System to serve the Sheriff Department's build out of the new facility

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. Upgrade of existing Avaya at the County needs to be addressed prior to or in conjunction with this expansion at the Sheriff's Dept.

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

Advantel Labor Proposal assumes all hardware and licensing is sourced through Advantel. If project items are sourced through another vendor additional labor charges will apply to address items beyond our control (delivery coordination/hardware OS updates/DOA equipment/returns & exchanges/delivery delays/equipment registration/and related items. Such charges will be handled in the form of a project change order.

Advantel will only utilize new factory sealed equipment and licensing sourced from an authorized Avaya distributor. No gray market, used, re-furb, unauthorized equipment will be acceptable to our installation.

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 ---

<u>Quantity</u>	<u>Item ID</u>	<u>Description</u>	<u>List Price</u>	<u>Unit Price</u>	<u>Extended Price</u>
6.00	TRAVEL	Travel - CM Core	\$75.00	\$125.00	\$750.00

Product and Software

Implementation:	\$30,643.25
Estimated Sales Tax @ 8%:	\$0.00
Total Amount:	<u><u>\$30,643.25</u></u>

Summary Pricing Above



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

Quote
3043623
 Page 2 of 2

Submitted to:

El Dorado County Sheriff - New Facility
 200 Industrial Drive
 Diamond Springs, CA 95619 U.S.A.

Job Site:

El Dorado County Sheriff - New Facility
 200 Industrial Drive
 Diamond Springs, CA 95619 U.S.A.
 Acct #: 1020683

Account Manager:

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

Contact: Michael Chaloupka

Phone:

Date:

10/14/2018

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 Sheriff - New Facility
 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 #	AUS3773245	Parent QRN	AUS3773195
Currency	USD	Unique Approval Identifier	PhoneNOW1-US_AUS3773245
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 #:	5306215411
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)
AUS3773195	100979522	See Detail	See Detail	See Detail	Total	6,232.95	8,310.60	14,543.55

Service Agreement Supplements (SAS)

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

3.2	Preferred Support	Essential & Preferred Support	http://earlyrenewals.avaya.com/sas/#/na
3.2	Upgrade Advantage	Essential & Preferred Support	http://earlyrenewals.avaya.com/sas/#/na

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)
AUS3773195	10097952 2	0003146914	330 FAIR LN, PLACERVILLE, CA, 95667-4103	Fair Lane	21	5,299.20	7,065.60	12,364.80
AUS3773244	10097952 2	0051755032	200 Industrial Drive, Diamond Springs, CA, 95619	Sheriff	21	933.75	1,245.00	2,178.75
Total						6,232.95	8,310.60	14,543.55

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)
AUS3773195	100979522	0003146914	330 FAIR LN, PLACERVILLE, CA, 95667-4103	Fair Lane	21	Supt Advtg Preferred	Annual	3,139.20	4,185.60	7,324.80
AUS3773195	100979522	0003146914	330 FAIR LN, PLACERVILLE, CA, 95667-4103	Fair Lane	21	Upgrade Advantage	Annual	2,160.00	2,880.00	5,040.00
AUS3773244	100979522	0051755032	200 Industrial Drive, Diamond Springs, CA, 95619	Sheriff	21	Supt Advtg Preferred	null	0.00	0.00	0.00
AUS3773244	100979522	0051755032	200 Industrial Drive, Diamond Springs, CA, 95619	Sheriff	21	Supt Advtg Preferred	Annual	37.35	49.80	87.15
AUS3773244	100979522	0051755032	200 Industrial Drive, Diamond Springs, CA, 95619	Sheriff	21	Upgrade Advantage	Annual	0.00	0.00	0.00
AUS3773244	100979522	0051755032	200 Industrial Drive, Diamond Springs, CA, 95619	Sheriff	21	Supt Advtg Parts 24x7x4	Annual	896.40	1,195.20	2,091.60

Maintenance Order – Location Detail										
Location Name: Fair Lane				Location QRN: AUS3773195				Location Number: 0003146914		
Material Code	Qty	Description	Service Term	Coverage ID	Coverage Type	Billing Frequency	Extended Price	Estimated 1st Invoice Value		
292606	160	SA PREFER SUPT AURA R7 CORE SUITE 3YR AN PREPD	21	402	Supt Advtg Preferred	AN	348.80	3,139.20		
292613	160	UPGRADE ADVANTAGE AURA R7 CORE SUITE 3YR AN PREPD	21	410	Upgrade Advantage	AN	240.00	2,160.00		
380436	160	CORE SUITE R7 COMMUNICATOR FOR MS LYNC R6 /E LIC:NU								
380413	46	CORE SUITE R7 ASBCE R7 STD SVCS /E LIC:CU								
392475	160	CORE SUITE R7 MESSAGING SEAT BASIC R7 /E LIC:NU								
380414	23	CORE SUITE R7 ASBCE R7 ADV SVCS /E LIC:CU								
380415	46	CORE SUITE R7 ASBCE R7 STD HA LIC /E LIC:CU								
380416	23	CORE SUITE R7 ASBCE R7 ADV HA LIC /E LIC:CU								
380418	160	CORE SUITE R7 AVAYA MULTIMEDIA MSG BASIC USER R6 /E LIC:NU								

380419	160	CORE SUITE R7 EQUINOX IPAD R3 /E LIC:NU							
380420	160	CORE SUITE R7 EQUINOX WIN R3 /E LIC:CU							
380421	160	CORE SUITE R7 EQUINOX MOBILE R3 /E LIC:NU							
185446	1	AVAYA COMMUNICATIONS SOLUTION							
232253	1	SUPPORT ADVANTAGE COMMUNICATION MANAGER MODEL							
232282	1	SUPPORT ADVANTAGE MODEL							
380435	160	CORE SUITE R7 ONE-X COMMUNICATOR R6 /E LIC:NU							
380434	160	CORE SUITE R7 EQUINOX MAC R3 /E LIC:NU							
380432	160	CORE SUITE R7 CMM R7 /E LIC:NU							
380430	160	CORE SUITE R7 AVAYA BREEZETM R3 USER /E LIC:CU							
380429	160	CORE SUITE R7 PRESENCE SERVICES R7 /E LIC:NU							
380426	160	CORE SUITE R7 VIDEO R7 /E LIC:NU							
380425	160	CORE SUITE R7 ONE-X CES R6 /E LIC:CU							
380424	160	CORE SUITE R7 EC500 SINGLE MODE R9 /E LIC:NU							
380422	160	CORE SUITE R7 AES UNIFIED DESKTOP R7 /E LIC:CU							
380399	160	AURA R7 CORE SUITE ADD SOFTWARE LIC:NU;CU;SR							
185446	1	AVAYA COMMUNICATIONS SOLUTION							
185840	1	CM MODEL ADDITIONS							

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

292606	160	SA PREFER SUPT AURA R7 CORE SUITE 3YR AN PREPD	3,139.20	4,185.60	7,324.80	402	21	AN
		Total Summary Support Advantage	3,139.20	4,185.60	7,324.80			

Summary Upgrade Advantage

292613	160	UPGRADE ADVANTAGE AURA R7 CORE SUITE 3YR AN PREPD	2,160.00	2,880.00	5,040.00	410	21	AN
		Total Summary Upgrade Advantage	2,160.00	2,880.00	5,040.00			

Location Total			5,299.20	7,065.60	12,364.80			
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Maintenance Order – Location Detail

Location Name: Sheriff	Location QRN: AUS3773244	Location Number: 0051755032
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Material Code	Qty	Description	Service Term	Coverage ID	Coverage Type	Billing Frequency	Extended Price	Estimated 1st Invoice Value
292934	1	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R7	21	402	Supt Advtg Preferred		0.00	0.00
230182	1	SA PARTS 24X7X4 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	21	408	Supt Advtg Parts 24x7x4	AN	60.00	540.00
230032	1	SA PARTS 24X7X4 SUPT CM SMALL SERVER 3YR AN PREPD	21	408	Supt Advtg Parts 24x7x4	AN	39.60	356.40
293650	1	SA PREFER SUPT AAVP R7 SINGLE CPU EMBD SRV 3YR AN PREPD	21	402	Supt Advtg Preferred	AN	4.15	37.35
293656	1	UPGRADE ADVANTAGE AAVP R7 SINGLE CPU EMBD SRV 3YR AN PREPD	21	410	Upgrade Advantage	AN	0.00	0.00
185446	1	AVAYA COMMUNICATIONS SOLUTION						
185840	1	CM MODEL ADDITIONS						
380349	1	AURA R7 CM VE VAPPLIANCE SYS LIC:DS,SR						
380361	1	AURA R7 UTILITY SERVICES VE VAPPLICANCE SYS LIC:DS,SR						
381276	1	APPLIANCE VIRTUAL PLTFRM R7+ SINGLE CPU EMBEDDED SERVER LIC:SR						
391427	1	AVAYA AURA UTILITY SERVICES R7.1 AVP SYSTEM LIC:DS,SR						
700510424	1	AV APPLICATION VIRTUAL PLATFORM R7 MEDIA KIT						
193806	1	UTILITY TRIGGER REMOTE GATEWAY NEW SITE TRACKING CODE						
272731	1	APS NETWORK READINESS ASSESSMENT SURVEY - VENDOR PROVIDED						
405362641	2	POWER CORD USA						
700406416	1	CABLE ASSEMBLY B25A 25 FEET RHS						
700466634	1	MM710B E1/T1 MEDIA MODULE - NON GSA						
700466642	1	MM716 ANALOG MEDIA MODULE 24 FXS - NON GSA						
700506956	1	G450 MP160 MEDIA GATEWAY NON GSA						
700507394	1	G450 R2 POWER SUPPLY						
700508955	1	S8300E SERVER - NON GSA						
700383326	150	IP PHONE 96XX REPLACEMENT LINE CORD						
700395445	1	120A CSU CABLE 50 FEET RHS						
700505424	2	IP TELEPHONE 9608G GREY GIGABIT ETHERNET						
700510905	37	IP PHONE 9608G GRAY GLOBAL 4 PACK						
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
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Summary Support Advantage

292934	1	SUPT ADV PREFERRED REMOTE SITE TRACKING AURA R7	0.00	0.00	0.00	402	21	
230182	1	SA PARTS 24X7X4 SUPT CM MEDIUM GATEWAY 3YR AN PREPD	540.00	720.00	1,260.00	408	21	AN
230032	1	SA PARTS 24X7X4 SUPT CM SMALL SERVER 3YR AN PREPD	356.40	475.20	831.60	408	21	AN
293650	1	SA PREFER SUPT AAVP R7 SINGLE CPU EMBD SRV 3YR AN PREPD	37.35	49.80	87.15	402	21	AN
		Total Summary Support Advantage	933.75	1,245.00	2,178.75			

Summary Upgrade Advantage

293656	1	UPGRADE ADVANTAGE AAVP R7 SINGLE CPU EMBD SRV 3YR AN PREPD	0.00	0.00	0.00	410	21	AN
		Total Summary Upgrade Advantage	0.00	0.00	0.00			

Location Total			933.75	1,245.00	2,178.75			
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Business Partner Company				Business Partner Preparer			
Company Name:	Advantel Networks - San Jose			Name:	Dieanne 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						