

# SERVICE AGREEMENT ORDER FORM

<b>Order Form Control Number</b> B305-23721528  <b>Customer</b> Customer ID: 3146914 EL DORADO COUNTY OF 330 FAIR LN PLACERVILLE CA 95667-4103 CONTACT PHONE IS BTN 5309424948	<b>Sales Quotation/Order Number</b> 23721528  Avaya Inc.	<b>Order Form Date</b> 10/27/2010  <b>Avaya Contact</b> RUMAPATHY
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Service Description	Service Code	Quantity	Service Length (Months)	Service Options (See Legend)	Service Charges															
<b>COMP SFTW REL MGMT AV IP TEL P</b>	189042	1,662	36		[A] 14,341.68															
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Order Form Return Date</td> <td style="width: 25%;"></td> <td style="width: 25%;">Total This Page</td> <td style="width: 25%; text-align: right;">14341.68</td> </tr> <tr> <td></td> <td></td> <td>Subtotals from Attached Additional Page(s)</td> <td style="text-align: right;">0.00</td> </tr> <tr> <td>Service Commencement Date</td> <td></td> <td>Estimated Taxes</td> <td style="text-align: right;">1,219.04</td> </tr> <tr> <td>Customer Elects to Pay</td> <td>[A] Annual Prepaid</td> <td><b>Grand Total</b></td> <td style="text-align: right;"><b>\$15,560.72</b></td> </tr> </table>					Order Form Return Date		Total This Page	14341.68			Subtotals from Attached Additional Page(s)	0.00	Service Commencement Date		Estimated Taxes	1,219.04	Customer Elects to Pay	[A] Annual Prepaid	<b>Grand Total</b>	<b>\$15,560.72</b>
Order Form Return Date		Total This Page	14341.68																	
		Subtotals from Attached Additional Page(s)	0.00																	
Service Commencement Date		Estimated Taxes	1,219.04																	
Customer Elects to Pay	[A] Annual Prepaid	<b>Grand Total</b>	<b>\$15,560.72</b>																	

Available Service Options for Avaya Products are dependent upon offer.				Service Billing Options	
A1..Full Coverage 8x5	A9...Proactive IP Full Cov 8x5	A17..Remote Hardware Support 24x7	A25..Adv Parts Repl Next Bus Day	[M] Monthly	
A2..Full Coverage 24x7	A10..Proactive IP Full Cov 24x7	A18..Rem HW Sup Adv Part Repl 24x7	A26..Adv Parts Repl 8x5x4	[Q] Quarterly	
A3..Full Cov + Sftw Upg 8x5	A11..Proactive IP Parts + Rem 8x5	A19..Essential Support	A27..Adv Parts Repl 24x7x4	[A] Annual Prepaid	
A4..Full Cov + Sftw Upg 24x7	A12..Proactive IP Parts + Rem 24x7	A20..Essential Co-Delivery Support	A28..Upgrade Advantage	[O] One-Time Prepaid	
A5..Parts + Rem Supp 8x5	A13..Proactive IP Remote 8x5	A21..Preferred Support	B1...Switch + Terminals		
A6..Parts + Rem Supp 24x7	A14..Proactive IP Remote 24x7	A22..Preferred Co-Delivery Support	B2...Switch Only Coverage		
A7..Remote Only 8x5	A15..On-Site Hardware Mtc 8x5	A23..Onsite Support 8x5	B3...Parts + Remote on Terminals		
A8..Remote Only 24x7	A16..On-Site Hardware Mtc 24x7	A24..Onsite Support 24x7	B4...Term Repl Cov Next Bus Day		
			E.....Extended Support		

Per the terms of Customer's Agreement with Avaya, Service for Added Products will be coterminous with Service for existing Products at the same location. The number of months shown above is the total length of your contract period. The number of months actually billed for Added Products will be based on the number of months remaining in your Service contract period at the time Service for the Added Products commences.

**Remarks:**

<b>Customer Approval and Location Information</b> EL DORADO COUNTY OF 330 FAIR LN PLACERVILLE CA 95667-4103		<b>Avaya Inc.</b> Accepted by:	
Authorized Customer Signature	Date	Authorized Avaya Inc. Signature	Date
Printed or Typed Name	Title	Printed or Typed Name	Title

CUSTOMER'S SIGNATURE ACKNOWLEDGES THAT CUSTOMER HAS READ AND UNDERSTANDS THE TERMS AND CONDITIONS OF CUSTOMER'S AGREEMENT WITH AVAYA. CUSTOMER'S SIGNATURE ALSO AUTHORIZES AVAYA TO REQUEST CREDIT INFORMATION FROM ANY CREDIT REPORTING AGENCY OR SOURCE.

Retention Requirement  
Preparer - 6 yrs  
After Cancellation or Expiration

# SERVICE AGREEMENT ORDER FORM

<b>Order Form Control Number</b> B305-23721529  <b>Customer</b> Customer ID: 3146968 EL DORADO COUNTY OF 1359 JOHNSON BLVD SOUTH LAKE TAHOE CA 96150-8203 CONTACT PHONE IS BTN 9047452926	<b>Sales Quotation/Order Number</b> 23721529  Avaya Inc.	<b>Order Form Date</b> 10/27/2010  <b>Avaya Contact</b> RUMAPATHY
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Service Description	Service Code	Quantity	Service Length (Months)	Service Options (See Legend)	Service Charges
COMP SFTW REL MGMT AV IP TEL P	189042	572	36		[A] 4,935.84

Order Form Return Date		Total This Page Subtotals from Attached Additional Page(s) Estimated Taxes Pre-Payment Alternative <b>Grand Total</b>	4935.84
			0.00
Service Commencement Date			431.89
Customer Elects to Pay	[A] Annual Prepaid		<b>\$5,367.73</b>

Available Service Options for Avaya Products are dependent upon offer.				Service Billing Options
A1..Full Coverage 8x5	A9....Proactive IP Full Cov 8x5	A17..Remote Hardware Support 24x7	A25..Adv Parts Repl Next Bus Day	[M] Monthly
A2..Full Coverage 24x7	A10..Proactive IP Full Cov 24x7	A18..Rem HW Sup Adv Part Repl 24x7	A26..Adv Parts Repl 8x5x4	[Q] Quarterly
A3..Full Cov + Sftw Upg 8x5	A11..Proactive IP Parts + Rem 8x5	A19..Essential Support	A27..Adv Parts Repl 24x7x4	[A] Annual Prepaid
A4..Full Cov + Sftw Upg 24x7	A12..Proactive IP Parts + Rem 24x7	A20..Essential Co-Delivery Support	A28..Upgrade Advantage	[O] One-Time Prepaid
A5..Parts + Rem Supp 8x5	A13..Proactive IP Remote 8x5	A21..Preferred Support	B1...Switch + Terminals	
A6..Parts + Rem Supp 24x7	A14..Proactive IP Remote 24x7	A22..Preferred Co-Delivery Support	B2...Switch Only Coverage	
A7..Remote Only 8x5	A15..On-Site Hardware Mtc 8x5	A23..Onsite Support 8x5	B3...Parts + Remote on Terminals	
A8..Remote Only 24x7	A16..On-Site Hardware Mtc 24x7	A24..Onsite Support 24x7	B4...Term Repl Cov Next Bus Day	
			E.....Extended Support	

Per the terms of Customer's Agreement with Avaya, Service for Added Products will be coterminous with Service for existing Products at the same location. The number of months shown above is the total length of your contract period. The number of months actually billed for Added Products will be based on the number of months remaining in your Service contract period at the time Service for the Added Products commences.

**Remarks:**

<b>Customer Approval and Location Information</b> EL DORADO COUNTY OF 1359 JOHNSON BLVD SOUTH LAKE TAHOE CA 96150-8203		Avaya Inc. Accepted by:	
Authorized Customer Signature	Date	Authorized Avaya Inc. Signature	Date
Printed or Typed Name	Title	Printed or Typed Name	Title

CUSTOMER'S SIGNATURE ACKNOWLEDGES THAT CUSTOMER HAS READ AND UNDERSTANDS THE TERMS AND CONDITIONS OF CUSTOMER'S AGREEMENT WITH AVAYA. CUSTOMER'S SIGNATURE ALSO AUTHORIZES AVAYA TO REQUEST CREDIT INFORMATION FROM ANY CREDIT REPORTING AGENCY OR SOURCE.



# SERVICE AGREEMENT ORDER FORM

<b>Order Form Control Number</b> A007-23726239  <b>Customer</b> Customer ID: 3146914 EL DORADO COUNTY OF 330 FAIR LN PLACERVILLE CA 95667-4103 CONTACT PHONE IS BTN 5309424948	<b>Sales Quotation/Order Number</b> 23726239  Avaya Inc.	<b>Order Form Date</b> 12/06/2010  <b>Avaya Contact</b> Nancy Higginbotham
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Service Description	Service Code	Quantity	Service Length (Months)	Service Options (See Legend)	Service Charges
SSU AURA R5 EE U/M/101-1K N AN	219356	366	36		[A] 9,653.64
SSU AURATM5 ENT ED 1001+ AN	219365	1,707	36		[A] 41,152.32

Order Form Return Date		Total This Page	50805.96
		Subtotals from Attached Additional Page(s)	0.00
		Estimated Taxes	4,318.50
Service Commencement Date		Pre-Payment Alternative	
Customer Elects to Pay	[A] Annual Prepaid	<b>Grand Total</b>	<b>\$55,124.46</b>

Available Service Options for Avaya Products are dependent upon offer.				Service Billing Options	
A1..Full Coverage 8x5	A9....Proactive IP Full Cov 8x5	A17..Remote Hardware Support 24x7	A25..Adv Parts Repl Next Bus Day	[M] Monthly	
A2..Full Coverage 24x7	A10..Proactive IP Full Cov 24x7	A18..Rem HW Sup Adv Part Repl 24x7	A26..Adv Parts Repl 8x5x4	[Q] Quarterly	
A3..Full Cov + Sftw Upg 8x5	A11..Proactive IP Parts + Rem 8x5	A19..Essential Support	A27..Adv Parts Repl 24x7x4	[A] Annual Prepaid	
A4..Full Cov + Sftw Upg 24x7	A12..Proactive IP Parts + Rem 24x7	A20..Essential Co-Delivery Support	A28..Upgrade Advantage	[O] One-Time Prepaid	
A5..Parts + Rem Supp 8x5	A13..Proactive IP Remote 8x5	A21..Preferred Support	B1...Switch + Terminals		
A6..Parts + Rem Supp 24x7	A14..Proactive IP Remote 24x7	A22..Preferred Co-Delivery Support	B2...Switch Only Coverage		
A7..Remote Only 8x5	A15..On-Site Hardware Mtc 8x5	A23..Onsite Support 8x5	B3...Parts + Remote on Terminals		
A8..Remote Only 24x7	A16..On-Site Hardware Mtc 24x7	A24..Onsite Support 24x7	B4...Term Repl Cov Next Bus Day		
			E.....Extended Support		

Per the terms of Customer's Agreement with Avaya, Service for Added Products will be coterminous with Service for existing Products at the same location. The number of months shown above is the total length of your contract period. The number of months actually billed for Added Products will be based on the number of months remaining in your Service contract period at the time Service for the Added Products commences.

**Remarks:**

<b>Customer Approval and Location Information</b> EL DORADO COUNTY OF 330 FAIR LN PLACERVILLE CA 95667-4103		Avaya Inc. Accepted by:	
Authorized Customer Signature	Date	Authorized Avaya Inc. Signature	Date
Printed or Typed Name	Title	Printed or Typed Name	Title

CUSTOMER'S SIGNATURE ACKNOWLEDGES THAT CUSTOMER HAS READ AND UNDERSTANDS THE TERMS AND CONDITIONS OF CUSTOMER'S AGREEMENT WITH AVAYA. CUSTOMER'S SIGNATURE ALSO AUTHORIZES AVAYA TO REQUEST CREDIT INFORMATION FROM ANY CREDIT REPORTING AGENCY OR SOURCE.