



## Service Agreement Order Specification Form

MSQT SA 7/03/07

**Customer Company Name**  
 EL DORADO COUNTY

<b>Customer Contact Approving Contract</b>	<b>Billing Address:</b> 360 FAIR LANE PLACERVILLE, CA 95667-4103	<b>Avaya Sales Contact:</b> JANET MCTURK
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<b>Corporate Address</b> 360 FAIR LANE PLACERVILLE, CA 95667-4103	<b>Sales Contact Address:</b> AVAYA, INC 24670 Lower Trail Carmel, CA 93923 <b>Sales Contact Phone Number:</b> 720 444-3196
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**Attached Documents:** (i.e. MSQT Quote Detail Document #, SAS etc.)

Attachment Document Number	Attachment Document Description	Payment Selection: (Monthly/Quarterly/Annual)	Maintenance Price Total
EXHIBIT 1 (05-08-	Detail on Maintenance Locations, Quote #s, Coverage Options		
	Annual Pay (36 month term)	Annual	\$131,223.00
SAS SS/SSU	Service Agreement Supplement - Software Support (07-2010)		
SAS PPR	Service Agreement Supplement - Remote Plus Parts (03-2011)		
SAS SRM	Service Agreement Supplement - Software Release Management (07-2010)		
General Ts&Cs SLE	Terms & Conditions of Maintenance & Managed Support - SLE		

The price presented here does not include applicable taxes. Applicable taxes will appear on customer's invoice.

<b>Customer Contract Return Date:</b> <small>(signed contract needs to be returned to Avaya by the above date to be valid)</small>	<b>Services start date;</b> For new maintenance services orders, Avaya will determine the services start date upon Avaya's acceptance of the order. For maintenance renewal or recast orders, the services start date will be the first billing cycle date following Avaya's acceptance of the order.
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**Purchase order number or authorizing agent & telephone number**

<b>Return Avaya Accepted Contract to (Customer Name &amp; Address):</b>	<b>Name &amp; Address of Avaya associate the contract needs to be returned to:</b>
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YOUR SIGNATURE ACKNOWLEDGES THAT YOU HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS OF THE ATTACHMENTS LISTED ABOVE. THESE TERMS AND CONDITIONS APPLY TO THIS ORDER, AND SUPERSEDE ANY SERVICE TERMS TO WHICH YOU PREVIOUSLY HAVE AGREED. YOUR SIGNATURE ALSO AUTHORIZES AVAYA TO REQUEST CREDIT INFORMATION FROM ANY CREDIT REPORTING AGENCY OR SOURCE.

**Remarks:**

<b>Authorized Customer Signature:</b>	<b>Date</b>	<b>Accepted by</b>	<b>Date</b>
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<b>Printed or Typed Name:</b>	<b>Printed or Typed Name</b>
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<b>Title</b>	<b>Title</b>
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<b>Address &amp; Telephone number of Customer Signee (includes Corporate address, department)</b>	
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Avaya internal use  
 Customer Hierarchy # :