SERVICE AGREEMENT ORDER FORM

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Order Form Control Number B305-23721528 Customer Customer ID: 3146914 EL DORADO COUNTY OF 330 FAIR LN PLACERVILLE CA 95667-4103 CONTACT PHONE IS BTN 5309424948	528 23721528 Avaya Inc. D: 3146914 COUNTY OF N E CA 95667-4103			10/27/2010 Avaya Contact RUMAPATHY		
Service Description		Service Code	Quantity	Service Length (Months)	Service Options (See Legend)	Service Charges
COMP SFTW REL MGMT AV IP TEL	P	189042	1,662	36		[A] 14,341.68
Order Form Return Date Service Commencement Date Customer Elects to Pay	[A] Annual Prep	Estimated 7 Pre-Paymer	om Attached Additiona faxes at Alternative	al Page(s)		14341.68 0.00 1,219.04 \$15,560.72
A2Full Coverage 24x7 A3Full Cov + Sftw Upg 8x5 A1Proacti A4Full Cov + Sftw Upg 24x7 A12Proacti A5Parts + Rem Supp 8x5 A6Parts + Rem Supp 24x7 A7Remote Only 8x5 A15On-Site	ve IP Full Cov 8x5 ve IP Full Cov 24x7 ve IP Parts + Rem 8x ve IP Parts + Rem 24 ve IP Remote 8x5 ve IP Remote 24x7 Hardware Mtc 8x5 Hardware Mtc 24x7 Avaya, Service for Appur contract period. T	A17Remote Hai A18Rem HW S 5 A19Essential St X7 A20Essential C A21Preferred St A22Preferred C A23Onsite Supp A24Onsite Supp Added Products will be he number of months	o-Delivery Support upport o-Delivery Support port 8x5 port 24x7 e coterminous with Ser	A26.Adv Parts Repl 8x A27.Adv Parts Repl 24 A28.Upgrade Advanta; B1Switch + Termina B2Switch Only Cove B3Parts + Remote or B4Term Repl Cov N. EExtended Suppor vice for existing Produ	ext Bus Day [M] 15x4 [Q] 1x7x4 [A] 1ge [O] 1serage 1 Terminals 1 Terminals 1 terminals 1 terminals	vice Billing Options] Monthly [Quarterly Annual Prepaid [One-Time Prepaid ocation. The number of er of months remaining i
Customer Approval and Location Informa EL DORADO COUNTY OF 330 FAIR LN PLACERVILLE CA 95667-4103	tion		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

Order Form Date

Sales Quotation/Order Number

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4935.84

0.00 431.89

Customer Customer ID: 3146968 EL DORADO COUNTY OF 1359 JOHNSON BLVD SOUTH LAKE TAHOE CA 96150-8203 CONTACT PHONE IS BTN 9047452926	Avaya Inc.			Avaya Contact RUMAPATHY			
Service Description		Service Code	Quantity	Service Length (Months)	Service Options (See Legend)	Servi	ice Charges
COMP SFTW REL MGMT AV IP TEL P		189042	572	36		[A]	4,935.84

Service Commencement Date				Pre-Payment Alternative		- 1	
Customer Elects to Pay [A] Annual Prepaid			1	Grand Total			\$5,367.73
Available Service Options for	Avaya Products a	re dependent upon o	ffer,			Ser	vice Billing Options
A1Full Coverage 8x5 A2Full Coverage 24x7 A3Full Cov + Sftw Upg 8x5 A4Full Cov + Sftw Upg 24x7 A5Parts + Rem Supp 8x5 A6Parts + Rem Supp 24x7 A7Remote Only 8x5 A8. Remote Only 24x7	A12Proactive I A13Proactive I A14Proactive I A15On-Site Ha	P Full Cov 24x7 P Parts + Rem 8x5 P Parts + Rem 24x7 P Remote 8x5 P Remote 24x7	A18. A19. A20. A21. A22. A23.	.Remote Hardware Support 24x7 .Rem HW Sup Adv Part Repl 24x .Essential Support .Essential Co-Delivery Support .Preferred Support .Preferred Co-Delivery Support .Onsite Support 8x5 Onsite Support 24x7	A25.Adv Parts Repl Next Bus Day 7A26.Adv Parts Repl 8x5x4 A27.Adv Parts Repl 24x7x4 A28.Upgrade Advantage B1Switch + Terminals B2Switch Only Coverage B3Parts + Remote on Terminals B4. Term Repl Cov Next Bus Day	[Q] [A] [O]	Monthly Quarterly Annual Prepaid One-Time Prepaid

Subtotals from Attached Additional Page(s)

Total This Page

Estimated Taxes

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:

Order Form Return Date

Order Form Control Number

B305-23721529

Customer Approval and Location Information EL DORADO COUNTY OF 1359 JOHNSON BLVD SOUTH LAKE TAHOE CA 96150-8203		Avaya Inc. Accepted by:				
Authorized Customer Signature		Date	Authorized Avaya Inc. Signatur	e	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

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

Total This Page 50805.96 Order Form Return Date Subtotals from Attached Additional Page(s) 0.00 Estimated Taxes 4,318.50 Service Commencement Date Pre-Payment Alternative [A] Annual Prepaid Customer Elects to Pay **Grand Total** \$55,124.46 Service Billing Options Available Service Options for Avaya Products are dependent upon offer. A9....Proactive IP Full Cov 8x5 A1..Full Coverage 8x5 A17..Remote Hardware Support 24x7 A25.Adv Parts Repl Next Bus Day [M] Monthly

A2..Full Coverage 24x7
A3..Full Cov + Sftw Upg 8x5
A11..Proactive IP Full Cov 24x7
A11..Proactive IP Parts + Rem 8x5 A18..Rem HW Sup Adv Part Repl 24x7A26.Adv Parts Repl 8x5x4 [Q] Quarterly A19.. Essential Support A27.Adv Parts Repl 24x7x4 A] Annual Prepaid [O] One-Time Prepaid A4..Full Cov + Sftw Upg 24x7 A12..Proactive IP Parts + Rem 24x7 A20.. Essential Co-Delivery Support A28.Upgrade Advantage 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 B3...Parts + Remote on Terminals A15..On-Site Hardware Mtc 8x5 A23..Onsite Support 8x5 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:

Customer Approval and Location Information EL DORADO COUNTY OF 330 FAIR LN PLACERVILLE CA 95667-4103		Avaya Inc. Accepted by:				
Authorized Customer Signature		Date	Authorized Avaya Inc. Signature	е	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.